

STUDENT HANDBOOK

2025-2026



DISCLAIMER

Information on this handbook is only a summarised version of the programme guide or programme handbook. All students must read all the policies, procedures, regulations and guidelines that govern Oryx University ("OU") and Liverpool John Moores University ("LJMU"), understand them and adhere to them at all times in matters and behaviour related to their studies at OU. These information and documents are provided to students and general public on the OU website and LJMU website. The "Student Handbook", the official "Offer Letter" and "Confirmation of Enrolment" also provide more details of policies, procedures, regulations and guidelines that are useful to student on a regular basis.

OU-LJMU has published the information, in this handbook, which stands factual at the date of publication. The University has the discretion to make changes to programmes, delivery schedules, staffing and services. All stakeholders will be given prior notice to any proposed changes in due course.



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Oryx University in partnership with Liverpool John Moores University, in Qatar is a purpose driven university education provider, “Incubating positive minds for a sustainable future”

PRESIDENT’S MESSAGE

Dear Students,

It is both a privilege and a pleasure to welcome you to Oryx University, in partnership with Liverpool John Moores University, for the academic year 2025/2026. This year heralds the launch of our new campus, equipped with state-of-the-art facilities that reimagine what it means to pursue academic excellence, foster innovation, and nurture community spirit. These modern spaces are much more than buildings—they represent opportunities for growth, groundbreaking research, and enduring connections as we embark on this journey together.

We are embracing a renewed direction, reinforcing our dedication to engaging more deeply with our vibrant community. The mission that guides us remains steadfast: to cultivate positive minds committed to building a sustainable future.

Here, you are encouraged to think bravely, act responsibly, and unleash your creative potential to address the challenges facing our world. Our faculty and staff are ready and eager to support, encourage, and inspire you as you strive for the greater good, reach new heights, and become leaders who will shape tomorrow.

At Oryx University, collaboration, inclusion, and integrity form the foundation of our learning environment. As you explore our advanced laboratories, sustainable facilities, and collaborative hubs, remember that you are at the heart of a community determined to make a lasting impact—both within the university and beyond.

Welcome to a new chapter. Welcome to our community. Together, let’s shape the future.

With warm wishes for a rewarding and inspiring year,

A handwritten signature in black ink, reading "Azmy Ameer".

Azmy Ameer
President
Oryx University in partnership with
Liverpool John Moores University, Qatar

MESSAGE

from the Vice President of Academic Affairs and Chief Academic Officer



Professor Mohammad K. Najdawi
Vice President of Academic Affairs

Dear Students,

On behalf of our entire family at OU, it gives me a great pleasure to extend a warm welcome to all of our incoming students. I heartily congratulate all of you for achieving success in getting a seat in our reputed University. I am certain that this truly means the first step towards following your dreams and achieving your goals.

As you embark on this new journey, it is important to remember that you are not alone. We are here to support you and guide you every step of the way. OU is more than just a place to learn, it's a community of people who want to see you succeed. We understand that starting university can be a daunting experience, but we want to assure you that we are here to help you navigate through this exciting and transformative time.

I guarantee all of you that after completing your graduation from here you are surely going to remember the value of OU education as a memorable milestone. Our university doesn't only focus on education but it works in a 360-degree manner by developing personal qualities such as leadership, teamwork, determination, flexibility, confidence, self-belief, respect etc., in all to mould a versatile person in you. Also, you will cherish all the memories spent with your friends, faculties, your group assignments, your presentations, your bunks, events like today and what not.

As freshers, you will have the opportunity to explore new interests, make new friends, and learn new skills. You will be challenged academically, but you will also have the opportunity to develop your talents and passions. We have planned a wide range of activities and events to help you make the most of your time here. From academic lectures and workshops to social events and clubs, there is something for everyone. We encourage you to get involved and make the most of all the opportunities that are available to you.

We also understand that university is not just about academics, it's also about personal growth and development. OU has a strong tradition of fostering a culture of respect, inclusion and diversity. We are committed to creating an inclusive and welcoming environment for all students, regardless of their background or identity. Your university, OU, gives equal importance to both theoretical as well as practical learning in order to make you a competent graduate, in the true sense of the term. We have ties with several renowned business partners who help our students gain practical knowledge.

Once again, welcome to OU. We are excited to have you here. We want you to become extraordinary in every respect. Whatever you do, do it with your whole heart, and achieve excellence. I wish you all the luck for your forthcoming university years. Let us begin this journey together and create memories that will last a lifetime.

INTRODUCTION

What is the Student Handbook for?

As a student you have certain rights and you can expect Oryx University (OU) in partnership with Liverpool John Moores University (LJMU) and its employees to honour those rights. We also expect you to recognise the rights of others and to meet your responsibilities, as outlined in the OU rules, policies and regulations.

The Student Handbook highlights your rights and responsibilities and includes links to supplementary information and guidance from different departments of Oryx University as well as Liverpool John Moores University.

Why do I need the Student Handbook?

At Oryx University in partnership with Liverpool John Moores University, we want to ensure that you know how to access the information, support and guidance you need to succeed in your studies. As a student of OU following an LJMU programme, you are registered as a student of LJMU as well as OU. The Student Handbook details the information of the facilities and support services that are available across LJMU and OU and how you can access them.

If you have any queries about any of the topics or issues in this Handbook, or if you have any other questions, please contact the Office of Student Experience and Academic Registry at registry@oryx.edu.qa.

CHAPTER 01

REGISTRATION AND ENROLMENT

It’s not just new students who have to enrol at OU – every student on every programme at OU has to re-enrol at the start of each academic year or in some cases every study period (i.e. semester/trimester).

If you have any queries about registering for the new academic year, please email the student experience team (ses@oryx.edu.qa) or log a service request at the student helpdesk portal: sesd.oryx.edu.qa/portal/en/home

1.1. PRINCIPLES OF PARTNERSHIP

The Principles of Partnership sets out a series of expectations, standards and responsibilities that the staff and students, both need to meet in order for you to achieve your academic and personal ambitions while you are a student at OU in partnership with Liverpool John Moores University.

This document is not an exhaustive list and that is why you are advised to take the time to read through LJMU's Principles of Partnership available at the 'Policies' section of the OU official website (www.oryx.edu.qa).

1.2. STUDENT REGISTRATION

If you are a new undergraduate or postgraduate student just starting your programme at OU, you will be asked to come to one of our student orientations events to formally complete your enrolment at OU, if you have not already attended an orientation event. You will need to bring formal identification with you (**QID, if you are a Qatari and passport if you are a non-Qatari**) and you will collect your OU student identity card during this event (Induction Day). You can check with your Student Development Advisor or with the Office of Student Experience about where you need to go for your enrolment and what other documents you need to bring with you.

Once you have paid your registration and seat reservation deposit you will receive a copy of the 'Proforma Invoice' that shows the tuition fee for the first year. This email will be sent to your OU email account. You must make your payments before you are able to enrol to the modules that you will study.

At registration you will be asked to check, update (if appropriate) and approve a range of personal information on your student record, such as your home and term-time addresses and your payment plan for the academic year to confirm the programme you will be studying.

Continuing students can re-enrol to the next level (modules you will study in the next academic year) via the **OU Online Student Hub: students.oryx.edu.qa**. You will only need to come to the academic registry if you need to make changes to your student record that requires you to bring in specific documentation or if you have specific queries about your programme or modules.

1.3. ENROLMENT

For New Students:

All new students will receive a proforma invoice for the upcoming qualification level (e.g., Level 3 or foundation year). This invoice will prompt you to make payments typically 2 to 4 weeks before the start of your first study period in the academic year.

For Continuing Students:

Continuing students will receive a notification to pay the tuition fees for the next qualification level they will advance to in the upcoming academic year. This payment is usually required 2 to 4 weeks prior to the commencement of the first study period.

To be eligible to enrol in the next level, both new and continuing students must ensure their tuition fees are fully paid and up to date. Enrolment is crucial as it officially confirms your status as a student at OU and, consequently, at LJMU. It also provides an opportunity for you to review and, if necessary, update your key personal and programme details.

Step by step guide to self-enrol at the 'OU Online Student Hub':

- 1

To enrol to the next level, all students must login to the OU Online Student Hub using the following URL: **students.oryx.edu.qa**
- 2

To access the portal all students must authenticate using the Microsoft Single Sign-On credentials – using your OU student email address (your_student_number@oryx.edu.qa and your OU Microsoft Office 365 password).
- 3

Once logged in, navigate to **“My Enrolments”** section to view your complete programme study plan and the current status of each module.
- 4

To continue your studies at the next level, you must self-enrol through the online student hub by clicking on the **“Enrol to Level”** button.
- 5

If you have made the relevant tuition fee payment, you will be expected to confirm your enrolment details and complete the enrolment.
- 6

If you have not paid your tuition fee or if you have an outstanding due amount, you will be redirected to the **“My Finance”** section to get the full details of the outstanding payments and you will not be allowed to enrol to the level until the payments are cleared.

Note: If you are not enrolled or if your enrolment is suspended, you will not be allowed to continue your studies with OU/LJMU. If your payments are not up to date, your enrolment could be suspended.

Orientation on Induction Day

During the official orientation (Induction Day), you will sign the “Code of Conduct” which states that you agree to:

- Follow policies and regulations of LJMU and OU
- Adhere to all applicable Data Protection Policies
- Accept liability to pay your tuition fees

Further policies and regulations addressing crucial information necessary for the duration of your programme of study at OU-LJMU are available in the ‘Policies’ section of the OU official website (**www.oryx.edu.qa**).



1.4. STUDENT STATEMENT

I certify the details supplied on the student registration form are correct and that I have declared any previous study at LJMU (failure to disclose this information may jeopardise my final award outcome) or elsewhere. I can confirm that the existence of OU's terms and conditions and its rules, regulations and policies as well as LJMU's terms and conditions and its rules, regulations and policies have been brought to my attention and made available to me via the "Offer Letter", the "Student Handbook", the "Programme Handbook", OU's website, and LJMU's website.

I confirm that I am provided with the "Academic Misconduct Policy" and that I understand the consequences of academic misconduct.

I confirm that I clearly understand the "Attendance Policy" and consequences of lateness and of absence.

I am fully aware of the OU attendance policy which may have serious impact on my progression in my studies.

I accept responsibility for the payment of tuition fees and agree to pay all applicable fees on the due date as approved by OU. I recognise that OU will apply sanctions if I fail to pay my tuition fees on time.

I will check my OU email account regularly and ensure that I respond appropriately to all university communications.

I also confirm that I fully understand that all my communication with OU shall be from my OU email address and if I use other email accounts to communicate with OU, my communication may not be attended appropriately and that OU will not be responsible for any delays or consequences thereof.

I am also well aware of the "Code of Behaviour" that states that any sort of aggressive, discriminatory or disrespectful behaviour with the staff of OU will not be tolerated and strict disciplinary action may be initiated including reporting to the law enforcement authorities.



1.5. DATA PROTECTION STATEMENT

OU takes your privacy very seriously and will keep your personal data secure at all times. We will only use the information provided on the registration form to register you as a student at OU and LJMU, to provide you with educational services and for legitimate business reasons.

More information on how we use your personal data is set out in our “Fair Processing” notice available in the ‘Policies’ section of the OU official website (www.oryx.edu.qa).

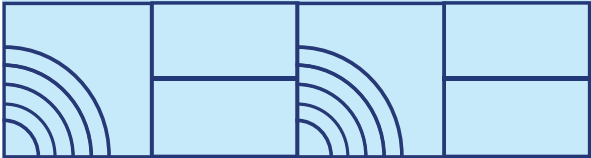
We also use your personal data to fulfil legitimate requirements of regulatory bodies, accreditation bodies and government departments that LJMU and/or OU have statutory reporting requirements to. More information on how and why our statutory bodies receive your information and who they share your information with can be found in our “Student Data Collection Notice” available in the ‘Policies’ section of the OU official website (www.oryx.edu.qa).

Should OU wish to utilise your personal information in any other way, we will seek your permission and consent first.

If you need further information about this notice or how we use your personal data, you can contact the Office of Student Experience and Registry at registry@oryx.edu.qa.

1.6. WHEN DOES ENROLMENT TAKE PLACE?

Most students are asked to enrol in August or December, just before the start of the new intake. You will be told when you need to come and enrol by OU or do it online.



1.7. DISCLOSING CRIMINAL CONVICTIONS

Criminal convictions are not a bar to studying at OU, but we do insist upon applicants and students disclosing any relevant convictions that might have an impact on your study at OU.

You should tell OU about any ‘spent’ or ‘unspent’ convictions that may be relevant to your course. If you are charged or convicted of a criminal offence while you are a student at OU (or between the time you are offered a place and the start of your course), you must inform OU immediately giving details of the charges and/or conviction.

OU will assess criminal conviction disclosures in the light of the assessed risk to other students, staff, and OU property.

Any information provided in relation to criminal conviction declarations will be treated in the strictest confidence, securely maintained, and disclosed only to specific individuals who require this information as part of their duties. This information will be stored separately from your academic record, and in accordance with data protection regulations.

While criminal convictions will not automatically preclude students from all courses, it is important to note that failure to disclose relevant criminal convictions may result in a place being withdrawn or you being required to leave OU before having completed your studies.



1.8. STUDENT CODE OF BEHAVIOUR AND STUDENT DISCIPLINE

Student Code of Behaviour

It is essential for an organisation like OU to create and maintain an atmosphere that is conducive to the academic and social well-being of the OU community. OU expects everyone including students, staff, and visitors to the campus to conduct themselves in a manner which demonstrates respect for OU staff, students, and the wider community, at all times.

OU’s expectations with respect to student behaviour are set out in the “Student Code of Behaviour”. The Code of Behaviour applies to all current students registered at OU and includes behaviour on and off the premises, including during practice placements and field trips.

For further information, read the “Student Code of Behaviour and Disciplinary Procedures” available in the ‘Policies’ section of the OU official website (www.oryx.edu.qa).

No member of staff, or fellow student, should be expected to put up with challenging and intimidating behaviour – they can, and should, refuse to engage with anybody behaving in this way.

Breaches of the student code of behaviour could mean that you face disciplinary procedures, which provide a framework for dealing with issues of misconduct.

Student Non-Compliance

If a student fails to adhere to OU rules and regulations or fails to comply with a policy or procedure, then the following apply:

- 1

If complaints about unacceptable behaviour do arise, OU will normally try to deal with the issues informally in the first instance, by getting students to recognise the problem and change their behaviour voluntarily.
- 2

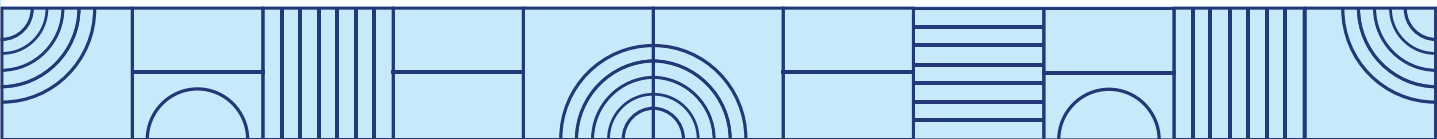
However, if the breach of the behaviour code is deemed to be serious, or the informal approach is not appropriate or does not work, then OU will deal with the problem through a range of formal disciplinary procedures.
- 3

If an allegation is proven, then OU can apply a range of sanctions and penalties, which are listed in the “Student Disciplinary Procedures”. Students should be aware that serious breaches of the “Code of Behaviour” could result in a recommendation of expulsion from the programme and their student status being terminated at both OU and LJMU.

Some examples of non-compliance are:

- Absence without notification,
 - Use of mobile phones in the classroom,
 - Not following instructions in the classroom,

- Frequent lateness,
 - Any minor inappropriate behaviour etc.



For further information on the “Student Disciplinary Procedures”, read the “Student Code of Behaviour and Disciplinary Procedures” available in the ‘Policies’ section of the OU official website (www.oryx.edu.qa).

Classroom Behavioural Management

Minor offences: In the event of non-compliance from any student in terms of classroom behaviour, the relevant academic staff will report to the Office of Student Experience and Academic Registry. They will also try to resolve the matter informally, through direct communication with the relevant student(s).



For continued misconduct in class:

- 1 Initially, students will be given a verbal instruction by the teaching staff.
- 2 On review (it is up to the discretion of the staff member), if behaviour is repeated, the misconduct will be recorded in writing.
- 3 The Programme Leader/Director will invite the student to a meeting with themselves and the Dean of the Faculty or the Vice President of Academic Affairs to discuss the matter and try to solve the matter.
- 4 If the matter persists after this meeting, then it will be referred to the Office of Student Experience and Academic Registry for further action.
- 5 The Office of Student Experience and Academic Registry will keep a record of this and if and when deemed necessary, the matter may be referred to the NRC (Non-Compliance Review Committee) for review and further action. The Office of Student Experience and Academic Registry may also communicate with the student formally or informally to try to resolve the issue before forwarding the matter to the NRC.

Major offences: Any disruptive or aggressive behaviour that is harmful to the offender/ their peers or the teaching staff will be reported to the Office of Student Experience and Academic Registry. Appropriate stringent actions will be taken against the offender based on the severity of the incident.

For further advice on the Student Disciplinary Procedures, email: registry@oryx.edu.qa

1.9. COMMUNITY RELATIONS

OU works closely with the local communities, the Government of Qatar and other organisations to support and maintain positive community relationships.

The most common complaints about students received by universities around the world involve:

- Excessive noise (day or night)
- Anti-social behaviour

LJMU and OU are committed to responding to concerns in the community over student behaviour and aims to encourage high standards of conduct.

Everyone at OU – staff, students, and visitors – has a role to play in maintaining positive community relations. Failure to meet your responsibilities in this regard may result in disciplinary action being taken.

1.10. EQUALITY AND DIVERSITY

OU is committed to creating a learning and working environment which values and recognises the full potential of each individual. OU has a comprehensive Equality and Diversity Policy that aligns with LJMU’s related policies and principles. The policy articulates the rights and respects pertaining to every individual and a clear commitment for challenging discrimination.

For example, OU will not tolerate any form of unfair discriminatory practice, violence and extremist behaviour, hate crime, terrorism activities, harassment including offensive remarks or language, graffiti, pin-ups and jokes, which are based upon a person’s protected characteristic(s). Unwelcome physical advances also constitute harassment. Students may be disciplined or dismissed where discrimination is proven.

1.11. YOUR LIABILITY IN CASE OF WITHDRAWAL

If a student withdraws from their academic programme, or goes on a period of ‘Leave of Absence’, their tuition fees will be recalculated on the following basis:

Undergraduate Programmes

For the undergraduate programmes, refund amount is calculated as per the dates/liability points, taking withdrawal dates into consideration.

Fees will be charged on a 25%, 25%, 50% basis, based on the start date of a programme to the formal date of withdrawal, and the related liability point as determined by OU.

For the 2025/2026 academic year the liability points are:

- Liability Point 1 = On or after the 12th October 2025 for all students
- Liability Point 2 = On or after the 9th November 2025 for all students
- Liability Point 3 = on or after the 11th January 2026 for all students

For example:

Total Payable Amount (by the student)	Liability Point 1	Liability Point 2	Liability Point 3
QAR 77,000	QAR 19,250	QAR 38,500	QAR 77,000

Postgraduate Programmes

Students will be charged on a weekly basis for the proportion of the programme completed from the programme start date to the formal date of withdrawal, based on a 28-week academic year.

The total number of weeks for the purpose will be calculated based on the number of active weeks the student is expected to study, during each of the study periods in an academic year, attending lectures on campus (despite the programme being conducted over 3 Study Periods (SP) with the 3rd SP being dedicated to dissertation work). This means if the student is expected to study only during SP1 and SP2, and if there is no study scheduled in SP3, the **Total Number of Weeks = No. weeks in SP1 + No. weeks in SP2.**

As elaborated below, the total number of weeks with scheduled study is 28 weeks. The student is expected to have fulfilled all their financial obligations by the end of their scheduled study weeks.

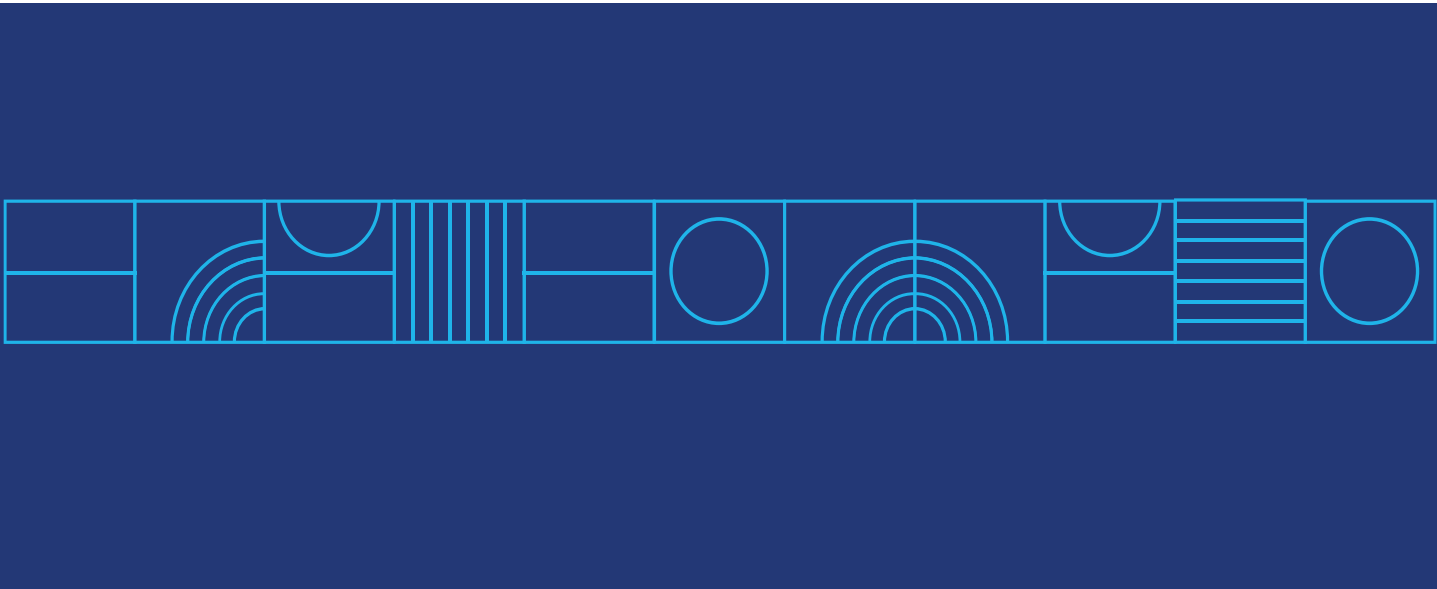


Definitions:

Refund: A refund is a sum of money which is returned to the student in case they have paid an amount higher than the amount they are supposed to have paid to OU for the services consumed.

Payable: A payable is created if a student owes a sum of money for services availed or products utilized, that has not yet been paid for by the student.

If the total chargeable amount is less than the non-refundable deposit (i.e., QAR 10,000) paid during the registration, then the student is charged the total amount of the non-refundable deposit, and that amount will be deducted from the calculated refund. Please refer to the scenarios below for further clarification of student liability in case of a withdrawal.



For example:

Scenario 1 (Based on full payment of the Annual Tuition Fees)

EXAMPLE A: In the case that the total amount payable by the student at the time of withdrawal is less than the non-refundable deposit.

1	Total fees paid	QAR 95,000
2	Number of chargeable weeks (based on active Semester 1 and Semester 2)	28 weeks
3	Amount payable per week (QAR 95,000/28 weeks)	QAR 3,393
4	Weeks attended by the student	2 weeks
5	Amount payable at the time of withdrawal	QAR 6,786*
6	Total amount of Refund calculated as per policy (QAR 95,000 – QAR 10,000)	QAR 85,000

(*) Since the amount payable by the student at the time of withdrawal is less than the non-refundable deposit, the student will be charged the total amount of the non-refundable deposit and it will be deducted from the calculated refund.

EXAMPLE B: In the case that the total amount charged to the student is more than the non-refundable deposit.

1	Total fees paid	QAR 95,000
2	Number of chargeable weeks (based on active Semester 1 and Semester 2)	28 weeks
3	Amount payable per week (QAR 95,000/28 weeks)	QAR 3,393
4	Weeks attended by the student	6 weeks
5	Amount payable at the time of withdrawal	QAR 20,358*
6	Total Refund calculated as per policy (QAR 95,000 – QAR 20,358)	QAR 74,642

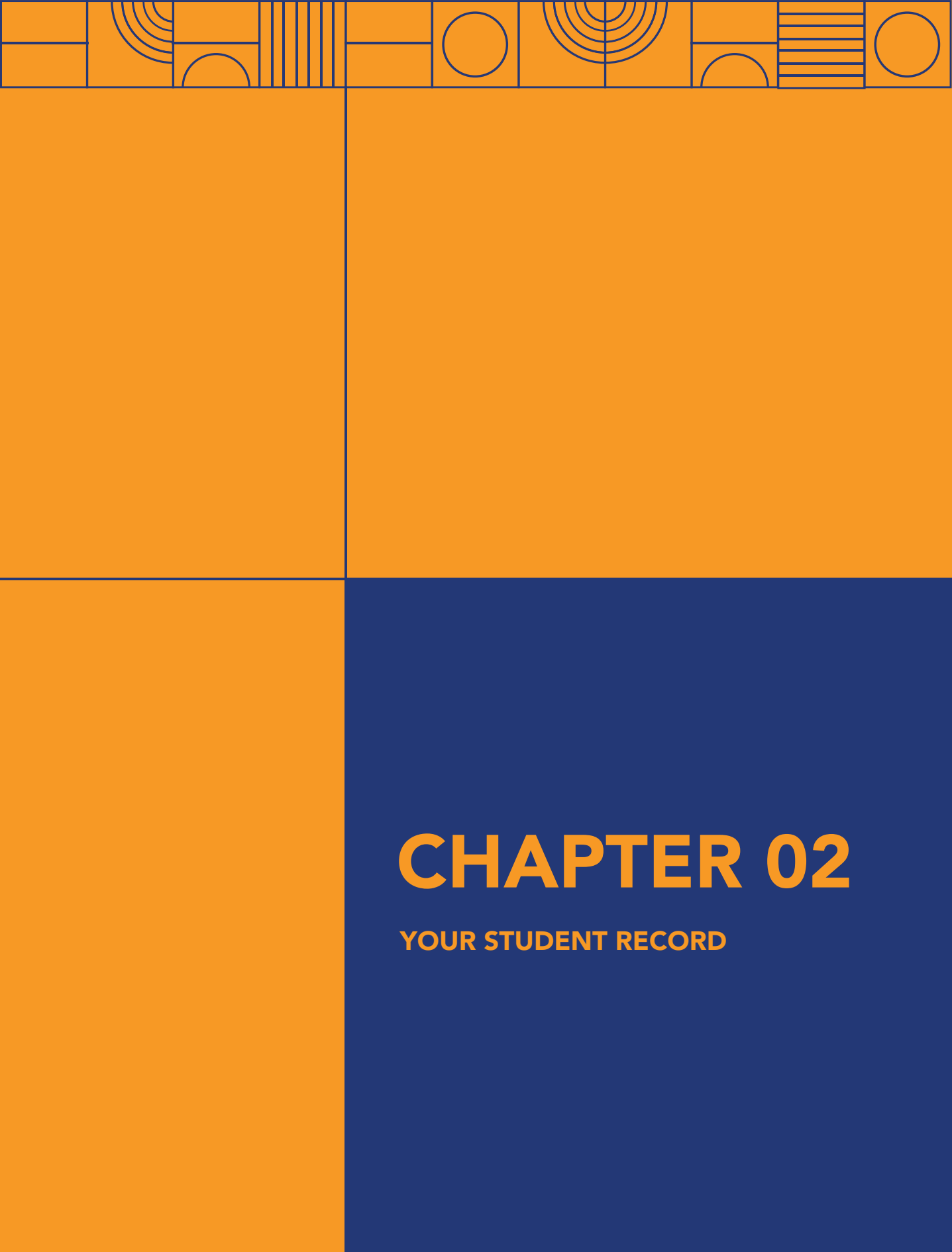
(*) Since the amount payable by the student at the time of withdrawal is higher than the non-refundable deposit, the actual amount is considered when calculating the refund.

Scenario 2 (Based on a student studying under an approved Payment Plan)

1	Total fees paid based on Semesterly Instalment plan	QAR 50,000
2	Number of chargeable weeks (based on active Semester 1 and Semester 2)	28 weeks
3	Amount payable per week (QAR 95,000/28 weeks)	QAR 3,393
4	Weeks attended by the student	18 weeks
5	Amount payable at the time of withdrawal	QAR 61,074
6	Total Payable (by the student) calculated as per policy (QAR 61,074 –QAR 50,000)	QAR 11,074

To read the “Withdrawal and Refund Policy” and “Tuition Fee Policy”, please visit the ‘Policies’ section on the OU official website (www.oryx.edu.qa).





CHAPTER 02

YOUR STUDENT RECORD

2.1. ABOUT YOUR STUDENT RECORD

Every student at OU have their own student record. This record contains:

- 1 Personal information – such as your full name, age, home and term-time address, ethnicity and educational background
- 2 Information about what you are studying and your performance – such as the programme title, details on the modules you’ll be studying this year, any marks you’ve received, details on work-related learning, your performance in graduate skills, (where relevant), your attendance details, and much more.

It is your responsibility to make sure that your “Student Record” contains up-to-date and accurate personal and programme information. You will be asked to check and if necessary, update this information when you enrol at the start of each academic year. You must inform OU whenever your circumstances or relevant information changes.

Your full student record will be maintained by the Academic Registry throughout your studies at OU and for a further year after you leave or graduate. At our discretion we may retain those records for longer, without any commitments to do so.

After this time, the only documentation that we guarantee to keep in perpetuity will be a transcript of your results and a standard academic reference.

Certain materials may be held for longer periods to comply with legal requirements, for quality assurance purposes, to meet professional body requirements, or the needs of a validation body.

For more information, read the “Data Protection Policy” available in the ‘Policies’ section of the OU official website (www.oryx.edu.qa).

2.1. UPDATING YOUR STUDENT RECORD

There will be times when OU needs to contact you or send you official correspondence. If you've changed mobile numbers or moved to a new house but not updated your student record, we won't be able to get a hold of you and important correspondence (and possibly confidential mail) could be delivered to the wrong address.



OU will not be held responsible for any problems that occur because of any delays resulting from, for example, information being sent to the wrong address if you did not let us know about changes to your personal details.

That is why it is important that you regularly check and update your personal information. You can update your personal information by coming to the campus and meeting the respective team members. You can do this at any time during the academic year.

This key information includes:

- Your term-time address
- Contact telephone and mobile phone numbers
- Next of kin/ emergency contact details

If your permanent address or name changes after enrolment you will have to complete and submit a "Change of Personal Details Form" and the relevant documentation. Students can access the "Change of Personal Details Form" by contacting the Academic Registry at registry@oryx.edu.qa

2.2. DATA PROTECTION

OU needs to obtain and process certain information about our students to allow us to register students, organise programmes, and to carry out other essential OU activities.

OU cannot exercise its responsibilities and fulfil its education, training, and support obligations, without holding and using this personal data.

We process your personal data for:

- Recruitment
- Admission
- Enrolment
- Administration of our programmes of study and student support
- Funding arrangements
- Monitoring performance and attendance
- Supervision, assessment, and examination
- Graduation
- Alumni relations
- Advisory, and pastoral purposes
- Health and safety management
- Research, statistical and archival purposes



The information collected by OU is stored safely and securely, used fairly, and not disclosed to any other person unlawfully. To do this OU complies with the General Data Protection Regulation 2018 (GDPR) and Law No. (13) of 2016 Concerning Personal Data Protection of Qatar.

OU staff who process or use any personal information will ensure that they follow the OU “Data Protection Regulations”.

For more information on the “Data Protection Policy” please visit the ‘Policies’ section on the OU official website (www.oryx.edu.qa).

We also process applicant and student data to meet our statutory and other binding obligations.

These may include submission of statistical returns to Government or its agencies, Sponsors, Financing/Funding Institutions, Scholarship Providers, etc.

For more information, please read the “Student Data Collection Notice” available in the ‘Policies’ section of the OU official website (www.oryx.edu.qa).

OU cannot release any information to parents, or other sponsors, without your consent or in very particular circumstances around the protection of health as outlined in the “General Data Protection Regulation” (GDPR). In some particular cases OU may ask you to sign an agreement to seek your permission to provide information directly to a third party, e.g. a sponsor, employer, parent, scholarship provider. In this event you are giving your permission for OU to provide this information directly to the sponsor.

For more information on the “General Data Protection Regulation (GDPR)”, please read the “Data Protection Policy” available in the ‘Policies’ section of the OU official website (www.oryx.edu.qa).

You may request for the “Authorisation to Disclose Personal and Academic Information Form” any time you decide you may need one. For further information regarding this, you can contact the Office of Student Experience and Academic Registry or email them at registry@oryx.edu.qa.

2.3. YOUR STUDENT IDENTITY CARD

All staff and students at OU are issued their own OU identity (ID) card. Students may also be issued an LJMU Student ID card.

Your ID card is important because it:

- gives you access to OU buildings and key facilities [Please note your ID card can provide a record of your engagement in OU buildings and using OU services, such as libraries, printers, etc.],
- is used to record your attendance at teaching events,
- enables you to use the libraries, borrow books and much more,
- proves your identity when you are handing in any assignments or when you are sitting your exams,
- allows you to use OU’s computing and printing facilities,
- allows OU security staff to know who should – and who should not – be on OU premises,
- proves your identity as a student of OU anywhere.

You will be given your ID card when you first enrol at OU at the start of your programme. You should never use anyone else’s ID card or lend yours to someone else.

It is your responsibility to keep your university ID card safe and ensure that it is not misused by any other person. OU ID cards are not transferable between individuals and if your card is found to be in the possession of anyone else, it will be confiscated. You may be disciplined and be expected to pay for the cost of a replacement card.

If you lose your ID card, or it is stolen, the first thing you need to do is to inform the Office of Student Experience and Academic Registry.

To obtain a replacement ID card you will need to go to the Office of Student Experience and Academic Registry where staff will be able to provide you with a new card. If you have lost your card, your replacement ID card will cost you QR 100. If it was stolen, and you can give a reference number from your police complaint, you will not have to pay the replacement fee.

Your old card will be cancelled, and this means that it will not work even if you discover it at a later date.

CHAPTER 03

STUDENT ENGAGEMENT AND ATTENDANCE

Our aim is to encourage and support you throughout your time at OU to achieve your full potential by providing a supportiv learning environment. One indicator of your likely success is good engagement with all aspects of your studies, including attendance at timetabled classes. We have extensive evidence that indicates that students who consistently attend timetabled classes achieve higher grades.

To support this aim, we will monitor your attendance for all programme related course activities. This includes activities such as; timetabled teaching events, research supervision sessions, placements and tutorials. The key driver for this is to support students to succeed, by identifying at an early stage any student who is starting to disengage with thei studies. Our teams are available to provide you help, guidance and support on any aspect that is preventing you from attending your studies.

We will contact you via your OU email account if we are worried about you not attending classes, to check if everything is alright. If you continue not to attend classes, we will ask you to meet with either a member of Academic Registry or your Programme Leader or a nominated staff member. We hope that we will be able to support you to catch up with any content that you have missed and that you successfully re-engage with your programme. However, as a highe education student, it is entirely your responsibility to find the best way to keep your studies and coursework up to date.

In addition to monitoring your attendance at programme-related events, all students may be required to complete an email attendance exercise confirming their ongoing attendance at OU. In this case an email will be sent to your OU email account, and you will be expected to reply accurately and promptly to these emails.

If you have any questions about attendance and absence reporting, please contact the Office of Student Experience and Registry at registry@oryx.edu.qa.

Don't forget, we're here to help and support you, all you need to do is ask.



Meet Dr Binoy

Dr Mulshankur Sobnack | Your Associate Dean for Student Wellbeing and Success

Academic qualifications

- Trinity College, University of Cambridge, UK, Ph.D. Applied Mathematics
- Trinity College, University of Cambridge, UK, MAST Applied Mathematics and Theoretical Physics
- University of Leeds, B.Sc. Mathematical Physics

Professional experience

- Fellow of the Higher Education Academy (UK) for excellence and professionalism in Learning and Teaching in Higher Education
- Fellow of the Cambridge Commonwealth Society
- Fellow of the Cambridge Philosophical Society

Whether you need guidance or simply someone to talk to, Dr. Binoy and his team are here to help you thrive. Don't hesitate to reach out — the student success and wellbeing team is just a conversation away from making your experience more fulfilling. You can also send an email at wellbeing@oryx.edu.qa.

3.1. ATTENDANCE POLICY

The more effort you put in, the more you will get out of being on your programme. This will be reflected in both your academic marks and your personal and professional development. Please make every effort to attend all of your timetabled activities.

- 1

The attendance of all students is monitored on a regular basis during teaching periods by OU-LJMU. The attendance is recorded on a module basis per semester e.g. your attendance for the module 3508FETQR Academic English Skills I will be recorded separately to the module 3503FETQR Project Study. Your attendance may have a direct impact on your grade in a particular module.
- 2

From Week 3 of each semester both your cumulative attendance per module and your cumulative overall attendance will be calculated at the end of each week. If at any point your cumulative attendance for a module falls below 80%, the Academic Registry may invite you to a meeting with the Module Leader, the Programme Leader, the Associate Dean of Student Wellbeing and Success, and the Vice President of Academic Affairs.
- 3

If at any point your cumulative attendance for a module falls below 70%, you may be barred from taking the assessments for that module. Similarly, if your cumulative overall attendance falls below 70%, you may be suspended from your programme of study and your access to the university may be disabled. Your parents (or whoever is responsible for your university fees) may subsequently be called for a meeting with the Student Non-Engagement Panel. Following the meeting, a decision may be made as to whether to lift the suspension or to terminate your enrolment with OU, effectively meaning you may be withdrawn from your programme of study.
- 4

If a student is withdrawn as a result of non-compliance with the attendance policy, as explained above, the tuition fee will be recalculated as described in Student Handbook Section 1.11 ("Your Liability in case of Withdrawal"). Any liability for tuition fees may not be waived if the student is withdrawn from the programme as a result of non-compliance with the Attendance Policy.
- 5

OU may implement regulations and policies in relation to attendance from time to time and all students must adhere to such measures without exception.
- 6

Attendance marked in class will be cross-checked with the Access Control System of the building. Your entry and exit must be recorded in the Access Control System of the building. If not, you may be marked as absent even if the class register states otherwise.

To read the "Withdrawal and Refund Policy" and "Tuition Fee Policy", please visit the 'Policies' section on the OU official website (www.oryx.edu.qa)

3.2. LATENESS

Students are expected to be on time for all their sessions. It is up to the discretion of each individual lecturer to take action on lateness.

Students late for a timetabled session by at least 15 minutes may be marked as officially late.

Students who are late for a module consecutively for 3 days, may be marked absent for 1 day. This is up to the discretion of the lecturer, depending on the following factors:

- On hearing justifiable reasons for being late.
- Frequency of the offender.

3.3. SUMMARY

The OU attendance and engagement policy highlights the critical role of consistent attendance in achieving academic success. If students fail to meet attendance standards, the policy outlines a series of interventions, culminating in possible withdrawal from the programme with non-refundable tuition fees. The policy also employs a number of techniques and tools for attendance verification, while giving faculty members discretion to address lateness.

3.4. AUTHORISED ABSENCE

It is possible to arrange a period of up to four weeks authorised absence from OU in exceptional circumstances, for example following bereavement or serious personal/ family difficulties. Only your Programme Leader/Director or a senior member of Academic Registry can authorise such an absence. The final approval of the Vice President of Academic Affairs will also be required in the process.

3.5. WHAT TO DO IF YOU ARE ILL

From time to time, you may need to take time off from your studies due to ill health. This could range from a couple of days right through to having to go on a leave of absence from your studies to recuperate from serious illness or surgery.

In the first instance (and in the first few days of illness), it is important that you notify OU of your absence by completing the “Personal Circumstances Form”.

If you have any queries, you should contact the Office of Student Experience and Registry at registry@oryx.edu.qa.

Should the period of illness (regardless of length) cover an assessment period, then you must speak to your “Personal Tutor” or Programme Leader/Director. You must meet your Personal Tutors at least once a semester. However, you can make appointments with them anytime you feel the need to discuss a matter.

If your sickness/ill-health is long term, you may want to think about suspending your studies until you feel well enough to continue. Before you do anything, you should contact the Academic Registry to discuss what options are open to you and if appropriate, how to go about suspending your studies.

In some cases, illness may leave students with long-term health conditions and/or disabilities. Staff within the Academic Registry will also be able to give further advice on disability issues and the range of support available to you.

Please note:

- You should be aware that you do need academic permission to suspend your studies.
- There are implications to suspending your studies at OU. You can discuss this with a member of the Student Development Team, Academic Registry, and/or the Academic Team prior to making any decision about your future. There could be financial implications as well as scheduling implications, which may prolong your study period.

3.6. WHAT COULD HAPPEN IF YOU DO NOT ATTEND CLASSES

OU reserves the right to cancel the registration of any student who is not attending, – for example if you routinely miss timetabled sessions or assessment deadlines.

OU will contact you via your OU email account inviting you to attend meetings before such action is taken.

That’s why it is vital that you tell us about any absence as soon as possible if:

- you are ill
- your sickness is long term
- you are involved in an accident
- you experience a bereavement or other serious event, which means that you are unable to come into the university

If you are absent during critical assessment periods it is imperative that you contact your academic tutor. It may be possible to extend a coursework deadline or set an alternative assessment.



3.7. LEAVE OF ABSENCE

OU operates a “Leave of Absence Policy”, often referred to as periods of suspension or intermission that allows students a temporary and official period of time away from their studies. A leave of absence from a programme of study may be requested for a variety of reasons, including medical, financial and personal.

If you are considering making a request for a leave of absence, you are strongly advised to seek advice and guidance from both your Programme Leader/Director and the Academic Registry.



In certain circumstances academic staff, for example a Programme Leader/Director or a Personal Tutor, may raise the possibility of a leave of absence with a student.

Please note:

Granting of a leave of absence is not a automatic right and the decision will be made on an individual basis by the Academic Team in conjunction with the Academic Registry.

Periods of leave of absence are usually only permitted for up to one year. Both the student and the academic team should agree relating to the period of leave of absence and a suitable date to resume studies once the decision to agree to a leave of absence request has been made.

Leave of absences are permitted to commence at appropriate stages in the academic calendar. The date leave of absence will begin can vary and depends upon your individual needs and programme of study.



Please note:

OU will look at your overall engagement with the OU when determining the start date of a leave of absence, not just the last date of attendance in a teaching session.

While on leave of absence, you:

- may not participate in any programme-related activities, including assessments
- will be contacted one month before you are due to resume studies advising you of registration requirements.

Please note:

For some programmes of study and for some students, additional requirements will need to be met prior to your return. You will be advised of any additional requirements at the point when a leave of absence is granted.

Please seek further advice and guidance from both your Programme Leader/Director and the Academic Registry.



Your Programme Handbook, Student Handbook and Canvas provide detailed information on your degree, your academic team, and other aspects of your academic experience.

If you have any questions about any aspect of studying at OU please don't hesitate to contact your Programme Leader/Director, Personal Tutor or other academics on your programme, or the Office of Student Experience and Academic Registry at registry@oryx.edu.qa – they are here to help. So please don't be afraid to ask for advice.

CHAPTER 04

YOUR DEGREE



4.1. ACADEMIC FRAMEWORK

The Academic Framework is designed to ensure that your programme of study meets the standards expected by the Quality Assurance Agency for Higher Education (QAA) and other relevant professional accreditations in the UK.

Put simply, this means that when you graduate you can be confident that your LJMU award is worth the same as a similar degree from any other UK University.

For more information on the “The Academic Framework”, please visit the ‘Policies’ section on the OU official website (www.oryx.edu.qa).



4.2. ACADEMIC SUPPORT

Academic support is provided by personal tutors, and by the academic leaders of the particular modules being studied.

Individual support for academic administrative matters is provided by staff in the Office of Student Experience and Registry. You may email them at registry@oryx.edu.qa.

If your concerns relate to a particular module or area of study, then you should contact your Module Tutor first as they will be able to guide you to relevant books and journals and will be able to chat with you about general issues of concern.

If the issue is broader than just one module, it is worth talking to your Personal Tutor or Programme Leader/Director, as they will have a broad overview of your programme. Whether it is an academic problem or if it is more personal, they will be able to help you and, if necessary, direct you to relevant OU support staff.

For more general advice on studying on one of our programmes visit OU and speak to one of the student development advisors.

4.3. ACADEMIC SUPPORT TEAM

All students are associated with a team of academic staff. The team will be familiar with your programme of study and their role is, primarily, to offer support with your academic development and provide pastoral oversight, signposting the availability of appropriate OU support should issues arise that may impact on your ability to complete your studies successfully.

They may also provide broader support for your personal and professional development in conjunction with other specialist support services.

You will have a scheduled opportunity to meet individually with your Personal Tutor and Student Advice and Wellbeing Team for a progress review, but you may of course contact them as and when needed.

4.4. LEARNING SUPPORT FOR ADDITIONAL NEEDS

Oryx University aims to ensure that all students are able to make the most out of their learning experience at the university. OU Student Advice and Wellbeing Services are committed to ensuring that students benefit from their studies by having access to appropriate and timely information, support and guidance, and advice on practical aspects of study.

Students must declare any additional/special needs during the admissions stage, however if during the year a need arises for this, the case will be discussed with the Associate Dean of Student Success and Wellbeing (ADSSW) after which the student may be requested to conduct one-on-one meetings with the relevant staff for further evaluation as well as submit any necessary documentation.

The student will be briefed about the wellbeing services that are available and how they can be provided with the necessary help and assistance.

Each case will be carefully considered by the Wellbeing Committee, the ADSSW, and the Academic Registry based on the information provided by the student and documents submitted to confirm the type of special/additional need the student has and the kind of adjustments that may be put in place.

The wellbeing services are a collaborative chain between the Admissions and Student Development Team, ADSSW, the Office of Student Experience and Academic Registry, and Academic Affairs Department.

4.5. SKILLS REQUIRED FOR A SUCCESSFUL TRANSITION TO STUDY WITH LJMU/ OU

Making the transition to a higher level of study at a university can be challenging. As well as learning about your chosen field, you are expected to develop a wide range of skills, including those of researching, academic writing and referencing. You may also need to improve your English language levels, your mathematical skills, your understanding and use of statistics, and your IT skills.

4.6. FINAL DEGREE AWARDS

Under **LJMU's Undergraduate Academic Framework**, you need to achieve 120 credits at each level in order to get a degree. This is made up of 120 Level 3; 120 Level 4; 120 Level 5 and 120 level 6 credits on a 4-year programme.

Your degree classification, whether you get a First, 2:1, 2:2 or a Third, will be calculated by counting your overall Level 5 mark as 25% of your final award mark, with the remaining 75% coming from your Level 6 marks.

Award marks determine what degree you will be awarded, as detailed here:

- First – overall mark of 70% or above
- 2:1 – overall mark between 60 and 69%
- 2:2 – overall mark between 50 and 59%
- 3rd – overall mark between 40 and 49%

Under **LJMU's Postgraduate Academic Framework**, you need to achieve 180 Level 7 credits to get a degree and this must include 120 Level 7 credits for the taught modules and then 60 Level 7 credits for the final Dissertation.

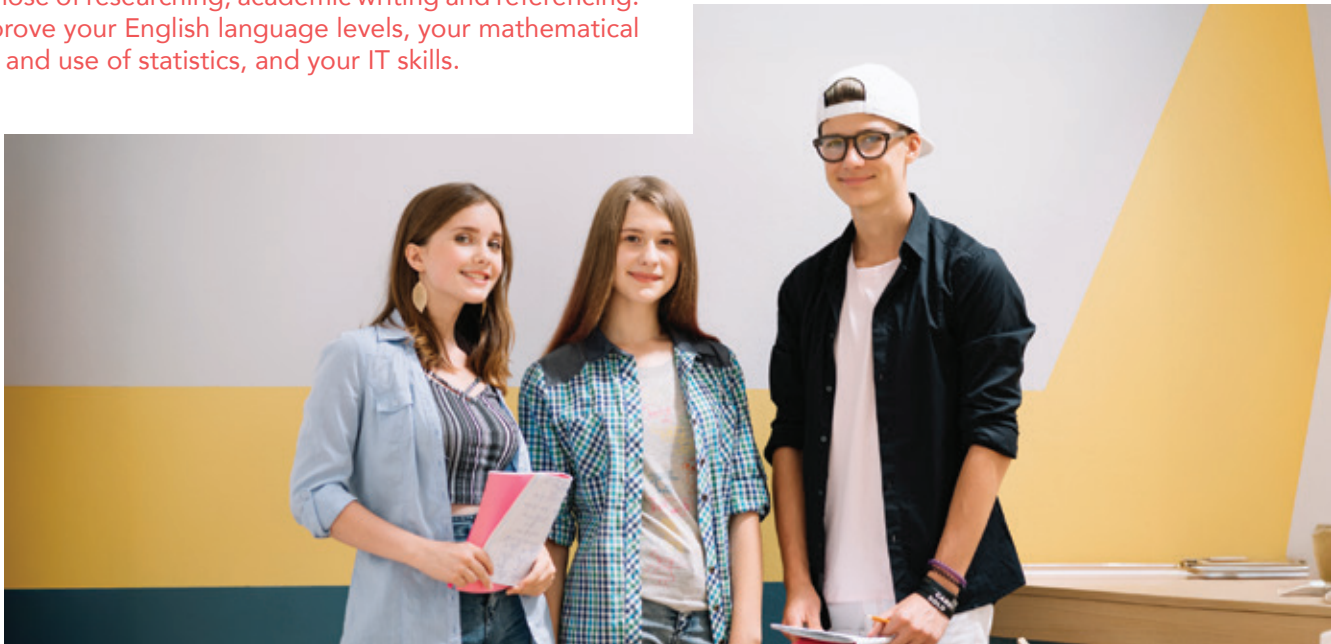
Where a student achieves an overall average of 70% or more across all the 180 Level 7 credits, an MSc with "Distinction" will be awarded. Where a student achieves an overall average of 60% to 69% across all the 180 Level 7 credits an MSc with "Merit" will be awarded.

For more information about grading and classification of awards, please refer to the 'Academic Framework' available in the 'Policies' section on the OU official website (www.oryx.edu.qa).

4.7. FREEDOM OF SPEECH

As an academic institution, OU and LJMU are committed to freedom of enquiry, to the rational resolution of disagreements and to maintaining OU as a place where opinions can be debated without the threat of violence and intimidation.

However, it should be recognised that not all speech is protected by this commitment. Any form of threat, intimidation, abuse, coercion, incitement to violence, racial hatred or similar acts by students or staff constitutes a disciplinary offence.





4.8. INTELLECTUAL PROPERTY

OU and LJMU have a policy dealing with the “Intellectual Property and the Copyrighting or Patenting of the work or ideas of Students”. If you are considering the commercial exploitation of such work or ideas please refer to this policy, which is available on the OU and LJMU websites.

For more information on this, please refer to the “Digital Learning Policy”, “LJMU Research and Knowledge Exchange Data Management Policy” and “Copyright Information Guide” available at the ‘Policies’ section on the OU official website (www.oryx.edu.qa).

4.9. STUDENT COMPLAINTS

If you are not satisfied with the level of service provided by OU or if you have some other cause for complaint, then the matter should be raised in the first instance with the person responsible for that service or department. You can do this either in person or in writing, but you should do this within 30 days of the incident, matter or concern.

For more information on the “Student Complaint Policy”, please visit the ‘Policies’ section on the OU official website (www.oryx.edu.qa).

If you proceed with a formal complaint, you will be asked to provide full details of the complaint including what steps you have taken to resolve the matter, relevant supporting information plus an outline of what you would regard as a satisfactory outcome in your opinion.

The complaint will then be considered under the “Student Complaints Procedure” outlined in the “Student Complaint Policy”.

All formal complaints in writing should normally be made within three calendar months of the alleged incident, matter or concern to the Academic Registry.

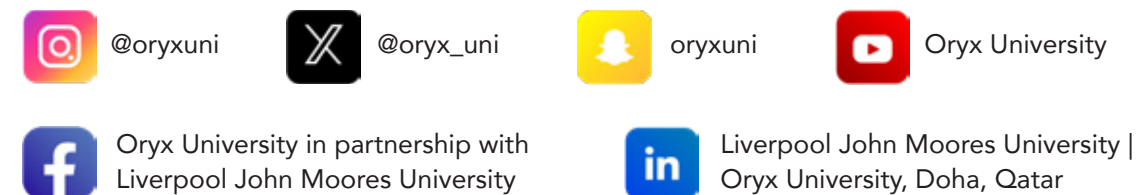
4.10. SOCIAL MEDIA

We want your OU experience to be as enjoyable as possible so take a moment to consider your use of social media:

- Your privacy settings
- What you share and how it might reflect on you or OU, especially with respect to fellow students and OU staff

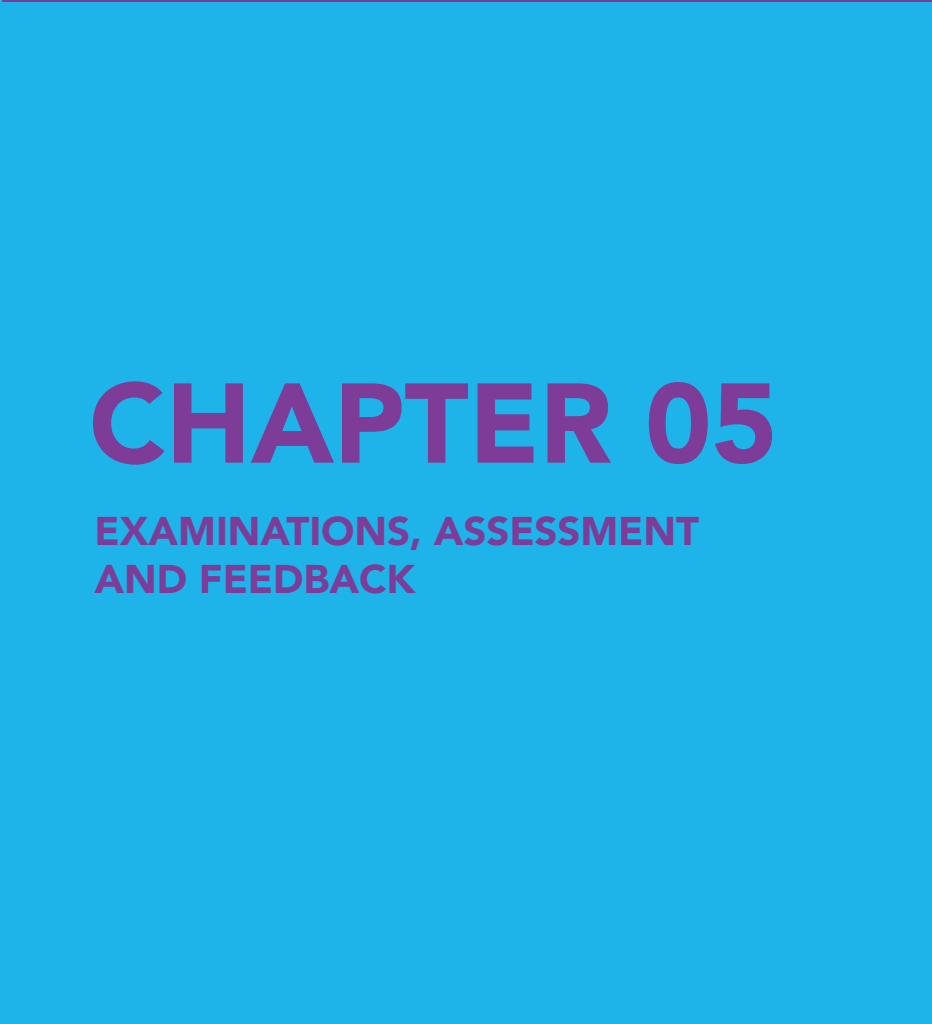
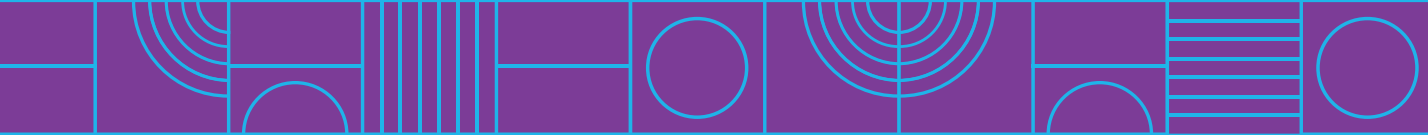
How you present yourself online may be noticed by potential employers in the future, and for courses leading to professional qualifications, students are required to adhere to standards and Codes of Conduct defined by Professional, Statutory and Regulatory Bodies (PSRB). So, check if these apply to you – if you’re not sure, your tutors will be able to give you information.

You can also connect with OU via our social media channels to keep up to date, get quick answers to queries and enhance your learning:



LJMU provides guidelines on using social media and follows strict procedures regarding behavioural standards.

To read the “Social Media Policy”, please visit the ‘Policies’ section on the OU official website (www.oryx.edu.qa).



CHAPTER 05

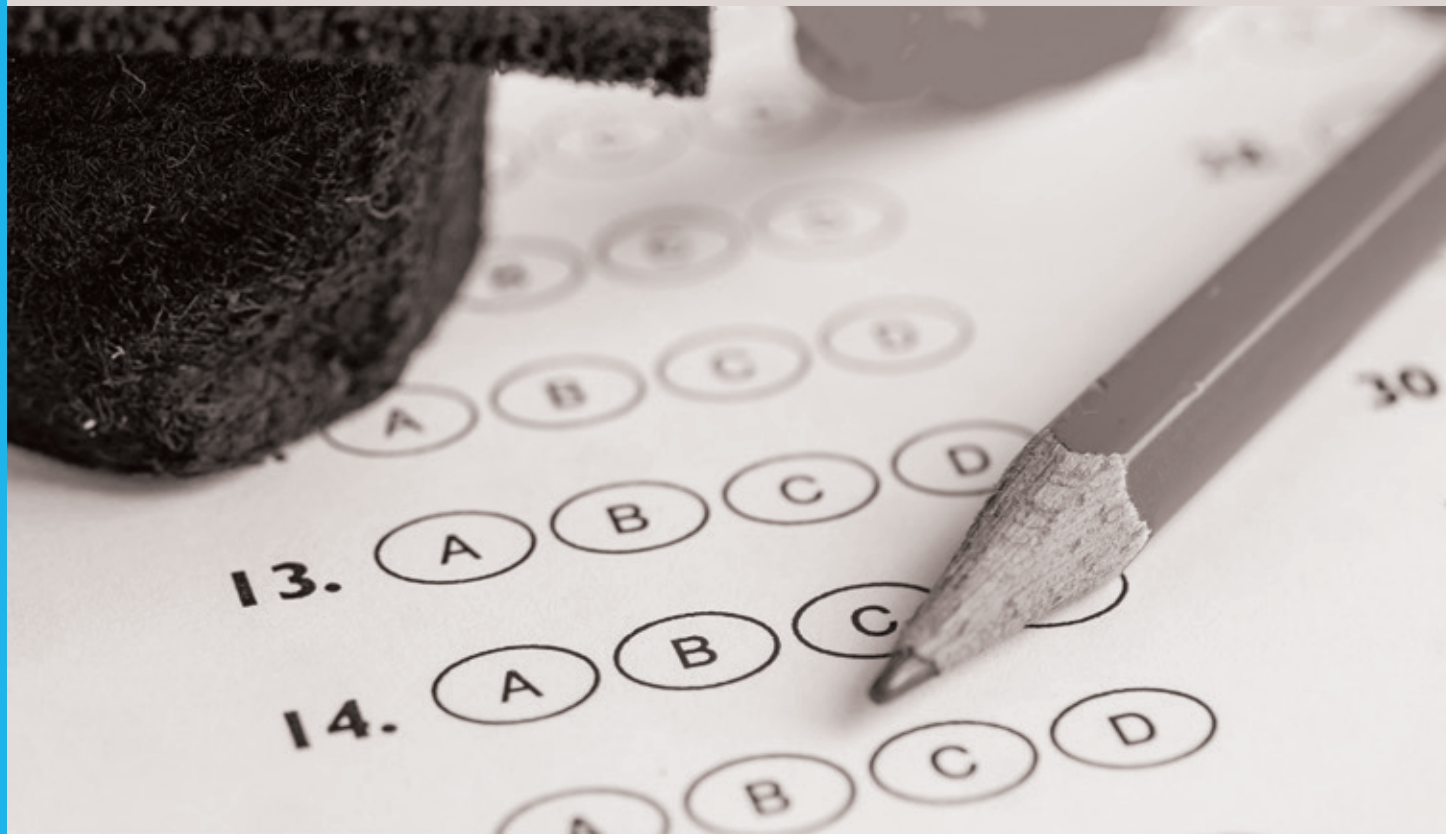
EXAMINATIONS, ASSESSMENT AND FEEDBACK



The purpose of assessment is to enable you to demonstrate that you have fulfilled the learning objectives of your programme of study, and achieved the standard required for your named award. OU's programmes of study are subject to specific regulations, which set out what is expected of both examiners and students. Their aim is to establish a fair framework for all assessment activities.

Your lecturers will explain the assessment strategy for your programme, pointing out the balance between coursework and examinations, and the purpose of the various assessment tasks you will be expected to complete. Formal assessment may take the form of examinations, coursework, placements, presentations, assignments etc.

Please see your Programme/Module Handbooks for more details.



5.1. EXAMINATIONS

Oryx University holds examinations in the main campus. The examination timetable is published and made available to you by the Academic Registry. It is your responsibility to:

- Check the final timetable to ensure that you have the correct details of your examination(s). Do not rely on friends to pass on the information.
- Present yourself for assessment at the correct time and venue.

While every effort is made to avoid scheduling more than one exam per day per student, this is not always possible and you may have more than one exam per day, up to a maximum of six hours of assessment per day.

You must bring your OU Student ID Card with you to all your exams. You will be required to insert the 6-digit OU ID number (sometimes referred to as a registration number) shown on your card on all examination attendance slips and answer books along with your LJMU ID number. We will also use your student card to monitor your attendance at exams electronically.



There are strict rules about your behaviour during examinations:

- You are not permitted to have any unauthorised materials in the examination venue unless otherwise you are authorised to do so.
- You are not allowed to disrupt the examination. You must comply with the instructions of the invigilators. Failure to do so will result in suspension from OU pending further investigation and sanctions may include expulsion from OU.
- You are NOT permitted to have mobile phones, tablets or other mobile/electronic devices on or near your desks in an examination.
- You must remain in the examination room for the full duration of an examination.

5.2. MARKS AND FEEDBACK

OU knows that marks are a crucial part of any feedback you get on assessments that count towards your final module mark and we want you to be confident that all work is marked fairly, without bias.

That’s why we use a combination of marking and moderation procedures such as anonymous marking, second marking, LJMU moderation and External Examiners moderation to ensure that the marks you get are fair, and in keeping with agreed standards.

The important process of moderating marks won’t be completed until after the end of your module. This means that any initial marks you get for your summative assessments must be considered a provisional marks and may change following the moderation of marks ahead of the Board of Examiners meeting.

With the exception of examinations or lengthy submissions such as dissertations, you can expect to receive the initial feedback no later than 15 working days after your assessment submission deadline. Please check your module handbooks or Key Module Information Area on Canvas or talk to your Module Tutor/Leader for more details on the range of feedback you can expect and when.

Every assessment you submit is marked against a defined set of criteria, which are published in advance of your submission deadline, usually in your module handbooks or on the Canvas module site. The feedback you receive will be based around how well you have met this set of criteria.

It’s important that you know as early as possible if your work is up to the standard expected for your particular level of study.

This could be delivered in a group setting as well as in one-to-one meetings. Your Programme/Module Handbooks will give you more information on this early feedback opportunity.

You are also entitled to receive regular information concerning your academic performance. This is generally provided through both informal and formal feedback from your tutors during the course of the academic year and you should be told when this is to be given.

If you have any queries about assessments and feedback, please talk to your Module Tutor/Leader.

5.3. PERSONAL CIRCUMSTANCES

If you are experiencing difficult personal circumstances, you should in the first instance contact your Programme Leader/Director. Generally, they will try to deal with personal difficulties by granting individual extensions to coursework deadlines or by setting alternative assessments.

Programme Leader/Directors, generally, are allowed to provide up to 48 hours of extension to coursework deadlines.

The personal circumstances procedures only apply when something serious and unexpected happens, for example:

- If you are taken ill just before or during an exam
- If you are involved in an accident or serious incident that prevents you attending the University just before an exam or assignment deadline
- If you experience a bereavement or family illness that prevents you attending the University just before an exam or assignment deadline

Personal Circumstances and Special Mitigation procedures are not intended to deal with issues of long-term illness or disability; OU offers specialised support for students in these circumstances. That’s why you are advised to contact the Office of Student Experience and Academic Registry, or your Programme Leader/Director well in advance of any deadlines so that OU can put appropriate support strategies in place for you.

You also won’t be able to apply for personal circumstances or special mitigation, if you:

- Sleep in and miss your exam,
- Turn up at the wrong time or venue for an exam,
- Miss a submission deadline because you didn’t manage your study time properly,
- Have a cold or other minor illness.

Please note that if you start a time-limited summative assessment task such as an exam or presentation, or submit a piece of coursework, you declare yourself 'fit to attempt' that assessment task and claims for personal circumstances are not permitted for that assessment task. However, if your performance in an assessment task, such as an exam, was adversely and seriously affected by circumstances that occurred during the assessment to such an extent that the assessment item could not be completed, you may submit a claim for 'special mitigation'.

If you are lodging a personal circumstances or special mitigation claim, you will need to present evidence supporting your application. Depending on your particular circumstances, examples of evidence could include:

- a medical certificate
- a death certificate
- a police crime reference number or other independent verification of an incident

You will need to submit your application and supporting evidence within five days of the exam or deadline you have missed. If you are unable to make an application within the five working days, you can submit a Late Application.

However, you must provide an explanation and evidence to support your reasons why you could not submit the application within the deadline; for example, you may have been in hospital unexpectedly during this period.

A Personal Circumstances Approval Panel will consider your reason for late submission in the first instance. No applications will be considered after the Panel has met. Programme Leader/Directors will notify the dates of the Panels to all students.

If your application for personal circumstances is valid, as determined by the Panel, the Board of Examiners will defer your assessment to the next appropriate opportunity, regardless of the module mark you obtained.

If your application for special mitigation is valid, as determined by the Panel, the assessment item is either:

- Declared null and void and deferred to the next appropriate opportunity or;
- The module leader will assign a mark for the assessment item where there is sufficient evidence to do so and where this is approved by the Chair of the Board of Examiners.

Further information about the Personal Circumstances and Special Mitigation Procedure is available from:

- Academic Registry
- The Department of Academic Affairs

5.4. REFERRALS AND EXCEPTIONAL SECOND REFERRALS

Types of Referrals

A referral is the opportunity to re-take assessment in a module in which you attained no credit after your first attempt. Students have the right to two referral opportunities in any failed module(s). No further attempts are permitted. Students who have failed the first referral opportunity will be allowed an Exceptional Second Referral on the same module(s), up to 20 credits at any Level, provided that 100 credits at that level have been achieved and the module failure(s) are not eligible for compensation (see section UG.C7.16 or PG.C7.w16).

Students who have failed the first referral in more than 20 credits will be offered the opportunity to register for a Final Referral. Exceptional Second Referrals and Final Referrals will be a final single attempt (therefore there can be no subsequent referral) and marks can be carried forward from previous attempts. Final Referrals will require attendance. See the Academic Framework Regulations, section C7.16 for further details.

www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process

The maximum mark obtainable from a referral, Exceptional Second Referral or Final Referral is the minimum pass mark for the module.

Some modules may not be eligible for Exceptional Second Referrals or Final Referrals. These are usually modules related to professional competency requirements.

5.5. DEFERRALS (DELAYING ASSESSMENT AS A RESULT OF DIFFICULT PERSONAL CIRCUMSTANCES)

Generally, Programme Leader/Directors will try to deal with personal difficulties by granting individual extensions to coursework deadlines or by setting alternative assessments. Where this is not possible you may be able to defer your assessment.

If you are experiencing ongoing difficulties that are affecting your studies you are strongly advised to contact the Academic Registry, who can advise of support and, on any financial implications, of a decision to defer assessment or to take leave of absence from your studies.

If your assessment is affected by a severe, acute and unexpected event that prevents you from attending an exam or other assessment event, or severely impacts on your ability in the assessment, then you may be able to submit a 'special mitigation' or 'personal circumstances' claim. (Refer to section 5.3)

Please note that if you start a time-limited summative assessment task such as an exam or presentation, you declare yourself 'fit to attempt' that assessment task. Claims for personal circumstances are not permitted for that assessment task.

However, if your performance in an assessment task, such as an exam, was adversely and seriously affected by circumstances that occurred during the assessment to such an extent that the assessment item could not be completed you may submit a claim for 'special mitigation'.

You will need to provide evidence to support your application for special mitigation or personal circumstances.

5.6. BOARDS OF EXAMINERS AT LJMU

- Director of School/Faculty or appropriate nominee
- Programme Leaders and Directors
- Module leaders and other teaching staff
- External Examiners

Your results will be published on your online progress report accessible via My Results on the My LJMU page (<https://my.ljmu.ac.uk/>).

Alternatively, you can select **"View my results and transcripts"** after clicking on the following link: <https://www.ljmu.ac.uk/academic-registry/collaborative-partners/students>

5.7. ASSESSMENT REGULATIONS

All of the OU programmes fall within the LJMU's Academic Framework and are covered by LJMU's Assessment Regulations. OU assumes that you will consult the relevant set of regulations before undertaking your first assessment.



“Assessment Regulations” are integral to the Academic Framework and cover issues including:

- The role and responsibilities of Boards of Examiners, including mitigation, illness, absence from examinations,
- Personal circumstances and special mitigation,
- The possible grounds for appeal against the outcome of assessment,
- Progression, level completion and referral,
- Academic Misconduct (cheating, collusion, plagiarism, etc),
- Marking and moderation,
- Granting of awards and the classification for degrees with Honours

For programmes of study that lie outside the Academic Framework, the relevant Assessment Regulations will be set out in your programme documentation.

5.8. ACADEMIC APPEALS

The LJMU regulations state that the “decisions/recommendation of the Boards of Examiners on individual student within its terms of reference are final”. Appeals by students against the decision of a Board of Examiners will only be allowed under the following circumstances:

- 1
- Where it can be demonstrated that there has been a material administrative error.
- 2
- That the assessment, in whatever format was not conducted in accordance with the LJMU regulation for the programme.
- 3
- That some other material irregularity has occurred.
- 4
- That the decision of a Personal Circumstance Panel in considering a personal circumstances claim was unreasonable.

No other grounds for appeal will be allowed.

The Appeals Guidance notes are available in the ‘Policies’ section on the OU official website (www.oryx.edu.qa).

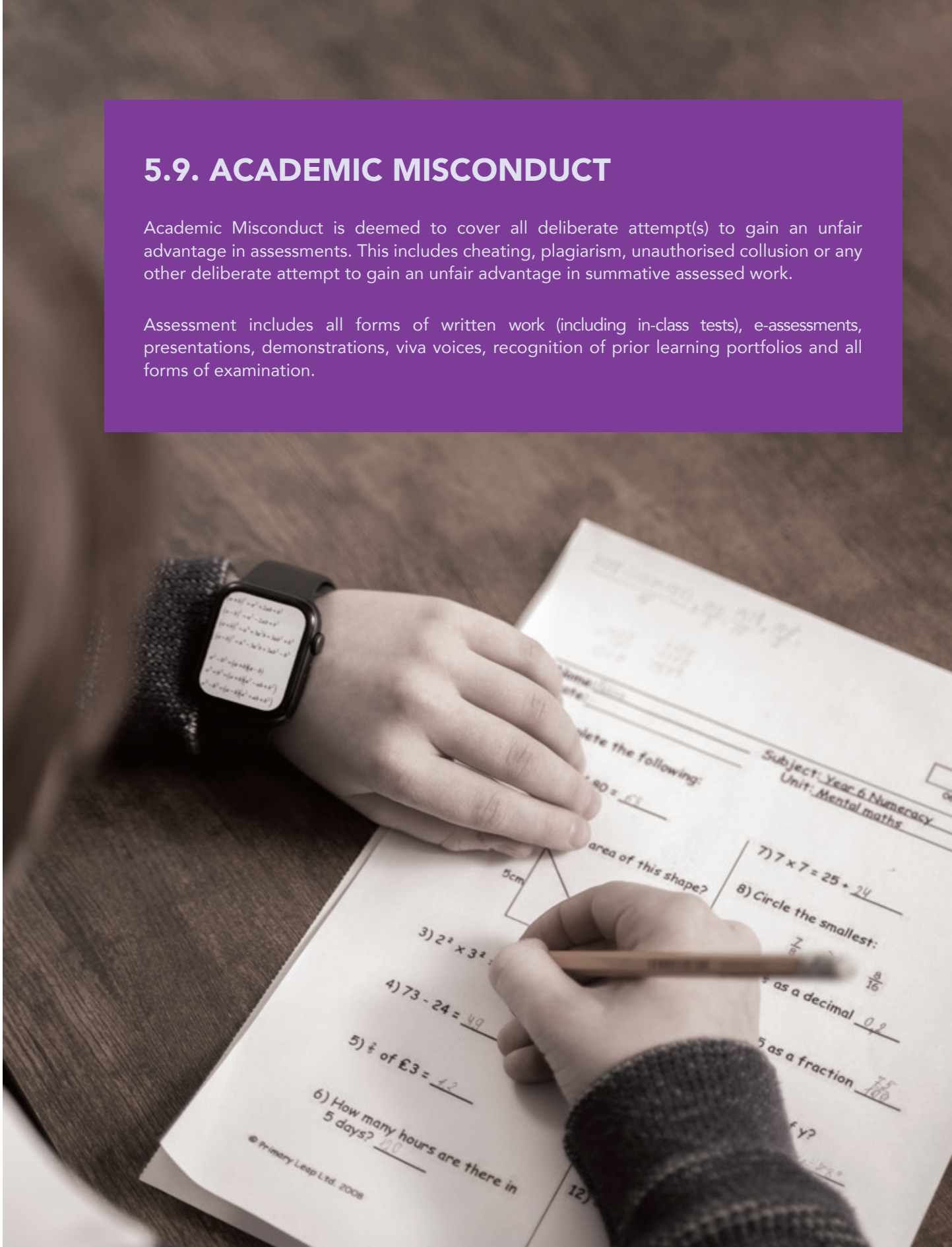
There are also strict time limits for lodging an Academic Appeal: normally within 10 working days of the release of results.

For further information regarding Academic Appeals, contact the Academic Registry at registry@oryx.edu.qa.

5.9. ACADEMIC MISCONDUCT

Academic Misconduct is deemed to cover all deliberate attempt(s) to gain an unfair advantage in assessments. This includes cheating, plagiarism, unauthorised collusion or any other deliberate attempt to gain an unfair advantage in summative assessed work.

Assessment includes all forms of written work (including in-class tests), e-assessments, presentations, demonstrations, viva voices, recognition of prior learning portfolios and all forms of examination.



Where there is evidence of Academic Misconduct, OU will refer the case to LJMU Academic Misconduct Panel (AMP) to take appropriate action. This action could range from loss of marks in the relevant module with no opportunity to retake the assessment or the failure of a set of modules. In some cases, module marks are reduced to zero making it impossible for you to achieve your target award.

The penalty you incur will depend on a number of factors including:

- Your level of study,
- The extent and seriousness of your academic misconduct,
- Whether you have previously had a case of academic misconduct proven against you.



Each year LJMU expels a number of students due to Academic Misconduct. Any proven cases of Academic Misconduct will remain on your student record and may be noted in any future requests for references. OU will also, where appropriate, inform relevant professional bodies about Academic Misconduct. The consequences of Academic Misconduct can extend beyond OU and may severely impact upon your chosen profession.

If you are accused of Academic Misconduct you will be sent details of the allegation plus supporting evidence and asked to attend an Academic Misconduct Panel.

During the Academic Misconduct Panel hearing (AMP), a member of staff known as the Presenting Officer will present the case for Academic Misconduct. This member of staff is not part of the deliberating panel; their role is only to present evidence relating to the allegation. During the hearing you will have an opportunity to present your defence and challenge the evidence presented.



Penalties range from receiving a mark of 0 for an assessment component to a recommendation of expulsion from the University.

Students have the right to appeal against the decision of an Academic Misconduct Panel. The grounds for appeal are strictly limited. You cannot submit an Appeal just because you don't agree with the decision. There are also strict time limits for lodging an Appeal: normally within 10 working days of the written notification of the outcome of the panel.

CHAPTER 06

STUDENT SUPPORT AND ADVICE

A wide range of advice and support services are available at OU, ranging from advice on planning accommodation to money management and careers guidance.

So, don't be afraid to approach OU if you need advice. Everyone from your Academic Team to OU's dedicated Student Experience team are available to help.

6.1. REGISTRY SERVICES

OU is committed to providing first-class support to students and to responding to student feedback. If you have a piece of coursework to submit or have an assessment query, you can contact your programme team.

Support is available by calling +974 4021 0000 or emailing registry@oryx.edu.qa where staff will be able to advise you on the following:

- Registration and Enrolment
- Module Enrolment
- Student records management
- Access to Learning Management System (CANVAS)
- Monitoring and Control for Quality Assurance
- Attendance Management
- Issuance of standard letters and official documents
- Timetabling, scheduling and resourcing
- Evaluation and Feedback Management
- Administration of assessments and examinations
- Complaints and grievance management
- Library Services
- Administration and control of co-curricular activities
- Control and administration of processes and procedures,
- Graduation
- Awards and Certificates, and more.

6.2. COMPUTING FACILITIES

OU offers students access to a wide range of computing services, such as:

- Microsoft Office 365
- Internet & Wi-Fi access on campus
- IT laboratory facilities
- IT support staff
- IT support videos
- Printing and Photocopying services
- E-Library access (LJMU)
- Canvas LMS (LJMU)
- Student finance system, and more.

Students can access IT support services via the ‘Students’ section on the official website www.oryx.edu.qa, using the following steps:

- 1 In the ‘Students’ section, click on ‘Oryx Help Desk’
- 2 On the top menu, click on ‘My Area’
- 3 Log-in with your OU email credentials, using your OU Outlook email ID and the password.
Log-in with your OU email credentials, using your OU Outlook email ID and the password.
 - a. Your OU Outlook email will be in the format – studentnumber@oryx.edu.qa.
For example:
 - Student Number: 100123
 - OU Outlook Email: 100123@oryx.edu.qa

- 4 Click on ‘Add Ticket’ to raise your concern to the IT Department

Students at OU may also access IT support services offered directly by LJMU, using LJMU IT credentials, through the following steps:

- 1 Visit the official OU website, www.oryx.edu.qa
- 2 In the ‘Students’ section, click on ‘LJMU IT Support’.
The IT support services, provided by LJMU, include:
 - IT Services
 - HelpMe
 - User accounts and security etc.

You may contact the Academic Registry for further information.

6.3. YOUR OU USERNAME AND PASSWORD

Your OU computer account is kept secure via a unique username and password. Your password should be kept private and secure - don’t use obvious things like your telephone number, postcode etc., but do make it memorable.

For security reasons, your password automatically expires after a predetermined time. You will be warned of this beforehand and have the opportunity to change it.

You can change or reset your password via the Forgotten Password link on the log-in page or by contacting IT support using the IT Ticketing System. NB: You may need your student card to reset your password.

You can activate your LJMU student account via the web through <https://my.ljmu.ac.uk/>. Go to My Account and click on the Forgotten Password/Activate Account link. Follow the on-screen instructions to guide you through the process.

Note: Your OU IT account and LJMU IT account are separate from one another. The LJMU email access username differs from the Canvas username.

It is a disciplinary offence to use another person’s computing account and you should NEVER tell anyone your password.

Please note:

- LJMU or OU will NEVER ask you to send your username, password or other personal information via email.
- If you receive an email that claims to be from us asking for these details DO NOT RESPOND.
- Please report the email to registry@oryx.edu.qa

You are responsible for the security of your username and password. Under NO circumstances should you divulge your password to another user. If you do, or leave a PC logged in and unattended, you risk having your account misused and could face sanctions from the University. It is your responsibility to ensure the security of your account.

Please note:

Your OU computer account will expire shortly after your course end date, and you will not be able to access your account after this date.



6.4. PROPER USE OF COMPUTING RESOURCES

All students are expected to use OU's computing resources for the educational purposes for which they were intended. Where abuse is suspected, OU has the power to require any computer usage to be monitored, including access to email and files that are stored on OU's computer network. Disciplinary action will be taken when necessary, including the removal of user privileges.

You are reminded that activities, such as sending abusive emails, downloading or distributing offensive material from the internet, attempted hacking, using another user's computing resources, etc. are unacceptable and are considered as disciplinary offences.

6.5. FIRE SAFETY

At various times throughout the year evacuation procedures for the OU building will be tested by means of full fire evacuation drills. These drills are for your benefit and help ensure that students, staff and visitors know how to get out of a building should a real emergency occur.

You are asked to co-operate with these drills and to ensure that you leave the building in an orderly manner when the alarm sounds. If you refuse to evacuate a building, you may face disciplinary action by OU.

All fire alarms are only for use in an emergency. If you set off a fire alarm maliciously or interfere with any fire safety equipment, such as fire extinguishers, you could be expelled from OU. You could also face prosecution by the Civil Defence Authority.

If your behaviour threatens the health, safety or welfare of other persons, disciplinary action will be taken which could result in your expulsion from OU. In addition, you may face action by the Police Force. This includes behaviour 'out of hours' and away from OU premises.

6.6. HEALTH AND SAFETY RESPONSIBILITIES

As a student you are required to:

- follow the Health and Safety Policy, Codes of Practice and programme specific procedures detailed in your programme and/or module handbooks,
- attend health and safety inductions,
- comply with health and safety requirements and control measures,
- take reasonable care in all activities and seek assistance from supervising staff if in doubt,
- familiarise yourself with emergency and evacuation procedures and safe escape routes,
- report unsafe conditions or equipment to supervising staff,
- report accidents and ill-health, related to your studies,
- note the location of First Aiders and first aid boxes across the campus (see First Aid Map near the lift in every floor),
- follow procedures outlined in information, instruction or training received.

For more information, read the "Health and Safety Policy", available in the 'Policies' section of the OU official website (www.oryx.edu.qa).



6.7. SECURITY ON CAMPUS

OU operates a centralised security procedure across the campus site. If you see or hear anything suspicious or are concerned about your own personal safety while in or around a university building, then contact the main security reception immediately. If necessary, you must contact the state emergency services.

6.8. ALCOHOL, DRUGS AND SMOKING

Alcohol consumption on campus

OU has a strict policy on the consumption of alcohol and you are not permitted to consume alcohol on university premises.

Drugs (including controlled and prescribed drugs and new psychoactive drugs or “legal highs”)

The use of drugs (including controlled and prescribed drugs and new psychoactive drugs or “legal highs”) and their effects are taken seriously by the University. Students are expected to report any incidents of drug misuse.

In the first instance, OU will seek to offer help and support to those experiencing difficulties with drugs. However, if any cases of drug misuse directly affect the wellbeing of any other member of the OU community, then we reserve the right to employ sanctions against the person misusing drugs.

Qatar Police Force will be informed if anyone is found to be using or distributing illegal drugs on campus.

Smoking and Vaping

Smoking inside OU buildings and OU vehicles is a criminal offence. Smoking on OU grounds in places other than designated areas is a disciplinary matter. The use of electronic cigarettes and vapourisers is prohibited in OU buildings and vehicles.

For more details, read the “Smoking & Vaping Policy” available in the ‘Policies’ section of the OU official website (www.oryx.edu.qa).

CHAPTER 07

LIBRARIES

OU and LJMU's library provides access to all the learning resources and services you'll need to succeed in your studies or complete your research.

Using the LJMU IT access credentials which will be provided to you after you start your studies, you will be able to access the LJMU e-library that will provide you access to a wide range of resources online. However, some resources may not be available to access from Qatar due to copyright or licensing limitations and such challenges are beyond the control of LJMU or OU.

Our library offers a variety of environments to suit your study needs, ranging from individual and silent spaces to group spaces. They have books, journals, online resources, open access and bookable computers, printers and wi-fi access throughout the building if you want to bring your own device.

Remember: You are expected to use OU's library and learning resources for the educational purposes for which they are intended.

7.1. CAMPUS FACILITIES

OU has a library with collaborative learning facility in the Doha campus which provides all students access to the LJMU e-library.

In the library, there are specialist staff to help develop your library, IT, and academic skills.

Library Facilities

- Books (print and e-books) and journals (print and e-journals)
- Research support
- IT Support
- Silent Area / Collaborative Learning Area

IT Support:

- Access to PCs and peripherals
- Printing
- Photocopying
- Wireless internet access

7.2. COPYRIGHT

Copyright exists in literary works (print and electronic), images, computer programmes, recorded sound, websites, broadcast programmes, etc. and is protected by legislation and licensing schemes.

To keep your photocopying or scanning legal you should observe the following guidelines:

- Scan only for private study or research – not for commercial purposes
- Electronic distribution e.g. via email is infringement. Do not put your scanned copy on a shared computer network – it is for your personal use only
- Most material from books and journals remains in copyright for 70 years after the death of the author

You should also keep photocopying within the following limits:

- 10% or one article from a journal issue,
- 10% or one chapter from a published work,
- If you wish to copy more, you must get permission from the copyright owner.

If you use any third-party copyright material in your course work, make sure you correctly reference and acknowledge your source.

Unacknowledged use of copyright material in course work is an infringement and could put you at risk of accusations of copyright theft and plagiarism and could threaten your future with OU and LJMU. For further advice contact your lecturers.

For more information on this, please refer to the “Copyright Information Guide” available in the ‘Policies’ section on the OU official website (www.oryx.edu.qa).

CHAPTER 08

STUDENT LIFE

8.1. STUDENT LIFE

Coming to university is a life changing experience and it's not surprising that as well as the highs of experiencing new things, many students feel the lows too, managing study workload, work-life balance and working autonomously – independently.

Remember, if you have any questions about student life please talk to a member of staff or contact your Personal Tutor.

8.2. EQUALITY AND DIVERSITY

OU actively promotes diversity across the learning community and staff and students are responsible for implementing fair practices and challenging unfair discrimination and harassment.

All members of OU community are expected to treat each other, including neighbours and other people in the community, with courtesy, fairness and respect.

All students have the right to live, work, study and socialise in a safe and supportive environment. In return, we expect you to treat all OU facilities, with respect and consideration for others.

You are also reminded to behave appropriately as ambassadors of OU and LJMU when attending external placements, events, activities and fieldtrips.

Most students will go through university life without experiencing unfair discrimination, but for some of you this will be real and will require immediate action and support.

Should you experience discrimination or harassment, whether this occurs in a classroom, or elsewhere, please bring this immediately to the attention of your tutor, the registry, or an OU staff member. Staff will offer you advice and direct you to the most appropriate support and guidance network. Any action taken will be based on your consent.

For more information, read the "Equality and Diversity Policy", available in the 'Policies' section of the OU official website (www.oryx.edu.qa).



8.3. TUITION FEES

When you complete your enrolment at the start of each academic year, you accept responsibility for paying your tuition fees and other related course costs, or for providing clear written evidence that these fees will be paid by a sponsor, such as the employer. A sponsor could also be an employer or some other body (such as an embassy or local authority) that has accepted responsibility for paying your fees.

If it is unclear who is paying your fees, or the sponsor refuses or fails to pay, OU will assume that you are responsible for paying them. Please note: any sponsor must have a Qatari ID and/or a company establishment card and copies of those must be provided to OU.

8.4. WHAT HAPPENS IF YOU DON'T PAY YOUR FEES

The consequences of not paying your tuition fees on time range from having your IT access and borrowing rights removed to ultimately losing your place at OU and therefore LJMU.

If there are payments outstanding at the end of the semester, your results will not be published or released, and you will not be enrolled for the next semester. Furthermore, students who have outstanding debts will not be allowed to attend graduation, and certificates and transcripts will be withheld until all outstanding fees are paid. In extreme cases, OU will also pursue outstanding debts through the courts.

It is not in OU's interest to take this course of action and we will contact you at different times during the year to remind you of your obligations and to ensure you can continue your studies with OU and LJMU.

To read the "Tuition Fee Policy", please visit the 'Policies' section on the OU official website (www.oryx.edu.qa).

8.5. WHAT HAPPENS IF YOU WANT TO LEAVE YOUR COURSE AND LJMU/OU

Deciding to leave OU is not an easy decision to make. It is important that you talk to someone before making any final decisions about leaving your course before you have completed your studies.

Leaving your course does have financial implications so whoever else you talk to it is really important you talk to someone in Student Advisory, so you are in receipt of all the facts. Other people we would advise you to talk through your options with would include:

- Your tutor
- Parents/family

After talking your decision through, if you decide to go ahead and withdraw, you need to complete a "Student Withdrawal Form" which you can obtain from the Academic Registry. If you need help to complete the form you should contact Registry Services. You should be aware that we would not be able to backdate a withdrawal date.

Our ultimate objective is to help you design and develop your future to achieve your dreams. The rules, regulations and policies of the University are developed and implemented to make sure that we achieve this goal efficiently, effectively and on time. We will keep improving our operations, rules, regulations and policies to improve the efficiency, effectiveness and time taken to accomplish the goal.

Let's join hands to build a better future.

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