STUDENT HANDBOOK AY 2026-2027

Frequent reference is made throughout this Student Handbook to University of Greater Manchester policies, procedures, regulations and guidance which apply to you. Parts of these are sometimes summarised here for your benefit. In all cases, these summaries are subject to the full University versions referred to. In the case of any conflict between the latter and any summaries presented here, it is the full University versions which apply.

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Welcome

Welcome to the 2026-2027 Academic year at the University of Greater Manchester

As a *teaching intensive, research informed* University, we aim to provide you with a unique curriculum that is contemporary, stimulating, employment-focused and informed by the latest research in your discipline. Student success is at the heart of everything we do at this University. You will receive customised support ranging from study skills development to personalised assignment feedback. You will be presented with opportunities to pursue your areas of interest, develop employability skills and achieve your life goals.

We have created an environment which is designed to enable you to excel and succeed. Your tutors are well qualified and committed to your success. This is an excellent opportunity for you to realise your potential in partnership with the University and its staff. This will require you to make the time to engage in scheduled sessions, undertake independent and social learning activities, and take advantage of the wide range of support available and participate in extra-curricular activities.

I would like to wish you every success in your studies.

Dr. Greg Walker
Acting Vice Chancellor

A Welcome from the Director of Administration

Welcome to the University of Greater Manchester, Academic Centre in Ras al Khaimah, we are pleased you have chosen our university to start or continue your academic studies. The University of Greater Manchester has had an academic centre in the UAE since 2008. It has grown from strength to strength with 13 batches of graduates achieving their qualifications and progressing into University Alumni. University is a journey and any good journey requires a guide. Our faculty are your guides as you navigate the next year and use their knowledge and experience to build a solid foundation in your subject area. They are here for your benefit and will give you all the opportunities you need to excel in your chosen path.
Ultimately, your personal motivation and commitment will be the most important tools for you to gain high scores, don't underestimate the time you need for self-study.
Enjoy the time here, take part in the extra-curricular activities, run for office with the Student Council, lead a committee and be a student representative. Be all you can be, we're here to help you reach your potential.

Dr. Raj Nambiar,
Campus Director
University of Greater Manchester, Academic Centre – RAK

1. The Student Handbook

The University of Greater Manchester Academic Centre RAK Student Handbook provides university-level information for all students based at the University of Greater Manchester, Academic Centre – RAK (UGMACERAK). This includes information on teaching and learning, student support, communication systems, policies and procedures and the student voice.

Much of the information relates to information/services available from UGM UK Campus as well as local information and services available from University of Greater Manchester, Academic Centre – RAK and this is clearly indicated in the handbook.

Programme level information including programme structure, timetables, assessment schedules and programme staff details is provided in a separate **Programme Guide** at the start of each academic year. Programme Guides will also set out any Professional Body and Apprenticeship requirements. Students can join and be part of professional body involvement (chapters/committees). Appropriate professional bodies and process of involvement can be found in the relevant programme guide or speak to your course manager for further information.



Figure 1 - UGM Academic Centre Ras Al Khaimah (phase 1 project) opened on 26th June 2026.

2. Communications and Contact Information

2.1 Communication Systems

Communication to individual students is usually through email. As a policy, University staff will only respond to emails sent from a student's University Outlook account. This is to ensure that data protection legislation is complied with.

A University Outlook account can be set up to forward emails to a personal email address. See: https://hub.greatermanchester.ac.uk/ITSupport/Home.aspx
Please note, however, that students will need to respond to any University emails using the University Outlook account. **A student's number should be included in the email.**

Most Module Tutors will post announcements through Moodle, the University's virtual learning environment (VLE). It is important therefore that students familiarise themselves with how to access this electronic information resource.

In some cases, letters may be sent to a student's local or home address. It is important to ensure that student details are therefore kept up to date on the student record.

Useful web addresses

- UGMACERAK Website – https://www.greatermanchester.ac.ae
- UGMACERAK Facebook – https://www.facebook.com/UoGMRAK
- UGMACERAK LinkedIn - https://www.linkedin.com/company/ugmrak/
- UGMACERAK Instagram – https://www.instagram.com/gmrak_uni/
- UGMACERAK Student Council Instagram – https://www.instagram.com/ugmraksc/
- University of Greater Manchester UK website: https://greatermanchester.ac.uk/
- University of Greater Manchester Student Area – https://greatermanchester.ac.uk/student-area
- University of Greater Manchester Student Record: https://evision.greatermanchester.ac.uk/urd/sits.urd/run/SIW_LGN
- University of Greater Manchester Moodle – https://moodle.greatermanchester.ac.uk/

The best way to contact staff is by email. Staff will endeavour to respond to emails within **two full working days**. If a face-to-face discussion is required, students may arrange a mutually convenient appointment. Programme guide will indicate date and time where your tutor is available for office visit.

2.2 Key Contact Information

Contact information for key University offices is provided below. Contact information for individual academic staff can be found in the Programme Guide. Additional contact information can also be found in the individual sections of this Programme Handbook.

Office	Location	Contact Details
UGMACERAK – Student Council	UGM RAK	Website: https://www.greatermanchester.ac.ae/student-involvement Tel: 07 221 1221 Email: studentcouncil@greatermanchester.ac.ae
Careers Service	UGM RAK	Website: https://www.greatermanchester.ac.ae/career-support Tel: 07 221 1221 Email- studentcareers@greatermanchester.ac.ae
IT Help Desk	Peter Marsh Library	Website: https://hub.greatermanchester.ac.uk/ITSupport/Home.aspx Tel: +44 1204 903444 Email: ist-service@greatermanchester.ac.uk For local IT support please contact: Tel:: 07 221 1221 Email: IT@greatermanchester.ac.ae
Student Mental Health and Wellbeing	Face to Face / Online	Well being and mental health support, in the first instance please speak to your personal tutor who will guide you to the counselors Corner or contact directly at Tel: 07 221 1221 Email: CounselorsCorner@greatermanchester.ac.ae
Peter Marsh Library, UK. **UGM RAK Library**	Chancellor's Mall via SLZ / UGM RAK	Website and Library Chat: https://libguides.greatermanchester.ac.uk/friendly.php?s=home Tel: 01204 903094 Email: library@greatermanchester.ac.uk

		Contact form: https://libguides.greatermanchester.ac.uk/friendly.php?s=about-us/contact-us Online appointments with an Academic Librarian: https://libcal.greatermanchester.ac.uk/appointments/online For Local Library Support: Tel: 072211221 Ext:131 Email: LibrarySupport@manchester.ac.ae
Sport and Wellness	Sports / Competitions	For student sports activities please contact student council sports officer. Tel: 07 221 1221 Email: studentcouncil@greatermanchester.ac.ae Instagram: https://www.instagram.com/ugmraksc/
International Student Support	UGM RAK	Tel: 07 221 1221 Email: InternationalStudentSupport@greatermanchester.ac.ae
'Special Needs' Support Service	UGM RAK	Tel: 07 221 1221 Email: SpecialNeedsSupport@greatermanchester.ac.ae for queries & appointments

Reception desks

Office	Location	Contact Details
UGMACERAK Main Reception/ General Enquiries	UGM RAK	Tel: 07 221 1221 Email: info@greatermanchester.ac.ae



3. Student Transportation & Fee Refund Policy

3.1 Transportation Policy

The UGMACERAK Transportation Policy outlines the rules and regulations for student transport services.

● Eligibility & Enrollment: Only enrolled students can use the service, and they must submit a Transport Requisition Form before the semester starts.
● Payment & Fees: Transportation fees must be paid in full before the semester begins, with no installment options available.
● Pick-Up & Drop-Off: Students must choose a designated point, which may not be at their exact residence. Any changes must be informed before the next month.
● Service Conditions: Transport may be provided by the college or an outsourced provider, with semester-long subscriptions only.
● Cancellation & Modifications: Students must provide a one-month notice for cancellations; no refunds are given once the semester begins.
● Code of Conduct: Students must follow disciplinary guidelines; violations can result in termination of transport privileges without a refund.

This policy ensures an organized, efficient, and disciplined transportation system for students.

For further information related to transportation, students can directly connect with Mr. Nithin Nazimudeen, Transport Coordinator at n.nithin@greatermanchester.ac.ae.

For any emergency purposes, you can also directly call: +971 56 9711835. More information is available in the **Transportation Policy AY 26-27**

3.2 Fee Refund Policy

The UGMACERAK Refund Policy outlines the conditions and procedures for student fee refunds.

- General Guidelines: Application and registration fees are strictly non-refundable. Refund requests must be submitted in writing with supporting documents, and refunds are processed at the end of the academic year after verification. Any outstanding dues will be deducted.

- Tuition Fee Refund: Refunds depend on the withdrawal date:
✓ Before 2nd week: 50% refund
✓ Before 3rd week: 25% refund
✓ After 4th week: No refund
✓ Suspensions due to misconduct: No refund

- Special Fees & Services: Transportation, visa, and exam fees are non-refundable once the semester starts. Exam fees are directly transferred to UGM UK.

- Payment & Processing: Refunds are issued via cheque or bank transfer within 30 days of approval. A penalty of AED 100 is charged for bounced cheques.

- Contact Information:
✓ Institution: University of Greater Manchester, Academic Centre – RAK
✓ Phone: +971 7 2211221 (109)
✓ Email: accounts@wincedu.net/ accounts@greatermanchester.ac.ae

This policy ensures transparency and accountability in the refund process for students. More information is available in the **Tuition Fee Refund Policy AY 26-27**

4. The Student Experience and Student Support

4.1 Student Services

The Student Services team is based in the admissions teams' offices near reception. Student Services are staffed by trained specialist support staff who provide information, advice and guidance to students (current, past and prospective) and staff.

Student Advisors are the **first point of contact** for the following services:

- ***Academic Advice and Guidance*** – General guidance and support for new students. If an existing student, please contact your personal tutor or course manager.
- ***Documentation*** - Bank letters and official letters, student ID cards, UAE visa processing.
- ***Other services*** - Accommodation, Chaplaincy, 'Special Needs' Support Service, International Student Support and scholarships.

Special Needs' Support Service

The University of Greater Manchester, Academic Centre – RAK is fully committed to the principles of equality, diversity, and inclusion. The institution recognises that 'Special Needs' should not be a barrier to participation, achievement, or progression in higher education. This policy sets out the University's approach to supporting 'Special Needs' students within the UAE regulatory context, ensuring alignment with best practice and regulatory expectations.

'Special Needs' Counselor's are available to discuss the individual adjustments students need based on up-to-date evidence being provided by an appropriate professional. The service offers bookable appointments as well as drop-in sessions, throughout the week by emailing SpecialNeedsSupport@greatermanchester.ac.ae.

Mental Health and Counselling Support

Counselor's Corner currently operates a range of specialist mental health and wellbeing services, which are free for students to access. Counselor's Corner Team comprises the Mental Health and Legal Advisor Service and the Student Counselling Service which is overseen by the team's qualified Psychology and Legal team. The team offer dedicated mental health and wellbeing provision to any student in need of support during their course of study, including one to one sessions, workshops and online support resources. Furthermore, if the student requires more specialist support, then the team will guide them to local services available in Ras Al Khaimah and wider UAE network support including government agencies. Students can reach Counsellor's Corner by Tel: 07 221 1221 or

Email: CounselorsCorner@greatermanchester.ac.ae

4.2 Students' Council

The Students' Council exists to help all students enjoy their time at the University of Greater Manchester, Academic Centre –RAK. The Council will support students by welcoming you to the university at the start of each year, providing you with advice, support and key services, as well as creating a strong community of students who are just like you. You can get involved by:



- becoming a Student Representative to work with your academic teams to improve your course
- getting advice and support through our student counsellor
- joining one of our many clubs and societies (or creating your own!)
- standing for election to be the next SC President or representative – Those positions are elected every year.

The UGMACERAK Students' Council wants students to get involved by

- **Becoming an elected representative.**
  Students can be involved at different levels of academic delivery, by becoming a Course Representative.

  Each year we run the Leadership Race (elections), where students can stand as candidates to lead the SC, as Student President. All students at the University of Greater Manchester, Academic Centre – RAK are eligible to stand for election.

- **Getting involved with our clubs and societies.**
  The SC supports academic, cultural and social student societies. Students can volunteer to become a Society Officer or even start their own society with our support! Societies offer opportunities to gain new skills through involvement with local and national campaigns, other universities and organisations linked with the Students' Council.
  SC can also offer impartial advice, guidance on and support for both personal and academic issues. You may contact student council on studentcouncil@greatermanchester.ac.ae

4.3 Programme Level Support

Module Tutors

Module Tutors are academics who are responsible for the organisation and delivery of a particular module. Module Tutors also design and mark module assessments. If there is an academic problem with a specific module, the first point of contact should always be the Module Tutor. If the query is not resolved, students should contact their Course Manager or Student Representative.

Course Managers (Also known as Programme Leaders)

Course Managers are academic members of staff who are responsible for the organisation and management of a programme. They oversee the scheduling and delivery of modules, support programme developments, co-ordinate marketing and recruitment activities, and ensure programme quality standards are maintained.

Academic Coordinators

Academic Coordinators are senior academic staff responsible for the overall academic leadership and management of a School or subject area. They oversee multiple programmes within their discipline, ensuring effective planning, delivery, and continuous improvement of academic provision. Academic Coordinators support Course Managers and Module Tutors, monitor academic quality and standards, and ensure alignment with institutional policies and regulatory requirements. They also contribute to strategic planning, staff development, and external stakeholder engagement, including accreditation and quality assurance processes.

Campus Director

The Campus Director is responsible for the overall leadership, strategic direction, and operational management of the campus. This includes oversight of academic delivery, administrative functions, student experience, and compliance with regulatory bodies. The Campus Director ensures that institutional goals are achieved, resources are effectively managed, and quality standards are maintained across all programmes. They represent the campus in external engagements, support partnerships with the parent institution and regulatory authorities, and provide leadership to academic and professional services staff to ensure the smooth and effective operation of the campus.

Personal Academic Tutors

Personal Academic Tutors are members of the academic team within a School who provide individual support for students with their transition into and through the University journey. Students are usually allocated a Personal Academic Tutor before they arrive at the University and are given the opportunity to meet their Personal Academic Tutor in induction week along with other tutors, staff and students.

Personal Academic Tutors will meet with their allocated tutees on a regular basis. Personal Tutor meetings usually take place in week 4 and week 10 in each semester.

Examples of tutorial topics are provided below:

- Transition to the University and to the next level of study
- Evaluation of progress

- Feedforward and results support for refer/defer work
- Identification of any additional support needs
- Referral to student support mechanisms
- Assessment support and development needs
- Attendance reviews
- Mitigating Circumstances and Academic Appeals support

Personal Academic Tutors are here to help students gain the confidence to share and ask for support when needed. This ongoing and collaborative relationship builds a deeper connection with the course, academics and the University, enabling support through their time at university and beyond. Details of personal tutors are available in the respective Programme Guides which are available in Moodle.

Peer Support

It is important that students build networks of friends and course mates during their studies. Having the right support from fellow students can make a big difference to life at university and can help students to learn more effectively. Students can contact their Personal Academic Tutor or Course Managers for further information.

Results Day

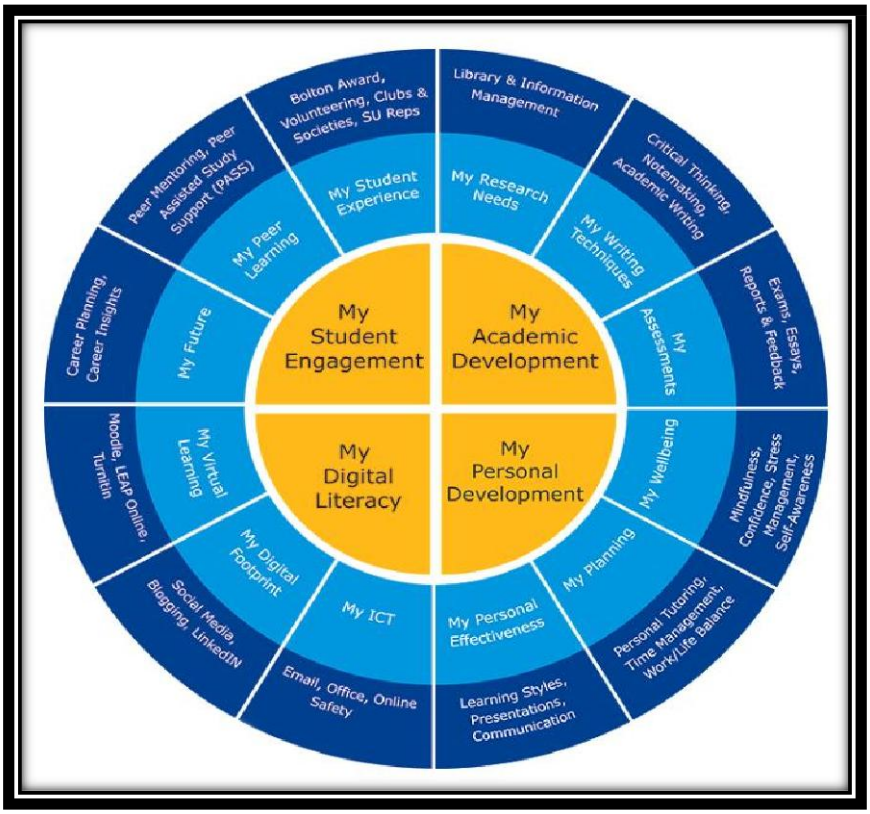
The University Results Day will be conducted for all semesters in an academic year. This will give the students an opportunity to receive feedback on assignments and exams and receive advice on their academic progression. Course Managers, Module Tutors and Personal Tutors will be available in their offices on this day to answer any queries and offer advice. Support sessions for completing any refer /defer assignments and exams will be offered on the same day.

4.4 Study Skills Support - LEAP Online, LEAP Live and English Language Support

LEAP Online is the University of Greater Manchester 's award-winning interactive online tutorial which is designed to support students through their academic and personal development journey, with the emphasis on getting the most out of their time at university. The content can be used to help achieve academic and personal development goals.

Sections include *My Student Engagement*, *My Academic Development*, *My Digital Literacy*, and *My Personal Development*. It is packed with activities and assessments for students to complete and to work towards digital badges which demonstrate to their tutors that they have completed the section and have improved their knowledge and skills in areas such as referencing or time management.

If students are undertaking modules such as study skills or employability skills it is ideal to use in portfolios or as evidence of CPD/development. LEAP Online is located at: https://libcal.greatermanchester.ac.uk/calendar/leap-live



4.5 Careers Support

The Careers Service offers a range of careers and employability support adapted to individual needs, supporting students in planning their future careers and helping them to develop key skills and graduate attributes.

The Careers team hosts several employability workshops and employer events, including an annual Careers Fair. The comprehensive support on offer includes:

- Bespoke careers advice and guidance with a professionally qualified Adviser
- Help in the preparation of job applications and cover letters
- Guidance on creating and improving a CV
- Access to full-time, part-time and vacation work opportunities
- Information on different career paths
- Information on a range of employers, both nationally and locally
- Support with finding a placement or graduate internship
- The opportunity to gain a range of employability skills and graduate attributes
- The chance to build contacts and networking opportunities
- The chance to explore further study.
- For further support and guidance please contact studentcareers@greatermanchester.ac.ae



Figure 2 - Career Fair 2025



Figure 3 – Career Fair 2026

4.6 Industry Advisory Board (IAB)

In May 2025, The UGMACERAK has revamped the existing Industry Advisory Board (IAB) with 40+ members, whose purpose is promoting closer academic and industrial collaboration in various fields. In turn this will ensure the UGMACERAK academic curriculum and programmes are in line, through collaboration and exchange, with industry's standards and needs. The board members come from a diverse mixture of backgrounds, industries and sectors, ensuring a broad perspective on the skills and knowledge requirements in all types of organisations, from micro businesses and start-ups, SME's to large entities with the final aim being to give the best possible start for our students and alumni in their chosen careers. Both UGMRAK and IAB members have signed MoU which sets out the role and responsibilities of each party. Areas of collaboration and exchange includes but not limited to:

- ✓ Industry projects
- ✓ Internships
- ✓ Staff trainings
- ✓ Research collaborations, publications
- ✓ Joint workshops

- ✓ Team taught courses.
- ✓ Visits by faculty and students
- ✓ Career Fair



5. The Student Voice

The University welcomes feedback from students to continuously improve the student experience. Key feedback mechanisms are set out below.

5.1 Student Representatives and Committees

Volunteer Student Representatives are selected to represent the voice of the student population on key committees. Student Representatives for every course level are elected annually and are then trained and supported throughout their term of office by UGM Students' Council.

The role of a Course Representative is to gather the views (what is working well and areas for improvement) from other students on their programme on academic matters and other elements of the student experience. These matters are then discussed at course level committees called Student-Staff Liaison Committees (SSLCs). SSLCs are usually chaired by a Course Manager and comprise Module Tutors, as well as representatives from the Library and Administration teams when required.

School Representatives are also nominated from the pool of Course Representatives to sit on a School-wide committee called the School Board, which is chaired by the Head of School and comprises other academics and professional services staff. Representatives on these committees are expected to comment on school-wide matters.

Students interested in becoming Student Representatives will need to put themselves forward for election at the start of the academic year.

5.2 Programme Feedback

All students have the opportunity to contribute to the monitoring and enhancement of their course of study. Students can approach their Student Representative, Course Manager or Module Tutor on an informal level to discuss issues. The SSLC is also an important forum at which elected Student

Representatives can speak on behalf of their peers.

In addition, students are asked to complete a satisfaction questionnaire for each module (Module Evaluation Questionnaire) and an annual programme questionnaire. The annual programme questionnaire may be in the form of the National Student Survey, the University's Undergraduate Experience Survey, the Postgraduate Research Experience Survey or the Postgraduate Taught Experience Survey, depending on their programme and level of study. Survey feedback is important as it is used by the programme team and other services to enhance the provision and improve the student learning experience.



Survey feedback is important as it is used by the programme team and other services to enhance the provision and improve the student learning experience.

6. Learning and Learning Resources

6.1 Campus-Plus Delivery Approach

Programmes of study at the UGM are normally delivered through a blended learning approach known as *Campus Plus*, whereby campus-based teaching sessions are supported by online activities. Campus Plus is based on 12 Key Principles – See below.

Campus-Plus - Twelve Principles for Teaching and Learning

1	The University is a **teaching-led** institution and as such places a particular emphasis on effective teaching, individualised learning and on student achievement that leads to positive outcomes.
2	The University's **Teaching Intensive, Research Informed** philosophy is the heart of what we do.
3	The University is campus-based with **face-to-face teaching** the principal delivery strategy.
4	**Educational technology** which promotes flexibility, individualisation, empowerment and fun is a core component of our delivery.
5	Face-to-face **in person** scheduled teaching (approximately 70%) is **supported by online** scheduled learning (approximately 30%) and directed learning.
6	Programmes adopt effective delivery strategies **using local solutions** supported by central professional services.
7	**A central learning support** infrastructure, including specialist support, library and IT services are crucial to student success.
8	The success of the Campus Plus model is measured by our **student outcomes** particularly in relation to academic engagement, retention, success and employment.
9	The blended learning experience for students benefits from **a solid foundation established at the outset of the academic semester and year through campus-based** induction, teaching sessions and other learning activities.

10	Academic staff are **supported to develop creative and flexible delivery** mechanisms.
11	The University is committed to the development of creative, innovative, inclusive, collaborative learning opportunities recognising **the need to timetable scheduled session and allocate resources effectively.**
12	**Attendance and engagement are essential for successful learning.** Though our supportive attendance policy, we make expectations clear about attendance and engagement requirements.

Students should refer to their timetable and Module Guides to determine the mode(s) of delivery for a specific week.
Where students are required to engage in **live sessions online**, they are expected to:

- write their full name and student number in their Zoom/Teams profile in advance of the session;
- find a quiet workspace where they are less likely be interrupted for the duration of session – and/or wear a headset to reduce background noise disruption;
- ensure their appearance and surroundings are appropriate for the online classroom (or use an appropriate background picture);
- be prepared for the session and join punctually;
- keep their cameras on to show engagement with the session (and agree with the tutor beforehand if this is not possible);
- keep their microphones on mute when they are not speaking in the session to ensure background noise does not disrupt the session;
- stay seated, be present and participate during the live session, as well as in breakout room discussions;
- use the chat function to ask questions and raise points;
- ensure what they write in the chat is relevant to the session and courteous;
- use the hand up/wave icon if they wish to raise a point verbally.



6.2 Attendance and Engagement

Attendance of scheduled sessions is an essential part of a student's studies and is directly linked to successful outcomes. Attendance and engagement are therefore taken into account when making Assessment Board decisions.

Students may also be withdrawn prior to an Assessment Board due to poor attendance. Please see: https://greatermanchester.ac.uk/assets/Uploads/studentpolicy2627/Academic-Regulations/Student-Attendance-and-Engagement-Policy.pdf?vid=6

Please note that any student found registering their attendance for a teaching session without the intention to attend in person, may be subject to disciplinary action.
Please see: https://greatermanchester.ac.uk/student-policy-zone/student-policies-2026-27/student-non-academic-conduct-and-disciplinary-policy-and-procedure

Fraudulent registration of attendance may also lead to fitness-to-practice procedures being invoked for relevant programmes.

6.3 Graduate Attributes

Graduate Attributes Matrix for Employability (GAME)
Graduate attributes are the personal qualities, skills and academic abilities that are valued by the University of Greater Manchester community, and that a student should acquire during their time at the University. Graduate attributes can be developed as part of a programme of study, as well as through the wider student experience.

Graduate attributes are:

- Expressive of what it means to be a University of Greater Manchester graduate
- Not simply taught in the classroom but fostered through meaningful experiences and as a result of continuous learning and reflection
- Unique to every student – in terms of his or her starting point, experiences, development and comprehension.

Graduate attributes provide a platform for engaging with the world of work. They act as a point of reference for a student's personal development and support the articulation of employability and transferable skills.

UNDERGRADUATE PROGRAMMES: The following 10 core graduate attributes are embedded in each undergraduate programme of study and serve as the fundamental skills framework for University of Greater Manchester students:

GAME+

POSTRGRADUTE PROGRAMMES: Building on the University of Greater Manchester's undergraduate GAME model, postgraduate students are supported to develop higher-level skills and attributes. In order to provide a framework for enhanced career velocity, all postgraduate students will work towards **GAME+.**

GAME+ is uniquely focused on preparing high-performing postgraduate students, ready for any context in the world of work. The application of the Graduate Attributes Matrix for Employability at Post graduate level builds on the pedagogical model for the Matrix at undergraduate level, but explicitly relates to Master's level outcomes consistent with Level 7, within the Framework of Higher Education Qualifications.

The five strands of GAME+ are:

- Influence and impact
- Critical self-management
- Critical Creativity and innovation
- Professional identity
- Skills mastery

A key part of the postgraduate learning experience is about acquiring the attributes in different contexts, which will allow further demonstration of the ability to quickly adapt and apply critical skills to different situations. GAME+ provides a mechanism for planning, promoting and supporting the personal, professional and career development of postgraduate students in higher education.

6.4 Learning Resources

The Library provides access to a large range of resources to help University of Greater Manchester students succeed in their studies. Over 220,000 eBooks and a host of online journals and databases can be accessed via Discover@UGM via https://libguides.greatermanchester.ac.uk/home

Students will need their University of Greater Manchester username and password to access online library resources. Information on getting started using the Library can be found at https://libguides.greatermanchester.ac.uk/friendly.php?s=get-started

Subject Guides provide a subject-specific overview of Library services and have been developed by Academic Librarians to highlight the most useful resources for specific academic areas.
Please see https://libguides.greatermanchester.ac.uk/friendly.php?s=subject-guides - This is a great starting point for research for assignments.

Students should also look for the Resource Lists Online (RLO) link on their Moodle sites. Resource Lists Online will provide a link to the resources recommended by module tutors. This will include a direct link to key eBooks, eJournals and databases as well as links to check for the availability and location of print titles. Students can create their own profile in RLO to add personal notes to their lists. Students can also check their library account and access online resources.



Furthermore, students who are based in UGMACERAK can make use of the physical library which has hundreds of textbooks and journals. The students based in UGMACERAK can benefit from a range of enhanced services, such as extended book loans and quiet study area, group work rooms which are bookable, open access computers and other local services.
UGMACERAK will arrange a Library induction session when students start their programmes of study. The UGMACERAK Library also offers workshop sessions on its resources at various times of the year that they can sign up to. Tel: 072211221 Ext:131 or Email: LibrarySupport@greatermanchester.ac.ae

Students can get help with Library resources and services as follows:

- For UK Online Library
  - Online via https://libguides.greatermanchester.ac.uk/friendly.php?s=about-us/contact-us
  - By phone (during staffed opening hours) on +44 1204 903094

- By email (Helpdesk team and Academic Librarians) via library@greatermanchester.n.ac.uk.

- In person: at UGMACERAK Library.
  - Tel: +971 72211221 Ext:131
  - Email: LibrarySupport@greatermanchester.ac.ae

6.5 Part-Time Students

Part-time students can follow their programme in the same way as full-time students. However, attendance is restricted to a maximum number of modules each academic year in order to maintain part-time status. Students should contact their Course Manager or Personal Academic Tutor to clarify their programme requirements.

Changing from part-time study to full-time study may be possible for those who have successfully completed the modules undertaken, providing the programme is offered on a full-time basis and full-time fees can be met. Students should contact their Programme Leader in the first instance if this is something they are considering.

7. Mitigating Circumstances, Academic Appeals Complaints and Dignity at Study

7.1 Mitigating Circumstances

Mitigating Circumstances refer to unforeseen, severe and exceptional personal difficulties which adversely affect academic performance. Students can apply for Mitigating Circumstances by completing a Special Circumstances Submission Form – see https://greatermanchester.ac.uk/student-policy-zone/student-policies-2026-27/special-circumstances-regulations-and-procedures-2026-27 and providing a covering letter, evidence of circumstances and evidence of assessment deadlines (this must be done as soon as possible and before the published deadline).

Please note that students who are unable to submit an assessment due to unforeseen, severe and exceptional circumstances should first check with their Module Tutor if an extension can be granted.

UGMACERAK support for applying for Special Circumstances applications can be sought from a Personal Academic Tutor or Course Manager. However, for the first instance it is expected that you will contact your personal tutor.

7.2 Academic Appeals

Academic appeals may be submitted following an Assessment Board (and before the appeals deadline specified) if a student believes that:

- Circumstances affected his/her performance which, for good reason, the Assessment Board may not have been made aware of when making assessment decisions, or

- there was a material administrative error or procedural irregularity in the assessment process; or
- there is evidence of prejudice or bias or lack of proper assessment on the part of one or more of the tutors/assessors

Please note: An appeal which questions the academic or professional judgement of those charged with the responsibility for assessing a student's academic performance or professional competence will not be accepted.

UGMACERAK support for applying for an academic appeal can be sought from a Personal Academic Tutor or Course Manager if PAT is not available.

Please note appeals are handled in University of Greater Manchester UK Campus. Below you will find appeals process. It is the student responsibility to familiarise the appeals process and meet the deadlines.

For further details, see: https://greatermanchester.ac.uk/student-policy-zone/student-policies-2026-27/academic-appeals-regulations-and-procedures-2026-27

7.3 Complaints

The UGMACERAK welcomes comments and suggestions about how things might be improved, we also recognise that students and others with a legitimate interest have a right to complain if they feel that something is wrong. Personal Tutor, Student Services and the Student Council can help to advise UGMACERAK students on the procedure for making a formal complaint, including whether other procedures are more appropriate.

Students studying at an UGMACERAK should raise a complaint with the partner if it relates to the partner's services. If the complaint relates to the quality of teaching, the curriculum and/or the standards of the programme, then students should also raise the complaint using the UGMACERAK's process initially. If a student is unhappy with the outcome of the formal response provided by the UGMACERAK, they can then ask that the outcome be reviewed using the University of Greater Manchester 's procedure.

Complaint form and process can be found at reception.
Further details can be found at: https://greatermanchester.ac.uk/student-policy-zone/student-policies-2026-27/student-complaints-procedure-guidance-and-forms-2026-27

7.4 Students' Dignity at Study

Students are able to report cases of harassment, bullying, discrimination, victimisation and sexual misconduct to the University. However where the perpetrator is at UGMACERAK such as a student, member of staff, visitor or contractor then you should report to the local partner first using the complaint form available at UGMACERAK reception.

More information is available in the *Students' Dignity at Study Policy and Procedure* *https://greatermanchester.ac.uk/assets/Uploads/studentpolicy2627/Student-Services/Dignity-at-Study-Bullying-Harassment-Sexual-Misconduct-Policy-and-Procedure-2025-26.pdf*

8. Environmental Sustainability

The UGMACERAK firmly believes in the principles of sustainability and is committed to working towards exceeding the requirements of relevant environmental legislation to enhance, improve and regularly review its environmental performance. Students play an incredibly important role in supporting their university with pursuing sustainability goals and ambitions. Students, as key stakeholders of the University and the largest group of facilities users, have the ability to initiate, drive, and achieve sustainability goals through engagement with sustainability initiatives and application of knowledge and skills.

It is important that upon graduation students leave the University of Greater Manchester as sustainability ambassadors, equipped to recognise and apply sustainability principles within their discipline and profession. We hope that students recognise the value they can add individually and collectively to manage climate change, here at the University of Greater Manchester and beyond. For more information about Environmental Sustainability at the University of Greater Manchester please see: https://greatermanchester.ac.uk/governance/policies-and-legal/environmental-sustainability

Students can become involved in many different environmental sustainability projects, focus groups and planning workshops for future developments. The environmental sustainability projects range from a UGMACERAK plant a tree initiative which is held annually and taken part by the students, staff, and local community. Students also take part in the annual inter-university Environmental Public Speaking Competition conducted by the prestigious Emirates Environmental Group (EEG), which aims to initiate discussions on current environment issues. These are just a flavour of what students can champion and drive forward for a truly sustainable campus. Student involvement in Environmental Sustainability is vital, and this is why we are linking student involvement into the GAME (Graduate Attributes Matrix for Employability) framework so this is a call for action to get involved and become a future leader for Environmental Sustainability. Students are the change makers of the future, this is why we need them to spearhead, trailblaze and champion environmental sustainability.

9. Health and Safety

9.1 Safeguarding



Safeguarding is a process of making sure children and adults at risk are protected from being abused, neglected or exploited. The University of Greater Manchester and UGMACERAK recognise that it is unacceptable for a child or adult at risk to experience abuse of any kind and recognise their responsibility to safeguard children and adults at risk of harm within the University and those who come into contact with University activities. There are many forms of abuse and neglect. Some examples of types of abuse are sexual abuse, physical abuse, psychological/emotional abuse, domestic abuse, discriminatory abuse, and financial abuse.

If students have any safeguarding, are experiencing any kind of abuse or are concerned about another student, they can speak with one of our Senior Management who can be reached via reception. For more information about safeguarding please visit: https://greatermanchester.ac.uk/student-area/safeguarding

9.2 First Aid

Students requiring first aid, or seeking first aid assistance for somebody else, should inform any available member of university staff. The staff member or the student should request a First Aider by dialling 100 to reach the UGMACERAK main switchboard via any office number or directly 07 221 1221.

If, for some reason, there is no immediate reply on the University number, and the incident is considered serious, an ambulance should be called by dialling **999** directly.

9.3 Accident Reporting

Students should always report all accidents, no matter how minor, and make sure that an accident report form is filled in. Students should report accidents as soon as possible to either their Module Tutor, if in class, or to a relevant member of University Staff e.g. Course Manager, Librarian, Site Supervisor etc. If a student wishes to raise any concerns about the incident, they can report these to reception on 07 221 1221.

Students should also report accidents which occur off-site when undertaking an activity sanctioned by the UGMACERAK e.g. a field trip.

9.4 Fire Evacuation Procedure

The emergency evacuation alarm is a siren. If the alarm sounds, buildings should be evacuated following the procedures set out below:

1. When the alarm sounds, windows should be closed and all machines, gas valves, equipment and electrical appliances switched off.
2. Students should leave the building by the nearest designated emergency exit in accordance with the instructions given by staff, closing doors as directed.
3. Disabled students should be assisted as required. In the event that any disabled student is unable to be evacuated, the Fire Marshall should be made aware of the location of the student, and any other relevant information which may assist in his/her evacuation.
4. Students should not re-enter the building unless advised by a Fire Marshall wearing a high-viz tabard.
5. On no account should lifts be used.
6. Holdalls, briefcases or any other bulky items which would impede evacuation should not be taken.
7. Students should report to the designated assembly point irrespective of the exit by which the building was evacuated. They must not leave the assembly point unless authorised by a recognised member of staff.
8. If a student is concerned that another student has not been able evacuate the building, he/she should advise a member of staff of that person's last known location.

9.5 Smoke Free Policy



It is the policy of the University that all of its workplaces are smoke free, and all students and employees have a right to work and study in a smoke free environment. Smoking is therefore not allowed in all University buildings and around their entrances and open windows. This ensures that smoke does not enter a building from outside and that people entering or exiting the premises are not exposed to second-hand smoke. Should someone become exposed to second-hand smoke in this way, they have the right to request that the smoker moves, and the smoker is expected to respect that request. Please note that the Smoke-Free Policy also applies to electronic cigarettes.

9.6 Additional Health and Safety Requirements

Certain teaching spaces may have additional Health and Safety requirements, based on the location, equipment, chemicals or other risks which may be present. Students must always follow the instructions of staff in the area, to ensure their safety, and the safety of others.

For details, refer to the Health & Safety Policy AY2026-27.

9.7 Transportation Safety Policy

Students using UGMACERAK bus services must follow safety guidelines to ensure a secure and smooth journey. Buses are maintained regularly, and drivers are trained professionals. Students must be punctual, remain seated, wear seat belts (if available), and avoid disruptive behaviour. Misconduct may lead to disciplinary action, including suspension of transport privileges.

Concerns about safety or bus services should be reported to the transport coordinator- Nithin Nazimuddin: +971 56 971 1835

For full details, refer to the Transportation Safety Policy AY2026-27.

10. Student Code of Conduct

10.1 Positive Behaviour

Positive Behaviour Expectations where the students are expected to:

1. Adhere to the UGMACERAK's academic code of conduct for fabrication, falsification, cheating, plagiarism, etc.

2. Show respect for themselves, peers, staff, and the UGMACERAK environment.
3. Adherent to the UGMACERAK's rules, policies and regulations at all times.
4. Participate actively and responsibly in their education.
5. Demonstrate inclusivity and understanding toward all members of the UGMACERAK community.
6. Report any concerns, including bullying or harassment, to a concerned staff member, a trusted individual or UGMACERAK administration.
7. Follow instructions from UGMACERAK staff promptly and respectfully.

10.2 Prohibited Conduct

The following behaviours are considered misconduct:
1. Dishonesty, including cheating, plagiarism, or falsifying information.
2. Bullying, harassment, or intimidation of peers, staff, or other individuals.
3. Engaging in behaviours that disrupt the learning environment or threaten the safety of others.
4. Theft, damaging or misusing UGMACERAK or public property.

5. Misuse or reckless driving of UGMACERAK parking.
6. Public displays of affection, including any form of intimate physical contact that contradicts the cultural norms of the UAE.
7. Engaging in discussions of any actions that contradict the revealing laws, customs, and traditions of UAE.
8. Possession or use of prohibited substances or dangerous items such as drugs, alcohol, weapons, or any other illegal substances on UGMACERAK premises.
9. Cyberbullying or the inappropriate use of technology.
10. Sharing gifts/ financial participation to any UGMACERAK staff on or off the campus.
11. Engaging in gambling or any unauthorized or illegal games on university premises
12. Engaging in inappropriate relationships with staff or compromising professional boundaries.
13. Actions that harm the reputation of the UGMACERAK and its students/employees.

10.3 Roles & Responsibilities

1. Adhere to UAE Laws and Values: Ensure all behaviours, practices, and displays align with the UAE's laws, cultural norms, values, and traditions.
2. Respect Cultural Norms: Avoid promoting inappropriate stereotypes, assumptions, or preconceptions about the UAE and its region.
3. Prohibit Inappropriate Behaviours: Avoid engaging in or promoting drug and alcohol use, smoking, violence, indoctrination, or practices inconsistent with UAE cultural values.
4. Appropriate Use of Symbols and Imagery: Refrain from using symbols, colours, or imagery that conflict with UAE cultural norms, such as extremist ideas, disrespectful representations, or inappropriate content.
5. Prevention of Discrimination and Extremism: Prevent activities, content, or discussions that promote extremism, racism, bullying, or any form of discrimination.
6. Prohibit Protests and Demonstrations: Do not organize or participate in rallies, protests, or demonstrations on UGMACERAK premises or during UGMACERAK related events.

10.4 Dress Code

Students are required to dress appropriately and modestly, adhering to the cultural norms and traditions of the UAE.
Clothing with offensive, discriminatory, or inappropriate imagery or text is prohibited.

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

11. Culturally Aligned Events

Students are required to ensure that UAE cultural values and traditions are respected in all UGMACERAK organized events and celebrations.

12. Emergency & Evacuation Plan

12.1 Purpose and Commitment

The Emergency Management Plan sets out how the University of Greater Manchester, Academic Centre - RAK will prepare for, respond to and recover from emergencies affecting people, property, transport operations, academic continuity and organised activities. The plan is intended to protect students, staff, contractors and visitors while supporting a coordinated, calm and compliant response.

The plan has been structured to align with the Ras Al Khaimah Department of Knowledge requirements for International University Branch Campuses. It covers **evacuation, lockdown, shelter-in-place, communication, student accounting, student reunification, transport management, staff training, incident reporting and annual review arrangements**.

Please refer to Emergency & Evacuation Plan for more details.

13. Academic Calendar

The programmes are taught in line with the University's Academic Calendar AY2026-27

Academic calendar AY2026-27 is provided below:

Date (Week Beginning Tuesday)	Academic Week	Trimester	Teaching Week	Comments Student matters
08/09/2026	49		0	Enrolment week for continuing students / Finance Clear Up / Last Minute Admission and Visa Issues
15/09/2026	1	Trimester 1 2026/27	0	Enrolment week for continuing students / Finance Clear Up / Last Minute Admission and Visa Issues
22/09/2026	2		0	Induction and Enrolment for New Students / Activities for Continuing Students
29/09/2026	3		1	Teaching Week 1 / Student Development Sessions
06/10/2026	4		2	
13/10/2026	5		3	Personal Tutoring session 1 (Group) - Assignments/Attendance/Pastoral
20/10/2026	6		4	T1 Assignments Released
27/10/2026	7		5	
03/11/2026	8		6	
10/11/2026	9		7	T1 - SSLC
17/11/2026	10		8	Personal Tutoring session 2 (individual) - Assignments/Attendance/Pastoral
24/11/2026	11		9	T3 Refer/Defer Hand in (TBC)
01/12/2026	12		10	Assignment 1 Hand in - all written work / Personal Tutoring session 2 (Individual) - Assignments/Attendance/Pastoral
08/12/2026	13		11	
15/12/2026	14		12	T1 Board of Studies - Thurs 17/12/2026
22/12/2026	15			WINTER BREAK
29/12/2026	16			WINTER BREAK
05/01/2027	17		13	Revision week / Technology Enhanced Intervention
12/01/2027	18		14	Exam Week
19/01/2027	19		15	Exam Week
26/01/2027	20	Trimester 2 2026/27	0	Induction activities for new students / Activities for continuing students
02/02/2027	21		1	Teaching Week 1

09/02/2027	**22**		**2**	
16/02/2027	**23**		**3**	
23/02/2027	**24**		**4**	T2 Assignments Released / Personal Tutoring Session 1 (Group)
02/03/2027	**25**		**5**	Results Day /
09/03/2027	**26**		**6**	**T2 SSLC**
16/03/2027	**27**		**7**	
23/03/2027	**28**		**8**	
30/03/2027	**29**		**9**	Personal Tutoring session 2 (Groups) - Assignments/Attendance/Pastoral
06/04/2027	**30**		**10**	T1 Refer/Defer Hand in 6 April 2027
13/04/2027	**31**		**11**	**Industrial Advisory Board (IAB) - Saturday 17/04/2027**
20/04/2027	**32**		**12**	Personal Tutoring session 3 (Group) - Hand In/Mit Circs
27/04/2027	**33**		**13**	**Career Fair - Saturday 01/05/2027**
04/05/2027	**34**		**14**	Assignment Hand in - all written work / T2 Board of Studies
11/05/2027	**35**		**15**	T2 SSQs
18/05/2027	**36**		**16**	Exam Week
25/05/2027	**37**		**17**	Exam Week
01/06/2027	**38**	**Triemster 3 2026/27**	**0**	**Induction activities for new students / Activities for continuing students**
08/06/2027	**39**		**1**	**Induction**
15/06/2027	**40**		**2**	**Teaching Week 1**
22/06/2027	**41**		**3**	
29/06/2027	**42**		**4**	Assignments Released / Personal tutoring (Group) session 1
06/07/2027	**43**		**5**	Result day
13/07/2027	**44**		**6**	T3 SSLC
20/07/2027	**45**		**7**	
27/07/2027	**46**		**8**	
03/08/2027	**47**		**9**	Personal Tutoring (individual) session 2 - Assignments/Attendance/Pastoral/Appeals -Hand In/Mit Circs
10/08/2027	**48**		**10**	Deadline for T2 Refer/Defer - (TBC)
17/08/2027	**49**		**11**	
24/08/2027	**50**		**12**	Assignment Submission / Board of Studies - T3
31/08/2027	**51**		**13**	T3 SSQ

07/09/2027	**52**		**14**	Exam Week
14/09/2027	**53**	Semester 1 2027/28	**14**	
21/09/2027	**1**		**15**	**Returning students to be in country**
28/09/2027	**2**		**0**	**Last minute admissions/visa issues and finance clear up**
05/10/2027	**3**		**1**	Induction for new students all week per **programme**
12/10/2027	**4**		**2**	Personal tutoring session 1 - Sem Plan / Results Day details
19/10/2027	**5**		**3**	Results Day Tutorials
26/10/2027	**6**		**4**	Assignments Released