
11. INFORMATION ABOUT THE CAMPUS

11.1 Campus Opening Hours

Students and staff can normally access the campus between 8:00am and 10:00pm on weekdays during term-time. Most of our administrative departments operate between 8:00am - 5:00pm from Sunday to Thursday. Facilities such as the Library, LGS, and Computer Labs are available on amended schedules on weekends and during vacations. Similarly, most service areas extend their opening hours during periods of high usage (such as key assessment periods). You should remember to check with each service area beforehand for timings or call Reception.

Please note that you need to carry your Middlesex Student ID Card with you at all times and should produce it on request from a member of staff or security personnel. At times you will be asked to deposit your Student Card with our security staff to access the Computer Labs. You can collect your card when you have concluded the use of facilities. Failure to comply with requests to show your Student ID Card by University staff when asked to do so is a violation of the Student Code of Conduct and may lead to disciplinary action.

11.2 Dress Code on Campus

Middlesex University Dubai encourages an appropriate dress code that promotes a positive image of the University while also allowing maximum flexibility to maintain a good learning environment – one that respects racial, gender, and ethnic sensitivities and gives due consideration to safety practices.

Students and staff are advised to dress conservatively out of respect to the cultural and religious traditions of the United Arab Emirates, and the conventions of Dubai Knowledge Park. If you are unsure and need any guidance, please feel free to speak to a member of staff.

11.3 The Holy Month of Ramadan

Ramadan is the ninth month of the Islamic calendar and is a special month for over two billion Muslims throughout the world. It is of a special meaning to Muslims as it is the Fourth Pillar of the Muslim Faith. During this month, Muslims abstain from all food and drink from dawn to dusk, followed by Iftar (breaking the fast).

In 2020, Ramadan will likely begin in the last week of April 2020, depending on Islamic scholars' sighting of the moon. Ramadan will last for approximately 30 days, or one lunar month, again depending on Islamic scholars' sighting of the moon. Middlesex University Dubai's working hours are slightly altered during the month. Class timings are usually shortened to accommodate the change in working hours. Students and all campus visitors are advised to check the Middlesex University Dubai website for changes in timings. The end of Ramadan is

marked by the start of the Eid al Fitr official holiday. Middlesex University Dubai will usually be closed for two business days from the beginning of the Eid al Fitr holiday.

In Dubai, Ramadan holds special significance and the annual event is marked by a host of Ramadan-related events held during this period. Ramadan influences can be seen in all spheres of life in Dubai – social, business, cultural and entertainment, from alteration in working hours to observance of certain guidelines for Muslims and Non-Muslims. If it is indeed your first Ramadan, please refer to the following resources to familiarise yourself with what happens during this month.

- Users of our campus facilities should note that Dubai Knowledge Park (DKP) authorities post various notices around campus on the “Do’s and Don’ts” during Ramadan which all users of their facilities are expected to adhere to – this includes students, staff members, contractors and visitors among others.
- It is illegal to eat, drink or smoke in public. Most cafes and restaurants are closed during the day. If you are not fasting, most malls, and hotels will have one or two eateries open but discreetly tucked away behind screens and/or closed doors. Most offices and public buildings will implement an area for eating and drinking. Don’t eat, have drinks (even water) or smoke in open areas. Your car is classed as a public place so no smoking, eating or drinking in there.
- While a modest dress code and respectful behaviour between the sexes (even between married couples) are normal social customs in Dubai, this is particularly so during Ramadan.
- It is appropriate to greet Muslims during Ramadan by saying 'Ramadan Kareem' or 'Ramadan Mubarak'.
- You should try and attend a meal to break the fast called 'Iftar' around sunset. You may get invited by your friends or colleagues – do go along as it can be a wonderful experience. Many hotels and restaurants offer an Iftar dinner special and some hotels host a Suhoor late into the night.
- Live music is banned and you should avoid noisy entertainment at home or office.

Ramadan in Dubai is a unique and different experience due to the fact that people from different parts of the world live and bring their own cultural heritage to this cosmopolitan city. For more information on things to do in Ramadan and the etiquettes of the holy month refer to the following websites:

- Ramadan etiquette guide - www.visitdubai.com/en/articles/ramadan-etiquette Department of Tourism (DTCM)
- Ramadan in Dubai activities - www.visitdubai.com/en/articles/ramadan-festivities Department of Tourism (DTCM)

11.4 Food and Drink

Eating and/or drinking inside the classrooms is discouraged. Eating and/or drinking in the Computer Labs is not allowed. This is also the case for the Film Lab and the Graphic Design Labs. This policy is strictly enforced by the University in order to protect the facilities, equipment and to maintain cleanliness of the premises. Infringements will be subject to disciplinary actions under the regulations of Middlesex University Dubai.

Many restaurants and food outlets operate in the Knowledge Park Food Court (Block 7) and in close proximity to the campus in the Dubai Internet City and Media City locations. There is a wide choice of cuisines and price ranges for students to choose from. For more information, see TECOM Directory at www.tecomdirectory.com and www.dkp.ae

The Food Court, along with all blocks of Dubai Knowledge Park, operates a strict 'no smoking' policy.

11.5 Smoking

Middlesex University Dubai is required by UAE laws and regulations of its licensing authority, Dubai Knowledge Park (DKP), to prohibit smoking in all public areas (indoors or outdoors) except within designated smoking areas. Smoking is not allowed in all indoor and outdoor spaces in DKP except in designated areas where specific signs allow you to do so.

Strict disciplinary action will be taken against students who violate the 'No Smoking' rule on campus or within the DKP facilities.

See also 'Student Conduct and Discipline' and 'Dubai International Academic City (DIAC) Shared Facility Policy Statement on Student Discipline'.

11.6 Mobile Phones, Smartwatches and Music Players on Campus

Mobile phones and other personal communication or entertainment devices should be used with sensitivity and discretion. Feedback from students and staff members is consistent in suggesting that mobile phones and other devices are a major source of nuisance and distraction in classrooms and sign of impoliteness in common public areas.

Mobile phones, smartwatches (such as Apple Watch or Samsung Gear), pagers, music devices (such as iPods) must be turned off or where possible, put on silent mode (no ringing or other phone-related noises) in classrooms, computer laboratories, the Library, the Library Group Study area and other study spaces. Other activities on your mobile phones or other personal devices such as SMS texting, checking email, online browsing and so on, should be avoided in non-library study areas, especially classrooms, as this can be distracting and disruptive to other students and to staff members. In common areas such as corridors, you should ensure that your

use of such devices does not disturb your fellow students or members of staff. Disciplinary action will be taken against students who disturb, distract or otherwise violate the privacy of others. There are specific regulations restricting the usage of such devices in examination venues. See 'Student Conduct and Discipline'.

Keep your mobile phones and personal devices on your person at all times and do not leave them unattended around campus. The University will not be responsible if you misplace or lose such items.

11.7 Printing Services on Campus

The networked printers in the Computer Labs and the Library can be used for printing 1,000 credits worth of pages per academic year per student, free of charge. Colour printing is also available and is included in the allowable print quota but at twelve times a higher rate than black and white copies. Should you wish to print more than this, you must purchase additional printing pages by paying at the Finance Office and then bringing the payment slip to the IT Office for the staff to increase your limit.

11.8 Prayer Rooms

Dubai Knowledge Park provides prayer rooms with comprehensive facilities for both women and men in Block 18 and Block 2A on the ground floor.

11.9 Lost Property

The University regrets that it cannot be responsible for items of personal property left unattended on campus. Take care of your personal belongings and where possible clearly label your property (including lecture notes and assignments) and do not leave items unattended anywhere on campus.

Please report and deliver Lost Property to Reception (Block 16, Ground Floor). Unclaimed items will be disposed of by the University by any method, within one month.

11.10 Bringing Guests and Visitors to the Campus

If you want to bring friends or family or others to visit the campus, you should register them at the Reception or Security desk where they will be issued with a visitor's pass. Visitors are welcome but are not allowed to attend classes or use student resources including the Library and Computer Labs. All visitors should be aware of, and fully comply with, health and safety guidelines and the relevant regulations of the University.

See also 'Appointments for Parents and Guardians' under the section: 'Communicating with the University'.

11.11 Campus Security

To ensure the students and staff safety, Middlesex University Dubai has 24/7 security services on campus. The Security Officers provide assistance such as alarm response, student protection, patrol and Student ID check and visitor identification checks to preserve the students' well-being and safety on campus and in its immediate vicinity.

Alarm Response

University Security Officers are trained to quickly respond to urgent calls such as fire alarms and other emergencies. All students must fully comply with instructions given by these members.

Situation Control

In response to an argument, injury or any other related occurrence, the University Security Officers are able to effectively control the situation either by themselves or with the assistance of other officers.

Student Protection

The University Security Officers' main job is to protect students. They do so by enforcing rules, eliminating hazards and assisting the students as necessary.

Identification Checking

Students are required to abide by the security random ID check control. In case you are approached by a Security Officer, you are required to show your Student Identification Card in order to identify yourself. It is the students' responsibility to ensure they are carrying their Student ID Card at all times. Failure to disclose name and other relevant identification details to a Security Officer or other staff member may lead to disciplinary action being initiated against students under the University Regulations.

Campus Patrol

To maintain the students and environment safety, the Security Officers patrol the campus premises regularly.

11.12 First Aid on Campus

Middlesex University Dubai will aim to provide First Aid assistance for all of our students and staff members in case of emergencies.

Requesting First Aid Assistance

The most efficient way to obtain assistance is by contacting the Reception desk on the Ground Floor in Block 16, or dialling +971 (0)4 367 8100. They will put you in contact a qualified member of staff to take immediate action.

First Aid Qualified Staff

First Aiders are staff members who hold a current First Aid certificate issued by a certified Health and Safety training organisation. A 'First Aid at Work Certificate' is awarded upon successful completion of a specialised training course. The office location and contact details of staff members who can offer First Aid are published on notice-boards around campus. You can obtain an updated copy of the First Aiders list from Reception.

First Aid Treatment and Records

First Aid treatment will only be provided by staff who are fully qualified First Aiders, holding a current First Aid certificate. Any treatment provided will be strictly in accordance with the training given. First Aiders will keep a record of all treatments given, under the University's reporting procedures.

11.13 Health and Safety

Middlesex University Dubai is committed to providing a safe, healthy and supportive environment for all members of staff, student and other users of the University. In doing so, the University will comply with all applicable requirements issued by the United Arab Emirates (UAE) authorities including the requirements of Dubai Knowledge Park (DKP), the provider of our campus infrastructure.

The success of the Health and Safety programme at Middlesex University Dubai is the shared responsibility of management, employees, students and all other parties involved. Adherence to guidelines for Health and Safety will apply to all persons on the University premises and involved in University activities. In meeting its Health and Safety obligations, the University will meet the requirements of DKP and other regulatory authorities as applicable.

Detailed information on Health and Safety matters is published under the Health and Safety Guidelines which are available with the Student Office and the Quality Manager. The following sections provide relevant extracts. All students and users of the campus facilities are expected to familiarise themselves with, and follow all health and safety guidelines and procedures and actively participate in improving safety on campus.

General Principles for Health and Safety

Middlesex University Dubai is committed to reduce risk and demonstrate continual improvement to provide a safe, healthy and supportive environment for employees, students and other users of the University.

The University will ensure provisions are made for adequate resources for undertaking and implementing these Health & Safety guidelines.

Middlesex University Dubai will ensure that there are effective channels of communication and consultation for health, safety and welfare for its employees and students at all levels.

The University will bring to the attention of its employees, the Health & Safety guidelines to ensure that they know what is expected of them. This will occur through the Induction process of the University.

All students must take care of their own and others' health and safety. They must comply with University policies, codes and procedures and report hazards and dangerous situations to their teaching supervisors or staff. All students will receive appropriate safety instruction through a variety of means including student publications, notice-boards, induction and training.

Visitors (including contractors and visiting public) are required to comply with University policy, codes and procedures, and report any problems to University staff whilst on University premises.

No person shall intentionally or recklessly interfere with, or misuse anything provided in the interests of health, safety or welfare.

Middlesex University Dubai will ensure that guidelines and practices for health and safety are effective and lead to continual improvement. It will do this through the Health and Safety Committee.

The Director of the Dubai campus will be responsible for ensuring the implementation of these guidelines.

Accident Reporting and Investigation

The University requires that all accidents, however minor, and health and safety incidents to be reported in writing. In addition, serious accidents should be reported to the Student Office or the Director's Office by telephone immediately. If you have any concerns regarding your own or another person's health, safety or welfare which are caused by the activities of the University you are encouraged to report these concerns – in the first instance, to a relevant member of staff or to the Student Office.

Following an accident, the Health and Safety Committee will investigate the causes of the accident and develop appropriate remedial actions and/or recommendations.

Dealing with emergencies

Middlesex University Dubai is committed to reduce risk and protect relevant persons in case of emergencies in and around its premises including but not limited to fire, earthquake, flooding, explosions, hazardous incidents, power outages and bomb threats.

The University complies with general precautions and other duties introduced by Dubai Knowledge Park (DKP).

All employees and students will be given suitable instructions for dealing with emergencies. They will be required to participate in Emergency Preparation programmes and Evacuation Drills organised regularly by DKP.

Our Health and Safety Committee

The Health and Safety Committee (HSC) is designed to provide a meaningful consultation forum that encourages an atmosphere of positive consultation in promoting and adopting best practice. The HSC shall consider the health, safety and welfare of all employees, students and visitors affected by University activities and shall submit advice and recommendations regarding the above to the Director. In meeting its Health and Safety obligations the University will meet the requirements of Dubai Knowledge Park (DKP) and other regulatory authorities as applicable. The HSC is chaired by the Deputy Director and has the Human Resources and Administration Manager, the Student Activities Manager and one representative each from administrative and academic staff as its members.

Breach of Health and Safety Procedures

Any student found to be in breach of Health and Safety procedures will be subject to disciplinary action, up to and including suspension or dismissal from the University.

Display of Anger and Aggression

Aggression includes all types of behaviour which produce damaging or harmful effects, physically or emotionally, to other students, staff members (and others) in the course of their work. All acts of aggression against students, staff members or the general public are unacceptable and can be considered violations of the laws of the UAE, whatever form it takes and whatever reasons are cited for it.

The University will not tolerate the use of harassment (in any form), verbal abuse, bullying, threats, or physical assault against members of staff, students, visitors or other users of the campus. All incidents of violence and aggression towards staff must be reported immediately to the HR Manager or the Deputy Director's Office. Disciplinary actions in line with the University Regulations will be taken against violators. Furthermore, cases will be referred to the appropriate law enforcement agencies in the UAE, where deemed appropriate.

Drugs, Alcohol and Banned Substances

To respect legal and cultural protocols in the UAE and to ensure a healthy and safe learning and working environment for all, it is strictly prohibited to consume alcoholic drinks, drugs and narcotics or any other banned substance on the University's campus or to attend the campus under the influence of such items. More importantly, such activities may constitute violation of UAE laws with severe legal repercussions.

The University reserves the right to conduct searches for drugs or alcohol at any time should the need arise. Any drugs or alcohol found as a result of such a search will be confiscated and students will be subject to disciplinary action, up to and including suspension or dismissal from the University. The University may also be required to report the matter to the relevant UAE law enforcement authorities.

Fire Emergencies and Fire Drills

Electronic fire detection systems are in operation all over the University's campus. In the event of a fire, students and staff must evacuate the building upon hearing the fire alarm. Students must be aware of the fire and emergency procedures posted on each floor of the building and comply with these at all times.

Annual fire drills are organised by Dubai Knowledge Park (DKP) authorities and all students and employees are required to participate.

Medical Emergencies

If a student or campus visitor is physically injured or suffers an accident on the University's premises, emergency services must be contacted immediately to report the incident and seek medical assistance where required. HR should be informed as soon as possible, along with Reception and Student Office.

First Aid kits are available on campus and trained First Aid officers can be contacted for assistance via the Reception Desk (or calling +971 (0)4 367 8100). Information about First Aid kits and officers are published on notice-boards and can be obtained from the Student Office.

Use of skateboards, roller-skates, self-balancing wheels and similar equipment

In our efforts to ensure a safe and accident-free environment on campus, the use of skateboards, roller skates, in-line skates, scooters, self-balancing wheels, hover-boards, sleds, and similar coasting devices are prohibited on all Middlesex University Dubai campus facilities, unless prior permission is obtained from the Health and Safety Committee. No acrobatics or extreme physical activities that put students or any other user of Middlesex University Dubai facilities at risk of injury or harm or put such facilities themselves at risk of damage of any kind, are permitted. These regulations are in effect at all times and apply to all persons while they are on the Middlesex University Dubai campus.

Any person found violating these rules can be approached by security staff and have their equipment temporarily confiscated or be removed from Middlesex Dubai facilities. Students or

other persons who are found violating these regulations are subject to disciplinary action by the University.