

APPENDICES

A.1 Code of Conduct for Library and Library Individual Study (LIS) Areas

These rules are designed to ensure that all Library and LIS users obtain the maximum benefit from the facilities. Only Middlesex University Dubai students, alumni, approved overseas Middlesex students, staff members, and authorised visitors are allowed to use the University Library and LIS.

At all times, students must also ensure full compliance with the laws of the United Arab Emirates (UAE). This includes the regulatory framework of the Dubai Government's Knowledge and Human Development Authority (KHDA), Dubai Development Authority (DDA) and all other applicable federal or Emirate-level laws.

General:

- To enter the Library or the LIS you must be in possession of a valid Middlesex University ID card and produce it if asked by any member of university staff (including Security Officers).
- You may not use another student's ID for any Library transaction.
- You are responsible for your own property at all times. The Library takes no responsibility for lost or stolen property.
- Books, laptops, and personal possessions may not be left unattended in either the Library or LIS for extended periods of time. Library or security staff reserves the right to remove items left for longer than 15 minutes in order to provide access for other users.
- Mobile phones must be on silent. No conversations may take place on mobile phones in the Library. Messages may not be listened to on mobile phones in the Library.
- No devices (laptop, tablet, phone, etc.) may generate noise. Headphones must be used with all devices that are noise-producing.
- Staff and students have the right to carry out their work and study in the Library and LIS without intimidation or aggression from others.
- Food (cold, uncooked and non-aromatic) and drinks with lids are allowed. However, this is a privilege that is subject to being revoked if students do not demonstrate respect for others using these spaces (and for Library staff) by using the rubbish bins to dispose of wrappers. Consumption of food and / or drink is not an excuse to not wear a mask. If you eat and / or drink, you will only remove the mask briefly to partake and then will immediately return the mask to its proper position; the mask cannot be removed for the entirety of eating and / or drinking,
- In respect for other Library users, students are asked to leave the study area they have used (carrel, computer station, LIS room) clean and tidy.

- Reference books and un-borrowed materials are to be returned to the book sorting bin located near the book stacks. Students should not return books to the shelves.
- You may not remove any materials from the Library without authorisation. Failure to observe this may lead to the suspension of borrowing facilities.
- Items borrowed on one person's card must not be transferred to another person. You are responsible for all items on your account at all times.
- All resources, including loanable laptops, must be treated with care. Anything which is lost, destroyed, or damaged beyond repair must be paid for by the person who has the material checked out.
- Students found damaging Library or LIS property, stealing, or defacing Library materials and/or space will be subject to University disciplinary procedures.
- You must comply with all data protection and copyright laws, and related University regulations.
- Any outstanding fines and other charges may result in Library privileges being withdrawn until payment is made.
- Only one person may utilize one study space. These spaces must be reserved.
- Photography, filming, and / or recording may only be done in the Library and / or LIS with required prior approvals.

Noise in the Library and LIS:

In order to achieve our goal of providing study spaces for a variety of needs, two different types of study areas have been created in the Library and the LIS. Library staff endeavour to ensure that students behave appropriately in accordance with the zone designations:

- *Silent Study*: No talking or whispering, no mobile phone noise, individual study only.
- *Individual Study*: Individual work allowed, no mobile phone use allowed, quiet voices only.

All those in breach of the above regulations will be asked to leave the Library/LIS immediately. Additionally, their Middlesex Student ID cards may be confiscated. This will be regarded as a violation of the Student Conduct & Discipline Rules and action will be taken under the University's disciplinary procedures.

A.2 Code of Conduct in the Student Lounges

The Student Lounge and the Postgraduate (PG) Lounge have been created exclusively for Middlesex University Dubai students. External visitors are not allowed in the premises. The PG Lounge is for use by enrolled postgraduate students only. Please note that to enter any of the Student Lounges in the campus you must be in possession of a valid Middlesex University Dubai ID card and produce it if asked by any member of university staff (including Security Officers). At the entrance of HUB19 you have to tap your Student ID card on the E-Gates and show it to security. **All students must follow the COVID-19 restrictions put in place in the Student lounges. The following rules will be applicable once the restrictions have been removed.**

At all times, students must also ensure full compliance with the laws of the United Arab Emirates (UAE). This includes the regulatory framework of the Dubai Government's Knowledge and Human Development Authority (KHDA), Dubai Development Authority (DDA) and all other applicable federal or Emirate-level laws.

The University offers a range of 'board games' which students can use to play in the Student Lounge only, such as Chess, Monopoly, Pictionary, Carom as well as the video game kits, headphones and joysticks for entertainment and PC/video games. All enrolled students can borrow a game or part of the mentioned equipment – **subject to availability and COVID-19 restrictions** – from the University's Reception Desk (Ground Floor) by leaving the Student ID Card on a first come-first serve basis. You will receive your ID card back upon returning the equipment in timely manner (maximum use of TWO hours at a time) and in the same condition as at the time of borrowing. No Board games or equipment can be taken out of the Hub 19 or student lounges.

The Music room and musical instruments and equipment are reserved for registered members of the Music Club only. You can become a member by showcasing your talent and commitment during the academic year. An invitation to the audition will be sent via student email and will be posted on the Student Activities notice board as well as on the social media.

To ensure student safety, the lounges are equipped with CCTV system. It is the responsibility of every student to keep the lounges neat, clean and orderly at all times. Be courteous to fellow-students; always rearrange the chairs, tables and couches back to their original positions after you are done using them. Personal belongings should always be kept in the owners' possession. Students should ensure they have collected all their objects at the time of exiting (even temporarily) the student lounges. The University will not be liable towards misplaced or lost items. All electrical equipment must be switched off (this includes lights, TV and computers) after use.

Students who damage or deface student lounges - including any university equipment - in any way, whether intentionally or out of carelessness, will be required to pay for the damage and any other penalty that the University may decide to levy. Such students will not be allowed in the lounge premises until arrangements have been made to reimburse the University for the cost of

damages and any other penalty that the University may decide to levy. In case of severe offences or repeated violations, the privilege to access student lounges can be withdrawn permanently.

The following behaviour is strictly FORBIDDEN at all times:

- Smoking (see additional information on 'Smoking' in this Campus Guide)
- Intimate displays of affection or inappropriate physical contact
- Possession, storage or consumption of alcoholic drinks, drugs and narcotics or any other banned substance
- Use of abusive and offensive language or gestures
- Display of violent, disorderly or threatening behaviour
- Removal or damage any equipment in the lounge (this includes the furniture and any other item such as cables, TV set and the remote, batteries, decorative and art displays, etc.)
- Playing any card games
- Undertaking any activity related to betting or gambling (this is a serious violation of UAE laws)

The above guidelines document only some examples of behaviour that are undesirable based on the core principles of the Student Code of Conduct. However, they are not intended to be an exhaustive list of do's and don'ts. Students should conduct themselves at all times in a manner which demonstrates respect for the University, their fellow students and staff members.

Students are encouraged to report any violations of these guidelines or give any suggestions or feedback for improvement to:

- Assistant Manager Students Activities Cultural, Ms Selma Cengic (phone: 04-374 8983, email: S.cengic@mdx.ac.ae), or
- Assistant Manager Student Activities Sports, Mr Slavko Micanovic (phone: 04 374 8447, email: S.Micanovic@mdx.ac.ae).

Please note that the above code of conduct will be strictly enforced. Failure to adhere to these rules may result in suspension of your access to university recreational facilities (including HUB19 and student lounges). This will also be regarded as a violation of the Student Code of Conduct and action will be taken under the University's disciplinary procedures and where applicable, penalties through the UAE's law enforcement agencies.

A.3 Code of Conduct for Programme Voice Group

The Programme Voice Groups allow for staff and students to engage, discuss, provide feedback, and agree on action points in order to improve both student and staff experience at Middlesex university Dubai. To ensure that this is a smooth process, all members are required to embody and follow this code of conduct. The code of conduct outlines the expectations from both staff and students throughout the Programme Voice Group process to encourage an open dialogue without fear of repercussions. The code should be enforced by the Chair to ensure that that feedback is received constructively, and to ensure students have a space to openly provide feedback.

Staff and Students should be made aware in advance the purpose of the Programme Voice Group which is to promote partnership and engagement in the development and quality of their programmes, and to work together in improving the student experience. Staff and Students should make it clear that complaints against staff, the University or students should not be discussed at the Programme Voice Group and should follow the University Complaints Procedure.

Members should be encouraged to use the 'stop/start/continue' method for feedback. Including highlighting what is not working 'stop', what should be changed/developed 'start', and what is working well and should 'continue'. The 'comply or explain' model should also be used to ensure that all feedback, including where action cannot be taken is responded to.

Along with this code of conduct, staff and students should also refer to the Student Charter, the Ethical Considerations for Student Feedback in the Student Engagement section (LQEH Section 9), and ensure that the Programme Voice Group are a positive experience for all.

Expectations of the Student Voice Leader

1. Attend training to support the role,
2. Ensure that cohort feedback is obtained before meetings,
3. Feedback should be based on cohort and not individual feedback,
4. Feedback should be constructive and based on the programme of study, or service, feedback should not be personal,
5. Report both positive and negative feedback,
6. Participate in discussion and agree actions,
7. Challenge staff when proposed action is not preferred.

Expectations of Staff Members

1. Listen to feedback constructively, and not respond negatively to feedback,
2. Make students feel comfortable and willing to give feedback,
3. Prepare actions and responses for feedback to be agreed with the Students,

4. Discuss programme changes and proposals with the students,
5. Encourage student engagement with the curriculum and services,
6. Encourage students to collect and report feedback to cohorts,
7. Close the feedback loop.

Expectations of All members

1. Be respectful to all members,
2. Not respond personally,
3. Promote partnership working,
4. Promote the student experience.

A.4 Code of Conduct for University Bus Service

Only Middlesex University Dubai students are allowed to use University Bus Service in addition to authorised staff members and campus visitors.

Please note that students must be in possession of a valid Middlesex University ID card at all times and produce it if asked by any member of university staff (including Security Officers).

At all times, students must also ensure full compliance with the laws of the United Arab Emirates (UAE). This includes the regulatory framework of the Dubai Government's Knowledge and Human Development Authority (KHDA), Dubai Development Authority (DDA) and all other applicable federal or Emirate-level laws. **Students must comply with the health and safety measures throughout the usage of the University transportation. This includes the wearing of a face mask (covering nose and mouth) at all times.**

For the safety and comfort of others, students who use the University Bus Service are asked to observe the following rules:

- Students must remain seated at all times except while getting on or off the bus.
- Friends and relatives of students and members of the general public are not permitted to use the University Bus Service. Students must present a valid Middlesex Student ID Card to enter the bus.
- Students using the Dubai or Sharjah services should provide a copy of their preferred schedule and the shifts which they wish to be picked up / dropped off to the driver. The bus driver should be notified one day in advance should you wish to change your pick-up / drop off timings.
- Bus drivers and other users of the bus should be spoken to and dealt with respectfully. Refrain from talking to the drivers while they are driving the bus. Follow all instructions given by the bus drivers.
- Students must respect and stick to the bus schedule, routes and the planned bus stop points. It is not possible to entertain requests for waiting, delays, or changes in the bus route under any circumstances.
- Consuming food and beverages is not permitted on the bus.
- Smoking is prohibited on the bus. This violates University regulations and those of Dubai Government's Road and Transport Association (RTA).
- Use or transportation of alcoholic beverages, narcotics and any banned substances are strictly forbidden. Violators will be subject to criminal investigation and punishment as per UAE Federal Law.

- If students are found responsible for vandalism and damage to any University property, they will be charged cost of repair and/or replacement, penalty fees and may be subject to University disciplinary action.
- Students must take responsibility for their personal belongings when using the bus service. The University does not take liability for misplaced, lost or damaged personal belongings.
- Loud music is not permitted – those students who wish to listen to music should use headphones that keep a noise-free environment for fellow students.
- Students must refrain from public display of affection.
- Use of abusive and inappropriate language and profanity, acts of aggression against fellow students, staff or the general public are strictly forbidden and violators will face the strictest disciplinary actions.
- Out of respect for the UAE's local customs and traditions, students must wear respectful clothing at all times.
- Any user act or behaviour that endangers the safety of the University Bus, its occupants or the general public and/or affects the normal operation of the bus service will be regarded as a violation of the Student Code of Conduct and action will be taken under the University's disciplinary procedures.

Should you require any further information, kindly contact our Transportation Team at transport@mdx.ac.ae or call +971 (0)4 364 3501.

A.5 Code of Conduct for University Field Trips

Introduction

A field trip can include off-campus educational instructional experiences provided by the University to their students which normally involves travel. Such University field trips aim to expand student's learning, knowledge and understanding of a subject and add realism to the topic of study through active hands-on experience with the rich resources of the local community.

Students (and staff members) who are working in the field or off-campus are considered to be representatives of the University for the duration of the trip, including during leisure or 'off-duty' periods. Their actions throughout this time will reflect not only their own personal values but also those of the University. Anyone that they meet or interact with will judge the University by the way in which they conduct themselves. Essentially they are ambassadors for the University.

Even when students are not engaged in educational/academic activities, it is expected that all students will conduct themselves in a manner consistent with University policies and the Student Code of Conduct throughout the course of the field trip. The University's Student Code of Conduct and Disciplinary Rules will continue to apply even in the leisure times or personal times.

This Code of Conduct defines the expected standards of behaviour that all participants should conform to during any field trip.

Expectations

The Field Trip Leader and their appointed deputies are responsible for discipline during the fieldwork. While engaged on field trip, the decision of the field trip leader on matters of conduct is final.

All participants should:

1. Comply with all reasonable instructions given by their field trip leader.
2. If visiting another organisation, comply with the rules of that organisation.
3. If travelling abroad, comply with all laws of the country visited. You are subject to the laws of each state, county, city, or other nation you visit during this trip.
4. Comply with health and safety arrangements for the work.
5. Not behave in a manner which could damage the reputation of the University and the host institution(s) during work and leisure time.
6. Respect the social and cultural beliefs of your hosts. This includes modesty in your dress, where required by local customs or religious observance.
7. Respect property of the host institution, lodging establishment, host staff, and other students. Should you cause any damage to persons or property while participating in a Middlesex University Dubai Trip, you will be responsible for costs and liabilities. Fines may also be applicable.

8. You will be required to follow the trip itinerary and to check-in with the field trip leader for the daily register at the agreed times. You must notify the field trip leader as soon as possible, if there are any extraordinary circumstances or conflicting arrangements. Whenever possible field trip participants should not work alone, but with another group member or members, for safety reasons.
9. If students wish to arrange their own transport or accommodation, they must seek prior approval from the field trip leader. Such arrangements, will then be outside the scope of responsibility for the University.
10. Behaviour that is detrimental to yourself or others (including, but not limited to, any form of bullying; health and safety violations; physical and sexual misconduct; possession and consumption of illegal substances and dangerous goods) are considered severe violations of our University regulations and can lead to expulsion from the University as well as legal consequences through law enforcement agencies.
11. Field trip participants must inform the field trip leader in advance of any physical, psychological, medical, or dietary considerations that could affect their ability to participate in the field trip activities and/or their ability to endure the potential physical demands of the field trip. Where there is a significant risk to the individual or to others as a result of such circumstances, the University may ask students to excuse themselves from the field trip.
12. Students can be asked to complete pre-field work documentation and non-submission or inaccurate data submission can have consequences.

Participants expected to be aware of the code of conduct and any specific standards of behaviour necessary in the course of the visit to comply with the code, for example, the rules of the host organisation where relevant or cultural expectations.

If a field trip participant negatively impacts the objectives of the field trip (i.e. lack of participation, misconduct, etc.) the field trip leader has the right to enforce disciplinary action including sending the participant home or back to the University at the student's own expense. The student's emergency contact person will be notified.

Failure to adhere to these rules will be regarded as a violation of the Student Code of Conduct and action will be taken under the University's disciplinary procedures and where applicable, penalties through the UAE's law enforcement agencies.