

University of
KURDISTAN
Hewlêr



STUDENT HANDBOOK
UNDERGRADUATE PROGRAMMES
(SSE, SME, SSS)
2025-2026



Note

This is a “living” document and although the information provided is correct as at the time of publication, the University might make amendments to its rules, regulations, policies and procedures as it sees fit with its continuous academic and business improvement plans. You will be informed of any amendments as they come into force and the Handbook will be updated accordingly. Hard copies are available in registry and digital copies on the university website.

Registrar’s Office

September, 2025



TABLE OF CONTENTS

| | | |
|------|---|----|
| 1 | WELCOME FROM THE PRESIDENT..... | 1 |
| 2 | UKH ACADEMIC CALENDAR | 2 |
| 3 | UKH ACADEMIC FRAMEWORK | 3 |
| 4 | ASSESSMENT, PROGRESSION AND GRADUATION..... | 3 |
| 4.1 | EXAMINATIONS' REGULATIONS FOR CANDIDATES | 4 |
| 4.2 | MARKING SCHEME | 5 |
| 4.3 | ACADEMIC APPEALS AND COMPLAINTS | 6 |
| 4.4 | ACADEMIC MISCONDUCT | 10 |
| 4.5 | ATTENDANCE POLICY | 16 |
| 4.6 | MITIGATING CIRCUMSTANCES POLICY AND PROCEDURE | 17 |
| 4.7 | PROGRESSION AND ASSESSMENT REGULATIONS | 20 |
| 4.8 | RE-SIT EXAMINATIONS..... | 21 |
| 5 | UKH CORE MODULE | 21 |
| 6 | RE-REGISTRATION POLICY | 23 |
| 7 | CHANGE OF PROGRAMME / MAJOR..... | 23 |
| 8 | WITHDRAWAL FROM THE UNIVERSITY..... | 23 |
| 9 | POSTPONEMENT / DEFERRAL OF STUDIES..... | 23 |
| 10 | TUITION FEE AND CHARGES..... | 24 |
| 11. | STUDENT CODE OF ETHICS AND CONDUCT POLICY..... | 26 |
| 12 | INFORMATION TECHNOLOGY ADMINISTRATION (IT-ADMIN)..... | 29 |
| 13 | LIBRARY SERVICES | 29 |
| 14 | UKH CLINIC | 30 |
| 15 | STUDENTS' FEEDBACK | 31 |
| 16 | ACADEMIC REGISTRAR'S OFFICE..... | 31 |
| 16.1 | CONTACT DETAILS | 32 |
| | APPENDIX 1 - LIBRARY REGULATIONS | 32 |



1 WELCOME FROM THE PRESIDENT

Dear Students,

I would like to thank you for choosing the University of Kurdistan Hewlêr (UKH) for your studies. You have made the right choice, which could shape your future life and career in a significant way. As the first English-medium public university in Kurdistan, UKH stands for robust and competitive admission criteria, well-designed and high-quality academic programmes, and renowned teaching faculty. The University's resources are all utilised to serve the process of effective learning as students are at the centre of the University's priorities. To this end, the University is committed to providing the finest level of academic services to support students to be best prepared for life after graduation. Additionally, students are encouraged to benefit from, and engage in, the plenty of extracurricular activities and programmes provided throughout the academic year, so they make the most of their time at UKH and strike a delicate balance between studying and having an enjoyable and memorable experience.

As with any other academic institution, the University is governed by a number of rules which among others regulate academic and non-academic processes including attendance, assessment, progression, and codes of conduct and ethics. It is imperative that students familiarise themselves with these rules and regulations to know what the University's expectations are from students. It happens time and again that students do not follow a certain procedure because they do not know about it, which could lead to unforeseeable but unpleasant consequences, including the unfortunate cases of failure or other profound ways which could impact their life at and beyond university. Although the University conducts academic orientation sessions at the beginning of each academic year to present the rules and regulations which students need to be aware of, reading this handbook thoroughly is essential so UKH students know not only what the rules are, but also how to comply and what they need to do in case they encounter problems or how to reach out for support. Additionally, this handbook provides students with information about the code of conduct and ethics which is important for all students to know so they avoid any potential likelihoods of conflicts, collisions or disciplinary measures. Finally, it is worth noting that this handbook is produced for the academic year of 2025-2026, and revised versions are expected in the following years.

I wish all the students a great academic year ahead, and many opportunities for learning and growing.

Zana Ibrahim

Interim President



2 UKH ACADEMIC CALENDAR

The Academic Calendar outlines the key dates and events of the University, including the start and end of semesters, examination periods, and official holidays. It serves as an important guide for students in planning their academic activities. The most up-to-date version of the Academic Calendar is available online through the University's official website: <https://www.ukh.edu.krd/calendar/>

3 UKH ACADEMIC FRAMEWORK

Undergraduate (UG) programmes at UKH typically consist of 4 or 5 years as shown in Figure 3.1. However, if a student comes into the UG programme through the general foundation programme route, it may take 5 to 6 years to graduate as shown in Figure 3.2.

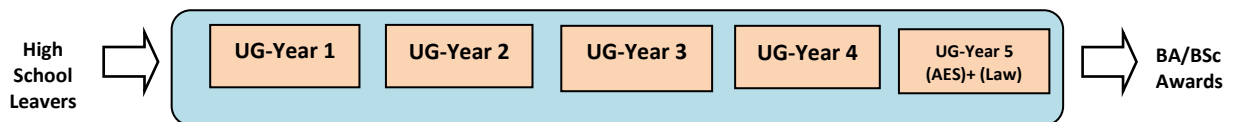


Figure 3.1. Structure of UKH 4/5Year UG Programmes

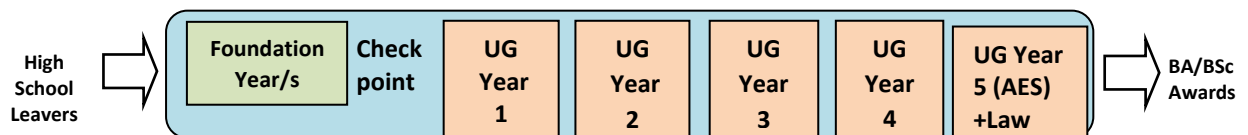


Figure 3.2. Structure of UKH 5/6-Year UG Programmes

Foundation Programme is a one-year programme that designed to equip students with the essential language skills required for successful participation in undergraduate studies. It focuses on developing academic reading, writing, listening and speaking abilities. After successful completion of the Foundation year, students may be re-admitted in the undergraduate programmes at UKH, subject to achieving a minimum English Proficiency score in PTE 45/IELTS 5.5/TOEFL 64/DOULINGO 95, an entrance test if required by the chosen programme and an interview.

4 ASSESSMENT, PROGRESSION AND GRADUATION

Assessment and feedback are fundamental parts of the student learning experience. In addition to providing an indication of the final achievement of students on academic programmes, it also provides information that guides both students and academic staff in the ongoing improvement of learning and teaching. To contribute usefully in both of these areas, it is important that assessment:

- i. is fair, in that students are entitled to parity of treatment and comparable assessment demands in modules of equal level and credit.
- ii. is reliable, in that assessment decisions are made consistently throughout the University.
- iii. is valid, in that the assessment relates to the intended learning outcomes of the modules studied.

- iv. is transparent, in that it is clear to students, staff and examiners the criteria and methods by which students' work is being judged. This is particularly important for the purpose of determining the "reasonableness" of any adjustments to the design and conduct of the assessment.
- v. recognises and respects equality and diversity.

4.1 EXAMINATIONS' REGULATIONS FOR CANDIDATES

Examination regulations for students are given as follows:

- i. It is the student's responsibility to ensure that he/she notes the date, time and location of all examinations for their modules. These are published by the Registrar's Office and displayed on Notice Boards in the exam buildings. The Final Exam Timetable is sent by email to all students.
- ii. Students will not be allowed to enter the examination venue without their UKH Student ID Card. No UKH ID, No Exam.
- iii. Students are not permitted to leave the examination room until half an hour after the start of the examination. No student is permitted to enter the examination room more than half an hour after the start of the examination.
- iv. Students in breach of the examination regulations may be asked by the invigilators to leave the examination room.
- v. Except when prevented by medical reasons or other sufficient cause, a student who fails to be present for an examination will be recorded as failed in that part of the examination. Misreading of the examination timetable is not regarded as 'sufficient cause'. Students unable to attend an examination must report the circumstances to the Registrar's Office and file an MC request within two days from the date of absence.
- vi. Students are forbidden to take into the examination room, unless there is a permission specially given; books, papers, calculators/calculators with memory, information storage and retrieval devices, devices which emit noise or any case or bag in which such items can be carried, if calculators are allowed – covers of calculators are not allowed, and pencil cases. Students are forbidden to pass any items, including calculators, or to communicate with one another in any way during examinations.
- vii. Students may consult the invigilator if a printing or other error in a paper is suspected.

- viii. Students may not leave the examination room during the last fifteen minutes of the examination to avoid disturbing other students who are completing their papers.
- ix. Students are only allowed to use the restrooms before the exam starts. Once the exam commences, any student will NOT be permitted to leave the exam room to use the restrooms.
- x. Students are NOT allowed to LOITER at the corridors once the exam starts.
- xi. Students who feel sick during the exam must inform the invigilator within 30 minutes from the start of the exam. Any student who leaves the exam room for any reason after 30 minutes is considered as having completed the exam and any MC request will not be accepted.
- xii. Equally, any kind of smart wrist watches are strictly forbidden and will not be allowed to be worn during exams. They should be left in front of the exam room along with mobile phones and any other electronic devices. Any student found with a Smart watch or Bluetooth device will be dealt strictly and face serious consequences.

Students are subject to regulations set for examinations. Students in violation or deviation from the regulations are subject to penalties which commensurate the gravity of the case. Cases are forwarded to the Academic Disciplinary Committee for deliberation and recommendation of an appropriate consequence.

4.2 MARKING SCHEME

The University uses a standard marking protocol. When work is returned to students, it may have a numerical (percentage mark) or literal (alphabetic) grade attached to it. These are referenced to a standard classification as follows:

| GRADE | CLASSIFICATION |
|----------|----------------|
| 90 – 100 | Excellent |
| 80 – 89 | Very Good |
| 70 – 79 | Good |
| 60 – 69 | Medium |
| 50 – 59 | Fair |
| 0 – 49 | Fail |

Note: For School of Social Sciences, School of Science and Engineering and School of Management & Economics programmes

| GRADE | CLASSIFICATION |
|----------|----------------|
| 90 – 100 | Excellent |
| 80 – 89 | Very Good |
| 70 – 79 | Good |
| 60 – 69 | Medium |
| 0 – 59 | Fail |

Note: For BA in Law only

Computation of cumulative average is as follows:

| LEVEL | PERCENTAGE 4 year courses | PERCENTAGE 5 year courses |
|-----------|------------------------------|------------------------------|
| UGI | 10% | 5% |
| UGII | 20% | 10% |
| UGIII | 30% | 20% |
| UGIV | 40% | 25% |
| UGV (AES) | | 40% |

Note: For School of Social Sciences, School of Science and Engineering and School of Management & Economics programmes.

NB Decimal places above or below 5 will be rounded to the higher or lower full mark. For example, a mark of 54.5 will be rounded to 55, whereas a mark of 54.4 will be rounded to 54. the only adjustment to marks awarded by the original marker(s) will be the automatic rounding outlined above. Cumulative and semester average are **not** rounded off.

4.3 ACADEMIC APPEALS AND COMPLAINTS

Definition of Academic Appeal

An academic appeal is a request by a student for a review of a decision taken by the University on student progression, assessment and awards. This may include the review of an Examination Board's decision or a mitigating circumstances decision.

Reasons and Grounds for an Academic Appeal

Academic Appeals against Examination Board decisions may be made only on the following grounds and for the following reasons:

- i. That there has been a significant administrative error in the management of the assessment for the student making the Appeal, which has had a significant material effect upon the conduct of, or the reporting of the outcomes of the assessment(s).
- ii. That some unforeseen irregularity has occurred which has materially affected the outcomes of the Assessment.
- iii. That the Examination Board has failed to consider material circumstances relating to the delivery of a programme, which have adversely affected a student's performance in assessment. These grounds will only be deemed acceptable if:
 - a. the circumstances have been the subject of the Student Complaints procedure



- b. the case of the Student Complaint has been upheld
- c. steps have not been taken (by the Examination Board or through other means within the University) to mitigate the effects of the circumstances.

An Academic Appeal may also be made against a penalty which has been imposed for Academic Misconduct in accordance with the procedures for handling suspected cases of Academic Misconduct.

Normally such an appeal may only be made on the following grounds:

- i. That there is new and relevant, acceptable evidence, which the student was demonstrably, and for exceptional and extenuating reasons, unable to present to the formal meeting of the Academic Misconduct disciplinary committee.
- ii. That the procedures for the consideration and investigation of Academic Misconduct were not complied with, and carried out in such a way that it might cause reasonable doubt as to whether the result would have been different had they been complied with.
- iii. That there is documented evidence of prejudice or bias on the part of one or more members of an Academic Misconduct disciplinary committee.
- iv. That the penalty imposed exceeds the regulatory penalties listed elsewhere in this document.

A student may not submit an Academic Appeal:

- i. Against the academic judgment of their examiners; students cannot therefore challenge their marks other than by requesting a re-marking of the paper. The higher score between the original and the remarked score will be respected.
- ii. Against the decision of the Dissertation Defense Panel, as it represents a collective judgment rendered by more than one examiner.
- iii. In order to improve their mark, or to be reassessed in, or re-attempt a module in which they have already achieved a passing score.

Reasons and Grounds for the Rejection of an Academic Appeal

The Academic Appeal constitutes a disagreement with the academic judgment of a duly constituted Examination Board. An Academic Appeal will be rejected without further recourse to the University's Academic Appeals procedures and without further consideration of the Academic Appeal for any of the following reasons:

- i. The Academic Appeal is judged to be, upon investigation and consideration found to be:
 - a. frivolous or malicious.
 - b. identified as a part of any deliberate pattern of constructive destabilisation of an assessment procedure or structure.

- c. Part of collusion on the part of student(s), or others to gain an advantage in any way, or in any aspect(s) of assessment whatsoever.
- ii. There is no right of student Academic Appeal against the academic judgment and/or decisions of a duly constituted Examination Board.
- iii. The student did not understand or was not aware of the published assessment regulations and assessment procedures for a module, or the assessed components or elements within a module, or within their programme of study.
- iv. The Academic Appeal is on grounds that poor teaching, supervision or guidance affected academic performance. In such circumstances, a student should submit a formal complaint in accordance with the University's student complaints procedure.
- v. That no approved form of written evidence has been submitted to support an application that academic performance was adversely affected by factors covered by the University's mitigating circumstances procedures.
- vi. The student was not aware of any UKH regulations which subsequently impacted on the academic results of the student.
- vii. The Academic Appeal concerns a long-standing health problem of which the student was aware at registration and has not disclosed to the University and/or for which special assessment arrangements have already been made and provided for in the assessment of the student.
- viii. The student was subject to a disturbance or illness during an assessment or examination and that there is no valid reason for it not to have been brought to the attention of the examination invigilator or Mitigating Circumstances Committee and/or the Examination Board before it met.
- ix. The student(s) had changed physical address, or e-mail address, or other form of communication contact details had been changed without informing the Academic Registrar's Office (ARO), resulting in assessment information being sent to an out-of-date contact address of whatever form.
- x. The student had failed to provide an adequate email address or had failed to maintain the use of a University allocated email address or had failed to ensure that they had adequate access to email or web-based assessment information or to any paper based distribution arrangements whatsoever as approved and used by the University.
- xi. The student had failed to attend scheduled assessment briefings at which assessment requirements and arrangements for the conduct of assessments had been outlined and details distributed; or had failed to attend scheduled classes, or other teaching sessions or forms of programme delivery at which assessment requirements and details had been distributed; or had failed to engage with the provision of, and requirements for, the distribution of on-line assessment requirements.
- xii. The ARO receives the Academic Appeal later than the given deadline from the date of the results being formally published and communicated to the

student. The formal publication and communication of the Examination Board decision will be deemed to be the formal communication of results using e-mail directly to the student's UKH e-mail address, or the notification of the results via the End of Semester Grade Report or the end of Programme Transcript. Students are responsible for monitoring their UKH email address. Should the university email address be not working or was disabled, the student is responsible to contact the IT department to resolve the issue.

- xiii. Should an Academic Appeal arise following the due process of the procedures for handling suspected cases of academic misconduct, it will normally be rejected.

The Timetable for Submitting and Making an Academic Appeal

Academic Appeals will only be considered if ARO receives the Academic Appeal no later than **the given deadline (normally 1 to 2 working days)** from the date of the results being published and communicated to the student. It is the student's responsibility to ensure that the Academic Appeal is submitted to, and received by ARO on time and according to the requirements indicated in these Academic Regulations.

Any submission, which is outside of these required timetables, will only be considered in the case of exceptional and acceptable circumstances and for exceptional reasons and in circumstances where a submission within the time limit was proved to be impossible. Acceptable written and certified evidence demonstrating this impossibility will be required to be provided with the submission. Any such exceptional submission which is outside of the stipulated timescales and timetables is not required to be accepted by the University and may be rejected without further consideration. In this event, the Academic Appeal will be rejected and considered to be closed.

Sharing Exam Scripts with Students

- i. Students to be allowed to see their exam papers within the appeal period only, no student will be permitted to see the exams papers after the appeal period.
- ii. Students must visit the module leaders on UKH campus to see the exam papers, no papers to be shared with students via email or outside of UKH campus.
- iii. Students are not permitted to take copies or pictures of the exam papers.
- iv. Students are not allowed to argue with the module leaders regarding the exam papers, and if they not satisfied with their grades, they must submit an official appeal paper to Registry.

4.4 ACADEMIC MISCONDUCT

University members are expected to respect its core values of honesty and trust. Malpractice will always be treated as a serious offence.

Malpractice includes cheating in examinations, plagiarism, duplication and false declaration. It includes any act designed to obtain unfair advantage with a view to achieving a higher mark or grade than would otherwise be obtained.

- i. Cheating in examinations includes:
 - a. Communicating in any other way with anybody other than the invigilators
 - b. Attempting to copy from others or deliberately allowing others to copy
 - c. Introducing or using unauthorised printed, written or electronically stored material.
 - d. Introducing or using unauthorised calculating devices.
 - e. Impersonating or being impersonated by another person.
 - f. Leaving an examination room without permission of the invigilators.
 - g. Attempting to gain prior knowledge of the content of examination papers.

Where an examination invigilator suspects a candidate of cheating, the invigilators shall, after informing other invigilators, warn the candidate that a report will be made. Candidates may be allowed to complete the examination, and the invigilator shall submit a full written report to the Exam Committee immediately after the examination. The invigilator may require a candidate to leave the room, but only if his/her behaviour is disrupting other candidates.

Reported cheating cases shall be referred to the Academic Disciplinary Committee (ADC), for a collective decision about the cases. Students might face sanctions including a formal warning, failing the module, academic probation, suspension, and termination.

- ii. Plagiarism:

UKH has a zero percent plagiarism policy, which means that no amount of plagiarism is permissible. Plagiarised work, depending on the severity, can be rejected or downgraded. UKH uses Turnitin Plagiarism and AI detection services to check all applicable grade bearing course work for plagiarism and excessive AI usage. Document similarity scores and plagiarism are two different concepts and should not be confused with each other.

a- What is Plagiarism:

Plagiarism is the practice of using someone else's work and/or ideas and pretending it is your own. In addition, students can self-plagiarise if they fail to reference their own previously assessed work correctly. Plagiarism is dishonest and unacceptable. There are several different types of plagiarism. The type of plagiarism and how often plagiarism is committed will affect the gravity of the punishment. Listed below are the most common forms of plagiarism. This list is not exhaustive.

- Complete Plagiarism

The student takes a paper written by someone else and submits it under their name.

- Source-based Plagiarism

The student may reference a source that is incorrect or does not exist or the student fabricates and/or falsifies data and/or research findings.

- Direct Plagiarism

The student copies parts of a text/texts directly without quotation marks without any attempt to acknowledge that the material was taken from an external source. Direct plagiarism can at times be caused by sloppy note taking (i.e., failing to note down the source) and/or sloppy presentation of the work (i.e., failure to use quotation marks correctly).

- Self/Auto Plagiarism

The student duplicates text that they submitted in an earlier paper and fails to reference themselves. Students can refer back to and develop their own ideas submitted in earlier assessed work by referencing that assignment in their bibliography. Students must never submit work that contains directly copied large chunks of text from a previous assessed assignment. Students can recycle ideas, but the text should always be unique.

- Paraphrasing/Editing Plagiarism

This is the most common form of plagiarism. Students fail to adequately paraphrase other people's work and/or ideas. This also includes using certain Internet applications or programmes to do paraphrasing using Artificial Intelligence, i.e. AI-induced paraphrased texts.



- Inaccurate Authorship (Collusion)

It is fundamental principal that any work submitted for assessment must be the candidate's and the candidate's alone. This means that the following practices are strictly forbidden and will be treated as serious academic misconduct by the University if found to have occurred:

- a) Allowing any other person to write any part of or make significant changes to your work before it is submitted for assessment. Proof-reading is permissible but the proof-reader may not make any change to the original draft that significantly alters the intended meaning or adds any substantive content.
 - b) Permitting any part of the research design, data collection, data analysis or data presentation to be undertaken by anyone other than the candidate.
 - c) Contracting third parties to undertake any substantive part of any assessed work is expressly forbidden and, if detected, will incur the most severe penalties including termination and the retrospective withdrawal of degrees if discovered after degree conferral.
- Research mirroring existing work in part or whole is considered a form of plagiarism. Excessive content, thematic, or methodical overlap research will trigger an investigation. UKH uses AI to determine the originality or uniqueness of all research submissions. Minimal variation research chains in the same cohort or year over year is also considered plagiarism. Content overlaps of +40% will be investigated and brought to the attention of the programme director. UKH reserves the right to reject research submissions solely based on the grounds of excessive content mirroring or minimal variation of second party submissions past and present.

b- How are Plagiarism Cases dealt with?

The section below provides an overview on how cases of plagiarism are processed at the departmental/school levels:

- i. Once an instructor suspects that a student has plagiarised a course submission or believes that a paper may be inauthentic, he or she will promptly send the corresponding Turnitin report to the Programme Director (PD).
- ii. Upon receiving the report, the PD will assign an assessor to annotate all plagiarised sections and note the particular kind of plagiarism detected. The assessor will then send the processed report back to the PD.
- iii. The PD will then form a committee of three departmental instructors to review the case. If the paper is deemed to be majorly plagiarised, the PD will forward the case to the Academic Registrar for consideration of the Academic Disciplinary Committee (ADC). If the case is determined to be minor by the departmental committee, it will be dealt with at departmental level with advice



and guidance and/or a written warning (which will be kept on file by the Academic Registrar's Office) issued to the student.

The severity of the penalty to be imposed in cases of major plagiarism depends on the following factors:

- i. Whether it is the first time or a recurring case of plagiarism by the same student.
- ii. The type of plagiarism.
- iii. The volume/percentage of plagiarism within the submission.
- iv. Whether the plagiarism case stemmed from genuine misperceptions or unintentional misapplication of citation/referencing procedures.
- v. The level of the programme the student is enrolled in.

In cases determined to be major, the PD will then send the annotated Turnitin report (or reports from other originality checking software) and a brief statement concerning the committee's verdict to the offending student, the school's administrator, and the Academic Registrar for forwarding to the ADC. The ADC may recommend penalties ranging from a reduction in marks to termination from the course. Decisions on penalties to be applied are made by the President with the recommendation of the ADC.

In all cases of suspected plagiarism, UKH reserves the right to carry out a comparative analysis for uniqueness of style, complexity and readability between the submitted writing sample and texts that have been written by the student under invigilation such as recent exam scripts or in-class assignments. UKH can employ various technology-assisted tools and other data analytics such as Flesch-Kincaid readability index, a register, style and field specific lexicon comparison, data metrics and comparative word commonality. Additionally, UKH also reserves the right to apply KCT (Knowledge Capacity Testing) to any credit bearing course work or dissertation it deems necessary to determine authenticity, authorship, and validation.

C- Seeking Assistance with Understanding and Avoiding Plagiarism

It is the student's responsibility to be aware of the matter of plagiarism, what it is, how to avoid it, and to know and abide by the policies and procedures of the University.

Plagiarism training is included from the beginning of all courses regardless of the level, but suitably differentiated for English language use and subject level as appropriate.



Refresher sections about plagiarism are included in all training on research and referencing/citation conventions whether delivered by the subject lecturers or the library.

Information on which citation/referencing conventions students should use for their subject will be provided in each Module Descriptor.

Citation and referencing training are mandatory for all students – differentiated by the level and course.

Reminders are included in all Module Descriptors according to the level and subject.

Students who require further advice or information are directed to contact:

- Their subject staff in the first instance if they are unsure about any plagiarism and referencing matter.
- The library for further information, additional resources, training, or further assistance.

Students can also undertake the Plagiarism Training Module in Moodle.

D- Plagiarism and Proofreading

It is acceptable to have your writing proofread by another person who is a professional proofreader, or even a friend or family member. However, this is restricted to written pieces of more than 1,000 words. Proofreading is especially used in longer pieces such as UGIV, master's and PhD theses/dissertations. In certain cases, and where part of the assessment will be on the student's writing ability including the use of grammatical and lexical resources, proofreading is not permitted.

If a student wishes to have their writing proofread by someone else, they will need to adhere to the following guidelines and regulations:

- a. Proofreading should be used to improve the linguistic aspects of the writing only. That can include correcting grammatical, lexical, or syntactic errors. Errors in punctuation can also be corrected through proofreading.
- b. Any changes or improvements in the meaning or contents of the assignment are to be avoided as they will be considered plagiarism. However, in the case of the lack of clarity, the proofreader can make suggestions for the student, so s/he edits the writing on their own and improve the clarity and coherence of the text.



- c. Before a text is proofread, the student needs to maintain a copy for their records. Upon a request from the University, the student needs to provide both copies of the text: the original and the proofread versions.
- d. Stylistic changes and improvements can be allowed provided that the proofread version maintains the original content. The content of the writing must not be altered as a result of proofreading under any circumstances.
- e. Longer pieces such as undergraduate theses, master's and PhD dissertations should acknowledge proofreading on a separate page at the end of the manuscript.

iii. AI Usage Policy

To adhere to the best academic practices in research integrity, all credit bearing course work and dissertations must adhere to the following standards concerning AI usage.

- a. AI usage, as determined by Turnitin AI detection services, must not exceed 20%, in part or whole of the submitted document. UKH measures large research outputs in either 10- or 20-page increments (splits) when applying this policy.
- b. UKH does not recognise any distinction between AI generation and AI editing.
- c. AI usage is partially permitted provided that it does not exceed the 20% threshold, in part or whole.
- d. If a submitted work exceeds the prescribed 20% threshold, in part or whole, the author must write out, delete, or cite the excessive portions.
- e. Students whose work exceeds the 20% threshold limit will be immediately notified that their submission was rejected and they must revise and resubmit with a penalty of 5% per calendar day starting with the first notification.

iv. Proof of Scholarship Policy

In an effort to validate research and establish the highest standards in academic scholarship, UKH has a mandatory proof of scholarship requirement of all submitted work using citations and referencing.

- a. All citations, either direct quotations or paraphrases, must have the exact page number or range of page numbers from which they came, unless stated in an address specifying the scope or coverage of the source's usage.

Linked or databased academic articles or online books which have established page numbers and have been published must be cited and referenced independently as a stand alone document.

4.5 ATTENDANCE POLICY

Attendance is a key component in student retention, progression, achievement and employability. Regular attendance and academic achievement are closely linked.

Students who actively participate in their learning by attending classes regularly are more likely to:

- i. enjoy a rewarding experience in which their knowledge, skills and abilities are developed.
- ii. successfully complete their programme of study.
- iii. achieve better results.

The University expects students to attend all learning and teaching sessions associated with the programme on which they are enrolled. The learning and teaching methods for each programme and component module are set out in the Programme and Modules Manuals. Examples of learning and teaching sessions include (but are not confined to) lectures, seminars, tutorials, workshops, laboratory and practical sessions, professional placements, field trips and industrial visits, and in the case of research/project students, scheduled meetings with supervisors.

The following indicate the key principles of the University's attendance policy:

- i. Attendance will be recorded and included in students' transcripts starting from the intake of 2025-2026.
- ii. Students who attended less than 50% of the classes will be considered as failed in this module, students will not be permitted to take re-sit exam.
- iii. Students who have attended less than 80% of the scheduled lectures yet successfully passed the examination will have their final grade deducted by 25%.
- iv. Students who have attended more than 80% of the scheduled lectures and do not pass the final examination will also have their re-sit grade will be deducted by 25%.
- v. Students who have attended less than 80% of the scheduled lectures and failed in the final examination, will still be permitted to take the re-sit exams, but their final grade, following the re-sit, will be capped at 50%.
- vi. Students who are unable to attend assessment events or submit assignments on time due to mitigating circumstances must submit a mitigating application form and any supporting evidence **within three (3) days of the assessment date**. If the application is accepted, the student will be given an alternative date to take the examination/submit the assessment.

4.6 MITIGATING CIRCUMSTANCES POLICY AND PROCEDURE

i. Introduction

This section outlines the policy and procedures related to mitigating circumstances for all students enrolled at UKH, including both Undergraduate and Postgraduate levels. It is a mandatory read and signature requirement for all students prior to the commencement of teaching in each academic year.

ii. Purpose

The purpose of this policy is to ensure a standardised approach in the assessment and consideration of circumstances that may adversely impact a student's academic performance, thereby safeguarding fairness and transparency in academic assessments and evaluations.

i. Definitions

a. Ordinary Mitigating Circumstances (OMC)

b. Ordinary Mitigating Circumstances refers to unforeseen events that significantly impair a student's ability to meet assessment deadlines or achieve their academic potentials. These include, physical or psychological illness, or minor injuries.

c. Extra-ordinary Mitigating Circumstances (EMC)

d. Extra-ordinary Mitigating Circumstances refers to unforeseen, but more serious serious events than OMC that significantly impair a student's ability to meet assessment deadlines or achieve their academic potentials. It can be medical or non-medical events. These include, but are not limited to:

- Serious acute physical or psychological illness, burning, or injury, or
- Death of a first and second-degree family member.
- Judicial cases

iv. Eligibility Criteria

To qualify for consideration mentioned under Section 2 of this policy, students must demonstrate the circumstances:

- a. Were unforeseen and unpreventable; and
- b. Were directly impactful on their academic performance.

v. Submission Process

a. Medical Cases:

Take the following steps:



- Submit all medical related mitigating circumstances documents directly to the UKH Mitigating Circumstances Office (MC Office), which located within the Registry Department.
- All supporting documents regarding mitigating circumstances must be submitted directly to the UKH MC Office within three working days of the event.
- Medical assessments and decisions are made by the Zanko Primary Health Care Centre (PHC).

Note: Students are only allowed to submit three OMCs per semester. After that, the UK MC Office will only EMC application which will be subject to further detailed investigation. However, the EMC applications can be submitted at any time even the student has not submitted any OMCs.

b. Non-medical Cases:

Non-medical militating circumstances normally fall under EMCs. All supporting documents regarding non-medical mitigating circumstances must be submitted directly to the UKH MC Office within three working days of the event.

vi. Visiting Zanko PHC

- a. Take the following steps:
 - i. Visit the UKH MC Office to obtain a Student Treatment Form;
 - ii. Take the form with you to Zanko PHC, located adjacent to Jihan City Towers near 120meter Road, Erbil, to process your application; and
 - iii. Present your UKH Student ID and the Student Treatment Form to receive medical consultation.
- b. Working Hours of Zanko PHC:
Saturday to Thursday: 8:30 AM – 12:30 PM, Closed on Fridays and official KRG holidays

vii. Sick Leave Policy

- a. Zanko PHC provides sick leave only for students currently ill and unable to attend classes.
- b. The centre does not accept:
 - i. Sick leave requests for days after recovery, or
 - ii. Requests for future leave, except for pregnancy and maternity leave.
 - iii. Medical reports from private clinics or pharmacy receipts

viii. Leave Duration Limits

- a. For Medical Related OMCs:
 - i. General Practitioners: Up to 3 working days
 - ii. Specialists: Up to 5 working days.
- b. For Medical Related EMCs: the duration of the leave given will be based on specialists' reports.
- c. For Non-medical Related EMCs:

- i. A maximum number of 5 days for the loss of first-degree family member. 1ST degree family members includes: Mother, father, children, spouse, mother and father in-law.
- ii. A maximum number of 2 days for the loss of second-degree family member. 2nd degree family members includes: Siblings, grandparents, and grandchildren. According to Iraqi Civil law.

ix. Supporting Documents

- a. External medical reports (e.g., ultrasounds, Xrays) require verification and official stamping.
- b. Maternity leave requires appropriate documentation such as a delivery note or ultrasound report.
- c. Leave requested from outside KRI and Iraq must be verified by any KRI local specialized medical professional in advance.
- d. The final determination of sick leave duration is made by Zanko PHC and communicated to the UKH MC Office.

x. Unavailability of Zanko PHC

In the events when PHC is closed, the student alternatively must:

- a. Visit the nearest KRG public emergency hospital.
- b. If hospital examination confirms the need for sick leave, an official medical report will be issued.
- c. This report must bear the hospital's official stamp and the doctor's stamp.
- d. Submit the report to Zanko PHC for final review and decision.

xi. Long-term or Chronic Medical Conditions

- a. Conditions requiring more than 5 days of sick leave are referred to the KRG Permanent Medical Committee for assessment.
- b. Psychological or long-term health issues are managed by the Erbil Permanent Medical Committee.

The following will not normally be regarded as mitigating circumstances:

- elective surgery (i.e. rhinoplasty, etc.) and semi-elective surgery (that which is done to preserve a person's life but does not need to be performed immediately). Considerations may be given to continue elective or semi-elective surgery pending advice of physician.
- Applications submitted more than **THREE days** after the date of the assessment
 - failure to attend an examination due to misreading the examination timetable
 - oversleeping or failure to secure transportation on time
 - events such as holidays and weddings
 - inadequate planning and time management
 - having more than one examination on the same day



- pressures from paid employment
- any event that could reasonably have been expected or anticipated, such as sporting events, trips overseas etc.

4.7 PROGRESSION AND ASSESSMENT REGULATIONS

At undergraduate level, the pass mark for all modules is 50% (SSE, SSS, SME), except BA in Law, the passing mark is 60%

In order to progress to the next academic level/year, students must pass ALL modules at the level/year being studied. Please note the following:

- If a student fails to meet the minimum achievement level required to pass a module, the student shall be re-assessed either through a re-sit examination or the re-submission of assignments. The number of modules that may be re-assessed within an academic year, whether by re-sit examination or re-submission, shall not be limited.
- If the minimum achievement level to pass the module has not been met after the second attempt, the student will be required to re-take the failed module at the next opportunity, usually the next academic year.
- A student re-taking a module is entitled to sit the assessments at both the first and second attempts (in other words, the maximum number of attempts for any module assessment is four attempts). **If a student fails any module at the fourth attempt, his/her studies at the UKH will be terminated.**
- Any student has a maximum of two re-take chances throughout the programme. Students must have a maximum of four attempts in any one module before being terminated. **No second re-take in the same module is allowed.**
- Trailing of modules at UKH is permitted upon discretion of the Examination Boards. **If granted, students are allowed to trail a maximum of two modules in a year, for whichever semester.** The school reserves its rights to deny granting of trailing modules especially for pre-requisite modules and/or if it will pose disadvantage to the student academically.
- Trailing or re-taking a trail module is not permitted.
- Terminated students may apply and be considered for re-admission without the requirement to wait one academic year. Credits earned from the previous study will not be transferred.

ADDITIONAL NOTES

- UG students have a maximum of six (6) years to complete a four-year degree, seven (7) years to complete a five-year degree.

- ii. Students are allowed to postpone or defer their studies for a maximum of one academic year.
- iii. UG students who were terminated or who withdrew from the University may be given the following subject to Exam Boards approval:
 - i. Certificate of Higher Education – Completion of at least 240 credits
 - ii. Diploma of Higher Education – Completion of at least 360 credits
 - iii. Bachelor's Degree (Ordinary)– Completion of at least 420 credits
 - iv. The above regulations apply equally to all students.

Please note that notwithstanding the above regulations, if the Examination Board sees that it would be in the best interest of the student to discontinue his/her studies at UKH, it may terminate the student's studies at the end of the first semester or at the end of the Academic Year.

4.8 RE-SIT EXAMINATION

Re-sit exams for each module will be on the areas (topics) covered in both Mid Term and Final Exams or as specified in the Module descriptor.

All marks already awarded for coursework will not be altered. Coursework consists of mainly quizzes, assignments, essays, field visits, lab work, class presentations, etc.

5 UKH CORE MODULE

UKH Core module is a non-credit-bearing, mandatory module for all UG students. This means that, whilst performance on the module does not contribute to your overall programme performance, all UG students must complete UKH Core module before being permitted to graduate.

The module was developed following consultation with a wide range of both public and private-sector organisations, in which employers identified skills gaps in our graduates. UKH Core addressing these gaps. Completing the module will, therefore, give you a competitive advantage in the employment market.

To reflect market-need, the content of UKH Core will change over time. The basic framework consists of four themes (see below), each with three workshops. The workshops are delivered online, and each theme should take no more than 10 hours to complete. You can complete the workshops in any order, and at your own pace – please note, all workshops must be completed to graduate.

You will be enrolled automatically in the UKH Core module on Moodle.

Indicative content Academic Year 2025-26



Theme 1: Personal & Interpersonal Effectiveness

Goal: Build self-awareness, emotional control and professional communication skills.

Workshops:

- i. Emotional Intelligence
"Mastering Emotions: The Key to Stronger Relationships and Better Decisions"
- ii. Email Etiquette
"Write Right: Mastering Professional Email Communication"
- iii. Complaining Constructively
"Speak Up, Stand Out: Turning Complaints into Constructive Change"

Theme 2: Thinking, Speaking and Problem Solving

Goal: Develop the mindset and tools for clear analysis, confident speaking and innovative solutions.

Workshops:

- i. Critical Thinking
"Thinking Beyond the Obvious: Strategies for Sound Decision-Making"
- ii. Problem Solving
"Solutions that Stick: From Challenge to Innovation"
- iii. Debate & Presentation
"Speak, Argue, Win: The Art of Constructive Disagreement"

Theme 3: Workplace & Organisational Intelligence

Goal: Understand broader systems, workplace dynamics and emerging trends.

Workshops:

- i. Organisational Culture
"Shaping Culture: Aligning Values, People and Purpose"
- ii. Workplace Behaviour
"Fostering Professionalism: Building Respectful and Productive Work Environments"
- iii. Artificial Intelligence in the Workplace
"Empowering the Future: Understanding and Embracing AI in the Workplace"

Theme 4: Digital Competence for Professionals

Goal: Equip participants with essential digital skills for everyday work.



Workshops:

- i. MS Word
"From Draft to Professional: Maximising MS Word for Polished Documents"
- ii. MS Excel
"Data to Decisions: Leveraging Excel for Analysis and Reporting"
- iii. MS PowerPoint
"Design to Impress: Creating Effective and Engaging Presentations"

6 RE-REGISTRATION POLICY

Students' re-registration for each academic year shall be processed automatically, provided that they meet the re-registration requirements. Students who fail to join the programme without submitting an official notice to the Academic Registry Office (ARO) shall be considered automatically discontinued at the end of the semester. Discontinued students may be re-admitted in the following academic year upon submission of a re-admission request form.

7 CHANGE OF PROGRAMME / MAJOR

Students may request a change of programme/major in which they are registered; however, such requests may only be submitted within the first two weeks of the first semester and are subject to the approval of both programmes. In addition, students must meet the admission requirements of the newly selected major for the request to be approved. No change of major shall be granted without the submission of an official Change of Major Request to the Academic Registrar's Office (ARO).

8 WITHDRAWAL FROM THE UNIVERSITY

Students are allowed to request for withdrawal from the programme at any time of the academic year. Students must visit the Academic Registrar's Office to complete the process of withdrawal. Note that students are only eligible for any refund of paid tuition fees if the approved withdrawal was submitted during the first two weeks of the semester. Otherwise, no refund can be given to the student. Similarly, the students who have not paid the tuition fees, and the request for withdrawal is approved after the second week of the commencement of the semester, she/he shall be required to pay the tuition fees for that semester.

9 POSTPONEMENT / DEFERRAL OF STUDIES

Students are allowed to defer or postpone their studies for a maximum of one academic year. Request for postponement must be submitted on or before the **sixth week** of



the semester. Students are required to pay for the semester if the postponement was granted during the third to the sixth week of the semester. However, if the postponement was granted during the first two weeks of the semester, then the student is not obligated to pay. Without formal postponement or deferral, but with re-registration for the current academic year, students are liable for the fees of the semester or the academic year. Additionally, modules for the year will be reflected in the transcript as failing modules for students who did not postpone or defer. The department has the right to reject any request for postponement after the first two weeks of the semester.

Students are not allowed to postpone their studies during their first semester at UKH. However, they may be allowed to withdraw and re-apply for the following year.

10 TUITION FEES AND CHARGES

Tuition Fee Policy

- i. **Payment Schedule:** The annual tuition fee is payable in two equal instalments, each due before the beginning of the respective semester.
- ii. **Students Sponsored by the Ministry of Martyrs and Anfal**
 - a. Sponsored students are required to submit the Ministry's approval and all other supporting documents to the Finance Department no later than the tuition fee deadline for the first semester.
 - b. If a student fails to meet this requirement, he/she shall pay the tuition fees directly to the University and later claim reimbursement once the Ministry settles the payment.
- iii. **Deadlines and Notifications**
 - a. The tuition fee deadline for each semester is normally three to four weeks before the start of the semester.
 - b. The Finance Department will send the invoices by the email of tuition.fees@ukh.edu.krd and the Academic Registrar's Office (ARO) will formally announce that the students received the payment invoice by email.
 - c. Students are responsible for checking their email accounts regularly, as late payment charges apply strictly, even if the deadline is missed by one day.



iv. Payment Process

- a. The University has assigned the RT Branch (UKH) to collect tuition fee payments.
- b. The Finance Department will issue two invoices per academic year (one for each semester). Each invoice clearly states the amount due, the payment deadline, and the consequences of late payment.
- c. All tuition fee payments must be made through the RT Bank, in US Dollars only, into the University's designated bank account as provided in the Payment Form issued by the Finance.
- d. The University does not accept payments in cash at the Finance Department, nor through cheque.
- e. Old currency notes or those rejected by the counting machine will not be accepted.

v. Other Payments

- a. All payments to the University other than tuition fees must be made directly to the Cashier in the Finance Department, against an official, pre-printed, pre-numbered, signed, and stamped receipt.
- b. Library fines may be paid directly at the library, against a receipt generated by the library's cash register.
- c. No payments are to be made to any unauthorised individual. The University shall not recognise or be responsible for payments made otherwise.
- d. Students must retain all receipts issued by the University or the bank, as these may be required for reconciliation.

vi. Late Payment Fee

- a. In accordance with University Decree 1/533, dated 3rd March 2019, a late payment fee of 10% of the overdue tuition fee shall be applied immediately after the deadline.
- b. This penalty is applied automatically and without exception, including cases where the delay is even one day.

vii. Additional Tuition and Charges

- a. Tuition fees must be paid for failed modules in addition to the annual tuition fees.



- b. Tuition fees are also payable during periods when the student is undertaking internships outside the University.
- c. Additional charges, if applicable, shall be paid as per the prevailing List of Charges approved by the University.

viii. Consequences of Non-Payment

Students who fail to pay tuition fees within the prescribed deadline shall be subject to the following measures:

- a. Suspension of all University services.
- b. Prohibition from attending classes and examinations.
- c. Denial of access to Library, Moodle, and internet.
- d. Withdrawal of dissertation/thesis supervision.
- e. Withholding of examination results, degrees, certificates, and other official documents.
- f. Ineligibility for dormitory accommodation.

ix. Refunds

- a. Refunds, if applicable, will only be made upon submission of the original receipt issued by the University or bank at the time of payment.
- b. No refund will be processed if the original receipt is lost.
- c. Refunds are made only to the person in whose name the original receipt was issued.

x. University's Rights

- a. The University reserves the right, at its sole discretion, to amend the tuition fee structure, other charges, and the programme structure at any time.
- b. All students are bound by such modifications.

11. STUDENT CODE OF ETHICS AND CONDUCT POLICY

Once enrolled, the student will be required to read this Student Code of Ethics and Conduct Policy and then sign the pledge provided at the end:

Expectations of students include but are not limited to:

- I. Not contacting any senior manager without following the proper channels, which must be used after the approval of the Programme Directors.
- II. Upholding honesty and integrity in all academic pursuits and interactions and striving for excellence and continuous improvement in academic performance.
- III. Recognising and respecting other people's intellectual property rights while also honouring the rights, viewpoints, and privacy of faculty, staff and fellow students.
- IV. Being punctual and responsible in attending classes, meetings and external activities.
- V. Respecting the diverse backgrounds and perspectives of all individuals.
- VI. Using resources and facilities owned by UKH responsibly and ethically.
- VII. Promoting a safe, inclusive, and positive learning environment.
- VIII. Avoiding any behaviour that can damage the UKH's or the academic community's reputation and taking responsibility for one's own choices and actions.
- IX. Adhering strictly to deadlines, submission guidelines and examination regulations.
- X. Presenting oneself and the UKH in a professional manner at all times and making an effort to lead by example by acting morally.
- XI. Participating actively and favourably in UKH activities and initiatives and communicating responsibly and constructively both in person and through electronic means.
- XII. Avoiding any misconduct, and reporting any misconduct committed by another UKH student, staff or faculty member to the proper UKH departments, as detailed, but not limited to, below:
 - a. Misconduct refers to inappropriate or unacceptable behaviour by a student that breaches UKH's rules or ethical standards, covering both academic and non-academic areas. The types of misconduct among students include, but are not limited to, the following:
 - Attempted or actual unauthorised access. This happens when trying to access restricted areas or information without permission.
 - Consuming drugs or alcohol on campus or during university activities, if prohibited.



- Disruptive behaviour, such as causing disturbances in class, labs or other academic settings.
- Falsification of records, which includes changing or forging academic or personal records, and fabrication, which includes inventing data, results or information in academic work.
- Harassment or discrimination, which involves engaging in behaviours that intimidate, threaten or unfairly discriminate against others.
- Inappropriate conduct on social media, when using social media platforms to defame or harm the reputation of UKH, staff or fellow students.
- Insubordination, such as refusing to comply with lawful instructions from university staff or officials.
- Misuse of resources, such as using university facilities, equipment or resources for unauthorised personal use.
- Plagiarism, such as copying or using someone else's work, ideas or intellectual property without proper attribution.
- Sharing confidential or private information without permission.
- Theft or damage, such as stealing or damaging UKH property or resources.
- Unauthorised collaboration, which occurs when working with others on assignments or projects when individual effort is required.
- Violating examination rules, such as cheating, copying or attempting to cheat during exams.
- Violence or threatening behaviour through using physical force or threats towards others.

b. Disciplinary Procedures for Misconduct

Any violations of the above rules will result in referral to the academic disciplinary process. Disciplinary actions may include:

- i. Formal warning or notification.
- ii. Probation or additional counseling.
- iii. Temporary suspension.
- iv. Recommendation for special monitoring or restricted privileges.
- v. Suspension for a specified period.
- vi. Termination of enrollment or expulsion from the UKH.



12 INFORMATION TECHNOLOGY ADMINISTRATION (IT-ADMIN)

IT Administration is the Department of Information Technology Administration whose responsibility is to plan, develop and operate UKH's central information and communication infrastructure. The main goal is to provide university-wide IT services that assist UKH in achieving its mission of excellence in education, research and administration.

IT Admin General Services are as follows for each unit.

- i. Help Desk: It provides academics, staff, and students with all the resources and tools they need, such as computers (desktop and laptop), operating systems (Windows, Linux, and Mac), projectors inside classes, sound systems, printers and other devices.
- ii. Network: providing connectivity (Internet and Intranet) using cable and Wi-Fi, network printers and an internal telephone system. Single sign-on for all network services.
- iii. Security: Securing UKH Infrastructure from attacks and viruses.
- iv. Development: It is responsible for all development at UKH, including installing and managing systems. Most important products and solutions are (Moodle e-Learning System, American Corner Erbil Website, Online Admission and Student Information System, Attendance System and some other software systems
- v. System Administrator: managing email accounts, servers, storage, databases and data centres.

13 LIBRARY SERVICES

The library is at the heart of the University and has an ongoing commitment to delivering relevant high-quality services to all members of the University community - students, staff and guests. It provides both hard copy and online materials in a variety of formats, and includes materials recommended on departmental lists and in module descriptors as well as wider reading across a range of topics.

Students are welcome to use all the services during opening hours:

During semester – Sunday to Thursday, 8.00 am – 8.00 pm

In break periods – Sunday to Thursday, 8.30 am – 4.30 pm

Any changes are advertised on the University web pages and Library fb pages.

Other than access to hard copy items (availability details of which are accessible through the online library catalogue), Discovery also provides access to a range of 54 databases. These may be accessed both through either via the library pages on the



UKH Moodle or the UKH website at <https://libcatalogue.ukh.edu.krd/index.php> and <https://ukh.on.worldcat.org/advancedsearch>

We also provide study space, photocopying, internet access, bookable study spaces, support with research (both for individuals and groups), and training in the use of services and facilities. Training includes induction sessions, our Discovery catalogue, database usage and search techniques (both in general and for specific databases), use of referencing and citation styles and the University guidelines on Thesis and Dissertation presentation.

Please see Appendix1, (p.32) for a copy of the Library Regulations regarding usage and behaviours. More information on how we operate and manage our resources is available on the library webpages at <https://www.ukh.edu.krd/library/library-governance-management/>

For all enquiries, or to book training or facilitation please contact us via library@ukh.edu.krd or phone us on 00964 751 741 9448.

14 UKH CLINIC

At the University of Kurdistan Hewlêr, student health and wellbeing are a top priority. To support this, UKH provides on-campus medical services through the UKH Clinic Unit.

Location: Adjacent to the UKH Main Cafeteria, directly beside the Student Support and Wellbeing Centre.

Working Hours:

- Afternoon (on campus)
- Outside working hours, medical advice is available via email, and telemedicine services are offered on call for urgent situations.

Services Available:

The UKH Clinic Unit offers the following healthcare services for students:

1. Medical consultations with a specialist physician.
2. Vital signs monitoring:
 - Blood pressure
 - Pulse rate
 - Oxygen saturation
 - Temperature
3. Blood sugar testing for screening and diabetes monitoring.

4. Body Mass Index (BMI) assessment with personalised lifestyle guidance.
 5. First aid and wound care (including dressing materials).
 6. Access to essential medications through an on-site pharmacy box (over-the-counter).
 7. Health education and awareness promotion with informative posters and materials displayed in the clinic.
 8. Referral services for arranging medical appointments outside UKH if further assessment is required.
- Email: hersh.darbandy@ukh.edu.krd

15 STUDENTS' FEEDBACK

The primary objective of the Student Feedback Survey is to gather information on student's learning experiences to improve teaching and learning. This feedback helps us identify areas where teaching methods can be enhanced, where resources can be better utilised and where student engagement can be increased. Thus, the role of students in completing this exercise is crucial as providing constructive insights will improve the overall quality of education at UKH. The Quality Assurance and Accreditation (QA&A) Centre is committed to ensuring that this process is beneficial for both students and lecturers by providing an avenue to express opinions while working into a more responsive and dynamic learning environment. QA&A also ensures that all information gathered will remain confidential and anonymous. For any inquiries or suggestion, you may contact gaa@ukh.edu.krd.

16 ACADEMIC REGISTRAR'S OFFICE

The Academic Registrar's Office strives to align our commitment to the university's goal of providing quality education, with our goals of achieving innovative strategies in order to best serve the University community. General services offered by the department includes the following:

1. Implementation of academic policies and procedures set by the university.
2. Admission and Recruitment of Students
3. Registration Process
4. Preparation of Timetables (academic timetable and exam timetables), Academic Calendar and ARO Calendar.
5. Student Support – release of grades, information dissemination through emails, assistance regarding appeals, change of major, transfer credits, degree conferral/graduation, verification letters, etc.



16.1 CONTACT DETAILS

For more details and updates, visit our website or visit the Academic Registrar's Office:

| | |
|-----------------|--|
| Website | https://www.ukh.edu.krd/ |
| Mailing Address | University of Kurdistan Hewlêr, 30 Meter Avenue, Erbil, Kurdistan Region, Iraq |
| Mobile Number | +964(0)7504407357 / +964(0)7508578833 / +964(0)7508578844 |
| Office Hours | Sunday - Thursday / 9am-4pm |
| Email | registry@ukh.edu.krd |

APPENDICES

APPENDIX 1

LIBRARY REGULATIONS

- i. All members of the University are entitled to use the library upon registration with the University. The act of registration constitutes an undertaking to accept the Library Rules. Where there is any conflict between the Rules of the Library and the Rules of the University, the latter are to prevail.
- ii. Users of the Library must obtain a Student or Staff Identity Card as it is also used as a borrower's card and must be produced whenever material is borrowed. This card may not be used by other persons; all items issued on it are the responsibility of the named cardholder. This card must be surrendered if the holder ceases to be a member of the University. A lost card will be replaced on application, from the Registrar's Office, where a fee will be charged.
- iii. Library users must inform staff immediately of every change of contact information so that the currency of their records is maintained. If this is not done, the library cannot be responsible for any consequences of non-delivery of overdue reminders, recall notices, etc.
- iv. All borrowers must return for inspection all items issued in their names on or before the latest date or time due. Any item may be recalled after its issue as and when required. Failure to return items by due date will render borrowers liable to fines on the scale as follows:



IQD 1,000 per item per day or part thereof

- v. All students are required to return all Library items issued in their names not later than the day following the end of the period set aside for final examinations. Failure to comply with this requirement will be reported to the Academic Board, which may withhold the award examination grades or of a degree.
- vi. Library material must not be taken abroad at any time.
- vii. Any Library item may be confined to the library, or issued only for a limited period, at the discretion of the Library Director.
- viii. All users of the library must follow instructions given by any member of the library staff on duty at the time; all Library staff act with the authority of the Library Director.
- ix. It shall be a breach of these Rules for a person to behave in the library in a manner which adversely affects other users of the library. The Library Director may:
 - a. exclude the offender forthwith from the library
 - b. withdraw the right to borrow items
- x. Borrowers are held responsible for loss of, or damage to, items issued in their names and will be charged the replacement cost of a new article for such items.
- xi. No library item may be removed unless properly issued.
- xii. Access to and use of, the library's subscription-based electronic resources are subject to contractual agreements and licenses with vendors, which normally impose restrictions on use. All users of these resources must comply with such terms of use, and in particular with copyright restrictions and limitations placed on the amounts that may be downloaded or stored electronically.
- xiii. Users bringing children into the library are responsible for their safety and for ensuring that they cause no disturbance or damage. Children aged 12 or under must be accompanied at all times by a responsible adult.
- xiv. No library user may bring into the library any unduly large bag or case, article of food or drink (except bottled water with a secure lid) or any animal (except guide dogs).
- xv. The consumption of food and drink is not permitted in the public areas of the library, except water in a secure bottle.



- xvi. Mobile phones and personal stereos must be switched off or silenced before entering the library and should not be used in the library.
- xvii. Alleged breaches of any of the above rules not dealt with immediately by library staff may be investigated by the Library Director or by an authorised deputy. Such an investigation may be referred to the appropriate University Disciplinary Committee.
- xviii. Serious or persistent breaches of the Library Rules may be referred to the appropriate University Disciplinary Officers for action.
- xix. If any fine imposed under (iv) is not paid, the right to borrow items is automatically withdrawn by the system.
- xx. Non-members of UKH may use the library provided they have the prior permission of the Library Director. The following conditions of use must apply:
 - a. All visitors must have a valid user ID with photo and have given a home or residence contact address to the library.
 - b. All visitors must observe the UKH Library rules and regulations set out at i – xix above.
 - c. Visitors may only borrow library materials under specific conditions, please refer to the appropriate policy for details.
 - d. Priority of use of library materials and services always goes to UKH students and staff.