



UNITED ARAB EMIRATES
MINISTRY OF EDUCATION



Framework for the Compliance Inspection of
Higher Education Institutions

Framework for the Compliance Inspection of Higher Education Institutions



The real asset of any advanced nation is its people, especially the educated ones, and the prosperity and success of the people are measured by the standard of their education

The late HH Sheikh Zayed bin Sultan Al Nahyan



Table of Contents

Preview

- Preface 9
 - Introduction 10
 - Aim 11
 - UAE Higher Education Context 11
 - Scope of Inspection 12
 - Integrity and Confidentiality 12
-

Section One: Inspection Approach

- Inspection Phases 15
 - Types of Inspection: 17
 - Full Compliance Inspection (FCI)
 - Progress Review Inspection (PRI)
 - Purpose-oriented Inspection (POI)
 - Inspection Notification 18
 - MoE Compliance Inspection Portal 19
-

Section Two: The Inspection Process

- Pre-inspection Phase: 21
 - Inspection Plan
 - Inspection Documents Request
 - Desk-based Analysis
- Inspection Phase: 28
 - Onsite Inspection Processes
 - Senior Link Person (SLP)
 - Inspection Activity Plan
- Post-inspection Phase: 30
 - Reporting (MoE Internal Process)
 - Corrective Action Plan

Section Three: Standards for Compliance Inspection of Higher Education Institutions

- Standards and Compliance Indicators 33
- Overview of Standards 34
- Standards, Domains and Metrics: 37
 - Standard 1: Policies and Procedures
 - Standard 2: Strategic Leadership
 - Standard 3: Continuous Quality Enhancement
 - Standard 4: Curriculum Management
 - Standard 5: Research and Innovation
 - Standard 6: Human Resources
 - Standard 7: Admissions
 - Standard 8: Student Provision
 - Standard 9: Infrastructure Services
 - Standard 10: Financial Management
 - Standard 11: Regulatory Disclosure
 - Standard 12: Social Responsibility and Engagement
 - Standard 13: Occupational Environment, Health and Safety

- **Compliance Indicators:** 72
 - Compliance Indicators (CI)1: Policies and Procedures
 - Compliance Indicators (CI) 2: Governance
 - Compliance Indicators (CI) 3a: Quality Assurance Manual
 - Compliance Indicators (CI) 3b: Fact Book
 - Compliance Indicators (CI) 4a: Comprehensive Programme Specification Document (CPSD)
 - Compliance Indicators (CI) 4b: Comprehensive Course Syllabi
 - Compliance Indicators (CI) 4c: Course Files
 - Compliance Indicators (CI) 4d: Programme Substantive Change
 - Compliance Indicators (CI) 4e: Internship Manual
 - Compliance Indicators (CI) 4f: Joint Degree Programme Manual
 - Compliance Indicators (CI) 6a: Faculty Manual
 - Compliance Indicators (CI) 6b: Staff Manual
 - Compliance Indicators (CI) 6c: Faculty Qualifications
 - Compliance Indicators (CI) 6d: Joint Degree Faculty Qualifications
 - Compliance Indicators (CI) 6e: Faculty Teaching Assignments
 - Compliance Indicators (CI) 6f: Central Register
 - Compliance Indicators (CI) 7a: Recognition of Prior Learning (RPL) Application Guide
 - Compliance Indicators (CI) 7b: Admission Requirements to Specific Programme
 - Compliance Indicators (CI) 8a: Student Manual
 - Compliance Indicators (CI) 8b: Catalogue
 - Compliance Indicators (CI) 8c: Online and Blended Learning Manual
 - Compliance Indicators (CI) 11: Website

Appendices

- **Glossary of Terms** 103
-





■ Preview

- Preface
- Introduction
- Aim
- UAE Higher Education Context
- Scope of Inspection
- Integrity and Confidentiality

Preface

The mission of the Ministry of Education (MoE) Compliance Inspection Sector is to ensure that educational institutions within the United Arab Emirates (UAE) comply with statutory legislation and regulations.

The 'Framework for the Compliance Inspection of Higher Education Institutions' (hereafter, referred to as HEI Inspection Framework) supports the MoE mandate and the UAE leadership's vision to transform into a world-class higher education system. The Inspection Framework describes the process used to inspect Higher Education Institutions (HEIs) in accordance with Federal Law by Decree No. (16) of 2020 which amends certain provisions of Federal Law No. (1) of 1972. It outlines the guidelines for a compliance inspection and includes the 'standards for compliance inspection of higher education institutions' (hereafter, referred to as standards). The standards are based on relevant UAE laws, Bylaws, Decrees, MoE regulations and international best practices.

The Inspection Framework is divided into three sections:

Section 1: Inspection Approach

Describes how HEIs will be inspected. This includes the methodology, operational management, types and frequency of compliance inspections.

Section 2: The Inspection Process

Summarises the activities involved in the pre- inspection, inspection and post-inspection phases.

Section 3: Standards for Compliance Inspection of Higher Education Institutions

Outlines the standards for compliance inspection to which HEIs must comply. There are 13 standards and 22 compliance indicators.

Introduction

The Inspection Framework supports the UAE vision, and the National Strategy for Higher Education 2030, which aims to foster a high-quality higher education system, aligned with the best international standards. The Educational Inspection Directorate for Higher Education Institutions (hereafter, referred to as the Directorate) was established in 2016. The Directorate has developed a unifying Framework for the Compliance Inspection of Higher Education Institutions in the UAE.

The HEI inspection framework is based on the following:

UAE Laws and Decrees

The General Framework of the Environment, Health and Safety System for the Education Sector

CAA Standards for Institutional Licensure and Program Accreditation

The HEI Inspection Framework forms the basis of all compliance inspections and outlines the structure that will guide HEIs to prepare for the inspection.

The HEI inspection framework measures HEI's degree of compliance against the standards and includes:

1. Rationale and Purpose of the standards
2. Inspection Phases
3. Reporting Arrangements
4. Standards, Domains, Metrics and Compliance Indicators



Aim

The aim of the HEI compliance inspection is to measure the degree of compliance with existing UAE laws, Federal Bylaws, policies, regulations, accreditation, and licencing requirements.

UAE Higher Education Context

The UAE has a wide range of HEIs across its emirates. The majority of HEIs are located in Abu Dhabi and Dubai, with smaller numbers in other emirates. The MoE sets the laws, regulations, and standards for HEIs licencing and programme accreditation. In order to operate, HEIs are required to be licensed and accredited through the Commission for Academic Accreditation (CAA). Additionally, HEIs in Abu Dhabi are licensed and accredited by Abu Dhabi Department of Education and Knowledge (ADEK), and HEIs in Dubai are licensed and accredited by the Knowledge and Human Development Authority (KHDA). Similarly, HEIs in the free-zones are licensed by authorised entities in respective emirates and may also choose to be licensed and accredited through the CAA. The MoE aspires to enhance the quality of current HEIs and to attract further universities of international standing to the country.

Scope of Inspection

All federal, government, semi-government and private HEIs including universities, colleges, technical institutions, and training centres delivering qualifications, or parts of qualifications, at level 5 and above are in scope for inspection (QF *Emirates* Qualification Framework).

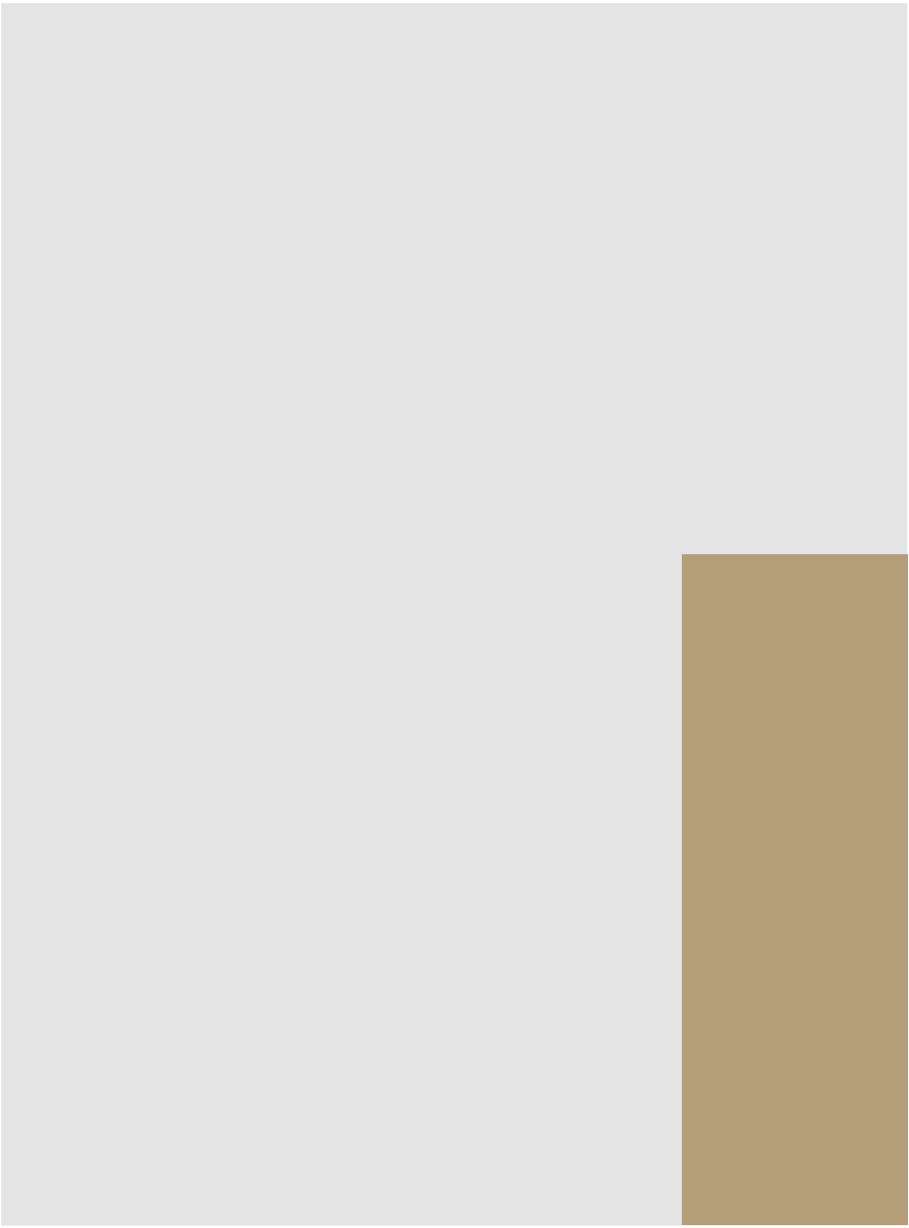
| QF Level | MoE – GEC General Education | CAA Higher Education | VETAC Vocational Education and Training Award Council |
|----------|--|-------------------------|--|
| 10 | | Doctoral | |
| 9 | | Master | Applied Master |
| 8 | | Post Graduate Diploma | Applied Graduate Diploma |
| 7 | | Bachelor | Applied Bachelor |
| 6 | | Higher Diploma | Advanced Diploma |
| 5 | | Associate Degree | Diploma |
| 4 | Secondary School Certificate (G12) | | Certificate 4 |
| 3 | GCE 'A' Levels Or Advanced Placement Or Equivalent | | Certificate 3 |
| 2 | | | Certificate 2 |
| 1 | | | Certificate 1 |

Table 1.0: National Qualifications Centre, QF *Emirates* Handbook.



Integrity and Confidentiality

MoE Inspection team make judgement decisions based on valid, reliable and sufficient evidence maintained by the HEI. MoE Inspection team and the HEIs are required to demonstrate high standards of integrity across all phases of the inspection. The directorate maintains the confidentiality of all findings and reports in accordance with its policies and procedures.



■ Section One: Inspection Approach

- Inspection Phases
- Types of Inspection:
 - Full Compliance Inspection (FCI)
 - Progress Review Inspection (PRI)
 - Purpose-oriented Inspection (POI)
- Inspection Notification
- MoE Compliance Inspection Portal

Inspection Phases

This section outlines phases, types and frequency of HEI compliance inspections.

The Typical activities within each phase are outlined in Table 2.0

Phases of Inspection

1. Pre-inspection
2. Inspection
3. Post-inspection
4. Corrective Action Plan.

| | Phase | Activities |
|---|------------------------|---|
| 1 | Pre-inspection | HEI inspection notification HEIs sharing pre-inspection documentation MoE Inspection Planning. |
| 2 | Inspection | MoE/HEI Onsite Visits MoE Evidence Gathering and Analysis MoE Reporting. |
| 3 | Post-inspection | MoE Final Report and Quality Assurance MoE Final Report to Internal Stakeholders |
| 4 | Corrective Action Plan | HEI's Response to Inspection Outcomes Corrective Actions Reporting on the MoE Inspection Portal MoE's Review of HEI's Corrective Actions. |

Table 2.0: Inspection Phases and Activities.

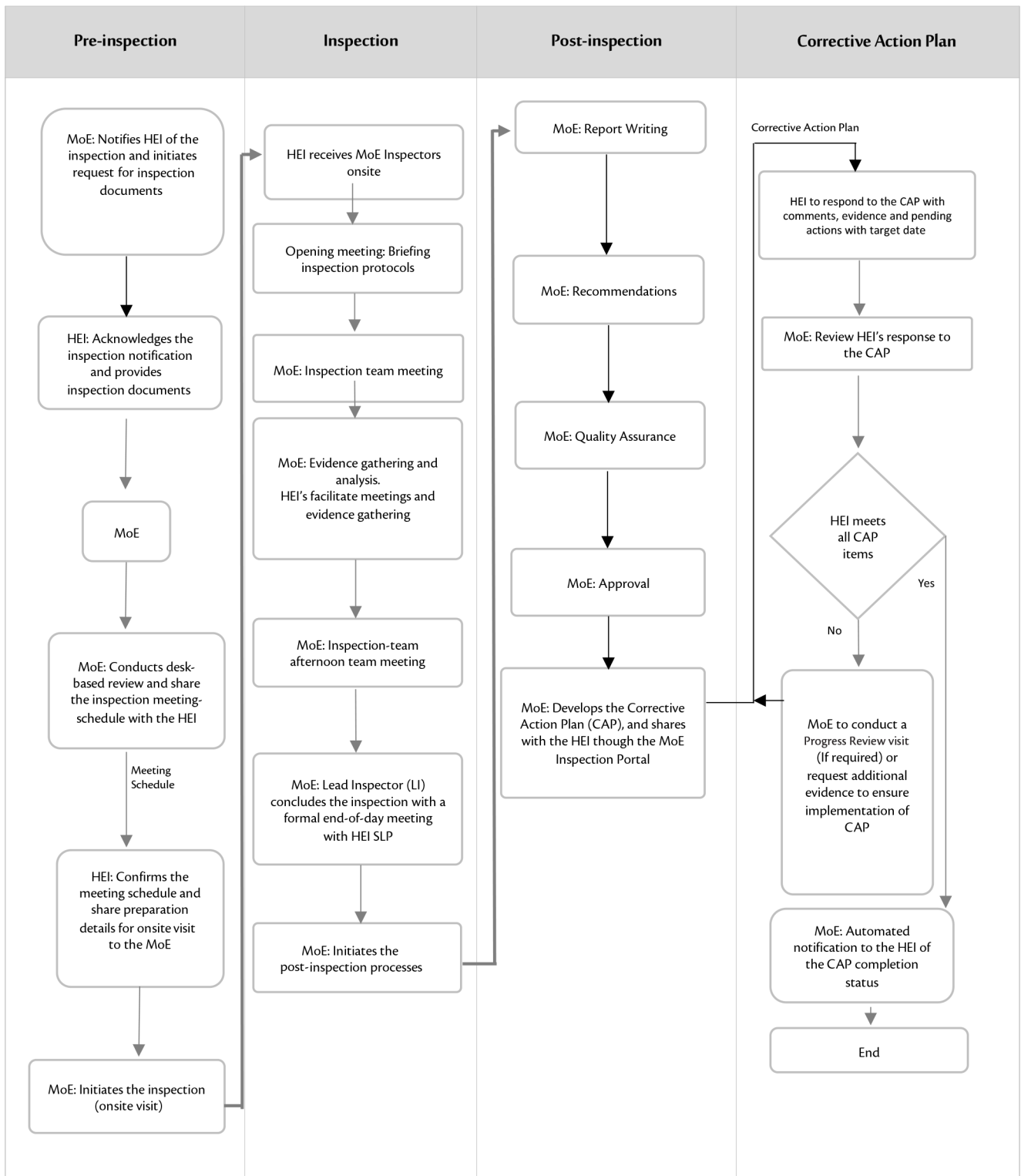
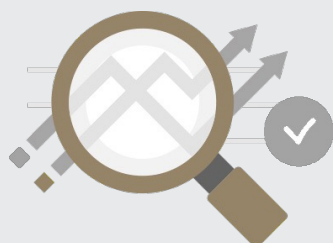


Figure 1.0: Inspection Phases

Types of Inspection



There are three types of compliance inspections:

Full Compliance Inspection

Progress Review Inspection

Purpose-oriented Inspection

Visit types, scope and duration of inspections are outlined in Table 3.0.

| | Fix | Visit Types | |
|----------------------------------|----------------------------|-----------------------------------|-------------------------------|
| | Full Compliance Inspection | Progress Review Inspection | Purpose-oriented Inspection |
| Standards | Standard 1 to 13 | Related to Corrective Action Plan | Inquiry-driven/ Theme-related |
| Compliance Indicators(CI) | CI 1 to 22 | Related to Corrective Action Plan | Inquiry-driven/ Theme-related |
| Inspection Duration | 4 to 5 Inspection Days | 2 to 3 Inspection Days | 1 to 2 Inspection Days |

Table 3.0: Visit Types and Frequency.

Full Compliance Inspection (FCI)

FCI covers 13 standards, which are outlined in Section Three under Standards and Compliance Indicators. FCI is based on gathering and analysis of HEIs institutional documents, previous inspection reports, publicly available data, staff, faculty, and student interviews to measure the degree to which the HEI is compliant with the HEI inspection standards. The overall outcome of the FCI will result in a compliant, partially compliant, or a non-compliant judgement for the HEI.

Progress Review Inspection (PRI)

PRI measures progress with the HEI's Corrective Action Plan (CAP). PRI focuses only on metrics judged as partially compliant, and/or non-compliant during the previous inspection. However, further inquiries may arise during the inspection process.

Purpose-oriented Inspection (POI)

POI may arise from the need for clarification by the MoE or lines of inquiry resulting from information received from other stakeholders. POI is an unannounced inspection, and the lines of inquiry are confidential until after the inspection.

Inspection Notification

HEI subject to scheduled inspection will receive inspection notification two to three weeks prior to the inspection. HEI subject to unannounced inspections will receive no notice prior to the commencement of the inspection. The MoE reserves the right to carry out an unannounced inspection if there are changes to the HEI operations or circumstances highlighted by key stakeholders. These may include, but are not limited to:



Senior Leadership



Financial Status



Increasing Student Dropout Rates



Student Numbers



Mode of Delivery
(e.g. Face-to-Face, Online and Blended Learning)



Concerns Relating to Quality and/or
Assessment Standards



High Levels of Complaints

MoE Compliance Inspection Portal

MoE operates an online compliance inspection portal. The HEIs are provided with access credentials to manage their activities on the portal. HEIs access the portal to respond to the Corrective Action Plan (CAP), submit institutional inspection documentation and participate in the self-compliance process. The self-compliance process takes place prior to inspection where HEIs upload evidence to the portal to demonstrate adherence with the standards.

■ Section Two: The Inspection Process

- Pre-inspection Phase:
 - Inspection Plan
 - Inspection Documents Request
 - Desk-based Analysis
- Inspection Phase:
 - Onsite Inspection Processes
 - Senior Link Person (SLP)
 - Inspection Activity Plan
- Post-inspection Phase:
 - Reporting (MoE Internal Process)
 - Corrective Action Plan

Pre-inspection Phase

This phase involves processes related to the analysis of inspection documentation and the planning of the inspection. HEIs scheduled for a compliance inspection will be notified by the MoE to provide a range of inspection documentation and to agree on the proposed inspection schedule.

Inspection Plan

During the pre-inspection phase, the directorate will send an inspection plan to the HEI that outlines the scope of the compliance inspection, inspection resource requirements and a schedule of proposed activities for each day of the compliance inspection. MoE will assign a Lead Inspector (LI) to liaise with the HEI.

This approach will help the HEI to prepare effectively for the provision of:

- An assigned Senior Link Person (SLP) from the HEI to coordinate with the MoE inspection team
- A base room and Wi-Fi access
- A meeting Schedule
- Inspection documentation.

Inspection Documents Request

General documentation

- Copy of licensure and accreditation documents
- Organisational chart
- Academic Calendar
- Fact Book
- Policies and Procedures Manual
- Quality Assurance Manual
- Staff Handbook/Manual
- Faculty Handbook/Manual
- Catalogue (undergraduate and graduate if applicable)
- Student Handbook (undergraduate and graduate if applicable)
- Code of Conduct (if a separate document)
- CAA final ERT reports and the institution response
- Tenancy Contract (access is required during inspection visit)
- Strategic plan and annual institutional operational plan.

Standard 1: Policies and Procedures

- Governing body or delegated authority approvals for the website and all electronic and hard copies of documents including Policies and Procedures Manual (PPM)/online system, all manuals, catalogues, handbooks, contracts and partnership agreements, etc.
- Revision log/s (version history) for PPM, QA manual, electronic and hard copies of documents, website, etc.

Standard 2: Strategic Leadership

- Copies of the Board of Trustees (BoT) meeting minutes for the last three years
- Approved and up-to-date Bylaws of its Governing Body (if not in the PPM or QA Manual)
- Minutes from all key committees (last two years identifying where policies and procedures are reviewed and implemented)
- BoT annual self-evaluation (access is required during inspection visit)
- Improvement action plan for BoT (access is required during inspection visit)
- Institutional risk management plan and risk register
- President CV/JD/Contract (access is required during inspection visit).

Standard 3: Continuous Quality Enhancement

- HEI annual critical self-evaluation report
- HEI self-study report/document
- Online and Blended Learning strategic plan (if applicable)
- HEI annual institutional improvement action plan
- Self-evaluation reports of functional units and annual operational and improvement plan.

Standard 4: Curriculum Management

- Comprehensive Programme Specification Document (CPSD) for programmes (onsite access to a sample of up to 6 programmes; Programmes to be confirmed by the lead inspector during the pre-inspection phase)
- Comprehensive course syllabi (onsite access to a sample of up to 3 courses from each selected programme; Programmes to be confirmed by the lead inspector during the pre-inspection phase)
- Course files (onsite access to a sample of up to 5 course files from each selected programme; Programmes to be confirmed by the lead inspector during the pre-inspection phase)
- Current programme substantive change (document/request sent to CAA/MoE and correspondence)
- Internship manual(s)
- Internship/work placement agreements (minimum of 4)
- Internship programme orientation (emails/workshop/minutes) (access is required during inspection visit)
- HEI internship programme evaluation report (access is required during inspection visit)
- List of faculties supervising internship programmes
- Sample of student transcripts showing internship course award (access is required during inspection visit)

- Joint Degree Programme (if applicable):
 - i. Joint Degree programmes manual
 - ii. Verifications records that the Joint Degree programme partner is listed on the World Higher Education Database and meets the requirements of the partner institution
 - iii. Legal documentation related to Joint Degree programmes entitlement by the HEI
 - iv. Qualifications documents including English language proficiency of all partner's faculty members for Joint Degree programmes
 - v. Evaluation and quality assurance process and documents of joint degree programmes (access is required during inspection visit)
 - vi. List of participating students in Joint Degree programmes visiting a partner institution in the past two years
 - vii. Supporting classroom/sessions timetables/emails of visiting faculty showing the support offered to Joint Degree programme students.
- List of course substitutions (if applicable)
- List of programmes awarding additional degrees, if applicable (access is required during inspection visit)
- Sample of students transcripts showing degree progression of credit hours and courses (access is required during inspection visit)
- List of continuing educational courses/workshops
- List of Dual Degrees programmes (if applicable)
- Records of the grade appeals (access is required during inspection visit)
- Records of the assessment disciplinary incidents (access is required during inspection visit)
- Assessment strategy/framework (if not in PPM/QA manual) (access is required during inspection visit)
- Board of Examiners meeting minutes; last two years
- Conferring Committee meeting minutes; last two years.

Standard 5: Research and Innovation

- Research strategy
- Record of peer reviewed publications
- Post Graduate Programme:
 - i. Dissertation/thesis handbook (if applicable)
 - ii. research publications in approved databases; indexes in the Learning Resource Centre (LRC)
 - iii. list of full-time faculty members responsible for supervising student research.

Standard 6: Human Resources

- Faculty and staff files (access is required during inspection visit)
- Sample of recognition/equivalency documents (10 to 15 samples)
- Faculty annual professional development plan (access is required during inspection visit)
- Records of faculty and staff annual safeguarding training (access is required during inspection visit)
- Records of faculty and staff annual training to support students of determination (access is required during inspection visit)
- FAHR or concerned authority approval for hosting conferences and workshops for domestic, or foreign guest speakers (access is required during inspection visit)
- Records of annual performance evaluations and feedback for faculty and professional staff (access is required during inspection visit).

Standard 7: Admissions

- Admission deadlines and timetable
- Minutes of admission committee meetings for the past two years
- List of transfer students by course (undergraduate and graduate)
- List of named students on probation by course and reason for probation
- MoE letters and correspondence on student enrolment caps; for the current academic year
- Student numbers on all capped programmes
- Students records (undergraduate, graduate, transfer) (access is required during inspection visit)
- A sample of documents for a minimum of 10 undergraduate and 10 graduate students, including:
 - i. Original secondary school certificates (G12 or Y 13)
 - ii. English language proficiency test scores and reports (e.g., EmSAT, TOEFL, IELTS, ...)
 - iii. EmSAT Achieve Results of other subjects (as applicable)
 - iv. Qualification Recognition/Certificate Equivalency Reports.
- List of students enrolled/awarded additional degrees from the institution, if applicable (access is required to students records during inspection visit)
- Recognition of Prior Learning (RPL) Application Guide (if applicable)
- (RPL) decision documentations (access is required during inspection visit)
- CAA/MoE approval of higher admissions standards (if applicable)
- CAA/MoE approval of additional undergraduate admissions standards (if applicable)
- CAA/MoE approval of advanced standing (if applicable).

Standard 8: Student Provision

- Catalogues over the last ten years (access is required during inspection visit)
- Records of individual career planning meetings with students and provision of career services available to students (access is required during inspection visit)
- Information provided during student orientation (including international students) and attendance records (access is required during inspection visit)
- List of student representatives for each programme and their training records. List of students council and meetings records
- Records of advising/student guidance sessions (access is required during inspection visit)
- Records of student grievances/complaints and appeals (if applicable) (access is required during inspection visit).

Standard 9: Infrastructure Services

- Inter-library active cooperative agreements
- Records of orientation to the Learning Resource Centre (LRC)
- Learning Resource Center (LRC) resource catalogue/e-library catalogue.

Standard 10: Financial Management

- Financial management and budgeting risk register (access is required during inspection visit)
- Up-to-date and approved budget for the current academic year (access is required during inspection visit)
- Up-to-date and approved internal and external audit reports (access is required during inspection visit)
- Up-to-date and approved salary scale of faculty and staff (access is required during inspection visit)
- Average cost per student per academic programme (if applicable – for federal HEIs)
- Fee details per academic program
- Details of finance-related committees and recent meeting minutes (access is required during inspection visit)
- Assets register (access is required during inspection visit)
- Student transportation contract and fees
- List of expenditure paid for scholarships, innovation and research for the current and future academic year (access is required during inspection visit).

Standard 11: Regulatory Disclosure

- MoE/CAA approvals for teach out agreements
- Academic and Administrative contracts (MoUs) (access is required during inspection visit).

Standard 12: Social Responsibility and Engagement

- Social Responsibility and Engagement (Community Engagement) Strategic Plan
- Records of social engagement activities
- Records of lifelong learning activities
- Database of alumni and activities
- Records of Advisory Board Meetings
- Employers database.

Standard 13: Occupational Environment, Health and Safety (EHS)

- Up-to-date and approved Environment, Health and Safety (EHS) Manual
- EHS officer file (contract, qualifications, training, CV)
- Civil Defence conformity of preventive safety requirements certificate
- Civil Defence approval for Liquid Petroleum Gas (LPG) system installation (if applicable)
- Up-to-date and approved emergency plan and procedure (including evacuation procedure)
- Records of evacuation drills for the last two years (internally and in co-operation with the Civil Defence)
- Up-to-date and approved EHS risk assessment records
- Safety manual of work for specialised areas/labs/workshop use
- Approval for using animals for experiments or radioactive sources or cadavers for educational/research purposes (if applicable)
- Hazardous waste disposal contract and records (medical and chemical, etc.)
- Gas supplies maintenance/service records (if applicable)
- Occupational EHS committee official designation and minutes of meetings (last two years)
- EHS Orientation records for students, staff and contractors
- EHS training records for staff and contractors including first-aid and fire fighting
- Lab safety training records for students (if applicable)
- Maintenance records for devices, facilities, and systems (including lab/workshop machines and air conditioning systems)
- Approval for any changes/modifications in the facilities (if applicable)
- Approved building layouts
- Policy and procedure to monitor and reduce water and energy consumption and waste production
- External or internal environment health & safety (EHS) inspection reports for each academic semester.

Health Services/Clinic:

- Clinic licences
- Nurse licence
- Occupational Health Incident/Injury Reports (including the results of investigations and the associated improvement action plans).

Security:

- Security guard licences from relevant authorities
- Licence/approval by the relevant authorities for the installation of surveillance systems (e.g MCC in Abu Dhabi, SIRA in Dubai, Sharjah Police,etc)
- Annual maintenance contract with a licensed company for its surveillance systems
- Up-to-date records of all surveillance system maintenance and cleaning operations including operator's names with the time and date.

Student Transportation (if applicable):

- Drivers' licence
- Bus licences
- Transportation service provider commercial licence
- Driver's training records on the use of fire extinguishers.

Swimming Pool (if applicable):

- Lifeguard licence and approved qualifications. e.g., international lifeguard training program (ILTP), national pool lifeguard (NPLQ)
- Daily results for swimming pool water test
- Contract of the company providing the pool maintenance
- Records of the periodic chemical and microbiological water sampling test.

Catering Services:

- Catering facility licence/ approval by relevant food control authority
- Staff food safety training and medical fitness certificates.

Fire Extinguishers:

- Contract with the maintenance company
- Maintenance records for all fire extinguishers.

Fire Alarm System:

- Contract with the maintenance company
- Maintenance records for the fire alarm system.

Pest Control Practices:

- Contract with the service provider
- Records for pest control service.

Water Tanks:

- Contract with the company providing water tanks' cleaning service
- Up-to-date records for water tank disinfection
- Report for water quality test from specialised laboratory.

Desk-based Analysis

MoE inspection team will review the HEI documentation including website, social media, and publications.

Inspection Phase

Onsite Inspection Processes

This phase involves protocols and processes related to onsite inspection visit, evidence gathering through document review, interviews and focus groups. Compliance inspection protocols are outlined below.

MoE inspection team will:

- Be courteous and professional at all times
- Abide by the rules and protocols of the HEI
- Base their judgement against the 13 standards including the 22 compliance indicators
- Conduct interviews and undertake other activities so that they can determine the link between documents, policy and practice
- Schedule meetings with employees and students to agreed times where possible
- Ensure confidentiality of all HEI's information in accordance with the MoE policies.

MoE expects the HEI to:

- Provide a base room and additional meeting rooms to conduct meetings
- Confirm the meetings schedule with and availability of staff/students prior to the inspection
- Provide an SLP as a key liaison point of contact
- Ensure uninterrupted inspection team meetings
- Provide information to the MoE inspection team within agreed timescales
- Inform the MoE inspection team of any specific rules, or protocols that need to be followed
- Refrain from contacting inspection team during the pre- or post-inspection phase.

Senior Link Person (SLP)

The President/Chancellor of the HEI may nominate a Senior Link Person (SLP) to assist inspection team during all inspection phases. The SLP must ensure inspection team are provided with all the assistance they need to complete the inspection. The SLP is expected to:

- Have a detailed understanding of the HEI’s programmes and operations
- Be sufficiently senior to enlist the effective collaboration of all employees
- Have authority to act with autonomy
- Exchange key information with the lead inspector to enable inspection planning
- Inform HEI employees about the inspection processes
- Facilitate communication throughout the inspection process
- Cooperate with the inspection team, and ensure that the employees attend meetings and documents are provided.

Inspection Activity Plan

HEI compliance inspections are scheduled for a duration of four to five days as outlined in Table 4.0.

| Schedule of Inspection Phase Activities | | | | | |
|---|--|---|-------|-------|--------------------------|
| Time | Day 1 | Day 2 | Day 3 | Day 4 | Day 5 (If applicable) |
| 8:30 | Arrive at the HEI | | | | |
| 9:00 | Opening meeting with the CEO, or their representative | 8:30 Inspection team meeting 8:45 Lead Inspector opening meeting with the SLP. | | | |
| 9:30 | Inspection team meeting | 9:00 Inspection evidence gathering | | | |
| 10:00 | Inspection evidence gathering | | | | |
| 10:30 | | | | | |
| 11:00 | | | | | |
| 11:30 | | | | | |
| 12:00 | | | | | |
| 12:30 | Break | | | | |
| 13:00 | Break | | | | |
| 13:30 | Inspection team meeting | | | | |
| 15:30 | Briefing meeting with the SLP followed by the inspection team departure. | | | | |

Table 4.0: Inspection Schedule.

Note: Days may vary and meeting times are subject to change should circumstances dictate

Post-inspection Phase

Reporting (MoE Internal Process)



Report Writing: On completion of the inspection, the inspection team will review the findings and complete the inspection report.



Final Inspection Team Meeting: To review the inspection report and to finalise the recommendations.



Quality Assurance (QA) and Translation: Inspection findings are subject to a rigorous quality assurance processes.



Report Approval: The final report is approved by the MoE Assistant Undersecretary for the Inspection Sector.

Corrective Action Plan

A Corrective Action Plan (CAP) will be generated based on the compliance inspection report to address all partially compliant and non-compliant judgements. The HEI will receive the CAP through the MoE Compliance Inspection Portal. The HEI must address the required actions and provide the MoE with the relevant evidence to demonstrate its compliance within agreed timeline (see Figure 1.0).



■ **Section Three: Standards for Compliance
Inspection of Higher Education
Institutions**

- Standards and Compliance Indicators
- Overview of Standards
- Standards, Domains and Metrics
- Compliance Indicators

Standards and Compliance Indicators

The standards and corresponding compliance indicators are outlined in Table 5.0.

| | Standard | Compliance Indicators (CIs) |
|----|---|---|
| 1 | Policies and Procedures | CI 1: Policies and Procedures |
| 2 | Strategic Leadership | CI 2: Governance |
| 3 | Continuous Quality Enhancement | CI 3a: Quality Assurance Manual CI 3b: Fact Book |
| 4 | Curriculum Management | CI 4a: Comprehensive Programme Specification Document (CPSD) CI 4b: Comprehensive Course Syllabi CI 4c: Course Files CI 4d: Programme Substantive Change CI 4e: Internship Manual CI 4f: Joint Degree Programme Manual |
| 5 | Research and Innovation | |
| 6 | Human Resources | CI 6a: Faculty Manual CI 6b: Staff Manual CI 6c: Faculty Qualifications CI 6d: Joint Degree Faculty Qualifications CI 6e: Faculty Teaching Assignments CI 6f: Central Register |
| 7 | Admissions | CI 7a: Recognition of Prior Learning (RPL) Application Guide CI 7b: Admission Requirements to Specific programme |
| 8 | Student Provision | CI 8a: Student Manual CI 8b: Catalogue CI 8c: Online and Blended Learning Manual |
| 9 | Infrastructure Services | |
| 10 | Financial Management | CI 11: Website |
| 11 | Regulatory Disclosure | |
| 12 | Social Responsibility and Engagement | |
| 13 | Occupational Environment, Health and Safety (EHS) | |

Table 5.0 Standards and Compliance Indicators.

Overview of the Standards

This section provides a brief summary of the thirteen standards. A complete listing is specified in the 'Standards for Compliance Inspection of Higher Education Institutions' section.

Standard 1: Policies and Procedures

The institution's Policies and Procedures Manual (PPM) or Online System includes a comprehensive set of academic and operational policies. The PPM must specify the procedures for implementing its policies and include the templates required to complete each process. Delegated responsibility for policy development, control, review and publication must be stated in respective institutional documents.

The PPM must meet the requirements specified in Compliance Indicator 1: Policies and Procedures. The listed policies and procedures are considered a minimum requirement and may be supplemented by policies and procedures required to regulate any significant activity or process that impacts the institution's stakeholders.

Standard 2: Strategic Leadership

Strategic leadership is accountable for shaping the mission and ensuring alignment with its educational, research and social engagement goals. The mission should focus on the institution's identity, the community and the students. Strategic leaders maintain systems of governance and develop an organisation structure to ensure its mission is achieved. Senior leaders develop budgeted, target driven, long-term strategic plans and short-term operational plans. These are frequently reviewed and linked to employees' Key Performance Indicators (KPIs).

Strategic leadership must adhere to the requirements specified in Compliance Indicator 2: Governance.

Standard 3: Continuous Quality Enhancement

The process of continuous quality enhancement focuses on making improvements that have their foundations in critical self-evaluative reviews. Transformational change within any educational setting relies on institutional-wide involvement by all stakeholders. This includes a senior leadership team, faculty, staff, students and the wider community. Continuous quality enhancement raises standards by setting benchmarked aspirational improvement targets. Progress and effectiveness are continuously monitored and evaluated, and corrective action is taken to ensure improvements are sustained.

Continuous quality enhancement must meet the requirements specified in Compliance Indicators:

3a: Quality Assurance Manual

3b: Fact Book.

Standard 4: Curriculum Management

Curriculum management is focused on helping students to meet their educational goals. The institution sets a standard of student achievement appropriate to the qualification awarded and develops the operational means to ensure students achieve their qualifications on time. The academic and vocational programmes must meet the UAE's QF*Emirates* framework requirements. All course materials must meet the requirements of its educational programmes delivered in accordance to their schedule and approved syllabi.

Curriculum management must include all the requirements specified in Compliance Indicators:

4a: Comprehensive Programme Specification Document (CPSD)

4b: Comprehensive Course Syllabi

4c: Course Files

4d: Programme Substantive Change

4e: Internship Manual

4f: Joint Degree Programme Manual.

Standard 5: Research and Innovation

Research and innovation strategy documents the institutions' commitment to building a knowledge-based community. This is reflected in associated policies governing recruitment, evaluation, and continuous professional development. The research handbook guides ambitions for faculty to publish in peer-reviewed journals.

Standard 6: Human Resources

Human resources (HR) objectives must align with the needs of the workforce to build successful and sustainable educational institutions. All employees must have qualifications and experience to undertake their assigned responsibilities. HR policies and procedures support recruitment, continuing professional development, annual evaluations, promotion, and research activities.

HR must ensure it includes all the requirements specified in Compliance Indicators:

6a: Faculty Manual

6b: Staff Manual

6c: Faculty Qualifications

6d: Joint Degree Faculty Qualifications

6e: Faculty Teaching Assignments

6f: Central Register.

Standard 7: Admissions

Admissions implement the policies and procedures governing student entry requirements. These are aligned with laws and regulations published in relevant documents and must be consistently applied to all applicants.

Admissions must ensure that it includes all the requirements specified in Compliance Indicators:

7a: Recognition of Prior Learning (RPL) Application Guide

7b: Admission Requirements to Specific programme.

Standard 8: Student Provision

Student provision documents the supportive learning environment provided for students. Information on the institution's learning pathways and student support services are published in its Catalogue and Student Manual. These documents outline processes related to student services and all aspects of the students' learning experience.

Student provision must ensure that it includes all the requirements specified in Compliance Indicators:

8a: Student Manual

8b: Catalogue

8c: Online and Blended Learning Manual.

Standard 9: Infrastructure Services

Infrastructure services include the provision of facilities and services to support academic and operational activities. The institution's facilities include classrooms, specialised physical and technology infrastructure, Learning Resource Centre (LRC) and other resources that support teaching and learning activities.

Standard 10: Financial Management

Financial management stipulates arrangements for the operation and control of fiscal resources. Policy and procedures act as a foundation to enable the institution to sustain financial health. Operations must be transparent including accounting, auditing, budget planning, income and expenditure controls, and risk management.

Standard 11: Regulatory Disclosure

Regulatory disclosure portrays the institution' compliance with legislative and federal authority regulations. Hardcopy and softcopy publications provide information to students, prospective students and other stakeholders that is complete, accurate, transparent, consistent and accessible to enable them to make informed decisions about the institution.

Regulatory disclosure must ensure that it includes all the requirements specified in Compliance Indicator:

11: Website.

Standard 12: Social Responsibility and Engagement

Social responsibility and engagement direct the institution' external relationships with a wide range of stakeholders and its community. Social responsibility and engagement draw upon employers and other advisory groups to improve their programmes and services to meet local and national priorities.

Standard 13: Occupational Environment, Health and Safety

Institutions shall maintain and implement the standards, policies and procedures that are outlined in the MoE Education Sector Environment, Occupational Health and Safety Management System General Framework (EDS EHSMS GF). In addition, institutions shall comply with the federal and local legislations, and other requirements set by relevant authorities in relation to its facilities and operations.

Standards, Domains and Metrics

The Standards for compliance inspection of higher education institutions, determines the degree of compliance of HEIs with the laws and regulations of the UAE. It is aligned with UAE laws and decrees, international best practices, world rankings and MoE CAA Standards for Licensure and Accreditation. The standards are organised into metrics and domains that reflect distinct academic and operational aspects of the institution. This includes strategic leadership, financial management, curriculum management, research and innovation, and occupational, health and safety. Each metric within the domain is judged compliant, partially compliant, or non-compliant based on the evidence presented by the institution. All the standards, domains and metrics are listed below:

1. Policies and Procedures

1.1. Policies and Procedures

1.1.1. The institution must maintain policies and procedures that meet all the requirements specified in Compliance Indicator (CI) 1: Policies and Procedures.

N.B. The listed policies and procedures are considered a minimum requirement and may be supplemented by policies and procedures required to regulate any significant activity or process that impacts the institution's stakeholders.

1.1.2. The institution must ensure that it consolidates all its up-to-date and approved policies and procedures into a manual or an online system.

1.1.3. The institution must maintain records of reviews and amendments to policies and procedures that include date of review, approving authority and version control.

1.1.4. The institution must ensure that all students, faculty, staff and other stakeholders have access to either a hardcopy or softcopy of the up-to-date and approved version of the policies and procedures.

1.1.5. The institution must archive previous versions of its policies and procedures for a minimum of ten years.

N.B. Since the date of establishing the institution if less than ten years.

2. Strategic Leadership

2.1. Vision and Mission

2.1.1. The institution must publish up-to-date and approved vision and mission statements.

2.2. Organisation

2.2.1. The institution must publish an up-to-date and approved organisational chart distinguishing between:

- i. governance
- ii. faculty and administrative units and/or roles.

2.3. Governance

2.3.1. The institution must maintain a governing body that operates under Bylaws in accordance with the requirements specified in Compliance Indicator (CI) 2: Governance.

2.3.2. The institution must ensure that its owners or investors are not formally or informally involved in the hiring decisions of their direct or indirect relatives to senior management roles.

2.3.3. The institution must ensure that it provides the MoE CAA with a formal report on any proposed organisational substantive change not less than six months prior to implementation. The institution must obtain formal MoE CAA approval to implement changes between licensure, accreditation and review periods. Substantive institutional change includes, but is not limited to:

- i. change of name, legal status or form of control of the institution, including a change in ownership or a merger with another institution
- ii. significant alteration to the mission or goals of the institution
- iii. re-location of the primary campus or establish instruction at a new location, such as a branch or additional campus
- iv. closure of one of the institution's locations
- v. make significant changes in the organisational structure, such as separating one unit or institution into two or joining two separate units
- vi. form a contractual relationship with another organisation/institution to provide teaching and learning services
- vii. offer non-credit courses or other activities that affect the mission or alter faculty and/or professional staff workload
- viii. plans to operate at an additional location in the UAE.

2.3.4. The institution must ensure that its student council:

- i. is headed by a student representative
- ii. meets a minimum of twice per annum
- iii. maintains up-to-date records of its meetings.

2.3.5. The institution must maintain formal documents to ensure that day-to-day operational responsibilities are formally undertaken by the President/Chief Executive Officer.

2.4. Branch Campuses of Foreign Institutions

2.4.1. The institution must ensure that it provides students with identical educational learning outcomes as the parent institution.

2.4.2. The institution must ensure that branch campuses operate under the same name as the parent institution with additional local context identification.

2.5. Multiple Campus Institutions in the UAE

2.5.1. The institution must ensure that it standardises the structure and delivery of its accredited programmes across its campus locations.

2.6. UAE Institutions Establishing Campuses in Foreign Countries

2.6.1. UAE licensed institutions must obtain approval from MoE CAA before establishing a branch campus in a foreign country, and demonstrate compliance with MoE CAA standards, and those of the relevant authorities in the host country.

2.7. Institutional Planning

2.7.1. The institution must maintain an up-to-date and approved long-term strategic plan that includes:

- i. innovation principles
- ii. research
- iii. social engagement
- iv. sustainability.

2.7.2. The institution must maintain approved annual operational plans for its academic and administrative units.

2.7.3. The institution must ensure that its academic and administrative operations are aligned with the UAE culture, laws and regulations.

2.7.4. The institution must ensure access and transition of equity groups, or other priority groups.

2.8. Risk Management

2.8.1. The institution must maintain and implement an up-to-date and approved risk management plan/strategy that identifies, but is not limited to:

- i. personnel roles and responsibilities
- ii. risk register including potential risk, probability of risk, and impact of risk.

2.8.2. The institution must ensure that safeguarding and the prevention of radicalisation and extremism are included on its risk register.

3. Continuous Quality Enhancement

3.1. Quality Assurance

- 3.1.1. The institution must maintain an up-to-date and approved Quality Assurance Manual.
N.B. Quality Assurance is considered synonymous with Institutional Effectiveness.
- 3.1.2. The institution must ensure that its Quality Assurance Manual meets all the requirements specified in Compliance Indicator (CI) 3a: Quality Assurance Manual.
N.B. Quality Assurance is considered synonymous with Institutional Effectiveness.
- 3.1.3. The institution must maintain and operate a dedicated Quality Assurance/Institutional Effectiveness Unit that is identified on the organisational chart.
- 3.1.4. The institution must ensure that its Quality Assurance/Institutional Effectiveness Unit is headed by a formally designated individual with the experience and qualifications or training to undertake their assigned responsibilities.

3.2. Institution Self-Evaluation

- 3.2.1. The institution must maintain an approved, annual self-evaluation report that includes its improvement action plan.

3.3. Department Specific Self-Evaluation

- 3.3.1. The institution must maintain an approved, annual self-evaluation report of its Quality Assurance/Institutional Effectiveness unit that includes its improvement action plan.
- 3.3.2. The institution must maintain an approved, annual self-evaluation report of its employer advisory committees that includes its improvement action plan.
- 3.3.3. The institution must maintain an approved, annual self-evaluation report of its students' experience that includes its improvement action plan.
- 3.3.4. The institution must maintain an approved, annual self-evaluation report of its student support services unit that includes its improvement action plan.
- 3.3.5. The institution must maintain an approved, annual self-evaluation report of its student academic advising services that includes its improvement action plan.
- 3.3.6. The institution must maintain an approved, annual self-evaluation report of its Learning Resource Centre (LRC) that includes its improvement action plan.
- 3.3.7. The institution must maintain an approved, annual self-evaluation report of its contractual relationships that includes its improvement action plan.
- 3.3.8. The institution must maintain an approved, annual self-evaluation report of its social responsibility and engagement activities that include its improvement action plan.
- 3.3.9. The institution must maintain an approved, annual self-evaluation report of its Learning Management System (LMS) and IT services that includes its improvement action plan.

3.3.10. The institution must maintain approved, annual self-evaluation reports of its programmes that include the improvement action plan.

N.B. The reports and plans must include all delivery modes.

3.4. Performance Data

3.4.1. The institution must maintain a hardcopy/softcopy of its annual Fact Book that meets all the requirements specified in Compliance Indicator (CI) 3b: Fact Book.

3.4.2. The institution must benchmark the results of student surveys against other institutions in the UAE.

3.5. Continuous Quality Enhancement of Online and Blended Learning

3.5.1. The institution must demonstrate that it has both short- and long-range plans for the evaluation of performance, upgrading, and enhancement of the Online and Blended programmes and support units included in their strategic planning cycles, including:

- i. IT plans
- ii. stakeholders' engagement
- iii. quality assurance annual reviews on the Online and Blended Learning programmes
- iv. feasibility studies for all new Online and Blended Learning programmes
- v. upgrade plans including resources and budget
- vi. development plans supporting continuous Online and Blended Learning programmes and courses development, staffing and facilities upgrades in support and academic units.

3.5.2. The institution must ensure the quality of Online and Blended Learning courses provided by partner higher education institutions.

4. Curriculum Management

4.1. Comprehensive Programme Specification Document

4.1.1. The institution must maintain a Comprehensive Programme Specification Document (CPSD), for each programme offered, that meets all the requirements specified in Compliance Indicator (CI) 4a: Comprehensive Programme Specification Document.

4.2. Comprehensive Course Syllabi

4.2.1. The institution must maintain a Comprehensive Course Syllabi for each course, that meets all the requirements specified in Compliance Indicator (CI) 4b: Comprehensive Course Syllabi.

4.3. Course Files

4.3.1. The institution must maintain a Course File for each course that meets all the requirements specified in Compliance Indicator (CI) 4c: Course Files.

N.B. The Course File must demonstrate the linkage between course learning outcomes, teaching and learning delivery plans (schemes of work) and assessment practices.

4.4. Undergraduate Programmes

4.4.1. The institution must ensure that undergraduate education programmes offered at QF*Emirates* level 5 or above are a minimum of 12 months duration.

4.4.2. The institution must ensure that the General Education/University requirements shall comprise of a minimum of 18 credit hours or equivalent, and include:

- i. a 3-credit hour mandatory course in Emirati Studies for all programmes
- ii. an advanced mandatory course in English language for programmes offered in English
- iii. an advanced mandatory course in Arabic language for programmes offered in Arabic
- iv. an advanced mandatory course in the instruction language of programmes, if other than English or Arabic
- v. a specific course in innovation, entrepreneurship and sustainability unless these topics are addressed comprehensively across other courses in the programmes.

4.4.3. The institution must ensure that undergraduate programmes include the minimum MoE CAA approved credit hours.

4.5. Assessment System

4.5.1. The institution must ensure that it incorporates a variety of assessment tools to assess, record and grade students' performance.

4.5.2. The institution must ensure that all modes of its assessment tools are aligned with course learning outcomes and QF*Emirates* including minimum credit values.

N.B. How learning outcomes are aligned with the five strands (knowledge, skill, autonomy/responsibility, role in context and self-development) of the QF*Emirates*.

4.5.3. The institution must ensure it stores all assessment materials/data used to determine students' qualifications for a minimum of five years after course completion.

4.5.4. The institution must ensure it develops and implements rubrics for all its assessment tools.

4.5.5. The institution must ensure it implements methods for moderation of student assessments where more than one individual are involved in the process.

- 4.5.6. The institution must ensure it implements assessment proctoring methodologies including the use of technologies (if applicable) to ensure academic integrity.
- 4.5.7. The institution must ensure it provides clear written guidelines for all its faculty, staff and students on all assessment methodologies tools and grading.
- 4.5.8. The institution must ensure that it maintains records of grade appeals.
- 4.5.9. The institution must ensure that it maintains records of the assessment disciplinary incidents.
- 4.5.10. The institution must ensure that it maintains records of cumulative assessment decisions into an official student's record of progression towards achieving their qualification.
- 4.5.11. The institution must ensure that it maintains records of the board of examiners and conferring committees meetings.
- 4.5.12. The institution must ensure that it maintains records of course substitution.
- 4.5.13. The institution must ensure the security of its examination centres including:
 - i. verified identity of the test taker
 - ii. security of the examination materials
 - iii. the use of trained faculty and/or staff to invigilate the exams or conduct assessments
 - iv. administrative measures and technological advances to prevent malpractice and cheating including proctoring.

4.6. Programme Substantive Change

- 4.6.1. The institution must obtain prior MoE CAA approval for substantive changes to its programmes in accordance with the requirements specified in Compliance Indicator (CI) 4d: Programme Substantive Change.

4.7. Internship Manual

- 4.7.1. The institution must maintain and publish an up-to-date and approved Internship Manual if offering internship as part of its educational programmes.
N.B. Internship is considered synonymous with on-the-job training and/or any other work placement method offered as part of its educational programmes.
- 4.7.2. The institution must ensure that its Internship Manual meets all the requirements specified in Compliance Indicator (CI) 4e: Internship Manual.
N.B. Internship is considered synonymous with on-the-job training and/or any other work placement method offered as part of its educational programmes.

4.8. Joint Degree Programme Manual

- 4.8.1. The institution must maintain an up-to-date and approved Joint Degree Programme Manual if offering joint degree programmes.
- 4.8.2. The institution must ensure that its Joint Degree Programme Manual meets all the requirements specified in Compliance Indicator (CI) 4f: Joint Degree Programme Manual.

4.9. Graduate Programme

- 4.9.1. The institution must ensure that postgraduate diploma programmes offered at *QF Emirates* level 8 are a minimum of:
 - i. 24 credit hours
 - ii. one year of study beyond bachelor's degree (*QF Emirates* level 7).
- 4.9.2. The institution must ensure that master's degree programmes offered at *QF Emirates* level 9 are a minimum of:
 - i. 30 credit hours
 - ii. one year of study beyond bachelor's degree (*QF Emirates* level 7).
- 4.9.3. The institution must ensure that doctoral degree programmes offered at *QF Emirates* level 10 are a minimum of:
 - i. 54 credit hours
 - ii. three years of study.
- 4.9.4. Institutions offering graduate programmes must maintain an up-to-date and approved plan to increase the number of graduates from master's degree programmes.
- 4.9.5. Institutions offering graduate programmes must maintain an up-to-date and approved plan to increase the number of graduates from doctoral programmes.

4.10. Branch Campus Programmes

- 4.10.1. The institution must ensure that all programmes offered at branch campuses are accredited by the MoE CAA for delivery on the specifically approved campus.
N.B. Branch Campus offering a three-year bachelor programme identical to that offered in the parent institution, must be preceded by a foundation year.
- 4.10.2. UAE-based institutions with headquarters outside of the UAE must ensure that post-secondary education programmes offered at *QF Emirates* level 5 or above are a minimum of 12 months duration.

4.11. Online and Blended Learning Programmes

- 4.11.1. The institution must ensure that programmes and courses delivered Face-to-Face or through Online and Blended Learning:
 - i. may have differing assessment types and designs
 - ii. must demonstrate rigour and quality of student assessment and achievement.

- 4.11.2. The institution must ensure that the programmes and courses delivered through Online and Blended Learning are designed to:
- i. facilitate interaction among students, and between students and faculty
 - ii. maintain a Virtual Learning Environment (VLE) to support students' interactions
 - iii. deliver either in asynchronous or synchronous modes (as appropriate)
 - iv. facilitate interactive participation during synchronous class sessions
 - v. evaluate the students' levels of participation.
- 4.11.3. The institution must ensure Face-to-Face exams (midterm and final) are implemented for Online and Blended Learning programmes and courses unless virtual exams are justified, and an approved exemption has been obtained from the MoE CAA.
- 4.11.4. The institution must ensure the integrity of student work in the Online and Blended Learning environment, including, but not limited to, residency requirements, proctoring tools, plagiarism detection software, and authenticity of student work and identity. This includes the following:
- i. authentication systems for logins, enrolment, submission or taking of Online and Blended assessment
 - ii. implemented policies and procedures for academic dishonesty
 - iii. routine reviews of IP logins for courses, exams, and assessments
 - iv. maintaining reports on any unusual patterns of logins.
- 4.11.5. The institution must maintain appropriate class sizes (student/faculty ratios) in Online and Blended Learning programmes and courses that ensure effective participation and interaction.
- N.B. This must be supported by up-to-date and approved policies governing class sizes and student/faculty ratio.

5. Research and Innovation

5.1. Research Strategy

- 5.1.1. The institution must maintain an up-to-date and approved research strategy.
- 5.1.2. The institution must ensure that its research strategy integrates and demonstrates principles of sustainability explicitly.
- 5.1.3. The institution must maintain an up-to-date formal record of its peer-reviewed publications for each academic year.

5.2. Research Handbook

- 5.2.1. The institution must maintain an up-to-date and approved dissertation/thesis handbook to support its student research activities.
- 5.2.2. The institution must maintain copies of its research publications in approved databases to support its student and faculty research activities.

5.3. Research Activities

- 5.3.1. The institution must ensure that supervisors of student research theses/dissertations are full-time faculty members with demonstrated research and supervisory experience.
- 5.3.2. The institution must ensure that postgraduate research students are taught and supervised by faculty holding doctoral degrees.
- 5.3.3. The institution must maintain annual records of faculty professional development activities that support research and scholarly activities.
- 5.3.4. The institution must maintain records of committee meetings governing ethical issues in research including, the use of human and animal subjects (as appropriate).
- 5.3.5. The institution must maintain records of its intellectual property activities.

6. Human Resources

6.1. Faculty Manual

- 6.1.1. The institution must maintain an up-to-date and approved Faculty Manual.
N.B. Faculty and Staff Manual may be combined into an HR/Personnel/Employee or Faculty and Staff Manual.
- 6.1.2. The institution must ensure that its Faculty Manual meets all the requirements specified in Compliance Indicator (CI) 6a: Faculty Manual.

6.2. Staff Manual

- 6.2.1. The institution must maintain an up-to-date and approved Staff Manual.
N.B. Faculty and Staff Manual may be combined into an HR/Personnel/Employee or Faculty and Staff Manual.
- 6.2.2. The institution must ensure that its Staff Manual meets all the requirements specified in Compliance Indicator (CI) 6b: Staff Manual.

6.3. Faculty Qualifications

- 6.3.1. The institution must maintain up-to-date and approved policies and procedures governing the professional requirements for teaching in accordance with Compliance Indicator (CI) 6c: Faculty Qualifications.
- 6.3.2. The institution must maintain up-to-date and approved policies and procedures governing the professional requirements for teaching in accordance with Compliance Indicator (CI) 6d: Joint Degree Faculty Qualifications if offering joint degree programmes.

6.3.3. The institution must adhere to MoE CAA regulations for faculty teaching assignments that meets all the requirements specified in Compliance Indicator (CI) 6e: Faculty Teaching Assignments.

6.3.4. The institution must adhere to a minimum release time for the following academic management and administrative assignments in accordance with MoE CAA requirements:

- i. 3 credit hours per semester for programme coordinators and department chairs
- ii. 6 credit hours per semester for deans
- iii. release time as per policies for research and major administrative assignments.

6.4. Attestation and Equivalency

6.4.1. The institution must ensure that its faculty and staff obtain a certificate of attestation by the MoE if their qualifications are issued by General Education institutions that follow the MoE curriculum.

6.4.2. The institution must ensure that its faculty and staff obtain a certificate of equivalency by the MoE if their qualifications are issued by General Education institutions that do not follow the MoE curriculum.

6.4.3. The institution must ensure that its faculty and staff obtain a certificate of attestation by the MoE if their qualifications are issued by nationally accredited Higher Education institutions located inside the UAE.

6.4.4. The institution must ensure that its faculty and staff obtain a certificate of equivalency by the MoE if their qualifications are issued by Higher Education institutions located outside the UAE.

6.4.5. The institution must maintain records of its complete application process to obtain recognition of all faculty and staff qualifications from the MoE, within one month of their starting date.

6.5. Part-time Faculty

6.5.1. The institution must ensure that part-time faculty does not exceed 25% of each programme's faculty team. This includes part-time remote faculty teaching Online and Blended Learning courses.

6.6. Finance Unit

6.6.1. The institution must ensure its finance unit is headed by a formally designated and qualified individual to undertake their assigned responsibilities.

6.6.2. The institution must ensure that its accounting system is administered by a formally designated and qualified individual to undertake their assigned responsibilities.

6.7. Student Services Unit

6.7.1. The institution must ensure that its student services unit is headed by a formally designated and qualified individual to undertake their assigned responsibilities.

6.8. Human Resource Unit

6.8.1. The institution must maintain an up-to-date database of all faculty and staff qualifications.

6.8.2. The institution must ensure that its human resources unit is headed by a formally designated and qualified individual to undertake their assigned responsibilities.

6.8.3. The institution must provide all its faculty and staff with a job description and signed contract.

6.9. Continuous Professional Development

6.9.1. The institution must ensure all faculty and staff receive annual safeguarding training.

6.9.2. The institution must ensure all faculty and staff receive annual training to support students of determination.

6.9.3. The institution must maintain records of approval from Federal Authority of Human Resources (FAHR) or concerned authority prior to hosting conferences and inviting external guest speakers.

6.9.4. The institution must ensure that all faculty receive annual training to support teaching, learning and assessment.

6.10. Performance Monitoring

6.10.1. The institution must ensure that faculty and staff receive formal documented feedback to all its employees on their annual performance evaluations.

6.11. Employee Records

6.11.1. The institution must maintain records of an orientation programme for newly appointed employees, which includes coverage of:

- i. the UAE national identity, culture, values, and heritage
- ii. the UAE laws and regulations
- iii. environment, health and safety.

6.11.2. The institution must maintain an up-to-date central register of all its faculty and staff records that meet the requirements specified in Compliance Indicator (CI) 6e: Central Register.

6.11.3. The institution must use an electronic Emirates Identification (EID) reader or other legally authorised measures to record Emirates Identification numbers of each faculty and staff.

6.11.4. The institution must retain electronic records of Emirates Identification numbers (EID) for all faculty and staff, for 10 years after leaving the institution.

6.12. Online and Blended Learning

- 6.12.1. The institution must provide training to faculty and staff involved with Online and Blended Learning programmes and courses to enhance their ICT skills and support their delivery.
- 6.12.2. The institution must provide training for faculty and relevant support staff regarding Online and Blended Learning academic integrity.
- 6.12.3. The institution must provide training for IT staff on noting patterns of logins and assignments that are indicators of academic dishonesty.
- 6.12.4. The institution must ensure that full-time and part-time faculty teaching in Online and Blended Learning programmes and courses have training and experience in Online and Blended Learning delivery.
N.B. The institution must also meet the qualification requirements in accordance with Compliance Indicator (CI) 6c: Faculty Qualifications.
- 6.12.5. The institution must ensure that programmes and courses delivered through Online and Blended Learning have core faculty and support staff who are resident full-time employees.
- 6.12.6. The institution must ensure that decisions related to Online and Blended Learning courses and programmes involve faculty that are qualified to teach the subject and have the technical skills and pedagogical understanding of best practices for Online and Blended Learning delivery.
- 6.12.7. The institution must maintain MoE CAA approval for the use of part-time faculty to teach remotely for each semester.
- 6.12.8. The institution must ensure that it provides faculty involved in Online and Blended Learning with support in instructional design and development of course materials, including as appropriate but not limited to:
 - i. graphic designers
 - ii. multimedia specialists
 - iii. programmers
 - iv. librarians and other supporting resources.
- 6.12.9. The institution must implement procedures governing the scheduling, duration, and credit hour allocation for Online and Blended Learning in compliance with MoE CAA requirements for Online and Blended Learning programmes.
- 6.12.10. The institution must maintain records of Continuous Professional Development (CPD) provided for Online and Blended Learning faculty, focused on advances in pedagogy and technology.

7. Admissions

7.1. General Admission

- 7.1.1. The institution must ensure that its admission criteria adhere to the MoE CAA directives regarding student enrolment limitations (caps) in specific programmes.
- 7.1.2. The institution must publish and adhere to its registration deadlines.
- 7.1.3. The institution must notify all students in writing of their admission decisions prior to admission.
- 7.1.4. The institution must ensure that it adheres to the MoE CAA regulations for conditional students admissions.
- 7.1.5. The institution must maintain a Recognition of Prior Learning (RPL) Application Guide that meets all the requirements specified in Compliance Indicator (CI) 7a: Recognition of Prior Learning Application Guide.
- 7.1.6. The institution must maintain records of the RPL applications.
- 7.1.7. The institution must maintain up-to-date and valid records of the required documents for all students at the time of admission.
- 7.1.8. The institution must maintain records for visiting student's admission.
N.B. Visiting students are synonymous with exchange students or study abroad students who do not complete a full programme.
- 7.1.9. The institution must implement procedures governing student's progression.

7.2. Undergraduate Admission

- 7.2.1. The institution must provide CAA approval that specifies the higher admission criteria to programmes that have higher proficiency requirements in English language, mathematics and science.
- 7.2.2. The institution must ensure that students submit an original or a certified MoE/educational authority approved copy of a secondary school leaving certificate with a detailed grades description.
- 7.2.3. The institution must maintain records of approval from the MoE CAA for setting any additional admission requirements for students that have obtained the Secondary School Certificate from licensed MoE and educational regulatory authorities' schools.
- 7.2.4. The institution must ensure that it adheres to the EmSAT Achievement for English (or an equivalent English Proficiency Test approved by the MoE CAA) minimum score as per MoE CAA admission requirements, for its undergraduate programmes taught in English.
- 7.2.5. The institution must ensure that it adheres to the EmSAT Achievement for English (or an equivalent English Proficiency Test approved by the MoE CAA) minimum score as per MoE CAA admission requirements, for its undergraduate programmes taught in Arabic.

7.2.6. The institution must ensure that it adheres to the EmSAT Arabic language minimum score as per MoE CAA admission requirements, for its undergraduate diploma, higher diploma and bachelors programmes taught in Arabic.

7.2.7. The institution must ensure that it adheres to the MoE CAA admission directives to specific programmes specified in Compliance Indicator (CI) 7b: Admission Requirements to Specific Programme.

7.3. Graduate Admission

7.3.1. The institution must ensure that it adheres to the EmSAT Achievement for English (or an equivalent English Proficiency Test approved by the MoE CAA) minimum score as per MoE CAA admission requirements, for its graduate programmes taught in English.

7.3.2. The institution must ensure that it adheres to the EmSAT Achievement for English (or an equivalent English Proficiency Test approved by the MoE CAA) minimum score as per MoE CAA admission requirements, for its graduate programmes (including master and post-graduate diploma) taught in Arabic.

7.3.3. The institution must ensure that it adheres to the minimum cumulative grade point average (CGPA) as per MoE CAA admission requirements for master's programmes.

7.3.4. The institution must ensure that admission to doctoral level programmes follows MoE CAA requirements:

- i. completion of a master's degree in the appropriate discipline for the doctoral programmes with a minimum of CGPA score as per MoE CAA admission requirements
- ii. a bachelor's degree with academic distinction with a (CGPA) score as per MoE CAA admission requirements.

7.3.5. The institution must ensure that it adheres to the EmSAT English language (or an equivalent English Proficiency Test approved by the MoE CAA) minimum score as per MoE CAA admission requirements, for its doctoral programmes taught in Arabic.

7.3.6. The institution must ensure that it adheres to the EmSAT Arabic language (or an equivalent Arabic Proficiency Test approved by the MoE CAA) minimum score as per MoE CAA admission requirements, for its doctoral programmes taught in Arabic.

7.3.7. The institution must ensure that any additional undergraduate degree from the same institution is awarded only if the student fulfils the following requirements:

- i. meets the admission requirements for the second degree
- ii. completes the requirements of the additional degree, which must include at least 30 credit hours that are distinctive to that programme/major and have not been taken to meet requirements of the first degree.

7.3.8. The institution must ensure that any additional master's degree from the same institution is awarded only if the student fulfils the following requirements:

- i. meets the admission requirements for the second degree
- ii. completes the requirements of the additional degree, which must include at least 15 credit hours of courses (excluding thesis/dissertation credits) that are distinctive and not taken to meet requirements of the first degree.

7.4. Transfer Admission

7.4.1. The institution must ensure that transfer admission applies only for students transferring from MoE CAA licensed HEIs or from a recognised HEI from inside/outside the UAE.

7.4.2. The institution must ensure that it accepts academic work completed at recognised institutions taken under an articulation agreement with another institution as transfer credit.

7.4.3. The institution must ensure that all its transfer students provide valid English language proficiency certificates approved by the MoE CAA.

7.4.4. The institution must ensure it adheres to the minimum cumulative grade point average (CGPA) score as per MoE CAA admission requirements for students, transferring into undergraduate programmes in the same field of study.

7.4.5. The institution must ensure that transfer credits for undergraduate programmes are awarded only:

- i. for relevant courses to the receiving degree; and
- ii. to students who have earned a minimum cumulative grade point average (CGPA) score as per MoE CAA admission requirements.

7.4.6. The institution must ensure it adheres to the minimum cumulative grade point average (CGPA) score as per MoE CAA admission requirements for students, transferring into undergraduate programmes of a different field of study.

7.4.7. The institution must ensure it adheres to the minimum cumulative grade point average (CGPA) score as per MoE CAA admission requirements for students, transferring into graduate programmes of a same field of study.

7.4.8. The institution must ensure that transfer credits for graduate programmes are awarded for only relevant courses to the receiving degree, providing equivalent learning outcomes where the students have a minimum of cumulative grade point average (CGPA) score as per MoE CAA admission requirements for students.

7.4.9. The institution must ensure that it maintains copies of official transcripts of all transfer students' post-secondary work.

- 7.4.10. The institution must ensure it does not admit transfer students under specifications for conditional/probationary admission.
- 7.4.11. The institution must ensure that the total transfer credits for bachelor's degree do not exceed minimum credits as per MoE CAA requirements.
- 7.4.12. The institution must ensure that the total transfer credits for master's degree do not exceed minimum credits as per MoE CAA requirements.
- 7.4.13. The institution must ensure that it does not grant credit twice for the same course taken at two different institutions.
- 7.4.14. The institution must only award transfer credit for relevant clinical training carried out in UAE licensed institutions, unless approved by the MoE CAA.
- 7.4.15. The institution must ensure that the transfer credits from students experience in national service are only counted towards the Emirati Studies and Islamic Studies courses as part of the General Education programmes.

7.5. Admission to Online and Blended Learning

- 7.5.1. The institution must ensure that students entering the Online and Blended Learning programmes and courses are informed of the following:
- i. mode of delivery
 - ii. programme structure including physical presence requirements
 - iii. the minimum requirements for hardware, software and internet connectivity for the programme or course.

8. Student Provision

8.1. Student Manual

- 8.1.1. The institution must maintain an up-to-date and approved Student Manual.
- 8.1.2. The institution must ensure that its Student Manual meets all the requirements specified in Compliance Indicator (CI) 8a: Student Manual.

8.2. Catalogue

- 8.2.1. The institution must maintain an up-to-date and approved Catalogue.
- 8.2.2. The institution must ensure that its Catalogue meets all the requirements specified in Compliance Indicator (CI) 8b: Catalogue.
- 8.2.3. The institution must ensure that the rules and regulations published in its catalogue, do not change for student cohorts from their point of enrolment to graduation.
- 8.2.4. The institution must ensure that all previous versions of its catalogue are archived and accessible online for a minimum of 10 years.
- N.B. Since the date of establishing the institution if less than ten years.

8.3. Student Records

- 8.3.1. The institution must ensure that it uses an electronic reader or other legally authorised measures to record each student's Emirates Identification (EID) number.
- 8.3.2. The institution must retain electronic records of Emirates Identification (EID) numbers for all students in accordance with the UAE, MoE Ministerial Decision No. (286) of 2018, Article (1) 1-A.
- 8.3.3. The institution must maintain up-to-date and approved records of its students' dropout rate.
- 8.3.4. The institution must ensure confidentiality of all students' records and maintain them in secure fireproof storage.
N.B. Secure fireproof storage is applicable if the institution maintains hard copy of student records.
- 8.3.5. The institution must maintain a secure archive storage and accessibility of transcripts and degree completion authentication for a minimum of 50 years.
- 8.3.6. The institution must maintain records of student grievances/complaints and appeals.

8.4. Student Service

- 8.4.1. The institution must provide students with support for career planning.
- 8.4.2. The institution must provide students with an orientation to its student services.
- 8.4.3. The institution must ensure individual students are provided with scheduled opportunities to meet with faculty to discuss course content and academic matters.
- 8.4.4. The institution must ensure that students are provided with support to enhance their ICT skills.
- 8.4.5. The institution must provide training for student representatives and maintain training records.
- 8.4.6. The institution must provide students with information on how to access health services including psychological health services.
- 8.4.7. The institution must ensure the establishment, conduct and supervision of student activities.
- 8.4.8. The institution must maintain records of student publications and student operated media.

8.5. International Students

- 8.5.1. The institution must maintain an up-to-date and approved database of police criminal background checks on international students' resident in campus accommodation.
- 8.5.2. The institution must assign an employee responsible for the pastoral care of international students.
- 8.5.3. The institution must maintain records of the orientation programme for international students that includes the coverage of the UAE culture, heritage and customs.

8.6. Student Provision in Online and Blended Learning

- 8.6.1. The institution must offer remedial instruction or training programmes to enrolled students in Online and Blended Learning programmes and courses, in order to enhance their individual ICT skills and support their learning needs.
- 8.6.2. The institution must ensure that students are informed of the expectations for their participation in the programme's or course's online community of learners, including but not limited to:
- i. interaction with other students
 - ii. interaction with faculty and staff
 - iii. interaction through other channels.
- 8.6.3. The institution must ensure that students are aware of the LRC and other learning resources and receive training in their use.
- 8.6.4. The institution must ensure all students services, including career planning are available to students enrolled in Online and Blended Learning programmes and courses, and are adapted to meet student's local context, where necessary.
- 8.6.5. The institution must ensure that students enrolled in Online and Blended Learning programmes and courses have access to institutional publications including the catalogue, student manual and official institutional communications.
- 8.6.6. The institution must ensure all students enrolled in Online and Blended Learning programmes and courses are invited to participate, where possible, in campus events, student activities and student clubs or organisations.
- 8.6.7. The institution must maintain an up-to-date and approved Online and Blended Learning Manual if offering MoE CAA accredited Online and Blended Learning programmes and courses.
- 8.6.8. The institution must ensure that its Online and Blended Learning Manual meets all the requirements specified in Compliance Indicator (CI) 8c: Online and Blended Learning Manual.

9. Infrastructure Services

9.1. Learning Resource Centre

- 9.1.1. The institution must ensure that its Learning Resource Centre (LRC) is headed by a formally designated and qualified individual to undertake their assigned responsibilities.
- 9.1.2. The institution must ensure that its Learning Resource Centre (LRC) is supported by qualified and experienced staff during operational hours.
- 9.1.3. The institution must ensure that co-operative relationships with other learning resource centres/libraries are governed by formal agreements.
- 9.1.4. The institution must maintain up-to-date and approved records of its orientation to its Learning Resource Centre (LRC).
- 9.1.5. The institution must ensure that its Learning Resource Centre (LRC) facilitates the following resources:
 - i. hardcopy books
 - ii. articles
 - iii. journals
 - iv. digital resources (electronic resources).

9.2. Information and Communication Technology

- 9.2.1. The institution must maintain Information and Communication Technology (ICT) resources and implement continuous services relating to:
 - i. hardware
 - ii. software (applications and systems)
 - iii. digital multimedia (audio, video, text, graphics, etc.)
 - iv. internet (Wi-Fi) and intranet
 - v. data storage
 - vi. ICT technical support.
- 9.2.2. The institution must maintain security measures that protect the confidentiality of its institutional, instructional and administrative data and networks.
- 9.2.3. The institution must maintain off-site, secure continuous and electronic backup for its faculty, staff and student records.

9.3. Infrastructure Services in Online and Blended Learning

- 9.3.1. The institution must obtain approval from the MoE CAA for the use of physical sites, such as, tutorial or examination centres, in foreign countries to support the delivery of Online and Blended Learning programmes and courses before student enrolment.
- 9.3.2. The institution must ensure that the tutorial and examination centres have appropriately qualified staff that are evaluated directly by the institution and subject to similar reviews and policies as applied to on-campus instructional staff.

- 9.3.3. The institution must adhere to the requirements of relevant authorities in the host country, if its Online and Blended Learning support site is located in a foreign country.
- 9.3.4. The institution must maintain a Virtual Learning Environment (VLE) to meet the demands of faculty and students involved in Online and Blended Learning programmes and courses that include, but is not limited to:
- i. Learning Management System (LMS)
 - ii. communications tools (e.g. e-mail, video conferences, blogs)
 - iii. support resources/services (e.g. electronic library resources).
- 9.3.5. The institution must maintain a secure single point of access for all course materials, information and assessments for students involved in Online and Blended programmes, via a secure LMS.

10. Financial Management

10.1. Finance Operations

- 10.1.1. The institution must maintain a UAE-based bank account in its own name.
- 10.1.2. The institution must maintain a financial management and budgeting risk register.
- 10.1.3. The institution must maintain records of bank guarantees per applicable regulations decided by the Ministry, in accordance with Minister of Higher Education and Scientific Research Decision No. (1) of 1992, Article 4.
- 10.1.4. The institution must maintain public liability, personnel liability and replacement insurances for its physical facilities and equipment.
- 10.1.5. The institution must maintain separate financial accounts for its auxiliary enterprises.
- 10.1.6. The institution must maintain a contingency fund to fully cover the cost of teach-out.
- 10.1.7. The institution must ensure that its CEO/President has overall responsibility for approving and controlling expenditure.
- 10.1.8. The institution must ensure that the authority for budget expenditure is delegated to each unit head.
- 10.1.9. The institution must ensure the governance of the receipt, deposit and safeguarding of institutional funds including cash and those from revenue-generating activities.
- 10.1.10. The institution must publish and adhere to its students' fees and refund regulations stated on its website, and in its student manual and/or catalogue.
- 10.1.11. The institution must maintain records of control over purchasing and inventory management including:
- i. sustainability
 - ii. disposal of assets.

10.2. Budget Planning

- 10.2.1. The institution must provide an annual budget approved by the governing body including individual programmes and departmental budgets.
- 10.2.2. The institution must provide an annual budget approved by the governing body including itemised details of current and estimated revenues and expenditures.
N.B. Itemised details of current and estimated revenue and expenditure should include allocation relating to Online and Blended Learning modes of delivery.
- 10.2.3. The institution's approved annual budget must include:
- i. short and long-term income projections
 - ii. human and physical resources to support activities.
N.B. Physical resources include hardware, software and other equipment used to support all modes of delivery.
- 10.2.4. The institution must allocate an approved annual budget for the routine, preventive, planned and deferred maintenance for its educational related premises.
- 10.2.5. The institution must maintain formal procedures for the revision and approval of its budget.
- 10.2.6. The institution must allocate an approved annual budget for its Learning Resource Centre (LRC).
- 10.2.7. The institution must allocate an approved budget to support annual (CPD) plans.
- 10.2.8. Institutions offering undergraduate programmes must maintain an approved budget to support research and innovation, a minimum of five percent of its overall expenditure budgets.
- 10.2.9. Institutions offering graduate programmes must maintain an approved budget to support research and innovation, a minimum of five percent of its overall expenditure budgets.
- 10.2.10. Police, Security and Military Higher Education Institutions (PSMHEI) must ensure that it:
- i. maintains an annual budget to support faculty research, innovation, creative and scholarly activities
 - ii. allocates a higher budget for research and scholarly activity for programmes offered at graduate-level.
- 10.2.11. The institution must maintain up-to-date and approved records that its allocated research and innovation budget is expended for that purpose.
- 10.2.12. The institution must maintain up-to-date and approved budget for the hardware and software used to support all modes of delivery.

10.3. Accounting

- 10.3.1. The institution must ensure financial reports are prepared for authorised budget holders.
- 10.3.2. The institution must provide financial reports to the MoE CAA as requested.
- 10.3.3. The institution must maintain a financial management system that generates reports using ICT.

10.4. Salaries

- 10.4.1. The institution must maintain verifiable records to ensure that all faculty and staff receive their salary on time.
- 10.4.2. The institution must notify the MoE CAA in writing, within 30 days of any missed employee salary payments along with an action plan to remedy the situation.

10.5. Auditing

- 10.5.1. The institution must ensure that its annual fiscal year audit is conducted by an independent external certified accountant.
- 10.5.2. The institution must ensure that its financial aid programmes are audited in accordance with the UAE laws and regulations.

10.6. Online and Blended Learning Financial Management

- 10.6.1. The institution must ensure that its budget clearly specifies the financial arrangements related to Online and Blended Learning programmes and courses, including the allocation of anticipated revenues and expenditures attributable to its Online and Blended Learning operations.
- 10.6.2. The institution must maintain procedures for the revision and reapproval of budgeting to cover any unexpected changes and disruptions in Online and blended Learning operations.
- 10.6.3. The institution must maintain a project-based budget planning that is linked to the requirements of continuous Online and Blended Learning programmes/course development, staffing, and facilities upgrades in support units and academic units.

11. Regulatory Disclosure

11.1. Integrity and Transparency

11.1.1. The institution must ensure it portrays itself clearly and truthfully in relation to its accredited qualifications and its operations.

11.2. Regulatory Compliance

11.2.1. The institution must maintain up-to-date and approved legal documents from the MoE CAA and relevant authorities in relation to its establishment, accreditation and approval.

11.2.2. The institution must maintain a valid business licence (issued by a relevant government department, and/or Emirate authorities) specifying the:

- i. institution's name
- ii. location
- iii. issue date
- iv. expiry date
- v. its legal representative and their nationality.

11.2.3. The institution must maintain records of local (UAE) and international business licences or international recognition/legal documents of its partners involved in projects that impact academic programmes.

11.2.4. The institution must obtain MoE CAA and NQC approval if offering Credit-Bearing Micro-Credentials (CMBCs).

N.B. CBMCs can be stand-alone, a component of a full degree accredited by the CAA, and/or obtained through international providers that have been approved by the Ministry of Education.

11.2.5. The institution must obtain MoE CAA approval for awarding the Dual Degrees.

11.3. Contracts

11.3.1. The institution must maintain up-to-date and approved contractual agreements governing all academic and administrative partnership that identify each party's obligations and benefits.

11.3.2. The institution must obtain MoE CAA approval prior to signing a contract or Memorandum of Understanding (MoU) that may impact its programmes.

11.3.3. The institution must maintain up-to-date and approved contractual agreements with UAE teaching hospital/healthcare units for any health care programmes with clinical components.

11.3.4. The institution must obtain MoE CAA approval for its teach-out agreement.

11.4. Website

- 11.4.1. The institution must maintain an up-to-date and approved website.
- 11.4.2. The institution must ensure that its website meets all the requirements specified in Compliance Indicator (CI) 11: Website.

11.5. Public Disclosure

- 11.5.1. The institution must ensure that all its hardcopy and softcopy publications are consistent with each other, and accurately portray the institution, so that students and their families can make informed decisions about enrolment.
- 11.5.2. The institution must align its academic holidays with any specific requirements disseminated by the MoE CAA.
- 11.5.3. The institution must ensure that the advertisement of its academic programmes adheres with the MoE CAA rules and conditions to regulate the use of advertisements in print, audio-visual and social media to introduce the institutions, and their academic programmes. The advertisement of academic programmes shall not exceed the basic aspects of the programmes, and shall be limited to the main information represented by the following:
 - i. the name of the institution
 - ii. the programme title
 - iii. the licencing authority of the institution as well as the accreditation authority of the programme in the country
 - iv. the international recognition of the institution
 - v. the international accreditation of the programme
 - vi. the institution's international classification and the programmes' international classification.

N.B. Branch campus must verify that the programmes professional and/or institutional accreditations (e.g. AACSB, TESCA) held by the parent institution specifically applies to the branch campus.

11.6. Relationship with the Ministry of Education

- 11.6.1. The institution must ensure that it maintains a cooperative relationship with the MoE in scheduling meetings and providing resources in a timely manner during all phases of the inspection.
- 11.6.2. The institution must provide the MoE with all documents and other information, upon request during all phases of the inspection.

11.7. Online and Blended Learning

- 11.7.1. The institution must maintain and implement Online and Blended Learning policies and procedures that clearly outline expectations for faculty and student privacy (e.g. recording of online sessions, sharing or dissemination of course materials, using sites or software that use student or faculty information for commercial purposes, etc.).
- 11.7.2. The institution must ensure that its catalogue, admission material, website, and recruitment advertisements clearly list when a course, a section of a course, or a programme is delivered online, blended or require students to have specific technology of their own.
- 11.7.3. For all programmes where 50% or more of the programmes credit hours are online, the institution must ensure that its catalogue and student transcripts are consistent with MoE CAA requirements that ensure:
 - i. the programme is listed as an online programme
 - ii. the student transcript clearly state that the programme delivery mode is online.

12. Social Responsibility and Engagement

12.1. Strategy

- 12.1.1. The institution must maintain an up-to-date and approved social responsibility and engagement plan.
- 12.1.2. The institution must ensure that its social responsibility and engagement plan is accessible to faculty and staff.

12.2. Coordination

- 12.2.1. The institution must maintain a social responsibility and engagement committee composed of internal and external stakeholders.
- 12.2.2. The institution must maintain an up-to-date database of its alumni and activities undertaken.

12.3. Collaboration

- 12.3.1. The institution must maintain up-to-date and approved records of its advisory committees' actions on academic and/or administrative initiatives.
- 12.3.2. The institution must maintain an up-to-date employer database used for student work placements, internships, job applications and any other related academic and/or administrative initiatives.
- 12.3.3. The institution must maintain up-to-date and approved records of its social engagement activities.
- 12.3.4. The institution must maintain up-to-date and approved records of its lifelong learning activities.

13. Occupational Environment, Health and Safety

13.1. EHS Management

- 13.1.1. The institution must maintain, publish and disseminate an up-to-date and approved Environment, Health and Safety (EHS) Manual.
- 13.1.2. The institution must ensure that health and safety responsibilities are managed by a formally designated and qualified health and safety officer/specialist.
- 13.1.3. The institution must maintain a valid 'Certificate of Conformity' with the preventive safety requirements issued by the Civil Defence.
- 13.1.4. The institution must maintain up-to-date records of its EHS committee meetings.
- 13.1.5. The institution must maintain up-to-date records of its EHS inspections.

13.2. Risk Management

- 13.2.1. The institution must maintain an up-to-date and approved EHS risk assessment for all its operations and facilities that:
 - i. identifies all hazards and the potential harm caused by these hazards
 - ii. analyses and evaluates the risk level associated with each hazard based on a defined risk criteria/matrix
 - iii. identifies control measures to eliminate or control the risk level.
- 13.2.2. The institution must prepare an EHS risk assessment in consultation and communication with the concerned faculty/staff.

13.3. Training and Awareness

- 13.3.1. The institution must maintain up-to-date records of its EHS orientation programmes provided to all students, faculty, staff and contractors.
- 13.3.2. The institution must maintain up-to-date records of EHS training programmes that are provided to its faculty, staff and contractors.
- 13.3.3. The institution must display safety signage to alert internal and external stakeholders of the potential dangers, and safety procedures across its educational facilities.
 - i. hazard warning signs
 - ii. no smoking signs displayed
 - iii. prohibition signs and mandatory signs
 - iv. emergency related signs (e.g. exits)
 - v. evacuation layout is displayed, indicating emergency exits, the assembly point and 'you are here' symbol
 - vi. safety procedures (including specialised laboratories, clinics, swimming pools, equipment/tools).

13.4. Emergency Management

- 13.4.1. The institution must maintain an up-to-date and approved emergency preparedness and response plan that includes potential emergency situations, response procedures and roles/responsibilities.
- 13.4.2. The institution must maintain up-to-date records of its internal evacuation drills for each term, and its annual drill in cooperation with the Civil Defence.

13.5. Health and Security Services

- 13.5.1. The institution must ensure that its health services are available during operational hours.
- 13.5.2. The institution must ensure its clinic and nurse are licensed by the relevant authorities.
- 13.5.3. The institution must ensure its clinic meets the following hygiene requirements:
 - i. liquid soap
 - ii. paper towels
 - iii. hand sterilisers
 - iv. equipped with wash basin.
- 13.5.4. The institution must ensure it maintains an up-to-date incidents register.
- 13.5.5. The institution must ensure all campus visitors sign in a register.
- 13.5.6. The institution must ensure that security guards are qualified and licensed by the relevant authorities.
- 13.5.7. The institution must ensure that its buildings are monitored by a digital surveillance system that is installed by an approved company from the relevant control authorities.
- 13.5.8. The institution must maintain an annual maintenance contract for its surveillance systems with a licensed company.

N.B. Applicable to institutions in the Emirates of Abu Dhabi and Dubai.
- 13.5.9. The institution must ensure it maintains up-to-date records of maintenance and cleaning operations of its surveillance systems including the operator's names, time and date.

13.6. Transport and Parking

- 13.6.1. The institution must allocate designated parking spaces for buses, cars and people of determination.
- 13.6.2. The institution must ensure parking areas are not used as emergency assembly points.
- 13.6.3. The institution must ensure parking shades are fire resistant and free from defects.

- 13.6.4. The institution must ensure that all bus drivers maintain valid driving licences.
- 13.6.5. The institution must maintain valid bus licences and a valid commercial licence for transportation service providers.
- 13.6.6. The institution must maintain training records for bus drivers in the use of fire extinguishers.
- 13.6.7. The institution must ensure it facilitates safe traffic management practices for the entry and exit of vehicles.
- 13.6.8. The institution must ensure buses are free of defects, and meet but are not limited to the following safety requirements:
- i. seating capacity not exceeded
 - ii. clean and hygienic
 - iii. ventilated and air-conditioned
 - iv. free from pests
 - v. working seat belts
 - vi. emergency exit doors are free from defects and alarmed
 - vii. maintenance records.
- 13.6.9. The institution must ensure its buses maintain fully operational fire extinguishers.
- 13.6.10. The institution must ensure its buses maintain fully stocked first aid kits.
- 13.6.11. The institution must ensure its buses maintain fully operational digital surveillance systems (e.g. CCTV cameras).

13.7. Auditorium

- 13.7.1. The institution must ensure its auditoriums have sufficient illuminated emergency exits.
- 13.7.2. The institution must ensure all corridors in its auditorium are free from obstructions.
- 13.7.3. The institution must ensure a handrail is in place if the auditorium stage has more than four steps.
- 13.7.4. The institution must ensure that the back stage area in its auditorium is not used for storage.

13.8. Specialised Laboratories and Workshops

- 13.8.1. The institution must maintain up-to-date and approved laboratories and workshops safety manuals.
- 13.8.2. The institution must maintain up-to-date and approved procedures governing the safe storage, usage and disposal of hazardous substances.
- 13.8.3. The institution must maintain up-to-date records of laboratory and workshops safety orientation/training provided to its concerned students, faculty and staff.
- 13.8.4. The institution must ensure laboratory and workshop users are provided with Personal Protective Equipment (PPE) based on the types of operations undertaken.
- 13.8.5. The institution must ensure laboratories and workshops are equipped with safety equipment based on the type of operations undertaken.
- 13.8.6. The institution must ensure that chemicals are segregated based on their properties and stored in designated, ventilated cabinets.
- 13.8.7. The institution must ensure its laboratories and workshops are equipped with clean and hygienic hand washing facilities.
- 13.8.8. The institution must display safety signage and instructions in its laboratories and workshops.
- 13.8.9. The institution must ensure that all chemicals are stored in designated rooms and labelled in their original containers.
- 13.8.10. The institution must ensure that safety data sheets (SDS) are maintained for chemicals in laboratories and workshops.
- 13.8.11. The institution must ensure that animals used for experiment or testing purposes, radioactive substances and/or cadavers are approved by the relevant authorities.
- 13.8.12. The institution must ensure that laboratory and workshop equipments and machines are installed safely and maintained in a safe working environment.
- 13.8.13. The institution must ensure that its laboratories have fire-rated doors.
- 13.8.14. The institution must ensure hazardous substances are handled and transferred safely.
- 13.8.15. The institution must ensure it maintains visual fire alarm systems in areas with excessive noise levels or acoustic insulation.
- 13.8.16. The institution must ensure its media studio(music/film) walls are equipped with fire-resistant and soundproof materials.

13.9. Gymnasium and Sport Facilities

- 13.9.1. The institution must ensure that sports equipment is safely secured, free from defects and safe for users.
- 13.9.2. The institution must ensure floors in its sport facilities are free from defects and suitable for sport activities.
- 13.9.3. The institution must ensure walls in its sport facilities are free from defects and that sharp edges are covered with impact-absorbing materials.
- 13.9.4. The institution must ensure the gymnasium or any indoor sports facility is adequately lit and ventilated.
- 13.9.5. The institution must ensure all sports facilities are equipped with fully stocked first aid kits.
- 13.9.6. The institution must ensure that it maintains separate male and female gymnasium changing areas, that are hygienic and equipped with washing facilities.

13.10. Swimming Pool Facility

- 13.10.1. The institution must ensure that swimming pool lifeguards are licensed by relevant authorities and qualified to undertake their assigned responsibilities.
- 13.10.2. The institution must ensure water quality checks are carried out on a daily basis and the results are displayed in the swimming pool area.
- 13.10.3. The institution must maintain periodic maintenance records including water chemical and microbiological quality testing for its swimming pools by a specialised laboratories contractor.
- 13.10.4. The institution must maintain safety rescue equipment for the swimming pool.
- 13.10.5. The institution must maintain non-slip material for its swimming pool floors.
- 13.10.6. The institution must ensure swimming pools are marked with colour-coded depth indicators.
- 13.10.7. The institution must maintain access controls preventing unauthorised access to the swimming pool.
- 13.10.8. The institution must ensure that it maintains separate male and female swimming pool changing areas, that are hygienic and equipped with washing facilities.

13.11. Catering Facilities

- 13.11.1. The institution must ensure its catering provision is approved by the relevant food control authority.
- 13.11.2. The institution must ensure that catering staff maintain food safety training records and occupational health certificates from the relevant authorities.

- 13.11.3. The institution must ensure its catering facility is clean and maintained.
- 13.11.4. The institution must ensure that catering staff use (PPE) when handling food.
- 13.11.5. The institution must ensure the safe storage and handling of hot and cold food in its catering facilities as required by relevant authorities.
- 13.11.6. The institution must ensure its catering areas have dedicated washing facilities for its staff.
- 13.11.7. The institution must ensure that food in its catering facilities are labelled with details of ingredients, production and expiry dates.
- 13.11.8. The institution must ensure kitchens in its catering facilities are ventilated and equipped with fume extractors.

13.12. Information and Communication Technology (ICT) Server Rooms

- 13.12.1. The institution must ensure that its ICT server rooms maintain fully operational:
 - i. fire extinguishers and suppression systems that are aligned with the FM200 specification
 - ii. smoke detection and alarm system.
- 13.12.2. The institution must ensure that its ICT server rooms have fire-rated doors.
- 13.12.3. The institution must ensure it implements access controls to prevent unauthorised access to its server rooms.
- 13.12.4. The institution must ensure its ICT server rooms are not used as a storage facility.
- 13.12.5. The institution must ensure ICT server rooms are maintained at a temperature of between 18 and 20 Celsius (°C).
- 13.12.6. The institution must ensure the ICT server rooms has no windows.

13.13. Prayer Rooms and Ablution Areas

- 13.13.1. The institution must ensure its prayer rooms and ablution areas are clean and hygienic.
- 13.13.2. The institution must maintain separate male and female prayer rooms.

13.14. Washroom Facilities

- 13.14.1. The institution must maintain hygienic washrooms for its educational facility.
- 13.14.2. The institution must maintain hygienic washrooms to meet the needs of people of determination.
- 13.14.3. The institution must ensure that washrooms are ventilated and maintained.

13.15. Building Facility: General

- 13.15.1. The institution must ensure it maintains clean and safe external areas.
- 13.15.2. The institution must ensure its buildings are maintained free of damage and defects.
- 13.15.3. The institution must ensure its corridors are free from obstructions and meet the specified requirements of the relevant authorities.

- 13.15.4. The institution must ensure that stairways are equipped with handrails and have non-slip, and non-trip surfaces.
- 13.15.5. The institution must ensure office space is a minimum of four metres square (4 m²) per person.
- 13.15.6. The institution must ensure classrooms space is a minimum of one and a half square metres (1.5 m²) per person.
- 13.15.7. The institution must ensure windows on the first floor and above do not open more than 10 cm.
- 13.15.8. The institution must ensure windows are free from defects and safe for users.
- 13.15.9. The institution must ensure stored materials are categorised and segregated in designated storage rooms.
- 13.15.10. The institution must ensure all ladders and loading trolleys are maintained in safe working order.
- 13.15.11. The institution must ensure the safe disposal of hazardous substances through a specialised service provider.
- 13.15.12. The institution must ensure all cleaning materials and equipment are stored safely in a secure location.
- 13.15.13. The institution must maintain up-to-date records of pest control services provided by a specialised service provider.
- 13.15.14. The institution must ensure all its rooms display identification labels that are matched to their designated purposes.
- 13.15.15. The institution must maintain records of approvals obtained from concerned authorities for any modifications to its facilities, buildings and activities.
- 13.15.16. The institution must maintain drinking water, and up-to-date water dispenser replacement records from a specialised service provider.
- 13.15.17. The institution must maintain up-to-date water tank disinfection records and water quality reports from a specialised service provider.
- 13.15.18. The institution must maintain fully stocked first aid kits across its educational facility.
- 13.15.19. The institution must ensure furniture across its educational facility are free from defects and safe for users.
- 13.15.20. The institution must ensure its male and female accommodation maintains:
- i. a healthy, safe, and secure living environment that includes special consideration for people of determination
 - ii. health services, laundry, and catering facilities.

13.16. Building Facility: Fire Safety

13.16.1. The institution must ensure they have no dead-end corridors.

N.B. In exceptional circumstances, if a dead-end is present, the institution must ensure corridors do not exceed:

- i. 6 metres if a sprinklers system is not available
- ii. 15 metres if a sprinklers system is available.

13.16.2. The institution must ensure campus gates and internal roads provide emergency services with unobstructed access to buildings and rescue equipment.

13.16.3. The institution must maintain illuminated 'Emergency Exit' signage on all its emergency exits.

13.16.4. The institution must ensure all emergency exits are accessible and obstruction-free.

13.16.5. The institution must ensure emergency exit doors open outwards and are equipped with push bars.

13.16.6. The institution must maintain operational fire pumps at its educational facility.

13.16.7. The institution must ensure its fire pump rooms maintain serviced fire extinguishers.

13.16.8. The institution must ensure its fire pump rooms maintain serviced fire detectors.

13.16.9. The institution must ensure its educational facility maintains operational fire extinguishers.

13.16.10. The institution must ensure its educational facility maintains operational alarm systems.

13.16.11. The institution must maintain up-to-date service records for its fire extinguishers by a specialised service provider.

13.16.12. The institution must maintain up-to-date service records for its fire alarm system by a specialised service provider.

13.17. Building Facility: Environment

13.17.1. The institution must implement procedures to monitor and reduce its water consumption.

13.17.2. The institution must implement procedures to monitor and reduce its energy consumption.

13.17.3. The institution must implement procedures to regulate waste production that include, but is not limited to the:

- i. prevention
- ii. reduction
- iii. reuse
- iv. recycling of waste.

13.18. Building Facility: Electricity

- 13.18.1. The institution must ensure it prevents unauthorised access to its electricity rooms.
- 13.18.2. The institution must display hazard warning signage on its electrical rooms and electrical boxes.
- 13.18.3. The institution must ensure its electrical rooms are equipped with serviced fire extinguishers.
- 13.18.4. The institution must ensure electrical rooms are equipped with fire detectors.
- 13.18.5. The institution must ensure electrical connections and sockets are secure and in safe condition.
- 13.18.6. The institution must maintain up-to-date maintenance and service records for its electrical devices by qualified personnel.
- 13.18.7. The institution must ensure that unauthorised electrical devices (e.g. kettles, microwaves, toasters) are not permitted to be used in its workspaces.

13.19. Building Facility: Gas System

- 13.19.1. The institution must maintain up-to-date service records for its gas supplies by a specialised service provider.
- 13.19.2. The institution must maintain a certificate of approval from the Civil Defence for the installation of Liquid Petroleum Gas Systems (LPG).

13.20. Computer Laboratories

- 13.20.1. The institution must ensure that computer monitors in its computer laboratories are equipped with anti-glare screens and that windows are regulated to control the flow of light.
- 13.20.2. The institution must ensure that workstations in its computer laboratories are ergonomically designed.
- 13.20.3. The institution must ensure that electrical devices in its computer laboratories are connected to different sockets and all electrical cables are isolated and maintained in a safe condition.
- 13.20.4. The institution must ensure that fire extinguishers (CO₂) are present in computer laboratories.

13.21. Learning Resource Centre (LRC)

- 13.21.1. The institution must ensure that cabinets and shelves in its Learning Resource Centre (LRC) are stable, not overloaded and maintained in a safe condition.
- 13.21.2. The institution must ensure that its Learning Resource Centre (LRC) maintains sufficient and accessible emergency exits that are fitted with illuminated 'Emergency Exit' signage.
- 13.21.3. The institution must ensure its Learning Resource Centre (LRC) has operational fire extinguishers.

Compliance Indicators

Compliance Indicator (CI) 1: Policies and Procedures

Standard 2: Strategic Leadership

- (2/A). The institution must maintain up-to-date and approved policies and procedures governing the development, approval and review of the institution's mission and vision.
- (2/B). The institution must include its up-to-date and approved organisational chart in its Policies and Procedures Manual.
- (2/C). The institution must maintain up-to-date and approved policies governing the development, delegation, control, review and dissemination of its policies.
- (2/D). The institution must maintain up-to-date and approved policies governing the strategic and operational planning processes and responsibilities.
- (2/E). The institution must maintain up-to-date and approved policies governing academic planning processes and responsibilities.
- (2/F). The institution must maintain up-to-date and approved policies governing multiple campus coordination (if applicable).
- (2/G). The institution must maintain up-to-date and approved policies governing campuses of UAE institutions in other countries (if applicable).
- (2/H). The institution must maintain up-to-date and approved policies governing branch campuses of foreign institutions (if applicable).
- (2/I). The institution must maintain up-to-date and approved policies and procedures governing access and transition of equity groups, or other priority groups.
- (2/J). The institution must maintain up-to-date and approved policies governing risk management.

Standard 3: Continuous Quality Enhancement

- (3/A). The institution must maintain up-to-date and approved policies and procedures governing the operations of the Quality Assurance Unit.
N.B. Quality Assurance is considered synonymous with Institutional Effectiveness.
- (3/B). The institution must maintain up-to-date and approved policies and procedures governing the Quality Assurance Unit's contribution to approved strategic and operational planning.
- (3/C). The institution must maintain up-to-date and approved policies and procedures governing the implementation of annual self-evaluation of the institution's operational units listed on the organisational chart.
N.B. Operational units include administrative and academic units.

- (3/D). The institution must maintain up-to-date and approved policies and procedures governing the implementation of annual self-evaluation of the institution's individual programmes.
- (3/E). The institution must maintain up-to-date and approved policies and procedures governing the implementation and monitoring of improvement action plans.
- (3/F). The institution must maintain up-to-date and approved policies and procedures governing the quality of:
- i. joint degree programmes
 - ii. other collaborative arrangements
 - iii. quality of learning provided by partner institutions
 - iv. branch campuses
 - v. multiple campuses.

Standard 4: Curriculum Management

- (4/A). The institution must maintain up-to-date and approved policies and procedures governing the provision of General Education/University requirements that comprise, a minimum of 18 credit hours or equivalent, and include:
- i. a 3-credit hour mandatory course in Emirati Studies for all programmes
 - ii. an advanced mandatory course in English language for programmes offered in English
 - iii. an advanced mandatory course in Arabic language for programmes offered in Arabic
 - iv. an advanced mandatory course in the instruction language of programmes, if other than English or Arabic
 - v. a specific course in innovation, entrepreneurship, and sustainability unless these topics are addressed comprehensively across other courses in the programmes.
- (4/B). The institution must maintain up-to-date and approved policies and procedures governing course substitution.
- (4/C). The institution must maintain up-to-date and approved policies and procedures governing academic progress.
- (4/D). The institution must maintain up-to-date and approved policies and procedures governing its approach to teaching and learning methods.
- (4/E). The institution must maintain up-to-date and approved policies and procedures governing class size.

- (4/F). The institution must maintain up-to-date and approved policies and procedures governing Lifelong Learning (LLL).
- (4/G) The institution must maintain up-to-date and approved policies and procedures governing Continuing Education (CE). The institution's continuing education policies and procedures must be approved by CAA.
- (4/H). The institution must maintain up-to-date and approved policies and procedures governing its Assessment System related to assessing, recording, grading student performance and storage of assessment data.
- (4/I). The institution must maintain up-to-date and approved policies and procedures governing its Assessment System related to examination and proctoring procedures.
- (4/J). The institution must maintain up-to-date and approved policies and procedures governing its Assessment System related to methods for assessment moderation.
- (4/K). The institution must maintain up-to-date and approved policies and procedures governing circumstances that may result in changes to students' grades and the grade appeals process.
- (4/L). The institution must maintain up-to-date and approved policies and procedures governing its Assessment System related to board of examiners and conferring committees.

Standard 5: Research and Innovation

- (5/A). The institution must maintain up-to-date and approved policies and procedures governing the free pursuit and dissemination of knowledge aligned with its mission and goals.
- (5/B). The institution must maintain up-to-date and approved policies governing research support for faculty and students.
- (5/C). The institution must maintain up-to-date and approved policies and procedures governing ethical issues in research including, the use of human and animal subjects (as appropriate).
- (5/D). The institution must maintain up-to-date and approved academic policies governing student and faculty research.
- (5/E). The institution must maintain up-to-date and approved policies and procedures governing the management of research including aspects relating to:
- i. principles of sustainability
 - ii. intellectual property rights conforming to the UAE and international laws and regulations.

Standard 6: Human Resources

- (6/A). The institution must maintain up-to-date and approved policies and procedures governing nepotism including employee relationships.
- (6/B). The institution must maintain up-to-date and approved policies and procedures governing the handling of employee legal issues.
- (6/C). The institution must maintain up-to-date and approved policies and procedures governing the faculty qualifications for teaching in accordance with MoE CAA requirements.
- (6/D). The institution must maintain up-to-date and approved policies and procedures governing faculty workload assignments in accordance with MoE CAA requirements.
- (6/E). The institution must maintain up-to-date and approved policies and procedures governing release time for the academic management and administrative assignments in accordance with MoE CAA requirements.

Standard 7: Admissions

- (7/A). The institution must maintain up-to-date and approved policies and procedures governing undergraduate admissions.
- (7/B). The institution must maintain up-to-date and approved policies and procedures governing graduate admissions.
- (7/C). The institution must maintain up-to-date and approved policies and procedures governing transfer admissions.
- (7/D). The institution must maintain up-to-date and approved policies and procedures governing conditional/provisional enrolment.
- (7/E). The institution must maintain up-to-date and approved policies and procedures governing the attested authenticity of students' certificates and transcripts.
- (7/F). The institution must maintain up-to-date and approved policies and procedures governing progression.
- (7/G). The institution must maintain up-to-date and approved policies and procedures governing visiting students.

N.B. Visiting students are synonymous with exchange students or study abroad students who do not complete a full program.
- (7/H). The institution must maintain up-to-date and approved policies and procedures governing the Recognition of Prior Learning (RPL) that are also approved by the MoE CAA.
- (7/I). The institution must maintain up-to-date and approved policies and procedures governing the awarding of credit for duplicated courses or courses offered by UAE institutions that are not listed in the MoE CAA register of licensed institutions.
- (7/J). The institution must maintain up-to-date and approved policies and procedures governing additional degrees from the same institution.

Standard 8: Student Provision

- (8/A). The institution must maintain up-to-date and approved policies and procedures governing safeguarding including the prevention of radicalisation, extremism and terrorism.
- (8/B). The institution must maintain up-to-date and approved policies and procedures governing the reporting of students' safety concerns on campus.
- (8/C). The institution must maintain up-to-date and approved policies and procedures governing student psychological counselling.
- (8/D). The institution must maintain up-to-date and approved policies and procedures governing career services.
- (8/E). The institution must maintain up-to-date and approved policies and procedures governing student attendance in all modes of delivery (e.g. Face-to-Face, Online and Blended Learning).
- (8/F). The institution must maintain up-to-date and approved policies and procedures governing gender segregation (if applicable).
- (8/G). The institution must maintain up-to-date and approved policies and procedures governing the establishment, conduct and supervision of student activities.
- (8/H). The institution must maintain up-to-date and approved policies and procedures governing its student council.
- (8/I). The institution must maintain up-to-date and approved policies and procedures governing student publications and student operated media.
- (8/J). The institution must maintain up-to-date and approved policies and procedures governing student grievances/complaints and appeals.
- (8/K). The institution must maintain up-to-date and approved policies and procedures governing the management of all students' records including:
 - i. the designated staff
 - ii. maintenance
 - iii. disposal of student records.

Standard 9: Infrastructure Services

- (9/A). The institution must maintain up-to-date and approved policies and procedures governing the location of physical sites (e.g. laboratories, clinics) established to support delivery of its programmes and courses.
- (9/B). The institution must maintain up-to-date and approved policies and procedures governing the physical security of its examination centre/office.
- (9/C). The institution must maintain up-to-date and approved policies and procedures governing the use of physical sites in foreign countries to support Online and Blended Learning programmes, (if applicable).

N.B. The institution must obtain MoE CAA approval before enrolling students who will use these sites.

- (9/D). The institution must maintain up-to-date and approved policies and procedures governing the use of the Learning Resource Centre (LRC) including:
- i. use of its technology systems and resources
 - ii. compliance with image reproduction and copyright law
 - iii. faculty involvement in the acquisition process
 - iv. procurement and weeding of resources
 - v. collection of catalogue in the bibliographic format
 - vi. on-campus and remote access arrangements.
- (9/E). The institution must maintain up-to-date and approved policies and procedures governing learning resource centre regulations.
- (9/F). The institution must maintain up-to-date and approved policies and procedures governing hardware and software maintenance including but not limited to:
- i. replacement
 - ii. upgradation
 - iii. renewal of licences
 - iv. servicing.
- (9/G). The institution must maintain up-to-date and approved policies and procedures governing the use of its technology resources.
- (9/H). The institution must maintain up-to-date and approved policies and procedures governing hardware and software for the use of LMS and IT services to support course delivery.
- (9/I). The institution must maintain up-to-date and approved policies and procedures governing the storage and backup of student, faculty and staff digital records.
- (9/J). The institution must maintain up-to-date and approved policies and procedures governing the provision of its ICT infrastructure (supports all modes of delivery) including minimum requirements for hardware, software and internet access speed that are required to develop, deliver and assess courses.
- (9/K). The institution must maintain up-to-date and approved policies and procedures governing provisions for access to its ICT resources and support services to all stakeholders regardless of their geographical location.
- (9/L). The institution must maintain up-to-date and approved policies and procedures to protect the integrity and confidentiality of its administrative networks and instructional systems.

Standard 10: Financial Management

- (10/A). The institution must maintain up-to-date and approved policies and procedures governing internal auditing and financial control that are aligned with its accounting system, and the annual external audit.
- (10/B). The institution must maintain up-to-date and approved policies and procedures that authorise its CEO/President for the overall responsibility for approving and controlling expenditure.
- (10/C). The institution must maintain up-to-date and approved policies and procedures governing the receipt, deposit and safeguarding of institutional funds including those from revenue-generating activities.
- (10/D). The institution must maintain up-to-date and approved policies and procedures governing financial transactions that include:
- i. regular reporting
 - ii. delegated authorities.
- (10/E). The institution must maintain up-to-date and approved policies and procedures governing external auditing.
- (10/F). The institution must maintain up-to-date and approved policies and procedures governing budgeting.
- (10/G). The institution must maintain up-to-date and approved policies and procedures governing control over purchasing and inventory management including:
- i. sustainability
 - ii. disposal of assets.
- (10/H). The institution must maintain up-to-date and approved policies and procedures governing cash management.
- (10/I). The institution must maintain up-to-date and approved policies and procedures governing financial risk management.
- (10/J). The institution must maintain up-to-date and approved policies and procedures governing auxiliary enterprises.
- (10/K). The institution must maintain up-to-date and approved policies and procedures governing financial guarantee.
- (10/L). The institution must maintain up-to-date and approved policies and procedures governing student financial rules and regulations including fees and refunds.

Standard 11: Regulatory Disclosure

- (11/A). The institution must maintain up-to-date and approved policies and procedures governing its response to requests for information about its operational and academic services.
- (11/B). The institution must maintain up-to-date and approved policies and procedures governing copyright and intellectual property.
- (11/C). The institution must maintain up-to-date and approved policies and procedures governing its publications.
- (11/D). The institution must maintain up-to-date and approved policies and procedures governing teach-out. The institution's teach-out agreement must be approved by the MoE CAA.
- (11/E). The institution must maintain up-to-date and approved policies and procedures governing conflicts of interest.
- (11/F). The institution must maintain up-to-date and approved policies and procedures governing anti-corruption and bribery.
- (11/G). The institution must maintain up-to-date and approved policies and procedures governing cooperative agreements and contractual relationships.

Standard 12: Social Responsibility and Engagement

- (12/A). The institution must maintain up-to-date and approved policies and procedures governing relationships with external stakeholders.
- (12/B). The institution must maintain up-to-date and approved policies and procedures governing its social engagement activities.
- (12/C). The institution must maintain up-to-date and approved policies and procedures governing its advisory boards/committees.
- (12/D). The institution must maintain up-to-date and approved policies and procedures governing its relationship with alumni.

Standard 13: Occupational Environment, Health and Safety

- (13/A). The institution must maintain up-to-date and approved policies and procedures governing its health services.
- (13/B). The institution must maintain an up-to-date and approved health and safety policy aligned with the expectations of the MoE's Environment, Health and Safety Management System General Framework.
- (13/C). The institution must maintain up-to-date and approved policies and procedures governing male and female accommodation including a healthy, safe and secure living environment.
- (13/D). The institution must maintain up-to-date and approved policies and procedures governing environmental protection and sustainable practices that focus on reducing energy and water consumption, and minimising waste.

Compliance Indicator (CI) 2: Governance

The institution must maintain and implement up-to-date and approved policies and procedures governing the Bylaws of its governing body in accordance with the requirements specified in Compliance Indicator 2: Governance.

- (1) Up-to-date and approved Bylaws governing the requirements for the appointment of a minimum of five governing body members, excluding ex-officio members, to membership of the governing body.
N.B. Governing Body is synonymous with Board of Trustees/Governors.
- (2) Up-to-date and approved Bylaws specifying the required expertise and academic experience required by its governing body members to support the strategic leadership of the institution.
- (3) Up-to-date and approved Bylaws governing statutory records of the academic qualifications, professional experiences and contact addresses of its governing body members.
- (4) Up-to-date and approved Bylaws governing the appointment of governing body members representing the wider UAE community.
- (5) Up-to-date and approved Bylaws that limit participation for members that have a financial interest in the institution to no more than one-third of the governing body's composition.
- (6) Up-to-date and approved Bylaws governing the appointment of the governing body's chairperson who must not be an owner, investor, shareholder or have a financial interest in the institution.
- (7) Up-to-date and approved Bylaws governing the term of office of governing body's members.
- (8) Up-to-date and approved Bylaws governing the appointment of at least one external independent governor whose term of office is time-limited.
- (9) Up-to-date and approved Bylaws governing conflicts of interest, including prohibitions and limitations on financial dealings between governing body members and the institution.
- (10) Up-to-date and approved Bylaws to ensure that governing body members are not involved in management decisions or the day-to-day operations of the institution.
- (11) Up-to-date and approved Bylaws governing measures to ensure that the governing body is operating with the highest levels of integrity, honesty and ethical behaviour in all its dealings and decision-making.
- (12) Up-to-date and approved Bylaws governing the frequency of meetings, which should be a minimum of two meetings per year.
- (13) Up-to-date and approved Bylaws governing the maintenance, storage and access arrangements to approved, signed and dated minutes of all governing body meetings.
- (14) Up-to-date and approved Bylaws governing the governing body's responsibility to appoint the President/CEO, with the qualifications and experience to undertake his/her assigned responsibilities.
- (15) Up-to-date and approved Bylaws governing the governing body's responsibility to conduct performance evaluations of the President/CEO.
- (16) Up-to-date and approved Bylaws governing the governing body's responsibility to approve all institutional policies.

- (17) Up-to-date and approved Bylaws governing the governing body's responsibility to approve all the institution's Bylaws.
- (18) Up-to-date and approved Bylaws governing the governing body's responsibility to approve the frequency of its periodical review of the institution's mission and vision statements.
- (19) Up-to-date and approved Bylaws governing the governing body's responsibility to approve the institution's strategic plan and monitor its progress towards achievement.
- (20) Up-to-date and approved Bylaws governing the governing body's responsibility to review and evaluate reports on all aspects of the institutional performance to ensure that appropriate academic standards and quality of provision for students are being maintained.
- (21) Up-to-date and approved Bylaws governing the governing body's responsibility to approve its educational programme consistent with the institution's mission statement.
- (22) Up-to-date and approved Bylaws governing the governing body's responsibility to confer or authorise the conferring of all qualifications.
- (23) Up-to-date and approved Bylaws governing the governing body's responsibility to secure the financial resources necessary to support the achievement of the institution's goals.
- (24) Up-to-date and approved Bylaws governing the governing body's responsibility to approve the annual budget.
- (25) Up-to-date and approved Bylaws governing the governing body's responsibility to approve major facilities, contracts, and campus plans, unless otherwise delegated by separate Bylaws.
- (26) Up-to-date and approved Bylaws governing the governing body's responsibility to approve the selection of an external financial auditor.
- (27) Up-to-date and approved Bylaws governing the governing body's responsibility to receive, and follow up on, the external auditor's report and accompanying management letter.
- (28) Up-to-date and approved Bylaws governing the governing body's responsibility to annually evaluate its own effectiveness and use those results for planning improvement actions.
- (29) Up-to-date and approved Bylaws governing its cross-campus and single-campus governance responsibilities, where multi-campus are organised under a single governing body.
- (30) Up-to-date and approved policies and procedures governing its standing committees.

Compliance Indicator (CI) 3a: Quality Assurance Manual

The institution must maintain an up-to-date and approved Quality Assurance Manual that includes all the policies and procedures and other requirements specified in Compliance Indicator 3a: Quality Assurance Manual.

N.B. Quality Assurance is considered synonymous with Institutional Effectiveness.

- (1) Procedures governing the organisation and operations of the Quality Assurance Unit.
- (2) Up-to-date organisational chart identifying the provision of a dedicated Quality Assurance Unit.

- (3) Procedures governing the Quality Assurance Unit's contribution to approved strategic and operational planning documents.
- (4) Procedures governing the quality cycle and approaches for the Quality Assurance Unit's cycle of self-evaluation/study.
- (5) Procedures governing the implementation of the self-evaluation of the:
 - i. institution as a whole
 - ii. individual programmes (including programmes implemented through different modes of delivery/ learning)
 - iii. operational units listed on the organisational charts.
- (6) Procedures governing the schedule for the review and updating of the institution's mission, vision and strategic plans.
- (7) Procedures governing the setting of Key Performance Indicators (KPIs) for all operational and academic units identified on the approved organisational chart.
N.B. Operational units include administrative and academic units.
- (8) Instruments to be used in the annual self-evaluation of all the institution's programmes and operational units.
- (9) The role of the individuals designated for each aspect of quality assurance and the self-evaluation process.
- (10) Procedures governing the production of improvement action plans that result from the self-evaluation process, including budget and resource estimates.
- (11) Procedures governing the dissemination of self-evaluation process outcomes.
- (12) Procedures governing the implementation and monitoring of improvement action plans.
- (13) Procedures governing the alignment of the quality assurance mechanisms for the following:
 - i. joint degree programmes
 - ii. other collaborative arrangements
 - iii. quality of learning provided by partner institutions
 - iv. branch campuses.

Compliance Indicator 3b: Fact Book

The institution must maintain an up-to-date and approved Fact Book that includes all the policies and procedures and other requirements specified in Compliance Indicator 3b: Fact Book.

- (1) Approved by the delegated authority (as per the institutions delegation authority matrix).
- (2) Overall student satisfaction rate up to the last academic year.
- (3) Graduation, retention and attendance rate up to the last academic year.
- (4) Annual records of the verified percentage of its graduates that are employed up to 12 months after graduation up to the last academic year.
- (5) Annual completion rate of student cohorts scheduled to graduate to those who have graduated successfully up to the last academic year.
- (6) Total number and ratio of faculty Scopus peer-reviewed publications, for each of the last five academic years.

Compliance Indicator (CI) 4a: Comprehensive Programme Specification Document (CPSD)

The institution must maintain an up-to-date and approved Comprehensive Programme Specification Document (CPSD), for each programme offered, that includes all the requirements specified in Compliance Indicator 4a: Comprehensive Programme Specification Document. This may be supplemented by additional information to meet the institution's needs.

- (1) Up-to-date Comprehensive Programme Specification Document (CPSD).
- (2) Approved by the delegated authority (as per the institutions delegation authority matrix).
- (3) Programme title and programme code/number.
- (4) Authoring team.
- (5) Date of publication.
- (6) Date(s) of programme:
 - i. initial accreditation
 - ii. past renewal of accreditation dates
 - iii. next reaccreditation due date.
- (7) Academic unit(s) delivering the programme.
- (8) In cases of interdisciplinary, or jointly offered programmes, the academic unit primarily responsible for the programme delivery.
- (9) Delivery support partner (if applicable).
- (10) Delivery mode(s).
- (11) Programme aim(s).
- (12) Programme Learning Outcomes (PLOs) and Course Learning Outcomes (CLOs).
- (13) Completion requirements.
- (14) Programme structure.
- (15) Student support.
- (16) Admission criteria.
- (17) Programme learning facilities and laboratories.
- (18) Methods for evaluating and improving the quality and standards of teaching and learning.
- (19) Assessment plan for programme learning outcomes.
- (20) Indicators of quality and standards.
- (21) Programme matrices or schematic outlines for the schedule of delivery with Programme Learning Outcomes (PLOs) mapped to Course Learning Outcomes (CLOs).
- (22) Programme matrices or schematic outlines for the schedule of delivery with Programme Learning Outcomes (PLOs) mapped to QFEmirates level descriptors.
- (23) Programme matrices or schematic outlines for the schedule of delivery with teaching and learning methods.
- (24) Programme matrices or schematic outlines for the schedule of delivery with assessment methods mapped against Course Learning Outcomes (CLOs).

Compliance Indicator (CI) 4b: Comprehensive Course Syllabi

The institution must maintain an up-to-date and approved Comprehensive Course Syllabi for each course, that includes all the requirements specified in Compliance Indicator 4b: Comprehensive Course Syllabi.

- (1) Up-to-date Comprehensive Course Syllabi.
- (2) Approved by the delegated authority (as per the institutions delegation authority matrix).
- (3) Course title and course code or course number.
- (4) Credit hours (or equivalent).
- (5) Prerequisites and corequisites (if any).
- (6) Name and contact information of the course instructor/coordinator.
- (7) Brief course description (as in the Catalogue).
- (8) Course Learning Outcomes (CLOs).
- (9) The link between the Course Learning Outcomes (CLOs) and the overall Programme Learning Outcomes (PLOs).
- (10) A week-by-week delivery plan (scheme of work) detailing the course topics and contents, including assessment sessions.
- (11) The programme schedule of any required laboratory, studio, external visits and other non-lecture sessions including any mandatory 'live' online sessions.
- (12) An assessment plan that includes the following:
 - i. an examination schedule or other assessments
 - ii. alignment with the academic calendar
 - iii. the relative weightage of various assessment components in determining the overall course grade.
- (13) Teaching methods.
- (14) Required and recommended reference resources including course texts and other related online resources.

Compliance Indicator (CI) 4c: Course Files

The institution must maintain up-to-date and approved Course Files for each course that demonstrate the linkage between Course Learning Outcomes (CLOs), teaching and learning delivery plans (schemes of work) and assessment practice, that include all the requirements specified in Compliance Indicator 4c: Course Files. Reference to the aligned Comprehensive Course Syllabi (CI4b: Comprehensive Course Syllabi).

- (1) Up-to-date Course File.
- (2) Approved by the delegated authority (as per the institutions delegation authority matrix).
- (3) Copies of all instructor teaching materials, including presentation slides, handouts and other learning material.
- (4) Copies of all assessment instruments mapped against Course Learning Outcomes (CLOs).

- (5) Marking scheme and model answers for all assessments.
- (6) Assessment records and examples of graded student-responses.
- (7) Student attendance data.
- (8) Faculty annual self-evaluation of the course including:
 - i. appropriateness of the Course Learning Outcomes (CLOs)
 - ii. the extent to which the syllabus was covered
 - iii. the extent to which learning outcomes were met (with evidence)
 - iv. appropriateness of textbooks and other learning resources
 - v. appropriateness of assessment instruments in relation to learning outcomes
 - vi. appropriateness of the balancing of assessment
 - vii. appropriateness of prerequisites
 - viii. general comments on any problems encountered.
- (9) Individual student progress data and students' performance for the course as a whole (individual student grades both cumulative and for all assessments and grade distribution).
- (10) Students course evaluation findings.
- (11) Class sizes (student/faculty ratios) comply with the institution policy.

Compliance Indicator (CI) 4d: Programme Substantive Change

The institution must maintain up-to-date and approved policies and procedures in accordance with the requirements specified in Compliance Indicator 4d: Programme Substantive Change.

N.B. Substantive Change includes, but is not limited to curricula approval, revision and other substantive changes that significantly modify a programme's key characteristics, goals, learning outcomes, basic structure, mode, or place of delivery planned to be implemented between programme reaccreditation or institutional review.

- (1) The institution must maintain MoE CAA approval for any changes that significantly modify the programme key contents, such as learning outcomes, goals, structure and place or mode of delivery (including the General Education programmes).
- (2) The institution must obtain MoE CAA approval, a minimum of six months prior to the implementation of the proposed change.
- (3) The content of the programme substantive change application must include an executive summary.
N.B. Applicable for in progress substantive change application.
- (4) The content of the programme substantive change application must include a rationale for the change and authorisation by the governing body and other relevant parties.
N.B. Applicable for in progress substantive change application.
- (5) The content of the programme substantive change application must include a detailed description of the proposed change.
N.B. Applicable for in progress substantive change application.

(6) The content of the programme substantive change application must indicate how any additional faculty and/or staff are required to implement the proposed programme changes and their relevant qualifications.

N.B. Applicable for in progress substantive change application.

(7) The content of the programme substantive change application must include the requirement of any additional learning resources and facilities.

N.B. Applicable for in progress substantive change application.

(8) The content of the programme substantive change application must include expansion of any physical plant and requirement for any additional equipment.

N.B. Applicable for in progress substantive change application.

(9) The content of the programme substantive change application must include a projection of other needs over the next several years including estimates of the additional costs.

N.B. Applicable for in progress substantive change application.

Compliance Indicator (CI) 4e: Internship Manual

Institutions offering internship, on-the-job training and/or other work placements as part of its educational programme must maintain and publish, an up-to-date and approved Internship Manual that includes all the policies and procedures, and other requirements specified in Compliance Indicator 4e: Internship Manual.

(1) Policies and procedures governing the requirements for signed agreements for each internship/work placement provider including:

- i. start date
- ii. end date
- iii. planned work
- iv. renewal date
- v. arrangements for access to the official agreement document that states the responsibilities of the institution, the student and the provider.

(2) Policies and procedures governing the alignment of internship requirements with the Programme Learning Outcomes (PLOs) and QF*Emirates* requirements.

(3) Policies and procedures governing internship arrangements that provide each student with a job description, aligned with the internship requirements and the Programme Learning Outcomes (PLOs).

(4) Policies and procedures governing the contractual arrangement of internship students that includes:

- i. the expectations for student learning
- ii. student assignments
- iii. student evaluation
- iv. faculty supervision
- v. provider supervision.

- (5) Policies and procedures governing the alignment of student internship with internship providers.
- (6) Policies and procedures governing student internship orientation programmes that include the knowledge, skills and behaviours required to succeed in the work environment.
- (7) Policies and procedures governing the internship placement site in adherence with the national employment laws.
- (8) Policies and procedures governing a designated officer responsible for implementing its internships policies.
- (9) Policies and procedures governing designated faculty or academic supervision from the department or programme offering the internship.
- (10) Policies and procedures governing the delineation of responsibilities of the faculty or academic supervisor, the student and the provider.
- (11) Policies and procedures governing the:
 - i. organisation of the internship in the educational programme
 - ii. arrangement for internship assessment and grading
 - iii. internship evaluation methods
 - iv. award of academic credit for internship completion (if any).
- (12) Policies and procedures governing opportunities for students to reflect, in writing and/or through an oral presentation, on their achievement of the Course Learning Outcomes (CLOs).
- (13) Policies and procedures governing the internship annual evaluations, including gathering student and employer feedback that are to be used to inform improvement action planning.

Compliance Indicator (CI) 4f: Joint Degree Programme Manual

Institutions offering joint degrees must maintain an up-to-date and approved Joint Degree Programme Manual that includes all the requirements specified in Compliance Indicator 4f: Joint Degree Programme Manual.

- (1) Policies and procedures governing maintaining verification records of its partner institutions that include, but are not limited to legal documentation, institutional licensure and programme accreditation.
- (2) Policies and procedures governing partnerships with foreign institutions and the responsibility for compliance with all UAE laws and regulations.
- (3) Policies and procedures governing a partner institution's delivery to a maximum of %50 of the curriculum.
- (4) Policies and procedures governing the proportion of a partner institution's Online and Blended Learning delivery, that must be taught by Face-to-Face delivery.
N.B. Ensure that if the courses offered by the partner institution are delivered through Online and Blended Learning, an appropriate portion of each course requires to be approved by the MoE CAA.
- (5) Policies and procedures governing the arrangements for faculty of the partner institution to contribute to joint programme evaluation and development.

- (6) Policies and procedures governing the equivalent entitlement of students visiting partner institutions.
- (7) Policies and procedures governing the access to the faculty of the partner institution and student support arrangements.

Compliance Indicator (CI) 6a: Faculty Manual

The institution must maintain an up-to-date and approved Faculty Manual that includes all the requirements specified in Compliance Indicator 6a: Faculty Manual.

N.B. Faculty and Staff Manual may be combined into an HR/Personnel/Employee or Faculty and Staff Manual.

- (1) Up-to-date holiday calendar.
- (2) Up-to-date organisational chart.
- (3) Policies and procedures governing faculty roles and responsibilities in academic affairs.
- (4) Policies and procedures governing faculty roles and responsibilities in curriculum development and review.
- (5) Policies and procedures governing faculty roles and responsibilities in teaching.
- (6) Policies and procedures governing faculty roles and responsibilities in student support.
- (7) Policies and procedures governing faculty roles and responsibilities in academic advising.
- (8) Policies and procedures governing faculty roles and responsibilities in the development and implementation of Online and Blended Learning programmes and courses.
- (9) Policies and procedures governing faculty roles and responsibilities in research and/or scholarly activities.
- (10) Policies and procedures governing faculty roles and responsibilities in management and administration.
- (11) Policies and procedures governing faculty roles and responsibilities in governance.
- (12) Statement on academic freedom.
- (13) Code of conduct/professional ethics.
- (14) Statement on intellectual property rights.
- (15) Policies and procedures governing faculty workloads including the release time for deans, department chairs, programme coordinators, and other major administrative assignments.
- (16) Policies and procedures governing full-time faculty expectations for office hours.
- (17) Policies and procedures governing full-time faculty academic ranks and qualifications for those ranks.
- (18) Policies and procedures governing full-time and part-time faculty orientation.
- (19) Policies and procedures governing full-time faculty probationary periods.
- (20) Policies and procedures governing annual performance evaluations of its faculty and the effect of performance reviews on employment.
- (21) Policies and procedures governing full-time and part-time faculty supervision and organisational issues affecting faculty.
- (22) Policies and procedures governing continuous professional development for faculty.

- (23) Policies and procedures governing training of faculty involved with Online and Blended Learning programmes and courses in the operation of the Online and Blended Learning platform. The training must include, but is not limited to:
- i. instructional design
 - ii. development of course materials.
- (24) Policies and procedures governing full-time faculty annual leave.
- (25) Policies and procedures governing full-time faculty maternity leave.
- (26) Policies and procedures governing full-time faculty sabbatical leave.
- (27) Policies and procedures governing full-time faculty training/continuous professional development leave.
- (28) Policies and procedures governing full-time faculty emergency leave.
- (29) Policies and procedures governing full-time faculty Hajj leave.
- (30) Policies and procedures governing full-time faculty sick leave.
- (31) Policies and procedures governing full-time faculty research expectations including administrative responsibilities for grants received.
- (32) Policies and procedures governing full-time faculty consultancy or outside employment.
- (33) Policies and procedures governing provision in the event of faculty's death in service.
- (34) Policies and procedures governing promotion opportunities and application processes.
- (35) Policies and procedures governing faculty employment conditions including the requirement for identical qualifications for full-time and part-time faculty.
- (36) Pay scales.
- (37) Policies and procedures governing faculty teaching above their contracted hours.
- (38) Policies and procedures governing summer employment.
- (39) Policies and procedures governing the system of faculty disciplinary actions and appeals.
- (40) Policies and procedures governing faculty grievance.
- (41) Policies and procedures governing graduate assistants.
- (42) Policies and procedures governing part-time faculty.
- (43) Policies and procedures governing nepotism including employee relationships.
- (44) Policies and procedures governing the handling of employee legal issues.

Compliance Indicator (CI) 6b: Staff Manual

The institution must maintain an up-to-date and approved Staff Manual that includes all the requirements specified in Compliance Indicator 6b: Staff Manual.

N.B. Faculty and Staff Manual may be combined into an HR/Personnel/Employee or Faculty and Staff Manual.

- (1) Up-to-date holiday calendar.
- (2) Definitions of academic staff.

- (3) Definitions of non-academic staff.
- (4) Definitions of full-time staff.
- (5) Definitions of part-time staff.
- (6) Details of the working week.
- (7) Policies and procedures governing arrangements for overtime.
- (8) Policies and procedures governing annual leave.
- (9) Policies and procedures governing maternity leave.
- (10) Policies and procedures governing Hajj leave.
- (11) Policies and procedures governing emergency leave.
- (12) Policies and procedures governing bereavement leave.
- (13) Policies and procedures governing annual supervision and performance evaluations, and the effect of performance reviews on employment.
- (14) Pay and benefits schedule.
- (15) Policies and procedures governing probationary periods, length of contracts, and procedures for contract renewal.
- (16) Policies and procedures governing provision in the event of a death of a staff member in service.
- (17) Policies and procedures governing staff roles and responsibilities in governance and committees.
- (18) Policies and procedures governing maintenance of staff employment/personnel records.
- (19) Policies and procedures governing the system of staff disciplinary actions and appeals.
- (20) Policies and procedures governing staff grievance and appeals.
- (21) Policies and procedures governing staff promotion.
- (22) Policies and procedures governing its continuous professional development activities for staff.
- (23) Policies and procedures governing training of staff involved with the operation of the Online and Blended Learning platform (if applicable).
- (24) Policies and procedures governing details of staff access to services including but not limited to:
 - i. counselling services
 - ii. career services
 - iii. registration for courses at the institution.
- (25) Code of conduct.
- (26) Policies and procedures governing staff roles and responsibilities in the development and implementation of Online and Blended Learning programmes and courses (if applicable).

Compliance Indicator (CI) 6c: Faculty Qualifications

The institution must maintain up-to-date and approved policies and procedures governing faculty qualifications that are also approved by the MoE CAA and in accordance with the requirements specified in Compliance Indicator 6c: Faculty Qualifications.

- (1) Faculty teaching credit courses in certificate, associate degree, or diploma (not offered in conjunction with bachelor's degree programmes) must have a minimum of a master's degree with a major in the discipline taught, and one of the below criteria:
 - i. 5 years teaching experience in the discipline
 - ii. a combination of 5 years teaching experience and other related employment
 - iii. an equivalent of 18 semester graduate credits beyond the master's degree in the discipline taught
 - iv. internationally recognised professional credential (e.g. public accountant certificate).
- (2) At least one of the faculty teaching credit courses in certificate, associate degree, or diploma, not offered in conjunction with a bachelor's degree programme holds a terminal degree in a relevant discipline.
- (3) Faculty teaching general education courses offered in conjunction with a bachelor's degree curriculum must have a minimum of a master's degree with a major in the discipline taught and one of the below criteria:
 - i. 5 years teaching experience in the discipline
 - ii. a combination of 5 years teaching experience and other related employment
 - iii. an equivalent of 18 semester graduate credits beyond the master's degree in the discipline taught
 - iv. internationally recognised professional credential (e.g. public accountant certificate).
- (4) Faculty must hold a terminal degree or equivalent in the relevant taught discipline if teaching credit courses in the following:
 - i. bachelor's degree programmes
 - ii. certificate, associate degree, or diploma, offered in conjunction with a bachelor's degree programme
 - iii. higher diploma programmes requiring three years or more of study beyond secondary school.
- (5) Exceptions to the terminal degree requirements must be limited to no more than 20% of all faculty teaching in any specific programme.
- (6) Exceptions to the terminal degree requirements must be limited to faculty teaching in applied fields having a minimum of one of the following:
 - i. master's degree in the teaching field with extensive senior-level experience in the applied field
 - ii. doctorate in a related field with extensive senior-level experience in the applied field
 - iii. applied field experience coupled with internationally recognised professional association certification.

- (7) The institution must ensure that its faculties (including any partnership faculty delivering joint degrees) meet the minimum requirements:
- i. qualifications aligned to the programme subject area
 - ii. documented qualifications from internationally recognised institutions
 - iii. qualifications at least one level above the level of teaching, except for faculty with professional experience including:
 - extensive senior-level experience in the applied field, or
 - experience in the applied field coupled with an internationally recognised professional body certification.
 - iv. exceptions to the above requirements are limited to faculty in applied fields who have a minimum of a bachelor's degree and either:
 - extensive senior-level experience in the applied field, or
 - experience in the applied field coupled with an internationally recognised professional body certification.

Compliance Indicator (CI) 6d: Joint Degree Faculty Qualifications

Institutions offering Joint Degree Programmes must maintain up-to-date and approved, policies and procedures governing the professional requirements for teaching in accordance with Compliance Indicator 6d: Joint Degree Faculty Qualifications.

- (1) The institution must ensure that its partner's faculty meet the minimum requirements for qualifications aligned with the programme subject area.
- (2) The institution must ensure that its partner's faculty meet the minimum requirements by documenting their qualifications from internationally recognised institutions.
- (3) The institution must ensure that its partner's faculty meet the minimum requirements for qualifications at least one level above the level of teaching, except for faculty with professional experience including:
 - i. extensive senior-level experience in the applied field, or
 - ii. experience in the applied field coupled with internationally recognised professional body certification.Exceptions to the above requirements are limited to faculty in applied fields who have a minimum of a bachelor's degree and either:
 - i. extensive senior-level experience in the applied field, or
 - ii. experience in the applied field coupled with internationally recognised professional body certification.
- (4) The institution must ensure that faculty, and any partnership faculty delivering joint degrees programmes in English hold recognised English language proficiency qualifications with a minimum score of EmSAT 1400 (or it's equivalent), before the end of their probationary period.

N.B. Equivalent internationally recognised tests that are approved by MoE CAA include: IELTS 6, TOEFL 213] 550 CBT, 80-79 iBT].

(5) The institution must ensure that faculty, and partnership faculty delivering joint degree programmes in Arabic hold recognised English language proficiency qualifications with a minimum score of EmSAT 1250 (or it's equivalent), before the end of their probationary period.

N.B. Equivalent internationally recognized tests that are approved by MoE CAA include IELTS 5.5, TOEFL 197] 530 CBT, 71 iBT].

Compliance Indicator (CI) 6e: Faculty Teaching Assignments.

The institution must maintain up-to-date and approved policies and procedures governing the Faculty Teaching Assignments in accordance with the requirements specified in Compliance Indicator 6e:

Faculty Teaching Assignments

- (1) The teaching assignments should not exceed the maximum for non-terminal degree holders teaching undergraduate diploma, certificate, associate degree and bachelor's programmes 30 credit hours (throughout the first and second semester combined) or equivalent per academic year (15 credit hours per semester).
- (2) The teaching assignments should not exceed the maximum for terminal degree holders teaching undergraduate programmes 24 credit hours (throughout the first and second semester combined) or equivalent per academic year (12 credit hours per semester).
- (3) The teaching assignments should not exceed the maximum for faculty teaching only graduate programmes 18 credit hours (throughout the first and second semester combined) or equivalent per academic year (9 credit hours per semester) and pro-rata for faculty teaching a combination of undergraduate and graduate courses.
- (4) The teaching assignments should not exceed the maximum for part-time faculty 6 credit hours or equivalent per semester.
- (5) The teaching assignments should not exceed the maximum for teaching overloads 3 credit hours per faculty, per academic year which are to be used only in special circumstances, and faculty must be compensated for the overload.
- (6) The teaching assignments for summer programmes must be accounted for differently.
- (7) The teaching assignments for clinical training, studio, laboratory, graduation projects and internship assignments (If applicable) are accounted for separately.
- (8) The teaching assignments for Online and Blended Learning (If applicable) must be accounted for differently considering the greater out-of-classroom preparation.

Compliance Indicator 6f: Central Register

The institution must maintain up-to-date and approved policies and procedures governing the Central Register in accordance with the requirements specified in Compliance Indicator 6f: Central Register.

- (1) Contract terms and conditions (renewal/holiday entitlement/probationary period/termination/discipline/etc.).
- (2) Passport.
- (3) Visa information (for non-UAE nationals).
- (4) Emirates ID.
- (5) Documents required by the Ministry of Human Resources and Emiratization.
- (6) Signed offer letter.
- (7) Health Insurance benefits.
- (8) Police criminal background record from home country and/or the UAE.
- (9) Certificate/qualification checks (where applicable).
- (10) Employment references (where applicable).
- (11) Additional payments and allowances.
- (12) Annual performance evaluation records.
- (13) Promotion documents.
- (14) Increment letter.
- (15) Up-to-date curriculum vitae.
- (16) Qualification certificates, official transcripts.
- (17) Equivalency (where applicable).
- (18) Attestation (where applicable).
- (19) Annual continuous professional development activities.

Compliance Indicator (CI) 7a: Recognition of Prior Learning (RPL) Application Guide

The institution must maintain up-to-date and approved policies and procedures governing the Recognition of Prior Learning (RPL) Application Guide that are also approved by the MoE CAA and in accordance with the requirements specified in Compliance Indicator 7a: Recognition of Prior Learning Application Guide.

- (1) Eligibility Criteria.
- (2) RPL Process Overview.
- (3) Documentation Requirements.
- (4) Assessment Criteria.
- (5) Fees and Payment.
- (6) Appeals and Re-evaluation.
- (7) Advising.
- (8) Resources and Support.

Compliance Indicator (CI) 7b: Admission Requirements to Specific Programme

The institution must maintain up-to-date and approved policies and procedures governing the Admission Requirements to specific programme, in accordance with the requirements specified in Compliance Indicator 7b: Admission Requirements to Specific programme.

- (1) The institution must ensure that Bachelor of Law admissions meet the general admission and specific requirements set by the MoE CAA.
- (2) The institution must ensure that Bachelor of Education - Early Childhood admissions meet the general admission and specific requirements set by the MoE CAA.
- (3) The institution must ensure that Bachelor of Medicine and Bachelor of Surgery (MBBS) admissions meet the general admission and specific requirements set by the MoE CAA.
- (4) The institution must ensure that Pharmacy Programmes admissions meet the general admission and specific requirements set by the MoE CAA.
- (5) The institution must ensure that Bachelor of Dentistry Programmes admissions meet the general admission and specific requirements set by the MoE CAA.
- (6) The institution must ensure that Bachelor of Nursing Programme admissions meet the general admission and specific requirements set by the MoE CAA.
- (7) The institution must ensure that Business Programme admissions meet the general admission and specific requirements set by the MoE CAA.
- (8) The institution must ensure that Engineering, Computer Science, Information Technology, Interior Design, and Architecture Programmes admissions meet the general admission and specific requirements set by the MoE CAA.

Compliance Indicator (CI) 8a: Student Manual

The institution must maintain an up-to-date and approved Student Manual that includes policies, procedures and all the requirements specified in Compliance Indicator 8a: Student Manual.

- (1) Up-to-date holiday calendar.
- (2) Statement of students' rights and responsibilities.
- (3) Policies and procedures governing student roles, responsibilities and processes in governance and committees.
- (4) Policies and procedures governing financial control in student run clubs and societies.
- (5) Policies and procedures governing the role of faculty/staff in student run clubs and societies.
- (6) Details of the learning resource centre's opening times.

- (7) Details of the learning resource centre's learning facilities/resources.
- (8) Details of the learning resource centre's Online and Blended Learning resources.
- (9) Details of student services including student orientation programmes that include but are not limited to:
 - i. access to the Learning Resource Centre (LRC)
 - ii. access to the Learning Management System (LMS)
 - iii. usage of digital/virtual instructional technologies
 - iv. usage of digital/virtual communication devices and applications.
- (10) Details of student services' including learning support services.
- (11) Details of student services' provision of academic counselling/advising.
- (12) Details of student services' provision of psychological counselling.
- (13) Details of student services' provision of career counselling that includes career/work-experience/ internship placement services.
- (14) Details of student services' provision of computer workspaces.
- (15) Details of student services' provision of health services.
- (16) Details of student services' provision of student accommodation.
- (17) Details of student services' provision of dining facilities/services.
- (18) Details of student services' provision of recreational facilities.
- (19) Details of student services' provision of prayer rooms.
- (20) Policies and procedures governing responsibility and restrictions on the use of the institution's facilities.
- (21) Policies and procedures governing responsibility and restrictions on the use of the institution's electronic resources including internet access.
- (22) Policies and procedures governing student-run media and publications.
- (23) Full-time equivalent (FTE) faculty : student ratio.
- (24) Information related to safe use of laboratories, safety issues related to hazardous materials and fire safety.
- (25) Student services offices contact information.
- (26) Code of conduct that includes the prohibition of smoking, dress codes and other related regulations.
- (27) Policies and procedures governing academic integrity that includes plagiarism penalties.
- (28) Policies and procedures governing discipline, grievance and appeal with timelines.
- (29) Information related to student records content, the institution's privacy protection and conditions under which student's records can be released.

Compliance Indicator (CI) 8b: Catalogue

The institution must maintain an up-to-date and approved Catalogue that includes all the policies, procedures the requirements specified in Compliance Indicator 8b: Catalogue.

- (1) Up-to-date institution's vision, mission and goals.
- (2) Statement about the history of the institution.
- (3) Up-to-date organisational chart.
- (4) List of faculty with degrees held and the conferring institution.
- (5) List of graduate research faculty with degrees held and the conferring institution and their research interest.
- (6) List of names and titles of senior staff.
- (7) List of members of the governing board and their affiliations.
- (8) Admission application fees.
- (9) Admission deadlines.
- (10) Policies and procedures governing admission requirements for verified documents and secondary school completion certificates.
- (11) Policies and procedures governing admission transfer credits.
- (12) Policies and procedures governing admission requirements for remedial programmes.
- (13) Policies and procedures governing admission requirements for any joint degree programmes.
- (14) Policies and procedures governing student re-admission.
- (15) Policies and procedures governing the General Education requirements for entry to undergraduate degree programmes.
- (16) Policies and procedures governing graduate admissions.
- (17) Financial policies and procedures governing student fee schedules and other programme cost payments.
- (18) Financial policies and procedures governing changes to student tuition and other fees.
- (19) Financial policies and procedures governing student fee refunds.
- (20) Financial policies and procedures governing student financial aid.
- (21) Financial policies and procedures governing student scholarships.
- (22) Policies and procedures governing student registration.
- (23) Policies and procedures governing student withdrawal.
- (24) Policies and procedures governing student probation.
- (25) Policies and procedures governing student dismissal.
- (26) Statement relating to academic integrity including definitions of plagiarism and other academic offences.
- (27) Completion requirements for each degree including the curricula, Programme Learning Outcomes (PLOs) and how learning outcomes are aligned with QF*Emirates*.

- (28) Information detailing the sequencing of courses within programmes.
- (29) Course details and descriptions including prerequisites.
- (30) Definition of the institution's use of the terms 'minor' or 'area of concentration'.
- (31) Definition of the institution's credit hour.
- (32) Definition of the institution's minimum number and level of credits/units required for each core course and electives.
- (33) Number of credits for each course.
- (34) Course details of the number of classrooms and other hours required.
- (35) Course details of the prerequisites, identification of core courses and electives (if applicable).
- (36) Academic year's calendar including teaching, assessment and holiday periods.
- (37) Details and expiry dates of all current MoE CAA licensure and programme accreditations.
- (38) Details and expiry dates of any international programme accreditations.
- (39) Description of the institution's facilities and resources that support learning.
- (40) Details of any cooperative relationships with other educational, cultural or community organisations.
- (41) Definition of the institution's use of the term 'major'.
- (42) List of qualification titles and designations for the programmes offered.
- (43) Institution's location and contact information.
- (44) Statutory minimum English language 'EmSAT - Achieve English' score admission requirements.
- (45) Full-time equivalent (FTE) faculty : student ratio.
- (46) Overall student satisfaction rate.
- (47) Student services unit's role in supporting students to obtain their qualifications.
- (48) Students' rights and responsibilities.
- (49) Policies and procedures governing student appeals and complaints.
- (50) Policies and procedures governing academic regulations, assessment, grading and academic progress.
- (51) Policies and procedures governing graduate research including, but not limited to:
 - i. projects, theses and dissertations
 - ii. registration, proposal submission and approval
 - iii. principal advisor and supervision
 - iv. graduate committees
 - v. seminar requirements
 - vi. external readers
 - vii. final examinations
 - viii. revisions
 - ix. award of degree
 - x. intellectual property and copyrights.

Compliance Indicator (CI) 8c: Online and Blended Learning Manual

The institution must maintain an up-to-date and approved Online and Blended Learning Manual that includes all the policies, procedures and the requirements specified in Compliance Indicator 8c: Online and Blended Learning Manual.

- (1) Up-to-date organisational chart illustrating the responsibility for Online and Blended Learning programmes and courses, including materials development, programme delivery, student support and evaluation.
- (2) A statement of faculty roles and responsibilities in the development and implementation of Online and Blended Learning programmes and courses including students' support.
- (3) Information on the mode of delivery adopted by the institution for Online and Blended Learning programmes and courses (e.g. fully online or blended mode, synchronous or asynchronous interaction among students, media used for course delivery).
- (4) Policies and procedures governing the continuous development of Online and Blended Learning materials including overall project management, instructional design, content creation, and design of assessments, etc.
- (5) Policies and procedures governing assessment methodologies relating to Online and Blended Learning, focused on maintaining the integrity of student work in the LMS.
- (6) Characteristics of the LMS, including both its hardware and software components.
- (7) The location of physical sites established to support the delivery of Online and Blended Learning programmes and courses.
- (8) Information on the systems and procedures for security of testing and authentication of student identity.
- (9) Information for students on the minimum requirements for hardware, software and internet connectivity for the programme or course.
- (10) Information for students of all support services available to them including:
 - i. tutoring
 - ii. academic advising
 - iii. financial aid.
- (11) Information on copyright and intellectual property policies relating to Online and Blended Learning materials developed by or for the institution. These policies should clearly:
 - i. provide information regarding faculty intellectual property rights and the copyright policies of the institution
 - ii. indicate whether either institution or faculty may use the developed course materials and under what conditions
 - iii. state whether faculty may or may not post learning materials (video lectures) on social media, if so, any conditions or limits for posting or sharing course materials outside of class distribution
 - iv. indicate branding requirements for all multimedia learning content posted online
 - v. include the terms of an ancillary contract between the institution and the faculty member that protects their intellectual property rights should the materials be used for other commercial purposes.

Compliance Indicator (CI) 11: Website

The institution must maintain an up-to-date and approved Website that includes all the requirements specified in Compliance Indicator 11: Website.

- (1) Academic calendar of the current year including teaching, assessment and holiday periods.
- (2) Overview of the institution.
- (3) Up-to-date vision and mission statements.
- (4) Goals and objectives.
- (5) Details of the governing body.
- (6) Details of the senior management team.
- (7) Up-to-date organisational chart.
- (8) Current academic year Catalogue.
- (9) Current academic year Student Manual.
- (10) Statutory minimum English language 'EmSAT - Achieve English' score admission requirements.
- (11) Policies and procedures governing its admission requirements including application fees.
- (12) Policies and procedures governing its admission requirements including admissions deadlines.
- (13) Policies and procedures governing its admission requirements for verified documents and secondary completion certificates.
- (14) Policies and procedures governing its admission requirements for transfer credits.
- (15) Policies and procedures governing its admission requirements for remedial courses.
- (16) Policies and procedures governing its graduate admissions.
- (17) Details of the general education programme.
- (18) Details of student orientation programme.
- (19) Details of learning support services.
- (20) Details of provision of academic counselling/advising.
- (21) Details of student services' provision of psychological counselling.
- (22) Details of student services' provision of career counselling including career/work-experience/ internship placement services.
- (23) Details of student services' provision of computer workspaces.
- (24) Details of student services' provision of health services.
- (25) Details of student services' provision of student accommodation.
- (26) Details of student services' provision of dining services/facilities.
- (27) Details of student services' provision of recreational facilities.

- (28) Details of student services' provision of prayer rooms.
- (29) Details of activities and news about the institution.
- (30) Information on branch campuses or campuses in other countries (if applicable).
- (31) Institution's location and contact information.
- (32) Details of the latest website update.
- (33) Details and expiry dates of all current MoE CAA licensure and programme accreditations.
- (34) Details and expiry dates of all international programme accreditations (if applicable).
- (35) Details of its chair/programme coordinator for each programme.
- (36) Details of its learning outcomes for each programme.
- (37) Details of its curriculum structure and credit hours for each programme.
- (38) Details of its study plan for each programme.
- (39) Details of its course descriptions for each programme.
- (40) Details of the total cost of studying for each programme.
- (41) Details of its faculty teaching each programme including:
 - i. name
 - ii. highest qualification and name of awarding institution
 - iii. major/specialty.
- (42) Full-time equivalent (FTE) faculty: student ratio.
- (43) Information for international students including, but not limited to:
 - i. estimated living costs
 - ii. visa requirements
 - iii. eligibility for health services
 - iv. accident and travel insurance.
- (44) Details of programmes related to:
 - i. student graduation
 - ii. student attendance
 - iii. student retention
 - iv. student dropout.

■ Appendices

- Glossary of Terms

Glossary of Terms

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| UAE | United Arab Emirates. |
| MOE | Ministry of Education. |
| CAA | Commission for Academic Accreditation. It licences HEIs and accredits their programmes in the UAE. |
| ADEK | Abu Dhabi Department of Education and Knowledge. ADEK's role is to develop the education system in the Emirate of Abu Dhabi. This includes licensing all private institutions. |
| KDHA | Knowledge and Human Development Authority (KHDA). KHDA is responsible for the growth and quality of private education in Dubai, supporting schools, universities, parents, students, educators and government partners to create a high quality education sector. |
| National Register | Includes all the MoE CAA licensed HEIs in the UAE. |
| HEI | Higher Education Institution, HEI refers to federal and private universities, colleges, institutions (vocational and technical) and university colleges as defined and licensed by the MoE CAA. |
| PSMHEI | Refers to Police, security, and military higher education institutions in the United Arab Emirates. PSMHEI is a police, security or military government-owned and operated teaching institution reporting to either local government, the Ministry of Interior (MOI), the Ministry of Defence (MOD), or the Gulf Cooperation Council (GCC). |

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| PPE | Personal Protective Equipment. |
| Safeguarding | Refers to protecting a person's rights to live in safety and free from abuse and neglect. |
| CEO | Chief Executive Officer of the HEI (synonymous with President). |
| SLP | Senior Link Person. HEI staff member coordinating with MoE inspection team. |
| Lead Inspector | MoE inspector facilitating the operations of the inspection. |
| Aspect Inspector | A member of the inspection team responsible to ensure the extent to which the HEI complies with approved inspection standards. This is also to ensure that the laws and regulations are applied through visits and are using the tools necessary to prepare the inspection reports and submitting them to the concerned authorities. |
| Compliance Inspection | Process to determine if HEIs meet the compliance inspection standards outlined in this manual. |
| FCI | Full Compliance Inspection. It explores the lines of enquiries related to all standards and associated compliance indicators and measures the degree to which the HEI complies with all relevant UAE laws and regulations. |
| PRI | Progress Review Inspection is a type of inspection to assess the institution's progress against the Corrective Action Plan (CAP) and focus only on partially compliant and non-compliant judgments. |
| POI | Purpose Oriented Inspection, is a focused inspection on a particular theme. |
| PPM | Policy and Procedures Manual or online system. |

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| Inspection-phase Documents | Comprehensive list of documents required to be available during the inspection. |
| Lines of Enquiry | Explore emerging themes from desk-based reviews. |
| Lines of Inquiry | Inspection themes to investigate. |
| Quality Assurance | The processes, procedures, and rules followed during the inspection for ensuring accuracy, integrity and professionalism of the inspection process. |
| Inspection Framework | Collective term for the 'Standards for compliance inspection of higher education institution'. |
| HEI Compliance Framework | A body of standards, domains and metrics that include the laws and regulations to inspect HEIs within the UAE. |
| QF Emirates | The UAE qualification framework, <i>QF Emirates</i> is the single structure and reference point through which all qualifications in the UAE can be compared nationally and internationally. |
| Qualifications Framework | National Qualification Framework of the UAE. |
| EDS EHSMS GF | Education Sector Environment, Occupational Health & Safety Management System General Framework. |
| Standards | Collection of closely linked domains that make up the framework. |
| Domains | Distinct collection of closely linked metrics. |
| Metric | The smallest individual compliance indicator. |
| Validation | Authentication of educational documents with the legal and official stamps required by MoE. |

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| Compliant | A judgment outcome when the HEI meets the standard/Metric requirements. |
| Partially Compliant | A judgment outcome when the HEI meets part, but not all of the standard/metric requirements. |
| Non-Compliant | A judgment outcome when the HEI does not meet the standard/metric required. |
| Corrective Action Plan (CAP) | HEI's time-bound improvement action plan as a response to addressing partially compliant and non-compliant outcomes. |
| Delivery Modes | Refers to Face-to-Face, Online Learning and Blended Learning modes of delivery. |
| Continuing Education (CE) | Non-degree educational activities provided by an education provider, with the aim of improving knowledge, skills and competences, within a personal, civic, social and/or employment-related perspective. |
| Lifelong Learning (LLL) | Encompassing all learning activities undertaken throughout life, with the aim of improving knowledge, skills and competencies, within a personal, civic, social and/or employment-related perspective. |
| Recognition of Prior Learning (RPL) | The process used to identify and assess the knowledge, skills, and competencies a person has gained from non-formal or informal learning against prescribed sets of standards, in order to grant credit towards a qualification. |
| Credit-Bearing Micro Credential (CBMC) | A small subset of assessed learning with learning outcomes that a learner has achieved through assessment against transparent and clearly defined standards. CBMCs do not lead directly to a principal qualification. However, the learner may receive credit at the appropriate level upon successful completion of the learning. |
| Face-to-Face (F2F) Programme | A programme in which all its credit hours are delivered Face-to-Face. |
| Blended Programme | A programme in which less than 50% of its total credit hours are delivered online, and the rest is delivered Face-to-Face. |

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| Online Programme | A programme in which 50% or more of its credit hours are delivered through online mode of delivery. |
| Online Learning | A type of e-Learning designed for and delivered via the internet. Online learning can be employed as part of a blended programme, or an online programme. |
| e-Learning | Instruction that involves digital or electronic means of disseminating information or communication between students and instructor. e-Learning can be used in Face-to-Face classrooms, and can be used for remote, distance, online learning, blended learning, or supplemental self-learning in a classroom. |
| Students of Determination | Refers to students with long-term physical, mental, intellectual or sensory differences which might restrict student's full and effective participation in education. |
| Visiting Students | They are usually enrolled at their home country institution and participate in an exchange programme or study abroad programme, which allows them to study at a partner institution abroad for a specific period. Visiting students often spend a semester or an academic year at the host institution and return to their home country institution to complete their degree. |
| International Students | Refers to individuals who travel to a country other than their own for the purpose of pursuing education or training for a specific period. |
| Students Progress | Refers on the day-to-day within a semester or semester-to-semester progress made by individual students in terms of their knowledge and skill acquisition. |
| Students Progression | Refers to the advancement from one academic year or semester to the next, leading to the completion of a degree or qualification. It involves meeting specific academic requirements, such as completing the required number of credits, passing exams or assessments, and achieving satisfactory academic performance. student progression looks at the broader picture of a student's academic journey and the successful completion of programme requirements. |

