

De Montfort University Dubai Campus

Enrolment Handbook

Academic Year 2023/2024
(October 2023 Intake)

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Greetings from De Montfort University Dubai!

We are delighted to welcome you on campus. Please carefully read all instructions in the below guide. You are required to complete your online registration and then finalize your registration on campus; by completing your tuition fee payments, visa checks and identity verification for your ID card issuance.

Finance – All due payments and post-dated cheques for your instalments are to be provided at the finance office, kindly refer to the attached finance handbook for details and contact information.

Visa & ID Check – You are required to carry a copy of your passport, UAE visa & Emirates ID card and provide this to the team at the Student Advice Centre. Once the Visa check has been completed, you will receive an email within 3 working days to say that your Student ID card is ready to collect from the Student Advice Centre.

Registration

Before you can commence your studies, you must [register online](#) so that we have all the necessary information to activate your student status. An email with details of how-to login have already been sent to you, [please register as soon as possible](#). In order to complete registration, you will be required to upload a passport style photograph of yourself.

DMU Email Account

As soon as you become a fully registered student you will also receive access to your own personal DMU email account. You will be fully registered once we have finalized your record, this will normally be 2 working days after you have registered online. Your email address will normally comprise of your student ID number e.g. P2534567 followed by @my365.dmu.ac.uk becoming: P2534567@my365.dmu.ac.uk. We will use this email address if we need to contact you so, please remember to check your account regularly.

LearningZone

De Montfort University uses a web-based learning system called LearningZone to support student learning. Typically, your tutors will use LearningZone to give you access to information about your modules, as well as learning materials, discussion areas and support activities. LearningZone uses the same username and password as the student email system.

Library

The library at DMU Dubai is built modern with general reading hall, discussion rooms, quiet study room and leisure reading area located on the ground floor of the building. The library also has the virtual reality room. The library provides necessary reading print and electronic resources to achieve success in your academic learning and research.

Timetables and Start of Teaching

You must have registered online to be registered as a student and access systems (e.g. email, MyDMU and LearningZone) and teaching materials. Semester starts on Monday 2nd October 2023 for UG & PG. Timetables will be emailed once your registration has been finalized.

Covid Protocols

Wearing face masks will be optional in all closed and open facilities. 5 days isolation period for those infected with covid 19 will still be implemented. Isolate yourself immediately in a separate room after getting your positive PCR result, and immediately inform your health and safety team healthandsafety.dubai@dmu.ac.uk. Close contacts of COVID-19 positive cases who are not experiencing any symptoms are no longer required to be in quarantine. You don't have to undergo another PCR test once the isolation period is complete. Upon completing the isolation period, you will get a clearance certificate from DHA via SMS or by calling 800 342 or through the COVID-19 DXB smart app. Once you receive the Deisolation clearance certificate, please send it to healthandsafety.dubai@dmu.ac.uk.

On Campus Parking

The surface car parking around the building is free of cost but you would have to register your vehicle at the admin office. Basement car parking is available to the students who wish to park the car at the basement. The fees for the same is AED 1500/- for an academic year.

Those who wish to register, please visit the admin office (located on the left side after entering the main

building) to register or email the team at anoop.harindranath2@dmu.ac.uk | arun.kumar@dmu.ac.uk with the following documents – Mulkia copy (registration card of the car) & DMU student ID card for the registration process.

Gym Access

The Gym is free only for the resident students. The day scholars can access the gym by paying a fee of AED 95/- per month. Those who wish to register, please visit the admin office (located on the left side after entering the main building) by signing a declaration form.

Should you have any queries before you arrive, please use the following contact information:

Office/Department	Telephone Number	Email Address
Student Advice Centre	00 971 (0) 4 4358631	Studentadvicecentre.dubai@dmu.ac.uk
Student Life	00 971 (0) 4 4358609	studentlife.dubai@dmu.ac.uk
Recruitment and Admissions	00 971 (0) 4 4358610 00 971 (0) 4 435 8606	enquiry.dubai@dmu.ac.uk
Finance	00 971 (0) 4 4358675	finance.dubai@dmu.ac.uk
Library	00 971 (0) 4 4358665	library.dubai@dmu.ac.uk
IT Helpdesk	00 971 (0) 4 4358681 00 971 (0) 4 4358683	ithelp.dubai@dmu.ac.uk
Accommodation	00 971 (0) 4 4358621	studentresidences.dubai@dmu.ac.uk
Transport	00 971 (0) 4 4358623	transportation.dubai@dmu.ac.uk
Visa	00 971 (0) 4 4358626	visa.dubai@dmu.ac.uk

DMU DUBAI : OPENING HOURS FOR STUDENTS

Department	Mon-Fri Term Time	Mon-Fri Non-Term Time	Saturday
Administration	08:30AM - 08:30 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM
Visa	08:30 AM - 05:00 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM
Finance	08:30AM - 08:30 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM
IT Support / IT Labs	08:30 AM - 10:30 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM
Student Advice Centre	08:30AM - 10:30 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM
Library	08:30 AM - 10:30 PM (12 midnight during exam days.)	08:30 AM - 05:00 PM	8:30 AM to 08:30 PM
Copy Centre	08:30 AM - 08:30 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM
Food Court	08:30 AM - 08:30 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM
Gym	08:30 AM - 10:30 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM
Indoor Games Area	08:30 AM - 10:30 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM
Multi-purpose Court	08:30 AM - 10:30 PM	08:30 AM - 05:00 PM	8:30 AM to 05:00 PM

We look forward to meeting you very soon.

Yours sincerely

Professor Michael Stephen Gallimore
Head of Campus
De Montfort University, Dubai

ENROLMENT, SEMESTER AND GRADUATION DATES 2023/24

Event		Induction	Sem 1	Break	Sem 2	Break	Sem 3
INTERNATIONAL YEAR ZERO PROGRAMMES	Start Date	Monday 25th September 2023	Monday 2nd October 2023	Monday 18 th December 2023	Monday 8 th January 2024	Monday 25 th March 2024	Monday 15 th April 2024
	End Date	Friday 29th September 2023	Friday 15 th December 2023	Friday 5 th January 2024	Friday 22 nd March 2024	Friday 12 th April 2024	Friday 14 th June 2024

Event		Induction	Block 1	Block 2	Block 3	Block 4	Block 5	Block 6	Xmas Break	Easter Break
UNDERGRADUATE	Start Date	Monday 25th September 2023	Monday 2nd October 2023	Monday 27th November 2023	Monday 12th February 2024	Monday 22nd April 2024	N/A	N/A	Saturday 16th December 2023	Saturday 23rd March 2024
	End Date	Friday 29th September 2023	Friday 24th November 2023	Friday 9th February 2024	Friday 19th April 2024	Friday 14th June 2024	N/A	N/A	Sunday 7th January 2024	Sunday 14th April 2024
POSTGRADUATE	Start Date	Monday 25th September 2023	Monday 2nd October 2023	Monday 27th November 2023	Monday 12th February 2024	Monday 22nd April 2024	Monday 17th June 2024	Monday 5th August 2024	Saturday 16th December 2023	Saturday 23rd March 2024
	End Date	Friday 29th September 2023	Friday 24th November 2023	Friday 9th February 2024	Friday 19th April 2024	Friday 14th June 2024	Friday 2nd August 2024	Friday 20th September 2024	Sunday 7th January 2024	Sunday 14th April 2024
Graduation	Date	TBC								

Please note that all these dates are current at time of going to print but they are subject to change.

OFFICIAL UAE LOCAL HOLIDAYS

Local Holiday	Advertised Date of Local Holiday
Commemoration Day / Martyr's Day	Friday 01 st December 2023
UAE National Day	Saturday 02 nd December 2023
New Year's Day	Monday 1 st January 2023
Eid Al-Fitr	Tuesday 9 th – 12 th April 2024
Arafat Day and Eid-al-Adha (Feast of Sacrifice)	Sunday 16 th June 2024
Eid-Al-Adha	Monday 17 th June – 19 th June 2024
Al-Hijri (Islamic New Year)	Monday 8 th July 2024
Mouloud (Prophet's Birthday)	Tuesday 17 th September 2024

* All dates given, especially for Islamic holidays and special observations, are approximate dates only and will be confirmed nearer the time, along with any University closed days.

CHECKLIST

As you read this guide, you will see that there is a list of actions that you need to take prior to commencement on your programme of study. For your benefit, the list below has been prepared to assist you with the actions:

BEFORE YOU ARRIVE TO COMMENCE STUDIES		Tick ✓ If complete
Return 'Reply to Offer of a Place of Study at University'.	Return within 2 weeks of offer or in the case of a late offer, by 25 th September, 2023	
Enrolment with the University	Access our enrolment system: https://dmuhubpre.dmu.ac.uk/sap/bc/ui5_ui2/ushell/shells/abap/FioriLaunchpad.html?sap-client=100	
Submit 'Student Residence Visa' documentation to the University (if required)	This should be submitted as soon as possible to ensure approval of "Student Entry Permit."	
Obtain your 'Student Entry Permit' (if required)	You must obtain your 'Student Entry Permit' before entering the country to commence study.	
Apply for student transport (if required)	Apply 30 days before the start of the Academic Year or as soon as possible.	
Apply for student accommodation (if required)	Apply 30 days before the start of the Academic Year or as soon as possible.	
WHEN YOU ARRIVE ON CAMPUS		
Attend Induction	Monday 25 th September 2023 See details on page 8.	
Submit additional 'Student Residence Visa' documentation to the University (if required)	Submit original passport and entry visa, to the Visa Office, within 3 days of arriving in Dubai to commence study.	
Attend for medical test (if required)	This will be arranged by the University.	
Complete Registration	See Registration Process, starting on page 7.	
WHAT YOU NEED TO BRING WITH YOU		
To ensure that you can complete the enrolment process you MUST bring the following:		
DMU Dubai Person ID	You will find your DMU Dubai Person ID on a recent email communication from the University, namely the "You can now Register for your DMU Programme". If not please contact the admission office at enquiry.dubai@dmu.ac.uk	
Passport, visa details & Emirates ID (if appropriate)	You will be required to bring your passport and visa details-hard copy (not applicable for UAE Nationals) and Emirates ID (if appropriate).	
Tuition fee or sufficient financial documentation (if not already paid)	See page 18 for further information.	
Emergency Phone Number (UAE mobile number) if available at the time of enrolment.	You will be required to provide an Emergency UAE Phone Number during enrolment for communication, in case of emergency	
Passport-style Photograph	A clearly identifiable passport-style photograph with white background. Soft copy to be updated at the time of online registration.	
FORM TO COMPLETE		
Below is a list of form for your completion. Once completed, return to the relevant office for appropriate action.		
KHDA Agreement Form	Mandatory Form by KHDA	
KHDA Data Form		

ONLINE REGISTRATION

You are required to complete online registration with De Montfort University using the details, link and instructions below.

Online registration is vital to allow for creation of your student record with DMU and issue of your certificate and transcript on completion of your studies. We would strongly encourage you to complete your online registration as soon as possible.

Please read this guide carefully as it contains important information that will guide you through the process required to become registered as a DMU student. If you have studied at DMU Dubai before, please use your previous password. **There is no need to activate your account**, please move straight to the registration portal.

If you have any queries about completing your online pre-registration, please contact the Registration Triage Team by emailing Student Advice Centre Dubai studentadvicecentre.dubai@dmu.ac.uk or calling +971 4 4358700/8631 (Support hours: Monday to Saturday 9.00 - 17.00 GST).

Instructions on how to complete online pre-registration

Your Username: This will have been emailed to you and consists of the letter P followed by 7 digits e.g. P1234567

Your Password: dd/mm/yy (Your date of birth, e.g. 01/01/98 - this would be 1st January 1998. - it must be in this format. Entering your date of birth in the wrong format will not allow you to access the portal)

We will then send you an email with a link to create your own password. Follow the instructions in the email and on screen to activate and create a unique and secure password.

You can now use the new password to access the Registration portal.

1	Click: https://dmuhubpre.dmu.ac.uk/sap/bc/ui5_ui5/ui2/ushell/shells/abap/FioriLaunchpad.html?sap-client=100 to enter the online registration portal.
2	Click the 'Register Here' tile.
3	The following page will display a tile for 2023/24 , with the title of your programme and the status of 'Registration-Open', click on this tile.
4	The next screen will show the title of your programme, click on the 'Register' button in the bottom panel of the page in the right-hand corner and then click 'Yes' to confirm.
5	The first section of the form provides the necessary instructions to complete the online registration form.
6	You move through the form by clicking on the different sections in the left-hand margin.
7	Please complete all sections of the forms as directed. If you need further clarification regarding a particular question please click on the 'i' button for that question (if there is one available) to display help text which will provide further information.
8	There is the option to 'Save' at any point during your navigation through the form and a 'Register' button which you will need to click to submit your registration. These buttons are found on the bottom panel of the page in the right-hand corner of the form.
9	If you click 'Register', but haven't completed all of the mandatory questions (*), you will receive an error message. In the left-hand margin, in each section it will highlight the number of unanswered mandatory questions in red. You will need to navigate to these sections to complete the questions and then click 'Register' when complete.

INDUCTION, AND TIMETABLES

Once you have registered with the University, you will be able to access the University's systems and gain further information about your first few weeks studying at De Montfort University Dubai:

INDUCTION

You will receive details of any induction sessions included with your welcome letter. The link to any online activities, normally via Microsoft Teams or LearningZone will be emailed to you.

Once you have registered online, you will need to present your Visa and UAE Emirates ID to the Dubai Student Advice Team on Campus, during Induction week before your registration is finalized. Once this Visa check has been completed, you will receive an email within 3 working days to say that your Student ID card is ready to collect from the Student Advice Centre.

INDUCTION ACTIVITIES

Induction activities will be taking place week commencing Monday 25th September 2023 for UG & PG. Please ensure that you participate in all the activities as this provides the opportunity to meet programme staff and fellow students, get to know the University and become fully prepared for the start of teaching on your course. You will be further information to your DMU email address.

TIMETABLES

Your Timetable will be sent to your new DMU email address shortly

ACCESS TO UNIVERSITY SYSTEMS:

Please see the LearningZone and IT guides attached in the Appendix section of this guide which provide you with lots of useful information. The University has several electronic systems which you will use, and you will need a username and password to access these.

The email inviting you to register online included your student ID no or P-number (e.g. P254678) - this is your user ID. Your password is your date of birth (unless you have already changed it when requested). The systems you will use most commonly are library services, LearningZone and your DMU email. Some of your induction activities and most of your online teaching will be via LearningZone, DMU's virtual learning environment. You will have access to a programme shell and module shells where your academic team will post important information.

Your email address will comprise of your student ID number e.g. P2534567 followed by @my365.dmu.ac.uk becoming: P2534567@my365.dmu.ac.uk. We will use this email address if we need to contact you so please remember to check your account regularly.

Student guides can also be found on [LearningZone here](#)

Student Visa Processing Guidelines for New Visa, Renewal & Cancellation

New Visa

According to United Arab Emirates (UAE) law all international students (except GCC nationals) must have a valid 'Student Residence Visa' for the period of their studies. We provide 12 months visas for the students enrolled on any of our programme and renewable each year for students studying on an undergraduate programme at the University.

Student Visa (Entry Permit and Student Residence Visa) process will start when the student completes the admissions and financial procedures. This will normally take between 10 - 15 working days, not including any additional time for the application to undergo a security check by UAE government authorities, which may delay the process and is out with the control of the University. An express service is available and will complete the process within 5-7 working days (not including any additional time for security checks). It is recommended that the application is submitted as soon as possible as delays may result in the student not able to enroll for the chosen intake and/or receiving a fine for 'overstay' with regards to the 'Student Entry Permit'.

Procedure

International students who are travelling to UAE must start the 'Student Residences Visa' process 45 days before the travelling date to UAE.

Students who are in the UAE will be required to leave the UAE and return within 3 days to obtain the Student Entry Permit at the airport.

If the applicant does not want to exit the country, then an additional fee must be paid for the local amendment (visa change status).

Documents Required to process before arriving to UAE

Please submit following documents to visa.dubai@dmu.ac.uk

Duly filled Student Visa Application form
Completed Student Undertaking Letter
Copy of an accepted unconditional offer letter
Payment of 25% of tuition fee and appropriate visa charges for current year. Remittance receipt need to be submitted along with the Visa application
Remittance receipt of the visa refundable deposit payment
Passport copy (colour and very clear with 6 months of validity when applying for a Student Visa)
Colour passport size photograph white background. (JPEG/PDF format) Size - 4.3 cm x 5.5 cm (Clear hi-resolution electronic image from photo studio - latest).
Medical insurance: <ul style="list-style-type: none"> The University requires all students on our University Student Residence Visa to have medical insurance for the duration of their study. A copy of the insurance documents must be submitted with the application. Alternatively, students may purchase the University's medical insurance at an additional cost.

Following documents to be submitted for the student visa **inside** UAE:

Original tourist visa or cancellation paper (must have at least 20 days validity)
Original Passport with 6 months validity
Copy of the residence page in the passport
Emirates ID card copy (front and back), if available.

Processing of new visa if based outside of UAE when applying (AED 7713.45).

Description	Gross Amount (AED)	5% VAT (AED)	Total Amount (AED)s
Processing of new visa **	3070	153.50	3223.50
Refundable Visa Deposit	3000	-	3000
Medical Insurance (if not already arranged) **	1399	69.95	1468.95
Student Absconder caution fee (nonrefundable)	20	1.00	21.00

Processing of new visa if based within UAE when applying (AED 9487.95).

Description	Gross Amount (AED)	5% VAT (AED)	Total Amount (AED)
Processing of new visa **	3940	197.00	4137.00
Local Amendment (Vis Change Status)**	820	41.00	861.00
Refundable Visa Deposit	3000	-	3000
Medical Insurance (if not already arranged) **	1399	69.95	1468.95
Student Absconder caution fee (nonrefundable)	20	1.00	21.00

***The cost is set by the UAE Government Services Office (GSO) and is subject to change. In addition to the Government charges, the University imposes a service charge for the processing of a visa and requires a refundable deposit which is returned on leaving the University at the end of studies.*

Please note that an express service is available for the processing of a new visa. To use this service, please add an additional 1380 AED to the GSO charge.

In the unlikely event that your visa application is not successful, the Visa Deposit and University charges will be refunded. The UAE Government Services Office may retain their fee.

Once all documentation has been submitted, the University will issue a 'Student Entry Permit' to enter the UAE. The 'Entry Permit' is valid for sixty (60) days commencing from date of issue.

Procedure after arrival in UAE

On arrival in Dubai, students must visit the University's Visa Office and hand over the following documentation within 3 days of arrival. Please note that this would have already been submitted if applying from within the UAE.

- Original Passport
- Entry Permit copy with UAE immigration entry stamp

As per the UAE Government regulations, student must complete the medical fitness test and biometric registration to receive 'Student Residence Visa'. Medical fitness test and biometric registration process will be arranged shortly after arrival in the UAE. If in the unlikely case that you are medically unfit, the University will be informed and arrangements will be put in place to immediately repatriate you back to your original country.

Approximately 15 working days following the medical and biometric testing, your passport will be returned from Immigration with your Student Residences Visa. Following this, you will receive your Emirates ID card – *this is a mandatory identity card for all residences living in the UAE.*

Information

1. Students applying late, may choose to apply for a UAE tourist/visit visa to be in time for start of the programme. However, such students will not be allowed to enroll unless they change their visa status through an in-country visa transfer to a student visa. Students on tourist visa are required to exit the country to change their visa to a University sponsored visa. Students, who have to exit the country to change their visa status to a University visa, must return to Dubai within 3 days. If, for whatever reason, a student visa is not issued to the student, then the student would not be allowed to pursue the programme further. The University cannot be held liable for any such circumstances. Furthermore, students will be liable to pay any tuition/visa/other fees due as per the University policy.
2. Students are advised NOT to send their original passport, by post, to the University. The University will not accept any responsibility for arranging return of documents.
3. Any fines, penalties, additional charges incurred as a result of an error, delay, late submission, loss of documents etc. by the student, will be borne by the student.
4. All visa fees are non-refundable, Students whose visa application is rejected by Immigration will have their visa deposit refunded, less any visa processing charges already levied.
5. In case of deferral, suspension or withdrawal of a student who is on the University's sponsored visa, the student visa is required to be cancelled. A new student visa would have to be applied if the student wishes to re-join. The student would be liable to pay all visa related fees in such cases.

Visa Renewal

Student Visa renewal process will start when the student completes the enrolment and financial procedures. This will normally take between 30 working days, not including any additional time for the application to undergo a security check by UAE government authorities, which may delay the process and is out with the control of the University. An express service is available and will complete the process within 15 - 20 working days (not including any additional time for security checks). It is recommended that the visa renewal application is submitted one month before your visa expiry date.

Procedure

Prior to the approval of a 'Student Visa renewal', the UAE Government requires students to take medical and biometric testing. This will be arranged shortly upon your visa renewal documents are submitted to the visa office. If in the unlikely case that you are medically unfit, the University will be informed and arrangements will be put in place to immediately repatriate you back to your original country.

Approximately 15 working days following the medical and biometric testing, your passport will be returned from Immigration with your Student Residences Visa. Following this, you will receive your Emirates ID card – *this is a mandatory identity card for all residences living in the UAE.*

Documents Required to process Visa Renewal.

Please submit following documents to visa office

Duly filled Student Visa Application form
Completed Student enrolment confirmation
Payment of 25% of tuition fee and appropriate visa charges for current year. Remittance receipt need to be submitted along with the Visa application
Original Passport (6 months of validity when applying for a Student Visa)

Colour passport size photograph white background. (JPEG/PDF format) Size - 4.3 cm x 5.5 cm (Clear hi-resolution electronic image from photo studio - latest).

Medical insurance:

- The University requires all students on our University Student Residence Visa to have medical insurance for the duration of their study. A copy of the insurance documents must be submitted with the application.
- Alternatively, students may purchase the University's medical insurance at an additional cost.

Cost of Visa and related other services Cost of Visa and related services

The cost is set by the UAE Government Services Office (GSO) and is subject to change. In addition to the Government charges the University imposes a service charge for the processing of a visa and requires a refundable deposit which is returned on leaving the University at the end of studies.

Description	Gross Amount (AED)	5% VAT (AED)	Total Amount (AED)s
Processing of renewed visa *	2670.00	133.5	2803.5
Medical Insurance (if not already arranged)**	1399	69.95	1468.95
Student Absconder caution fee ** (nonrefundable)	20	1.00	21.00

***The cost is set by the UAE Government Services Office (GSO) and is subject to change. In addition to the Government charges, the University imposes a service charge for the processing of a visa and requires a refundable deposit which is returned on leaving the University at the end of studies.*

Please note that an express service is available for the processing of a visa renewal. To use this service, please add an additional 760 AED to the GSO charge.

In the unlikely event that your visa application is not successful, the Visa Deposit and University charges will be refunded. The UAE Government Services Office may retain their fee.

Visa Cancellation

Students may be able to apply for cancellation nearer to the visa expiry date if they are awaiting the next available Graduation event. The process takes approximately 10-15 working days. An express service is available and will complete the process within 5-7 working days. Failure to do this may result in the University contacting the UAE Government Service Office (GSO) and informing them that you have absconded. Please note that penalties will be applied (see below) in addition, GSO may also apply an 'Immigration Fine'. If 'Absconder' notice is not removed from your record, you will be unable to enter the UAE and other GCC countries in the future

The following reasons visa should be cancelled, and it is the student responsibility.

- Before leaving the country, after finishing the programme, or in case of deferral, suspension or withdrawal.
- In case a student does not cancel his/her student visa, he/she may be required to pay additional visa cancellation costs. Furthermore, the University may report such students to the Immigration authorities as absconders and the visa deposit amount paid by the student will be utilized to process the absconding request, wherein the student will not be able to enter the country on any visa in the future.
- Upon leaving the country and after visa cancellation, students must send their exit stamp page (passport) by University email. Students failing to do so will be liable to pay a charge for airport authority clearance.
- Exit stamp or evidence of new visa is not submitted, Immigration Print out is requested from GSO. Payment of fee deducted from Visa Deposit via Finance Office

- If printout shows that student has exited, the visa immigration systems record is closed. If printout shows that the student is in-country, student will be registered as absconder and the fee taken from visa deposit payment.
- The Visa Deposit will be refunded once the exit stamp or copy of New visa (Change status) is submit to the University.
- A student's visa will be cancelled in the following circumstances:
 - Non-enrolled students
 - Student completed the programme and the final examinations. The visa will be cancelled immediately and the student to make arrangements to leave the country or seek employment or any other sponsorships.
 - Convicted of a criminal offence.
 - When a student does not comply with the rules and regulations required by the University

Documents Required to Cancel your Student Residence Visa

The following documentation must be submitted 20 days prior to leaving your programme of study or before the visa expiry date, if graduating.

- Original Passport
- Cancellation fee receipt copy

Cost of cancellation and related other services

Description	Gross Amount (AED)	5% VAT (AED)	Total Amount (AED)
Cancellation of visa from inside UAE	880.00	44.00	924.00
Cancellation of visa from outside UAE with Passport	880.00	44.00	924.00
Out of country visa cancellation (Without Passport)	1640.00	82.00	1722.00
Applying Student Absconder notice and penalty	7060.00	353.00	7413.00
Withdrawal of Student Absconder Notice	2000.00	100.00	2100.00

** Please note that an express service is available for the processing of a cancelled visa. To use this service, please add an additional 550 AED to the GSO charge.*

*** Student Absconder notice includes Immigration printout and Immigration air ticket charges.*

Student Declaration

Prior to starting the visa process, the student is required to sign this document declaring that he/she has read and understood the content, agrees to abide by the terms and conditions, provide the necessary documents and pay any associated costs by the specified deadline dates.

I hereby declare that I have read and understood the fees, refund policy, terms & conditions related to the student visa and agree to abide by these:

*visa documents, guidelines and fees are subject to change.

Full Name	Signature
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For the Office Use Only:

Visa form received	Docs checked and verified	Submitted through AXS
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For further information on Immigration rules, please refer to:

Visa Office

T: +971 (0)4 435 8625 / 8626

E: visa.dubai@dmu.ac.uk

Student Transport Fees Structure

- Student transport is available for all students and available for two semesters in the Academic Year, subject to a minimum number of students and only if found feasible.
- Student transport services are operated on set timings only.
- Regrettably, transport fees are non-refundable. No refund will be given for early withdrawal/discontinuation of the service, for any reason. Students requesting transport therefore commit to pay both installments.

Student Transport Routes and Academic Year Fee	
Dubai Silicon Oasis, Liwan, The Villa Dubai Land, Falcon city, Al Barari International city, Ras al Khor, Nad Al Sheba, Al Warqa, Mirdiff	AED 4,500
Al Garhoud, Dubai Studio city, Arabian Ranches, Dubai Sports City, Mudon Community, Damac Hills Downtown Dubai, Oud Metha, Burdubai, Satwa, Karama, Jumeira 1	AED 4,900
Al Barsha, Al Khail Gate, Alqouz, Barsha Heights, The Greens, Umm Suquem, Emirates Hills, The Springs, The Meadows, Discovery Garden, Jebel Ali Village, Dubai Production City, Dubai Investment Park, JLT, JVC, Dubai Marina, The Palm Jumeira	AED 5,900
Sharjah	AED 5,900
Ajman	AED 6,900
Abu Dhabi and Al Ain	AED 7,900
Other Emirates	AED 7,900

Transport fees are payable for the entire year in **two installments**. The first installment should be paid on or before 1st September 2023 and the second installment should be paid as a post-dated cheque, dated 31st December 2023. A discount of 3% is offered to students who pay the transport fee in full, using cash or a cheque which is not postdated on or before 1st September 2023.

Applying for Student Transport

There are limited number of spaces available and bookings are confirmed only when the completed transport form, payment of the transport fees, and payment of the relevant tuition fees are received.

For further details please contact the Transport Office on +971 4 4358623/21 or email

transportation.dubai@dmu.ac.uk

Frequently Asked Questions (Sep 2023 intake students)

Q What kind of buses do you use?

A. The University uses 14 or 30-seater buses for student transport.

Q How do I apply for student transport?

A. Complete the student transportation form and return to the Transport Office with the appropriate fee.

Q. What are the timings for student transport?

A. Pick-up time varies according to location, however in general, the first student will be picked up at around 6/6:30am in Dubai/Sharjah/Ajman and 5:30am in Abu Dhabi/Al Ain. All buses are required to reach the campus by 8:30am and leave the campus at 5:05 pm.

Q. Do you provide additional drop-off service if classes finish early?

A. The transport service is available at set timings only, irrespective of individual class timings.

Q. Where are the designated pick up / drop-off points?

A. Wherever possible, we will try to provide the transport service from/to the student's home/building (provided there are satisfactory roads). At the same time we expect students to cooperate with the transport office for a smooth transport operation.

Q. How do we know about the pick-up/drop-off details?

A. Once service is confirmed, we will send you an email with the pick-up/drop-off details one week before the start of semester. In case you don't receive an email, please feel free to call the Transport Office on 04-4358623/21 or 050-1819348 before the start of your semester.

Q. What happens if I move residences during the Academic Year?

A. We will try to support you at our level best, but it depends on the operational feasibility of the new route you are requesting.

Q. Can I take transport only for one semester?

A. Transport is provided for the whole academic year (Sept 2023-May 2024). Students requesting transport therefore, commit to use the transport for the whole academic year.

Q. Do you provide transport from Fujairah or Ras Al Khaimah?

A. Transport services will be made available if there are a feasible number of students applying for transport from these Emirates. You may submit your transport request to the Transport Office and we will be in contact.

Q. Do I have to pay the transport fees in full?

A. Transport fees are payable for the entire academic year (Sept 2023-May 2024) in two installments. The first installment should be paid on or before 1st September 2023 and the second installment should be paid as a post-dated cheque, dated 31st December 2023. A discount of 3% is offered to students who pay the transport fee in full, using cash or a cheque (which is not postdated) on or before 1 September 2023.

Q. If a student wishes to discontinue using the transport service, can a refund be availed?

A. Transport fees are non-refundable therefore no refund will be given for early withdrawal, for any reason.

Q. Will a bus pass be issued to the students?

A. Yes, you will receive a bus pass on the first day of the classes.

Transport Office, De Montfort University Dubai Campus, Tel: +971 4 4358623 / 21 or 050-9160859 Email: transportation.dubai@dmu.ac.uk

De Montfort University Dubai Student Accommodation (Academic year 2023-24)

- Student accommodation is available for all students aged above 16 as on date of entry.
- All students will be eligible for accommodation, on a first-come-first-serve basis.
- Furnished accommodation is provided on a single and twin-sharing basis.
- There are separate accommodation blocks for male and female students with rooms allotted as per availability and specific requests. It may not be possible to satisfy all personal requirements for room allocation or transfer.
- Student accommodation is provided only for the appropriate contract dates within the Academic Year. Students who wish to stay for an additional period (before or after the Academic Year) will be required to pay additional fees (subject to availability of rooms). For specific dates, please contact the Accommodation Office (contact details are listed below)
- Fees include furnished accommodation, housekeeping services (at set intervals), access to the gymnasium and wireless internet throughout the student accommodation.
- Fees do not include meal services, laundry, or other expenses of a personal nature.
- Accommodation fees are non-refundable. No refund will be given for early withdrawal/discontinuation of the service, for any reason. Students requesting accommodation therefore commit to pay the full fee even if he/she makes an early withdrawal from the accommodation.

Student Accommodation Type and Academic Year Fee	Undergraduate Students (15th Sept 2023 till 31st May 2024)	Postgraduate Students (15th Sept 2023 till 31st August 2024)
Twin-sharing (2 students in a room)	AED 19,999	AED 23,999
Single room (1 student in a room)	AED 35,999	AED 44,999
Refundable security deposit (once only)	AED 2,000	AED 2,000
"All fees exclude any VAT that is applicable / may become applicable in the future"		

Accommodation fees are payable for the entire Academic Year in two installments. A discount of 3% is offered to students who pay the accommodation fee in full, using cash or current dated cheque. (Applicable only till 15th September 2023)

The payment schedules

First installment – 50%- during booking time (Along with the deposit of AED 2000) Second installment-50%- on or before 31st January 2024 (By postdated cheque, if possible)

Applying for Student Accommodation

There are limited number of spaces available, and bookings are confirmed only when the completed accommodation form and payment of the accommodation fees. The security deposit will be refundable at the end of the contract after deduction towards damages/loss of items, if any, caused by the student.

For further details please contact the accommodation Office on +971 44358621 or Email: studentresidences.dubai@dmu.ac.uk

FINANCE HANDBOOK

FINANCIAL RESPONSIBILITIES FOR ENROLLING AND ENROLLED STUDENTS

Students are responsible for ensuring that tuition fees are paid in full as per the University's terms and conditions. All students are charged tuition fees which may be paid by a sponsor, or by personal contribution. Details of invoicing and payment options are set out in this Handbook. Please note that failure to pay all tuition fees due will impact on your ability to continue or to complete your course.

1. Application Fee

All students will be charged an application processing fee of AED 500, which is non-refundable and covers the cost of processing your application.

2. Tuition Fees

Tuition fees cover the provision of tuition which students receive and the use of University facilities, including the libraries and computing facilities, which are available throughout the duration of your enrolment with the university.

Tuition Fees do not cover, the cost of reference books, notebooks and other stationery needed for study. It also excludes other fees and charges, details of which are set out in this handbook.

3. Security Deposit

There is a refundable security deposit (AED 2,000) charged to cover damage/breakage/loss in connection with academic or non-academic materials/consumables or any other charges. This deposit may also be applied against any outstanding debt or any fine that the University has imposed.

4. Other Fees and Charges

Other fees and charges include all other charges applied by the University, such as disciplinary fines, payment for late enrolment and replacement documentation or change of course fee etc (e.g. Student Identity Cards) etc. Detail list of other charges are set out in Appendix 2 of this Handbook, which is not exhaustive and is subject to change. Invoices for other fees and charges will be issued separately to those for tuition fees.

5. Invoicing

All students can expect to be invoiced for their tuition fee at the start of each semester. All invoices raised shall fall due within 30 days from the date of the invoice.

6. **Payment Options:**

- Auto-pay options may also be available.

Student Payment available methods:

01. Mobile application: "Zenda" – please refer the attached pdf "How to use Zenda", please use the school code – "studyworld "
02. Bank Transfer: University Bank details attached with this mail. Please share the payment transfer acknowledgment to us for sending the receipts.

Bank transfer details

- Account name. De Montfort University.
- Account Number (AED) 023-311582-002.
- IBAN (AED) AE930200000023311582002.
- SWIFT Code. BBME AEAD.
- Bank name. HSBC BANK LTD.
- Bank Address. Opp. Safa Park, AL Wasal Rd, Jumeirah, Dubai, UAE.
- Bank telephone. 971 600554722.
- Bank Email. corporateservices.uae@hsbc.com.

03. Cheque Payment: Please visit university and pay by cheque. Please note the cheque in favour of "De Montfort University"
04. Cash Payment: Please visit university and pay your fees and get the receipts.
05. Card Payment: We accept all the domestic cards and major international cards. Please visit University and pay your fees by Debit/Credit Card.

Please note that if you are making the payment by bank transfer must be share the transfer proof with student details, otherwise its hold for a time to identify the student details.

7. Arrangement for Payment by cheque or instalment plan

In accordance with the University's Finance Regulations, all fees, and charges due, unless otherwise stated, are payable by students to the University in advance of enrolment as a student of the University or subject to one of the available payment options.

Details of tuition fees and other charges are issued to students either at the start of the Academic Year, or as appropriate during the year, and are due for payment as set out in section 8.

IMPORTANT: *Student is advised to contact the Finance office for any queries or clarifications or assistance on the above said payment plans.*

8. Post-dated Cheques (payable in Dubai for UAE resident students only)

At the Dubai Campus, a payment plan for **Post-dated Cheques payable in Dubai** is available to UAE resident students only. Auto-pay options may also be available.

8.1 For undergraduate students.

You will be required to pay a non-refundable advance instalment of 10% of the annual tuition fees with acceptance of the offer. The remaining 90% balance would be settled by presentation of 8 post-dated cheques (5th September 2023 to 5th May 2024).

8.2 For postgraduate students:

You will be required to pay a non-refundable advance instalment of 10% of the annual tuition fees with acceptance of the offer. The remaining 90% balance would be settled as follows:

- full time study - 9 post-dated cheques (5th September 2023 to 5th May 2024)
- two-year part-time study - 19 post-dated cheques as follows:
 - o 1st year - 9 post-dated cheques (5th September 2023 to 5th May 2024)
 - o 2nd year - 10 post-dated cheques (5th September 2024 to 5th June 2025)

8.3 Instalment Plan for International Students: (Tuition Fee)

Students from outside the UAE who require University visa sponsorship have an international payment plan available allowing them to pay a non-refundable advance instalment of 10% of the annual tuition fees with acceptance of the offer, 15% on the first month of their intake (this will be payable earlier if the student is applying for a student visa) and the remaining 75% shall be paid in 3 equal instalments for full time study.

8.4 Instalment Payment Plan for International Students

Students from outside the UAE can arrange an international payment plan, allowing payment to be made as follows:

- 10% of the annual tuition fees with acceptance of the offer (this is a non-refundable advance instalment) 1st Sep 2023
- 15% will be due on 1st September 2023 or before enrolment (this will be payable earlier if the student is applying for a university sponsored visa)
- 25% will be due on 1st November 2023
- 25% will be due on 1st January 2024
- 25% will be due on 1st March 2024

IMPORTANT - *Please note that 25% of the tuition fees will become non-refundable once the visa process has commenced.*

9. Visa Application status and refund of fees paid

All students requiring the university to sponsor them for a visa to study in UAE are required to pay 25% of the tuition for the course they wish to study, before the visa application is submitted by the university. In this respect, please note the following in respect of the 25% fee paid to the university:

- (a) Where the university has made the application for your visa, and whilst this application is being processed by the UAE Authorities, the 25% fee paid would not be refundable.
- (b) Where the university has applied for your visa and received the entry permit, the 25% fee paid would not be refundable.
- (c) In case the visa application is rejected by the UAE Authorities, full refund of tuition fees paid at that stage will be made.

IMPORTANT – Please note that the university will always comply with the latest policy and guidelines issued by the Government of the UAE. The University reserves the right to amend its policy in relation to visa status to remain compliant with UAE visa requirements.

10. Late Enrolment Fee

All students who do not enroll with the University prior to commencing classes in October, may be charged a late enrolment fee AED 300/- to cover administration costs. You will still be required to pay any outstanding fees, enroll online then have your ID checked and your student card produced. Please be aware that you will not be permitted to attend classes, take examinations etc. until you are fully enrolled with the University.

11. Late Payments

The following will apply if a cheque is dishonored, returned unpaid or a payment is missed:

- There will be a fine of AED 500.00(+ VAT) to cover the administration costs of processing the dishonored cheques
- You are liable to pay any penalty charges your bank may levy;
- The balance of any amounts due becomes immediately payable in full.
- Cheque replacement charges is AED 50 (+ VAT) per instrument

12. DMU Refund Policy - Tuition Fees Only

Should you wish to withdraw from your programme of study before completion, you may be entitled to a refund of all or part of the tuition fee paid.

- If you withdraw before commencing your studies you are entitled to a refund of all fees paid, with the exception of the admissions application fee and advance installment (equivalent to 10% of the first-year tuition fees).
- For University sponsored visa students 25% of the tuition fee would be charged and become non-refundable once the visa processing has commenced.

13. Qualifying Criteria for refund of Tuition Fees

Your withdrawal should be processed automatically once you have submitted your completed '**Withdrawal Form**'. The Finance Office will process the withdrawal and calculate any refund due as follows:

- If you withdraw from your programme of study within 4 weeks of the programme starting you are entitled to a refund of all monies paid, with the exception of the advance installment, (equivalent to 10% of the first-year tuition fees) to date. For University sponsored visa students 25% tuition fee would be charged and become non-refundable once the visa processing has started.
- If you withdraw from your programme of study within 4 weeks of the programme ending, you will not be entitled to any refund for that particular year.
- If you withdraw from your programme of study at any other time, the fees for the semester in which you are currently enrolled for will be charged and any excess balance paid will be refunded.

IMPORTANT: *Refund requests can be expected to be processed within 4 weeks from the date of receipt of a fully completed Refund Request Form. For any further clarification please contact Finance office.*

14. Temporary suspension of studies

Students who wish to opt for 'suspension of studies' first get in touch with Student Advice Centre department and get the form approved by the course subject Heads.

Students will need to ensure that they complete and meet all the payment obligations related to that semester in which he/she has enrolled before opting for suspension of studies.

15. Change of Course or change in Study Mode

Students may decide to switch/change their program of study to another program, or change their mode of study, for example from full time to part time or vice versa. Approval from the relevant Head(s) of School is required before this change can take effect.

Students must be aware that there may be financial implication in opting for such changes. You are advised to contact Student Advice Centre (see details below) in the first instance to confirm this and to obtain confirmation from the Finance office (see contact details below) that your records have been updated on your account to reflect your revised fee and any outstanding amounts that may be due.

16. Hardship

Enrolled students with changes in their own financial circumstances and facing hardship, can get in touch for advice and guidance with Finance office/Student Life office and seek necessary advice.

Further Information

For further information on Finance, please refer to:

De Montfort University Dubai campus, **Finance office**, Dubai International Academic City
PO Box 294345 Dubai, United Arab Emirates Tel :04-4358671/72 Email: finance.dubai@dmu.ac.uk

For further information on Hardship, please refer to
De Montfort University Dubai campus, **Student Life office**, Dubai International Academic City
PO Box 294345 Dubai, United Arab Emirates Tel :04-4358609 Email: studentlife.dubai@dmu.ac.uk

Note: All correspondence / Notification from the university would be only to the student registered university email ID only as per the data protection & legislation act.

Appendix-1 Debt Management Procedure for Tuition fee

The following procedures apply to outstanding fees and charges due to the University:

- 1. Tuition Fees:** The failure to pay tuition fees in accordance with the chosen payment option will result in the **full amount of annual fee becoming due immediately.**

In all instances of non-payment, early communication with the Accounts Receivable department in Finance or the Legal Office is strongly encouraged. Contact details are set out below under Further Information.

If a student is identified as being overdue for payment of tuition fees and have not contacted the University by the due date, the following steps will be taken:

- **5th Day** - the Finance Office will send a FIRST reminder letter to the student's DMU e-mail and personal (if available) email account drawing attention to the outstanding payment.
- **10th Day** - If the fees remain unpaid, a SECOND reminder letter will be sent to the student DMU e-mail and personal (if available) email account, setting out the implications of non-payment and stressing the importance of informing the University, as a matter of urgency, of the reason(s) as to why payment has not been forthcoming.
- **15th Day** - If the fees remain unpaid and the defaulting student has failed to make alternative arrangements with the Finance Office, his/her access to IT and Library facilities will be withdrawn. Access will not be re-instated until either the outstanding fees are paid in full or a satisfactory payment plan has been agreed with the Legal Office. At this point, Student's Head of School/Programme will also be informed.
- **20th Day** - If the fees remain unpaid, the University at this point will withdraw any award of scholarship or other financial assistance offered to the student. The case will be referred to the Head of the DMU Dubai Campus recommending the withdrawal of the student from the programme of study unless the student provide evidence of exceptional circumstances which the University accepts as a legitimate reason for the failure to make payment on time. The University has the right to enforce withdrawal at any stage.
- A 4% P.A penalty charge may be levied on the outstanding unpaid balance on student fee account at this time. If withdrawn, University visa sponsored students will also have their visa cancelled immediately.
- **25th Day** - If the fees remain unpaid, the Head of the Dubai Campus will write to the student notifying the University's decision regarding his/her withdrawal from the programme of study. Student's Head of School/Institute will also be notified of the situation. Your University sponsored visa (if applicable) of the defaulted will also be cancelled. Legal action will be taken at this stage to recover the outstanding debt.

2. Other penalties applied where fees are outstanding

- Student will not be permitted to enroll for the next year of their programme of study whilst owing money to the University for Tuition Fees. However, a student would not normally be required to withdraw from the University for Non-payment of minor fines.
- Student may be withdrawn from the University for non-payment of tuition fees and this will therefore prohibit them from taking examinations or assessments at any diet of examinations or from proceeding to their project/dissertation.

The University will withhold references and the conferment of degree to the student - no degree certificate or reference will be issued. Transcripts of results, results letters and certifications will state clearly that the candidate has not yet satisfied the requirements for the award of the degree

The University reserves the right to amend this policy from time to time considering the prevailing circumstances.

3. Debt due to Cheque Return

The following procedure details the process undertaken if, for any reason, a cheque is returned from the Bank unpaid:

- **Day 1** – the Finance Office will send an email to the student's DMU and personal (if available) email account drawing their attention to the dishonored cheque. Also, a penalty charge of 500 AED will be levied to cover administrative costs.
- **Day 5** – If the fees remain unpaid, a letter will be sent to the student's DMU and personal (if available) email, setting out the implications of non-payment and stressing the importance of informing the University, at the earliest opportunity, of the reason(s) as to why payment has not been forthcoming.
- **Day 10**– If the fees remain unpaid, the authorities may be informed of the issue and action may be taken.
- **Day 15** - The procedures for Non-Payment of Tuition and Other Fees/Charges detailed above from Day 15 will then be followed.

Note: The University reserves the right to use its own discretion in applying other lawful methods for recovering tuition fee debt that remains unpaid after having applied its Debt Management Procedures.

Further Information

For further information on Debt Management, please refer to:

De Montfort University Dubai campus, Legal & Debt Management office, Dubai International Academic City, PO Box 294345 Dubai, United Arab Emirates Tel :04-4358627 Email: receivable.dubai@dmu.ac.uk; finance.dubai@dmu.ac.uk

Note: All correspondence / Notification from the university would be only to the student registered university email ID as per the UK Data Protection Act 2018.

Appendix-2 Schedule of other fees and charges

This list is an indicative list of fees and charges and is subject to change at any time: students should confirm the final fees with the Finance Office

Additional charges for specific activities (e.g. field trips, graduations) will be published separately

All fees are exclusive of VAT

Admissions		AED
Application fee	Fee for processing application	500.00
Security deposit	Refundable security deposit to cover loss and damage on campus, or debts or fines.	2,000.00
Cheque holding fee	Fee for holding a cheque for up to 15 days	100.00
Cheque return fine	Fee for cheque returned from the bank due to insufficient funds or closed account	500.00
Student documentation		AED
Replacement ID cards	Fee for replacement ID card in case of loss or damage	60.00
Official letter fee	Fee for official letter for RTA, driving license etc. Additional copies AED 6 each.	60.00
Certificate attestation	Fee for certificate attestation post-graduation	220.00
Transcript fee	Fee for issuing transcript	60.00
Replacement degree certificate	Fee for issuing replacement degree certificate	270.00
Student services		AED
Lockers	Refundable deposit for accessing a locker	200.00
Print and copy recharge coupons	Fees for printing and copying coupons: see chart in Copy Centre	25/50/100
Gym membership	For students non-resident on campus (otherwise included in hostel fees)	150.00
Student accommodation	Hostel accommodation fees on campus	12,000-50,000
Additional accommodation	Additional nights in hostel accommodation after end of contract	Variable
Accommodation deposit	Refundable security deposit to cover loss and damage on campus, or debts or fines.	2,000.00
Replacement hostel ID card	Fee for replacement hostel ID card in case of loss or damage	60.00
Replacement hostel key	Fee for replacement hostel key in case of loss or damage	95.00
Vehicle parking: above ground	Fee for parking in above ground space on campus	FREE
Vehicle parking: basement	Fee for designated parking space in basement	1,750.00
University transport services	Daily transportation for non-resident students to locations across UAE	4500-8000
Visa and immigration		AED
Student visa issuance and renewals	Charge for processing and approving a new student visa from outside UAE (including EID and medical)	2,870.00
Visa processing	Charge for processing and approving a new student visa from inside UAE (including EID and medical)	3,690.00
	Charge for processing and approving the renewal of a student visa (including EID and medical)	2,520.00
	Refundable security deposit for visa, may be used against any debts or fines imposed by the University	3,000.00
Express visa charge	Additional charge for express processing of visas	1,310.00
Visa cancellations	Cancellation of student visa, inside UAE	820.00
	Cancellation of student visa, inside UAE (express)	1,370.00
	Cancellation of student visa, outside UAE with passport and EID	820.00
	Cancellation of student visa, outside UAE without passport and EID	1,659.00
Visa change status	Local amendment	820.00
Visa letter fee	Fee for letter confirming residence status for parent-sponsored students	110.00
Overstay charge	Charge for students who fail to renew their university visa prior to its expiration	Variable
Student absconder	Fine for applying student absconder notice and penalty	7,060.00
	Withdrawal of student absconder notice	2,000.00

Library and services

The library at DMU Dubai provides necessary reading resources in the form of print and electronic to achieve success in teaching, learning and research. The library aims to cater the changing and challenging needs, research assistance, innovative services to the university stakeholders at the right time using the right technology and make the students and staff feel comfortable in accessing the library resources and spaces.

The Library provides

- The library at DMU Dubai is built modern with a general reading hall, discussion rooms, quiet study room and leisure reading area with soft seating and bean bags. The library also has space for brainstorming.
- The library has virtual reality room. The VR room is a state-of-the-art facility that is equipped with the latest virtual reality technology. It offers students and researchers the opportunity to explore a range of virtual environments, from historical events to scientific concepts and everything in between. With the use of specialized headsets and controllers, users can immerse themselves in these environments and interact with them in a way that was previously impossible.
- A good number of print books on computer science and cyber security, psychology, business management, accounting, finance, mechanical engineering, law, interior design, fashion and English learning for the foundations' programme.
- The operations of print books issue and return are computerized with the facility of online catalogue to check the availability of print books and users account details.
- A wide range of online (electronic) resources are available for students to access remotely at any time. The online resources have access to more than 400,000 e-books. The online resources can be accessed from anywhere at any time from the link <https://library.dmu.ac.uk/dubai/online>
- Provides access to 32 online databases which has millions of e-journals, international conference proceedings, financial data, e-magazines, standards, etc.,
- Extended library opening hours for the benefit of students who reside on the campus and for the evening programme students

Polices to access the library and its resources

General

- Access to the library for DMU Dubai students and staff only.
- DMU Dubai Student ID card is a must to access the library and its services. ID cards are not transferable. Present your student ID card upon request by library staff.
- During the extended library opening hours, students are informed to do entry in the register kept for the purpose before entering the library.
- Observe strict silence inside the library.
- Food and beverages are not allowed inside the library.
- Library users must handle library furniture and equipment with utmost care. Library furniture and equipment should not be shifted from their specified place and must avoid misuse, deface or intentionally damage.
- Mobile phones should be set to silent. Headphones should be used when listening to audio and videos and should not disturb others.
- Students are not normally permitted to film or take photographs in the library.
- Replacing books in different locations on the shelves must be avoided. Books taken from the shelves should be left on the table, Library staff will replace them.
- Any damage to the books or unwanted markings found in the books will attract a penalty or replacement of the books.
- Library users must take care of their personal possessions or valuables and avoid leaving unattended in the Library. Library staff is not responsible for a loss of personal belongings.

- Users should put litter and waste papers in the appropriate waste bins placed.

Borrowing from the library

- Borrowing of print books will be done upon only producing your university student identity card.
- Identity cards are not transferable. Library staff may refuse to issue books to anyone who uses the cards of others.
- Two books for a period of 7 days each will be issued.
- Check the condition of the books before borrowing and books found in a damaged condition will not be issued. Please bring this to the notice of the library staff immediately if any defect is found.
- The Borrower is fully responsible for the books issued upon his/her ID card. Please do not lend your card or any borrowed library books to anyone else.
- Any damage to the books or unwanted markings found in the books will attract penalty or replacement of the books.
- Books borrowed should be returned on or before the due date. The books can be renewed if there is no demand from others.

Using the computers and printers

- A 32 computer systems and software to access the online resources and to use for their academic purposes.
- To access the PC, the username is your P Number and default password.
- A centralized network printing, photocopying, and scanning facilities for students to use are available. Use your PC username and password or tap your university ID card for printing, photocopying, and scanning.
- The computers and internet in the library should be used only for accessing the library catalogue, Online e-resources subscribed by the library, and any other searches pertinent to academic activities.
- Library users must handle library computers and printers with utmost care. Library computers, keyboards, mouse, etc., should not be shifted from their specified place and should avoid misuse or intentionally damage.
- Avoid unplugging the computer power cables and network cables.
- Do not download and install any software and avoid changing the settings of computers.

Using the discussion rooms

- The discussion rooms are available for students for academic purposes only.
- Discussion rooms can be used by a minimum of 2 and a maximum of 4 students. The conversation inside the discussion rooms must not disrupt the others.
- Students can use the room for a maximum of 1 hour. An extension is allowed subject to availability.
- No reservation for the discussion rooms. Access to the discussion rooms is on a first come first serve basis.
- Lights must be turned on always while using the discussion rooms.
- Additional chairs should not be brought inside the discussion rooms.
- Students are liable for any damages caused while using the discussion rooms.

To know more about library, resources and support

Click <https://library.dmu.ac.uk/dubai>

Introduction to Computer Systems

This guide has been produced to help you get started with our IT Services. The IT Team looks forward to working with you during your time at the University and wishes you every success in your studies.


DE MONTFORT UNIVERSITY IT ACCOUNT

Your University IT user account will normally be activated within 24 hours, following enrolment and production of your Student ID Card. Your DMU user account will give you access to several of our systems e.g. myDMU - Student Portal, LearningZone (VLE), E-Mail, OneDrive and Library resources.

You can reset or change your password at <https://password.dmu.ac.uk>. The first time you change your University IT password, you will be asked to create security questions and answers. You will then be able to use these to retrieve your password if you forget it later. When you change your University IT account password, please remember to use the new password for all the related services. e.g. Webmail, LearningZone, myDMU. etc.

Desktop PCs in Dubai Campus

Log In

- Switch on the PC (if necessary)
- Press [Ctrl]-[Alt]-[Delete] at the prompt
- Enter your username (PNo:) and password
- where your password will be  the first time you login it will prompt to change the password. This must be a min of 8 and max of 32 characters and should contain at least one number.
- Press Enter or click OK

Log Off

- Save all your files
- Close any open applications
- Double click Log Off

For most systems, your password will be your single sign on password except for PCs that are on campus

Saving Files

- Make use of Onedrive through MyDMU portal
- **Do not save any files in Desktop or My Documents.**

MyDMU - Student Portal

myDMU – Student Portal is a hub designed for DMU Students, to allow you to find everything you need in one place. You can access MyDMU portal using the link <https://my.dmu.ac.uk> or you can download myDMU app from Play store/Apps store

DMU EMAIL ACCESS

You can access your University email account from any computer with internet access.

- To log on from your web browser (e.g. Internet Explorer), enter <https://portal.office.com> and click on the Outlook.
- At the sign in prompt enter your email in the format username@my365.dmu.ac.uk (e.g., P123456@my365.dmu.ac.uk).
- Type your username (**P123456**) and password in the corresponding fields. Your password is *case sensitive* (ensure you use upper/lower case accurately)
- To log off, click 'Log Off' in the Outlook Web Access & close the browser

All official communication from the University will be sent to your DMU email account.

VIRTUAL LEARNING ENVIRONMENT (**LEARNINGZONE**)

De Montfort University uses a virtual learning environment (VLE) called **LEARNINGZONE** to support students on many of the programmes and courses – your Academic Lecturer will direct you to it as appropriate. Find your modules on LearningZone and log in with your DMU single sign on:

<http://learningzone.dmu.ac.uk>

Students can access the following to get started:

[Welcome to your New VLE – Getting Started](#) – this guide gives an introduction and provides the level of content needed to get started with Learning Zone, as the student starts to use Learning Zone and becomes more familiar, they can then on a needs basis access the full comprehensive Learning Zone guide which is available [LearningZone Support Guide](#)

Student cannot see their course in LearningZone?

Are you fully enrolled? It normally takes 24 hours after enrolment until your courses appear in the VLE. If you still can't see your courses, it could be one of two issues:

- **Course Enrolment:** check that you are enrolled for this course. (Kindly contact Student Advice Centre for confirmation)
- **Course Availability:** courses and content need to be enabled by the Academic Lecturer before students can view the material. (Contact your Course Lecturer to ensure they have made the content available). If there are still problems, please contact the IT Helpdesk

PRINT/COPY/SCAN MANAGEMENT SYSTEM

Students can print, photocopy and scan using any of the multi-function devices in the PC Labs, Library and Copy Centre.

Students need to use P No: and password OR their Student ID Card (following activation) to print, photocopy or scan. To activate Student ID card for this purpose, follow instructions displayed near each multi-function device.

Recharge vouchers are available in AED 25, 50 and 100 and can be purchased at Finance Office (cash only). It's **not refundable** - please do not purchase more than you intend to use.

Students - Print and Copy – Charges (pricing)		
Paper Size	Cost per side	Type
A4	0.30 AED	Black & White
	1.5 AED	Color
A3	0.50 AED	Black & White
	2.5 AED	Color
A2	1 AED	Black & White
	5 AED	Color
A1	2 AED	Black & White
	10 AED	Color

Wi-Fi ACCESS

The University has a wireless network throughout which will allow web access to the internet.

CONTACT DETAILS AND FURTHER INFORMATION

Email: ithelp.dubai@dmu.ac.uk

Telephone: +971 4 435 8681 / 8682 / 8683

Working Hours: **During teaching term** - Monday to Friday: 8:30 am to 10:30 pm.
Saturday: 8:30 to 5:00 pm.

During non-teaching term - Monday to Friday: 8:30 am to 5:00 pm.
Saturday: 8:30 to 5:00 pm.

Location: 1st floor, Left Wing – near first aid room

PLEASE ENSURE THAT YOU CHECK YOUR DMU EMAIL
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DIAC STUDENT CODE OF CONDUCT



No inappropriate physical contact between males and females.



Inappropriate dress for males and females is prohibited



No fighting, assault or any acts of violence.



No harassing, threatening, bullying or intimidating others



No possessing, using or distributing illegal substances



No smoking in undesignated areas



No possessing of firearms, explosives or weapons



No gambling



No raising false alarms



No setting fires

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Student Undertaking:

1. By accepting the offer of enrolment, the Student hereby covenant the following:
 - (i) While enrolled in the Institution and under the Student Visa sponsorship of DTMFZA, the Student shall not hold employment in the United Arab Emirates;
 - (ii) The Student undertakes to abide by DTMFZA Health and Safety Environment Regulation, and that any or all rules may be altered or added to at any time by DTMFZA and the Student undertakes to support these regulations;
 - (iii) The Student undertakes to obtain and maintain an appropriate health insurance while enrolled and holding the Student visa sponsorship of DTMFZA;
 - (iv) The Student hereby further undertakes to abide by the Dubai International Academic City Shared Facility Guidelines and or any other policy which may be implemented by DIAC from time to time;
 - (v) The Student acknowledges he/she is primarily responsible for his/her conduct, attitudes and general education while he is enrolled within the Free Zone;
 - (vi) The Student shall indemnify and keep indemnified DTMFZA against any and all actions, claims, liabilities, losses, damages, costs or expenses of any nature whatsoever (including legal fees incurred in connection therewith) in relation to any action by the Institution or Students or by any third parties and against all losses or damage to any property (including any property of the Free Zone) which may arise in consequence of the performance or non-performance of the Student Sponsorship Agreement or otherwise under these terms and conditions;
 - (vii) The Student agrees that DTMFZA is authorized to initiate whatever reasonable disciplinary measures DTMFZA deems necessary in relation to the conduct of the Student as a result of any act, omission or behavior, judged to be sufficiently serious, or to terminate the Student visa without notice. This will apply to behavior on campus, and anywhere else where the Student's behavior reflects adversely on DTMFZA;
 - (viii) To abide by the rules, policies, guidelines and regulations as may be implemented by DTMFA from time to time including any amendments thereof;
 - (ix) The Student hereby acknowledge and undertake that in the event of any breach or failure to comply with the above-mentioned undertakings including but not limited to any breach of DTMFZA rules, policies, guidelines and regulations, DTMFZA shall have all the right to revoke, cancel and to terminate the Student Sponsorship without any further notice.
2. The Student hereby voluntarily executes this Undertaking upon his free will and accord and acknowledges that he/she have read and understood the contents therewith.

Signed by:

Name:

Nationality:

Passport No:

De Montfort University Dubai Campus

Visa Application Form (New / Renewal)

(Please complete all sections of this form clearly in BLOCK CAPITALS)

DMU Student ID: (as stated in your offer letter)	Intake: (Oct/Feb)
Full Name: (as stated in passport)	Gender: Male / Female (Please circle)
Programme of Study: (as stated in your offer/Enrolment Confirmation Letter)	Marital Status:
Religion:	Languages Known:
<u>Passport Details</u> Passport No:	Place of Issue: Date of Issue: Date of
Date of Birth:	Expiry: (City and Country)
Place of Birth: (city and country)	
Current Nationality:	Previous Nationality:
Father's Name:	Mother's Name:
Father's Nationality:	Mother's Nationality:
<u>Visa Details</u> Current Visa Type:	Date of Expiry:
Correspondence Address: (Please specify UAE address if available)	Home Address / Emergency Contact:
Tel / Mobile No: Email:	Tel / Mobile No: Email:

New Visa Process (Outside UAE)
Duly filled Student Visa Application form
Completed Student Undertaking Letter
Copy of an accepted unconditional offer letter
Payment of 25% of tuition fee and appropriate visa charges for current year. Remittance receipt need to be submitted along with the Visa application
Remittance receipt of the visa refundable deposit payment
Passport copy (colour and very clear with 6 months of validity when applying for a Student Visa)
Colour passport size photograph white background. (JPEG format, maximum file size 30kb) Size - 4.3 cm x 5.5 cm

<p>Medical insurance:</p> <ul style="list-style-type: none"> The University requires all students on our University Student Residence Visa to have medical insurance for the duration of their study. A copy of the insurance documents must be submitted with the application. Alternatively, students may purchase the University's medical insurance at an additional cost will be applicable.
<u>New Visa Process (Inside UAE)</u>
Original tourist visa or cancellation paper (must have at least 20 days validity)
Original Passport with 6 months validity
Copy of the residence page in the passport
Emirates ID card copy (front and back) if available
<u>Visa Renewal</u>
Original Passport with 6 months validity
Enrolment Confirmation letter
Insurance card copy
Two photographs with white background (latest one)

Student Declaration

Prior to starting the visa process, the student is required to sign the attached visa processing guidelines declaring that he/she has read and understood the content, agrees to abide by the terms and conditions, provide the necessary documents and pay any associated costs by the specified deadline dates.

I hereby declare that I have read and understood the fees, refund policy, terms & conditions related to the student visa and agree to abide by these:

Full Name:	Signature:
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For Office Use Only	Visa form received:	Docs checked and verified:	Submitted through AXS:
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For further information on Immigration rules, please refer to:

De Montfort University Dubai Campus

Visa Office
 Dubai International Academic
 City PO Box 294345
 Dubai
 UNITED ARAB EMIRATES

Telephone Number: +97144358621, +97144358626, +97144358639

Email Address: visa.dubai@dmu.ac.uk

Office Hours: Monday – Saturday, 9am – 5 pm.

De Montfort University Dubai Campus

Transport Form

(Please complete all section of this form in BLOCK CAPITALS)

DMU Student Number		Please affix a current colour passport photograph with white background	
Student name (as per passport)			
Programme applied for			
Intake (mm/yyyy)	Full-time <input type="checkbox"/>		Part-time <input type="checkbox"/>
Male <input type="checkbox"/>	Female <input type="checkbox"/>		Date of Birth (dd/mm/yyyy)
Nationality			
Correspondence address (provide UAE address if available)			
Location (apartment number/house number, building name, road, prominent landmark etc.)			
Residence telephone number	Student's mobile number		
Email			
Emergency contact details			

Student declaration

I hereby understand that the university transport will be available at set timing only, and I declare that I have read and understood the student transport fee guidelines and agrees to abide by them.

Student Signature _____ **Date** _____

Transport Office Telephone: +971 4 435 8623/21 Email: transportation.dubai@dmu.ac.uk

Application for Student Accommodation

(Please complete all sections of this form in BLOCK CAPITALS) (Please attach 1 recent passport size photograph)

Student Name: (As in Passport)		photo
Course and University		
Intake:	Registration No.: (if known)	
Date of Birth:	Nationality:	
<input type="checkbox"/> Male	<input type="checkbox"/> Female	
Correspondence Address: (provide UAE address if available)		
Mobile No.:		Email:
Emergency Contact Details:		
Any Medical / Special Conditions / Support Needs:		
Accommodation Type Required: <input type="checkbox"/> Twin-sharing <input type="checkbox"/> Single room		
<p>Student Declaration</p> <p>Accommodation is provided on a twin-sharing basis. There are separate buildings for male and female students. Student accommodation is subject to availability and is provided on a first-come-first-served basis. The submission of this form does not guarantee student accommodation. Rooms are allotted as per availability and specific student requests may always not possible.</p> <p>There are a limited number of spaces available and bookings are confirmed only when we receive the completed Student Accommodation Application Form, relevant payment of accommodation fees. There is no refund for early departure from the Residences for any reason. The security deposit is refundable at the end of the program after deduction towards damages/loss of items, if any, caused by student. Student accommodation will be available 1 day prior to the beginning of the academic year. Requests for additional stay either before/after the start/end of the programme will be considered only subject to availability and will involve additional accommodation charges.</p> <p>I hereby declare that I have read and understood the student accommodation guidelines and agree to abide by them.</p> <p>Student Signature : _____ Date: _____</p>		

FOR OFFICE USE ONLY

Application form received:	Acknowledged:
Offered:	Place accepted / Refused
Signature:	Date:

Parental Consent Form

Only required if applicant will be under 18 when enrolling at De Montfort University Dubai

De Montfort University Dubai is committed to providing a safe and secure environment for all students; this duty is enhanced (by way of a statutory duty) for those students who are regarded as minors under English law.

As a parent you should be aware that the majority of University facilities are intended for use by adults (aged 18 and over). Therefore, parents should accept responsibility for this and ensure that students under the age of 18 years understand and comply with arrangements for younger students. Before they can join the course, you **must complete this form** to confirm that you agree to these conditions.

Name of Student / Learner / Apprentice.....

Date of Birth:

De Montfort University Applicant /Student Number:

Course Applied for:

I hereby confirm that I have read and understood the conditions contained in the "University Policy for managing students who are aged under 18 on registration" document provided by the University and I accept responsibility for ensuring that my son/daughter understands and complies with them.

I consent to my son/daughter studying at the University and give them permission to travel (in the UK and overseas) and live independently whilst undertaking this study.

Prior to their arrival, I will ensure that suitable accommodation has been arranged for my son/daughter and inform the University of the address.

I accept that the University will:

- a) not act *in loco parentis* should the above student be admitted to De Montfort University Dubai;
- b) authorize emergency medical treatment for the above student if the student is unable to give consent or it is not possible to contact a parent or guardian;
- c) keep this Consent in force until the student's 18th birthday

I agree to take responsibility as follows:

- a) I guarantee that I will honour any contracts entered into with the University by the above student (e.g. agreements to pay tuition fees);
- b) I have advised the above student that De Montfort University is an adult learning environment with the expectation that all students act responsibly and appropriately.
- c) I have advised the above student that he/she may not enter licensed premises or hold office within the De Montfort Students' Union while under the age of 18.

Name of Parent:
(please print)

Relationship to Student / Learner / Apprentice.....

Parent Home address:

.....

.....

Email:

Signed:

Date:

24-hour Emergency Contact Details

In the unlikely event of an emergency involving this student, after they enrol at the University and before they reach the age of 18, please provide additional contact details of a family member of guardian who is contactable **24 hours** a day (if different from those detailed above).

Name:

Relationship to Student / Learner / Apprentice.....

Email:

Telephone:

Mobile phone:

To be completed by parents living outside the UAE only.

The University requires that you provide the contact details of a guardian based in the UAE.
Please provide these details below:

Name of UAE based guardian:

Address:

.....

.....

Telephone:

Email:

Relationship to Student / Learner / Apprentice:

Please return this form to the DMU Admissions office at: enquiry.dubai@dmu.ac.uk

A copy of this form will be stored centrally by the Student Advice Centre