AOU
الجامعة العربية المفتوحة
Arab Open University
Kuwait

Arab Open University

Faculty of Computer Studies

B.Sc. Degree Programme in

Information Technology and Computing (ITC)

ITC Programme

Student Handbook

April 2021

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*The BSc Programme in **Information Technology and Computing** [BSc (Hons) ITC] has been developed and is delivered by the Arab Open University (AOU). It has been validated through a process of external peer review by the Open University (OU), UK.*

Note

Please note that information in this handbook is subject to change and continuous updating. Please check for updates at our website:

http://www.aou.edu.kw

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1. Welcome

Welcome to the Arab Open University in Kuwait and thank you for choosing the Faculty of Computer Studies – the department of technological studies. This Department provides you with all the knowledge you need to compete in a highly competitive technological market. It currently houses one pathway in Information Technology and Computing (ITC) programme leading to *BSc (Hons) in Information Technology and Computing.*

The FCS is one of the major faculties at AOU that has been in operation for nearly 18 years now. It offers its programme of study in partnership with the Open University (OU) in the UK. This partnership enables the FCS to offer quality programmes to its students, which are well recognized locally, as well as internationally. The graduates of this programme are entitled to receive a dual degree at the completion of their studies – from OU and Kuwait respectively – thus giving them access to hundreds of new career opportunities, both locally and internationally. This includes for example, Big Data, Cloud Computing, Machine Learning, Security, networks, web development, programming languages, etc. The current significance and importance of the programme is a direct result of the industrial revolution, internet, mobile revolution, cloud computing, etc. in recent years.

The AOU educational system uses a blended mode of education comprising 25% face-to-face tutorials and 75% distance learning in the form of virtual classes and interactive online materials such as quizzes, presentations, videos and recorded lectures. Through this, you can broaden your scope of knowledge by combining traditional instruction with independent study.

Through your study journey at FCS, you will be equipped with the relevant practical and soft skills, as well as the ethical practices in order to support local communities by utilizing skills and expertise to solve problems or improve existing solutions. It will be emphasized to you to always use ethical practices in life, education and subsequently in your careers. Adoption of ethical practices will aid in the development of respectable and noble personality traits that will be invaluable and priceless to you throughout your life.

The FCS family wishes you a very productive and fruitful time at the university. We encourage you to put forth your best efforts and study hard to develop yourself fully.

2. Introduction

The Arab Open University is a premier institution of higher education running in the MENA region in Kuwait, Saudi Arabia (KSA), Oman, Bahrain, Jordan, Lebanon, Egypt and Palestine, with its Headquarters being located in the State of Kuwait. The FCS Deanship at the Headquarters provides academic leadership to all 9 branches thus enabling them to act as one university in a unified manner. As a blended learning institution, AOU-KW adopts the blended learning model as a way of delivering education – 25% face-to-face traditional teaching and 75% online-based education (virtual classes, quizzes, presentations, videos and recorded lectures).

The Department of Computer Studies (FCS) at AOU Kuwait is currently offering Bachelor of Science in Information Technology and Computer Science (ITC) with a total of 131 credit hours, of which 96 credit hours (360 points) are core requirements for the ITC programme. The programme modules are designed to meet the needs of modern society and labour market.

Partnership with OU, UK

Unlike other local universities, AOU's competitive edge rests on its dual certification advantage, due to the fact that all of its programmes are licensed by both the Open University in UK and the local accrediting bodies. This means that the threshold to standards for qualifications are mapped to the national qualification's framework of Kuwait, as well as to QAA benchmarks of UK; therefore, ensuring fair, reliable, and timely information is disseminated to students. In addition to that, the university is considered as pioneer in the field of digital education as it incorporates technology into teaching, which makes the learning experience efficient and more enjoyable. This was manifested in its ability to survive the coronavirus challenges through immediate shift to online studies during the start of the pandemic.

Why ITC?

According to the World Economic Forum Report entitled "The Future of Jobs Report" which is published in October 2020 (refer to http://www3.weforum.org/docs/WEF_Future_of_Jobs_2020.pdf), the Information Technology and Computing programme is expected to play an important role in the industrial revolution. For instance, Mobile, Internet and Cloud Technology, Advances in Computing Power and Big Data, Internet of things, Advanced Robotics and Autonomous Transport and Artificial Intelligence are rated as top trend between 2015-2020.

Our Information Technology and Computing Programme provides a strong theoretical infrastructure, along with deep technical focus to ensure that graduates have the right combination of theoretical background and technical ability. This unique combination of theoretical knowledge and technical capabilities is equipped to enjoy significant rewards in the world's most challenging industry. Our Deanship and FCS department at Kuwait have an excellent network of contacts within industry to ensure smooth transition from university into labour market.

Through ITC studies, students can take on the challenges of the future and find successful jobs in the competitive labour market. Compared to other programmes, students will learn skills that will enable them to succeed in both traditional professions and ITC based careers.

The ITC programme provides its graduates with the top and the most in-demand skills around the globe, including:

- Possess a strong background in Operating Systems (OS) and Server OS.
- Advanced knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.
- Ability to diagnose and rectify a wide range of complex computer hardware and software problems.
- Ability to effectively supervise staff.
- Ability to communicate effectively, both orally and in writing.
- Ability to provide advanced technical assistance and comprehensive problem resolution to end users.
- Ability to install and configure computer systems, hardware, and peripherals.
- Knowledge of customer service standards and procedures.
- Strong interpersonal and communication skills and the ability to work effectively in a diverse community.

3. Academic Calendar

The branch registration calendar is an essential piece of information for students. It contains information about registration dates for new and continuing students, instalment periods, deadlines for add and drop period, as well as dates for the start of classes, final exam days and results announcements, etc. It is designed in accordance with the unified academic calendar of AOU, for each future term of the academic year, which includes two main semesters – fall and spring – each consisting of 16 weeks, and an additional (optional) summer semester lasting 10 weeks. Students can successfully complete their study within an average period of four years.

According to the bylaws, students should register for at least (8) or a maximum of (21) credit hours for the main semesters, which means that the overall study period can be extended or compressed depending on the student's capabilities. That being said, students can shorten the four-year study time frame to 3.5 years when registering for the summer semesters, as well as extend it up to 8 years maximum, in line with the university's regulations. For the optional summer semester however, students may only register for 12 credit hours. In general, the fall semester typically takes place in September and ends in January, while the Spring Semester runs from February until June. The Summer Semester, on the other hand, takes place between July and August.

As for the assessment calendar, students are provided with an exam schedule at the begging of the academic year that contains specific information regarding exam days and dates for each module. The calendar is made available to students on both the website and LMS during each semester.

In addition to the generic calendars, each course comes with a modular calendar (course syllabus) which is accessible through LMS. The calendar corresponds to the academic calendar of AOU and serves as a guide for students on what topic is to be covered in each week of study.

A representative academic calendar is given in link:

https://www.aou.edu.kw/students/Pages/academic-calendar.aspx

4. List of Programme Coordinator and Academic Staff, Their Contact Details and Availability

Our courses are taught by tutors who are completely competent in open and blended learning methods, as well as in the subject matter taught. They are dedicated to sharing knowledge with students and continuously challenging them to explore new horizons of thinking and learning. Our priority will always be to hire outstanding tutors to ensure high quality educational delivery. The ITC modules are delivered by fourteen ambitious academic staff members (full time), as per the table below:

#	Tutor name	Email
1	Dr. Radwan Abu Jassar	r.abujassar@aou.edu.kw
2	Dr. Laui AlShalabi	lshalabi@aou.edu.kw
3	Dr. Moneef Jazzar	mjazzer@aou.edu.kw
4	Dr. Naser Zaeri	n.zaeri@aou.edu.kw
5	Dr. Ahmad Abuashour	lshalabi@aou.edu.kw
6	Dr. Huda Alresheedi	asayed@aou.edu.kw
7	Dr. Eisa Alharbi	ealharbi@aou.edu.kw

#	Name	Email ID
8	Mrs. Intisar Othman	iothman@aou.edu.kw
9	Mr. Al-Hussain Aly	aaly@aou.edu.kw
10	Ms. Amal Ghazi	aghazi@aou.edu.kw
11	Ms. Amal Naji	anaji@aou.edu.kw
12	Mrs. Amal Al Sayed	asayed@aou.edu.kw
13	Mr. Ahmad Khalaf	akhalaf@aou.edu.kw
14	Dr. Yahia Hassan	yahia@aou.edu.kw

Our academic staff at FCS is available to you during the 25% face-to-face tutorial sessions and during office hours. Each tutor is required to maintain two weekly office hours for each taught section. Tutors can also be reached through WhatsApp Business (new service) for advising and other enquiries. The contact details are available to students on the website, social media, and banners across campus.

5. List of Support Staff (Technical and Administrative)

Support staff at the branches are ready to support you in your studies. Their email contact details are given in the table below:

#	Name	Email ID
1	Ms. Nouf Al Qahtani – ITC Admin Coordinator	nouf@aou.edu.kw
2	Aamir Ahmed – LMS	aahmad@aou.edu.kw
3	Basharat Riaz – AV Tech Support	briaz@aou.edu.kw
4	Asif Ali – Tech Support	aishaq@aou.edu.kw
5	Fahad Baig – Tech Support	fbaig@aou.edu.kw
6	Qasim Mubeen – Tech Support	qasim@aou.edu.kw
7	Kaleem Ahmad – Tech Support	kaleem@aou.edu.kw
8	Rahamathulla – Web Developer	rahamathulla@aou.edu.kw
9	Zain Javed – Tech Support	zain@aou.edu.kw
10	Muhammad Adnan – SIS Admin	madnan@aou.edu.kw

6. Details of External Examiners

AOU assessment strategy is based on general principles and procedures aiming to organize and monitor the examinations at all AOU branches. AOU regulations include validation (pre-assessment moderation) of examination questions and answer keys by external examiners (EE), audit tutors' marking, post-assessment moderation; and 4 tiers of examination committees.

Table 6.1 Summary of External Examiners

Name	Position	Institution
Prof. Alistair Duffy (Chief External Examiner)	Professor of Electromagnetics, Faculty Head of Research and Innovation	De Montfort University, The Gateway, Leicester.
Prof. Ahmed Al-Dubai (External Examiner)	Professor in the School of Computing	Edinburgh Napier University, UK
Dr. Rahat Iqbal (External Examiner)	Senior academic-Associate Professor	Coventry University, UK
Dr. Tariq Abdullah (External Examiner)	Academic lead Computing and IT and research fellow	University of Derby, UK
Dr. Salem Al-Jareh (External Examiner)	Senior Lecturer	University of Portsmouth, UK

7. Introduction to the Programme

The Faculty of Computer Studies (FCS) has offered the Information Technology and Computing (ITC) Programme at the Kuwait branch since the University was founded in 2002. The first programmatic validation took place in 2002 by OUVS and was successfully revalidated every 5 years – the normal revalidation period as defined by the Open University in UK – with major updates in the modules, to reflect new updates in the technological market. It is worth mentioning that market and feasibility studies are currently being conducted to study the needs of IT market.

7.1 Philosophy

As long as the ITC programme is offered at AOU, the deanship's philosophy is to keep it current with the latest technical advancements, in order to satisfy the market and employer needs. AOU in general, is keen to keep its programmes revalidated from the Open University in UK to provide students with extra international recognition to maximize their employment prospects. An important accomplishment of AOU-KW involved earning programmatic accreditation from the Institution for Engineering and Technology (IET) in UK, as an assurance of the quality of its educational provision. The accreditation was granted in 2016 for a period of five years.

Finally, the FCS is working to help its students to not only seek regular jobs, but also to build their capabilities and skills to be ready for entrepreneurship, as most of the AOU operating countries exhibit high readiness for entrepreneurship.

7.2 Teaching and Learning system

Knowledge and understanding are acquired from specially prepared teaching texts for majority of modules, supported by self-assessment and in-text questions, reference texts, multi-media packages, directed reading, computer mediated conferencing, web-based resources, and video and audio recordings. Students work independently with the teaching materials, but they are encouraged to form self-help groups with other students, communicating face-to-face, by telephone, email, and computer conferencing and through the Learning Management System (LMS).

AOU's hybrid system of learning combines face to face meetings and distance learning to give students a more immersive learning experience. It encourages self-directed learning by allocating 75% to distance learning, in the form of virtual classes, quizzes and interactive multimedia resources on LMS - PowerPoint slides, lectures note, activities, and other e-resources; and the remaining 25% delivered physically. According to the local regulations of MoHE, the face instruction for the 8 CHs modules takes place once a week for 2 hours, while the 4 and 3 CHs modules are based on a two-hour biweekly session. These sessions are supported by one office hour for every 2 taught hours. More details about Learning and Teaching Strategy at AOU is available in the following link:
https://www.aou.edu.kw/media/PublishingImages/Lists/Announcements/AllItems/Teaching%20and%20Learning%20Model.pdf

7.3 Learning during the challenging coronavirus

The unprecedented coronavirus has disrupted the operational activities of many organizations worldwide, including the educational sector. The implications for AOU were, however, less drastic. The reason for this is that it already functions on the concept of blended learning which made transferring to online studies easy and smooth. Classes were conducted online using virtual classes, and students were provided with recorded lectures (on MS Teams and website) and supporting electronic materials on LMS. This created the urge to use an effective, real time, video conferencing platform to support distance learning and teaching. The branch started with 'BigBlueButton' web conferencing system, and then shifted to MS Teams.

These virtual meetings allow for live engagement and collaboration between tutors and their pupils through interactive tools. It also supports virtual office hours, sharing of slides, audio, and video, etc., making distance learning experience more fun. Moreover, after finishing a live stream, the tutorials are saved on LMS for future use. To acquaint faculty staff members with the new software and its interactive tools, training workshops were arranged for the faculty every semester.

7.4 ITC Programme Structure

Students will acquire knowledge and key skills about important topics in the field of ITC, including Communication and Information Technologies, Object Oriented Programming, Software Engineering, Data Management and Analysis.

7.5 Graphical Presentation of the Programme

Table 7.1 below shows the composition of the programme Pathway, including the different levels of modules along with their classification.

Table 7.1. Programme Structure of ITC Programme

	ITC
Level 0	**University Requirements**
	Faculty Requirements / Mandatory
	MST129 – Applied Calculus (4 CHs)
	Specialization/Core Requirements / Mandatory
Level 1 (AOU) = Level 4 (OU)	MT131 Discrete Mathematics (4 CHs)
	MT132 Linear Algebra (4 CHs)
	TM103 Computer Organization and Architecture (4 CHs)
	TM105 Introduction to Programming (4 CHs)
	M110 Python Programming (8 CHs)
	TM112 Introduction to Computing and Information Technology (8 CHs)

	University Electives
	Student can select from variety of elective modules

	Faculty Requirements / Mandatory
	TM260 – Security, Ethics, and Privacy in IT and Computing (4 CHs)
	Specialization/Core Requirements
Level 2 (AOU) = Level 5 (OU)	M251 Object-Oriented Programming using Java (8 CHs)
	M269 Algorithms, Data Structures and Computability (8 CHs)
	TM255 Communication and Information Technologies (8 CHs)
	T215B Communication and Information Technologies (Part B) (8 CHs)
	Faculty Elective Requirements
	Student can select from variety of elective modules

	Specialization/Core Requirements
Level 3 (AOU) = Level 6 (OU)	TM351 Data Management and Analysis (8 CHs)
	TM354 Software Engineering (8 CHs)
	TM355 Communications Technology (8 CHs)
	TM471 Graduation Project (ITC pathway) (8 CHs)
	Electives
	Student can select from variety of elective modules

7.6 Partnership with the Open University in UK

The AOU is approved by The Open University in the UK as an appropriate organization to offer higher education programmes leading to Open-University validated awards. OU-validated awards have parity of esteem with similar awards offered throughout UK higher education. A validated award is exactly the same as an OU direct award in terms of employment or application for postgraduate study. Under this partnership, the OU provides the following to the AOU:

- Programmes and courses.
- Learning materials (textbooks, CDs, DVDs, etc.).
- Programme monitoring, external examining.
- Dual awards (BA/BSC), exit awards (diplomas and certificates) together with the AOU.

7.7 Institutional Accreditation on a Local Level

In addition to the OU recognition of programmes, the AOU in Kuwait is also licensed from the Private Universities Council, a local accrediting body in Kuwait. This means that the threshold to standards for qualifications are mapped to the national qualification framework of Kuwait, as well as to QAA benchmarks of UK; therefore, ensuring fair, reliable, and timely information is disseminated to students. The maximum accreditation period for any university set by the PUC is five years. All private universities, including AOU in Kuwait, must work within the guidelines and stipulations of the ministry and follow local regulations. It is noteworthy that the university is currently in the process of renewal of local accreditation.

7.8 Programmatic recognition of the programme: Institution for Engineering and Technology (IET)

Every academic institution thrives to earn programmatic accreditation as an assurance of the quality of its educational provision. At Kuwait branch, this type of attestation was easily attainable due to the dual validation of its degrees. It has international recognition as an OU-licensed program, as well as local recognition from Kuwait's Ministry of Higher Education. In terms of program accreditation, the program has been fully certified and validated by OU-UK, PUC, and IET. The last revalidation for IET took place in 2021 and the programme was reaccredited for three years. Meanwhile, AOU is preparing for the impending revalidation, which is scheduled for the academic year 2023/2024. The below sections describe the benefit of IET for both the University and students:

Benefits for departments and their University:

- Accreditation provides benchmarking against other accredited programmes by the Institution's peers and confirms the institution's reputation as a quality provider of engineering education.

- IET accreditation works alongside the institution's Quality Assurance processes to ensure that the programmes are continually improving and in line with the latest guidance and good practice.

- IET accreditation is recognized worldwide and provides the institution with international recognition of its programmes.

- Accredited programmes and their host Departments are included in the published list of IET Accredited Programmes and on the Engineering Council's Accreditation Database. The IET Accredited Programme logo and the Engineering Council UK Accreditation logo can be used on promotional material and programme documentation (http://www.engc.org.uk/acad).

Benefits for students:

- Accreditation provides evidence to prospective students of an independent and rigorous assessment by a recognized and trusted third party.

- Accreditation supports graduate employability by ensuring programmes are responsive to industry needs.

- Accreditation explicitly links programmes to UK-SPEC to ensure students develop the appropriate skills and knowledge base for a career in engineering and for registration as an Incorporated or Chartered Engineer.

- Undertaking an IET accredited programme provides international recognition that the programmes of study have passed a rigorous assessment.

7.9 Criteria for Admission

AOU, based on its belief in equal-opportunity education and the two interconnected principles of lifelong learning and education for all, tries to reach out to as many learners as possible making education available to those who may not have an opportunity otherwise. AOU's criteria for admission are among the most liberal in our region. The only requirement it has, for a student to apply and compete for a seat, is a high school certificate (or equivalent), a fundamental condition by the accrediting governmental agency in Kuwait. Beyond this, admission – pending the availability of seats on the basis of high-school grades – is open to people of all ages, gender, religious orientation, ethnic origins, etc.

To be admitted in the ITC programme the student should fulfil the following conditions:

- Obtain a general secondary school certificate or equivalent in the science stream (a mandatory requirement for ITC). For IGCSE certificates, prospective students must complete six 'O-level' science subjects, as a perquisite for the ITC programme.
- Fulfil any other conditions determined by the University or competent authorities of the Branch country.

The following e-brochure will provide you with more information on our admission criteria:

https://www.aou.edu.kw/about/Lists/Brochures/Attachments/1/Admission.pdf

7.10 Language Placement Test

AOU administers Language Placement Tests in English, not as admission requirements but as indicators to help place students at the appropriate level of language development. Based on the test scores, students will be assigned courses, which aim to develop the students' proficiency in English in order to undertake the full course load in their respective areas of specialization.

7.11 Attendance Requirements

As per the blended education system, attendance represent 25% of the learning cycle at AOU. Since it is mandatory, students who fail to attend 3 consecutive tutorial sessions without due, causes them to be suspended from the module and will therefore, have to retake the module. The 25% face-to-face tutorial sessions are clearly marked in individual module calendar using the following guidelines in table below:

Number of Credit Hours	Points	No. Hours/Tutorial Sessions
3	10	1 hour tutorial every week
4	15	1 hour tutorial every week
8	30	2 hours tutorial every week
16	60	4 hours tutorial every week

7.12 Opportunities Available to Students on Completion of the ITC Programme (Employment, Further Academic Study, etc.)

As a result of the B.Sc. degree being validated by OUVP, graduate students will be able to pursue employment in both the Middle Eastern (ME) and international markets upon successful completion of the programme. The degree exposes students to a variety of exciting careers in a variety of sectors. It prepares students to become dominant players in the field of Information Technologies and Computing, in order to help them analyse, develop, test, maintain, integrate and use hardware and/or software or hybrid systems; to participate in innovating new solutions to meet specific market or organisation needs. Some of the key areas where graduate students can find employment opportunities include the following:

Programme	Job Opportunities	
ITC	• System modelling, analysis, development and integration, including hardware, software and web-based systems • Cloud Computing Engineer • Computer Network Specialist • Computer Support Specialist • Database Administrator	• Mobile Technology • Software Designer/Developer Storage Management • Information Technology Analyst • Information Technology Leadership • Information Security Specialist • Software/Application Developer

7.13 Opportunities and Support for Study Abroad

The current proposal of the B.Sc. programme requires the completion of all modules of the academic calendar at the FCS - AOU. In case student wishes to transfer to another institution, s/he would be required to inquire about the transfer of credits provisions at that institution.

7.14 Work Placement Information

There is no work placement requirement in the current study plan of the B.Sc. programme. The main practical work involved is the individual practical work required during the preparation of the Tutor Marked Assignment (TMA), one of the assessment components per module, in addition to the practical work required for the Final Graduation Project (TM471).

8. Programme Specification

Students seeking a BSc Honours degree in Information Technology and Computing (ITC) at AOU must complete at least 131 credit hours that is divided into 21 university requirements, 96 specialization requirements (core modules) and 14 faculty requirements.

As a requirement of the programme, students must successfully pass the *Project module* TM471, which requires them to complete an extensive piece of practical work on an individual basis.

For programme specific details, please refer to the programme specification that is available on the website at:
https://www.aou.edu.kw/faculties/computer/PublishingImages/Pages/undergraduate-programs/ITC%20-%20Programme-Specification%202021%20Ver2.pdf

8.1 Modular programme structure

The tables below show the available modules and the required credit hours from each category:
1. Overall Programme Requirements (AOU) (Table-8.1)
2. General University requirements/ Mandatory (Table-8.2)
3. General University requirements/ Electives (Table-8.3)
4. Faculty compulsory Requirements (Table-8.4)
5. Faculty elective requirements (Table-8.5)
6. Details of Specialization/Core Requirements (Table- 8.6)

Programme Requirements (131 CHs)

Table 8.1: Programme Requirements

Requirement type	Credit Hours
University Requirements/ Mandatory	18
University Requirements/ Electives	3
Faculty Requirements/ Mandatory	8
Faculty Requirements/ Electives	6
Specialization Requirements/ Mandatory	96
Total Credit Hours	**131**

The details of the previous requirements will be described as follows:

University Requirements/ Mandatory (60 points) (18 Credit Hours)

Table 8.2: Details of University Requirements (Mandatory)

Module	Module Title	Credit	Pre-requisites	Equivalency
AR113	Arabic Communication Skills	3	--	
GB102	Principles of Entrepreneurship for	3	--	
GR118	Life Skills and Coexistence	3	--	
GT101	Learning and Information	3	--	
EL111	English Communication Skills I	3	EL099	
EL112	English Communication Skills II	3	EL111	
Total		**18**		

* The list of modules and/or the modules contents may be updated/replaced as per AOU university council decision or local accreditation requirements.

University Requirements/ Electives (10 points) (3 Credit Hours)

Table 8.3: Details of University Requirements (Electives)

Module Code	Module Title	Credit Hours	Pre-requisites	Equivalency
GR111	Arabic Islamic Civilization	3	--	
GR112	Issues and Problems of Development in the	3	--	
GR115	Current International Issues and Problems	3	--	
GR116	Youth Empowerment	3	--	
GR117	Women Empowerment	3	--	
GR121	Environment and Health	3	--	
GR131	General Branch Requirement	3	--	
CH101	Chinese for Beginners (I)	3	--	
CH102	Chinese for Beginners (II)	3	CH101	
SL101	Spanish for Beginners (I)	3	--	
SL102	Spanish for Beginners (II)	3	SL101	
FR101	French for Beginners (I)	3	--	
FR102	French for Beginners (II)	3	FR101	
IN300	Internship	3	--	

* The list of modules and/or the modules contents may be updated/replaced as per AOU university council decision or local accreditation requirements.

Faculty Requirements / Mandatory (30 points) (8 Credit Hours)
Table 8.4: Details of Faculty Requirements (Mandatory)

Module code	Module title	Credit Hours	Points	Source	Pre-requisites	Equivalency
MT129	Calculus and Probability	4	15	AOU	EL099	MT129
TM260*	Security, Ethics and Privacy in IT and Computing	4	15	AOU	TM255	

The TM260 may be replaced by an applied module as per the local accreditation requirement.

Faculty Requirements / Elective (20 points) (6 Credit Hours)
Table 8.5: Details of Faculty Requirements (Electives)

Code	Module title	Credit Hours	Pre-requisites	Equivalency
Level 1 (AOU) = Level 4 (OU)				
MS102	Physics	3	EL111	
M109	.NET Programming	3	EL111	
MT101	General Mathematics	3	-	
Level 2 (AOU) = Level 5 (OU)				
TM297	Compression Methods for Multimedia	3	TM112 & MT131	
M277	Competitive Programming	3	M251 & (M269) *	
Level 3 (AOU) = Level 6 (OU)				
MT390	Image Processing	3	MT132 & M251	

() + can be registered in parallel

Note: The student will not be allowed to take more than one elective module per level from the above table, according to proper Academic Advising.

Specialization/ Core Requirements (96 Credit Hours)

Students must successfully complete each level before progressing to the next level. The details of core modules are given as follows:

Table 8.6 Programme Plan of ITC

Level 1 (AOU) = Level 4 (OU)						
Code	Module title	Source	Point	CHs	Pre-Requisite	Equivalency
TM103	Computer Organization and Architecture	AOU	15	4	EL111	
TM105	Introduction to Programming	AOU	15	4	EL111	
MT131	Discrete Mathematics	AOU	15	4	EL111	
MT132	Linear Algebra	AOU	15	4	EL111	
M110	Python Programming	AOU	30	8	EL111	TM111
TM112	Introduction to Computing and Information Technology	OU	30	8	M110	
			120	32		

Level 2 (AOU) = Level 5 (OU)						
Code	Module title	Source	Point	CHs	Pre-Requisite	Equivalency
M251	Object-Oriented Programming using Java	AOU	30	8	TM105	
M269	Algorithms, Data Structures and Computability	OU	30	8	M110 & MT131	
TM255	Communication and Information Technologies	OU	30	8	TM112	T215A
T215B	Communication and Information Technologies – Part B	OU	30	8	TM255	
			120	32		

Level 3 (AOU) = Level 6 (OU)						
Code	Module title	Source	Point	CHs	Pre-Requisite	
TM351	Data Management and Analysis	OU	30	8	M269 or M251*	
TM354	Software Engineering	OU	30	8	M251	
TM355	Communications Technology	OU	30	8	T215B	
TM471	Graduation Project (ITC pathway)	AOU	30	8	TM355 or TM354 or TM351**	
			120	**32**		
Total Number of Points per Pathway			**360**	**96**		

Based on advising

8.2 ITC Programme - Recommended Study Plan (Advising plan)

The academic year at AOU consists of two main academic semesters (Fall and Spring), each consists of 16 weeks, and additional (optional) summer semester of 10 weeks. The following structure plan is a suggested plan based on Fall and Spring semesters.

- **Information Technology and Computing Pathway – Recommended Study Plan**

First Year					
Semester	Module	Title	Credit Hours	Prerequisite	Equivalency
1st (13 CHs)	EL111	English Communication Skills I	3	EL099	
	EL112	English Communication Skills II	3	EL111	
	GR118	Life Skills and Coexistence	3	-	
	MST129	Applied Calculus	4	EL099	MT129
2nd (14 CHs)	AR113	Arabic Communication Skills	3	-	
	MT132	Linear Algebra	4	EL111	
	TM105	Introduction to Programming	4	EL111	
	GT101	Learning and Information Technology	3	-	
Second Year					
Semester	Modules	Title	Credit Hours	Prerequisite	Equivalency
1st (19 CHs)	GB102	Principles of Entrepreneurship for Non-Specialists	3	-	
	MT131	Discrete Mathematics	4	EL111	
	M110	Python Programming	8	EL111	TM111
	TM103	Computer Organization and Architecture	4	EL111	

Semester	Modules	Title	Credit Hours	Prerequisite	Equivalency
2nd (19 CHs)	TM112	Introduction to Computing and Information Technology	8	M110	
	M251	Object-Oriented Programming using Java	8	TM105	
	1 Module from University Requirements/Elective		3		

Third Year					
Semester	Modules	Title	Credit Hours	Prerequisite	Equivalency
1st (19 CHs)	M269	Algorithms, Data Structures and Computability	8	M110 & MT131	
	TM255	Communication and Information Technologies	8	TM112	T215A
	1 Module from Faculty Requirements/Elective		3		
2nd (15 CHs)	T215B	Communication and Information Technologies – Part B	8	TM255	
	TM260	Ethics, Law and the Governance in IT	4	TM255	
	1 Module from Faculty Requirements/Elective		3		

Fourth Year					
Semester	Modules	Title	Credit Hours	Prerequisite	Equivalency
1st (20 CHs)	TM351	Data Management and Analysis	8	M269 or M251*	
	TM354	Software Engineering	8	M251	
	TM471-I	Graduation Project - A	4	TM355 or TM354 or TM351*	
2nd (12 CHs)	TM355	Communications Technology	8	T215B	
	TM471-II	Graduation Project - B	4	TM355 or TM354 or TM351*	

For details, please refer to AOU website at:
https://www.aou.edu.kw/faculties/computer/Pages/default.aspx

8.3 Type of the Programme Certificate

Upon successful completion of ITC programme, students will receive two BSc (Hons) Information Technology and Computing (360 points) validated certificates – from the Open University (UK) and the Ministry of Higher Education in Kuwait, respectively.

9. Module Specifications

AOU academic programmes are made up of modules (formerly called courses) made up of a variety of academic materials. Each module within a programme is designed to deliver content that achieves the desired learning outcomes and objectives consistent with the vision and mission of AOU.

You can browse the course catalogue for all modules offered in the study plan at: https://www.aou.edu.kw/faculties/computer/Pages/course-catalogue.aspx

10. Student Support, Guidance and Advice

Students at AOU, including FCS students, are offered various methods of student support. These support services take academic and non-academic settings, as outlined below:

10.1 Academic support

10.1.1 Textbooks

The provision of study materials that include guides and audio-visual aids to support learning. It is important to note that most ITC materials for specialization courses are OU-based.

10.1.2 University website

Access to the university website at www.aou.edu.kw, which embodies a lot of guidance and support materials such as: updated Course Guides (programme specification), Study Calendars, Brochures, recorded lectures (for some courses), as well as additional notes and information on courses.

10.1.3 Orientation arrangements

General and specialized orientation sessions organized at the beginning of each semester to introduce new students to the learning system, study programme and the support systems (LMS, SIS and e-library). The different arrangements include:

a) Student orientation day

Student orientation is a formal welcome event instituted for incoming new students to make them familiar with the campus services. It usually takes place in the first week of the academic semester to educate students about the important aspects of the University. It takes the setting of an exhibition-like style where academic and administrative departments including the Student Council assemble in one area to provide valuable information, answer student questions, and distribute information brochures to add to the information given verbally to students. Through this day, students learn more about their chosen programme and its tracks, which facilitates initial track selection. It is also a great opportunity for them to discover the different clubs available at the university, thus giving them the opportunity to join the clubs in which they are interested. In addition, the event is enriched with LMS and SIS presentations to guide students on the core systems of the blended learning paradigm.

In response to the pandemic situation, however, a live orientation was organized on the 3rd of December 2020, in order to guide new students on the online learning platform and give them space to ask questions. Kindly find the referenced link below:

https://www.youtube.com/watch?v=XXgtSiwGnGI

To further assist students, the registration department organized an open discussion meeting for all students to answer questions related to admission and the electronic services. The event took place on December 15, 2020, as demonstrated in the link below:

https://www.youtube.com/watch?v=afNRuxRHYDY

Orientation can also be achieved through:

1. Induction materials such as AOU Student Prospectus (available on the website) and program leaflets
2. Personal delivery of information through contacts with Admission and Registration and support staff during admission periods.
3. Induction program presentations (LMS and SIS).
4. Providing information about AOU during foundation courses such as credit course GR118, Life skills and coexistence, which addresses the requirements and skills of studying through open learning in general and AOU in particular.

b) Programme-specific orientation

This form of orientation takes place during the first two weeks of the semester (post-generic induction) for each faculty respectively. It is more condensed than the generic orientation, thus giving tutors more scope to provide valuable information and useful tips on the programme, learning approach, assessment, study plans and modules; in addition to addressing answer student enquiries. Since it takes place in the auditorium, tutors can assist their presentation with slide shows to enrich the session. Moreover, the event schedule includes LMS and SIS sessions in collaboration with the IT technicians.

Additionally, students can receive programme specific induction through office visits during the semester, providing them with more space to clarify concerns.

c) Technical orientation

 (i) LMS/SIS workshops: As an extra and mandatory benefit, new students are also provided with **LMS** and **SIS** workshops at the beginning of each semester, which includes detailed demonstration of how to use both systems for registering courses, accessing e-files and exams, etc. In response to the coronavirus pandemic, the workshops were conducted virtually and consisted of two sessions. All recorded materials have been published on LMS to make them accessible to students who missed the orientation sessions, thus giving them the chance to acquaint the practical skills needed for using these core-learning systems, as well as to use it for the future semesters.

Other services such as how to drop a course, transfer between programmes, request an equivalency and withdraw from the University are accessible via the main SIS page (before logging in). The link is referenced below for easy access to the page:
https://sis.aou.edu.kw/onlineservices/

 (ii) E-library workshop: In addition to the generalized information on the e-library features during the generic orientation, a training workshop on how to use the e-library and cite resources is organized for new students during the first two weeks of study.

Additionally, students can receive support throughout the semester from the lab assistants who are available from 8 am until 9 pm during the six-study days (Saturday-Thursday).

10.1.4 Tutorial meetings

A two-hour weekly (and bi-weekly) tutorial where students meet their tutors to cover the learning outcomes in a modern setting. A 25% class attendance is required as part of the University's policy to adopt a system of blended learning.

10.1.5 Personal tutoring (office hours)

A one-to-one support through office meetings where tutors maintain scheduled weekly office hours, which are intended to provide a more informal environment for academic support. Students are always given an opportunity to discuss, ask and answer questions during the office hours. Both full and part-time tutors are requested to hold two weekly office hours for each taught section.

10.1.6 LMS support

A virtual learning environment to support students remotely via teaching/learning material, supplementary materials, frequently asked questions and collaborative tools and technologies. Through LMS, students can access the course learning resources (including e-books) and supplementary materials such as reading materials, quizzes, presentations, Java applets, video clips and recorded lectures, anytime and anywhere. It functions as a hub, housing forums, discussion rooms, interactive study materials, and all student orientated bylaws and other related announcements. It also acts as a bridge to the distinctive e-library resources for both students and tutors. Thus, in addition to face-to-face contact there is distance support for those students who cannot regularly meet their tutors in their office hours due to employment or domestic responsibilities. The privacy of this channel allows students to discuss with their tutors some matters that they may be uncomfortable discussing publicly in the classroom.

10.1.7 Student Information System (SIS)

Through this system, students can register for courses, add/drop modules, change sections, view schedules and grades, etc.

10.1.8 Academic Advising

Academic advisors assist students with educational planning, course selection and other areas related to their educational performance. Each student is assigned an academic advisor who provides the necessary support, but students may also seek assistance from any advisor during their office hours. Special attention is, however, given to lower performing students (GPA below 2.0 points) who are provided with intensive support to help them perform better on exams. They are encouraged to visit their advisor to discuss ways of improving performance. Also, these students can only register for courses through the advisor. Nevertheless, advising is not simply a one-day event, but rather a continuous process of support throughout the semester.

Student can reach advisors either in person, through LMS, or by email (advising.it@aou.edu.kw). In addition to that, a new approach to advising has been embraced following the coronavirus outbreak, that involves using the **WhatsApp Business** service. Through this quick channel, students can easily

connect with their tutors for academic advising and other enquiries. The related contact details is provided on the faculty's page on the official website (please copy link below):

https://www.aou.edu.kw/faculties/computer/Pages/academic-staff.aspx

10.1.9 IT support

As part of their role as technical support, the IT technicians are dedicated to organizing workshops periodically (beginning of each semester) to provide the necessary training for faculty and students on the university's core systems (LMS&SIS). To ensure speedy response, the technicians are easily approached through email (lms1@aou.edu.kw) and direct interaction on campus. In addition, two labs have also been allocated solely for meeting technical demands such as how to upload TMA, view schedule, pay fees, etc.

For the list of IT support staff and their email IDs, please refer to section (5).

10.1.10 Guide to Virtual Learning Environment (electronic guides)

The university offers students a blend of electronic guides to support and enhance their learning experience at AOU. It relies on the official website, social media and LMS as a hub for posting announcements and manuals, related bylaws, and other services it provides. Learning is supported by recorded lectures, interactive exercises, e-library, and e-books (for most of the courses). Step-by-step electronic guides have also been created and shared with all students (new and continuing) to guide them through course registration process on SIS (accessible through website and LMS). Moreover, new students receive an email with a username, a password, and a video demo on how to use the LMS once it has been activated for them. Further, students interested in learning more about the university and its services can browse the video demos available on the website, LMS and social media accounts, as well as the brochures and guides available on campus including the website and LMS. On the website (and LMS) are also important guides such as the recorded lectures, student prospectus, programme specification and advising plan, etc.

Related links include:

Official website (Student guide page):
https://www.arabou.edu.kw/students/guide/Pages/default.aspx

Student Information System (SIS) (aou.edu.kw)

LMS main page:
Home | LMS-Kuwait (arabou.edu.kw)

Step-by-step guide (for new students it is sent by email whereas for continuing students it is available on the website and SIS. ***Please copy the below link to your internet browser:***

https://www.aou.edu.kw/students/Pages/sis.aspx

10.1.11 E-services

As part of enhancing student experience, many student-orientated transactions have been digitalized to increase efficiency and allow students to perform registration, graduation, and other related transactions from a distance anytime and anywhere. These services are easily accessed via the Student Information System (SIS) and include, but are not limited to:

1. Students can apply online to obtain signed copies of all types of certificates and statements such as degree certificates – local and OU, mural certificates, 'To Whom it may concern certificates', grade transcripts, academic schedules, and course description statements, etc. The letters will be delivered to the student residence accordingly within two weeks.

2. Payment of graduation related fees. Student guidance to the steps for completing graduation related transactions is accessible via the website at: http://www.aou.edu.kw/students/Pages/Graduate-Students- Transaction.aspx.

3. Payment in instalments.

4. Submitting temporary suspension and withdrawal requests.

5. Submitting requests for equivalencies.

6. Applying for exam postponement.

7. Filing a complaint or appeal.

8. Student Disability Declaration Form.

10.1.12 Student communication channels

In order to facilitate rapid communication between students and tutor/key departments, each registered student has been assigned an email account that is owned by the university. Students can access their emails through Office 365, the university website – which offers a link to outlook – or through their smart phones. In addition to tutor/department interaction, the student email is also used to access MS Teams for study materials and/or attending a virtual class. In the wake of the coronavirus pandemic, however, a new channel 'WhatsApp Business service' has been launched to provide students with a uniform and efficient communication channel. The contact numbers for faculty members can be found in this handbook, the social media and banners at the FCS Department. Additionally, the branch uses SMS texting for communicating important announcements in a timely manner.

10.1.13 Support for students with disability/special requirement

As part of its policy of equal opportunity education, AOU ensures that all students are fairly treated and that they are provided with adequate support to guide their academic life at the University. Therefore, students with special requirements are given due attention to help them fulfil the intended learning outcomes of their study in a friendly educational and social environment. Among the services provided by the university is a psychological counselling office within the unit of Student Affairs that aims to help all students, especially students with certain medical conditions, in adapting to the implemented learning approach. A psychologist (PhD holder) specializing in counselling and scheme therapy has been appointed to provide counselling and support to the concerned students on a mental and psychological level and to address academic, social, and emotional concerns. To assist students who have mental or psychological challenges, a medical condition section has been added to the application form so that they can identify any medical conditions they may have (by selecting from a list of medical conditions). In case health issues are indicated, supporting documents are provided accordingly. This helps keep track of all students with certain health or mental impairment.

The following steps are taken to ensure the counselling process is inclusive and successful:

1. All related applications are extracted, and applicants are contacted and examined on a one-to-one basis. Each student is directed to complete a 'disability declaration form' on SIS. There are two types of students in this category: those who are physically challenged students and those who have mental or psychological difficulties.

2. Each case is then filed, and the involved parties are notified if special arrangements are necessary based on the medical condition such as front seat, extension of time, comfortable chair/table, larger font, etc.

In addition to the provision for physically challenged students, mental and psychological issues are closely monitored by the counsellor to ensure their wellbeing during their study career.

3. In the case of medication use and other mental instabilities, students are asked to sign a consent form. They are also asked to visit the office regularly for follow-up.

4. For severe cases, students are referred to the higher management for required action.

5. Special training is provided to staff members regarding how to deal with certain medical situations. The office is also involved in designing a counseling program to provide support and guidance services to students, academic and admin members, in order to help them make better decisions and improve retention rates.

Continuing students, like new students, are given the opportunity to disclose any related mental or physical difficulties via a special form titled 'Disability Declaration Form' on SIS. Students are made aware of such forms via their LMS, which has a special banner with related steps. In addition, there are brochures, student guide and roll-up banners throughout campus informing students of this service.

In addition to the above, students with certain disabilities/requirements are included in all sorts of activities (cultural, social, art and sport activities). Each semester, the Student Affairs Department organizes an honouring ceremony to honour the distinctive students. Additionally, students with special requirement who feel that certain circumstances have impacted negatively on their performance when completing their assignments should submit proof of this to their tutor who will discuss the matter with the appropriate authority. All services provided to our students are confidential and are not disclosed to a third party without the student's written consent

Apart from the academic provisions, physically challenged students are also provided with logistical support through ramps and elevators. There are also special parking spots allocated for them.

10.1.14 Complaint and Appeals systems

Online access to complaints and appeals services through the Student Information System (SIS). The **appeal system** is designed to tackle students' appeals against final course grades and disciplinary decisions. Students can appeal a final grade within one-week post grade announcements, according to the timeline set by the Examination department. The **complaint system**, on the other hand, formalizes any concern related to academic or non-academic aspects. It is always accessible to students and involves a direct channel of communication between students and the related departments. The process is monitored by the Quality Assurance Unit to ensure that each question/issue raised by students is answered. The systems are accessible at:

https://sis.aou.edu.kw/onlineservices/Index.aspx.

10.1.15 Library Support

The campus is staffed with skilled support librarians to provide students with the necessary assistance/instruction for using the library resources. A brief on the physical and electronic libraries is provided below:

a) Learning Resource Centre – Physical library

The physical library at the branch is a storehouse of valuable academic resources that contributes to the overall enhancement of the teaching and learning systems. It offers a quiet and attractive area for studying, reading, and researching practices, through its new modernized landscape as in the academic year 2017/2018.

There are two libraries on campus – one for females and one for male students – that accommodates over 8500 books and 100 journals from different disciplines: commerce, literature, and general studies. The library is open to students, staff, and academicians during the normal study days from 8 am - 8pm, and on Saturdays from 9 am to 3 pm. The library also extends its services off campus through an efficient borrowing system. The new library enhancements include the following (total area):

a) New lightening and carpeting.
b) A five-shelf unit to hold a larger number of books.
c) New tables and chairs (about 112 seats) to provide more seating to faculty and students.
d) Lounge seating to allow for social interactions.
e) **Twelve** desktop computers located throughout the library for student use.
f) More study carrels to accommodate more students.
g) **Eighteen** independent pallets for those who need a quiet area to concentrate (with two electrical sockets installed in each).
h) Collaborative ample writing spaces to allow for collaborative work.
i) Two 65-inch LCD screens mounted on a portable stand for workshops.
j) New service desk, and
k) RFID security system

b) E-library

Both AOU students and staff are given access to e-library resources, which can be easily accessed through a special e-library portal via their LMS accounts, so they can do so from anywhere at any time. They are encouraged to use the e-library as extensively as possible, so as to effectively interface with AOU's blended learning model. FCS enforces the use of the e-library by requiring ITC students to provide good referencing in all its TMAs. Also, the University, in cooperation with KFAS, has set up two labs (male and female each) dedicated solely for e-library navigation. Technical support is provided through lab assistants devoted to helping students/tutors access and search through the different databases.

11. Non-academic Support

11.1 Support/Teaching/Management Staff

Access to support, teaching and management staff through email, social media, WhatsApp Business and in person.

For students enquires about registration, financial, technical, or other issues during or outside of registration, please contact the following email addresses:

- **Registration Office:** admission@aou.edu.kw
- **Technical Unit:** lms1@aou.edu.kw
- **Graduates Office:** Graduates@aou.edu.kw
- **Student Affairs:** malaska@aou.edu.kw
- **Financial Affairs:** finance@aou.edu.kw
- **Public Relations:** info@aou.edu.kw

Academic staff email IDs have been provided earlier in this report. Tutors may also be contacted through MS Teams, whereby each student has been assigned an MS Teams email account as of the academic year 2020/2021. To connect via Teams, you must change the domain name of the tutor's email ID (i.e. abc@tsm.aou.edu.kw). As for the technical and programme admin coordinator support staff, their email IDs were also included earlier in the report.

Additionally, the WhatsApp numbers and other related announcements are regularly published on the social media platforms (the related accounts are provided in the following section).

11.2 Social media support

The University has an active social media presence to address students' concerns and provide them with relevant guidance. Students can learn more about the University and its services by following the designated social media accounts (see below), which is supervised by the Public Relations Department. The PR works closely with other departments, in order to collect relevant responses to students' questions. The related social media accounts are listed below:

- **Instagram:** aou_kw
- **Twitter:**   @aou_kwt
- **Facebook:** Arab Open University - Kuwait
- **YouTube:**   @aou-kw

11.3 Club support

Students' different talents are embraced through special clubs supervised by the Students Affairs department and faculty members. These clubs are supported materially and intangibly by the university. The FCS currently houses two clubs – TechTalk club and ACPC Programming club. The programming team in particular, is involved in regular participations in KCPC contests to represent the university regionally and internationally. The competition is held periodically in October of each year.

It is worth noting that the university was the official host for these local level contests (KCPC) from 2014 to 2016, and again from 2021 to 2022, securing first place positions in each of those years except in 2022 and 2023, when it was placed second in the tenth edition of KCPC2022 from September 28 to October 1, 2022, and among the top ten list (three positions) in the eleventh edition from October 5-7, 2023.

Additionally, club membership is open to students from all faculties, and ITC students can also join any club established by other faculties. To increase awareness among new students, the club representatives take part in the new student orientation that takes place at the beginning of each semester to expose students to the club activities and collect memberships.

11.4 Financial Advice and Support

Financial support is routed through the Student Affairs department who provides financial aid to needy students who meet special conditions. Announcements are published on the Branch University Website clarifying the procedures and deadlines for accepting applications, which are evaluated by the University's administration. Grants are normally paid before the end of the semester to qualified applicants. Financial assistance takes the form of instalments and/or grants through a special fund called "AOU student fund" for the purpose of financially supporting the students in need as well as honouring distinguished students. Another option is also available which involves referring financially challenged students – or accepting applications – to charities to help them complete their undergraduate degree.

11.5 Arab Open University Center for Training, Continuing Education and Community Service

The university houses a special center for delivering professional training courses such as ICDL, CISCO, Photoshop, Advanced Excel, English teacher training program, and many more. Students are made aware of the offered training courses through special announcements on the official website, LMS, and the display screens located at the main entrances. Interested students can easily apply for courses by registering in the system through the official website (link below).

https://vsrv2.aou.edu.kw/TRC2023/main.aspx

11.6 Career Advising

A collection of video clips on choosing a career, writing a professional CV and preparation for interview is accessible at:

Find job
How to prepare your CV

Most in demand skills in 2021:
Most in demand skills - 2021

Skills that can get you hired in 2021:
Skills that can get you hired

Access to career advising and networking opportunities with employers through job fairs organized by the Student Affairs Department, in order to connect students and alumni with potential employers for the purpose of promoting employment opportunities for full-time or part-time careers. The general goal of this event is to assist students so that they make better career choices and can better identify their skills, competencies, and values to excel in today's highly competitive global employment market.

The Student Affairs Department, on its part, serves as a consultant for work-related concerns such as developing skills, career decision making, CV and cover letter writing, job interview skills and training and education. It also provides students with a list of potential employers in the form of links via LMS, as well as making contacts with employers for potential vacancies for students and graduates.

11.7 ALUMINI

The university is more than just an educational hub; it is a home. As a result, an interactive and effective mechanism for connecting graduates with their educational institutions is required in order to share market information and experiences. The ALUMNI system fulfills this objective by providing AOU with extensive information about the qualifications and career status of its graduates, thus facilitating decision-making processes such as determining the credibility of the degrees offered.

At the same time, graduates are kept informed of important events and career opportunities hosted by the university, in addition to being linked with their fellow grads. Not only this, but graduates are also involved in the quality enhancement process of AOU through special designated questionnaires that collect their feedback on the study programme and how effectively it prepared them for the dynamics of the job market. These surveys are made available to graduates via email, WhatsApp business, and the QR code available through the Examination and Graduation Department.

The graduation office also works in association with the Student Affairs Department to promote job vacancies offered by different employers in the market.
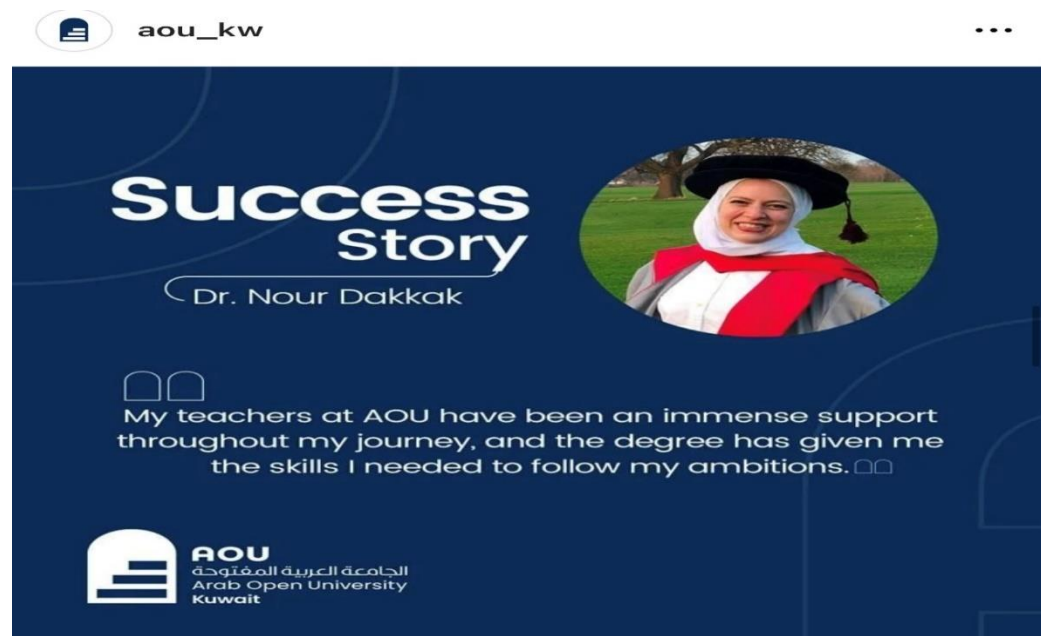
Students and graduates are notified of these job opportunities through website, email, and WhatsApp business (solely dedicated for graduates). Not only that, but also supports and shares the success stories of graduates through the website and social media accounts.

11.8 Student Support & Counselling

The University houses a psychological counselling office within the division of the Student Affairs Department to help students achieve social and psychological adaptation. This involves following up with the recommendations of the medical centres, as well as addressing academic, social and emotional concerns. A psychologist (PhD holder) specialized in counselling and scheme therapy has been appointed for this purpose. The office role is purely counselling, that is, providing students with one-to-one intensive support, especially those with special requirements. It is also involved in designing a counselling program to provide support and guidance services to students, academic and admin members, in order to help them make better decisions and improve retention rates.

11.9 CISCO Lab

A cooperation agreement between Kuwait branch and CISCO limited for the provision of CISCO lab equipment to students. The agreement aims to assist ITC students, in particular, learn about networking through the use of specialized lab equipment.

11.10 Artificial Intelligence Lab

It aims to support innovation in the technological field for helping students and tutors with scientific research particularly those related to biometrics and artificial intelligence. It also gives students the chance to use sophisticated equipment when conducting their final year (graduation) projects.

11.11 Student extracurricular activities

a) ITC Student Development Day (SDD)

To foster students' developmental needs and provide them with opportunity to utilize their innovative ideas and talents, ITC faculty initiated the yearly event Student Development Day for its students. The event hosts valuable topics and workshops delivered by ITC tutors, students, as well as external individuals. Since its inception in 2017, it has been held four times.

b) Project day

This yearly incidence displays the innovative ideas and solutions of ITC students' projects that address the needs of a heterogeneous environment. As with SDD, the annual expo stopped operations temporarily in response to the pandemic.

c) Huawei competition

The ITC department has paved the way for its students to develop their practical skills through training activities organized by high-tech companies such as Huawei. This competition is aimed at fostering talent exchange in the field of information and communication technology. It brings together higher educational institutions, training institutions, and industrial companies to promote the development and employment of young professionals in the information and communication sectors. The competition is divided into three phases: A National Final which involves competition at a local level; a regional final in which winners of the national competition and the Huawei certification holders compete; and a global final whereby a team of regional final winners is formed from the Huawei ICT Academy.

12. Opportunities for Personal Development Planning

By virtue of being an Open Education institution, the AOU encourages students to prepare Personal Development Planning (PDP) for themselves. The PDP provides an opportunity for students to plan their studies according to the goals and objectives that they want to achieve from their studies. It enables them to track their achievements and goals in a systematic manner. It provides a platform for them to reflect on their studies and measure their progress towards intended objectives that they want to achieve. The PDP is a valuable tool in Open Education since it supports the process of developing Independent Learning which is the key for success in an open learning environment.

13. Facilities and Services

The university has a state-of-the-art building that is equipped with the latest technological infrastructure that provides an innovative physical environment to support the academic, social, and personal needs of students, faculty, and staff, according to the standards of the domestic accreditation body and Ministry of Higher Education. The below points are a brief overview of the campus support facilities and services:

- A total of 37 smart classrooms, 10 computer labs (including CISCO lab), 4 language labs, one multipurpose lab, and an Artificial Intelligence Lab (AI). A number of these classrooms and labs are equipped with Interactive LED screens. Others, however, are installed with an Interactive white board (smart board) measuring 75-90" inches. Common equipment includes a projector (including touch panel), wall mounted speakers, a microphone, and a lecture recording system (fixed and portable cameras). All classroom and labs facilities are networked using high speed internet connections.

- Two computer labs, one for male students and one for female students, to assist them with registration, schedule viewing, fee payment, using LMS/SIS, and TMA uploading, among other things. The lab assistants are available for support from 8 am to 8 pm Saturday to Thursday.

- LMS support outside the class through extensive packages of learning resources on LMS. These include course learning resources and supplementary materials such as quizzes, presentations, videos, and recorded lectures, that can be accessed anytime and anywhere. The portal functions as a hub, housing forums, discussion rooms, interactive study materials, and all student-orientated bylaws and other related announcements. It also acts as a bridge to the distinctive e-library resources for both students and tutors. In addition to that, it houses McGraw Hill e-books for some modules to provide students with smarter options in the rapid technological pace of the 21st century.

- **SIS software:** which is used to register for courses, pay fees, view grades, and obtain signed copies of all types of certificates and statements such as degree certificates – local and OU, mural certificates, 'To Whom it may concern certificates', grade transcripts, academic schedules, and course description statements, etc. Equivalency requests are also submitted through SIS to help with the registration process. In addition, the SIS provides access to other important e-services such as the disability declaration form to help students get the necessary support during their educational career at AOU.

- **Student Email:** which facilitates rapid communication between students and tutors, whereby each registered student is assigned an email account that is owned by the university. Students can access their emails through Office 365, the University website – which offers a link to outlook – or through their smart phones. In addition to tutor/department interaction, email is also used to access MS Teams for attending virtual classes.

- **MS Teams:** This service is a new concept for the university ever since coronavirus outbreak that intends to enrich the teaching and learning processes by providing tutors with more advanced tools for managing the virtual classes. It is linked to outlook mail thus providing a more secure access to real time, audio/video meetings. Both tutors and students have been provided with designated emails (office 365) for accessing the online sessions hosted by MS Teams. This interactive software also supports virtual office hours, instant messaging, threaded conversations, sharing of slides (screen), exchanging of documents and most importantly, recording lectures for future use.

- **WhatsApp Business service:** As with MS Teams, this service has been launched during the coronavirus pandemic to provide students with a uniform and efficient communication channel. The contact numbers for faculty members can be found in the student handbook, the social media, and banners throughout the campus. Additionally, the branch uses SMS texting for communicating important announcements in a timely manner.

- A physical library that offers a quiet and attractive area for studying, reading, and researching practices, through its contemporary landscape. It houses several high graded learning resources such as books, magazines and journals that cover diverse fields in science, literature, and general studies, to supplement the programme's offerings. These resources are obtained through a structured borrowing system that is controlled using a barcoding technology that links the library resources to the 'koha' integrated library system.

- Embracing technology by providing access to hundreds of top-rated journals and articles from famous databases such as ProQuest, EBSCO, Edusearch, and Al Manhal databases via its e-library subscription services. Students can easily access these materials through a special e-library portal via their LMS accounts, so they can do so anytime anywhere. Also, it has established an e-library lab, in cooperation with KFAS, that is solely dedicated to e-library navigation. Technical support is provided through lab assistants devoted to helping students/tutors access and search through the different databases.

- **English Writing Centre:** The FLS operates an English Writing Centre that offers intensive writing support to all students. Both FLS and ELU tutors volunteer one hour per day according to a prescribed schedule. Students are given insight into grammar and vocabulary in order to be able to produce effective, high quality academic writings; thus, helping them score better on their exams.

- **English Speaking Centre:** This centre focuses on enhancing students' English-speaking skills. It aims at creating stimulating speaking topics and activities that motivate students to talk, listen to English exchanges and present oral summaries of stories, etc. It is run by both FLS and ELU tutors according to a prescribed schedule.

- A psychological counselling office to support students' social, emotional, mental, and psychological well-being. On the application form, prospective students can indicate any medical conditions they may have (by selecting from a list of medical conditions). In case there are health issues identified, supporting documents will be required. This helps keep track of all students with certain health or mental needs. Additionally, continuing students can also indicate any medical condition using the designated 'Disability Declaration Form' that is available, which is part of SIS e-services.

- Career Advising for work-related matters such as developing skills, career decision making, CV and cover letter writing, job interview skills, as well as training and education, etc. It works in association with the ALUMNI affairs to provide students with a list of potential vacancies offered by different employers in the market. Students are notified of these vacancies through website, email, and WhatsApp business (solely dedicated for graduates).

- A special office dedicated to meeting the admission and registration needs of students with special requirements in a timely manner.

- University auditoriums that are used for hosting events, conferences, lectures, and other extracurricular activities in two auditoriums – one main and one small.

- Two student lounges (for male and female provisions) to provide space for resting, reading, studying and so on.

- Prayer rooms that provide a quiet place for praying.

- Two sport courts – multipurpose and football. The multipurpose can be used for hosting basketball, volleyball, and tennis tournaments.

- Logistical arrangements for students with special requirements whereby physically challenged students can access the university's premises through ramps and elevators.

  The physical resources available for disability support include:
  - Special parking areas.
  - Special restrooms.
  - Elevators to facilitate their movement.
  - Wheelchair ramps distributed in all areas of the campus to enable them to move around smoothly.
  - Wheels chairs (at each entrance).
  - Automatic doors.

- Access to training and development needs through the AOU Center for Training, Continuing Education and Community Service that is dedicated for serving the student and community through the delivery of professional training courses such as ICDL, CISCO, Photoshop, Advanced Excel, English teacher training program, and many more. Students are made aware of the offered training courses through special announcements on LMS, the official website, and display screens located at the main entrances. Course registration is done online through a dedicated system portal on the official website.

- Two cafeterias (Starbucks and Subway) and one canteen (Dukkan) who provide food and drinks services based on a predetermined contract that lays out strict conditions on health and quality, in compliance with the safety and health standards adopted by the Ministry of Health in Kuwait.

- **Campus clinic:** The campus clinic provides healthcare services to students, faculty, staff, and visitors. It operates under agreement with one of the superior hospitals/clinics in the country. It is located on the ground floor at the male and female intersection; and is well equipped to provide basic health care and first aid help to every AOU student and staff.

- **Printing and Copying service:** This center offers on campus photocopying and printing services, in addition to a wide range of stationery and supplies that meets the varied needs of students. It is located on the ground floor at the male and female intersection.

- The e-Library could be accessed at the AOU's website through the following link: http://www.aou-elibrary.com/

- The Appeal and Complaints system is accessible via the Student Information System (SIS) on the AOU website. The URL is: https://sis.aou.edu.kw/onlineservices/Index.aspx

- Central LMS that can be navigated once student logs in to local LMS via link: https://mdl.arabou.edu.kw/

For more details on facilities and services, please refer to the official website.

14. ASSESSMENT AND PROGRESSION REGULATIONS

AOU assessment strategy is based on general principles and procedures aiming to organize and monitor the examinations at all AOU branches. AOU regulations include validation (pre-assessment moderation) of examination questions and answer keys by external examiners (EE), audit tutors' marking, post-assessment moderation; and 4 tiers of examination committees which are:

- Branch Examination Committee (BEC)
- Module Assessment Committee (CAC)
- Faculty Examination Committee (FEC)
- Central Examination Committee (CEC).

14.1 Main Principles of Assessment at AOU

AOU has explicit procedures for ensuring that student performance is properly judged and for evaluating how academic standards are maintained through assessment practice. The following are some of the procedures which FCS:

- All types of assessment aim to test the Learning Outcomes (LOs) matched with the module.
- The creation and administration of all types of assessment is teamwork.
- All assessment components are reviewed and approved by EEs.
- Strict quality measures take place to guarantee fair/correct marking at all branches and across them through Cross branch marking (CBM)
- Sample of students' marked work/scripts from all the modules per branch as well as the CBM are reviewed by EEs which is done at the end of each academic semester.
- There are four tiers of Examination Board structure to approve the final students' results at the end of each semester.

14.2 Assessment Components

The assessments at AOU comprise of 3 components:

- **Tutor Marked Assignment (TMA) weighs 20%:** Students are provided detailed feedback on their TMA work, and this is an essential part of learning policy at AOU. Feedback, which is usually an Excel sheet, provides clear distribution of grades, tutor comments for each question and students' strengths, weaknesses, and steps for improvement. Feedback is provided to students on LMS and can be discussed with students during in class face-to-face, laboratory, and office hours.
- Mid-Term Assessment (MTA) weighs 30%
- Final Exam weighs 50%

Graduation project (TM471) has different weights as follow:

- Preliminary presentation: 5 %
- Report Part-1: 25%
- Presentation (Final): 10%
- Report (Final): 35%
- Implementation (deliverable): 25%

For the project module, students must achieve 50% of the total grade in order to pass the module based on the distribution of weights assigned to the components of the project.

14.3 Timings of the assessment

The assessment dates are listed in the relevant academic calendar available on the website. Please visit the link below to view the academic calendar:

https://www.aou.edu.kw/students/Pages/academic-calendar.aspx

14.4 Minimum pass marks for modules

To pass any module the following conditions should take place:

- Continuous assessment (TMA + MTA): at least 30%
- Final Exam: at least 40%
- In total at least 50% of the overall mark (TMA + MTA + Final).

In all these assessment components, students will be assessed according to criteria which are based on the learning outcomes. The results are processed centrally at the Headquarters and communicated to students by the branch after being approved by the Central Examination Committee (CEC) at the Headquarters. The FCS at AOU follows a tiered approach to examination boards and committees. The key role of these assessment boards is to ensure fairness and standardization of the assessment processes.

14.5 Rules governing the Tutor-Marked Assignments (TMAs)

In accordance with the examination and assessment bylaws, students must comply with the approved course calendar's deadlines for submitting each TMA. Students who do not submit their TMAs on its due date shall receive a 0 mark unless he/she presents a valid excuse to the bodies assigned by the University. If the excuse is accepted, the student may be given a grace period of 7 calendar days, i.e. this period includes the immediate weekend following the TMA submission deadline. The related bylaw is referenced below:

https://www.arabou.edu.kw/university/Documents/Regulations/student/en/The%20Bachelor%20Award%20Examinations%20and%20Assessment%20Bylaws.pdf

14.6 Process for requesting deferral of modules

As per the branch bylaws, students cannot defer modules but may drop the course or postpone the final exam according to the following conditions:

a) Add / Drop policies

With reference to Article 10 of the Bachelor Awards Requirements bylaws, the student may drop and add certain courses included in the study plan within the statutory drop and add period declared in the academic calendar. In financial terms, drop and add procedures are dealt with according to the following table and in a manner that does not conflict with the financial plans approved by the branch Rector.

Withdrawal	% of Student Reimbursed Fees	Symbol Shown in the Student's Record
Before study commencement and during drop and add period	100%	It is not shown
After drop and add period	70%	Withdrawn — W
After week 3	No reimbursement	Withdrawn — W

The student is considered deferred if he/she had withdrawn from all courses in a certain semester after getting the approval of the respective authority. It is important to mention that the students cannot withdraw after the last week of study.

Please refer to the related bylaw on the website (also available in the student prospectus)

https://www.arabou.edu.kw/university/Documents/Regulations/student/en/The%20Bachelor%20Degree%20Award%20Requirements%20Bylaws.pdf

Absence from Exams & Assessment

(I) MTAs:

1. A student who is absent from an MTA shall be credited with a 0 mark, unless he/she presents a compelling excuse within 1 week from the exam date via SIS.

2. If the excuse is accepted, he/she may sit for a make-up exam in the same semester at a time set by the University.

II) Final Exams:

1. The student who is absent from a final exam shall earn a 0 mark, unless he/she submits a force majeure excuse within 1 week from the exam date via SIS.

2. In case the excuse was accepted, the letter **"I[2]"** shall be entered in the student's academic record and he/she shall be permitted to re-sit for the exam on its first subsequent session.

3. In such a case, the course's credit hours shall be excluded from the student's semester and cumulative averages.

4. Should the student fail to submit the exam on its first subsequent session, the letter **"I"** shall be replaced with the letter **F[3]** in his/her academic record.

c) Extenuating circumstances

During TMA submission periods or MTA or Final exam dates, it is possible for a student to be faced with unpredictable circumstances (medical, personal or family matters/issues) that are beyond his/her control. At the Arab Open University (AOU), such circumstances are referred to as extenuating (mitigating). Some examples include, but are not limited to:

- Serious accident.
- Severe illness.
- Sudden onset of a mental health problem.
- A physical attack (due to a natural disaster or political turmoil).
- Severe illness or death of an immediate kin (parent, spouse or child).

Some may confuse the following circumstances as extenuating, but they are NOT extenuating according to AOU:

- Minor illness (fever, cold, coughing, etc.)

- Work-based obligation.

- Job interview.

- Social or family obligation.

- Family rituals/celebrations (wedding, rite of passage, etc.)

- Religious festival.

- Ignorance of University rules and regulations.

With effect from the academic year 2019/2020, the procedures for applying for a postponement of the exam will be carried out as follows:

1. Admission to the hospital on the day of the exam as a result of an emergency medical condition, with a detailed medical report stamped from the hospital and certified from the Medical Licensing Department.
2. Maternity (15 days after childbirth).
3. Death of a first degree relative (three days' maximum before the exam).
4. Car accidents on the same day of the exam.
5. Travelling outside Kuwait for work or accompanying a first degree relative patient.

Note:
- If an extenuating circumstance occurs, it is the student's responsibility to bring it to the attention of the concerned department alongside valid evidence that an extenuating circumstance did in fact occur. This is done by requesting a postponement of exam through an online form on the University's official website within seven calendar days of the exam dates.

- A request for exam postponement does not mean that the request has been accepted, since a special committee will examine the excuses and either approve or reject it.

- Students who are accepted to take a make-up exam will be notified on the website and LMS two weeks after the examination period. This announcement is a formal notice to the students.

- The postponed exams may not be postponed for any reason.

- Unregistered students (whose IDs begin with 9) cannot postpone the final exams for any reason.

d) Students with contradicting exams in the Final

Students who have two finals on the same day and time during the current semester are advised to take note of the following:

1. The student can choose the course he or she wants to take first.

2. The student has to appear in the room where the exam will take place and inform the proctor of the situation in order to take the necessary measures.

3. Once a student has finished the first exam, he or she may not leave the exam hall without being supervised, or else the student may not take the second exam.
4. Students can take a break for a maximum of 15 minutes between exams under supervision of a proctor.
5. Students are entitled to the full duration of both exams.

14.7 Academic Misconduct, Cheating and Plagiarism

14.7.1 Violation Definition (Article 3)

Any violation of the University's laws, statutes and bylaws, and any breach of proper conduct, norms and University traditions shall be deemed punishable. Examples include, but not limited to:

1. Any act that is incompatible with honour and dignity, or that which breaches good conduct inside the University.
2. Actions that result in inflicting harm to the University's properties.
3. Direct disruption of tutorials or exams, or incitement to do so. Also, refraining from performing academic and other related University activities.
4. Any attempt to leak exam questions or cover up those attempting to do so.
5. Organizing gatherings or non-academic meetings within the University without prior approval of the University's administration.
6. Distribution of leaflets, issuance of bulletins, in any form, or collecting signatures for any purpose without the approval of the University's administration.
7. Any sit-in within the University campus or participation in demonstrations or gatherings that are deemed contrary to public order or public morals in the University.
8. Any publication that offends the University's reputation or its employees, or reporting false information to the administrators of the University.
9. Assault by word or action, or both on any of the faculty members, employees, students, or guests.
10. Any impersonation of others in any matter related to the University and its affairs.
11. Carrying or using licensed or unlicensed firearms and sharp instruments

14.7.1.1 Penalties (Article 5)

If any of Article 3's listed conduct offenses take place, at least one of the following penalties shall be applied:

1. Written Notice.
2. Written Warning.
3. Final Written Warning.

4. Failure of the Course.
5. Dismissal from the University for the duration of one semester following the violation.
6. Dismissal from the University for more than one semester following the violation.
7. Final Dismissal from the University.

Any penalty imposed will be recorded in the student's file.

As per the bylaws, a student may submit an appeal against the decision taken by the Disciplinary Committee or the Primary Disciplinary Council within fifteen days from the date of being informed of the decision. The decision of the Higher Disciplinary Board (Supreme Disciplinary Council) is then final and binding.

Note: The penalties inflicted should be dependent on the case at hand without abiding by the sequence listed in this article.

14.7.2 Cheating and Plagiarism

A) Any student found to be committing any act of cheating or plagiarism shall be referred to *The Student Conduct and Disciplinary Procedures Bylaws* at the Arab Open University.

B) The following acts represent cases of cheating and plagiarism:

   i. Verbatim copying of printed or Internet material, and submitting them as part of TMAs without proper academic documentation.

   ii. Copying other students' notes or reports.

   iii. Using paid or unpaid material prepared for the student by individuals or firms.

   iv. The use of materials or tools that are prohibited in examinations, or attempting to do so.

14.7.2.1 Penalties on cheating and plagiarism

A) Plagiarism:

If plagiarism is established, the course tutor may apply the following penalties:

1) Deducting marks from the student's assignment according to the established respective policies.

2) In case of repeated plagiarism in the assignments, refer the student to the Primary Disciplinary Council to pass on the following penalties whether collectively or individually:

   • Apply the policy adopted for plagiarism in assignments.

   • Failure in the course and dismissal from the University for one semester following the semester in which the violation took place.

The Primary Disciplinary Council also has the right to recommend to the Supreme Disciplinary Council the following penalties:

1. Dismissal from the University for more than one semester following the semester in which the violation took place.
2. Final dismissal from the University.

B) Cheating on exams or violation of its regulations

If cheating is verified, the following penalties apply:

1. Grant a "0" mark for the subject matter exam whether it was a midterm or a final.
2. Failure in the respective course of study.
3. Failure in the respective course of study and dismissal from the University for one semester following the semester in which the violation took place.

In the event of repeated cheating or attempted cheating, the Primary Disciplinary Council should submit its recommendation to the Higher Disciplinary Board for the following penalties:

1. Dismissal from the University for one semester following the semester in which the violation took place.
2. Final dismissal from the University if cheating has occurred more than twice.

For more information, please see the related bylaw on the website under regulation.

14.7.3 Mechanisms for provision of feedback to students

Providing students with feedback on their performance is an important part of enhancing their learning. It involves two types of assessments, formative and summative, that occur through tutorials, office hours and formal assessments. In terms of the **formative** aspect, it is a continuous process of information sharing that includes a variety of methods such as MTAs, TMAs and classroom activities (as well as quizzes) to evaluate student learning needs and progress. Students typically receive feedback through word-of-mouth or through paper view, which includes a special comment box for tutor feedback.

A **summative** assessment, on the other hand, is a measure of student learning and understanding through a formal end of semester exam (a final exam), which is designed to evaluate their comprehension of the course learning objectives. However, in some cases, the summative assessment may also take the form of a formative assessment. According to the university's bylaws, students who fail a particular course are entitled to request a final exam view, which takes place in the presence of the course tutor (and course coordinator) and the examination department; to explain the marking scheme (guideline) and highlight the areas of weaknesses.

In summary, both forms of assessments are components of student advising in the sense that identify gaps in students learning to help them develop skills in the most effective ways.

14.7.4 Citation and Referencing regulations

Due to citation being a mandatory requirement for TMAs, students are guided on the proper referencing style through a constructive video in the LMS. They are also tested on plagiarism through a special "yes or no" test that determine their level of knowledge of plagiarised content.

14.7.5 Repeating Courses

A. Repeating provisions

1. Students may not retake any course in which they had obtained grade (B) or above.

2. No student is allowed to repeat a 5th (2nd) or 6th (3rd) level course derived from the Open University-UK in which he / she had obtained a C or a higher grade.

B. Repeating an optional course

- Students who had failed to pass an optional course may repeat it or any other course in order to fulfil the requirements of their programme's study plan.

  1. If they pass the course, the grade obtained in the repeated exam shall be counted in their semester average and cumulative average.

  2. If they fail the course, this shall not affect their cumulative average.

C. Repeating a compulsory course

- A student who fails to pass a compulsory course must retake the same course in a subsequent semester. The student's grade resulting from the repeat course shall be entered into his/her record.

  1. If they pass the course, the new grade will be counted in their semester and cumulative average.

  2. If they fail the course, the number of course credit hours shall be excluded from his/her cumulative average.

D. Repeating courses in order to raise the cumulative average to the required graduation minimum of 2.00 points

1. Contrary to Clause A in this Article and for raising a student's cumulative average to the required graduation limit (2.00 points), the student may retake any course in his /her study plan other than 2nd and 3rd level OU-UK courses.

2. Consonant with part 2 of Clause A of this Article, a student may retake any 2nd or 3rd level OU-UK courses provided that his grade ceiling is (C).

3. In both the above cases, the new grade is entered into the cumulative average whether it is higher or lower than the previous one, and the number of points earned prior is cancelled alongside the course's credit hours.

14.7.6 Procedures for Appeals and Complaints

A) Appeal of assessment grades

1. A student may request a grade review in any course within 7 calendar days from the date of posting the approved course results (final assessment) through the online appeals system (SIS). The student can also attach any relevant documents.

2. An automatic copy of the appeal form will be sent to the Examination Department.

3. After receiving appeals, the BEC comprising the Examination Department, the programme coordinator and two faculty members (usually a BCC and/or GCC) meet up to discuss the appeal.

4. If the appeal is valid (upheld), a copy of the BEC recommendation will be sent to the Vice President for Academic Affairs (VPAA), for approval of grade amendment. Following that, the VPAA will inform the Central Examination Committee (CEC) of the decision. Copies will also be forwarded to the AOU registrar, the Branch Admission & Registration Department, Student Affairs Office, the Programme Coordinator and the branch Quality Assurance officer.

5. Any changes in grades of a course must be approved by CEC pursuant to the recommendation of the relevant examination committee.

6. Student shall be notified of the decision within one week of the appeal's date.

7. If the student is not satisfied with the appeal decision, the student may appeal again through the SIS system one week after the decision of the initial appeal. The re-appeal is then considered at a higher level – the Faculty Examination Committee. Alternatively, if the student is not satisfied with the result of the second appeal, he/she can appeal to the Open University in the UK.

B) Appeals of Disciplinary Decisions

As per the Article 9 of the Student Conduct and Disciplinary Procedures Bylaws:

1. A student has the right to appeal the decision of the Primary Disciplinary Council to the Supreme Disciplinary Council within 15 days from the date of the student notification.

2. In this case, the Supreme Disciplinary Council decision shall be deemed final and not subject to appeal.

C) Complaints

- The student may lodge a complaint any time during the academic year through the online complaint system on SIS. In order to file a complaint, the student must choose the targeted department, state the grounds for complaint and give detailed reasons to support his or her case.

- The concerned department will examine the complaint and it may consult other members of the University staff or departments if it is deemed appropriate in particular cases.

- According to the bylaws, the complaint should be addressed at two additional higher levels - ADAA and Director Levels (final destination), whereby a proper decision and clarification is made to the student/s.

- Students will be notified of the decision via email.

14.7.7 Provision for students with disability/ special requirement

Special needs students such as dyslexia, poor eyesight, and temporary conditions (including pregnancy) are also given priority in classes and examination. If they wish to have certain arrangements during examinations such as extension of time, comfortable chair/table, larger font, etc., they should inform the Student Affairs Department at least one week before commencement of the exam. The Student Affairs will then, in consultation with the counselling office, inform the Examination Department of the necessary arrangements to be made. The branch also makes available assistants to help disabled students during examinations. Examples include:

- In case some students with special requirements cannot write because of a physical disability, a person is assigned by the university to assist such students in their exams and under the supervision of the Examination Department.

- A special hall is allocated for students with health problems under the supervision of the Examinations Department.

In addition to academic arrangements, logistical arrangements also exist to help students with mobility impairments access university facilities. These include among others:

- Special parking areas.
- Special restrooms.
- Elevators to facilitate their movement.
- Wheelchair ramps distributed in all areas of the campus to enable them to move around smoothly.
- Wheels chairs (at each entrance).
- Automatic doors.

15. Graduation projects

The module TM471 is the final component of the B.Sc. Programme at FCS. Students undertake and complete the TM471 Project work on individual basis.

Topics of the final year project are chosen by students themselves or suggested ideas by their supervisor. In both cases, deep discussions take place between the student and the supervisor in order to select the suitable project topic. Then the student has to submit project proposal that explain the main outline of the project. During the academic semesters, student should show up and presents his/her progress in order to receive proper advice, feedback, and support by supervisor.

The project consists of a written report of about 8,000 to 10,000 words. This report is a culmination of about two semesters of research work by student, individually, under the guidance of student's project supervisor. Student must also complete one TMA's, project implementation and give 2 oral presentations.

In order to undertake the TM471 Project, various software tools and packages would be required. This support is provided through the Artificial Intelligence Lab and other computer labs to assist students with project research. There are also weekly meetings between students and their project supervisor for needed support and guidance.

16. Determination of Results

16.1 Allocation of marks

For various modules, the assessment usually consists of 3 components; Tutor Marked Assignments (TMA), Midterm Assessment (MTA) and Final Examination. The weighting of the assessment components is as follow:

- TMA: 20%
- MTA: 30%
- Final Exam: 50%

On the other hand, the grading for the project course has the following composition (divided into parts A and B respectively) and is taught over a two-semester period:

- Preliminary presentation: 5 %

- Report Part-1: 25%

- Presentation (Final): 10%

- Report (Final): 35%

- Implementation (deliverable): 25%

It is important to note that in cases of medicating circumstances, AOU follows contingency measures for example, during COVID-19 pandemic, AOU adapted the following methods:

- TMA: 20 %

- MTA has been changed to online quizzes that are worth in total 30%

- Final Exam has been changed to be Take Home Exam that worth 50%.

16.2 Marking of Assessments

- **Marking, Double-marking, and Cross Branch Marking.**

  The FCS adopts transparent and fair mechanisms for marking which is done by tutors and approved by EE. The process goes through several steps:

  - **Marking**: done by tutors within the branch and monitored by BCC.
  - **Double-marking**: done by tutors within the branch and monitored by BCC
  - **Cross Branch Marking (CBM)**: done by tutors from another branch to ensure uniformity of script marking

For more details, the assessment and progression regulations have been made available to students on the AOU's website under regulations. In addition, assessment guides will be provided to students with the module material packages.

16.3 How are results communicated

Final module results are announced on the university website (https://aou.edu.kw/), where students can check at their results by logging into the Student Information System (SIS) with student's credentials. This link can be found under the student services menu. The following screens show the steps:

1. Login to the online Student Services with student number as a User ID and student's password and select the correct branch.

2. Once the student logs in, he/she can avail the benefits of the available services provided on the system.

3. The student will select the box titled Grades Online in the 3rd row in order to view his/her grades. By selecting Grades Online, the grades details will appear on student's screen.

Note: Grades are not confirmed until they have been approved by External Examiners and ratified at Exam Boards.

16.4 Final Grades & Semester / Cumulative Average

(i) Course final grades
- Letter grades for course results carry the following points:

Letter grade	Points
A	4
B+	3.5
B	3.0
C+	2.5
C	2.0
D	1.5
F	0.0

Note: The letter grade **D** is considered as the passing grade for the individual course.

(ii) Semester and cumulative average

- The minimum cumulative average required for graduation is 2.0 points.
- Semester and cumulative averages are given in numbers (on a five-point–scale) and performance merits are assigned as in the table below.

Score	Performance Standards
3.67-4.0	Excellent
3.0 – 3.66	Very Good
2.33 – 2.99	Good
2.0 – 2.32	Pass
Less than 2.0	Weak / Poor

16.5 Award/Grades Classification

Awards

The classification of the student's certificate as derived from the OU-UK shall be as follows:

Classification, OU (UK)	AOU Rating/ Cumulative Average
First class	Excellent
Second class (1st Division)	Very good
Second class (2nd Division)	Good
Third class	Pass

Grades

Final grades for each course as letter grades shall correspond to the following points:

Letter Grade	Points
A	4
B+	3.5
B	3.
C+	2.5
C	2
D	1.5
F	0

Grade D is considered as the minimum passing grade for a student's successful completion of the course.

16.6. Coordinating And Monitoring Exams & TMAs

Assessment as Team Work

All forms of assessment are the result of team work, on the one hand, and are consistently and systematically monitored at various stages both at the branch level and the university level.

Exams are prepared by the Course Chair (GCC), in coordination with the tutors. After preparing the exam, the GCC sends it to an external examiner to approve it, and after that it is sent to the Dean for final approval.

At the branch level the BCC and the BPC are directly involved in the process of assessment as can be seen from the responsibility defined for each position. Similarly, External Examiners and members of Faculty Exams Committee are involved in all aspects of assessment as can be seen below:

(i) Branch Course Coordinator (BCC) Responsibilities

- Supervising tuition and presentation of relevant course material

- Supervising and monitoring TMAs and MTAs

- Participating in developing course content and presentation and providing the Faculty with feedback from all relevant parties.

- Training tutors and making available to them all possible opportunities conducive to professional development.

- Holding bi-weekly meetings with tutors

- Monitoring tutorials

- Monitoring tutor office hours

- Giving demonstration tutorials or mini-tutorials

- Holding training seminars for tutors

- Participating in relevant generic and specific training workshops

- Training tutors in monitoring and marking TMAs, MTAs, and final examinations.

- Providing semi-annual and annual reports about tutor performance as well as tutor comments and suggestions concerning both content and presentation of the course material.

- Providing ongoing as well as semi-annual and annual feedback reports about TMAs and examinations prepared by course chairs.

(ii). Branch Programme Coordinator (BPC) Responsibilities

The duties of the BPC include:

1. Coordinating with the Branch Director on the implementation and requirement of the study program.

2. Coordinating among the different course coordinators.

3. Planning and implementing Branch academic student advising and related matters.

4. Coordinating and follow up of course requirement needs:
   - Preparing the Course Calendar
   - Preparing TMAs
   - Preparing Final Examinations

5. Drawing up Samples of: (for External Examiners Evaluation): TMAs; Midterm Assessment; Final Exam Scripts.

(iii) External Examiners (EE) Responsibilities

1. Participating in the deliberations of the Course Assessment Committee and the Faculty Council Examination Committee.

2. Approving questions and marking guidelines suggested by CACs for TMAs and final examinations.

3. Reviewing and revising final examination scripts.

4. Reviewing and revising TMAs.

5. Submitting a report to the Chair of the Central Examination Committee in which he/she provides a summary of his/her ideas and comments on final examination papers, TMAs and assessment of both student and tutor performance. This includes sampling all marked assessments of AOU including MTAs and final examination papers.

17. Study regulations, policies, and procedures

17.1 Attendance at Tutorials

With due regard to local accreditation conditions required from the university branch:

1. The minimum face-to-face classroom meeting hours allocated for tutorials in each course during a single semester shall be 4 classroom hours against each credit hour allotted to the course. In other words, 1 credit hour = 4 classroom hours.
2. Face-to-face tutorial classroom hours may increase in the case of certain courses having a special nature. This is determined by a competent Deanship or a branch with a view to fulfil local accreditation requirements, for instance.
3. Attending the face-to-face tutorial sessions of the registered course is mandatory by students. Absence from such tutorials may not exceed 25% of the prescribed tutorials as stated in the approved University calendar. A student whose absence exceeds this percentage fails the course.

17.2 Study Regulations

17.2.1 Duration of Study and Study Load

i. The academic year consists of two semesters, each of which lasts for sixteen (16) weeks.
ii. The summer session lasts for eight (8) weeks.

iii. The University Council approves the university calendar for each academic year. The calendar includes dates for the beginning of semesters, add/drop period, final examinations, etc.

iv. The minimum load of a regular student is eight (8) credit hours. The maximum is twenty-one (21) credit hours per semester.

v. Students with a cumulative average of less than 2 points shall not be allowed to register for more than 12 credit hours.

vi. The maximum period of study at the AOU is sixteen (16) semesters, equivalent to eight (8) academic years. (Summer semesters are not included.)

17.2.2 Deferral of Study

As per the bylaw, a continuing student (non-freshmen) may defer his/her study within a period not exceeding 2 weeks after semester commencement, provided that such deferral does not exceed 6 consecutive or interrupted semesters. Such deferral shall not be included within the maximum study duration limit allowed for graduation requirements completion. Deferral of studies is not permitted for new students on their first semester of study as indicated in the terms and conditions of the application form.

17.2.3 Discontinuation of Study

A. A student is considered discontinued in a semester if he/she fails to register for any courses in that specific semester.

B. This semester is accounted for within the allowed period of study.

C. Students may submit a petition to the branch Rector showing proof of the force majeure1 which prevented him/her from registering in the semester. If approved, he/she shall be deemed deferred for that semester.

D. No student is allowed to discontinue his/her study for more than three consecutive or interrupted semesters.

17.2.4 Withdrawal from the University

A student is considered officially withdrawn from the University when he/she personally fills an application of withdrawal from the University. Fees refund policy will apply to the specific withdrawal semester according to the approved polices. For more details, please refer to article 13 in *The Bachelor's Degree Award Requirements Bylaws at the Arab Open University* available at the website (under regulations).

17.2.5 Granting the Bachelor's Degree

The bachelor's degree is granted after completing the following graduation requirements:

i. Passing all courses required for graduation pursuant to the study plan approved for the bachelor's degree in the concerned programme.

ii. Achieving a cumulative average of not less than 2 points.

iii. Not exceeding the maximum period of study.

iv. Finishing any other requirements stated inside or outside the study plan.

v. The OU-validated award is classified on the basis of the student's grade point average in the best 32 credit hours at Level 2 and the best 32 credit hours at Level 3.

17.3 Study Fees

The AOU is a non-profit university and aims to keep its fee levels as low as possible, consistent with the need to offer a high quality learning experience for its students. The study fees differ depending on the nature of courses and the living standards of the country in which the university operates.

17.4 Student Transfer

In accordance with the principles and procedures approved by the University Council, a student may apply for transfer between:

1) Tracks
2) Programmes
3) Branches

17.4.1 Transfer between Academic Programmes

A. The student submits a transfer application form to the University according to the instructions and procedures stipulated by the branch management, taking into consideration the following:

1. The availability of space for an extra student in the programme, as there are limits to capacity.

2. The student's average in the secondary school certificates should not be less than the average required by the programme to which the student is applying to transfer.

3. Fulfilment for any other academic qualification required for admission to the new academic programme.

4. Passing any qualifying exams requested by the programme that the student is applying to join.

5. Ensuring that the transfer does not lead to a critical situation on the programme being transferred from.

B. Upon formal transfer approval by the respective authority, course transfers will be dealt with adhering to Article 7, Clause B of *The Student Transfer Bylaws at the Arab Open University.*

C. The Branch may set any other conditions/fees provided that it is in compliance with established University procedures.

D. The Branch may set other conditions for the fulfilment of local accreditation requirements.

17.4.2 Transfer between Branches

1. When applying for a branch transfer, the student should be fully registered in that branch, not a discontinued student, and does not have a warning/punishment of expulsion from the University

2. The student shall fill in the respective form stating the reasons for transfer before the end of the semester and according to the specified dates schedule.

3. In certain circumstances, a student may apply for transfer from one branch to another during the semester provided that he/she can provide a valid reason for the transfer.

4. The student shall pay the appropriate transfer fee when filing the application. If the application is accepted, the amount is settled equally between the original branch and the branch that the student is transferring to. However, if the application is rejected, the student has the right to receive a refund.

5. Transfer should normally occur within the same programme in which the student is registered. If not, admission to a different programme will be considered according to the fulfilment of programme admission requirements in the original branch, and then the application for transfer is reviewed.

6. Where necessary, it is the student's responsibility to get a residence permit in the country branch to which he/she wants to transfer. Including the necessary entry visas and other requirements.

7. When a transfer has been approved by the two branches, the student's file and academic record is sent to the new branch.

8. The student's grades will be transferred according to the procedures set in Article 7, Clause A of *The Student Transfer Bylaws at the Arab Open University.*

9. Before joining the new branch, the student should be informed about any admission conditions or requirements observed in the new branch so that he/she can fulfil these conditions either before or after joining the new branch.

10. The tuition fees of the new branch will apply for the transferred student.

17.4.3 Transfer between Academic Programme Tracks

The student submits a transfer application form to the University according to the instructions and procedures stipulated by the branch management, taking into consideration the following:

1. Upon approval, the student will be formally notified by the respective authority and course transfers will be dealt with according to Article 7, Clause C of *The Student Transfer Bylaws at the Arab Open University*.
2. The Branch may set any other conditions/fees provided that it is in compliance with established University procedures.
3. The Branch may set any other appropriate conditions to satisfy the requirements for local accreditation.

You can find the Student Transfer Bylaws at the Arab Open University in the regulations section at the website, referenced below:

http://www.aou.edu.kw/about/Pages/regulations.aspx

18. Other institutional policies and regulations

All relevant AOU policy applies to FCS students. You are therefore urged to familiarize yourselves with university wide policy, procedures, and regulations provided at the AOU website. These articles directly relate to all aspects regarding your programme of study, including assessment policy, appeal procedures, plagiarism, maximum allowable duration of study, transfer of credits between branches, etc. Some of the key student policies include:

18.1 Disability statement

This form is designed to elicit student disability/impairment information so that the University can make all possible provisions to help facilitate the teaching and learning requirements. All information provided here will be treated as Confidential as per the University Confidentiality policy and Equal Opportunity Policy.

18.2 Grounds and procedures for appeals

The University runs well-designed robust systems for processing appeals and complaints formally, to govern the quality of its provisions. Both systems are easily accessible to all students via the Student Information System (SIS). More details are available on the website under regulations (link below):
http://www.aou.edu.kw/about/Pages/regulations.aspx

18.3 Equal opportunities statement

The Arab Open University was established to provide education on the basis of merit only. It observes the rights and respects the dignity of staff, students, visitors and all others with whom the University has contacts. It makes every effort to create an inclusive and diverse working, learning and social environment, free from unfair discrimination, prejudice and all forms of harassment and bullying. More details are available on the website under regulations (link below):
http://www.aou.edu.kw/about/Pages/regulations.aspx

18.4 Data protection

AOU is committed to protecting the privacy of individuals by ensuring fair, responsible and transparent use of all personal information that it holds, including compliance with the safeguards of the Data Protection principles of the partner institution which defines the processing of data on identifiable living people and compliance to the Branch country regulations. This Policy and its associated Code of Practice define the minimum standards with which all AOU branches and departments would seek to comply in order to satisfy this commitment. More details are available on the website under regulations (link below):
http://www.aou.edu.kw/about/Pages/regulations.aspx

18.5 Health and safety issues

The AOU strives to ensure that students have a safe, secure, healthy, and confidential environment that is conducive to achieving their graduation requirements. The below policy details the framework for the implementation of the health and safety policy. More details are available on the website under regulations (link below):
http://www.aou.edu.kw/about/Pages/regulations.aspx

18.6 Safeguarding Policy

The University recognizes its responsibility to provide a safe learning environment and to protect all members of its community from harassment, harm, and abuse. As a result, it has a safeguarding team dedicated to protecting and promoting the safety and well-being of students and staff.
http://www.aou.edu.kw/about/Pages/regulations.aspx

19. Student participation and evaluation

Students are strongly encouraged to participate in and evaluate the academic activities at AOU. Student feedback is solicited through various surveys such as students' views on modules, tutors, and facilities etc. Also, some students are members of the Student Staff Liaison Committee (SSLC). Students' views are considered as a very important instrument which is continuously solicited and used in enhancing Students learning experience at AOU.

19.1 Student Feedback

Student feedback represents an important and integral part of university's standing and quality of functions. Several formal and informal methods are used to address student feedback, these include direct contact with tutors and administrative staff, online complaints, e-mail, as well as student surveys/questionnaires placed on SIS at the end of each semester. As for the surveys, they seek feedback on tutors, modules, program delivery systems and support resources and services. They have a significant impact on the strategic planning in various areas of program delivery and designing of physical facilities for students. The survey data are processed through the branch Quality Assurance Unit in which the findings and recommendations are analyzed and communicated to all key stakeholders which includes the Branch Director and the Quality Assurance Department at HQ for final submission to the OUVP. The most significant feedback is usually discussed at the branch QA committee meetings to take proper corrective actions. Examples of actions taken during the coronavirus outbreak included substituting the virtual learning platform based on students' demand. Students are informed of the branch decisions via LMS, website and social media. The other channels of feedback offer additional opportunities for students to share their feedback on all aspects of the University. Online complaints, for example, can be accessed through the SIS and allow the user to file a complaint against the relevant department, while the email IDs of the relevant departments have been provided throughout this handbook.

As your feedback is pivotal to the planning process at FCS, we encourage you to share your candid and honest remarks, particularly on the student questionnaire. We maintain strict confidentiality and anonymity when receiving comments and responses.

19.2 Student Representation

Students have the opportunity to represent their interests through student councils or student committees. Student council bylaws as ratified by AOU, allow students to form branch-based student councils by electing members on a democratic basis. Representatives from these student bodies are encouraged to voice student concerns and attend administrative departmental meetings. In addition to that, two students' delegates (appointed for one year in rotation) are

selected to attend the University's main committees, namely the branch council and QA committee, to become partners in improving the learning experience at AOU.

Apart from committee engagement, students also participate in regular meetings with heads of academic departments to address issues, in addition to meetings with student clubs which play an important role in student activities.

19.3 Academic and professional organizations

The AOU in Kuwait is engaged with professional organizations to enhance student learning experience. Some includes:

a) **Knowledge Development Seminars:** The Knowledge Development Seminars are a series of developmental seminars run by experts from different disciplines from within and outside the University (including students) to discuss a number of different topics.

b) **Job fair:** This event intends to connect students and alumni with potential employers for the purpose of promoting employment opportunities for full-time or part-time careers matching with ministry and company requirements.

c) **External engagements during new student orientation day:** To ensure maximum benefit is reaped from the orientation programme, local organizations from the private and public sectors are invited to take part in the orientation session to address students' queries. For example:

   i. **Manpower and Government Restructuring Program (MGRP):** The program offers career counselling for those who seek a job in Kuwait.

   ii. **The Private Universities Council (PUC):** To address enquiries related to the University's local accreditation and governmental grants.

   iii. **International labour organization:** To guide students on choosing their career path starting from choosing the study major, as well as exposing them to the organization's valuable workshops that would benefit them during their study period.

   iv. **International organization for Migration:** To introduce students to the organization's services, including the workshops offered.

   v. **LOYAC organization:** A non-profit organization that offers internship opportunities through its voluntary developing programs for those who seek work experience at world-renowned institutions.

   vi. **The British Council in Kuwait:** To introduce training courses in terms of skills and language improvement.

d) **International Collegiate Programming Contest (ICPC)**: a global algorithmic contest for college students headquartered in Baylor University in the United States. It is divided into two levels: The Arab collegiate programming contest (ACPC) and the national (local) collegiate programming contest (KCPC in case of Kuwait). The AOU in Kuwait is involved in regular engagements in these contests to represent the university regionally and internationally. It was the official host for these local level contests (KCPC) from 2014 to 2016, and again from 2021 to 2022, securing first place positions in each of those years except in 2022 and 2023, when it was placed second in the tenth edition of KCPC2022 from September 28 to October 1, 2022, and among the top ten list (three positions) in the eleventh edition from October 5-7, 2023.

e) **Hackathon competition:**

A hackathon is an event in which computer programmers and software developers including graphic designers and project managers, etc. work collaboratively on developing innovative solutions to the marketplace. It initiated in 2001 and expanded to include international participants.

As an active participant in programming, the university took part in the Hackathon 2019 competition held during October-November 2019 on campus and brought together university teams to compete in creating/developing innovative prototypes (products) to better serve the community. The 2019 Hackathon competition was organized in collaboration with the Kuwait Innovation Center (KIC) and Sheikh Salem Al-Ali Al-Sabah Informatics Award. Three AOU teams were qualified to present their projects at the Sheikh Salem Al-Ali Al-Sabah Informatics Award. Each team was awarded a certificate at the ceremony.

In 2023, the university again participated in the hackathon competition – Ghabgathon - which was held during the Holy Month of Ramadan at the Kuwait College of Science and Technology (KCST) in collaboration with the Kuwait Foundation for the Advancement of Sciences (KFAS). The university demonstrated its creative excellence in the field of technology by placing second, and the team was awarded a financial prize in recognition of their innovative ideas that benefit society and contribute to the achievement of sustainable development goals, which are a critical pillar in today's world.

f) Huawei competition

The ITC department has paved the way for its students to develop their practical skills through training activities organized by high-tech companies such as Huawei. This competition is aimed at fostering talent exchange in the field of information and communication technology. It brings together higher educational institutions, training institutions, and industrial companies to promote the development and employment of young professionals in the information and communication sectors.

The competition is divided into three phases: A National Final which involves competition at a local level; a regional final in which winners of the national competition and the Huawei certification holders compete; and a global final whereby a team of regional final winners is formed from the Huawei ICT Academy. Around ten students represented the University in the Huawei competition, one of whom qualified for the regional final in Riyadh, Saudi Arabia.

g) ITC Student Development Day (SDD)

To foster students' developmental needs and provide them with opportunity to utilize their innovative ideas and talents, ITC faculty initiated the yearly event Student Development Day for its students. The event hosts valuable topics and workshops delivered by ITC tutors, students, as well as external individuals. Since its inception in 2017, it has been held four times.

h) Knowledge Development Seminars:

The Knowledge Development Seminars is a series of developmental seminars run by experts from different disciplines from within and outside the University (including students) to discuss a number of different topics.

i) Programmatic accreditation with IET:

The Kuwait branch is constantly working to enhance the standing of the University. This is reflected in the accreditation of the ITC programme in 2016 for a five-year period from the Institution for Engineering and Technology (IET) in UK and renewing it in 2021.

20. General reading list

A general reading list (i.e. not module specific), including electronic resources) has been compiled by FCS staff. The list indicates some important books and journals. This list has been made available to students at the following link: https://www.arabou.edu.kw/faculties/computer/Pages/general-reading-list.aspx. The electronic resources are available on the LMS at the AOU's website (http://www.aou.edu.kw/).