The Knowledge Hub
Universities

partnered with

Coventry University

Student Handbook

2020/21

Undergraduate Student Handbook

Academic year 2020 | 21

A message from the President of The Knowledge Hub

Welcome to The Knowledge Hub Universities

The Knowledge Hub (TKH) brings world-class higher education and research to Egypt's New Administrative Capital. At TKH you will be joining faculties and schools from different international universities, clustered to encourage interdisciplinary collaboration, foster innovation and increase research opportunities in Egypt and the region.

The first partner of TKH is Coventry University which has a long history of being recognised for its excellent teaching and courses that provide excellent opportunities for employment after graduation. It has been awarded gold ranking for outstanding Teaching and Learning and named University of the year in the UK for student experience for 2019.

At TKH and the Coventry University Branch at The Knowledge Hub, you will experience a learning environment having a multicultural perspective that maximizes your competences, develops your critical thinking skills and prepares you to become leaders in a future of global competitiveness. TKH's state-of-the-art campus and facilities are designed to provide you the best learning experience.

Our distinguished international academic staff are dedicated to an innovative and interactive teaching style and maintain the highest academic standards. We are committed to giving you the support and personal attention that enables you to succeed and realize your full potential.

Through our holding company - Elsewedy Education - and the association with Elsewedy industrial and business networks, you will be exposed to addressing real-world problems and situations through internships, case studies, projects and workshops. This offers a unique opportunity to gain practical experience during your studies while ultimately improving your employability and impact on the global society.

I welcome you to TKHU and wish you all the best in your academic journey, as well as in your future professional careers.

Professor Mahmoud Allam
President
The Knowledge Hub Universities

A message from the Director of Coventry University Branch at The Knowledge Hub

A very warm welcome to the Branch of Coventry University hosted by TKH in Cairo

The TKH Coventry University Branch Campus comprises Four Schools; the School of Design and Media, the School of Computing, the School of Engineering, and the School of Business. There are also two Departments; the Department of Psychology and the Department of English. Our disciplines cover a diverse range of subjects all connected by the underpinning ethos of creativity, innovation and enterprise. We offer highly industry informed courses in Engineering – Civil Engineering, Structural Engineering and Electrical Engineering; in Computing – Computer Science, Ethical Hacking and Cyber Security; in Design and Media – Interior Architecture, Digital Media Design and Graphic Design; in Business – Business and Marketing, Accounting and Finance, Business and Human Resource management and Business Administration. In Psychology we offer a BSc Psychology course. All our courses are underpinned by bespoke English courses for the Arts and Sciences.

At Coventry University we believe that collaboration and communication between our academic programmes do not just reflect contemporary professional practice it also has a transformative effect upon our students and the richness of the interdisciplinary education we provide. Using a 'connected curricula' our graduates are better able to interpret, interrogate and make sense of the world around us. At Coventry University there is a rich history of educating some of the world's leading designers, engineers and creative thinkers over the last 175 years; a legacy we aim to extend as we bring the 'Coventry Way' to other parts of the world. Your knowledge, skills, imagination and creativity will be challenged and stimulated by your tutors, by the opportunities we offer to engage with real world problems and by your own ambition, passion and commitment.

Whether you are entering higher education for the first time or returning to study, what you learn from your course will relate directly to your ability to connect your knowledge and skills to the

wider world and the opportunities it offers you. We are immensely proud of our student and alumni achievements and our staff are committed to helping you achieve your full potential.

We look forward to welcoming you onto your course, as you take your first steps towards adding to that great legacy.

Professor Antony Eddison
Director
Coventry University Branch at The Knowledge Hub

1. An Introduction to The Knowledge Hub Universities and Coventry University

The Knowledge Hub Universities

The Knowledge Hub is the first higher education institution in Egypt's New Administrative Capital. We provide a healthy learning environment for students to maximize their potential, develop critical thinking skills, and become future leaders in their respective communities. Creating a connected community of students with faculty from diverse backgrounds, experiences and where ideas are openly exchanged.

Staying true to a culture of innovation, the educational process at The Knowledge Hub is centered on bridging the gap between theory and practice. Students will be able to link what they learn in classrooms to what is needed in a modern workplace.

The Knowledge Hub's technologically advanced campus covers over 50 feddans. It will be equipped with a cutting-edge research and development centre, entrepreneurship and innovation hub, and recreational facilities to accommodate a diverse array of students and faculty from all around the world.

In the lobby of building 1A there is a reception desk which is your first point of contact if you wish to contact a member of staff or ask for support.

Coventry University

Founded by entrepreneurs and industrialists as the Coventry School of Design in 1843 Coventry University is a dynamic and outward-looking institution with a tradition of teaching excellence, impactful research and bold international partnerships. The university has established a robust reputation for pushing the boundaries of higher education regionally, nationally and across the world.

Through Coventry's worldwide network of collaborators in academia and industry, the 50,000 learners studying its degrees in different countries enjoy access to global opportunities which ensure their employment prospects are enhanced.

In recent years, Coventry's student satisfaction and teaching quality has been rated amongst the best in the UK, which has contributed to impressive rises in every major university league table and a gold rating in the UK government's Teaching Excellence Framework (TEF).

Coventry earned the title 'University of the Year for Student Experience' in the 2019 Times and Sunday Times Good University Guide. The guide describes it as "one of the most innovative modern universities, bold with its vision of what the 21st century student experience should be".

Coventry University Branch at The Knowledge Hub

The Coventry University Branch at The Knowledge Hub is structured into four Schools, each representing a coherent set of courses and disciplines.

You will be studying a course within one of these Schools and will be taught by staff who are academically and professionally qualified within that area. However, the interdisciplinary nature of your course may mean that you will meet staff from other discipline areas within and outside the University.

Your ID card is used to gain access to the buildings and must always be available for inspection. If this is lost it must immediately be reported to the Registry Department and a new card will be issued. You will normally be able to gain card access to our facilities from 0800 to 1600, Sunday to Thursday. The buildings are closed during weekends, vacations and official holidays.

2.   Services We Provide

Academic and Personal Tutorial Support

The academic staff aim to give you the maximum opportunity to benefit from your studies. Each course is managed by a Programme Leader. Details of the Programme Leader for your course can be found on Moodle. If you have specific concerns about your programme of study this is the person you should consult. You will be allocated a Personal Tutor, who is a member of academic staff, to whom you may refer for advice and help on personal and general academic matters.

Moodle is our Virtual Learning Environment (VLE). You will automatically be registered for each module you are studying and the course you are enrolled on. You will be given help to use Moodle as this is your main information source. Here you will find academic materials to support your learning and other information related to your course and modules. If you have difficulty accessing Moodle you can seek help by contacting moodle.support@tkh.edu.eg.

Academic Registry

The Registry manages your academic record and can help answer course, module and assessment queries. The staff can help you understand the University's academic processes, rules and regulations. They are responsible for processing deferral and extension requests and can advise you about mitigation, complaints and appeals. You will find the Registry Office on the second floor in building 1A.

The Registry is open from 09.30 am to 15.00 pm Sunday to Thursday. It is best to make an appointment at one of the Information Points or you can send an email with your enquiry to registrar@tkh.edu.eg. Please note we only respond to emails sent from TKH or Coventry University email accounts. Please do not use an alternative email account. Also, don't forget to state your student ID number and course.

Students with Additional Needs

If you are concerned about managing your study because of a health difficulty, disability or specific learning need such as dyslexia, there are several means by which you can access support.

Information about your individual situation will not be disclosed without your permission. Your Programme Leader, Personal Tutor or Registry staff may be able to advise you.

If you have a disability or medical condition that needs us to make some adjustment to allow you to fully participate in a module, please tell the Programme Leader. It is in your interest to ensure that staff are aware of any problems or disabilities you may have so that they can help you obtain the appropriate support. You will have already had the opportunity to discuss your needs prior to registration.

Employment and Enterprise Support

We have a dedicated member of staff that provides employability, placement and enterprise support for students. We provide specialist support to develop students' employability and enterprise skills and prepare you for your chosen career. Services we provide include:

- Job search advice
- Skills audit and development
- CV and cover letter writing (standard and creative)
- Application support
- Portfolio reviews
- Interview preparation (techniques and practice)
- Placement opportunity sourcing and advice
- Volunteering opportunities

Code of Conduct

We expect our students to behave responsibly, with care and respect shown towards others. All students must comply with our Code of Conduct. This can be read on our policies website (https://tkh.edu.eg/policies/). Please ensure you are familiar with this code because failure to comply with it will lead to disciplinary action.

Library

The library provides physical and electronic copies of reading materials to your studies. It contains copies of set texts for your modules. The library is based on the first floor of building 1A.

IT Support

Digital literacy is an important skill you will develop as part of your studies. Should you require help or support using our electronic systems please email it.support@tkh.edu.eg or visit the team on the second floor of building 1A.

If there is an IT system failure and there is no, or limited, access to The Knowledge Hub = website/Moodle, you can find the latest information and notifications (for example any changes to the exam times due to extreme weather conditions) on The Knowledge Hub's Twitter feeds and Facebook site.

Student Representation

Student representation is a key element of academic life. Your views contribute to the design, running, quality and future shape of your course. You will meet your Representatives ("Reps") soon after you begin your studies. Course Reps gather feedback from their peers about their academic experience. They represent students' views at Student Voice Forum meetings, voicing students' concerns to the relevant members of staff.

There is also a Students' Union. Run by students, this organises events and activities and helps provide more views to TKH staff on what students would like to support their studies. They can be contacted at studentunion@tkh.edu.eg

Cafeteria and Coffee point

A variety of meals are served for students on campus. TKH provides healthy eating choices to meet a range of dietary needs. In building 1A we provide:

- TBS: Pastries, Sandwiches, Fresh juices and coffee
  Location: Atrium - Bldg. 1A

- Crave, Real Food: Cooked meals for breakfast and lunch.
  Location: Atrium – Bldg. 1A

- Pick up: Snacks
  Location: 5th floor – Bldg. 1A

Health and Safety

We aim to provide a safe and secure environment for you to be able to study. You also have a responsibility to conduct yourself in in a way to ensure your safety and that of others. Therefore,

please obey instructions and do not interfere with or misuse, any equipment provided. If you see anything that is faulty please report it. All accidents or potential incidents should be reported to a member of staff.

In an emergency, contact +2 01211119192. The Security office is in the atrium of building 1A. The Security Manager: Ayman Wahid.

Prayer Rooms
We provide facilities for you to pray in the basement of building 1A.

Gym and Sports Facilities
There is a gym on the 5th floor of building 1A. Training and advice on the equipment is also provided. You can contact the gym using the email address dynamic.gym@tkh.edu.eg.

3. Regulations and Your Responsibilities

The Modular Framework

Your degree course is made up of modules. The credit rating for each module is calculated according to the overall effort expected from you in order to successfully complete that module. One credit represents 10 hours of total effort including all teaching activities and independent study. A full-time student is normally registered to study 120 credits in a single academic year.

Each module has a Module Descriptor that sets out the aims and intended learning outcomes, the indicative content, method of assessment, essential and recommended reading and other information. You can read the module descriptors for each of your modules on Moodle.

These modules are described by the University in the following way: Mandatory – You must take these modules as part of your course. Optional – You may choose a module to study from a pre-defined selection for your course. Add+vantage modules – You must choose and pass one of these modules in the final the three years of the course. You must pass all modules on your course to obtain an honours degree.

Regulations

The regulations contain important information about the requirements to pass your course. It is important that you read and understand them. They are part of the formal contract between you and the university. The regulations are in two parts, academic and general regulations. The academic regulations cover topics such as admissions, management of assessments, awards and classifications. The general regulations include examinations details, conduct, disciplinary, health and safety. A copy of the regulations is available on our website https://tkh.edu.eg/policies/.
Attendance Requirements and Attendance Monitoring

You are expected to attend all classes. You must meet all attendance requirements for individual modules and your course overall. The policy which describes what is required of you and the action we will take if your attendance is not satisfactory is explained in the Attendance Policy (https://tkh.edu.eg/policies/. Your attendance may be checked at any time. Your use of academic facilities (e.g. the Library, Moodle) may also be checked, as well as any mode of attendance (e.g. tutorials, lectures, workshops, tests, oral exams). The consequences of failing to adhere to the university's attendance requirements could result in you failing your course.

Coursework assignments

Coursework means any type of assessed work other than formal examinations. This may include essays, dissertations/projects, presentations, artefacts, laboratory and studio work. These pieces of work need to be completed and passed. If unforeseen circumstances arise before the due date of the work, you may apply for an extension to the submission deadline. The request for an extension policy can be found alongside all of our other policies (https://tkh.edu.eg/policies/). The policy contains a form which must be completed and submitted to Registry with original documentary evidence such as a doctor's note or some other official documentation.

You must apply for an extension <u>before</u> the due date of the assessment. We will consider your request and, if it is accepted, you will be given a new date by which you must complete and hand-in your work.

Examinations

The main exam periods normally take place at the end of each block of teaching, although exams can also take place at other times (your Programme Leader tutor will advise you if your exams have a different schedule). Information about exam periods relevant to your course here can be found on your Moodle pages.

You must make sure you read your exam timetable carefully. Misreading the timetable is not a valid reason for missing an examination. Resit exams normally take place at the next available opportunity, which is usually at the end of the next block of teaching. You should not book holidays or make any other commitments during any assessment or re-assessment period.

When you are required to take an examination:

- Take your Student ID card with you otherwise you will not be allowed to take your exam.

- Arrive in plenty of time. You may not be allowed to start if you are late and you will not be permitted to enter the room if you arrive after the first 30 minutes. If you arrive late and are allowed to start, you will not be granted extra time at the end of the examination.

- If your first language is not English you may use a bilingual dictionary for the first 15

minutes of the exam (to make sure that you understand the questions). After this it will be removed by the invigilator.

- Programmable calculators and portable computers are not permitted in the examination room and will be confiscated.

- You must not take anything into the examination room that could be considered to aid cheating: this includes notes, bags, heavy clothing, programmable calculators, computers, mobile telephones, electronic devices, pencil cases and audio equipment. This list is not exhaustive and if you are unclear about what you can bring into the room, check with the invigilator.

- You may not smoke during exams; you may eat a small amount of sweets and drink soft drinks in moderation. No other food or drink is allowed.

- Valuable items (e.g. mobile phones, credit cards, purses, etc.) should not be brought to exams. The University cannot, in any circumstances, accept responsibility for the loss or theft of private property left or lost on University premises.

- Candidates found to have unauthorised materials, whether used or not, will be deemed to have committed academic misconduct and will be investigated with potential serious consequences.

- If there is a fire alarm or other emergency during the exam, leave the room calmly and quietly. You should not take anything with you and you must not talk to other students.

The deadline for applying to take an examination under special conditions (for example due to a disability) will be published by Registry. If you do not apply by the relevant deadline, we will not be able to guarantee that we will be able to accommodate your request. If you develop a permanent or temporary disability after the deadline for notifying us has passed, contact your Faculty Support Officer.

Academic dishonesty

Academic dishonesty affects everyone in the community. It not only damages your personal reputation, but also the reputation of the entire university, and it will not be tolerated. We expect students to act with academic integrity, which means that they will study and produce work in an open, honest and responsible manner. It is important that you understand how to avoid academic misconduct and where to obtain support.

Academic dishonesty covers any attempt to gain unfair advantage (e.g. extra marks) for

her/himself, or for another student, in ways that are not allowed. Examples of dishonesty include:

- Collusion includes the knowing collaboration, without approval, between students, or between student(s) and another person, in the preparation and production of work which is then submitted for marking. In cases where a student has copied from another, each student involved may be penalised. Staff setting the assessment exercise will issue clear guidance on how much co- operation is acceptable. If you are not sure, make sure you ask.

- Falsification includes the presentation of false or deliberately misleading data in, for example, laboratory work, surveys or projects. It also includes citing references that do not exist.

- Deceit includes the misrepresentation or non-disclosure of relevant information, including the failure to reveal when work being submitted for assessment has been or will be used for other academic purposes.

- Plagiarism is the act of using other people's words, images etc. (whether published or unpublished) as if they were your own. Examples include:
  - Using the words of a published source in a written assignment without appropriate documentation/ acknowledgement
  - Presenting someone else's original concepts, ideas, and/or arguments as your own without properly acknowledging the source of the material
  - Submitting an assignment that you've not written yourself as your original work
  - Copying answers or text from another student and submitting them as your own
  - Using long pieces of text or unique phrasings without using quotation marks and acknowledging the original source
  - Citing data without crediting the original source
  - Proposing another author's idea as if it were your own
  - Submitting someone else's computer program or spreadsheet with minor alterations as your own
  - Presenting another designers or artists work as your own
  - Buying a ready-made essay or other artifact that you present as your own

Self-Plagiarism is also possible and this is defined as the reuse of significant, identical, or nearly identical portions of your own work without acknowledging that you are doing so or without citing the original work**.**

In order to make clear the difference between your words, images etc. and the work of others, you must reference your work.

Illness or other Circumstances that Affect your Studies/Exams

If you are unwell and feel that the illness is affecting your ability to attend the university or complete work, you should make an appointment to see your doctor and obtain certified evidence. If illness or other circumstances affect your ability to meet a deadline for handing in assessed coursework or your ability to sit an examination, you should consult the procedure for dealing with extenuating circumstances. These may be accessed from the Registry or on our website. You will be able to apply for an extension or deferral.

If your extension has been rejected and you have significant new evidence which was not considered with the original application, or if you have a specific allegation of irregularity about the conduct of the approval process, then you may appeal. You have 5 working days from the date the rejection was sent to appeal.

Assessment boards and results

Provisional results of your work along with feedback is provided on Moodle. However, results are not firm until they have been ratified by Subject and Programme Assessment Boards.

External examiners from the United Kingdom (impartial subject experts from outside the university) attend these boards and will have reviewed samples of marked students' work, teaching materials and other documents that have supported teaching. This is part of a quality assurance system that ensures that standards are comparable across all UK universities.

After the PAB has reached a decision about your progression on your course or your final award, your results will be released from Coventry University via the Student On-line Academic Record system (SOLAR). You will receive an email to your Coventry university email account to tell you that your results are available. It is your responsibility to check your email to view the decision made.

If you have not passed all your modules at the first attempt, the PAB may allow you to resit the failed components at the next available opportunity. You are only allowed three attempts to pass a module. A module passed at a resit has the mark capped at 40%.

Appeals against Assessment Results

If you want to appeal against the decision of a PAB, you must complete an Academic Appeal form, and submit it to the Registry. You must provide full supporting evidence for why you are appealing and return the completed form and evidence to the Registry within 10 working days of the release of your results on SOLAR. Late submissions are not considered. The full details of how to appeal following the release of your results is available in the Appeals Policy.

You may not appeal or request a review of your results simply because you disagree with the academic judgement of an Assessment Board. Also, if you think that your supervision or other arrangements were inadequate, this is not a valid reason to ask for a review of your marks.

Students can attend the graduation ceremony held in Cairo or Coventry. If you have an appeal that is still in progress, you should consider carefully whether to accept your award and/or attend an

Award Ceremony as doing either would indicate your agreement with the award meaning you could not continue with your appeal. Therefore, if an appeal is still being considered you will not be able to graduate at the next ceremony but will be deferred to the following ceremony.

Requesting References from the University

If you need a reference from one of your tutors, make sure that you ask them to be your referee beforehand. Each time you need a reference, email your tutor to let them know that they will be contacted by a particular person/company etc. – otherwise they will not be able to provide a reference.

Complaints

We work hard to ensure that our students and staff create a positive and responsible community. However, there may be occasions when you want to raise concerns.

You should always try to resolve your concerns informally within your School. Please raise any concerns or queries you have at the earliest opportunity so that they will be easier and quicker to resolve. Relevant staff in your School (your tutor, the Course Director, Head of School or an administrator) should be able to help you resolve most problems or concerns.

If you want to make a formal complaint, please refer to the Students' Complaints Process which can be found in the Policies section of the TKH Website.

Misconduct

If you are found to have committed an act of misconduct, a penalty can be imposed, or you may be required to leave the university. Details of any disciplinary action taken because of an act of misconduct will remain permanently on your student record and beyond your period of enrolment. Examples of misconduct are:

- conduct that is also a criminal offence
- causing damage to university property or to property that belongs to someone else
- threatening, racist and/or abusive behaviour
- conduct that causes or could cause physical or mental damage, harm, alarm or distress to others
- inappropriate behaviour via social media
- failure to follow all university rules and regulations, codes of conduct or codes of practice, behaviour on or off campus that damages or could damage the reputation of the university

Important Finance Information Fee Implication

No student with an outstanding payment will be admitted to any examination, given any certificate or report of academic standing or be permitted to register for a subsequent semester.

Withdrawing from your course

If you decide to leave your course it is important that Registry is formally informed. This will ensure that any outstanding work will not end up being recorded as a failure and so affecting your official academic record. It might also affect any outstanding fees.

Data Protection and Consent to Process Information

The personal data collected from you will be used for the following purposes:

- In relation to your academic development and engagement with learning opportunities
- Where there are concerns about the health, safety and wellbeing of you or others
- For professional conduct purposes
- Disciplinaries

The university may hold information about you which constitutes sensitive data such as details about your ethnicity, disability or criminal (or alleged criminal) offences. Health and disability information supplied may be shared with relevant staff of the university in order to provide you with the best possible support for your studies and assessments. Information about you may be disclosed to other organisations outside of the university group as required by Egyptian law.

We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. The information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access, loss, theft or disclosure.

Smoking

It is against the law to smoke in university buildings which includes the immediate vicinity of doorways, windows or other areas where smoke may cause a nuisance or discomfort to others. The use of e-cigarettes is also prohibited within university buildings.

Managing Risks

Always be alert of your surroundings, keep to well-lit occupied areas and keep valuables secured and out of sight when not in use. If you feel someone is acting in a suspicious or threatening manner report it.

Many activities can contain an element of risk, such as working at height, moving heavy items and handling hazardous substances. Some areas of our buildings may have risk assessments in place for certain machinery, substances and activities. By completing risk assessments, we identify and monitor possible hazards and identify how activities are managed to reduce the likelihood and severity of harm.

Welcome Abroad

New Administrative Capital, Residential Area 7,
R7, Cairo Governorate

www.tkh.edu.eg

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