



partnered with



# Student Handbook AY 2022/23

## TKH-Coventry Undergraduate Students' Handbook - Academic year 2022 | 23

### A message from TKH Provost

#### Welcome to The Knowledge Hub Universities

Welcome back to a new semester and the 2022-2023 academic year. I hope you had a great summer and are ready for an amazing year. A special welcome to the new students who have joined us this year in the Coventry University Branch at The Knowledge Hub Universities.



I want you to enjoy your academic life taking courses/modules in your program of study - working with and learning from your professors, building your academic knowledge and applying what you learned. We take great pride in preparing you very well for a competitive job market locally and internationally. We have talented faculty who will be your guides and supporters in your academic journey at TKH. It may not all be easy - but it will be a great journey.

I also want you to also connect with as many students as possible and get in involved in the TKH co-curricular life. We call it co-curricular life and not extra-curricular life because everything you do outside the classroom complements and extends your academic life and helps you develop a range of life skills and competencies you need. There many opportunities offered in TKH which will help you discover your personal passions and your strengths.

We are committed to creating an amazing and transformative student experience at TKH in courses and a range of learning experiences that will develop ways of thinking which open all kinds of possibilities to grow and change. Please remember, if you need guidance, we are here to help and support you.

Thank you and I look forward to meeting you and getting to know each and every one of you!

**Professor Deena Boraie**  
Provost | The Knowledge Hub Universities

## A message from Coventry University Branch Director at The Knowledge Hub Universities

Coventry University is a forward-looking, modern university with a proud tradition as a provider of high-quality education and a focus on applied research, located in Coventry, England. The origins of Coventry University can be linked to the founding of the Coventry School of Design in 1843. We're proud of our outstanding teaching, staff, facilities and student experience. Our quality teaching and learning gives our graduates the skills they need to find work across the world. We have received numerous awards and accreditations including Shortlisted for University of the Year, 5QS Stars Overall Rating, No.23 in the World for 'international outlook' and Queen's Award for Enterprise.



### **Our values**

Our values are our identity; driven forward by our people to help bring our mission, vision and strategy to life.

- Diversity and inclusion
- Collaboration
- Innovation
- Determination and
- Integrity

### **Coventry University branch at The Knowledge Hub Universities in Egypt**

Dear students, welcome to Coventry University Branch at The Knowledge Hub Universities! We are excited about your new start as you are leaving the school environment and entering the University one. Nowadays, the role of the University is twofold. First, to help you develop the knowledge and skills to find a good job or run your own business. Second, to prepare you for success in life, to be an engaged and enlightened citizen, capable of thinking critically and communicating clearly. Coventry University has more than 175 years of experience in doing so. We look forward to helping you grow your potential in the coming years.

To this end, Coventry University has developed a range of 4-year undergraduate degrees in the areas of Business, Engineering, Computing, Psychology and Creative Design which are available to students joining The Knowledge Hub Universities.

Upon successful completion of the degree programme, students will graduate with a degree award certificate from Coventry University. This degree certificate is the same as those awarded to our students studying at our campus in the UK.

The range of degrees available include:

- BA (Hons) Business and Human Resource Management
- BA (Hons) Business and Marketing
- BA (Hons) Digital Media
- BA (Hons) Graphic Design
- BA (Hons) Interior Architecture and Design
- BBA (Hons) Business Administration
- BEng (Hons) Civil Engineering
- BEng (Hons) Mechanical Engineering
- BEng (Hons) Electrical and Electronic Engineering
- BSc (Hons) Accounting and Finance
- BSc (Hons) Computing
- BSc (Hons) Computer Science
- BSc (Hons) Ethical Hacking and Cyber Security
- BSc (Hons) Psychology

We look forward to welcoming you onto your course, as you take your first steps towards adding to that great legacy. We wish you a successful academic year!

**Professor Stratis Kanarachos**

**Director | Coventry University Branch at The Knowledge Hub Universities**

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

### **The Knowledge Hub Universities (TKH)**

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, and experiences and where ideas are openly exchanged.

Staying true to a culture of innovation, the educational process at The Knowledge Hub is centred 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 comprises over 3000 sqm of labs that underpin research and development activities, entrepreneurship and innovation initiatives, as well as recreational facilities to accommodate a diverse array of students and faculty from all around the world.

### **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 was shortlisted for 'University of the Year' in the Times and Sunday Times Good University Guide 2021. It was also ranked No.3 in the UK for students overseas, based on in-person delivery of TNE Programmes with an overseas institution, HESA data 2020/21.

## Coventry University Branch at The Knowledge Hub Universities

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

You will be studying a course within one of these Schools or Department 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, you must check with the lost and found at the Security Office counter in Building 1A on the ground. If the ID card was not found, then new card will be issued. You will normally be able to gain card access to our facilities from 09:00 to 16:00, Sunday to Thursday. The buildings are closed during official holidays. The buildings are usually closed during the weekends unless needed otherwise.

### 2. Services We Provide

#### Academic Advisor Support

The academic staff aim to give you the maximum opportunity to benefit from your studies. Each course is managed by a Programme Director. Details of the Programme Director for your Programme 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 an Academic Advisor, 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) [moodle.tkh.edu.eg](http://moodle.tkh.edu.eg). You will automatically be registered for each module you are studying and the Programme 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](mailto:moodle.support@tkh.edu.eg).

#### Registry

The Registry manages your academic record. They are responsible for processing deferral and extension requests and can advise you about **academic** mitigation, complaints and appeals. You will find the Registry Office on the second floor in building 1A.

The Registry is open from 09.00 am to 16.00 pm Sunday to Thursday. You can also send an email with your enquiry to [registrar@tkh.edu.eg](mailto: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, programme title and level of study.

## 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, you can access support from the TKH Office of Student Wellbeing, Sunday to Wednesday: 8.30am – 4pm, Building 2C2D, room 120 or at [counselor@tkh.edu.eg](mailto:counselor@tkh.edu.eg). You may read about the possible adjustments for medical conditions in the following document <https://tkh.edu.eg/adjustmentsmedical>. Please contact the Student Life team at [studentlife@tkh.edu.eg](mailto:studentlife@tkh.edu.eg) for more information.

Once you send all the required documents regarding your disability, the TKH Office of Student Wellbeing will set up a meeting with you to determine the academic accommodations that will support you in your academic studies. These academic accommodations will be sent from the TKH Office of Student Wellbeing to all your faculty so that they provide the support you need to succeed in your studies.

Information about your individual situation is confidential and will not be disclosed.

## 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

You may contact them by emailing them at [careerservices@tkh.edu.eg](mailto:careerservices@tkh.edu.eg)

## 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 at <https://tkh.edu.eg/codeconduct> Please ensure you are familiar with this code because failure to comply with it will lead to disciplinary action. In case you have any concerns please contact us at [studentconduct@tkh.edu.eg](mailto:studentconduct@tkh.edu.eg)



## 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, room 101. You can access it Sunday to Thursday: 9am – 4pm. You may search online the books available using the following link: <https://library.tkh.edu.eg/>. As a Coventry University branch student, you have access to online library resources <https://libguides.coventry.ac.uk/partners>.

## IT Support

Digital literacy is an important skill you will develop as part of your studies. Should you require help or support use one of the following means:

- Visit us at IT Office Location: Building 2C2D, 3<sup>rd</sup> Floor, Room 301, Sunday to Wednesday from 10:00-16:00.
- Visit us at IT Support Counter: Building 1C, Ground Floor, Room G08, Sunday to Wednesday from 10:00-16:00.
- E-mail: [it.support@tkh.edu.eg](mailto:it.support@tkh.edu.eg)
- Ticketing System: <https://itsupport.tkh.edu.eg/home>
- Phone number direct #: 02 25878414
- Phone number Extension: 1888
- IT Support Mobile Number: 012-0065-5551 – 010-9000-1634
- Moodle Support Mobile Number: 012-2773-5381

## 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 the Student Union the largest student body within TKH. 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](mailto:studentunion@tkh.edu.eg) or you can visit SU’s website at [su.tkh.edu.eg](http://su.tkh.edu.eg) or also follow the Instagram account: @tkh.su

## Food & Beverage

A variety of meals are served for students on campus. TKH provides healthy eating choices to meet arrange of dietary needs.



## Health & Safety and Security

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 a way to ensure your safety and that of others. Therefore, please obey instructions and do not interfere with or misuse, any equipment provided. The following document will induce you to the topic <https://tkh.edu.eg/HS>. If you see anything that is faulty, please report it. All accidents or potential incidents should be reported to [hse@tkh.edu.eg](mailto:hse@tkh.edu.eg) or at the Athletics department on the ground floor in Building 2C2D.

In case of an emergency that may need evacuation of the campus, you will hear an alarm/bell. You are instructed to:

- immediately proceed to evacuate the buildings using the stairs,
- follow the safe emergency exit signs/routes in the building
- never use elevators during an emergency
- inform the person in charge, if a visitor is missing
- proceed to the Assembly Point at the football field and wait for head counts to be completed and further instructions
- not return to the building until you receive further instructions from the person in charge of the evacuation.

Members of our staff are trained to provide first aid. We have first aid kits located in the following spaces:

- Building 2C2D: Rooms 202 & 204
- Building 1C: Room G02 & 501
- Building 1A: Reception & Rooms 501, 508 & 509
- Engineering lab building: G03, G09, G10, G12, 101, 103, 113, 114
- TKH Clinic

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 to [security@tkh.edu.eg](mailto:security@tkh.edu.eg).

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.

The Security office is in the atrium of building 1A. The Security Manager is Ayman Wahid. In an emergency, contact +2 01211119192, 24 hours/7 days a week.

The contact details for the Security department are as follows:

## SECURITY DEPARTMENT

- Name: Colonel / Ayman Wahid  
Title: Security Manager  
Tel: 01211179192  
Email: [ayman.wahid@tkh.edu.eg](mailto:ayman.wahid@tkh.edu.eg)  
Office Location: Building 1(A) G09
- Name: Mohamed Ashraf  
Title: Security Supervisor  
Tel: 01127182594
- Name: Sayed El Badry  
Title: Security Officer  
Tel: 01009790706
- **Lost and Found**  
Name: Heba Karam  
Tel: 01154321672  
Location: Building 1(A) – Ground Floor - Security office Counter

### 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 5<sup>th</sup> 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](mailto:dynamic.gym@tkh.edu.eg).

TKH also provide a modern multi-purpose sports field and 2 courts for paddle tennis.

## 3. Regulations and Your Responsibilities

### The Modular Framework

Your Programme 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 study effort including all teaching activities and independent study. A 10 credit module therefore requires on average 100 hours of study effort. 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 may choose a module to study from a pre-defined selection for your course. You must pass all modules on your course to obtain an honours degree.

Students have the right to change their optional or Addvantage module. However, this needs to happen withing the first weeks of study. The exact timeframe is described in your academic regulations in Section "Withdrawl from a Module" depending on when you were enrolled in your Programme of Study between 2019 and 2021 [https://tkh.edu.eg/enrol\\_2019\\_2021](https://tkh.edu.eg/enrol_2019_2021) or afterwards <https://tkh.edu.eg/enrol2021on>.

## 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/>.

## Graduation

Your graduation is the culmination of your studies and is an important event for you and your family and friends.

As an alumni, you will receive regular news about events, reunions and ways to get involved. It's important that we have the most up to date contact details for you so that we can keep in touch with you and let you know you about these opportunities. You can update your contact details with our Alumni team.

If we are posting your certificate to you then you will also need to make sure that we have the correct address for you. This is your correspondence address (and may be different from your home or term time address). You can check and update it by logging onto SOLAR <https://webapp.services.coventry.ac.uk/Apps/Student/0/LogIn.htm>. In case you need a replacement of your certificate, diploma supplement, transcript or diploma letter please use the following link <https://www.coventry.ac.uk/replacement>. In case you would like to attend the graduation ceremony at Coventry please read the relevant information at <https://www.coventry.ac.uk/graduation>. For the graduation ceremony at TKH you will be notified at regular periods by email.

## 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/wp-content/uploads/2019/02/attendance>. In case you are facing attendance issues there is a 3-stage process during which we will try to reengage you. Stage 1 takes place on Week 4. Stage 2 on Week 7 and Stage 3 on Week 10. Should you fail to reengage and meet the attendance requirements, after the third stage and following the recommendation of the Head of the School or Department the branch director may withdraw you from your Programme of Study depending on your circumstances. This takes place in Week 11 of the term.

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 from failing your first attempt to being withdrawn from 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 assessment extension policy can be found in this link <https://tkh.edu.eg/extensions>. The policy contains a form which must be completed and submitted with original documentary evidence such as a doctor's note or some other official documentation. It is expected that medical evidence will come from the network of your TKH medical insurance. You will find a link to the policy/form also on your modules' Moodle page.

You must apply for an extension before 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 or submit it through Turnitin depending on your assignment brief.

## Examinations

The policy that covers the examinations and what you are expected to do is found here: <https://tkh.edu.eg/exams>. The main exam periods normally take place at the end of each block of teaching, although exams can also take place at other times. The annual exam schedule will be released by Week 7 of term 1. Please contact your Programme Director or academic advisor if you are unsure about your exam 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 next term. 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, audio equipment, watches with additional functionality, as well as internet-enabled spectacles and any other device that can connect to third parties, by mobile signal, Bluetooth or wireless. 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.

You won't be able to apply retrospectively for an adjustment to your examinations due to medical reasons. Please notify us as soon as possible and prior to your examination date following the policy described here

## 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. You may read our policy here: <https://tkh.edu.eg/misconduct>.

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, as well as copying from other students and impersonation.
- 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. It also includes converting text into graphical objects, screenshots, hidden or special fonts and characters in an attempt to disguise plagiarism and reduce the text similarity % or change the word count.
- 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.

To understand how plagiarism is classified and detected using Turnitin read the following guide: <https://www.turnitin.com/static/plagiarism-spectrum/>. In order to avoid plagiarism please read the following guide: <https://turnitin/avoidplagiarism>.

Last but not least, to make clear the difference between your words, images etc. and the work of others, you must reference your work according to specific standards Please seek for advice from the Academic English skills team located on the 3<sup>rd</sup> floor of Building 1A. Coventry University branch at TKH is following the APA referencing system. The APA referencing guide explains in detail how to reference sources properly <https://libguides.coventry.ac.uk/apa>.

You can find the possible penalties for academic misconduct here: [academic\\_misconduct\\_penalties](#). Students have also the right to appeal. More details with regards to the appeal process can be found at [tkh.edu.eg/policies](http://tkh.edu.eg/policies) under the topic *Appeals Policy*.

### **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 (The students should go the medical hospitals/centers of the medical insurance network). 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. You will be able to apply for an extension or deferral. You will find the relevant policy/form at <https://tkh.edu.eg/extensions> and on your modules' Moodle pages.

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 (SAB) and Programme Assessment Boards (PAB).

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): <https://webapp.services.coventry.ac.uk/Apps/Student/0/LogIn.htm>  
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. The resit exam dates within one academic year will be available on your exam schedule. For the resit coursework (CW) submission dates you need to contact your module leader.

You are only allowed three attempts to pass a module. A module passed at a resit has the mark capped at 40%.

If you have failed modules, then you may not be permitted to progress to the next stage of your course. Progression requirements are included in the regulations and course specifications.

## 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 ([www.tkh.edu.eg/policies](http://www.tkh.edu.eg/policies): Appeals Policy.). You will find a link on your Moodle page as well. 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 <https://webapp.services.coventry.ac.uk/Apps/Student/0/LogIn.htm>. 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.

### 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 academic advisor → the Programme Director → Head of School → Branch Director) should be able to help you resolve most problems or concerns. [Student-Complaints-Procedure-final-2.pdf \(tkh.edu.eg\)](#)

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 <https://tkh.edu.eg/complaints>

### 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

[Student-Code-of-Conduct-updated-.pdf \(tkh.edu.eg\)](#)

## Important Finance Information Fee Implication

All fees and other charges (for example, for items such as field trips, photocopying, printing (including computer printouts), inter-library loans, remote computer access, copies of certificates, study packs, materials for art and design used to create artefacts which students are allowed to keep, special clothing which students need but which is retained by them, replacement of lost items such as ID cards, re-assessment, use of leisure/recreational facilities, registration with professional bodies), incurred as a Coventry University Branch at TKH student are the responsibility of the student. Students who are sponsored by a third-party are liable for all fees and other charges in the event that their sponsor defaults. Non-payment of fees incurred by a student may result in the termination of their course by the TKH President. Fees may be paid in instalments in accordance with such provisions as are notified to students. You may find more information under Sections 1.4 and 1.5 here: <https://tkh.edu.eg/regulations>.

## Withdrawing from your course

If you decide to withdraw from 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. Please read in greater detail our refund policy here: <https://tkh.edu.eg/refund>

## 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
- Disciplinary

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. You may read in greater detail our data protection policy here: [https://tkh.edu.eg/data\\_protection](https://tkh.edu.eg/data_protection)