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The Knowledge Hub Universities (TKH) President WELCOME MESSAGE

A Transformative Innovative Learning Experience

Welcome to The Knowledge Hub Universities, where innovation, excellence, and lifelong learning converge. Our institution is dedicated to fostering an environment that ignites curiosity, nourishes ideas, and empowers dreams. Our campus is a hub of diverse perspectives and innovative thinking, where students, faculty, and staff come together to push the boundaries of knowledge and make a meaningful impact on the world around us.

At Knowledge Hub Universities, we believe in the transformative power of education. Our diverse and dynamic community is committed to pushing the boundaries of knowledge, embracing new challenges, and making a positive impact on the world. Whether you seek academic excellence, engage in groundbreaking research, or contribute to our vibrant campus life, you will find a supportive and inspiring environment that encourages personal growth and intellectual discovery.

As we continually evolve to meet the ever-changing landscape of higher education, we remain unwavering in our mission to provide an exceptional learning experience. Our cutting-edge facilities, distinguished faculty, and comprehensive programs are designed to equip you with the skills and knowledge needed to excel in your chosen field.

Together, let us embark on a journey of intellectual exploration, personal development, and societal contribution. Welcome to the future of education.

TKH President| Prof. Yasser Sakr

president@tkh.edu.eg

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, and 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 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 University's worldwide network of collaborators in academia and industry, the 50,000+ learners studying on Coventry University Group courses (2023/24) in different countries enjoy access to global opportunities which ensure their employment prospects are enhanced. In recent years, Coventry University'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 University is ranked 54th by The Times (The Times and Sunday Times Good University Guide 2025), 42nd in the UK by the Guardian University Guide 2025 and has gained 5 QS Stars Overall Rating (QS Stars University Ratings).

Coventry University Branch at The Knowledge Hub Universities

The Coventry University Branch at The Knowledge Hub Universities is structured into four Schools and two Departments, each representing a coherent set of courses and disciplines. You will be studying a course within one of these Schools or Departments 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 disciplined 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 find at the Security Office counter in Building 1A on the ground. If the ID card is not found, then a 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 stated otherwise.

TKH Vision

Unique Vision

The Knowledge Hub's education model is designed to bridge the gap between business, academia, and society and encourage a culture of innovation.



State-of-the-art Campus

The Knowledge Hub is designed by Gensler, one of the leading architecture and design firms in the world, with extensive experience in higher education.



Strategic Location

Spread over 50 feddans, The Knowledge Hub is strategically located in Egypt's New Administrative Capital: a modern, smart city designed to meet global needs and trends.



Innovative Offerings

The Knowledge Hub will provide innovative offerings that address rapidly changing industries to enhance students' opportunities and equip them with the needed lifelong learning skills.



Links to Industry

The Knowledge Hub has extensive connections with regional and international industry networks ranging all the way from Africa and the Middle East to Europe.



TKH VALUES



Partnership
Teamwork
Communication
Collaborative Environment



Perseverance
Hard-working
Goal-oriented



Integrity
Accountability
Transparency



Ambition
Enterprising
Determined



Conscientiousness
Attentive to detail
Efficient

2. Admissions: Start your Academic Journey

All applications for all full-time undergraduate degree Programs “course” must be made via the online application on the TKH website <https://pcss.tkh.edu.eg/ApplicationForm/login>.

Formal communication with applicants relating to offer levels and conditions will be made through TKH [website](#) and/or via direct communication with the TKH Admissions Office. TKH will endeavour to keep applicants informed about the progress of their application and associated processes on topics such as accommodation and transportation. Applicants are responsible for ensuring that their contact details are kept up to date.

Contact information:

TKH Admission Office

Office Location: Building 2C2D Room, G.

Office Hours: Sunday to Thursday from 10:00 AM to 3:00 PM

Email: admission@tkh.edu.eg

2.1 Criteria for Admission of Students

TKH has clearly documented minimum standard entry requirements for all full-time first degrees and Foundation Years. These minimum entry requirements are published on the TKH website <https://tkh.edu.eg/admission/>.

Additional entry requirements and typical offers for each Program “course” are published annually, on the TKH website at www.tkh.edu.eg. These criteria are set by the Colleges and Schools at Coventry University in consultation with the international admission team of Coventry University. Should anybody require a copy of these entry requirements in a different format, they can do so by contacting TKH Admissions Office.

2.2 Assessment and Selection

Each application is considered on an individual basis against the assessment criteria for each program “course” that are agreed in collaboration with Coventry University. These criteria are set at the beginning of each admissions cycle and cannot be amended once the offer making process has started.

2.3 Medical Examination

TKH and the CUB at TKH encourage applicants with a disability or a long-term health condition to disclose information about their condition as early as possible in the application process to ensure that necessary support arrangements can be put in place.

Disclosure of Disability and Access to Support

TKH and the Coventry University Branch (CUB) at TKH are committed to supporting all students and ensuring equitable access to learning. To enable us to provide timely and appropriate support, we strongly encourage applicants to disclose any disability, learning difference, or long-term health condition **at the point of application**.

While disclosure is voluntary, please note that **delays in disclosure may result in delays in implementing reasonable adjustments**. In some cases, where adjustments require significant planning or resources, late disclosure may mean that certain support cannot be put in place immediately or may not be practicable within the current academic cycle.

If a student does not disclose a disability until after enrolment, TKH and the CUB at TKH will make every effort to provide support as quickly as possible, but cannot accept responsibility for any impact caused by late disclosure.

We encourage all applicants to contact our Student Wellbeing & Counseling Department early in the application process to discuss any needs confidentially and explore available support options. All students are eligible to receive some form of support after disclosure, although there may be instances when an additional charge will be necessary for such support.

Applications from students disclosing a disability or long-term health condition are assessed using the standard entry criteria for the applicant's chosen program "course" and decisions are based purely on these criteria. All applicants will have access to the TKH Student Wellbeing & Counselling Department support arrangements should they require it during or following the application procedure. Individually tailored support will be arranged for open days and interview days where prior notice is received. All students are eligible to receive some form of support after disclosure, although there may be instances when an additional charge will be necessary for such support.

3. Registry: Supporting Your Academic Journey

Registry provides support and advice to students throughout their academic journey, from when they enroll right up to when they graduate; provide advice on managing their student records, explain and offer guidance on regulatory matters and answer questions students might have about their results.

For guidance about academic aspects of your program "course" you should contact your Course Director, Module Leader or School Head. For guidance about understanding your results, asking for

extensions or deferrals and other non-academic aspects of your Program “course”, make sure you contact Registry.

Please note we only respond to emails sent from TKH or Coventry University email accounts. Please do not use an alternative email account. Please do not forget to state your student ID number, program title and level of study.

Contact information:

TKH Registry Office

Office Location: Building 1A Room, Second floor.

Office Hours: Sunday to Thursday from 10:00 AM to 3:00 PM

Email: registrar@tkh.edu.eg

4. Essential Information

4.1 Extenuating Circumstances and Requests for Extension/Deferral

It's important to plan your time and meet your assessment deadlines, but sometimes there will be events – or extenuating circumstances - that are beyond your control. We understand that there are times when such unexpected or disruptive events will mean that you may require additional time or support to complete your assessed work.

If you consider yourself unable to attempt an assessment or to meet an assessment deadline due to extenuating personal circumstances, you can request:

- An extension to an assessment deadline of up to ten working days for relatively short-term circumstances (within 10 working days).
- A deferred attempt at the assessment for long-term circumstances (more than 10 working days), which means that you would submit your work at the next suitable assessment deadline.

To do so, you will need to fill in a form, which can be found [here](#).

Each request must also be accompanied by documentary evidence which is:

- Directly relevant to the request
- Relates to the relevant period of the assignment, or assignments, that you need
- From an official, third-party source
- Either written in English or accompanied by a certified translation.

Decisions on whether to grant an extension or a deferral are made only by Registry so if you have any questions about the process, please email Registry at registrar@tkh.edu.eg.

4.2 Enrolment / Registration / Withdrawals

Registry can help you with enrollment, registration and withdrawals. Please contact Registry if you are experiencing problems with your enrolment or if you are enrolling late. We can also advise you if you wish to leave or suspend your studies. Further details and forms can be found [here](#).

4.3 Change of School or Program “Course”

The student is permitted to request to change his/her school of study within two weeks from start of their first registration.

A foundation student is permitted to request to change his/her Program “course” of study that has the same common modules within the same school up to week 9 of semester two. This allows Registry to arrange for you to enroll straight onto your new Program “course” once the new academic year starts.

Changes to the school or Program “course” require the permission of the Head of School and the Academic Registrar.

Students must meet the admissions requirements of the new school or Program “course”. Further details can be found [here](#).

4.4 General Program “Course” Related Queries

Registry can advise you on all aspects of the University Regulations and the academic processes and procedures that impact on your academic journey. A list of all academic policies and regulations can be found [here](#).

4.5 Academic Calendar and Important Semester Dates

Typically, the academic year starts in September of a calendar year, and the start date will be stipulated in your Final acceptance letter. Further information about the [academic calendar](#) and important semester dates can be found [here](#).

4.6 Important Finance Information and Fee Implications

TKH will charge the tuition fees that are stated in your offer letter or referred to through the payment link in your final acceptance and on the webpage. TKH will review tuition fees each year, and any given discounts or facilities are not to be carried forward to next year. They are just limited to the year that they are applied in and shall not represent future agreement on tuition fees discounts or facilities fee discounts. It is your responsibility to pay any deposit and your fees on time in the amount stipulated in both your conditional and/or final offer letter. TKH has the right to withdraw the offer of a place to

study if you fail to pay any deposit owed before you commence your studies. [\[Refer to TKH's Tuition Fees Policy\]](#)

International students should also note that TKH reserves the right to keep any deposits paid in the instance where a study visa is refused due to an application being rejected due to fraud or as a result of incomplete information being given to authorities. [\[Refer to TKH's Refund Policy\]](#)

TKH further reserves the right to take action, which may include stopping your progression to the next academic year or withdrawing you from your studies (check Consequences of late tuition payments in the TKH [Tuition Policy](#)).

Additionally, TKH will withhold your award certificate until all outstanding tuition fees are fully paid. Any provided privileges, facilities, or discounts may also be revoked. TKH also reserves the right to take legal action against you. If you fail to pay any other (non-tuition fee) amounts owed to TKH, the institution may take action to recover those sums. This may include, in certain circumstances, restricting access to services such as library or sports facilities, as well as pursuing legal action to recover outstanding debts. [\[See TKH General Regulations\]](#).

Your non-tuition fees include access to the required key materials (such as core textbooks, software and technical equipment), other services, and student services. The details of what you will receive depend on which Program “course” you are studying, and this is outlined on individual Program “course” pages. Program “course” fees do not include charges for accommodation, some examination re-sits, extensions to the designated period of study, optional field trips, materials for some art and design Program “course” and any other miscellaneous expenses that may be incurred during your period of study.

For further details please read carefully, [Refunds](#) and [Tuition](#) Fees Terms and Conditions document.

5. Essential Information: Undergraduate Degree Students

5.1 Programs “Courses”

School of Computing

- BSc (Hons) Software Engineering
- BSc (Hons) Computer Science
- BSc (Hons) Ethical Hacking & Cyber Security

School of Business

- BBA Business Administration
- BA Business & Marketing
- BSc Accounting & Finance
- BA Advertising & Digital Marketing
- BSc Finance & Investment

School of Engineering

- BEng Civil Engineering
- BEng Mechanical Engineering
- BEng Electrical and Electronic Engineering

School of Design and Media

- BA Digital Media
- BA Film Production
- BA Interior Architecture & Design
- BA Product Design
- BA International Fashion Business

Department of Psychology

- BSc Psychology

Department of Physiotherapy

- BSc Physiotherapy

5.2 CUB-at-TKH's Academic and General Regulations

Reference to [TKH's General Regulations](#) and [CUB-at-TKH's Academic Regulations](#) (the "Regulations") in this Contract are those that are in force at the time of drafting. 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, discipline, health and safety. A copy of the Regulations is available on our website under Policies by clicking [here](#).

As the Regulations are updated from time to time, the references to the relevant paragraphs of the Regulations within this Contract may differ, however, if the substantive terms of the Regulations change, we shall seek to inform you of those changes as soon as possible.

5.3 The Modular Framework

Your Program “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 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 Program “course”. Optional – You may choose a module to study from a pre-defined selection for your Program “course”.

5.4 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/ deferral policy can be found in this [link](#). 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.

5.5 Attendance Policy (Schools)

Students are required to attend a minimum 75% of all lectures, seminars, tutorials, labs, and other required academic activities.

Stated differently, students may be absent from class a total of 25% of all lectures, seminars, tutorials, labs, and other required academic activities. For more information Check the Attendance Policy on TKH website available [here](#).

In case you are facing attendance issues there is a 3-stage process during which we will try to reengage you.

Low attendance warning emails are sent to the students in Week 3, 6 and 9. If there is no engagement on the student's part by week 11 – as indicated by zero or very low attendance, non-attendance at the meeting with the Course Director or Head of School, and/or no submission of any academic work – the Head of School will submit a request to the Registrar's Office for the student to be withdrawn.

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 Program "course".

5.6 Examinations

The policy that covers the examinations and what you are expected to do is found [here](#). 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 Program "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 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.
- 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. Please refer to the Academic Misconduct Policy [here](#).
- 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 will not 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 below.

5.7 Illness or Other Circumstances that Affect your Studies/Exams

You must inform CUB-at-TKH as soon as possible - according to the policies - of any extenuating circumstances, such as a family emergency, that prevent you from submitting an assessment or attending an examination. CUB-at-TKH reserves the right not to take into consideration any extenuating circumstances you inform us about after the event that prevented you from sitting an examination/submitting coursework [Refer to [Assessments Extensions and Deferrals Policies](#) and the [General Medical Department/Clinic Policy](#)].

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.

5.8 Academic Dishonesty

The work you submit must be your own, or in the case of group work, that of your group. All sources of information need to be acknowledged, attributed and fully described (and, in the case of visual materials, approved by your instructor); therefore, you must provide references for all sources of

information and acknowledge any tools used in the production of your work, including Artificial Intelligence (AI). We use detection software and make routine checks for evidence of academic misconduct.

You may read our policy [here](#).

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:

- **The unapproved and undocumented use of AI-generated content**
- **Using tools such as Grammarly or Quillbot for anything beyond fixing typos (expanding on text, rephrasing, restructuring, etc.) is likely to result in text that qualifies as AI-generated.**
- 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 penalized. 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 3rd 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.pdf](#)
Students also have the right to appeal. More details with regards to the appeal process can be found at tkh.edu.eg/policies under the topic Appeals Policy.

6. Exam Misconduct

Any attempt to gain an unfair advantage in an assessment (including exams) or assisting another student to do so. This includes taking unauthorized materials into exams, copying from other candidates, collusion, impersonation, plagiarism, and unauthorised access to unseen exam papers. Please take note that you are not allowed to take any electronic equipment into an examination (including phones, smart watches and glasses) that could be used to inappropriately communicate with others or to access information during the exam.

It is the role of the university to ensure students have ample opportunities to learn and develop in their academic practice. Instruction and advice will be provided to enable students to comply with current academic conventions. It is only by following the academic process as defined in the training and advice, that students will develop understanding of their particular academic field, they will be able to produce good quality work of their own in a more coherent and consistent way, thereby demonstrating that the required learning has taken place.

Your co-operation is expected in actively protecting the integrity of the assessment process. It is your duty to observe high personal standards of academic honesty and integrity in your studies.

Allegations that arise will be investigated under the University's Academic Conduct procedures. The maximum penalty for a proven case of academic dishonesty is expulsion from the University. If you are found to have committed academic dishonesty, details of your actions will remain permanently on your student record and beyond your period of enrolment. This may have implications for you when applying to the University for a character reference or when registering for professional qualifications. If academic dishonesty is proven against a student after graduation they may have their academic award(s) withdrawn.

7. 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 Module (MAP) 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 Program "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 Program "course". Progression requirements are included in the regulations and course specifications.

If you have one or more resits at the May/June Assessment Board, you will not be permitted to attend the summer Graduation Ceremony.

8. Awards and Classifications

The classification boundaries for Honors Degrees are:

70 %	First Class
60 %	Upper Second Class
50 %	Lower Second Class
40 %	Third Class

8.1 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, this is available [here](#). 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](#). 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.

8.2 Graduation

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

As an alumnus, 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 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](#). In case you need a replacement of your certificate, diploma supplement, transcript or diploma letter please use the following [link](#). In case you would like to attend the graduation ceremony in Coventry (UK) please read the relevant information [here](#). For the graduation ceremony at TKH you will be notified at regular periods by email.

9. Complaints

CUB-at-TKH has a comprehensive complaints procedure which includes both informal and formal options which students can use to resolve complaints. Full details of the complaints policy can be found in [CUB-at-TKH Students Complaints Procedure](#) and [Complaint Form](#).

9.1 Disciplinary Procedure

CUB-at-TKH's disciplinary procedure is detailed at [TKH Student Code of Conduct](#). A decision by CUB-at-TKH to withdraw you from study will be taken in accordance with these [General Regulations](#) and subject to any right of appeal or review. If CUB-at-TKH has good reason to expel you and does so in accordance with the relevant procedures, CUB-at-TKH will not be liable to compensate you for any loss or damage you may suffer as a result.

9.2 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:

- Smoking and vaping inside buildings
- 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 behavior
- Conduct that causes or could cause physical or mental damage, harm, alarm or distress to others
- Inappropriate behavior via social media
- Failure to follow all university rules and regulations, codes of conduct or codes of practice, behavior on or off campus that damages or could damage the reputation of the university
- Public Display of Affection (PDA)

10. Student Support and Guidance within the University

10.1 Academic Advisor Support

The academic staff aim to give you the maximum opportunity to benefit from your studies. Each Program "course" is managed by a Course Director. Details of the Course Director for your course can be found on Moodle. If you have specific concerns about your course, 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) available at moodle.tkh.edu.eg. You will automatically be registered for each module you are studying and the Program “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 Program “course” and modules. If you have difficulty accessing Moodle, you can seek help by contacting moodle.support@tkh.edu.eg.

10.2 Student Representation

Student representation is a key element of academic life. Your views contribute to the design, running, quality and future shape of your Program “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. The Student Union organizes 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 or you can visit SU’s website at su.tkh.edu.eg and also follow the Instagram account: @tkh.su

10.3 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.

10.4 Medical Services

The Medical Services Department at The Knowledge Hub Universities is dedicated to providing high-quality healthcare services to promote the well-being and safety of students, faculty, staff, and visitors.

Contact Information

- Medical Services Office

Location: Building 2C2D, Ground Floor, Room G14

- Office Hours: Sunday to Thursday from 10:00 AM to 3:00 PM

o Phone: +201211179193

Email: medical.services@tkh.edu.eg

10.5 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. 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. This academic accommodation 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. For more information on policy and procedures, check [student counseling](#) and academic accommodation policy on TKH website.

Contact Information

TKH Office of Student Wellbeing

Office Hours: Sunday to Thursday from 10:00 AM to 3:00 PM

Location: Building 2C2D, room 120

Email: counselor@tkh.edu.eg

10.6 Wellbeing and Student Counseling Department

At the Knowledge Hub Universities, student wellbeing is one of our top priority issues. Universities that show dedication to student wellbeing can help increase academic performance, retention and graduation rates. University students who have a greater sense of wellbeing and belonging tend to have higher motivation, increased self-confidence, higher levels of engagement and achievement. You can access support from the TKH Office of Student Wellbeing, Sunday to Wednesday: 8.30am – 4pm.

For more information on policy and procedures or to know more about services provided by TKH Office of student Wellbeing, please check the [student counseling](#) policy and the [academic accommodation policy](#) on TKH website.

Contact Information

TKH Office of Student Wellbeing

Location: Building 2C2D, room 120

Office Hours: Sunday to Thursday from 10:00 AM to 3:00 PM

Email: counselor@tkh.edu.eg

10.7 Work Study Program

The Work Study (WS) Program aims to provide CUB at TKH students the opportunity to be hired by TKH Academic and administrative departments/offices on a temporary basis. The program provides students with the opportunity to work on campus, gain hands-on working experience, as well as develop their technical and soft skills.

The WS positions that are offered differ from one department to another depending on the nature of the work in each department and the level of skills required to complete the assigned tasks. WS program is available during the two study semesters starting from Year 1.

WS program includes 2 categories of WS positions:

1. Non-Academic Work-Study Assistant

Responsibilities may include:

- Answer phone inquiries, direct calls, and provide basic information.
- Perform clerical duties.
- Take memos and notes during meetings.
- Maintain files.
- Organize documents; photocopy, as needed.
- Update databases and input information, data, and records etc.

2. Academic Work Study Assistant

Responsibilities may include but not limited to:

- Attend and observe classes of the course(s) he/she is assigned.
- Attend group discussions.
- Offer support in labs.
- Assist faculty members in audio-visuals of the classroom such as lecture recording and digitalization.

For more information, please check the Policy and Procedures available on the TKH Website.

Contact information:

Career services Office

Office Location: Building 2C2D Room: 218

Office Hours: Sunday to Thursday from 10:00 AM to 3:00 PM

Email: CareerServices@tkh.edu.eg

10.8 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

Contact information:

Career services Office

Office Location: Building 2C2D, Room 218

Office Hours: Sunday to Thursday from 10:00 AM to 3:00 PM

Email: CareerServices@tkh.edu.eg

11. Student Life

Student Life offers a vibrant and dynamic environment where students can engage in a wide range of activities, clubs, and leadership opportunities. Through student-led clubs, students can explore their interests, develop new skills, and build lasting friendships in areas such as arts, technology, entrepreneurship, and sports. The Student Union serves as the voice of the student body, advocating for their needs, organizing events and fostering a strong sense of community on campus. Additionally, Student Life hosts various events, workshops and initiatives that promote personal growth, teamwork and creativity, ensuring that every student has the opportunity to participate, lead and make the most of their university experience. For more information, please check the TKH Website [here](#).

Contact Information:

Office Location: Building 2C2D, Room 219

Office Hours: Sunday to Thursday from 10:00 AM to 3:00 PM

Email: Studentlife@tkh.edu.eg

11.1 Library

The library provides physical and electronic copies of reading materials to your studies. It contains copies of set texts for your modules. You may search online the books available using the following link: [TKH catalog](#) . As a Coventry University branch student, you have access to a selection of online library resources available [here](#).

Contact Information

Location: building 1A, room 101

Working hours: Sunday to Thursday: 9am – 4pm.

Email: Library@tkh.edu.eg

11.2 IT Support

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

Contact information:

- IT Office

Office Location: Building 2C2D, 3rd Floor, Room 301,

Working Hours: Sunday to Wednesday from 10:00-16:00.

- IT Support Counter

Office Location: Building 1C, Ground Floor, Room G08
Working Hours: Sunday to Wednesday from 10:00-16:00.

- E-mail: 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

11.3 Food & Beverage

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

11.4 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 of student responsibilities related to Health and Safety, available [here](#). If you see anything that is faulty, please report it. All accidents or potential incidents should be reported to 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.

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.

The contact details for the Security department are as follows:

Contact information SECURITY DEPARTMENT

- Name: Colonel / Ayman Wahid Title: Security Manager

Tel: 01211179192

Email: ayman.wahid@tkh.edu.eg

Office Location: Building 1(A) G09

Working Hours: **24 hours/7 days a week.**

- Name: Mohamed Ashraf Title: Security Supervisor Tel: 01127182594
- Lost and Found Name: Heba Karam Tel: 01154321672

Location: Building 1(A) – Ground Floor - Security office Counter

11.5 FabLab

FabLab is a creative digital fabrication space dedicated to supporting students in bringing their project ideas to life through hands-on prototyping and innovation. We provide access to a wide range of machines, including 3D Printers (FDM and Resin), Laser Cutters, CNC Routers, and Hot Wire Cutters. Our services include machine access, technical support, fabrication assistance, and guidance on design and file preparation. Students must submit a reservation form before using any machine, and each request will be processed within our Service Level Agreement (SLA) of up to 2 working days. Please note that it is the student's responsibility to bring their own materials for each service provided. Safety is a top priority—students must follow all safety guidelines, including wearing appropriate personal protective equipment (PPE) according to machine SOPs when necessary, and attending machine-specific inductions before use. Unattended operation of machines is strictly prohibited.

Lab Contact

Location: 1C Ground Floor

Email: fablab@tkh.edu.eg

Operating time: Sunday to Thursday, from 09:30 AM to 4:00 PM

11.6 Prayer Rooms

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

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

12. Data Protection and Consent to Process

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 endeavor 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](#).

*Please note, Degree Courses at Coventry University are also referred as Programmes.

