



AL QASIMIA UNIVERSITY

Administrative Staff Handbook

2022



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Chapter I: About the University



1. About the University

1.1. Overview

Al Qasimia University was established as a non-profit institution for higher education in October 2013 by His Highness Sheikh Dr. Sultan Bin Mohammed Al Qassimi, Member of the Supreme Council, Ruler of Sharjah and Supreme President of the University.

Al Qasimia University aims at becoming an institution of higher education utilizing the most modern educational means and curriculum. The student is the University's number one priority. The University is conscious of its leading role in the society-at-large. Hence, it seeks to create an atmosphere conducive to developing its students' intellectual capabilities driven by scientific and logical reasoning.

The University is comprised of 5 colleges, which offer academic programs of study at the bachelor's level. The student population at the University has currently 900 students with a faculty of 40.

The University's architecture is of an Islamic design and houses study halls, laboratories, libraries, computer labs, theatres, and other administrative facilities. There are also separate residential areas for male and female students and the faculty.

1.2. Vision

Al Qasimia University pursues to be a distinct, multicultural, academic beacon that elevates science, literature and the values of dialogue. It is guided in everything it does by the foundations of tolerant Islam and its teachings that are open to the whole world.

1.3. Mission

Al Qasimia University is seeking to form a distinguished academic community in higher education, scientific research and community service that attracts students and researchers from all parts of the world, and provides them with a competitive educational level that highlights Islamic and human values. It also prepares them for an effective contribution to the development of their societies and the global community in order to achieve the greatest degree of compatibility among all people of the world.

1.4. Goals

Al Qasimia University aims to:

1. Raise the true profile of Islam as a way of life.
2. Prepare students in sciences of religion and traditional sciences, in a balanced manner, and train them to take advantage of Islamic sources of knowledge and scientific methodology.
3. Promote Arabic Language and strength its belonging, as it is the language of the Holy Quran.
4. Promote scientific methodology, graduate studies and specialized research in Islamic world affairs.
5. Prepare specialists and experts, promote the development of literature and the progress of sciences and art, and contribute to the development of the community, while preserving pure Arabic traditions and the rich Islamic cultural heritage.



6. Strengthen cultural and scientific ties with other universities and Arab, foreign and international authorities.
7. Provide a scientific framework for the development of understanding between adherents of various Islamic schools of thought and promote the values of dialogue between religions and cultures.
8. Develop a sense of belonging to the Islamic culture, an appreciation for its values, and an interest in learning about its heritage and achievements.
9. Promote literature, the arts and the advancement of science among Muslims and link these to Islamic foundations.
10. Build specialized capabilities and develop these in serving the community-at-large, in general, and the Islamic world, in particular.

1.5. Core Values

Al Qasimia University seeks to realize its mission through a set of core values that define its character and distinguish its strategic course:

- **Global Vision**
While Al Qasimia University is rooted in its Arab/Islamic traditions, at the same time, it considers the global dimension of its mission made manifest in its respect for others and various cultures and in serving all countries of the world.
- **Social and Moral Obligation**
The AQU community is committed to the social and moral scope of its activities and that which conforms to the teachings of Islam and high humanistic ideals.
- **Continuous Learning Environment**
The university views students as central to the educational process and therefore provides a continuous learning environment with the latest equipment in order to encourage independent critical thinking and positive interaction with the rapidly changing technology.
- **Quality**
The university is committed to applying the highest standards of quality and continuously seeks to develop the educational process, research and community service.
- **Innovation**
The university promotes innovation in its course towards scientific excellence.
- **Academic Freedom**
Al Qasimia University promotes openness, diversity, justice, fairness and academic freedom



Chapter II: University Administration and Organizational Chart



2. University Administration and Organizational Chart

The organization of Al Qasimia University is composed of the President, Board of Trustees, Chancellor, Vice Chancellors, Associate Vice Chancellors, Deans of Academic Units and Directors of Administrative Units. The President of the University is the highest authority in the institution and acts as the chair of the Board of Trustees.

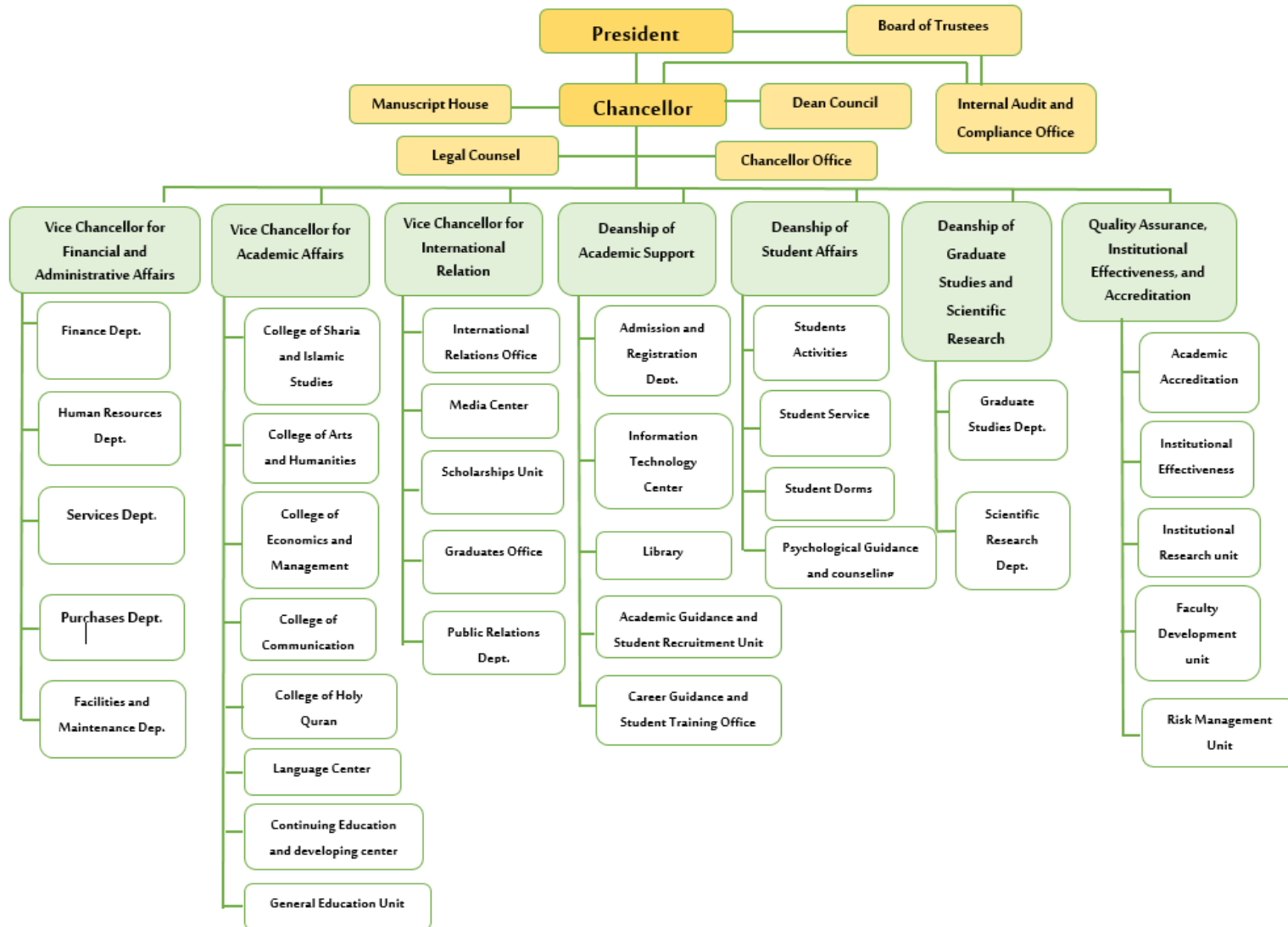
The Chancellor is the chief executive officer of the University. The Chancellor is empowered to head all academic and administrative staff, implement policies and represent the University in national and international settings.

The Deans' Council which is chaired by the Chancellor and includes the Vice Chancellors and College Deans. The Council is responsible for approving study curricula, study plans, academic calendar, faculty appointments, promotions, extra curricula activities, research and scholarship activities.

Academically, the University is composed of five colleges. The University organization also includes two Deanships and an Executive Directorate. The Deanship of Academic Support Services supervises the Admission, Registration, IT, Libraries and House of Manuscripts. The Deanship of Student Affairs supervises students' activities in the male and female campuses and administers issues related to Career Advising, Sports Complex, Student Counseling and Student Dorms. The Executive Directorate for Quality Assurance, Institutional Effectiveness and Accreditation supervises activities related to institutional research, institutional effectiveness, faculty development and academic accreditation.



University Organizational Chart





Chapter III: Employment

3. Employment

3.1. Institutional Diversity and Equal Employment Opportunity

As an institution dedicated to teaching, research, and community service, Al Qasimia University strives to provide its faculty and staff members with the most rewarding and fulfilling employment experience possible in order to allow all employees to work and achieve to the full extent of their capabilities. Equal employment opportunities and fair treatment are principles embodied in the UAE's national laws and set out in the heart of the University's policies and regulations. The University will recruit, hire, train, promote, and compensate employees in all job classifications solely on the basis of qualifications and productivity. No employee or prospective employee will be discriminated against because of race, color, religion, national origin, gender, age, or disability.

The Human Resources Department applies up-to-date recruitment methods, applying both technical and scientific analysis in reviewing and evaluating applicants. This comprehensive and dynamic recruitment system ensures hiring the most qualified and skilled employees possible to help fulfill the University's mission of providing academic services of the highest quality.

3.2. Employee Grades at the University

The University has two pay scales for administrative staff members, one for UAE nationals and the other for non-national UAE employees, while grade categories are the same for both:

Grade	Category
From grades 1 to 3	Leadership Positions
From grades 4 to 7	Intermediate Positions
From grades 8 to 14 (for nationals) and From grades 8 to 12 (for non-nationals)	Support Positions

3.3. Employment System

Through the Department for Human Resources (HR), the University recruits and appoints various administratively qualified personnel both from inside and outside the country. Priority is given first to UAE nationals, followed by nationals from GCC countries, Arab nationals, and other nationalities, respectively. The University adheres to the most up-to-date methods, applying both technical and scientific analysis in reviewing and evaluating applicants, to ensure hiring the most qualified and skilled administrative personnel possible to help fulfill the University's mission.

Positions are announced once approved in the University's annual budget according to the following:

- A. Announcements are made on the University's website and in local and foreign newspapers (if required).
- B. All announcements must be made locally (if not filled by someone in the University). If a suitable

individual is not found locally, the vacancy must be announced outside the country.

- C. An employee within the University may apply for a position which is announced by the University if he/she meets the qualifications in accordance with the University By-Laws for reappointment.

3.4. Applying for Employment

Anyone interested in joining the University may visit the University's website through the following link: <http://hr.alqasimia.ac.ae/Arabic/Pages/default.aspx> or enter the Job Opportunities page. Here one may fill out an application on the website, which will allow the University to contact the applicant for any additional information. Likewise, anyone interested in employment at the University may visit HR at the University to complete an application form by hand and submit the necessary documents.

3.5. Staff Development

Al Qasimia University recognizes the value of its staff as an important asset in the community, and it encourages them to develop and consider University job opportunities as part of their personal and career advancement. The University offers a wide range of services to help administrative staff and management staff develop managerial and professional skills to enhance individual and organizational success. These opportunities range from professional development to supervisory training, software and computer systems courses and leadership development that can help University staff reach their potential and goals.

3.6. Probationary Period

Employees at the University in all grades are subject to a compulsory probationary period for six (6) months from the date of commencing work. If an employee does not demonstrate full competence in his/her position, the University reserves the right to end his/her services during the probationary period. Otherwise, the employee will be considered instated in his/her position and the probationary period will be included as a part of his/her period of service, provided that the employee passes his/her evaluation by the concerned college dean, department director, or immediate supervisor and is recommended to the HR Department.

3.7. Transfers and Promotions

An employee may apply for a transfer to another department in the University upon approval from both the departments from/to which he/she would like to transfer, provided that he/she has completed three (3) years in his/her current position. Further, the University may transfer an employee from one department to another, provided that the transfer is viewed as being in the best interest of the University.

In all cases, the transfer of an employee shall not affect or cause a setback in his/her seniority required for promotion.

Concerning promotion, an employee may be promoted after he/she has served at least four (4) years in a particular grade. Exceptions to this provision may only be made upon a decision from the Chancellor and recommendation by the Employee Affairs Committee, provided that seniority for promotion purposes is taken into consideration. Promotion shall be to a vacancy of the same nature to and the next grade above the position in which an employee is currently working in accordance with the By-Laws for Non-Faculty Members.

3.8. Guidelines for New Employees at the University

The HR Department will familiarize new employees with all of the information that they will need during the hiring process and any required documents, summarized as follows:

Stage One: Before Commencing Work at the University:

After a candidate has been nominated for a position and the Chancellor has approved the appointment, an official decision will be issued by the Employee Affairs Committee upon which the candidate will receive both the decision and offer of employment.

1. Calculating Salaries:

The salary of a candidate is determined according to an approved table of salaries based upon provisions issued by the Employee Affairs Committee with regard to appointing employees and grade availability in the department of hire.

2. Obtaining National Security Approval

3. Preparing the Offer of Employment:

HR undertakes preparation of the offer of employment to the candidate, which clearly states the position title, department/unit to which he/she has been appointed, position grade, salary and other benefits, and entitlements to regular vacation. The candidate is given approximately one week to respond to the offer after which the offer will be considered void.

4. Submitting Required Documents for Employment

HR will request some supporting documents from the candidate through the offer of employment with which a new file for the candidate will be opened.

5. Completing Required Forms

HR will require the candidate to fill out certain forms before he/she commences work.

6. Opening a Bank Account

1. All newly appointed employees joining the University are required to open a bank account and to provide the account information to the Salaries Section in HR no later than the 15th of each month.
2. If an employee wishes to change his/her account number or change his/her bank account from one bank to another, he/she must visit the HR Department to finalize arrangements upon which he/she will be asked to provide a bank release statement from his/her previous bank and an official letter from the new bank authorized for the direct deposit of his/her monthly salary.

Stage Two: Commencing Work at the University

After the employee has completed the first stage, and has submitted all documents to the HR Department, he/she may commence work in his/her department or unit, which will undertake the following:

1. Informing the HR Department of the employee's commencement date.



2. Arranging for an office space for the employee and providing him/her with office keys.
3. Introducing the employee to his/her colleagues.
4. Specifying the employee's computer needs and office furniture requirements through the concerned departments.
5. Arranging for a meeting between the employee and his/her direct supervisor so that he/she may obtain all pertinent information regarding the position.
6. Giving the employee an idea about the services available at the University such as transportation, mail services, health insurance, the Traffic Department, and University Security. Information on these matters may be found in this handbook.

Stage Three: After Commencing Work at the University

1. Making Arrangements to join the General Pension and Social Security Authority (for UAE nationals only).

- a. University By-Laws require all UAE nationals working at the University to join the General Pension and Social Security Authority. All new national employees must go to the concerned staff member in HR to sign a form (Commencing Service for the Insured employee Form).
- b. If any new employee wishes to include years from his/her previous employment, he/she must go to the concerned staff member in HR to make the necessary arrangements for this.
- c. Upon ending service at the University for any reason, and once his/her work release has been completely authorized, a UAE national employee must go to HR to sign the (End of Services for the Insured employee Form).

2. Electronic Fingerprinting System

All administrative staff employees at the University from grades two and lower are required to use the electronic finger authorization system to sign in and out and should have their fingerprint documented in the system through the authorized staff member. Any delay in documenting one's fingerprint is considered the employee's sole responsibility.

3. Submitting Vacation/Leave Requests and Return Notices

All employees are required to submit vacation requests and return notices before the 15th of each month to prevent their salaries from being withheld by doing the following:

- a. Regular Vacations: An employee should submit his/her vacation request before vacation and present his/her return notice as soon as he/she returns from vacation.
- b. Emergency Vacation or Sick Leave: An employee should submit his/her leave request as soon as he/she returns to work.
- c. Parturition Vacation (Maternity Leave): An employee must submit his/her vacation request, along with required documentation, no later than a week following the date of the delivery.

In all of the above cases, it is incumbent that the concerned department be informed of an employee's absence.



4. Contacting the Department for Human Resources (HR)

The HR Department is prepared to answer any questions that an employee might have at any time at extension: (1142).



Chapter IV: Staff Duties and Responsibilities



4. Staff Duties and Responsibilities

4.1. Staff Duties

Whenever an employee joins any administrative department at the University, the concerned department provides the employee with a job description, whereupon his/her immediate supervisor will review it with him/her. The responsibilities of an administrative employee at the University include:

1. Performing all duties and responsibilities as assigned by his/her immediate supervisor.
2. Adhering to the by-laws and regulations in effect at the University.
3. Adhering to the official work hours of the University and not leaving work early without first obtaining permission.
4. Exercising confidentiality and not disclosing information or data he/she is made privy to as a part of the job.
5. Not accepting paid or unpaid work during official work hours or outside work hours without taking permission beforehand from the concerned department at the University.
6. Respecting the laws of the University as an educational academic institution and therefore not committing dishonorable acts and respecting the duties of his/her job.
7. Not asking for or accepting for him/herself or others any gift, advantage or promise in exchange for performing his/her duties.
8. Not keeping for him/herself any official work document or papers even if such are a part of his/her assigned duties.

4.2. Staff Responsibilities

4.2.1. Attendance and Work Hours

1. Official work hours at the University are from 8:00 a.m. until 4:30 p.m. from Sunday through Thursday, with weekends falling on Fridays and Saturdays. Actual hours of work per day are eight (8) hours (40 hours weekly). The HR Department may determine other work hours for employees whose nature of work so does require.
2. An employee joining the University must adhere to the attendance system, approved and in place, for arrival to and departure from work.
3. If an employee is late for work daily, more than three days out of a month, he/she will be notified as a warning. If he/she continues to be late, this time will be deducted from his/her monthly salary.
4. If an employee stops coming to work for a period exceeding 20 days consecutively or 30 days separately, he/she will be considered as having resigned from work. HR will be responsible for taking the necessary measures to end his/her services.

4.2.2. Code of Conduct

All of Al Qasimia University employees are required to conform to professional standards of conduct. Professional standards of conduct presume that employees will not engage in conduct contrary to the interests of the University or that interfere improperly with the rights of other persons, their property, or the property of the University. Failure to adhere to professional standards of conduct or engaging in unacceptable

behavior may be subject to disciplinary action, including discharge. Unacceptable employee conduct may include, but is not limited to:

- Unauthorized access, use, or release of confidential data.
- Any action that would place the interests of an employee in conflict with the interests of the University, including accepting or offering a gift to influence any matter in which the University has an interest.
- Illegal use, possession, or sale of controlled substances.
- Violent behavior in any form, including threats.
- Theft of University property, including data or intellectual property.
- Harassing behavior of any kind toward staff, faculty, students, applicants, visitors, or other persons having official business at the University.
- Misrepresentation or falsification of University documents or information provided to the University.
- Inappropriate or unauthorized use of the University's computing resources.

4.2.3. Conflict of Interest

The University expects its employees to adhere to the ethical standards toward the University's policy so that it might realize its mission. Employees are required to uphold the job values entrusted in him/her, which includes not disclosing confidential matters or documents he/she may be privy to due to the nature of his/her work and equally respecting superiors and colleagues at University.

Concerning conflict of interest, it is strictly forbidden for an employee at the University to accept work for his/her own benefit or to act as a go between for jobs or contracts at the University. To ensure that this does not occur, the University has the employee sign an agreement regarding conflict of interest when he/she is appointed to the University.

4.2.4. Use of University Systems, Resources and Information

University employees are provided with the necessary resources to efficiently and effectively perform their job duties. The University expects employees to utilize these resources, responsibly, for University-related purposes, and in direct support of the institution. Al Qasimia University IT Resources Policies Manual provides valuable guidelines associated with using a University computer, computer system, or other types of resources. Any use of University communication resources in conflict with the values of the University is unacceptable. It is the responsibility of all the University employees to respect the highest level of privacy for their colleagues and other members of the University community.

4.2.5. Copyright Policy

Al Qasimia University employees are required to comply with the general provisions of copyright laws, which prohibit any form of illegal reproduction of copyrighted material. Supervisory personnel must ensure that every employee under their supervision who has occasion to either reproduce copyrighted material or order its reproduction is familiar with and abides by the copyright guidelines set by the University.



Chapter V: Staff Evaluation



5. Staff Evaluation

5.1. Measures to Evaluate Employees

All administrators and support staff will receive a written performance evaluation from their immediate supervisors in coordination with the Human Resources Department at least once a year. A department may select to use the University's standardized performance evaluation system or utilize their own performance review process if the performance review form and procedures have been reviewed and approved by Human Resources. The supervisor evaluates performance in terms of achievement of standards and objectives related to job responsibilities. A written performance evaluation form will be completed for each employee and on file prior to the approval of the annual salary review recommendations and contract renewals. Written performance evaluation forms will be maintained in the employee's University personnel file.

5.2. Evaluation Scores and Distribution

Competence is scored according to the following scale:

Weak	Satisfactory	Good	Very Good	Excellent
1-50	51-70	71-80	81-90	91-100



Chapter VI: Benefits and Compensation

6. Benefits and Compensation

6.1. Salaries and Wages

Salaries are determined according to the Table for Salaries as approved by the Supreme President of the University, which includes all special allowances provided to employees at Al Qasimia University as per two variant salary tables, one for nationals and one for non-nationals:

The salary table for nationals includes the total salary, social allowance, and children's allowance, with no cap being placed on salaries according to position grade.

The salary table for non-nationals includes the basic salary and housing allowance (55% of the basic salary for a married employee, ranging from a minimum of AED800 to a maximum of AED3500, and 45% of the basic salary for those who are single, ranging from minimum of AED600 to a maximum of AED2750). An allowance for increased cost of living may be up to 10 % of the basic salary, a maximum AED1500.

6.2. Salaries and Wages Policy

Employees at the University are appointed on either unlimited or temporary contracts (fixed compensation or daily wages).

The benefits applying to employees on unlimited contracts differ from those of employees on temporary contracts. Employees on unlimited contracts receive all benefits provided by the University including education for children, air tickets and health insurance, while employees on temporary contracts receive benefits as agreed upon between the two parties (Al Qasimia University and the employee) and may not claim the benefits provided on an unlimited contract.

Please note that all allowances found in the Table of Salaries fall under the regulations of the University and are overseen by the Department for Human Resources in terms of entitlements. For questions or clarifications regarding the Table of Salaries, employees are encouraged to visit the HR Department.

6.3. Educational Fees for Children

School tuition for children includes tuition for elementary school through high school and university tuition at Al Qasimia University as follows:

First: Education for Children (for UAE nationals and non-nationals)

The University carries the educational fees for children of UAE national and non-national employees enrolled in school inside the UAE from primary grades one through secondary high school by paying a maximum sum of AED15000 per child and up to a maximum of AED15000 for two children in accordance with regulations in this regard as issued by competent UAE authorities.

Second: Education for Children at Al-Qasimia University

Al-Qasimia University carries the educational fees for up to two children for all national and non-national employees at the University according to the approved provisions in this regard.



6.4. Health Insurance

1. The University provides suitable medical care to its employees through contracts with insurance companies and provides health insurance for: All employees, wives of male employees, and up to three dependent children residing with them in the UAE; female employees who can prove their husband's inability to work; divorced females; and widows responsible for supporting their children.

6.5. Incentives/Bonuses

In order to motivate employees who are excelling in their performance, the University may grant an employee receiving 'excellent' in his/her performance reports for two consecutive years an incentive raise/bonus within the range of his/her regular allowance and the limits of his/her grade according to provisions in effect.

6.6. Salary Payment Policy

1. Employees' salaries are paid according to contract (unlimited or temporary), and the specifics of each employee as determined by HR, and approved by the Vice Chancellor for Financial and Administrative Affairs and the Director of HR, before being forwarded to the Finance Department for payment.
2. If an employee begins work after the beginning of the month, or if his/her services end before the end of the month, his/her salary will be calculated by the proportion of the number of days of work (including official holidays and weekends) to the total number of days in that particular month.
3. All employees' salaries will be transferred to their bank accounts through the bank affiliated with the University whenever possible.
4. The Salaries Section in HR will provide employees with a salary breakdown and notify them of any deductions (if applicable).

In applying the salaries payment policy, HR may enter and update the employees' personal data base as related to monthly salaries, allowances, and entitled benefits according to the HR Department system. Likewise, employees are asked to present an annual statement indicating any change in their social status. If this information proves incorrect, the employee may be suspended and subject to investigation.



Chapter VII: Vacation/Leaves

7. Vacation/Leaves

7.1. General Vacation Policy

Annual Vacation:

1. An employee may elect to take his/her vacation once accrued or may postpone his/her annual vacation in part or in whole (should his/her job necessitate remaining at work) to the following year provided that his/her accumulated vacation time does not exceed what he/she is entitled to over a two year period.
2. If an employee does not return to work immediately once his/her vacation has ended, his/her salary will be suspended beginning on the first day following the end of his/her vacation.

7.2. Types of Vacations

Employees at Al Qasimia University are entitled to various types of vacations, some paid and some unpaid according to the table below:

Type of Vacation	Paid/Unpaid
Annual Vacation	Paid
Sick Leave	Paid
Parturition Vacation (Maternity Leave)	Paid
Emergency Leave (up to seven days maximum together or separate)	Paid
Demise Leave for first degree relatives (up to seven days maximum)	Paid
Hajj Vacation	Paid
Special Vacation (Escorting/accompanying someone – special circumstances or sick)	Unpaid
Unpaid Vacation	Unpaid

7.3. Arranging Vacation and Return Notices

1. As for sick leave and other types of leaves, an employee is required to submit his/her leave request and return notice immediately upon return from his/her sick/emergency leave or within a period of one week maximum. Otherwise, the leave will be considered as part of the annual vacation period.
2. The Department for Human Resources provides all such documents which may be filled out by hand and sent to the HR Department.



Chapter VIII: Safety



8. Safety

8.1. Employee Health and Safety

Just as the University provides health insurance for an employee and his wife and up to three dependent children residing with him in the UAE, in addition the University provides a healthy environment including a spacious atmosphere, excellent ventilation, pest control and special facilities for those with special needs.

8.2. Fire Protection

The University utilizes sensor equipment as a safety means to protect against fire throughout the University. This equipment is inspected and updated regularly. Likewise, practice drills and training sessions are performed regularly to test the equipment's efficiency against fires.

8.3. Employee Respect

The University fosters an environment of cooperation between all employees, both academic and administrative. Violation of the University By-Laws is unacceptable and those who do so may be made subject to investigation and/or any other appropriate measures.



Chapter IX: Staff Communication



9. Staff Communication

9.1. Communication by E-mail

1. The University provides e-mail services to all employees as soon as they are appointed to the University in order to facilitate communication and the transfer of documents by internet.
2. Intranet is also provided to all employees to facilitate accessing the latest news, issues and discussions on the intranet.

9.2. Suggestions and Recommendations

The University conducts regular job surveys and questionnaires in order to solicit employee suggestions and recommendations.

9.3. Collegiality

1. Collegiality between colleagues is viewed as one of the University's top priorities and is encouraged through teamwork and joint committees so that colleagues may communicate with one another in a way that encourages the employee to help himself and gives him/her the sense of fully participating at the University.
2. All colleges and departments at the University hold end-of-the-year celebrations through small parties at the departmental level to honor employees whose services are ending at the University.
3. The Chancellor meets with administrative employees on an annual basis and views these meetings as a chance to exchange constructive ideas.



Chapter X: Staff Services and Facilities



10. Staff Services and Facilities

10.1. Human Resources Department

The Department of Human Resources (HR) at Al Qasimia University deals with faculty and administrative staff affairs. This is achieved through the application of procedures which contribute to the attainment of the University's objectives and the implementation of University policies.

HR provides the University's various units and departments with qualified faculty and staff and works to create a positive work environment through facilitating all procedures associated with services provided by the University to its employees.

10.2. Financial Department

Finance Department is aimed to implement all tasks related to the University and in accordance with the rules, regulations and financial policies in this regard.

The Finance Department consists of the following sections:

1. General Accounts Section

All work related to accounting is completed through this section, including general accounts, distributors' accounts, and treasury and bank accounts and preparing the annual draft budget for the University and following up on its implementation after it has been approved by the Higher Administration. Implementation of the budget is followed at the various college and departmental levels to ensure optimal performance in carrying out the University's financial plan for its approved budget.

2. Revenues Accounts Section

All accounting work related to student accounts is performed by this section, including student scholarship accounts.

10.3. Information Technology Center

The mission of the Information Technology Center is to provide the latest technological infrastructure for University administration and academic activities. This includes the provision of networks, inter-university links, and appropriate hardware and software for both administrative and academic needs. The Information Technology Center also insures that the technological infrastructure is used effectively. For this purpose, among others, the Center assumes a significant role in user support and training.

10.4. Public Relations Department

The Department of Public Relations endeavors to initiate mutual understanding between all members of the University community and between Al Qasimia University and other external cultural, economic and social institutes in order to enhance the University's standing and its capabilities.



Chapter XI: Grievance



11. Grievance

11.1. Grievance Measures

Should an employee feel that he/she has been treated unfairly or that a decision taken against him/her is unfair, he/she may present a grievance to the Chancellor. According to the University By-Laws, the grievance will be considered in his/her favor if no decision is taken within 30 days from the date upon which the grievance was submitted.

11.2. Administrative Measures for Dealing with Grievances

If the decision on a grievance matter is issued from the Disciplinary Council or from a special committee formed for investigation, the decision will be referred to the Chancellor for review. The Chancellor has the right mitigate any decision issued against the employee. If the grievance presented from the employee is as a result of mistreatment or disrespect, the grievance will be referred to the Chancellor to form a committee to investigate the grievance in question, which will in turn forward its recommendation to the Chancellor. If the grievance is due to an employee's evaluation results, the grievance will be forwarded to the Faculty Affairs Committee (FAC) to take a decision in this regard.