



Student Rights, Duties and Grievance in the
English Language and Translation BA Program



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I. Introduction

University students are distinguished by their awareness, wisdom, and rationality, all of which make them qualified to take personal responsibility for their behavior and actions. Publishing a document on the rights and duties of the university student that incorporates the rules regulating the Student Rights Unit in the Department of English Language and Translation in the College of Arabic Language and Social Studies at Qassim University is an important building block to expanding and enhancing university education in the Kingdom of Saudi Arabia. Moreover, It is an effort the university takes pride in as it enables the organization to take its place among other important universities worldwide that have established such documents on the rights and duties of their students.

II. Objectives

The Department of English Language and Translation hopes that the document on the rights and duties of the university student will achieve the following goals:

1. Educating students about their academic and service rights as provided by the College according to its capabilities, as well as how to access these rights and the relevant university authorities who administer them. We also aim to educate the students regarding their obligations toward the department and the College, in order to ensure the quality of their academic work and to foster appropriate, transparent, and successful close relationships between the student and professors, the department as a whole, and on a larger-scale, the College.
2. Creating a homogeneous university community in which the spirit of cooperation and open exchange prevails among its members.
3. Adoption of the principle of justice as a basic pillar in building an ideal society within the Department, College, and University.
4. Developing a culture of justice, fairness, and human rights among students.
5. Taking care of student complaints and grievances through a transparent investigation and decision-making process that treats all parties with respect.
6. Supporting the rights of the student in compliance with the applicable general regulations of the University and the country.
7. Educating students about their university rights and how to obtain these through regular channels in the University within the framework of the applicable rules and regulations.



The Faculty of Arabic Language and Social Studies hopes that all of its members—including faculty, staff, and male and female students—will adhere to the spirit and text of the document in order to achieve a homogeneous and congenial university community environment in which the spirit of mutual cooperation prevails.

May Allah grant success.

General Rules

The components of this document outline a general framework for establishing the rights and obligations of both parties—specifically the student and the College—and confirm the mutual understanding between the College and its students with regard to the rights these students are guaranteed by university regulations and the obligations they must endeavor to fulfill. Our goal is to clearly represent to the student population that they are respected as adults who are not solely expected to meet a set of obligations and duties, but rather are also imbued with the rights required to achieve a stable and successful university life.

The College expects its students and all of its employees to respect the principles contained in this document and confirms that this document does not supersede the tenets of the University or the Province. If the texts contained herein conflict with any issued by the university or the State, the directives of the University and/or the State will take precedence.

– In defining and interpreting the concepts, terms, and expressions contained in this document, the provisions and texts of the rules governing the Student Rights Committee are considered.

Student rights and his university obligations include the following:

IV. University Student Rights

a. In the academic field

1. Receiving a student guide that provides information about the University, and its systems and facilities;
2. Orientation for newcomers;
3. The education received by students will be evaluated and their observations will be used to improve the quality of teaching at the University. Students will evaluate the courses that they have



studied and the faculty members who have taught them. Students must deal with this credibly with no external influence.

4. Informing the student of his denial of taking the exam before the exam in sufficient time, in accordance with the relevant regulations and instructions.
5. The student will be provided the key answer to the questions of the quarterly tests and the distribution of scores on the parts of the answer, which is based on the assessment of student performance before the final test of the course.
6. The student has the right to review his answer sheet in the tests according to the regulations and decisions issued by the university in regulating the mechanism of that review and its controls.
7. Obtaining all his rights within the university by the administrative or academic bodies in accordance with the regulations and rules of the university.
8. The student will be provided the results obtained in the monthly, quarterly and final tests performed after emptiness corrected and adopted.
9. The commitment of faculty members, staff and employees of the university employees to respect the student and give him all his academic and literary rights.
10. Adopting the electronic system in monitoring grades and limiting absence to be monitored regularly and not be delayed more than a week.
11. Notifying the student of the total grades of his work quarterly and practical before entering the final exam.

B. In the non-academic field

1. Enjoy the benefits and social welfare provided by the University and participate in the activities established there in accordance with the regulations and university rules governing it.
2. Access to adequate health care through treatment within hospitals and health centers affiliated to the university.
3. Utilize the services and facilities of the university (e-book libraries, gym hall, the cafeteria,....,etc.) according to the rules and regulations of the university.
4. Obtaining the financial incentives and rewards prescribed by law, especially for the superior student.
5. Nomination for training courses and programs and internal and external trips and increase his participation in cultural activities as well as participation in community service activities and volunteer work.



6. The complaint or grievance of any matter that affects the student in relation to faculty member, department, college or any of the University units, and the submission of the complaint or grievance in accordance with the rules governing the unit for the protection of Student Rights, and enable the student to know the status of his complaint.
7. Enable him to defend himself before any party in the university in any disciplinary case filed against him. The student will not be sentenced until after hearing his statements, unless it proves that his absence was an unacceptable excuse after being summoned for the second time.
8. Grievance against the disciplinary decision issued against him in accordance with the rules established in this regard under the provisions of disciplining students.
9. Maintain the contents of his file inside the university, dealing with it with care, not handing it over to anyone except to the student or his guardian or whoever delegates that file by the investigating authorities or the judiciary or another government agency. The contents of his file may not be disclosed or published unless such publication is the result of a disciplinary punishment against the student.
10. The right of the student with special needs to receive appropriate and appropriate service according to the rules and regulations in force.

V. University Student Obligations

A. In the academic field

1. The student's commitment to attend the study and fulfill all the study requirements.
2. The student's commitment to respect the faculty, staff and workers of the university employees.
3. The student's commitment to respect the rules and arrangements related to the conduct of lectures.
4. Commitment of the student in the preparation of research and other study requirements of the courses of scientific integrity and not cheating in any way.
5. The student should abide by the rules and arrangements related to the tests and the system therein and not cheating.
6. The student shall abide by the instructions and directions directed by the official in the test room.



B. In the non-academic field

1. The student's commitment to the University's regulations, rules, instructions and decisions.
2. The student's obligation to carry the university card while the student is at the university.
3. The student's obligation not to be exposed to the property of the university, or damage or tamper with or disrupt the universities work.
4. The student shall abide by the instructions concerning the arrangement, organization and use of the university facilities and equipment.
5. Commitment of the student to the appropriate uniforms, behavior of university and Islamic norms.
6. Student commitment to calm and tranquility within the facilities of the university and refrain from smoking in it.

VI. Violations of the Charter of Rights and Professional Ethics

A. In the academic field

1. Cheating:
 - Copying the answers of another student during the exam.
 - Copying answers that was written on some body parts, clothing, etc.
 - Obtaining in advance a copy of the exam or any information related to it.
 - The use of references or notes during an exam in which it is prohibited.
2. Literary / Intellectual Theft:
 - Using references (books, newspapers, encyclopedias, the Internet ...) without disclosing it.
 - Providing the same work in different classes/courses.
 - Buying an academic work or handing out work prepared by someone else.
 - Handing over work without making appropriate citation when using other people's work.
3. Providing incorrect information and facts:
 - Intentionally falsifying the results of a field research or a particular experiment.
 - Fabricating the data of a study or a project.
 - Fabricating the title of a particular study.
4. Fake Certificates:
 - Falsely claiming receiving IELTS / TOEFL certifications.
 - Handing in Fake copies of school files.
 - Providing false work certificates.
 - Providing false medical reports or certifications.



- Using someone else's ID card
- 5. Submitting Group Work as if it is Individual Work:
 - Work with someone or other people to solve a homework assignment while the work is supposed to be individual.
 - Seek help or get help to resolve an assignment that is supposed to be individual.
- 6. Not Participating in Collaborative Work:
 - False claim of active participation in collective action.
 - False claim that part of the work of others is the work of the plaintiff.
- 7. Inappropriate Pretending to Be Someone Else: In the case of a student attending any test or activity of academic duty in place of another student.
- 8. Participation in Academic Disinformation: By this we mean assisting another student or trying to help him commit an act of academic disinformation, such as doing the work of others, designing, or producing a project for another student, or voluntarily providing them with answers during the test. Contacting a student during the probationary period and providing information, giving a student a copy of a test in advance, leaving relevant material at the test site, or changing the result.
- 9. Interference with the work of others: This includes intentionally interfering with the work of other students, sabotaging their lab results, research, and electronic files, providing misleading information, or disrupting student work.

B. In the non-academic field:

Non-academic violations include (but are not limited to):

1. Violating any of the College properties, buildings, facilities or labs, or entering them without a permit.
2. Abuse (by word or act) and / or intimidation of colleagues, visitors to the university or college, and their staff.
3. Disruptive or abusive behavior within campus boundaries.
4. Behavior that threatens the lives or safety of others, whether physical or moral, within the campus premises and facilities.
5. Theft, which includes theft of services or personal/property belongings to the University within the university premises or in any university activity.
6. Vandalizing, destroying, or damaging the property of the university or the property of others inside the campus.



7. Owning, copying or using keys to University buildings, facilities or property without permission.
8. Unauthorized access or use of the University's facilities or property, including computer tools or software.
9. Unauthorized placement of signs, notifications, banners, signs or notices. Such materials are placed in authorized bulletin boards or other designated locations. It is not allowed to put such materials on cars, trees, walls, doors or glass surfaces. Student event announcements that are distributed or displayed in most buildings on campus must be approved and stamped by the Deanship of Student Affairs.

VII. Procedures and Guidelines in the Case of Violation

The following procedures are followed in case of student academic violations:

1. It is the responsibility of the faculty member to deal promptly with cases of misinformation, plagiarism, or sabotage – in the classroom or other academic infractions. In the case of any academic violation committed by a student, the faculty member shall fill out the necessary form (registration form of violations), which is documented in the student profile in the college archive and in the Office of the Vice President for Student Affairs. This procedure allows the University to follow up and record repeated cases of student irregularities at the university level.
2. If the faculty member is convinced that the alleged offense has arisen from a student's miscalculation rather than deliberate misinformation, he or she must advise the student for acceptable academic work and record it in the student's file. In such cases, the faculty member requests, for example, that the student rewrites the original work or assignment, or re-submit a new work or assignment.
3. The faculty member responsible for making reports of misleading allegations should prepare the report on these acts within three working days from the date of their occurrence. He should send this report to the college dean and department chair where such act took place.
4. The head of the department will write a report giving his opinion on the violation depending on the severity of the violation and after consulting with the faculty member, and after meeting with the faculty member and the student.
5. The form is sent to the Dean for processing or to the Dean of Student Affairs for submission to the Standing Committee on Student Rights.
6. In all cases, violations must be recorded and saved in the student's file.



7. In all cases, the student must attend all meetings required by the university or college where the violation occurred to be heard.
8. In case of failure to respond, the decision may be made based on the facts.

VIII. Students' Grievances and Complaints

A complaint or academic grievance relating to academic matters includes: admission, grades, academic suspension, misinformation, plagiarism, intentionally falsifying information, submission of work prepared for a course in another course, as well as copyright infringement. Non-academic complaints also include, but are not limited to, harassment (verbal or physical), threats, subversive or abusive behavior on campus, fines, fees, or even exclusion from use of a particular service, discrimination, as well as access to records, policy violation. College of Arabic Language and Social Studies pursues a fair policy in dealing with its students and their relations with the administrators, faculty, staff or other members of the university community, aiming at establishing and implementing policies and procedures for students' academic or non-academic grievances. To achieve this, a student rights protection unit was established.

IX. Settlement of Grievances and Complaints

A. Informal Settlement Method

First, the student should try to solve his dispute amicably and informally at the earliest opportunity, and discuss this with the faculty member concerned. As soon as he is aware of the matter, and in the absence of a satisfactory solution between the student and the faculty member, the student should submit his grievance to the head of his department. If the dispute is not resolved, he or she shall submit a complaint and discuss it with the Dean. During these informal discussions, the department head or faculty dean, who is a faculty member, is supposed to be a mediator for conflict resolution. They are allowed to speak with the student or faculty member (one or both) individually or bilaterally, and to consider any evidence or documents that either party to the dispute wishes to provide. If the complaint is against either the head of the department or the dean of the college, then the discussion with those who are higher than the administrative rank. Obligation of the student to resolve the dispute in the informal manner referred to is contrary to the regulations and there is a kind of pressure on the student or the student to waive his right guaranteed by the regulations and regulations in force in the Kingdom and guaranteed by religious law.



B. Formal Settlement Method

The student must comply with his complaint with a number of procedures and controls, namely:

1. To submit his complaint to the headquarters of the sub-committee formed within his College, even if the complaint is against a faculty member assigned from another faculty to teach one or more subjects to the students of the faculty of the complaint.
2. The complaint must be filed within thirty days from the date of the occurrence of the incident in which the complaint took place, for example: – Declaration of the result of an assault test signed by the student by word or deed – Preventing the student from using one of his rights contained in the document of the rights and obligations of the university student – Etc.
3. The applicant may not file his complaint after thirty days from the date of the occurrence of the incident in question.
4. Fill in the complaint form and complete all the data contained therein with the necessary accuracy and clarity and the abbreviation that does not prejudice the content.
5. Submit the completed complaint form to the Secretary of the Committee and receive a receipt stating that the complaint has been submitted and recorded in the Committee's record (the receipt form).
6. Following up the student's complaint and what has been done for a period of thirty days starting from the date of submission of the complaint by reviewing and asking the Secretary of the Committee at the headquarters prepared for that.
7. In case the decision of the Sub-Committee on the subject of the complaint is not issued within the legal period of thirty days, the complainant may apply to the Standing Committee to consider and investigate the subject of his complaint on the form prepared for this purpose (the complaint form to the Standing Committee attached).
8. A member chosen by the student shall be appointed. If this is not possible, the Secretariat of the Standing Committee shall determine it to assist the student to defend himself before the Committee.
9. The applicant may appeal the decision of the Sub-Committee in two cases:
First case: A decision to save or reject the complaint.
Second case: The issuance of a decision approved by the authorization does not fulfill the desire of the student or does not return to him the full rights claimed in his complaint.



10. Grievance shall be before the Standing Committee based in the Student Affairs Unit at the College Administration within fifteen days starting from the date of signing the student science and review the decision of the Sub-Committee. The grievance shall be submitted to the student to fill in and complete the form prepared for this purpose at the headquarters of the Standing Committee.

X. Student Offenses that Deserve Discipline

1. Any statement or act that affects honor and dignity or violates good conduct, conduct and integrity in religion and ethics inside and outside the university.
2. The masterminded refraining from attending lectures, lessons, or other work at the college.
3. Any cheating in the test, attempts to cheat, planning to cheat, or carrying material related to cheating even if not used.
4. Misuse of college premises and accessories.
5. Any organization formed within the college without a previous license from the competent authorities in the university.
6. Any breach to the testing system, or to its required environment by causing noise and a like stuff.
7. Issuing or distributing brochures or collecting funds or signatures before obtaining a license from the competent authorities in the university.
8. A student taking a test in place of others or others taking a test in place of himself whether inside or outside the college.
9. Smoking inside the university or not maintaining hygiene.
10. Not sticking with decency in dealing with colleagues, employees, faculty, or workers of companies operating within the university or encroaching on them by word or deed.

XI. Disciplinary Penalties for Students

1. A written notice.
2. A Warning.
3. Depriving the student from enjoying some or all of the university benefits of the students.
4. Denial of enrollment in one or more courses for one or more semesters.
5. Cancellation of the student registration for a semester and his failure in the courses recorded.



6. Cancellation of the student's test in one or more courses and failure in the course or courses that have been canceled.
7. Depriving the student from taking the exam in one or more courses.
8. Suspension from the University for one semester or more.
9. Permanent suspension from the university.

In all cases, the student shall bear the cost of the damage, plus the cost of repair or installation and the consequences thereof. It is not allowed that the student argues that he was not aware of the program's regulations and loyalty and the instructions it issues.

XII. Student's Responsibility and Role

Since students are the most important pillars of the program, their responsibility to implement the provisions of the Charter of Rights and Professional Ethics is one of the basics of success. The students are responsible for the following:

1. Review and understand the provisions of the University Charter of Rights and Professional Ethics.
2. Report any irregularities or misleading cases, whether confirmed or suspected.
3. Ask for help and advice from the Office of the Vice Rector for Planning, Development and Quality or from the Deanship of Student Affairs or the Student Affairs Units at the colleges when needed.
4. Using all the sources of information available to them by each of the professors and the Office of the Vice Chancellor, the Deanship of Student Affairs and student affairs units in colleges.
5. Request explanations and clarifications that they need about the Charter of Rights and Professional Ethics from the Deanship of Student Affairs and the student affairs units in colleges.

XIII. Handbook Credentials

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|---------------------------|-------------------------------|
| Council/ Committee | Departmental Council |
| Reference No. | 02/16/8850/41-42 |
| Date | Tuesday 3/6/1441 (28/01/2020) |



XIV. Forms

- Form No. (1): Complaint Form to the Sub-committee for the Protection of Student Rights
- Form No. (2): Grievance Form to the Standing Committee for the Protection of Student Rights
- Form No. (3): Academic Violations Registration Form
- Form No. (4): Registration Form for Non-academic Violations
- Form No. (5): Appeal Application Form

شكوى إلى اللجنة الفرعية لحماية الحقوق الطلابية بكلية.....

من الطالب / الطالبة : بتاريخ / / 14 هـ

الرقم الجامعي : رقم الهاتف : منزل /

جوال /

ضد

المشكو في حقه : وظيفته : جهته :

العرض :

تاريخ حدوث الواقعة محل الشكوى : / / 14 هـ .

ملخص موضوع الشكوى :

.....
.....
.....
.....

الإثباتات :

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.....
.....

تعهد

أتعهد أنا الطالب / بأن كافة البيانات الواردة بهذه الشكوى صحيحة وعلى مسئوليتي الشخصية وأنه لا يقصد بها الكيد أو النيل من سمعة المشكو في حقه ، وأنه في حالة ثبوت عكس ذلك فإنني سأكون معرضاً للتأديب وفق ما جاء في القواعد المنظمة لتأديب الطلاب.

الطالب / الطالبة

الاسم /

التوقيع /

تحريراً في / / 14 هـ

نموذج رقم (1)

تظلم إلى اللجنة الدائمة

بتاريخ / / 14 هـ

من الطالب / الطالبة : بكلية :
الرقم الجامعي : رقم الهاتف : منزل /
جوال /
ضد
المشكو في حقه : وظيفته : جهته :

العرض :

صدر بتاريخ / / 14 هـ قرار اللجنة الفرعية بكلية :

والذي انتهى إلى :

وذلك في الشكوى المقدمة منى بشأن :

.....

أسباب التظلم وإثباتاته :

.....

.....

تعهد

أتعهد أنا الطالب / بأن كافة البيانات الواردة بهذه الشكوى صحيحة وعلى مسئوليتي الشخصية وأنه لا يقصد بها الكيد أو النيل من سمعة المشكو في حقه ، وأنه في حالة ثبوت عكس ذلك فإنني سأكون معرضاً للتأديب وفق ما جاء في القواعد المنظمة لتأديب الطلاب .

الطالب / الطالبة

الاسم /

التوقيع /

تحريراً في / / 14 هـ

نموذج رقم (2)

نموذج تسجيل المخالفات الأكاديمية لميثاق الحقوق و أخلاقيات المهنة

إلى : عميد

الموضوع: مخالفة ميثاق الحقوق وأخلاقيات المهنة

التاريخ:----- :

يتعلق الوصف التالي بادعاء مخالفة أكاديمية لميثاق الحقوق وأخلاقيات المهنة:

مدرس المادة:

تاريخ الواقعة:

اسم المقرر ورقمه:

البريد الالكتروني:

رقم الطالب:

اسم الطالب:

طبيعة المخالفة:

الانتحال □ التعاون غير الملائم □ الوكالة غير الملائمة □ التضييل في الامتحانات أو الأعمال المقدمة □ تقديم العمل المعد لمقرر ما في مقرر آخر □ تزوير المعلومات عن عمد □ الاشتراك في التضييل الأكاديمي □ انتهاك حقوق التأليف □ أخرى:

.....

على مدرس المادة الاجتماع بالطالب خلال يومين من تاريخ المخالفة، وإكمال هذا النموذج، والذي يشمل حجة الطالب. وعلى الطالب الذي يواجه تهماً بارتكاب مخالفة، التوقي على أحد الخيارات التالية:

- 1- أنا الطالب المعني، أتحمل المسؤولية عن المخالفة المدعاة وعقوبتها التي تقرها الجامعة
- 2- أنا الطالب المعني، أتحمل المسؤولية عن المخالفة المدعاة، ولا أقبل العقوبة المقررة وأعلم أنه لا بد من التظلم من العقوبة.

3- أنا الطالب المعني، لا أتحمل المسؤولية عن المخالفة المدعاة، وأطلب التظلم في ذلك.

التاريخ: _____ توقيع الطالب: _____ :

توقيع مدرس المادة: _____ :

توقيع رئيس القسم: _____ :

نموذج تسجيل المخالفات غير الأكاديمية

إلى: معالي مدير الجامعة

الموضوع: مخالفة ميثاق الحقوق وأخلاقيات المهنة

التاريخ: -----:

يتعلق الوصف التالي بادعاء مخالفة غير أكاديمية للميثاق:

تاريخ الواقعة:

يرجى تحديد مكان حدوث الواقعة:

اسم المبلغ عن المخالفة:

البريد الإلكتروني:

المبنى والغرفة:

الطلاب أو الموظفين أصحاب العلاقة:

-1

-2

-3

-4

استمارة إستئناف

| | | | |
|--------------------|---------------|--------------|--|
| اسم الطالب | الرقم الجامعي | السجل المدني | |
| رقم الجوال | الايمل | الكلية | |
| القسم | التخصص | المستوى | |
| رقم جوال ولي الامر | تاريخ الطلب | التوقيع | |

موضوع الاستئناف مع الادلة والمستندات ان وجد:

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التوقيع:

الى:

| | | |
|---------------------------|---------|---------|
| عميد الكلية | التوقيع | التاريخ |
| رد الجهة المعنية: | | |
| | | |
| الاسم: | التوقيع | التاريخ |
| توجيه معالي مدير الجامعة: | | |
| | | |
| التوقيع | التاريخ | |

- صورة لـ..... لإبلاغ الطالب القرار النهائي بم تم حيال الاستئناف
- صورة لـ.....
- صورة لـ.....
- صورة لـ.....