



ADDENDUM

FALL 2020 - AY 2020-21



Dear Reader,

The current coronavirus (COVID-19) pandemic has affected the whole world, including the operations of colleges and universities. SUC follows its mission on risk management in all aspects of its operations to ensure health and safety of its stakeholders and to ensure compliance to the directives of government and regulatory authorities thereby updating its policies and procedures on regular basis. Since the pandemic is still not over, SUC has continued safe and distance teaching and learning through the e-learning platform. In order to enhance the e-learning experience, and to provide healthy and safe environment to its stakeholders, SUC has developed the following documents which are available as an addendum for the reference of all concerned.

DOCUMENT 01: CONTINGENCY DISTANCE LEARNING (E-LEARNING) POLICY

DOCUMENT 01: FALL 2020 GUIDELINES

This document is dynamic in nature and will be updated subject to change as per the situation



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**CONTINGENCY DISTANCE LEARNING
(E-LEARNING) POLICY**



Policy number	ACAD_POLICY_03
Policy name	CONTINGENCY DISTANCE LEARNING (E-LEARNING) POLICY
Policy version	2
Standards applicable (MOE / AACSB / ABET / Any other)	Ministry of Education
Policy owner	DEAN-SOB , DEAN-SOIT & REGISTRAR
Date of recent modification	August 25, 2020
Verified by	IRQAOA

I. INTRODUCTION

This policy has a pretext to the Contingency Distance Education Policy formed due to COVID-19 pandemic in March 2020. The initial Contingency Distance Education Policy is updated in the perspective of E-Learning policy, taking essence from annexure-15 of CAA-2019 standards, foreseeing the situation might get extend beyond academic year 2019-20, to ensure smooth functioning of the University. This policy broadly covers e-learning related issues with students, academic staff (faculty members) and academic support departments/ services. The policy will be reviewed at the beginning of the semester and on the guidelines of government authorities for any update or rolled back to normal operations.

II. BACKGROUND

In view of the Corona virus (COVID-19) outbreak and subsequent directives of Ministry of Education to the academic institutions to plan for 2020 Spring break for students and faculty, as well as for conduct of classes and assessment online to complete the spring 2020 semester. Foreseeing the seriousness of the pandemic and following directives of MoE, UAE, Vice Chancellor of SUC formed a task force on March 3, 2020, including Deans of the Schools, Head of Institutional Research, Quality Assurance, & Outreach and accreditation, and Head of Computing department, chaired by the Dean-School of IT to find various sources/ platforms and suggest a suitable one which can be integrated with our Learning Management System for online teaching and examination. The task force was asked to submit their recommendations within a week to the Vice Chancellor including the details of all resources, training, updates and changes required for conducting online classes and preparation for examinations later. Based on the recommendation of task force a contingency distance policy was prepared for completion of the semester. Since the pandemic continued and it is expected that Fall-2020 semester also may be continued in the online learning mode, the current contingency distance learning policy is reviewed and updated.



III. PURPOSE AND OBJECTIVES

The purpose of this policy of SUC, is the use of information and communication technologies to impart education synchronously, provide collaboration between the students and faculties, share educational resources, and to provide a digital framework to provision support and administrative services. Objectives of the policy are;

1. To achieve the Learning Outcomes using synchronous digital communication, thus enabling classroom experience at distance.
2. To enable a single unified digital collaboration interface that enhances educational experiences amongst students, faculties, and industry experts.
3. To provide a unified communication platform to enable digital support transactions between students and administrative support services.

IV. OPERATIONAL STRUCTURE

The task force comprised of Deans of School of Business and Information Technology, Dean of Student Affairs, Head of Institutional Research, Quality Assurance, Outreach and Accreditation, Head of Computing, Head of Library and the Registrar, chaired by the Dean-School of IT. The task force directly reports to the Vice-Chancellor of the University. This task force is mandated to develop and manage Contingency Distance Learning(E-Learning) policy efficiently and effectively utilizing separate budget and resources. The task force will oversee the operation aspects of the policies and the members of the task force will ensure continuous monitoring of their respective work allocations.

V. BUDGET

The E-Learning Committee reviews the requirements and propose the long term and short term budget for an academic year to fulfill those requirements. This budget for e-learning generally covers expected expenses on ICT related hardware and software, outsourcing, training and human resources, procurement of e-resources etc. The proposed budget is sent to Finance Department. The budget is then reviewed by Finance department and amendments made if required in consultation with the committee. Finance department presents this budget of e-learning to the Executive Council(EC). EC reviews and approves the budget after reviewing the long-term and short-term requirements. A separate e-learning budget is prepared for the academic year 2020-21.

VI. E-LIBRARY

Facing pandemic situation, online classes and social distancing, access to the library was the most crucial aspect in the learning process. The committee has specified the means and methods through which the tradition library can be accessed through e-Learning mode using LMS Portal. The e-Library has been reengineered to provide an access to all research subscriptions, e-books, My Lab resources, using secured Learning Management System. In addition, Library's separate channel was created for students to interact face to face using MS-Teams, and reserve the resources as per the Book issuance and return policy.

The complete access to Library Resources and services can be achieved through Login ID and password provided to all students, faculty and staff by authenticating it from Learning



Management System (LMS) Portal (<https://lmserver.skylineuniversity.ac.ae/>) Stepwise e-library access manual is prepared and is available as e-library guidelines.

VII. DISTANCE LEARNING (ONLINE) CLASSES

SUC right from the beginning, since the pandemic affected on-site classes is using Microsoft Teams to conduct classes online following the suggestion of the task force of SUC formed in March 2020 to suggest the right online platform. The IT team under the guidance of task force integrated the Microsoft Teams platform with the Learning Management System(LMS) to ensure that the faculty members can take the online classes as per the assigned courses and batches. Faculty members are taking online classes from the middle of Spring-2020 semester and have continued during the summer term of 2020 from their offices/homes as per the convenience and directives of the competent government authorities.

The framework governing the use of MS-Teams is defined in Synchronous Learning under Information Security policy of SUC, and detailed usage of MS-Teams for students and faculties are available in MS team user guide. The usage of Learning Management System to access the e-Services is provided in e-Services manual.

Faculty will be allotted the courses for e-learning as per the workload defined in faculty handbook and the same compensation will be applicable for all faculty members as was followed by regular classes on campus. All the courses will be conducted as per the existing CDDs and if any faculty members require any change in the CDD of any course he/she will bring it to the notice the respective Deans of the schools and will make changes only after taking approval from respective Dean.

Faculty members will be responsible to identify relevant tools/methodologies /simulations etc. to ensure active engagement of students during e-learning classes. Any content prepared exclusively for the online classes will belong to SUC and the faculty member. Faculty member on separation from SUC can use the same material by removing the name and logo of SUC. SUC will retain the right to retain the material, update and market the materials.

The attendance in the online classes will be captured by the system based on the student's credential. The faculty member will download the attendance from the MS-Team, and mark the same in the Attendance Management System. The access to Final Examination will be based on e-Hall Ticket, which will be governed by SUC attendance policy.

The Deans of the schools should conduct an online meeting with all the faculty members regularly to discuss the good practices followed and also discuss the problems encountered during the online sessions. There feedbacks are discussed with the e-learning committee to take corrective measures to be more prepared and better experience while conducting the online classes. Faculty members should prepare their sessions in such a way that they are able to engage students.

Faculty members are advised to be available online for students for discussing other academic issues as per the advisory schedule. All faculty members, students and staff members are requested to conduct online meetings and avoid face to face meeting.



VIII. ONLINE ASSESSMENT AND EXAMINATION

Faculty members are trained on how to create online assessments using LMS and online examination server so that they can conduct the assessments as per the schedule and ensure that learning outcomes are met. Faculty members should conduct formative and summative assessments as per the CDP to ensure that students are able to understand the concepts that are being taught by the faculty members. E-learning committee in consultation with IT department took the following initiatives to maintain the sanctity of assessment and examination.

- A. Exclusive server, which was used in Spring-2020 Final Term examination was updated for online Mid-Term and Final-Term examination of Summer 2020 and further subsequent semester.
- B. e-Proctoring system should be used to verify the integrity of the examination.
 1. for secure and monitor the environment to prevent cheating.
 2. locks the operating system and prevents unauthorized access to other pages, software or communication tools.
 3. monitors all exam activity in real-time and will detect fraud attempts and report them to the administrator.
 4. ID verification, random screenshots, audio and video capturing, system monitoring and recorded sessions are features available to reduce the fraud risk in online exams.
- C. Faculty members were given training to conduct online examination
- D. Monitoring & Exam schedule are prepared and communicated to all concerned by administration department well in advance.
- E. Maximum number of students for examination at a time will be restricted to manage and utilize IT resources effectively.
- F. e-circular will be sent to the students for online exams by administration department

Faculty members are advised to accept assignments, case studies, projects, exercises and other submissions by the students for continuous valuation through Turnitin plagiarism software which is already integrated to the LMS. Faculty members are also advised to educate, inform and follow SUC Academic integrity and Plagiarism Policy.

IX. INFORMATION SECURITY

In order to provide secured access to critical data resources by authorized members only, SUC maintains a comprehensive Information security & access policy. This policy defines the protection against cyber-attacks, and intrusion prevention and aims at:

- A. protecting critical university data resources that can be accessed based only by authorized people and sensitive information is protected from the reach of unauthorized access, thus maintaining Confidentiality of Information Resources.
- B. ensuring that data should not be changed, accessed and altered by unauthorized people, thus ensuring Integrity of Information Resources.
- C. Ensure the reliability of network infrastructure and its high availability.

The policy includes information security issues related to online classes, assessment, examinations, and online services. The details are available in information security policy.



X. COPYRIGHT

Faculty members are expected to understand and follow the UAE copyright law and ensure that online resources are directly related to the course content and are available to only students enrolled in the course. The students should be notified that the materials used are subject to copyright protection while using study materials, case studies, simulations etc. from various sources.

XI. ONLINE INDUSTRY INTERACTIONS

In order to provide students an exposure to listen to eminent speakers from various domains, SUC launched a guest lectures online for the benefit of students affected by the nation-wide lockdown to prevent the spread of COVID-19. The one-hour interactive lectures deal with topics ranging from career guidance to the latest updates on technology to topics of general interest to all. SUC realized that there is no better time than now to offer this series as it would benefit students and faculty members who have to remain in their homes for their safety.

A. ONLINE INTERNSHIP/PROJECT

The Corporate Affairs office will arrange online internships/projects for students. Students during internship/project will be meeting their faculty supervisor and company supervisor virtually by using MS Teams platform. The faculty members will also contact the company supervisor virtually to discuss the progress of student. After completion of internship/project students will submit the final report to the respective faculty supervisor. The viva voce for the projects will be conducted online using MS-Teams and the full session will be recorded for the records.

XII. STUDENT E-SERVICES

The purpose of e-Services at Skyline University College, is to provide alternate channels of communication, wherein students can reach to service providing department and mitigate their concerns, and resolve their queries without visiting the campus. All the services which were offered during the student's physical visits are made available over the portal, and the services which have financial value is linked to e-payment gateway.

Online Requests covers all types of known or process driven transactions the students wants to apply for. This includes Financial Transactions (Statement of Account, Withholding the Payment etc.), Academic Document Requests (Transcript, Certificates, Letters for the Employers etc.), Administrative & Registration Requests (Change of Major, Course Withdrawal, Semester Postponement, Cancellation etc.), Transport Requests (Location Change), Hostel Transactions etc.

Students can not only track the status of their services, but all documents are delivered on-line thus achieving the sustainable objectives by going paperless. The history of all services availed by students is available as logs along with necessary attachments that can be accessed whenever desired.

Students can authenticate themselves using their Single Sign On Active Directory Student ID and password, and can select the services they want to avail from the landing page (<https://lmserver.skylineuniversity.ac.ae>). Refer SUC E-Service manual.



XIII. TRAINING AND ORIENTATION PROGRAMS

Though SUC have already conducted several online training and orientation programs in past five months for different stakeholders. E-learning committee in coordination with HRD department and members of the committee will keep organizing online training and orientation programs separately for faculty, staff and students to best use of the online resources for effective learning experience.

A. Training Orientation Programs for Faculty Members

1. All online training and orientation programs for the faculty members will be coordinated by the Deans of the schools.
2. Deans of the respective schools will keep on conducting regular meeting with their faculty members to take their feedback, problems, issues, and suggestions to upgrade online experience.
3. Faculty members online training and orientation sessions will broadly cover on newly added/integrated features and resources on LMS related to online classes, assessment, evaluations, examination, issues related to academic integrity and plagiarism (Turnitin Software) etc.
4. Faculty members will also be trained and encouraged to conduct online training sessions for corporates, government and society, conduct webinar, attend training and certificate programs, attend webinar, conferences and seminars etc.

B. Training for Staff

1. All online training and orientation programs for staff will be coordinated by the HRD department.
2. Head of departments and HRD department will keep on conducting regular meeting with their staff members to take their feedback, problems, issues, and suggestions to resolve issues related to online operations/services provided by the staff.
3. Staff members online training and orientation sessions will broadly cover on newly added/integrated features and resources to their online operations/services.

C. Training for Students

1. All online training and orientation programs for the students will be coordinated by the Student Services Department(SSD).
2. SSD will keep on conducting regular meeting with students to take their feedback, problems, issues, and suggestions to upgrade online experience for classes, evaluation, exam and other services.
3. Students online training and orientation sessions will broadly cover on newly added/integrated features and resources on LMS related to online classes, assessment, evaluations, examination, issues related to academic integrity and plagiarism (Turnitin Software) and other online services etc.

XIV. REVIEW OF THE POLICY

This Contingency Distance Education (E-Learning) policy shall be reviewed at the beginning or every semester or as and when deemed appropriate by the competent authorities. The updated/amended policy will be placed for approval of competent authority before implementation.

FALL 2020 GUIDELINES



I. INTRODUCTION

Skyline will continue with online teaching and learning during the Fall 20 semester as per the guidelines issued by competent government authorities. There will be similar measures from the previous semester, reflecting the measures that SUC is putting in place to minimize the risks to students, employees and other stakeholders, in accordance with public health guidelines. SUC is committed to protecting the interests of students throughout the present crisis and has adopted practical ways in which students can complete their studies whilst ensuring quality and standards are upheld. This guidance includes advice on carrying out a risk assessment to assess the risk of coronavirus (COVID-19). It points out the various measures that the Environment, Health and Safety Committee will take to mitigate workplace risks.

II. PURPOSE OF THIS DOCUMENT

This document outlines the protocols, requirements, and precautionary measures that all at SUC will follow in order to achieve a safe, healthy, and learning-stimulating environment in Fall 20 during the outbreak of the Covid-19 pandemic. This Document relies on the general framework adopted by the UAE for the re-opening of educational establishments at the time of the outbreak of the Covid-19 pandemic.

This document may be changed or amended without notice, as directed by the authorities concerned or the relevant authorities of the Government or the Emirate, at any time, depending on developments.

STUDENTS



Below are the various guidelines students must follow in case they are visiting the university:

I. MAIN GATE MANAGEMENT (ENTRY, PICK UP, & UNIVERSITY VISIT PROCEDURES)

- A. Student's temperature screening at the gate and entry only with prior appointment through "***Student online appointment system***" and fill "Visitor health Screening questionnaire" before entering the campus and hostel. Anyone with a fever ≥ 37.5 degree centigrade will not be allowed entry and will be advised to contact emergency hotline no. for further procedure.
- B. Students entering the premises will be checked for wearing mask and will be asked to use the hand sanitizer available at the entrance.

II. CAMPUS ENTRY & EXIT

- A. A temperature screening will be done through thermal sensors.
- B. Both the back side gates are installed with push bars utilized only for exit.
- C. A thermal screening device has been installed at all the entrances. Anyone with a fever ≥ 37.5 degree centigrade will not be allowed entry.
- D. In case of emergencies, such as having unstable cases amongst students or visitors, the university should immediately contact 999 or 997.

III. INSIDE CAMPUS – CLASSROOMS (INCLUDING LABS)

- A. SUC will continue to conduct online classes during Fall 20 semester through Microsoft Teams platform.
- B. The SUC faculties will encourage a paperless strategy with use of technology and online submission and assessments to minimize contacts.
- C. Student support services will be provided virtually, as feasible.
- D. Students are not allowed to enter any offices or approach counters without permission and distancing patches inside offices are to be respected.
- E. Contactless/online payments will be encouraged; cash payments are not allowed. Postdated cheque or credit card authorization will be preferred mode of payment.
- F. Registration is encouraged to happen online. If truly needed, the candidate/parents/guardians visits to SUC campus should be based on an appointment system. Prospective students and parents have to be informed and guided, in advance, of the procedure by the marketing team.

IV. LIBRARY SERVICES

Libraries will implement the following guidelines:

- A. Students are encouraged to use Online Library Services
- B. My lap books and contents can be accessed through LMS as per the instructions of the faculty members
- C. Staggered entry to the library by prior appointment for collection and return of books from Sunday- Thursday between 9AM to 7 PM.
- D. Adequate cleaning and disinfection by well-trained cleaning staff.



- E. The librarian and support staff should be wearing masks, gloves and use hand sanitizer (over gloves) after each interaction.
- F. The library counter and equipment to be sanitized every hour.
- G. All used books should be placed in a clearly labeled designated container for disinfection before re-use.
- H. Library equipment and gadget should be disinfected after every use and students should not share the equipment.
- I. A books drop-off container will be designated and clearly labeled.
- J. Students are encouraged to use E resources available in the SUC library

V. CANTEEN FACILITY

- A. Canteen facilities will remain closed during Fall 20 semester.

VI. GYMNASIUM, STUDENT COMMON ROOM & OTHER EVENTS

- A. Student common room and gym facilities will remain closed for initial 15 days of the semester
- B. All common areas to have minimum occupancy. Students can avail service with prior appointment only.
- C. Student common room, gym and all common areas to have minimum occupancy. Students can avail the service with prior appointment only.
- D. Showers and changing rooms are not permitted.
- E. A health and safety designated staff member will be identified and assigned to handle any emergency situation, follow up and monitor the implementation of health and safety procedures, and conduct all necessary trainings for students and staff. This person will be responsible for the designated isolation room within the school premises.
- F. Adequate training will be provided to the Health and Safety In-charge to ensure proper handling of any potential cases.
- G. The medical room in the Sports department is well equipped with first aid measures. Students and Employees may contact the Sports department in case any medicine is required or for support in arranging medical appointments.
- H. Isolation room with proper ventilation is assigned.
- I. Cancel or postpone special events such as sports tournaments until further notice.
- J. Group activities such as industry visit, celebrations, sports and student picnics will be suspended.
- K. Extra-curricular, student club activities will be conducted online.
- L. All the learning resources and equipment will be sanitized on a regular basis.

VII. PRAYER ROOM

- A. Hostel students are advised to pray in their respective rooms.



- B. In case of using the prayer room each individual need to bring their own prayer mats.
- C. In the prayer room a distance of 2 meters is to be maintain between students while praying.
- D. Mask to be worn inside the prayer room all the time.
- E. Prayer room will be cleaned after each use.
- F. Opening of the prayer room will be as per schedule.

VIII. HOSTELS

- A. Restriction of movement between the floors and interaction will be kept minimal.
- B. Student and hostel employees will be provided with sanitizers and paper tissue, mask and gloves for the places for use.
- C. Precautionary stickers will be placed in hostel.
- D. Separate garbage for mask and gloves for medical disposal.
- E. Special mechanism for cleaning of clothes and bed sheets with clear track for quarantined students will be maintained.
- F. Quarantined student will be isolated in separate rooms until moved to the hospital.
- G. Hostel student/employee detected with Covid19 must submit negative report before entering the SUC campus and hostel facility.
- H. Hostel students/staff must follow rules for utilizing the facility.

IX. STUDENT AFFAIRS

- A. SSD will prepare for training and awareness, manual for electronic awareness and orientations will be done by SSD.

X. PUBLIC HEALTH & SOCIAL MEDIA

- A. SUC will support the awareness programs on it's various social media platforms.
- B. SUC will post guidance towards using a tissue and an elbow for coughing and sneezing.
- C. SUC will create awareness towards no exchange of food, sanitizers and learning resources.
- D. SUC will ensure the availability of first aid to all students including students with special needs and with chronic disease.
- E. Before starting of academic year or each semester students with chronic diseases need to apply to SSD their interest to study from home along with supporting medical certificate.
- F. SUC will ensure that a special valid licensing for the clinic is sought as per MOH guidelines.
- G. After approval of clinic, SUC will ensure that the medical staff in the clinic of the institution have completed Covid19 special training.



- H. The medical staff in the clinic will ensure availability of all the essential requirements like sanitizers, mask, gloves, first aid, personal hygiene, and thermometers.
- I. The clinic will ensure that all the employee and students are aware of the location of clinic.
- J. SUC has a special isolation room with ventilation in case students have symptoms, until medical services are sought.
- K. SUC has a separate special room for treatments of accidents and minor injuries.
- L. SUC has signed an MOU with Zulekha hospital as interim arrangement.

XI. ACADEMIC PLANNING

- A. SUC student will continue to attend classes on Microsoft teams as per the current scenario unless otherwise is advised by the Ministry or any other relevant competent authority.

EMPLOYEES

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Below are the various operating options the university is working on:

I. MAIN GATE MANAGEMENT

(ENTRY, PICK UP, & UNIVERSITY VISIT PROCEDURES)

- A. SUC will operate at 50% employee capacity in Fall 20 semester.
- B. All employees shall undergo a mandatory temperature check before entering the campus and hostel on a daily basis.
- C. All employees shall register in the Al Hosn Application.
- D. Employees entering the premises should be checked for wearing a mask and will be asked to use the hand sanitizer available at the entrance.
- E. Courier or food deliveries will be allowed until the gate. Proper precautionary measures should be applied especially for pick up or drop of items by designating a specific location and following a contactless process and disinfection.

I. CAMPUS ENTRY & EXIT

- A. A temperature screening will be done through thermal sensors. The contactless device will be used for attendance for employees.
- B. Both the back side gates are installed with push bars utilized only for emergency exit.
- C. A thermal screening device has been installed at all the entrances. Anyone with a fever ≥ 37.5 degree centigrade will not be allowed entry and directed to isolation room for further procedure.
- D. In case of emergencies, such as having unstable cases amongst staff, students or visitors, the university should immediately contact 999 or 997.
- E. Employees are discouraged from exiting the university during the day, but if they do for emergency purposes, they will undergo thermal screening before entry.

II. GYMNASIUM, EMPLOYEE COMMON ROOM & OTHER EVENTS

- A. Spacing in gym with partitions or social distancing signs. Utilization of alternative machines only is allowed. Utilization of the gym will be with prior appointments only.
- B. Employee common room, gym and all common areas to have minimum occupancy.
- C. Showers and changing rooms are not permitted.
- D. A health and safety designated staff members should be identified and assigned to handle any emergency situation, follow up and monitor the implementation of health and safety procedures, and conduct all necessary training sessions for students and staff. This person is also responsible for the designated isolation room within the school premises.



- E. Adequate training will be provided to the health and safety in-charge to ensure proper handling of any potential cases.
- F. The medical room in the Sports department is well equipped with first aid measures. Employees may contact the Sports department in case any medicine is needed or support in arranging medical appointments.
- G. Isolation room with proper ventilation is assigned.
- H. Cancel or postpone special events such as sports tournaments until further notice.
- I. Group activities such as industry visit, celebrations, sports and student picnics will be suspended.
- J. Extra-curricular activities will be conducted online.
- K. All the learning resources and equipment will be sanitized on a regular basis.

III. PLAN TO DEAL WITH COVID 19 CASES

- A. SUC will apply all the quarantine procedures until the infected individual reaches hospital.
- B. Designated staff will determine all infected people and guide them on self-quarantine procedures.
- C. SUC will lock all offices, halls and other facilities visited by infected people temporarily until areas are disinfected.
- D. If any employee is infected all the interacting employees will go for testing and quarantine.
- E. In case more than one case is discovered in the university the institution should move to higher level risk and the academic operation on campus to be suspended and work from home for no less than 14 days and all employees and students should go for self-quarantine for 14 days.
- F. Institution will immediately inform all stake holders in case of any positive covid19 cases detection and further necessary action to be taken.

IV. PRAYER ROOM

- A. Faculty and Staff are advised to pray in their own offices.
- B. In case of using prayer room each individual need to bring their own prayer mats.
- C. In the prayer room a distance of 2 meters to be maintain between students while praying.
- D. Mask to be worn inside the prayer room all the time.
- E. Prayer room will be cleaned after each use.
- F. Opening of the prayer room will be as per schedule.

V. OFFICE OPERATION

- A. SUC will ensure that sufficient and accessible training and communication channels are utilized to keep all employees and students informed of new settings, practices and hygiene approaches for the start of the academic year.



- B. Replace in-person meetings with video or tele-conference calls on Microsoft Teams whenever possible. Reduce the movement of employees in between offices wherever possible.
- C. Provide student support services virtually, as feasible.
- D. Students are not allowed to enter any offices or approach counters without permission and distancing patches inside offices are to be respected.
- E. Contactless payments will be encouraged; cash payments are not allowed.
- F. Registration is encouraged to happen online. If truly needed, the candidate/parents/guardians visits to SUC campus should be based on an appointment system. Prospective students and parents have to be informed and guided in advance of the procedure by the marketing team.
- G. Employees meetings are encouraged to take place online, unless there is a critical need for a one-to-one meeting which should take place on an appointment by email basis and will need to be approved beforehand.
- H. Monitor absenteeism of employees and students, cross-train staff, and create back-up support.
- I. Re plan the additional employee requirements according to the additional precautionary requirements.
- J. Availability of enough number of faculty and staff for students with special needs.
- K. Provide alternatives for faculty and staff who have high vulnerability like age and chronic disease etc. for remote working.
- L. SSD will be monitoring student attendance records and follow up with absent students to determine the reasons for their absence. Students who are infected or have interacted with infected people are to follow the quarantine guidelines.
- M. HR department will provide training and orientation to faculty and staff on various online facilities and procedures to be followed.

VI. GENERAL MEASURES

- A. An undertaking by all employees stating they are free from the infection and to report in case of interaction with infected people or returning from travel.
- B. Each employee need to register on Al Hosn app mandatorily.
- C. Sterilization of premises will be done on a as per the calendar
- D. Deep cleaning and measures for disinfection in common areas of the university (i.e. toilets, waiting areas, door handles, etc.) will be done every hour or after every use.
- E. Sanitizers are placed throughout university premises.
- F. Reducing gatherings and suspending group activities such as industry visits, celebrations, sports. All the activities will be done online.
- G. Train employees on all safety protocols.



- H. No handshakes or any other kind of physical contact are recommended. Respecting the signage marked for social distancing.
- I. Faculty, staff, to conduct self-checks (e.g., temperature screening and/or symptoms checking).
- J. As per Ministry of Health instruction, all employees are required to submit medical certificate stating that they free from the Coronavirus disease (Covid-19).
- K. Any employee traveling back to work from overseas needs to be quarantined for 14 days and can join university after producing a negative COVID 19 test. The 14 days quarantine period will be treated as LWP unless work from home is approved.
- L. Any minor health issue, fever, any noticeable symptoms are to be reported to SSD/ Sports/ HRD to ensure that the safety of other staff members is maintained.
- M. If an employee is confirmed positive according to a COVID 19 test by an accredited facility, they are not to return to university unless they are granted a clearance certificate by the Government Health Authority.
- N. Provide physical guides, such as tape, posters on floors or sidewalks and signs on walls to ensure that individuals remain at least 6 feet apart in lines and at other times.
- O. Place awareness/educational posters describing hand washing steps near sinks. Additional guiding hygiene communication material will be placed across the premises (i.e. respiratory hygiene, distancing, etc.).
- P. Upon the onset of the academic year, SUC will collect health and travel declaration forms from all employees.
- Q. Face mask and gloves to be worn by all the employees mandatorily all the time. Even if gloves are being used, disinfection is still required.
- R. Sufficient stocks of masks, gloves and sanitizers will be available as well as special designated bins to dispose of used items (as recommended by relevant governmental authorities).
- S. Ensure that bathrooms do not become crowded by limiting the number of employees who use the toilet facilities. Hygiene posters will be placed in bathrooms.
- T. Water dispensers are not allowed, the employees to bring their own water bottles.
- U. Proper ventilation will be ensured while using cleaning materials.
- V. Functionality and cleaning of AC will be maintained regularly.
- W. Training of marshals will be done to supervise the sanitization process. Additional training for handling COVID19 cases to be done.



- X. External maintenance services are not allowed to come inside campus during weekdays. They will be allowed only during nonoperational hours and these will be only approved companies.
- Y. Separate garbage for mask and gloves for medical disposal.
- Z. Employees using transportation facilities will undergo temperature check and anyone with a fever ≥ 37.5 degree centigrade will not be allowed to enter the bus and must undergo Covid19 test. The employee must submit negative Covid19 result before rejoining.
- AA. Staff transportation facility will be operating at 50% capacity and social distancing posters will be placed in buses.
- BB. Staff without face mask will not be allowed to enter the bus.

VISITORS
CONTRACTOR/GENERAL PUBLIC



Below are the various operating options the university is working on:

I. MAIN GATE MANAGEMENT (ENTRY, PICK UP, & UNIVERSITY VISIT PROCEDURES)

- A. All visitors will have to undergo a mandatory temperature check and fill “Visitor health Screening questionnaire” before entering the campus and hostel. Anyone with a fever ≥ 37.5 degree centigrade will not be allowed entry and will be advised to contact emergency hotline no. for further procedure.
- B. All visitors shall register in the Al Hosn Application.
- C. Visitor’s temperature screening at the gate and entry only with prior appointment.
- D. Visitors entering the premises will be checked for wearing a mask and will be asked to use the hand sanitizer available at the entrance.
- E. Proper precautionary measures will be applied especially for pick up or drop off of items by designating a specific location and following a contactless process and disinfection.

II. CAMPUS ENTRY & EXIT

- A. A temperature screening will be done through thermal sensors.
- B. Both the back side gates are installed with push bars utilized only for emergency exit.
- C. Thermal screening device has been installed at all the entrances. Anyone with a fever ≥ 37.5 degree centigrade will not be allowed entry and will be directed to the isolation room
- D. In case of emergencies, such as having unstable cases amongst contractors and visitors, the university should immediately contact 999 or 997.

III. PLAN TO DEAL WITH COVID 19 CASES

- A. If any visitor is found to be infected all the interacting employees will go for testing and quarantine.
- B. SUC will apply all the quarantine procedures until the infected individual reaches hospital.
- C. In case more than one case is discovered in the university the institution should move to higher level risk and the academic operation to be suspended and work from home for no less than 14 days and all employees and students should go for self-quarantine for 14 days.
- D. Institution will immediately inform all stake holders in case of any positive Covid19 cases detection and further necessary action to be taken.



IV. SANCTIONS FOR THE VIOLATIONS OF GUIDELINES MENTIONED IN THIS DOCUMENT

It is SUC policy to comply with all the guidelines issued by the ministry in our daily operations. This Policy is intended to help and guide students, employees, and other third parties acting on the SUC's behalf to understand that non-compliance of the guidelines will have sanctions. SUC will continue to follow the guidelines and ensure safety and security of students, employees and society in general and impose fines in case of noncompliance.

A. What's the risk?

- A. Violations of sanctions and guidelines issued by the ministry may lead to severe penalties against the university and individuals, including significant monetary fines, temporary closure, revocation of licenses etc.
- B. In addition, violations of sanctions and guidelines issued by the ministry can lead to damaging practical consequences, including harm to reputation, restrictions in the way SUC can do business, and extensive time and cost in conducting internal investigations.

B. What do we mean by sanctions?

- A. Sanctions are the regulatory restrictions applicable to dealing with certain entities, individuals, or services. The nature and extent of these restrictions may vary (i.e. limitations on specific services, restrictions on operations, etc.), and it is important that all SUC students, employees and contractors understand the business implications.

C. How can we ensure compliance with sanctions?

- A. All SUC students, employees and contractors must be aware of and follow the guidelines.
- B. Ensuring the risk recording and reporting of any noncompliance or suspicions which may raise sanctions concerns

D. Compliance Controls

The responsibility to provide SUC Students, employees and contractors with the necessary information to comply with this Policy falls with the Health, Environment and Safety Committee, as below:



- A. Conduct periodic risk assessments and audits in high risk regions and monitor the processes and controls in place.
- B. Conduct effective training regarding sanctions, guidelines and regulations.
- C. Conduct due diligence checks on their third party vendor's procurement.
- D. Ensure that suppliers and contractors are aware of the SUC guidelines and Sanctions Policy and monitor compliance on an ongoing basis.
- E. Ensure that all employees, contractors, and other third parties acting on the company's behalf are properly trained and comply with guidelines, sanctions.

V. STUDENTS AND EMPLOYEE RESPONSIBILITY

All students and employees have the obligation to read and follow this policy, to understand and identify any red flags that may arise in activities and to escalate potential compliance concerns related to sanctions to the Health, Environment and Safety Committee. All students and employees should not take any actions prior to receiving advice and/or instructions.

VI. NON-COMPLIANCE

Any student, employee or contractor, who violates this policy may be subject to appropriate disciplinary action, independently from potential other penalties resulting from their behavior. The following are the penalties based on the discretion of the HES committee and guidelines of government authorities:

- A. Incidence involving students and employees will be referred to disciplinary committee. Based on the recommendation of disciplinary committee, HES committee will take required action:

STUDENTS/ EMPLOYEES

- 1. Verbal warning,
 - 2. Written warning,
 - 3. Suspension
 - 4. Dismissal
- B. Students and employees may be suspended as per the recommendations of HES.
 - C. Students and employees may be dismissed from the university based on the severity of noncompliance and resulting consequences.
 - D. Incidents involving the contractors will be referred to the disciplinary committee. Based on the recommendation of disciplinary committee the HES committee will take the required action.



VISITORS/ CONTRACTORS

1. Verbal warning,
 2. Written warning,
 3. Discontinuation of Contract
- E. Internal Audit shall conduct regular checks on operations to ensure compliance with sanctions.

VII. UPDATES, REVIEW AND OWNERSHIP

This policy may be updated periodically, and the updated version of the policy will be immediately communicated through various channels and made available on the SUC portal.

If you need any further details:

- A. *2019 novel coronavirus (COVID-19) - The Official Portal of the UAE Government*
- B. *United Arab Emirates Ministry of Health and Prevention*
- C. *World Health Organization*

VIII. CORONAVIRUS HEALTH HELPLINE

Call for help, information and services related to the 2019 novel coronavirus (COVID-19) through the following channels:

- A. *Skyline: Mr. Sanjay Benjamin at 0507297671; sports@skylineuniversity.ac.ae*
- B. *Ministry of Health & Prevention at 800-11111*
- C. *Estijaba service at the operation center –Department of Health – Abu Dhabi at 800-1717*
- D. *Dubai Health Authority at 800-342.*

In addition, virtual help is available through:

- A. *The chatbot service titled [Virtual Doctor for COVID-19](#) - Ministry of Health and Prevention (mohap)*
- B. *The 'Doctor for every citizen' service which is available on the DHA mobile app on [Google Play](#) and [App store](#)*
- C. *The COVID-19 health advisory platform.*