AOU MOROCCO STUDENT TERMS AND CONDITIONS

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Introduction

The terms and conditions listed in this document form the basis of the relationship between AOU and a registered student at AOU. You must have read this document thoroughly before to understand the regulations you would be subject to as part of the AOU terms and conditions.

This document has been produced in alliance and compliance with the various APU bylaws and policies that govern student-learning cycle at AOU.

This document must be read carefully to understand the terms and agreement you are getting into.

Terms and Conditions of this Agreement

1. Admission:

You may expect us to:

1.1.1 Make all announcements related to admission on University website and all relevant public domains.

1.1.2 Facilitate online applications. Applicants can apply directly to the AOU.

1.1.3 Online applicant will receive an automated response confirming receipt of their application.

1.1.4 You will be accepted to study at AOU provided you satisfy the following conditions:

- Hold the Moroccan Baccalaureate Certificate or an equivalent qualification recognized by the higher ministry of education, innovation and scientific research in Morocco.
- Have a Baccalaureate specialization that is aligned with the intended field of study.
- Achieve the specific admission requirements of the selected academic program.
- Submit a complete application file, including all required supporting

documents.

- Pay all applicable registration and tuition fees
- The National Identity Card or Residence Permit must be valid at the beginning of the academic semester in which the student is admitted.

1.1.5 You will be intimated of your admission status within the stipulated time through AOU official communication channel only.

1.1.6 The refund of any fees paid will be governed by the AOU admission policy.

1.1.7 Documents submitted by the student are non-returnable under any circumstances, except for the original Baccalaureate certificate

1.2 AOU expects you to:

1.2.1 In the event of being offered admission, the response to accept the admission must be accepted within the stipulated period announced by AOU.

1. On Acceptance as AOU student

On being accepted as AOU student, you will be provided with all necessary guidance through a formal induction programme, which is mandatory to attend.

2. Teaching and learning environment You may expect us to:

3.1.1 To provide you with books and supporting material

3.1.2 To provide you with access to Learning Management System (LMS) and Electronic Library (E- Library)services

3.1.3 To provide you with appropriate teaching and learning support that relevant to your programme.

3.1.4 To provide you with an academic advisor who will guide you through the completion of the programme.

3.1.5 To provide you with clear information about programme, the credit hour requirement, tutorial attendance, office hours, assessments, e-library access and any other information that is required to complete the programme of study.

3.1.6 To provide you with a range of pastoral services as counseling care and guidance that would facilitate your learning.

3.1.7 To inform you of any changes brought forth to the programme in terms of impending discontinuation of any course or parts of the course to avoid any disruption.

3.1.8 To provide you with formal processes to express your dissatisfaction on any aspects of your learning experience such as appeals and complaints system.

3.2 AOU expects you to:

3.2.1 Take responsibility for your own learning and progress in collaboration with your tutors to become independent learners.

3.2.2 Attend all facilitating learning activities as tutorials, seminars, online platforms, laboratory classes as specified in your programme of study.

3.2.3 To comply with the University requirement of undertaking assessments in compliance to the University rules and regulations.

3.3.3 Make appropriate use of resources available to facilitate your programme as E-Library facilities, use of LMS etc.

3.3.4 Act with academic integrity in all aspects of your studies as avoiding plagiarism and evidencing your work accurately and honestly.

3.3.5 Comply with the students' code of conduct and maintaining the required student decorum.

3.3.6 Be aware of the information provided about the University and your programme and the policies that govern the Universities teaching and learning environment.

3.3.7 Cooperate with fellow students and teaching and non-teaching staff on campus.

3.3.8 Check regularly the University communication on your University e-mail and Learning Management System.

3. Tuition Fees

3.1 Student must pay complete registration charges, tuition fees and any additional charges towards services by the stipulated cutoff date in order to continue with their programme:

Registration fees: Payment can be made in cash, by bank transfer, cheque, or bank card.

Tuition fees: Payment can be made by bank transfer or cheque.

3.2 Student must not have any over-due payment beyond the time permitted by AOU Morocco.

3.3 In case of a third party paying the fees on your behalf, the student will continue to be liable to ensure payment, failing which the student the consequence will be borne by the student.

3.4 Nonpayment of fees or until all outstanding fees are paid the University reserves all right to 4.5 take necessary action against student continuation in the programme as suspension, withholding or terminating.

4. Quality Assurance

AOU assures robust quality measures of all teaching and learning provisions at AOU. Thus, quality assurance at AOU is governed by specific policies that give direction to the process.

4.1 You may expect us to

4.1.1 Implement all University policies, including regulations, code of practice and guidelines towards facilitating the learning and Teaching.

4.1.2 Hear your voices through feedback surveys, appeals and complaints platform and other official channels.

4.1.3 To make suggestions for improvements through your feedback.

4.1.4 Regularly monitor the teaching and learning offered as part of your programme.

5.2. AOU expects you to:

5.2.1 Comply with the AOU policies and procedures, including those relating to your programme of study.

5.2.2 Take up opportunities provided by AOU to give your feedback.

5.2.3 Be tuned into any information provided by AOU towards changes to be introduced and its implications for you.

5.2.4 Cooperate and contribute to any Quality Assurance requirement asked

of you towards improvement.

5. Accountability and Conduct

These terms and conditions expect both parties (AOU & You) to act with integrity and be accountable for actions concerning University.

5.1 You may expect us to:

5.1.1 Provide equal opportunities and treat everyone equitably as per the 'Equal Opportunity and Respect for Diversity ' policy.

5.2 AOU expects you to:

5.2.1 Report to AOU any matter or issue that affect your learning experience.

5.2.2 Ensure that you comply with all expectations and requirement of you as an AOU student.

6. Changes to the programme or closing down of any center/Branch

6.1 If deemed necessary to keep the programme up-to-date the University shall make all efforts to introduce changes to the programme where necessary e.g. the assessment format, timetable, method of delivery etc.

6.2 AOU shall make all measures and keep the students well informed by securing their position if due to any unforeseen circumstances the University has to take any drastic decisions.

6.3 AOU shall give you reasonable notice on any changes or action on part of the University that may affect continuity of studies.

6.4 Explore with you opportunities and possibilities of transferring to any of the other AOU branches where the programme of studies registered for is still in effect.

6.5 Ensure that you receive all credits to your programmes.

7. Data Protection

7.1 As a student of AOU, you give us the right to hold and process your personal data including some information that may be sensitive in nature.

7.2 AOU assures you of the confidentiality of the information and reserves all rights to use it only to further your academic programme at AOU.

8.2 AOU expects you to:

8.2.1 To provide all personal details as name, age, address etc. accurately and update the University of any Change that take place,

8.2.2 Maintain your emergency contact details and confirm that AOU may use it in case of significant concerns about your wellbeing.

8.2.3 Protect the authentication details used to access your personal details.

8. Liability

8.1 AOU will not be liable to any unforeseen events beyond its control that could not have been prevented with any reasonable measures as

8.2 Government regulations

8.3 Natural Disaster

8.4 Public health emergency/ pandemic

8.5 Political Unrest

AOU Privacy notice

AOU Criminal conviction