



Princess Sumaya جامعة  
University الأميرة سميرة  
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# PSUT Policies Manual

**The Quality Assurance and Accreditation Center**

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1. **Governance and Strategic Planning**

- 1.1 **Strategic Planning**

Strengthen the strategic planning process, including vision, mission, values, goals, and objectives, alongside environmental analysis. Focus on participatory strategic planning, its communication, monitoring, and periodic review and evaluation.

## **1.2 Risk Management**

Strengthen the process of identifying, assessing, and managing potential risks.

### **1.3 Issuance of Regulations and Laws**

- Adhere to the issuance of regulations and guidelines as required by laws, while preparing and announcing policies across various operational areas. Ensure that procedures, processes, and standards are in compliance with regulations and guidelines.
- Regularly review and update regulations, incorporating feedback from stakeholders, and disseminating them through various effective channels.

### **1.4 Integrity and Transparency**

The university works to promote integrity and transparency in all academic operations by adhering to laws, regulations, and guidelines, while ensuring the development of procedures and foundations that align with them. Integrity and transparency are reinforced in areas such as penalties, incentives, and grievance handling.

### **1.5 Oversight**

Establish a financial and administrative oversight system that reviews and audits in accordance with specified laws and regulations, based on accountability principles within the university's framework.

### **1.6 Good Governance**

- Ensure the university's commitment to good governance, guiding its achievement of strategic objectives through transparency, integrity, and adherence to applicable laws.
- Work on creating comprehensive organizational structures for both academic and administrative divisions, regularly reviewing and developing them to meet emerging needs.
- Establish governance councils at all levels, clearly defining their roles and responsibilities, and making sure their performance is properly documented and evaluated.
- Ensure each position at the university has a clear job description, with proper documentation.
- Regularly review and update university roles to adapt to changes and new developments.
- Commit to regularly evaluating the performance of all employees based on their job descriptions and holding them accountable for any failure to perform tasks as outlined, following established procedures that are reviewed and updated.

### **1.7 University Policy Review**

Commit to periodically reviewing policies to ensure they align with the university's vision, mission, objectives, and quality standards, and adapt to changes accordingly.

### **1.8 Procedure Review**

Commit to regularly reviewing all university procedures and ensure they align with laws and regulations.

### **1.9 Committee Formation and Responsibilities**

The university forms the required committees to fulfil its obligations.

## **2. Academic Programs**

### **2.1 Establishment of Academic Programs**

Commitment to the establishment of high-quality academic programs that align with the university's vision, mission, goals, accreditation standards (both local and international), quality requirements, and labor market needs.

### **2.2 Academic Program Development**

The university is committed to regularly evaluating and enhancing its academic programs to meet accreditation standards, the national qualifications framework, labor market needs, and sustainable development goals.

### **2.3 Quality Assurance of Academic Programs**

The university ensures the quality of academic programs' inputs and processes to achieve excellent outcomes and continuously improves them based on feedback from graduates, employers, and students.

### **2.4 Suspension of Academic Programs**

The university may suspend academic programs as needed.

### **2.5 Teaching and Learning Methods**

The university adopts teaching methods that foster flexible thinking and provide students with solid, applicable knowledge for their professional careers, ensuring continuous improvement.

### **2.6 Curriculum Evaluation and Development**

The university is committed to evaluating and improving its curricula to enhance educational quality and meet the standards set by the Ministry of Higher Education and Scientific Research, as well as the Accreditation and Quality Assurance Commission for Higher Education institutions (AQACHEI).

### **2.7 Course Assessment**

The university assesses its courses through a defined process aimed at continuous improvement to meet the needs of the field, professional requirements, and the labor market.

## **3. Students**

### **3.1 Undergraduate Admission**

The university is committed to admitting new, transfer (within the university), and transferred (from other institutions) students based on criteria that comply with the regulations of the Ministry of Higher Education and Scientific Research, the Accreditation and Quality Assurance Commission, and the university's capacity and academic programs.

### **3.2 Registration**

The university is committed to following registration procedures that meet the expectations of students and faculty. The Deanship of Admissions and Registration uses a computerized system to streamline and ensure the integrity and transparency of the process.

### **3.3 Graduation and Degree Conferral – Bachelor’s Program**

The university follows regulations for conferring degrees and graduation, regularly reviewing the process.

### **3.4 Internal and External Transfers**

The university offers opportunities for internal and external transfers based on student preferences and in line with applicable regulations.

### **3.5 Course Equivalency**

The university ensures that courses taken at other institutions are recognized according to applicable regulations, encouraging students to study at reputable global universities.

### **3.6 Admission - Graduate Programs**

The university admits students based on specific criteria, ensuring compliance with the regulations of the Ministry of Higher Education and Scientific Research, the Accreditation and Quality Assurance Commission, and the university's capacity and graduate programs.

### **3.7 Graduation and Degree Conferral - Graduate Programs**

The university supports students in completing degree requirements by providing clear procedures for thesis and dissertation preparation, defense, research project monitoring, and degree conferral, ensuring compliance with the regulations of the Ministry of Higher Education and Scientific Research and the Accreditation and Quality Assurance Commission.

### **3.8 Student Performance Evaluation**

The university uses a fair and documented evaluation system with various assessment methods. It reviews evaluation results and measures students’ achievements against program learning outcomes, ensuring their readiness for graduation.

### **3.9 Grade Approval**

The university ensures that grades are approved fairly and with integrity, in accordance with applicable regulations.

### **3.10 Capacity Building**

Focus on sending faculty members and students to renowned educational and research institutions to enhance their academic and research capabilities, ensuring transparency, fairness, and proper follow-up.

### **3.11 Scholarships**

The university supports sending students to renowned educational and research

institutions to meet its future needs for highly qualified faculty members. It also offers internal scholarships to outstanding students.

### **3.12 Student Rights and Responsibilities**

The university protects students' rights and holds them accountable for their responsibilities, in line with applicable regulations.

### **3.13 Extracurricular Activities**

The university focuses on developing students' personalities, creativity, and skills, preparing them for active participation after graduation through quality extracurricular activities, and promotes student involvement in these activities.

### **3.14 Scientific Associations and Student Clubs**

The university fosters students' social skills and enhances their communication abilities through scientific associations and student clubs. It facilitates joining and organizing related events.

### **3.15 Student Grants**

The university is committed to providing grants to eligible students as needed, in accordance with regulations.

### **3.16 Student Complaints**

The university has a clear process for managing student complaints and adheres to the established frameworks for this purpose.

### **3.17 Student Awareness**

The university ensures students are aware of their rights and responsibilities according to the regulations. It also provides ongoing psychological, social, and academic awareness services and regularly evaluates them.

## **4. Services**

### **4.1 Library and Information Services**

The university is dedicated to developing both paper and electronic library services that meet the academic and research needs of students and faculty.

### **4.2 Supportive Learning Environment**

The university is dedicated to providing educational and technological resources for academic programs, along with academic, career, social, psychological, and digital guidance programs to enhance and support students' academic performance.

### **4.3 Security and Safety**

The university ensures a safe campus by protecting staff, students, and visitors, and providing relevant guidelines and manuals.

#### **4.4 Maintenance**

The university maintains its facilities and infrastructure in good condition through regular upkeep and ensures necessary maintenance supplies are provided.

#### **4.5 Healthcare Services**

The university offers top-quality healthcare services to staff, students, and visitors through an on-campus clinic and health insurance, in line with approved regulations.

#### **4.6 Staff Services**

The university provides excellent services to its staff to foster a strong sense of belonging and regularly assesses the effectiveness of these services.

### **5. Scientific Research, Development, and Innovation**

#### **5.1 Research Collaboration**

The university works on building research partnerships with local, regional, and global institutions. It also supports the goals of the Royal Scientific Society, a key research institution in the country, and encourages research on sustainability in different fields.

#### **5.2 Supporting and Publishing Research Projects**

The university supports the research environment and projects by establishing regulations and guidelines that align with higher education and research laws. It develops these in accordance with global standards and research priorities.

#### **5.3 Researcher Incentives**

The university encourages researchers with outstanding scientific contributions by offering financial incentives to enhance the research environment.

#### **5.4 Patent Registration and Intellectual Property Protection**

The university facilitates patent registration and protects intellectual property rights through defined mechanisms.

#### **5.5 Establishing and developing entrepreneurial projects and incubators**

The university supports entrepreneurial projects and business incubators, fostering and nurturing creative ideas.

#### **5.6 Holding Conferences and Seminars**

The university organizes conferences and seminars to share research findings, exchange ideas, and collaborate with other institutions to stay updated on developments in the research fields.

#### **5.7 Strengthening the Link Between Research and Education**

The university focuses on improving the link between research and education by teaching students how to gather information and carry out research.



### **5.8 Sabbatical Leave**

The university offers sabbatical leave to faculty members to improve the research environment, following specific procedures.

## **6. Academic and Administrative Staff**

### **6.1 Evaluation of Faculty Performance**

Establish a system to regularly assess faculty members to enhance their performance, using different evaluation methods and analyzing the results.

### **6.2 Faculty Development**

Focus on improving faculty members' skills and abilities to boost their academic and research performance.

### **6.3 Supporting, documenting, and publishing artistic, literary, and scientific works**

Create an environment that fosters creativity and provides resources to support the artistic, literary, and scientific work of faculty, staff, and students, while documenting and publishing their accomplishments.

### **6.4 Attracting outstanding staff and faculty**

Attract faculty, administrative staff, and academic or administrative leaders with exceptional qualifications, experience, and skills, in line with the university's needs and regulations.

### **6.5 Hiring and Appointments**

Make sure the hiring and appointment of leadership, faculty, and administrative staff follow clear and transparent procedures that are closely monitored.

### **6.6 Promotion and Permanent Employment**

Follow applicable regulations and procedures for permanent employment and promotion of academic and administrative staff, with regular reviews.

### **6.7 Professional and Career Development**

Provide professional, academic, and administrative development for university staff through workshops, training programs, and development opportunities, while assessing the quality of these offerings and staff satisfaction.

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## **7. External Relations and Community**

### **7.1 Employers and Industry Associations**

Establish effective communication and build relationships with employers and industry associations, signing employment and training agreements with them, and collecting feedback to help design programs that align with workplace realities and developments.

## **7.2 Internal and External Relations**

Strengthen local, regional, and global partnerships with various prestigious institutions and continuously evaluate their effectiveness.

## **7.3 Communication with Graduates**

Maintain continuous and effective communication with graduates, keep their data up to date, and involve them in the university's governing boards. Support alumni clubs and assist with job placement by coordinating with relevant organizations, organizing job fairs, and gathering feedback from employers regarding alumni performance.

# **8. Quality Assurance**

## **8.1 Quality Management**

Commitment to developing the quality system in accordance with the quality requirements and standards applied at the university and establishing a culture of quality assurance and continuous improvement in all academic, research, and administrative processes.

## **8.2 Document Control**

Developing systems and mechanisms to manage documentation processes at the university, ensuring the preservation of information and quick access to it to facilitate the process of making sound decisions.

## **8.3 Benchmarking**

The university compares its performance and activities with those of distinguished institutions, enabling it to assess its performance, identify best practices, and enhance the improvement of institutional, academic, and research outcomes.

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# **9. Sustainability**

## **9.1 General Policy for Sustainable Development**

The university is committed to promoting sustainable development by supporting the United Nations' Sustainable Development Goals (SDGs). It integrates sustainability principles across university operations, including management, planning, education, research, and community service.

## **9.2 Women Empowerment**

The university encourages women to participate in all aspects of university life and enhances their roles in research, academics, and administration by implementing appropriate strategies.

## **9.3 Climate Change Management**

The university raises awareness of climate change challenges and takes action to adapt to

and mitigate its negative impacts. It also collaborates with environmental organizations and government agencies responsible for climate change management.

#### **9.4 Water Resources Management**

The university is committed to the efficient and sustainable management of water resources across all campus buildings. It promotes water conservation, modern irrigation practices, and reducing water pollution in cooperation with relevant authorities.

#### **9.5 Renewable Energy**

The university strives to use renewable energy sources and enhance campus sustainability. It works with local, regional, and international partners and conducts related studies in partnership with them.

#### **9.6 Recycling Program**

The university implements effective waste and recycling management methods while promoting environmental awareness among students and staff. It also seeks suitable partnerships to support these efforts.

#### **9.7 Environmental Preservation**

The university adopts environmentally friendly practices, including limiting smoking on campus, maintaining green spaces, protecting campus wildlife, promoting eco-friendly transportation, and providing student shuttle buses to help reduce air pollution.

#### **9.8 Resource Management**

The university ensures the availability of diverse campus resources, offers various training opportunities, and evaluates their efficiency. It works to enhance facilities and services for individuals with special needs, regularly assessing satisfaction levels. Additionally, it prioritizes sustainability in purchasing practices by selecting eco-friendly products and services.

#### **9.9 Financial Resources Management**

The university manages its financial resources according to plans that align with its mission, goals, and strategic plan. It prepares a budget to ensure the sustainability of departments and colleges, optimizes resource use by managing revenues and expenses, and develops investment, incentives, and purchasing strategies that support sustainability goals.

#### **9.10 Community Responsibility**

The university forms partnerships with local and global institutions to foster positive interaction between the university and the community. It offers programs, courses, and social and volunteer activities focused on sustainability and other important issues.

#### **9.11 Commitment to Diversity**

The university fosters a diverse educational environment that encourages knowledge exchange and the sharing of experiences, upholding values of equal opportunity and fairness regardless of religion, race, color, age, gender, or disability. It enforces policies to prevent harassment, discrimination, violence, and fraud.