



STAFF HANDBOOK



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STAFF HANDBOOK

Tishk International
University

Erbil Campus
www.tiu.edu.iq
www.tiu.edu.krd

Sulaimani Campus
www.sul.tiu.edu.iq

Staff Login System
<https://pbs.tiu.edu.iq>

TIU.PR.HB.001E, V: 10, Issue Date: January 2022.



ASST. PROF. DR. IDRIS HADI

PRESIDENT, TISHK INTERNATIONAL UNIVERSITY

HEAD OF BOARD OF TRUSTEE'S MESSAGE

Dear Tishk Staff,

The world is going through a new era that is commonly referred to as the "Information Age". Globalization is removing boundaries as well as expanding the markets from a regional to a global level.

In this globalization era in which the content and scope of information have reached such great extents, there are two fundamental principles that enable institutions, societies and states for survival and achievement: to acquire knowledge and to use and share it professionally by means of communication technologies.

Therefore, University Administration tries hard to be able to bring you the most advanced technologies for your classes and working areas and we give our full support for your academic studies. Our university aims to elevate the standards of higher education and provide professional to the institutions in the country and in the world. I would like to state that we are not only colleagues but the members of the TISHK FAMILY and i believe that as long as our collaboration continues, we will be able to reach at this aim.

I would like to express my gratitude for the cooperation you have provided so far.

Sincerely Yours,

Asst. Prof. Dr. Idris Hadi
Head of Board of Trustees,
Tishk International University



ASST. PROF. DR. ABDUL SAMAD SALAHUDDIN

PRESIDENT, TISHK INTERNATIONAL UNIVERSITY

PRESIDENT'S MESSAGE

Dear Students

It is indeed a privilege to welcome you in the capacity of President, at Tishk International University (TIU).

TIU is a premier university in the region, offering numerous graduate programs in the disciplines ranging from Education, Business, Engineering, Health sciences such as Dentistry, Pharmacy and other allied courses. TIU is strongly committed and determined to fulfil the goal of becoming a leading university in the nation and region in the fields of education, research and development as well as serving to the community by raising educated individuals with universal ethical values.

We at TIU understand the fundamental tailoring required for shaping the career of our students. Our educational programs have been designed by considering the effective pedagogical resources like problem-based learning and computer-aided learning modules to enhance the subject knowledge, industry-specific expertise and encourage the student's overall transformation. TIU is fully committed to providing the finest environment possible for teaching, learning, research, innovation and overall development of the student. Our academic programs are backed by excep-

tionally qualified and experienced International academicians.

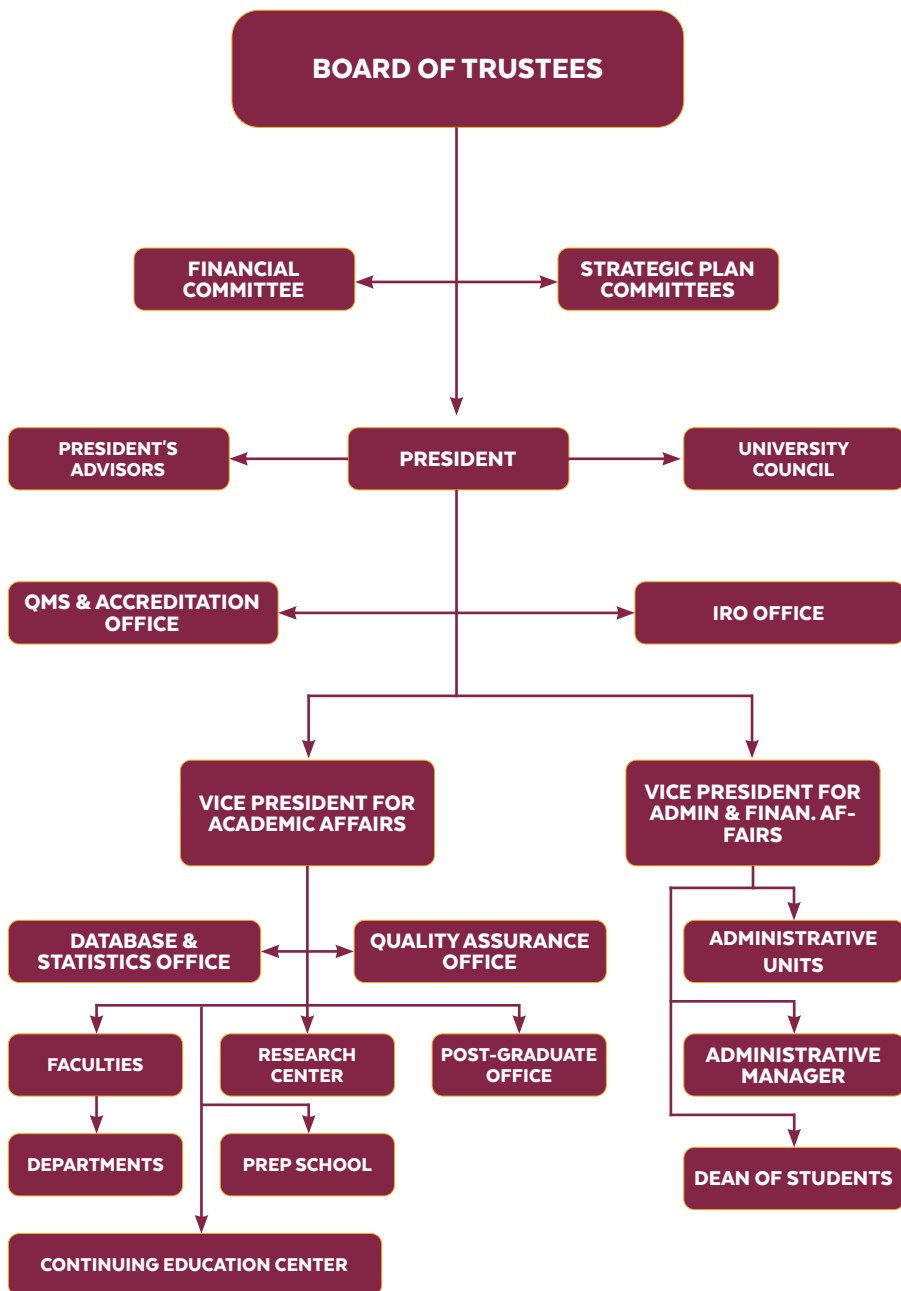
Here you can find outstanding experiences to grow and evolve, discovering new passions and recognizing your full potential. Our emphasis has always been on producing career-ready learners meeting international benchmarks. Our graduates do not possess only the TIU degree, but the right career path, skills, a global vision and the confidence to make it possible.

TIU stretches you a broad network of academic advisors and alumni, enabling you to fulfil your goal of excellence from the first day. Our goal is to assist you in creating, exploring and fulfilling your ambitions. You will find mentors in our faculty, staff and researchers, and you will make bonds and friendships that endure for a lifetime through the vibrant social and cultural life of our campus.

I can confidently state that, whether you are a student, a researcher or a faculty member, TIU will always appreciate the zeal for learning, advancement and creativity. Finally, I am delighted to welcome you all to join us and witness your transformation at Tishk International University.

"Education develops the vision of an individual and educated individuals only can endorse the growth of the country and humanity altogether"

Dr. Abdul Samad Salahuddin
President,
Tishk International University



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New Staff List of Actions

A. Getting a TIU Email Address (Fulltime + Part Time)

New staff shall visit the IT Services office (room # 121-Main Building) to get a TIU email address and an initial password (it can be changed later by the email account user). The given username and initial password enable new staff to login into Office 365 line of subscription services. By this, the staff can get:

- The latest Office apps, like Word, Excel, PowerPoint, and Outlook.
- 1 TB of OneDrive cloud storage.
- Feature updates and upgrades.

Staff are expected to check their email on a frequent basis (twice a day at least) in order to stay current with University-related communications.

Our staff represent our University whenever they use their university email address. They must not:

- Sign up for illegal, unreliable, disreputable or suspect websites and services.
- Send unauthorized marketing content or solicitation emails.
- Register for a competitor's services unless authorized.
- Send insulting or discriminatory messages and content.
- Intentionally spam other people's emails, including their colleagues.

Our University has the right to monitor and archive university emails.

We encourage staff to create an email signature that exudes professionalism and represents our University well. Here's a template of an acceptable email signature:

Full Name

Job Title(s)

Department/ office

Faculty (if exists)

Tishk International University

100mt.St, near Baz Intersection, Erbil, KRG/IRAQ

Tel: optional

Email: address@tiu.edu.iq

Web: www.tiu.edu.iq

B. Opening a PIS Account (Fulltime + Part Time)

New staff shall use the PIS Webpage to get a PIS System username and an initial password (it can be changed later by the account user). The given username and initial password enable new staff to login into the PIS system. This system manages out student data, including student records, courses and grades etc. PIS system enables the academic staff to:

- Enter the courses' syllabus
- Enter the students' attendance records.
- Enter the students' minor grades (scores of midterm, quizzes, assignments, ...etc.)

Steps to be followed are:

1. Open the PIS webpage <https://pis.tiu.edu.iq/index1.html>
2. Click on "New User"
3. Enter your "Name", "Surname" and "TIU Email Address".
4. Click "Submit"

C. Creating Academic Profile (Fulltime Only)

Every academic staff (holding an academic title) at TIU should have an academic profile in <https://tiu.edu.iq/staff/>. The profile includes information about your academic title, education, previous positions, research interests, and research and scientific production.

You need to fill out the Academic Profile Form online using this link <https://tiu.edu.iq/qa/academic-profile-form/> then to visit the TIU's Photographer (room # 109 – main building) to take a TIU profile photo.

D. Creating a Google Scholar Account (Fulltime Only)

New staff shall create a Google Scholar Citation Profile (incase s/he have none) or change the affiliation of the profile to Tishk International University (in case it already exists). The following instructions should be followed:

- Put a passport photo into your account personal photo.
- In the profile; the affiliation of your account should contain; name of

Department, name of University, Kurdistan Region, Iraq. No need for the Faculty name, e.g. Department of Civil Engineering, Tishk International University – Erbil, Kurdistan Region, Iraq.

- In the profile; the homepage should be connected to the Teacher Academic Profile which refers to qualification and academic title. Just add your academic profile link at TIU <https://tiu.edu.iq/staff/>
- In the profile; write about THREE Areas of Interest.
- Change the email to xxx@tiu.edu.iq

For any question or enquiry in this regard, please contact the Director of Quality Assurance (samira.saeed@tiu.edu.iq).

E. Attending Orientation Program (Fulltime + Part Time)

For helping newly joined lecturers to acclimate themselves to Tishk International University and to understand how they can fit into the University Teaching-learning system, an On-boarding Program for the Newly Joined Lecturers is held in the first month of each academic year at the university campus.

Many topics are presented to the participants, such as: The Vision and Mission of Tishk International University, Preparing Course Syllabus and Course Material , Getting started with your class and PIS System, Overview of QA process and procedures at TIU, Research Activities , Publication and Incentives , Human Resources Procedure, Dean of Students and Events , Introduction to IT Services and Facilities , Website facilities , Library Support and E-Library , Basics of ISO 9001 , Structure of TIU , Academic Advising and Office Hours.

If the new academic staff joins TIU prior or at the beginning of the academic year, s/he shall attend all the sessions of the Orientation Program. The schedule of the orientation program will be sent to new staff at the beginning of the academic year (September/October). But, if the new academic staff joins TIU during the academic year, s/he shall contact the Coordinator of ISO & Accreditation (room # 261- Main Building) to be provided with the orientation material.

F. Reading the Staff Handbook (Fulltime + Part Time)

The staff handbook is a document that communicates TIU's mission, policies and expectations. The University gives this to staff to clarify all the rights and responsibilities while they're employed with the university.

New staff shall read the staff handbook to avoid inadvertently breaking the rules, to get a better sense of the University culture, and to know what is expected from them and what they can expect from management and leadership, and to know the benefits the University offers to staff. TIU Staff Handbook can be downloaded by the link <https://tiu.edu.iq/staff-handbook/>).

G. Reading the Student Handbook (Fulltime + Part Time)

The purpose of the Student Handbook is to give students an understanding of the policies and guidelines for attending and receiving an education in our University. The Academic staff shall be aware of these rules and guidelines, therefore, new staff shall read thoroughly the student handbook. TIU Student Handbook can be downloaded by the link <https://tiu.edu.iq/student-handbook/>)

H. Opening a Quality Assurance Electronic Account (Full-time Only)

The Quality Assurance E-System is designed to record and evaluate the academic performance of teaching staff at Tishk International University and is managed by the Quality Assurance office. By using this system, the staff can enter information related to the Continuous Academic Development (CAD) and upload the required evidences and proofs and submit his/her Teacher Portfolio (TP).

New staff shall visit the office of the Quality Assurance Director (room # 260-Main Building) to be provided with the user name and initial password required to log-in the e-system.

I. Face Recognition Attendance System (Fulltime + Part Time)

TIU staff use the face detection devices available in the entrance of each building of the campus for checking in and out to record the working hours. Staff also use this system in the dining halls before receiving the meals. New staff shall visit the IT Services Office (room # 121-Main Building) to provide them with a recent photo of him/her self to be used for the face detection system.

J. Opening INET Account (Fulltime + Part Time)

By using the TIU INET System, the staff will be able to:

- Report any computer/internet related problem.
- Submit any infrastructure-related maintenance request
- Access to the staff phone book

New staff shall visit the IT Services Office (room # 121-Main Building) to be provided with INET username and initial password.

Important note to the reader

The following terms are used interchangeably in this document.

“University” means Tishk International University, “Ishik” means Tishk International University, “Trustees ” means Tishk International University Board of Trustees, “Board” Tishk International University Council, “Senate” and “University Senate” implies the highest hierarchical committee.

Note of Nondiscrimination

It is the policy of the university not to discriminate on the basis of race, color, national origin, sex, or handicap in its vocational programs, services, or activities.

Definitions:

- **The University:** Tishk International University.
- **TIU:** Tishk International University.
- **Ministry:** Ministry of Higher Education and Scientific Research.
- **Academic staff:** personnel whose primary assignment is course instruction and research.
- **Non-academic staff:** University staff who do not have an academic employment function.
- **Online academic staff:** academic staff who do the course instruction in the online mode only.
- **Fulltime staff:** personnel who work a minimum number of hours defined in the “Working Hours Policy” of the University.
- **Part-time staff:** personnel who work fewer hours than what a fulltime staff do.
- **IRO:** International Relations Office.
- **PIS:** Personnel Information System

Note:

- * All “Procedures Descriptions” at TIU are available in PIS System, in the ISO 9001 category.
- * All “Job Descriptions” at TIU are available in PIS System, in the ISO 9001 category.
- * All “Forms” at TIU are available in PIS System, in the ISO 9001 category.
- * The Quality Assurance Policy is available in the TIU website (<https://tiu.edu.iq/qa/policy/>).

All articles related to the international staff privileges at TIU are stated in the employment contracts provided.

Regarding the residency regulations, TIU applies the most updated versions of the regulations issued by the Ministry of Interior of the Kurdistan Regional Government.

Regarding the regulations related to Covid-19 procedures, TIU applies all the decisions made by the Ministry of Health of the Kurdistan Regional Government.

Implementing Bologna Process at TIU

TIU follows up the procedures of the Bologna Process and designs its educational procedures (curriculum design, teaching, learning, ECTS system, Syllabus etc.) in line with the Bologna process. The Bologna Process promotes the standards and quality of higher education qualifications Bologna Process is a series of ministerial meetings and agreements between European countries to ensure comparability in the standards and quality of higher-education qualifications. The main aspects of the 'Bologna Process' that have been considered and strategically implemented at TIU are:

1. Credit System (ECTS)
2. Structural Reforms.
3. Internal Quality Assurance
4. External Quality Assurance
5. Academic Mobility
6. Values and Fundamental Principles

Using the ECTS Credit System

TIU deploys the European Credit Transfer System (ECTS) in the design of the course syllabi. ECTS (the European Credit Transfer and Accumulation System) is a standard means for comparing academic credits, i.e., the "volume of learning based on the defined learning outcomes and their associated workload" for higher education across the European Union and other collaborating European countries.

The ECTS credit system makes degree programmes and student performance

more transparent and comparable across all countries that are members of the European Higher Education Area (EHEA).

Every ECTS credit point represents the amount of workload accomplished by the student in a period of time. At TIU, we consider the followings:

- 30 ECTS credits are assigned per an academic semester.
- 1 ECTS = 25 study hours

History

General Profile of Tishk International University

Brief History

Tishk International University is a private university which was founded in 2008 in Erbil, Iraq national and international investors . The University started its education in 2008 on the 60-meter Campus, and moved to 100-meter Campus in 2010. The campuses number increased in 2014 by opening the Sulaimani Campus was opened.

The education at TIU started with 6 faculties and 8 departments in 2008-2009 and now it is up to 8 faculties with 28 departments in two campuses.

In 12 years of educational cycle, the University has played many pioneering roles: double diploma opportunity for the undergraduate students, Certificate of ISO 9001: 2015 Quality Management System, International Accreditation for more than 10 academic programs, institutional accreditation, and recognition for the international journals by the Ministry of Higher Education and many more.

General Status

A large number of the academic staff of Tishk International University is international lecturers. The Academics coming from many different countries; specifically, America, Canada, England, Turkey, Syria, Germany and India constitute a Prism of Light at the university and provide an energetic amalgamation of professionalism, culture and knowledge. Likewise, the University's student are from different nations and cultures and are exposed to a multidisciplinary and multicultural academic atmosphere, providing as such a broader international way of thinking.

The medium of the education at the University is English in all departments, except for Law Faculty in which Arabic language is used.

Erbil Campus:

At the moment our University in Erbil offers 23 undergraduate programs in the fields of Dentistry, Pharmacy, Medical Analysis, Business and Management, Accounting, Banking and Finance, International Relations and diplomacy, English Language Teaching (ELT), Mathematics Education , Biology Education , Physics Education , Civil Engineering, Computer Engineering, Architecture, Interior Design, Mechatronic Engineering, Petroleum and Mining Engineering, Surveying and Geomatics Engineering, Information Technology (IT) , Law, Nursing, Computer Education, and Tourism. Also the University in Erbil offers many Master programs programs in Civil Engineering, Computer Engineering, Business and Management, Dentistry, English Language Teaching, English Literature, and Information Technology, Law. These master programs are joint programs with Salahaddin University, Erbil Polytechnic University, Hawler Medical University, and Koya University.

Sulaimani Campus:

At the moment, our university in Sulaimani offers 5 undergraduate programs in the fields of Business and Management, Civil Engineering, Architecture Engineering, English Language Teaching, and Accounting. .

Educational Perspective

Tishk International University annually organizes several scientific conferences in different fields such as engineering, energy, health, education, environment, applied sciences, business & management and legal issues as well. Besides, several competitions in education and applied sciences are also organized by the University to prepare students for a better future and make them meet with services and product providers in the career days.

Tishk International University has an student exchange programs that enable TIU students to go and study for one term at outside universities and also accept students from abroad to study at Tishk International University within the same program. With the exchange programs, Tishk International University stu-

dents are studying in the USA, Poland, Romania and Germany. The university offers a double diploma program with one California University in America from the Business Management Department since 2015.

Tishk International University is certified by the by Bureau Veritas Certification Holding SAS-UK Branch with ISO 9001:2015 certificate. And more than 10 programs have been accredited by international accreditation agencies. Furthermore, TIU was awarded institutional accreditation certificate issued by the German Accreditation Agency ZEvA. Also, recently the Faculty of Administrative Sciences and Economy has joined EFMD (the European Foundation for Management Development).

Academic Activities

Conferences:

The university has held various national and international scientific, and social activities since its foundation.

- The first scientific event started with the 1st International ELT Conference in 2010 by the Education Faculty. This international conference later changed into the VESAL series (International Visible Conference on Educational Studies and Applied Linguistics) which were held in cooperation with Salahaddin University in the last two years.
- In 2014-2015, the Engineering Faculty commenced its conference series of IEC (International Engineering Conference) which was committed in collaboration with the Erbil Polytechnic University.
- In 2016 and later the series of ICEEE (International Conference on Ecology, Environment and Energy) have begun and it has been held in cooperation with Salahaddin University. As of 2017, ICEEE has changed to ICASEE.
- In 2016, the first international law conference was performed: ILIC (International Legal/Law Issues Conference).
- In 2015 ICOS (International Conference of Oral Science) started and since then it has been organized annually.

The 1st International Conference on Architecture and Interior Design was organized by the Faculty of Engineering in coordination with Salahaddin University

and the 1st International Conference of Accounting, Business, Economics and Politics was organized by the Faculty of Economics and Administrative Sciences. Also, the 1st International Conference on Science Management- Religion Diversity was held for two days in April 2018 and it gathered researchers and students from 4 different universities (Potsdam University in Germany, Tishk International University, Salahaddin University and Catholic University-Erbil). The conferences at Tishk International University comply with the rules and regulation set by the Ministry (<http://www.nur-krq.net/conf>).

Student Conferences:

- In 2013-2014, the first Ishik Student Conference (ISC) was held by the Education Faculty; as of 2017, ISC was converted into NASCON.
- In 2016, the first Ishik Business and Administrative Sciences Student Conference (IBASSC 2016) was held by the Faculty of Administrative Sciences and Economics.

Competitions:

- Since 2009, the University has been one of the organizers of the INPO (Iraq National Project Olympiads) that is dedicated to Physics, Chemistry, Biology, Mathematics, and Computer subjects to help the students to create scientific skills and thoughts.
- Since 2014, FPO (Future Inventors' Project Olympiads) has been held to discover the best and brightest students in Physics, Chemistry, Biology, Mathematics, and Computer subjects and to help them realize the scientific competence in their minds, in collaboration with Fezalar Educational Institutions, the Ministry of Education of Kurdistan Regional Government and Tishk International University.
- Since 2014, NICE (National Innovation Contest in Engineering) was held in three main categories: Computer Science, Civil and Architecture Engineering.

Journals:

The University has established the following three journals:

- **European Journal of General Dentistry** (EJGD) with Scopus and accredited by the Ministry of Higher Education in the KRG.
- **International Journal of Social Sciences & Educational Studies** (IJSSSES) is indexed in DOAJ and Index Copernicus and has been accredited by the Ministry of Higher Education in the KRG.
- **Eurasian Journal of Science and Engineering** (EAJSE) was founded in 2015 and accredited by the Ministry of Higher Education in the KRG.

<https://ijssses.tiu.edu.iq/>

Social Perspective

The University aims at providing a multicultural atmosphere for its students. Within this context, many social events are organized in terms of integrating students into the society and the outer world. Some organizations are Spring Festival of Language, Culture and Science, Thanks for Martyrs, Volunteer Teeth Care, Clean and Love Kurdistan Campaign, Public Exhibition Projects, Orphanage House Visit, Blood Donation Project, Prison Visit, Volunteer Teaching in the Refugee Camps, Donation for Peshmerga, Welcoming Physically Challenged Students, Sport Tournaments, Alumni Reunion, Mercy Corner, Donation and Self-Devotion for the Cancer Kids and more.

University Faculties and Departments - Erbil

FACULTY OF DENTISTRY

1- Dentistry

FACULTY OF PHARMACY

1- Pharmacy

FACULTY OF NURSING

1- Nursing

FACULTY OF ENGINEERING

1- Architecture Engineering
 2- Civil Engineering
 3- Computer Engineering
 4- Interior Design Engineering
 5- Surveying & Geomatics Engineering
 6- Petroleum & Mining Engineering
 7- Mechatronic Engineering
 8. Aviation Engineering Dept.
 9. Petrochemical Engineering Dept.

FACULTY OF LAW

1- Law

FACULTY OF APPLIED SCIENCE

1- Medical Analysis
 2- Information Technology(IT)
 3- Physiotherapy

FACULTY OF EDUCATION

1- English Language Teaching
 2- Mathematics Education
 3- Physics Education
 4- Biology Education
 5- Computer Education
 6- Pre-School Education
 7- Kurdish Language

FACULTY OF ADMINISTRATIVE SCIENCES AND ECONOMICS

- 1- International Relations And Diplomacy
- 2- Business and Management
- 3- Accounting
- 4- Banking & Finance Accounting
- 5- Tourism
- 6- Marketing and Entrepreneurship

OTHER UNITS

- Prep School.
- Continuing Education Center.
- CISCO Networking Academy.
- TIU Research Center.
- TIU E-Learning Center.
- TOEFL IBT Test Center.
- TIU Career Center.
- Engineering Consultation Bureau (IECB) at TIU.
- TIU Centre for Gender Studies and Researches.

University Faculties - Sulaymaniyah

FACULTY OF ENGINEERING

- 1- Architecture Engineering
- 2- Civil Engineering

FACULTY OF ADMINISTRATIVE SCIENCES AND ECONOMICS

- 3- Business and Management
- 4- Accounting
- 5- Banking & Finance Accounting
- 6- International Relations and Diplomacy

FACULTY OF EDUCATION

- 7- English Language Teaching

1. Purpose

Tishk International University has adopted certain employment policies and procedures, which are contained in this personnel handbook.

The policies in this handbook are a source of information for employees who have questions about Tishk International University (Ishik) personnel practices. These policies are not contractual by nature and may be unilaterally rescinded, revised, or added to by TIU from time to time. Additionally, although management generally will follow these policies, a quorum of the Board of Trustees or University Senate may, in his or her sole discretion, authorize deviations from or exceptions to these policies if, in the quorum of the Board of Trustees opinion, such a deviation or exception is warranted under the circumstances. The provisions of this handbook control over any contrary statements, representations, or assurances by any supervisory personnel. This handbook is not to be construed as or declared to be a contract of employment by any employee of TIU. A separate employment contract is signed with each employee with "Personnel Hiring Committee" (PHC). All exceptions to the items stated in the staff handbook must be mentioned in the employee contract; otherwise, all rules and regulations stated in the staff handbook apply. This personnel handbook is the property of TIU. All employees and trainees will be provided with a copy of the handbook and will be required to read and abide by it. While TIU intends to notify employees whenever there has been a significant modification or addition to any of the policies in the handbook, the policies are subject to change at any time, with or without notice, at the TIU sole discretion.

2. Code of Ethics

An effective educational program requires the services of men and women of integrity, high ideals, and human understanding. To maintain and promote these essentials, TIU expects all professional staff members to maintain high standards in their working relationships, and in the performance of their professional duties, to:

1. Recognize basic dignities of all individuals with whom they interact in the performance of duties;

2. Represent accurately their qualifications;
3. Exercise due care to protect the mental and physical safety of students, colleagues, and subordinates;
4. Understand and apply the knowledge and skills appropriate to assigned responsibilities;
5. Keep in confidence legally confidential information as they may secure;
6. Ensure that their actions or those of another on their behalf are not made with the specific intent of advancing private economic interests; refrain from using position or Tishk International University property, or permitting another person to use an employee's position or Tishk International University property for partisan political or religious purposes (This will in no way limit constitutionally or legally protected rights as a citizen);
7. Avoid accepting anything of value offered by another for the purpose of influencing judgment.
8. Work to protect the University and its legal interests by complying with all environmental, education, safety, and privacy laws.
9. Respect their colleagues, superiors, and students. Any discriminatory behavior or harassment will not be tolerated.
10. Show integrity and professionalism in every aspect of conduct, including matters involving absenteeism, tardiness, and dress code compliance. Personal appearance should project the University's commitment to professionalism.
11. Staff are discouraged from accepting gifts from students, or partners for the benefit of another party. We are all expected to avoid any personal, financial or other interests that may interfere with the quality of work.
12. Treat University property and the physical environment with respect and care.

Staff who repeatedly or deliberately fail to follow the University's code of ethics will meet an appropriate disciplinary action.

Following a clear warning, staff who persistently show indecorous behavior may face demotion, reprimand, detraction of benefits, suspension, or termination. Legal actions may be taken in cases of theft, embezzlement, corruption, and

other unlawful actions.

3. Equal Opportunity Policy:

Tishk International University is committed to achieving equal opportunities, respects and values diversity, and is committed to applying equality of opportunity in all its practices and education delivery with regard to ethnic origin, age, gender, religion or belief, sex, marital status and disability or any other criterion not relevant to the point at issue.

The University's Board of Trustees Members have overall responsibility for the effective operation of this policy.

Equal Opportunities Policy Implementation

General activities of the University

As a provider of educational services to the community, the University accepts responsibility to promote equal opportunities and challenge discrimination wherever it occurs. This policy sets out the main consequences of this commitment and the action to be taken in order to achieve equal opportunities.

The University's management will actively monitor all activities to ensure that we are serving the needs of all communities and groups.

It is the responsibility of all staff to ensure that no student receives less favourable treatment than another on the grounds of age, ethnic origin, disability, sexual orientation, religion or belief, marital status or gender.

We will listen carefully to what people tell us they need from **Tishk International University** and do everything in our power and within our resources to ensure their needs are met.

This policy will be reviewed every three years or when new legislation requires it.

Physical access

The University premises will be reviewed regularly so that access by staff and students with disabilities can be maintained and improved where necessary.

Recruitment and Employment Practices

As far as it lies within our power we will ensure that our recruitment processes are designed to ensure equal access for all.

All job vacancies will initially be advertised internally to encourage candidates to apply.

We will design our job descriptions to allow for as wide as possible a range of transferable experience and qualifications to be taken into account.

4. Educational Rights and Privacy

The Educational Rights and Privacy is a university policy that sets forth basic privacy requirements for personally identifiable information contained in educational records maintained by the university. Only university employees with an 'educational need to know' are allowed to access an individual student's or another university employee's records. Disclosing such information to persons other than the student or legal guardians if any, or to other university employee without a legitimate educational interest is a violation of this policy.

5. Criminal History Record Information

Tishk International University is authorized by state law to obtain criminal history record information on applicants Tishk International University intends to employ. Additionally, Tishk International University obtains/may obtain periodic reports on each employee annually.

7. Possession of Firearms and Weapons

Employees, visitors, guests and students are prohibited from bringing firearms, illegal knives, or other weapons onto university premises or any grounds or buildings where a university-sponsored activity takes place. Disciplinary consequences will apply if Tishk International University personnel or students commit such an offense. For the safety of all persons, employees who observe or suspect a violation of the university's weapons policy should report it to their

supervisors immediately.

6. Employee Arrests and Convictions

An employee who is arrested for any crime or any offense involving moral turpitude must report the arrest to the Administrative Vice President or immediate supervisor within three calendar days of the arrest. An employee who is convicted of or receives deferred adjudication for such an offense must also report that event to the Administrative Vice President or immediate supervisor within three days of the event. Moral turpitude includes, but is not limited to, the following:

1. Dishonesty
2. Fraud
3. Deceit
4. Theft
5. Misrepresentation
6. Deliberate violence
7. Base, vile, or depraved acts that are intended to arouse or gratify the sexual desire of the actor
8. Drug- or alcohol-related offenses
9. Acts constituting abuse under the Kurdistan regional law and the Iraqi National Law

8. Drug-Free Workplace

Tishk believes that quality education is not possible in an environment affected by drugs. It will seek, therefore, to establish and maintain an educational setting, which is not affected by the use or evidence of use of any controlled substance. The University shall not permit the manufacture, possession, use, distribution, or dispensing of any controlled substance, including alcohol, by any member of the professional staff at any time while on university property or while involved in any university-related activity or event. Any staff member who violates this policy shall be subject to disciplinary action in accordance with Tishk policy. Compliance with these requirements and prohibitions is man-

datory and is a condition of employment the University establishes standards of conduct for employees.

9. Tobacco Use

Smoking or using tobacco products is prohibited by law on all university-owned property but designated areas. This includes all buildings, playground areas, parking facilities, and facilities used for athletics and other activities. Drivers of university- owned vehicles are prohibited from smoking while inside the vehicle. For designated areas and concerns about these designated areas, please contact the office of Administrative Vice President.

10. Solicitation and Distribution

There will be no soliciting of employees by other employees or any person anywhere on Tishk International University property unless prior approval is obtained in written from the Administrative Vice President. This includes selling and delivery of merchandise for fundraising events such as tickets or clothing such as T-shirts and/or the distribution of literature, petitions, etc.

Dietary Supplements

Employees are prohibited from knowingly selling, marketing, or distributing a dietary supplement that contains performance-enhancing compounds to students or other university personnel. In addition, university personnel are also prohibited from endorsing or suggesting the ingestion, intranasal application, or inhalation of a performance-enhancing dietary supplement to any student or other university personnel.

11. Intellectual Property Rights

Any materials created by staff members for use by Tishk International University, or produced using the staff or resources of the University, are works-for-hire and all intellectual property rights are vested in the university.

12. Copyrighted Materials

Employees are expected to comply with the provisions of copyright law relating to the unauthorized use, reproduction, distribution, performance, or display of copyrighted materials (i.e., printed material, videos, computer data, web material, and programs, etc.). Duplication or backups of computer programs and data must be made within the provisions of the purchase agreement. Rented, checked-out videotapes, CDs, DVDs, regardless of whether they are checked-out from the university or department libraries, are to be used in the classroom for educational purposes only. Although university students and university personnel are mostly over 18 years old, utmost attention must be paid when dealing with movies, games that are rated unsuitable for a certain age group both in the case of curricular and extracurricular activities even if approved by the related administrative unit.

13. Policy Statement against Sexual Harassment and Harassment

Because Tishk International University believes in the dignity of each person and values working in conditions that enhance that dignity, Tishk International University views sexual harassment and coercive sexual advances as unacceptable in the university workplace. Such behavior will not be tolerated or condoned.

a. Sexual Harassment:

Sexual harassments can be either employee to employee or employee to a student or vice versa. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct. Employees have to show utmost care, especially when together with students and try not to be alone together in isolated areas. Employees are also not recommended to communicate their personal phone and email information to the students and try to manage all necessary communications during working hours in the

day. Phone and email conversations are not recommended. Employees cannot engage in inappropriate social relationships, such as romantic relationships with students which are strictly prohibited, regardless of the age of the student, which is a reason for contract termination. Employees also are not recommended to engage in inappropriate social relationships, such as romantic relationships with other employees since the university is a working place and not a place for romantic relationships thus such conduct is not professional. Employees or students who believe that they have been sexually harassed by another employee are encouraged to come forward with complaints. The university will promptly investigate all allegations of sexual harassment and will take prompt and appropriate disciplinary action against employees found to have engaged in conduct constituting sexual harassment of other employees.

b. Harassment:

Harassment of a coworker or student motivated by race, color, religion, national origin, disability, or age is a form of discrimination and is prohibited by law. A substantial charge of harassment against a student or employee shall result in disciplinary action. The term harassment includes repeated unwelcome and offensive slurs, jokes, or other oral, written, graphic, or physical conduct relating to an individual's race, color, religion, national origin, disability, or age that creates an intimidating, hostile, or offensive educational or work environment. Employees who believe they have been harassed are encouraged to quickly report such incidents to the disciplinary committee. If anyone in the disciplinary committee is the subject of a complaint, the employee shall report the complaint to a higher hierarchy up to the board of trustees if necessary. An employee who suspects or knows that a student is being harassed by a university employee or by another student shall inform the disciplinary committee. Any allegation of harassment of students or employees shall be investigated and addressed. An employee may appeal the decision of the disciplinary committee regarding the investigation into the allegations in accordance with the employee complaint and grievance policy and procedures (See Complaints and Grievances section). To the greatest extent possible, complaints shall be treated as confidential. Limited disclosure may be necessary to complete a thorough investigation. The

university will not retaliate against an employee who in good faith reports perceived harassment. All allegations of sexual harassment or sexual abuse of a student will be reported to the related parties and promptly investigated.

14. Quality Assurance Procedures

In line with its mission to deliver world class educational experience and promote academic development in the Kurdistan Region, Tishk International University has embraced the process of Quality Assurance (QA) into its education system. Although slightly developed, the process of Quality Assurance was first introduced with the establishment of the University in 2008. However, with the full implementation of Quality Assurance system at Kurdistan public universities and as instructed by Ministry of Higher Education and Scientific Research in the Kurdistan Regional Government (KRG), a more solid and structured implementation of the process was executed in 2011 in the University.

The process of Quality Assurance is one sphere of quality management, and in higher education, the process of QA helps to enhance the development of education system in relation to teaching, learning and research. This is performed through consistent monitoring and assessment procedures and through appropriate tools that are purpose-designed.

At Tishk International University, under the process of Quality Assurance several programs are functioning. These include Teaching Quality Assurance (TQA), program and curriculum development, ranking, benchmarking, program assessment and auditing; processes that uphold the core values of Tishk International University. In this guideline these processes, and more specifically the components of TQA as implemented at Tishk International University, are outlined and elaborated in detail. These processes are systematized and monitored by the Quality Assurance unit which oversees the ongoing implementation of the other interconnected processes and in connection with the relevant unit or department, where necessary. The three key assessment procedures employed by the department take in student feedback, Teacher Portfolio and Continuous Academic Development (CAD). These procedures serve as a method to assess teaching activity and efficiency of courses taught, and they en-

hance teaching staff's knowledge and academic proficiency. The efficiency of these procedures and assessment tools are periodically reviewed and updated for better outcomes. It is worth noting that within Tishk International University the term Quality Assurance and TQA are interchangeable to some extent.

For further information and related documents, please visit the following link:

<https://tiu.edu.iq/qa/>

For full details please visit the TQA page at <http://www.tiu.edu.iq/qa/> and these links:

<http://www.tiu.edu.iq/qa/students-feedback/>

<http://www.tiu.edu.iq/qa/teachers-portfolio/>

<http://www.tiu.edu.iq/qa/continuous-academic-development/>

14.1 Academic Portfolio

The teaching portfolio effectively enables instructors to reflect upon, describe, and document their teaching philosophy, goals, major strengths, and achievements. Refer to the link below to see what academic portfolio includes.

<http://www.tiu.edu.iq/qa/teachers-portfolio/>

Quality Assurance Unit is free to set a schedule to discuss the academic performance of staff. Academic Portfolio files, which are prepared by the respective instructor and stored by the Head of Department, represent an important element of the Tishk International University study programs. Information on the conduct of the course during the semester, on the topics covered and on the student performance evaluation should be included in a systematic way in the files. The preparation of the course files and their storage by the Heads of Departments is an indispensable element to ensure a sustainable quality in the teaching process.

The course files may be prepared electronically in the website. In such a case, a printout may be taken at the end of the semester and will be archived as a file. The University will not carry out any financial transaction for the instructors of the courses that do not have their respective course file. Attendance at Workshops and Conferences With the purpose of self development and keeping up the highest level in their respective sciences, teachers should be given the

opportunity to attend the Workshop and Scientific Conference and care should be taken to assist them in this endeavor. All academic staff must participate in the conferences in their respective fields organized by Tishk International University.

14.2 Question Bank

Question Bank consists of a set of questions the teacher will give to students at least 2 weeks before starting final examination. The teacher may take some questions out of the question bank (for example, 4-5 questions). The purpose of question bank lies in the fact that it guarantees more understanding of student for the course and it is applied at many developed universities in the world. At departments that have semester system the number of question is around 40, and at departments that have annual system the number of questions is around 80.

15. Quality Management System

Quality Management System (QMS) Unit at Tishk University aims to contribute in achieving the vision of the university to be “a leading university in the country and the region”.

The QMS Unit has been established to ensure the quality of both the educational and administrative services at Tishk University through both applying international standards of quality management.

The University is certified by the by Bureau Veritas Certification Holding SAS-UK Branch with ISO 9001:2015 certificate. The Certificate is accredited by the United Kingdom Accreditation Services Body (UKAS).

By being certified with ISO 9001:2015 certificate, it has been attested that the Management System of TIU has been audited and found to be in accordance with the requirements of the ISO 9001:2015 International Management System Standard.

By adopting ISO 9001:2015 System, it is ensured that TIU meets the student's expectations. Also, it implies that the University performs at a high level and provides quality educational services throughout.

15.1 Pre-Graduation Surveys

By the end of each academic year, ISO Office applies Pre-Graduation Survey on 4th/5th grade students who have passed almost all the courses at the Academic Department. The purpose of this survey is to solicit, in a completely confidential manner, information about the students' satisfaction with their experience of education at Tishk International. This information is combined with other university data and used for improving and raising the quality of education at Tishk International University.

The questions of the survey are designed according to the Program Learning Outcomes of each study program, therefore, the surveys of the programs are different from each other's and are special for each program.

Also, other questions are set to obtain the students feedback regarding the followings: the assessment methods applied, the student support, the learning resources, the most well-taught courses, the number of elective courses.

In addition, the questionnaire involves some questions about the best taught courses during the study period.

15.2 Alumni Surveys

This survey is aimed to evaluate the overall educational experience of the students at TIU, and to know to which extent the University is preparing the students to be employed in the job market. Also, this survey assesses the current employment, education, and life status of TIU graduates. This survey is applied by ISO Office and Alumni Office annually.

15.3 Risk Assessment

Annually, the ISO Office applies Risk and Opportunity Management Evaluation which is a systematic investigation and analysis of potential risks. Here the "risks" represent any potentials that may impede the achievement of the Program Objectives and Programs Learning Outcomes, whereas, the "Opportunities" are any potentials that boost the achievements of them. Risks are man-

aged with a focus on decreasing their likelihood, and minimizing their impact if they should occur. Opportunities are managed to increase their likelihood, and to maximize their benefits if they should occur. If the resulted Risk Factor is bigger than the “Risk Rating Limit” (which is the minimum risk score which will trigger a MANDATORY mitigation plan), a Mitigation Plan is set to avoid the consequences.

15.4 Evaluation of Quality Objectives Achievement

At the beginning of each academic year, the ISO Office tracks the achievement of Quality Objectives of each study program at Tishk International University and reports the results to the University Council.

15.5 Internal ISO Quality Auditing Cycles

As a requirement of applying ISO 9001, at least one Internal Quality Audit is conducted in year in the University during the ISO Certification period (which is three years). In June 2015 the University has been awarded with ISO 9001:2008 for three years (till June 2017). Then the University Upgraded the Quality Management System to ISO 9001:2015 in July 2017 to be awarded with the ISO 9001:2015 Certificate in May 2018. The audit covers most of the academic and non-academic Departments in the University starting from Top Management down to outsourced services. The Internal quality audits are conducted to ensure ongoing compliance with requirements of the ISO 9001 QMS standards, the University's policies and procedures. This is accomplished by auditing against all important processes and areas, and by applying all applicable sections of the ISO standard. Audit requirements include those of ISO 9001, the University's quality system documentation, as well as requirements of customers or regulatory authorities, as applicable. Also, the Audit insures that all the programs and units are working according to the written procedures and that the required resources are provided.

At the end of the Internal Quality Audit, the ISO Office prepares a Report of the Audit Findings provided with the Nonconformities (NC.) (The Nonconformity is any instance where practice or evidence does not comply with requirements).

The findings are discussed in the Management Review Meeting and Corrective Actions are decided.

The Corrective Actions are communicated to the concerned Units for implementation. 3 months later, the ISO Office follows up the progress of the Corrective Action and issues a Nonconformity Closing Report for each closed nonconformity.

15.6 ISO External Audit

The External Quality Audit is applied by the ISO Certification Body during the Certification Assessment and also is conducted annually during the Surveillance Audits. In May 2018 TIU was awarded with the ISO 9001:2015 Quality Management Certification. In May 2019, the University was subjected to the First Surveillance Audit and to the Second Surveillance Audit in August 2020 by the Lead Auditors of Bureau Veritas Certification Holding SAS-UK Branch.

The objectives of this audit as stated in the Audit Report are:

1. To validate the scope.
2. To confirm that the management system adequately covers all the requirements of the audit standard.
3. To confirm that the fundamental elements of the management system are implemented including at least one cycle of internal audit and management review.
4. To confirm the readiness of the organization for a complete system (Stage 2) audit.
5. To collect the relevant information for effectively planning of complete system (Stage 2) audit.

16. Academic Promotion

Academic promotion refers to the promotion of academic staff in terms of academic titles. See the link below to our policy, forms, guidance and additional resources for your application for Academic Promotion.

The guideline covers promotions to the following positions:

- Assistant Lecturer
- Lecturer
- Assistant Professor
- Professor

<http://www.tiu.edu.iq/academic-promotion-guidelines/>

17. Syllabus

All academic personnel that teach a course must prepare and submit a syllabus for each class they teach to the Head of Department they are associated with (please visit the staff PIS system for submitting your course syllabus). Instructors are expected to communicate the content of the their syllabi to their students during the first several courses that take place during the beginning of each academic semester and they must abide by the syllabi they submitted and are approved by the dean. The syllabi must be filled online (PIS system) and at least three types of criteria must be used for evaluating student performance.

All instructors are required to allocate a time and a place for at least one office hour a week and mention it in his/her syllabus. Places for office hours will be common places known to the students, which will be announced by the respective deans of each faculty in the beginning of the academic year.

Secondly, students will be given surveys to respond for each course they enrolled plus one for evaluating the academic advisor of their respective grade level each academic semester including the summer school. Quality Assurance Committee (QAC) compiles and evaluates these surveys and converts them into a format that the dean of each faculty can discuss the results with each instructor for the purpose of enhancing education. It is the right of each instructor to be informed of student survey results. See the link below for the questions the student survey includes:

<http://www.tiu.edu.iq/qa/students-feedback/>

Thirdly, each staff will fill staff surveys and the results will be compiled and evaluated by the quality assurance committee and given to the respective deans. Although deans are recommended to share the results with their staff, they may

not do so with certain staff that they do not deem fit.

18. Staff Accountability

18.1 President

The president is the educational leader and chief executive officer of the university and responsible for the effective execution of policies adopted by the university's board of trustees. The president assumes administrative responsibility for the planning, operation, supervision, and evaluation of the education programs, services, and facilities of the university and for the annual appraisal of university staff. The president has thorough knowledge of university law, university finance, and curriculum and instruction. The president heads the University Senate meeting, attends the Board of Trustees meeting and attends any other meeting within the university he/she deems fit such as the meeting of vice president for extracurricular activities with that of faculty student representatives.

18.2 Vice President(s)

The vice president may assume managerial or academic duties that the president sees fit. The vice president is automatically appointed in place of the president in areas where he is directly responsible when the president is taking an absence of leave or when he is not reached during emergency situations. Tishk International University Council and Board of Trustees decided the following vice president positions as follows;

18.2.1 Vice President for Academic Affairs

is responsible for maintaining and improving educational activities and committees. Vice president for Academic affairs assumes head of the educational affairs, deans, head of personnel discipline committee, head of exam committee, head of curriculum development , and Chair of Accreditation Committee. Vice president is responsible to perform educational activities asked by the Ministry of Higher Education and Scientific Research of Kurdistan Region.

18.2.2 Vice President for Administrative and Financial Affairs

Administrative and Financial Affairs Vice President maintains and improves administrative affairs of the university. Offices under Vice President are Procurement, Editorial, Human Resources and Personnel Affairs, Student Affairs, Public and Media Relations, Maintenance, IT, etc. The vice president holds at least weekly meetings with the supervisors of each administrative unit. A separate committee is established by the University Council and Board of Trustees for processing purchase orders. All purchases have to be approved by the Finance Committee. Purchases exceeding ten thousand dollars must be approved by the Board of Trustees. Periodical purchases also have to be evaluated by the Finance Committee and approved as periodical purchases to be considered as periodical purchases to be maintained thereafter by the office of Administrative and Financial Affairs Vice President, purchasing unit.

18.3 Dean of Students

Dean of student is responsible for any student activity that is not curricular but supplementary to curricular activities in method and content such as; student clubs, social organizations, guest, alumni relations, career planning, parent relations, student housing, dormitories, etc.; s/he is also responsible for cultural, ethical and social improvement of students. Dean of students holds weekly meetings with student representatives of each faculty.

18.4 Deans

Dean is a professional educator and is responsible for evaluating and providing leadership for the overall instructional program within the faculty, which includes curriculum and staff development.

Responsibilities include planning, implementing, and evaluating instructional programs with instructors and department heads, including learning objectives, instructional strategies, improving the public relations as it relates to per-

sonnel and instructional services within the faculty, assessment techniques; and facilitating the effective use of computers and other technology in instruction faculty- wide.

In practice deans hold biweekly meetings with their department heads and monthly meetings with all academic personnel within the faculty.

Deans are head of educational affairs, quality assurance and curriculum development of their respective faculties and are expected to attend the corresponding meetings with that of vice president.

18.5 Department Heads

The department heads are professional educators and are responsible for the instructors carrying out classroom instruction using the established curriculum, time allotments, and educational resources and, therefore, for the learning of each student. It is expected that each department head sees that all instructional resources, including time, are fully utilized, and that the students will receive professionally adequate or acceptable supervision when in the charge of the instructor and while at university. In practice department heads hold meetings with his/her instructors and academic advisors at least biweekly. Department heads may separate the meetings with academic advisors and instructors or hold it together.

18.6 Academic Staff

18.6.1 Some duties to be carried out by the full time lecturers

Some duties to be carried out by the lecturers based on the Tishk International University Staff Regulations are listed below.

- Entering and leaving classes on time as per schedule.
- Preparing examination questions on time as scheduled.
- Preventing wastes in department about material, equipment and time.

- Following ethical rules of department, faculty, and university.
- Participating at appropriated meetings and committees, supporting department's social, scientific, and academic activities.
- Supporting department's activities based on performance measures, strategic plan, and education.
- Keeping communication with head of major field of study, head of department, and dean, soft, respectfully, and helpfully with assistants.
- Forwarding additional lectures' form and concerned forms to head of department on time.
- Participating in student social, cultural, and advising activities.
- Investigating reasons of problems, failure, and nonattendance...etc. of students that s/he is advising.
- Following his/her students' success and attendance graphs and informing department for abnormal situations.
- Caring for problems of students who is under his/her supervision and sharing this information with related superior.
- Forwarding yearly social and academic activities as a short list to head of department.
- Participating in syllabus and curriculum preparation and development meetings.
- Entering all necessary academic (marks, attendance etc...) information to the PBS system on time.
- Getting permission and approval from the head of department in case s/he will use laboratory and changes in the lecture structure.
- Doing researches and publish them.
- Providing free charge office hours according to Office Hours Policy .
- Supporting scientific and academic activities of faculty as congress, conference...etc.
- Following university's working hours.
- Following university's rules and regulations according to staff handbook and other written procedures.
- Following the other duties given by head of department and his/her superiors.

Note: if the part-time lecturer is present during his/her course(s) exam(s), he/

she will be paid two teaching hours –payment for each exam attended.

18.6.2 Some duties to be carried out by the part-time lecturer

- Entering and leaving classes on time as per schedule.
- Entering and leaving classes on time as per schedule.
- Preparing examination questions on time as scheduled.
- Forwarding academic activities as a short list to head of department.
- Preparing and Entering all necessary academic (marks, attendance , syllabus ,etc...) information to the PBS system on time.
- Getting permission and approval from the head of department in case s/he will use laboratory and changes in the lecture structure.
- Following the Course Scheduled hours.
- Preparing and giving course file to the Head of Department .
- Providing free charge office hours ; one class hour “office hour” for each course.
- Following university’s rules and regulations according to staff hand-book and other written procedures.
- Doing Researches and Publishing at least One Article with Affiliation to Tishk International University*, for this the Part-Time lecturer will be awarded incentive payment.
- Following the other duties given by head of department.

* part-time lecturer can publish with the affiliation of Both his institution and Tishk International University in the same time.

18.6.3 Research Assistants

Assistants are responsible to assist departments’ research, academics, administrative and social activities and to pursue postgraduate studies.

Duties and responsibilities of the research assistant:

- Being ready to help to department lecturers for scientific and academic researches.
- Facilitating the departmental academic, administrative, research and

social activities.

- Following the issues which are given by department about orientation programs
- Leading students of department at "Traditional Tishk International Spring Festival"
- Helping department to prepare lecture, midterm, and final examination schedules.
- Helping lecturers to follow advising issues in department
- Participating in appropriated meetings and representations.
- Serving in any committees instructed by the department.
- Attending appropriated lectures of department.
- Helping lecturer to set up projector, board...etc. equipment .
- Following self-career, academic issues as master, doctorate to improve quality of department
- Supporting department at educational activities as strategic plan, performance measuring and following his/her task disciplined.
- Following ethical instructions of department, faculty, and university
- Doing the other tasks which are given by his/her superior

19. Office Hour Policy

At Tishk International University we have the Office Hour Policy:

- All full-time/ part-time faculty members, regardless of teaching modality, must maintain office hours per week (free of charge) during which faculty members are available to meet personally in their offices with students.
- Office hours must be posted on the lecturers' office door, listed on course syllabi, and provided to the departmental office.
- Number of Office Hours :
For Full-Time Lecturers: 2 hours per week
For Part-Time Lecturers: 1 hour per week
- Applicability This policy is applicable to all Full-time/ Part-time faculty members .

- Definitions Office Hours: In-office, fixed-time hours of availability in which the faculty can discuss class performance with the student. Office hours give students the opportunity to ask in-depth questions and to explore points of confusion or interest that cannot be fully addressed in class.

20. Teacher-student relationship

The relation between the staff and the students is friendly and based on mutual respecting.

Beside that, all the Full-time lecturers at the university should do "Academic Advising" for groups of students specified by the head of department.

21. Academic Advising

21.1 Responsibilities of Academic Advisors

The mission of academic advising is to assist students in their growth and development by constructing meaningful educational plans which are compatible with their life goals. It is a continuous and consistent process which is built upon the basis of frequent, accumulated personal contacts between advisor and students. Effective academic advising is the cornerstone of the academic program of TIU University. Excellent academic programs will not accomplish the desired end result if students are not properly guided and counseled. As Tishk International University, it is part of our mission to provide sensitive and thoughtful support to our students as they wrestle with the many choices open to them. Thus, academic advising fosters the development of the whole student who is a self-directed, motivated, responsible decision-maker and encourages the successful completion of degree requirements and timely graduation. The main activities academic advisors should follow are:

- Advise and counsel students for Fall, Spring, and Summer semester course selections.
- To participate in the conferences held and organized by Tishk International University.

- Conduct initial orientation appointments with new students each academic year.
- Participate in office staff development, workshops, programs, and administrative functions and attend meetings.
- Receive and give referrals to and from faculty and other University offices for students' major considerations, academic issues, or personal concerns.
- Monitor progress toward educational/career goals and meet at least once each semester to review the progress toward completing the proposed academic program and to discuss grades and other performance indicators.
- Proactively contact and be available for student advisees on a regular basis. Office hours should be posted on the advisor's office door and preferably given to the student early in the semester.
- Consult regularly with faculty colleagues in order to have up to-date information. for career and other options.
- Be familiar with published academic rules and regulations of the University and to maintain an up-to- date academic advising reference file containing current program area, faculty, and University materials pertinent to advising.
- Inform students of the advisor's and students' responsibilities in the academic advising process.
- Refer students to appropriate sources of information and services.
- Utilize university resources, including student information systems and the degree audit system, in the course of advising.
- Interpret and administer Tishk International University policies and procedures.
- Complete other advising duties as requested such as: track retention, authorize add/drops, and conduct degree audits.
- Keep advising statistics, work schedule and other reporting documents up-to-date.
- Facilitate relationships between the student and other individuals on campus who may provide assistance and foster a campus community

that promotes student success.

- Follow-up with the student on any report of unsatisfactory work (poor attendance, notice of failing grades, incomplete grades from past semester(s), etc.). Special attention should be paid to students who are weak in terms of their academic and social development.
- Discuss students' academic performance and its implications and inform their guardians/parents about them after receiving department's permission.
- Inform the best possible candidates for the class and/or faculty representative selections.
- Organize a feedback meeting with the students to get opinions of the students about concerning year's extracurricular and academic activities and complete and evaluate Student Satisfactory Questionnaire and Survey and report the results to the administration.
- Perform other duties as assigned.

21.2 Characteristics of Effective Advisors

Advisors who possess the following characteristics are most successful with students:

- interested in advising
- demonstrates a concerned and caring attitude toward students
- exhibits effective interpersonal and communication skills
- available to students
- makes frequent contact with students
- maintains responsive behavior with students
- knowledgeable of institutional regulations, policies, offerings, and procedures
- monitors student progress
- uses appropriate information sources and refers when necessary
- engages in developmental advising versus simply course scheduling

21.3 Points to be discussed with students during the academic advising sessions:

- Important policies in the Students Handbook
- SIS (Students Information System)
- Mission , Vision and program learning outcomes of the department
- Tips about "Getting the best of the lectures":
 - › How to be a good listener at the lecture
 - › Suggestions for taking notes
 - › Benefits of taking notes
- Tips about "Studying at home":
 - › Time planning
 - › Suggestions for doing good homework and reports
 - › Guidelines for reviewing the lecture materials
- Tips about "Preparing for Exams":
 - › How to be ready for exams
 - › How to review the courses before exams
 - › Tips for a good performance in answering exams questions.
- Tips about "Self Improving of Knowledge and Skills"
- Discussing the Academic Difficulties with the students
- Practices for Better Graduation Projects
- Referring to Ishik Career Center

22. Other Professional Staff

Other professional staff include the managers, and staff of administrative units. Their responsibilities shall include planning, implementing, and evaluating respective assigned programs; complying with all university and/or campus routines and regulations; communicating effectively with colleagues, students, and parents; and compiling, maintaining, and filing all reports, records, and other required documents. Examples of administrative units and their responsibilities

- **The Financial Affairs** Unit is responsible for managing the accounting systems of the University and ensuring that the Faculty maximises

income and deploys, manages and develops its resources effectively, efficiently and economically.

- **Human Resources Unit** is responsible from the information and hiring of staff.
- **Information & Computer Technical Support:** is responsible for performing a variety of technical tasks in the installation, diagnosing, repairing and maintaining of all components in the computer terminal network, including distributed processing equipment and related facilities.
- **Web Developer** is responsible for performing a variety of technical and creative duties for web site management using an array of graphics software applications, techniques and tools to design and produce high quality web pages for the University.
- **Maintenance and Infrastructure Unit** is responsible from the new constructions, infrastructure and maintenance of the University Campus.
- **Procurement Office** is responsible for purchasing and distributing raw materials, equipment, machinery and supplies for the University.
- **Media Marketing Officer** is responsible from support the implementation of the faculty marketing strategy and to advance the profile, reputation and development of the faculty through delivery of a range of marketing activities including communications, production of printed marketing materials, student recruitment, events organization and promotional activity.
- **Design and Publication Unit** is responsible from the designing and publication of newsletters, fliers, magazines, brochures, reports, academic collections, and related materials.
- **Security Services Unit** is responsible from the security of the University. This unit prevents violations from outsiders and insiders.

22.1 Director of International Relations Office:

Responsible for representing the views and interests of international students within the University, locally and nationally. He/she acts as a first point of contact for international students wishing to study at the university. Additionally, he/she assists the incoming/outgoing students in their accommodation and immigration needs and provides a first point of contact for continuing students experiencing difficulties or requiring administrative support.

22.2 Director of Student Affairs:

This position directs the long-range strategic planning, operations, and/or administrative activities of a department or major function including but not limited to Student Affairs, Admissions, Student Finance, and Student Records.

22.3 Administrative Manager:

Responsible for observing the outsourced services, following up and evaluating the performance of the Cleaning Services, the Security Services, the Dining Services, the Copy Center Services and the Nursery.

23. Functional Committees

23.1 Board of Trustees

The Board of Trustees is the governing body of Tishk International University. It is established to observe the whole systems of the university, to orient the university tracks and to ensure that the strategic plans, policies and regulations are aligned with the mission and vision of the university (in the long term). The main duties and responsibilities of this Board are the followings:

- 1- Setting the general policies and strategies of the university.
- 2- Approving the establishment of new faculties or departments.
- 3- Approving the establishment of research centers.

- 4- Ensuring financial resources.
- 5- Approving the university enrollment regulations, criteria and procedure.
- 6- Approving the annual financial fees.
- 7- Discussing and approving the submitted annual reports.
- 8- Approving the university budget and draft budget.
- 9- Approving the "Rules of Procedure"
- 10- Reviewing the university performance periodically.
- 11- Approving the contracts established with external bodies or institutions.
- 12- Reviewing and making decisions about the suggestions presented by the "University Council".

23.2 University Council

University Council members are President, Vice President for Educational Affairs, Vice President for Administration, Deans and Dean of Students, Scientific Faculty Representatives, Student Council Representative (In subjects related to the students). The council is headed by the president and the secretarial duties of the Board are assumed by the Administrative Vice President.

The Council Meeting is held weekly. All positions in the Board have equal weight votes if voting is implemented provided there is a quorum (majority of members) with the president's vote being the determining vote in case there is a balance in votes.

23.3 Personnel Hiring Committee

In May of each academic year, the Heads of Departments submit their needs of academic staff for the next academic year to the relevant dean who transmits them to the Vice President for Academic Affairs when academic staff need to be hired and to the Vice President for Administrative and Financial Affairs when administrative staff need to be hired. The Vice President studies the requests received, makes recommendations, and transmits them to the university council and then to the Board of Trustees by filling the "Educational Year Person-

nel Planning Form". When the request is approved by the Board of Trustees, the Head of Departments are asked to start the Hiring Procedure which is comprehensively elaborated in section of this handbook.

Personnel Hiring Committee consists of Vice President for Academic Affairs, Vice President for Administrative and Financial Affairs, and the Dean of the faculty relevant to the academic staff (for the administrative positions, instead of dean we have the Director of the relevant unit and the Dean of Students).. A quorum, in other words, at least 3 out of 5 members must be present for the Personnel Hiring Committee to conduct its affairs. Head of Personnel Hiring Committee, Vice President for Academic Affairs has the upper hand vote in case there is equilibrium in number of votes such as 4 members are present and votes are 2 by 2. The Board of Trustees is informed of all contract signings and terminations and may interrupt with the process if sees fit.

23.4 University Committee of Appeals

This committee is responsible for responding to the appeals raised by students/ staff against the imposed disciplinary sanction.

23.5 Faculty Disciplinary Committee(s)

The faculty disciplinary committee consists of members of Council of Faculties. The faculty disciplinary committee is authorized to investigate and finalize discipline issues associated with Tishk International University staff and students. Requests to Faculty Disciplinary Committees must be in written.

23.6 Financial Committee

A separate committee is established by the President and Board of Trustees for processing purchase orders. This financial Committee consists of the Consists of Chair of Board of Trustees, the Vice Presidents, the Accounting Manager, and the Accounting Auditor. Periodical purchases also have to be evaluated by the financial Committee and approved as periodical purchases and maintained

thereafter by the office of Administrative and Financial Vice President, purchasing unit.

Purchasing steps:

1. The Purchasing Committee evaluates new suppliers. This committee has both the responsibility and authority to approve and disapprove suppliers.
2. New suppliers are evaluated in accordance with the following criteria:
 - Price \$/unit
 - Quality
 - Skills/ Experience
 - Capacity
 - Time Of Service
 - After Sales Services
 - Spare parts Availability
 - Warranty
3. For each item needs to be purchased, three suppliers are requested to submit their proposal, then the suppliers are evaluated and the best is chosen by the Financial Committee.

23.7 Exam Committees

Tishk International University exam committee is responsible for ensuring that Examination Procedure at all the departments is being implemented smoothly and correctly.

The following committees deal with all the exams matters and preparations:

- University exam Committee
- Faculty exam Committee
- Department exam committee

23.8 Accreditation Coordinating Committee

The committee is responsible for coordinating the Academic Accreditation Procedure at the University and Department/s subjected to accreditation evaluation.

23.9 Web Editors Committee

Tishk International University Web Editors Committee is responsible for the Design, Content and Performance of the University's Website.

23.10 ISO Internal Auditing Committee

Tishk International University ISO Internal Auditing Committee is responsible for planning and arranging the Periodic Internal Auditing Cycles and reporting the results to the top management.

23.11 University Scientific Committee

Tishk International University Scientific Committee is responsible for organizing the learning content of the academic departments, organizing the scientific research production of the university and giving recommendations for opening new academic programs.

23.12 ISO Implementation Committee

Tishk International University ISO Implementation Committee is responsible for the implementation of the International Standard ISO 9001 Procedures and impart the QMS rules and instructions to the units and departments at the university.

23.13 Quality Assurance Committee

Tishk International University Quality Assurance Committee is responsible for applying the Quality Assurance Procedure at the University.

23.14 Strategic Planning Committee

Tishk International University Strategic Planning Committee is responsible for

preparing the Strategic Plan of the University for 5-year term.

23.15 Academic Promotion Committee

Academic promotion is a process whereby academic staff applies for promotion to a higher academic title. The academic staff are encouraged to apply for academic promotion provided that they meet the requirements related to the academic title aimed for.

Why Academic Promotion?

Academic promotion is a way to excel in research and creativity in scientific work. It motivates staff to achieve their academic goals and demonstrate effective academic leadership.

Procedures of Academic Promotion

- 1) The applicant presents a written request for academic promotion to the head of the related department three months before the required period and attaches all required documents and four copies of his/her papers and/or books. (Use the promotion application form and see the relevant promotion checklist aimed at in pbs/Forms)
- 2) The head of department will send the request with the same attachments to the Dean and Faculty Scientific Committee within one week after the request is received.
- 3) Faculty Scientific Committee reaches a conclusion on the applicant's promotion. If the applicant's requirements are considered satisfactory, faculty scientific committee sends all documents to Academic Vice President then based on necessity Academic Vice President sends it to related units (such as Quality Assurance and other Units).
- 4) After necessary feedbacks from related units, fully completed and satisfactory documents will be sent by Academic Vice Presidents to Tishk International University Academic Promotion Committee provided that the documents fulfill the requirements for promotion.

5) Tishk International University Academic Promotion Committee will send final satisfactory documents with proper committee report to Academic Vice President. Then, Academic Vice President will send the documents to the Central Promotion Committee at Ministry of Higher Education with a cover letter.

Information, guideline, forms and checklists are available in the following link:
<https://tiu.edu.iq/academic-promotion-guidelines/>

23.16 Committee of Joint Master Degree Programs Affairs

Committee of Joint Master Degree Programs Affairs is responsible for setting the plans and organizing the processes related to the Master Degree Programs.

23.17 Research Center Representatives Committee

The responsibilities and the duties of each Research Center Representative:

- 1- To liaise between the Research Center and the Academic Departments.
- 2- To coordinate the process of Preparing the Annual Departmental Research Plan.
- 3- To follow up the implementation of the Research Plan and to report the results to the Head and Dean.
- 4- To contact the Teaching Staff regarding their Research Progress.
- 5- To report the performed researches by the end of each academic year.
- 6- To encourage the academic work and to stimulate the research within the department.
- 7- To provide the needed data about the performed researches for NUR System requirements.
- 8- To contribute in preparing the Total Annual Research Report of Tishk International University.
- 9- To coordinate the research projects.
- 10- To attend Research Center Committee meetings.
- 11- To be available to listen to teaching staff' views and concerns regarding research issues.

12- To impart the new decisions and regulations of the Research Center to the Academic Departments.

13- To be acknowledged about the research procedures.

24. Performance, Evaluation and Staff Development

Evaluation of an employee's job performance should be a continual process that focuses on improvement. The performance appraisal is based on an employee's assigned job duties and other job-related criteria. It is part of career development and consists of regular reviews of employee performance within the university. Aim of performance appraisal is to offer feedback, track individual strengths and weaknesses, identify the need to introduce training programs, establish compensation guidelines and identify promotion candidates in Tishk International University. Tishk International University gradually will implement 360° degree performance evaluation system which consists of appraisal of the employees' performance's by his/her supervisors, subordinates, students, colleagues and self-assessments. The system is being set up and implemented and updated regularly to catch up with the international standards. Ministry of Higher Education's quality assurance guidelines provides an important starting point for our performance appraisal system. Which includes the following processes:

24.1 Teaching Quality Assurance

Course-book

Student feedback

Continuous Academic Development

Teacher's Portfolio

Research points

Continuous syllabus development

Peer Review

Question Banks

External Assessor

Benchmarking

Course file

24.2 Program Development

Credit hours

Introduction of fundamental courses, academic debate, etc.

24.3 Accreditation (Licensing)

The following table shows TIU's progress in the International Accreditation track:

The Type of the Accreditation	For which Program	The Accreditation Body	The Result of the Accreditation	The Date of the Decision
Program Accreditation	Civil Engineering BSc Program	ZEVA – Germany	Accreditation with no conditions for five years.	2016
Program Accreditation	Law BSc Program	Association of Arab Universities (AARU) – Jordan	Accreditation with no conditions for five years	2018
Program Accreditation	Computer Engineering BSc Program	ZEVA – Germany	Accreditation with no conditions for five years.	2019
Program Accreditation	Information Technology BSc Program	ZEVA – Germany	Accreditation with no conditions for five years.	2019
Program Accreditation	Bachelor Programs: -English Language Teaching -Physics Education -Mathematics Education -Biology Education	ASIC- UK	Accreditation with no conditions for five years.	2019
Program Accreditation	Bachelor Programs: -Architecture Engineering -Interior Design Engineering	ZEVA – Germany	Accreditation with no conditions for five years.	2020
Institutional Accreditation	For the whole university	ZEVA – Germany	Accreditation with no conditions for six years	2021

International accreditation brings a wide variety of benefits to the students, the academic staff and the University by raising the profile of learning and teaching of the University and demonstrating to students a measurable commitment to the quality of teaching. Since 2016, TIU started the 'Journey of International Accreditation' to its study programs and is still proceeding in this strategy, including the preparation of this report.

25. Incentives for Academic Achievements

Tishk International University Regulations for Academic Incentives

Article 1:

The scope of this directive is to define the methods and procedures of publication and participation in the scientific activities of the academic staff of Tishk International University.

Article 2:

This directive regulates the activities covered in the article 11 of this directive, of the full time and part time academic staff (in the cases of publication on behalf of Tishk International University).

Article 3:

The articles of this regulation apply as well to the administrative staff that engages in the above mentioned academic activities.

Article 4:

The application is realized by the applicant by filling the respective form and submitting the photocopy of the published article, the magazine cover and other documents to the faculty council through the head of the department providing the full citation as well as the ISSN and ISBN numbers for relevant publications. Additional documents related to the application are attached to the application form and are submitted to the Rector's office by the Dean of the relevant Faculty to be directed to the Vice President for Scientific Affairs. The application for the reward can be done only for the publication whose application has been done.

Article 5:

The publications which have not been published under the name of Tishk International University cannot apply for the reward.

Article 6:

Each academic year the Council of the University decides on the contribution factor for the scientific activities. After the evaluation of the board and the approval by the Rector's office the reward is granted by multiplying the determined contribution factor with the accumulated earned points stated in article 11 and then the reward is divided among the authors.

Article 7:

Academic incentives due to articles published in journals must have a full-citation to earn the respective points.

Article 8:

At most two works can be evaluated, resulting from one conference/congress/symposium.

Article 9:

Aiming at the participation of the academic staff in scientific activities in and outside the country the commission defines the budget and academic activities can be sponsored only by one source.

Article 10:

A calendar year as it pertains to issuing academic incentives begins from 1 September and ends on 1 September of the consecutive year.

Article 11:

Researchers (our lecturers) should mention in acknowledgement that "This research (work) supported by (Research Center of) Tishk International University, Erbil-Iraq.

Article 12:

Evaluation and payment of the academic achievement incentives will be given four times in an academic year.

Article 13:

Regarding A-Article Section, if a publication has 3 authors incentives will be divided by 3 authors equally. If there are more than 3 authors (if only one of them is our university staff) only 50% of the incentives will be given to our staff. In case two or more authors are our university staff, 50% of the incentives will be shared by the number of our staff equally.

Article 14:

All part-time lecturers will be awarded incentive payment only for journal articles (items in part A – Articles) on condition that they specify TIU on their publications.

26. Tishk International University Regulations for Financial Support to Presentations at Scientific Conferences**Article 1:**

The scope of this directive is to define the methods and procedures of financial support to presentations realized at scientific conferences.

Article 2:

This directive regulates the activities covered in the article 4 of this directive, of the full time academic staff (in the cases of publication on behalf of Tishk International University).

Article 3:

The articles of this regulation apply as well to the administrative staff that engages in the above mentioned academic activities.

Article 4:

A total amount of 2000\$ per calendar year can be reimbursed for oral or poster presentations in the conferences starting from 1 September of the current year until 31 August of the consecutive year.

Article 5:

Reimbursed expenses are travel expenses, e.g. flight tickets; lodging expenses, e.g., conference participation expenses, e.g., conference participation fees; and other expenses that may be deemed to be fit to be included as a conference participation expense by the Faculty Council (Faculty Council).

Article 6:

The application provides such documents as full-text paper, faculty scientific committee evaluated report, Leave request form, Estimated Academic Disbursement Form, and the copy of the acceptance letter for the full-text paper received from the conference organizing committee to the respective department head, who will direct this matter to the dean and from thereof to the Faculty Council. Accepted applications are directed to the rectorate and from there of to the University Council for approval.

Article 7:

Only the applicant who will make the presentation at the conference will be financially supported with the condition that his/her name appears on the receipts of flight tickets, conference participation fees, and hotel and accommodation and other expenses that may be deemed to be fit to be included as a conference participation expense by the Faculty Council.

Article 8:

Final approval of the conference participation includes the period maximum additional one day apart from real conferences days.

Article 9:

Upon arrival, before the compensation of expenses the university demand for a detailed conference report, detailed expenses report, and presentation certificate. The forms should be submitted to the Dean, and the dean submits the documents to the Admin Vice president. After these procedures, the expenses will be compensated by the University.

Article 10:

The university administration will not allow the lecturers to participate in an international conference unless the lecturer participates in a conference related to his/her own field organized by Tishk International University (if the university does not organize any conferences related to field of study of the lecturer, in this case the lecturer is allowed to participate in international conferences without any presentations at Tishk International University conferences).

Article 11:

Evaluation criteria to participate in a conference:

- a) The name of Tishk International University (affiliation) must appear on the full-test paper.
- b) Acceptance Letter from the conference organizing committee
- c) The article is to be on the author's own field.
- d) Each academic staff has to make presentation in his/her own faculty's conference.

27. Health Services

Tishk International University does not currently provide health services. However, Tishk International University Personnel, Students and his/her Relatives can take advantage of the Dental Clinics at Faculty of Dentistry with a 20% discount. University Health Services supplement the efforts of parents and personal health care providers to promote, improve, and maintain the health and well-being of students. University Health Services are not intended to replace outside health care and should not be viewed as an alternative to seeking medical attention outside of the university. Instructors should be alert for signs of illness in their students and report such signs immediately to the University Health Services.

The following procedure should be followed in case of serious accidents, injuries, or sudden illness:

1. Administer first aid.
2. Notify parents.
3. Call University Health Services or family doctor if unable to locate parents or others listed in contact information.
4. If indicated, call an ambulance to transport to the emergency room of the local hospital. Tishk International University does not assume the responsibility for the payment of ambulance, hospital, or doctor's fees.
5. Complete an incident form. Only designated employees can administer medication to students or other university personnel.

28. Emergencies

All employees should be familiar with the evacuation plans valid in their work areas. Fire, flood, terror attacks, earthquake and other emergency drills will be conducted to familiarize employees and students with evacuation procedures. Fire extinguishers are located throughout all university buildings. Employees should know the location of the extinguishers nearest their place of work and how to use them.

29. Technology Use and Data Management

The university's electronic communications systems, including its network access to the Internet, are primarily for administrative and instructional purposes. Limited personal use of the system is permitted if the use;

1. Imposes no tangible cost to the university,
2. Does not unduly burden the university's computer or network resources; and
3. Has no adverse effect on job performance or on a student's or other university personnel's academic performance.

Electronic mail transmissions and other use of the electronic communications systems are not confidential and can be monitored at any time to ensure ap-

appropriate use. All computers belonged to be used by Tishk International University employees are the property of the university, and any and all data stored on those computers likewise become the property of the university. Tishk International University reserves the right to review all data stored on university computers or software loaded on university computers - including any data showing Internet use - to ensure that university technology is being used for appropriate purposes.

Employees and students who are authorized to use the systems are required to abide by the provisions of the university's communications system policy and administrative procedures. Failure to do so can result in suspension or termination of privileges and may lead to disciplinary action. Employees with questions about computer use and data management can contact the network/IT manager working under the office of Administrative Vice President.

Online System Utilization: Tishk International University may require the use of several online systems and forms to accomplish many of their daily tasks. It is the responsibility of each staff member to be aware of these systems, understand their use, and utilize them when appropriate. The lists of online systems we employ often and currently include, but is not limited to, the following examples: e-mail, schedules, conferences, substitute request forms, and absence from duty forms. Currently, emailing is the primary method for communication of general announcements, requirements, etc.. Therefore, each staff member is required to check their emails twice every 24 hours during regular working days.

30. Instructional Supplies

Staff members should initiate requests for supplies through their managers or department heads. The university will assume no fiscal responsibility for merchandise or services purchased without a proper approval issued by related administrative units.

31. Building Use

Generally the office of the administrative vice president is responsible for scheduling the use of facilities within the regular business hours and office of

the Vice President for Extracurricular Activities and Dean of Students are responsible for scheduling the use of the facilities after the business hours. Contact the related supervisors in charge to request to use university facilities and to obtain information on the fees charged.

32. Hiring and Rehiring Standards

Tishk International University believes that the quality of the professional staff determines the quality of education offered in the university. It is therefore a primary goal to locate, recruit and rehire the best qualified staff to meet the university's educational and administrative needs.

Staff evaluation and selection shall be based on;

1. Strong academic preparation,
2. Professional competence,
3. Intellectual rigor,
4. Emotional maturity,
5. Enthusiastic professional attitude,
6. Knowledge of instructional practices,
7. Ability to contribute to the furtherance of the university's educational goals.

Attention shall be paid, among other factors, to the candidate's academic records, and his/her previous relevant experience. The Tishk International University teaching staff members must fulfill their individual responsibilities and work in cooperation with the other members of the teaching team. Tishk International University is committed to hire/rehire the individuals who are best qualified for the job without regard to race, sex, religion, age, nationality or handicap unrelated to the job.

33. Personnel Files

Tishk International University Office of Human resources maintains an official permanent record file for each employee.

a. Contents: Only that information which pertains to the professional role of the employee and is submitted by duly authorized university administrative personnel and the Board may be entered in the official record file. This file should contain the following items and other employment documents and records which must be provided by the applicant:

1. Application form
2. Employment contract and signature or affidavit page of staff handbook
3. Resume or curriculum vitae
4. Validated copies of certificates; e.g. diploma, transcripts (Office of editorial is the office to approve documents for validity)
5. Two photographs
6. Passport and proof of residency for foreign nationals and national identity for local nationals
7. Other documents such reference letters (The number of the references and the type of reference depends on the type of position, for instance 3 reference letters for academic positions is the standard procedure, while for administrative staff this can be the contact information of three credible references, such as the phone number of a former boss who could be contacted, Criminal Record and Health Record may be requested depending on the nature of the position to be filled.

b. Employee Inspection Rights: Upon request, the employee will be allowed to inspect his or her own file. The employee has the right to copy his/her file, except for preemployment recommendations and records and such other information as may be privileged and not subject to employee inspection. Employees who wish to make copies or review their own personnel file shall request access in writing; shall review the record in the presence of the administrator designated to maintain said records or designee; shall make no alterations or additions to the record nor remove any material there from. Employees wishing to appeal material in their record shall make a request in writing to the Administrative Vice President and specify therein: name and

date; materials to be appealed; reason for appeal. If the request is about a position equivalent or above the Administrative Vice President, he shall consult with the president and if the president is the requester then Administrative Vice President may consult with the Board. The Administrative Vice President shall make a determination within ninety (90) days of the appeal. The Hiring Procedure is available in the Human Resources Webpage on TIU Website.

- c. Employment References:** Tishk International University provides references regarding former employment only if Tishk International University receives written authorization and release from the former employee. Otherwise, Tishk International University will only verify dates of employment, the position held, and rate of pay.

34. Name and Address Change

It is important that employment records be kept up-to-date. Employees should notify their administrative units if there are any changes or corrections to their name, email address, home address, primary telephone number, marital status, emergency contact, or beneficiary. Forms to process a change in personal information can be obtained from the personnel office under the office of Administrative Vice President.

35. Pay and Compensation

- a. Payroll: Professional and paraprofessional staff members receive their pay in twelve (12) equal monthly payments based upon the total contracted salary. Base payments for full-time professional and paraprofessional staff members, substitute instructors, hourly and part-time staff members will cover the period between the first days of two consecutive months. The payment will be done according to the instructions no. (03) of (2016) or any other instructions, which will be issued in the future by the Ministry of Higher Education and Scientific Research related to the weekly teaching hours, in addition to the financial rights, the extra hours given to the teaching staff in addition to the monthly salary. The university has the authority to deduct any amount

based on the rules and regulations that come from the government. Payments will be processed manually from the office of accounting within the first 5 calendar days every month. Base salaries will not change unless the accounting is specifically informed by the administrative units to do otherwise. Generally, these specific conditions are as follows; If there is a position change or an increase in pay, then accounting must be informed by the presidency to alter the base salary payment. Another occasion is, for both full-time and part-time employees if the absences of leaves exceed the allowed, permitted amount, thus have to be deducted from the salary then either the directors or the deans must inform the accounting. Please note that tardiness may translate into the absence of leave under certain conditions. For details, please refer to the related chapter. For the purposes of payroll, full time personnel are defined as anyone who works for the full 5.5 days stated "the work hours" section of this book. Any substitute, extra duty, hourly and overtime (for nonexempt employees) payments accrued after three weeks in the current month will be included in following month's payroll. In other words, directors or deans of every unit will inform the accounting between 21 and 25 of every month for the overtime/extra time that accrued from the 21st of the previous month. Thus, the payments that correspond to the extra work, overtime that take place between the 21st of each month and the end of the month will be included in the following month's salary.

- b. Overtime/Extra time: Currently, the university does not financially compensate overtime or extra time that occurs during working days or holidays except extra class hours taught by academic personnel unless otherwise is stated in the employee's contract. For personnel who are eligible for overtime/extra time compensation, advance approval from a supervisor is required for cases when overtime/extra time is financially compensated. Unauthorized use of compensating overtime hours may result in disciplinary action being taken, up to and including termination. Exceptions are granted for advanced approval if the overtime is in support of unforeseeable or emergency circumstances and approval is obtained within one working day of the event.

However, it is within the director's or dean's authority to compensate overtime work as compensatory time off even if the employee has to accept

working extra if needed as stated in the employee's contract.

For instance, if, due to a certain project or job, the employee had to work 4 extra hours on a certain day, the director or dean may allow that employee 4 hours off at a reasonable time when the director or dean sees fit. However, if the employee has to accept extra working requests as stated in his/her employment contract, then the director or dean may choose not to award compensatory time off. Additionally, personnel who is working overtime is entitled to free extra meals in the university dining hall if meal times fall within the overtime work hours. Financial compensation for overtime work of the full-time personnel based on the titles is indicated in the staff contract.

- c. Retirement Benefits : Tishk International University does not regularly provide retirement benefits unless otherwise is stated in the employee's contract. One reason for this implementation is that until this moment there was no way for a private university like Tishk International University to pay for retirement benefits for its employees. However, recent developments in Kurdistan region imply that in the near future around 8% of an employee's salary will be paid for the retirement benefits similar to the application for employees working in the governmental offices in Kurdistan.
- d. Health Benefits: Tishk International University does not provide health benefits outside of school premises unless otherwise is stated in the employee's contract.
- e. Nutritional Benefits: Tishk International University provides one meal for each working day for each full-time, part-time professional, paraprofessional employee. Part-time personnel may have one meal on the days when they are working at the university. The only exception is the labor personnel who reside within the university premises and are entitled to three meals a day. Traditionally, the compensated meal is the lunch meal. However, the personnel that work during evening hours may have a dinner meal instead of a lunch meal. As mentioned above under overtime/extra time section, an employee may have more than one meal a day if working overtime and meal times fall within the overtime work hours.

Other than the conditions stated above, no one without any exceptions does have the right to offer meals to anyone else other than self. This includes

family members, friends, and guests. If meals will be offered to guests, one time use tickets may be obtained from the Administrative Vice President.

Administrative Vice President deserves the right to ask for a reason, or documentation obtained from the requester's supervisor. Personnel who do not abide by these rules will have to face consequences, including deductions from the salary based on higher rates per meal, and in terms of repeated violations, up to termination of contract.

f. If the academic staff has given an administrative post, the university is obliged to pay the funds and finances of this post.

g. Salaries and monthly funds will be changed when receiving higher academic titles in accordance with relevant laws and guidelines.

Request for Salary Increase

When a staff requests a salary increase, s/he shall fill out the "Status Indication Form" and shall submit it to the Vice-president for Academic Affairs.

To validate and to confirm the information indicated in the form, Director of the Quality Assurance, the Director of the Journals, and the Director of Human Resources check and sign the form.

Salary Increase Eligibility Criteria

1. The score of Student Feedback should be greater than 3.
2. The score of the Continues Academic Development (CAD) should be more than 44 for Assistant Lecturers, more than 54 for Lecturers, more than 69 for Assistant Professors, and more than 79 for Professors.
3. The Teacher Portfolio score should be more than 3.
4. Number of publications in the last academic year should be at least one (sole author).

Other criteria taken into consideration when making a decision for salary increase:

- The total number of publications
- Number of citations
- Number of teaching hours per a week
- Number of years of experience at TIU.

36. Purchasing and Reimbursements

- a. Purchasing Procedures:** All requests for purchases must be submitted to the office of Administrative and financial Vice President on a material request form that may be obtained from office of accounting with the appropriate approval signatures from the instructor, department head and the dean. No purchases, charges, or commitments to buy goods or services for the university can be made without an approval. The university will not reimburse employees or assume responsibility for purchases made without authorization. Employees are not permitted to purchase supplies or equipment for personal use through the university's accounting office. Contact the accounting office for additional information on purchasing procedures.
- b. Reimbursement for Purchases, Travel, Expenses, etc.: Tishk International University will honor reimbursement requests only if the expenditure has had prior approval and requested according to established procedures. All requests of this nature must have original receipts attached. Staff members should consult with their supervisors regarding matters of this nature in order to prevent misunderstandings, assumptions, etc. Before any travel expenses are incurred by an employee, the employee's supervisor must give approval. For approved travel, employees will be reimbursed for mileage if personal vehicles are used and other travel expenditures, according to the current rate schedule authorized by the Board of Trustees. Employees must submit original receipts to be reimbursed for expenses other than mileage

37. Work Hours

- A. Work Hours for Academic Personnel: Academic personnel are president, vice presidents, deans, department heads, instructors, assistants, briefly, who have academic titles to be able to teach in a university. Work hours for full-time academic staff are between 8:30 am and 5:00 pm five days of the week (additionally to Saturday when needed) except official holidays. Week-days are Sunday, Monday, Tuesday, Wednesday, and Thursday. Work hours include a one hour break between 12:00 pm and pm for the employee to have

lunch and to run other errands. Other than this one hour break if an employee should run errands or spend time for a personal reason between 8:30 am and 5:00 pm, then that time must be compensated for the lunch time. In other words, lunch time must be kept less than one hour on the amount that one spends during regular working hours, which is between 8:30 am and 12:00 pm and 1:00 pm and 5:00 pm. If any personnel work outside of regular business hours, for instance, in the evenings at the continuing education center, then his/her working hours will be determined by his/her supervisor equivalent to the personnel working during regular business hours given that these personnel are full-time academic personnel. Part-time academic personnel will work within the times stated in their personal contracts.

- B. Work Hours for Administrative Personnel: Administrative personnel are all staff members and their supervisors that are entitled with "Administrative Vice President" "director", "head", "manager" titles as well as secretaries and other labor personnel. Work hours for full-time administrative personnel are more varied due to the different natures of different occupations. Generally, unless otherwise is noted in the personal contract, an administrative personnel may expect to be at the university 5 days of the week between 8.30 am and 5.00 pm. On Saturdays, working hours for administrative personnel are as required within the hours between 9:00 am to 13:00 pm. . However, there are more than a few occasions when administrative personnel work outside of these regular hours such as in the evenings. Please refer to your personal contract for details. If any personnel work outside of regular business hours for instance, in the evenings at the student affairs office, then his/her working hours will be determined by his/her supervisor equivalent to the personnel working during regular business hours given that these personnel are full-time administrative personnel. Part-time administrative personnel will work within the times stated in their personal contracts. All Tishk International University personnel attendance will be controlled through fingerprint system. If personnel do not follow the daily registration (in/out) through fingerprint system they will be considered as absent from duty.

38. Employee Leaves and Absences

Tishk International University offers employees paid and unpaid leaves of absence in times of personal need. Permissions regarding leaves of absence are to be obtained from the Deans and/or Administrative Vice President for domestic leaves. International leaves must be approved by the president as well.

Employees must follow the university and campus procedures to report or request any leave of absence and complete appropriate leave request form, including the reason for the leave, date of leave, and how they will compensate the lectures not taken.

Those who intend to take leaves should submit the leave request form to their related administrative unit, e.g. departments for academic personnel. Then the administrative unit should submit the form to the higher authority, e.g. deans for academic personnel, by indicating their remarks as approved or not.

And this higher authority must submit the form to the President's Office after they mention their remarks about it. The final decision will be taken by the President.

Any employee who is absent more than two (2) consecutive days because of a personal or family illness must submit a medical certification form from a qualified health care provider confirming the specific dates of the illness, the reason for illness, and in the case of personal illness the employee's fitness to return to work. Medical certification shall be made by a health care provider. Upon request for family and medical leave for the employee's serious health condition or that of a spouse, parent, or child, and at 30-day intervals thereafter, the employee shall provide medical certification of the illness or disability.

a. Paid Leaves:

1. Annual (Summer Holiday) Leaves and Unused Annual Leaves: For academic staff (president, vice presidents, deans, department heads, instructors) summer holiday is an exact 30 days, including travelling time, 20 days for assistants and 15 days for administrative personnel. An employee must be employed 12 months before he/she can take a summer holiday. A specific case

about annual leaves is regarding academic personnel that stay for summer school. These personnel keep their right to have 30 days annual leave. However, they must be present at the set time by the deans or directors at the beginning of the school year, even if the personnel cannot have his/her 30 days of holiday at once. The difference in duration, that is from the end of the summer term until the designated time to be present at the university will be counted towards the annual leave even if the employee cannot travel abroad due to shortage of time and stays home unless assigned by the university. After the deduction of the accounted days, remaining days can be spent on other occasions during the year upon permission from the supervisor(s) that the employee has to report to. These days shall preferably be chosen amongst the times when it is a holiday for students, such as Nawrouz, especially in the case of academic personnel so that there is no interruption in the education due to missing classes, etc.

2. Regular leaves during the year are up to 15 working days provided permission is granted excluding summer holiday and official holidays. (These 15 days will be used for academic activities: conferences, research, etc.). After 15 days are used up, wage corresponding to each extra day is to be deducted from the final paycheck.
3. Other Cases For Paid Leaves:
 1. 56 days total for birth for non-academic female staff including official holidays if coinciding, before and/or after the birth, but she must complete one year at the current position.
 2. In case of pregnancy of female academic staff that cannot start work in that semester, either the contract will not be renewed or she takes a leave without payment.
 3. 3 days for birth for fathers if birth is in Kurdistan and 7 days if birth is out of Kurdistan
 4. 7 days and the duration of travel applies for marriage of self
 5. 3 days and the duration of travel is applied for the deaths of immediate relatives that are mother, father, son/daughter and sister/brother, 2 days for grandparent, aunt, uncle. All other full-day absence of

leave permissions for death events are to be deducted from 7 annual personal leave days if granted.

Working days spent outside of the university premises due to an assignment by the university do not fall within this 7-day limit. Among these exceptions are days spent outside of the university due to purposes of training and education such as;

1. Workshops and other professional development opportunities.
2. Attending masters or doctorate programs authorized by the president
3. Compulsory attendance to legal or other matters developed without control and intent of the employee that are usually enforced by governmental offices.
3. Anticipated Leave:

The academic and administrative staff must take prior permission for the non-urgent (anticipated) leaves at least 7 days before the event occurs.

In deciding to approve anticipated, personal leave, however, the supervisor or designee shall consider the effect of the employee's absence on the educational program, as well as the availability of substitutes.

Anticipated personal leave shall not be allowed in the following circumstances, except in extenuating circumstances as determined by the dean or directors:

1. Days scheduled for end-of-semester or end-of-year exams.
2. University norm-reference testing days.
3. Professional or staff development days.

Unanticipated Leave: Leave that is taken for personal and family illness, emergency, a death in the family, active military service, etc. is considered unanticipated leave. This type of leave allows very little or no advance planning. The higher authorities should be informed as soon as possible in case of an unanticipated leave so that necessary arrangements can be made e.g. for missing classes.

b. Unpaid Leaves:

Unpaid leave is a leave of absence during which an employee takes time away from his/her job without receiving payment. The total allowable number of days of unpaid leave is up to 30 days. This leave shall be taken for compelling reasons that are validated by the university management. The 30 days cannot be taken at once.

The unpaid leave shouldn't cause any obstruction or problems to the educational process at the department/unit.

c. Medical Leave:

(supported by an official medical report), is 10 days per an academic year with full salary, in case the medical's leave exceeds the 10th days, half of his/her salary will be paid in condition the leave does not exceed 20th days, in case of passing the 20th days, unpaid leave will be given.

d. When receiving hourly leave permissions and if it exceeds the total number of (7) hours it will be counted as one day regular leave permission and will be reduced from the number of days of regular leave permission per academic year. It should be noted that tardiness may translate into the absence of leave under certain conditions.

39. Tardiness

Tardiness: Tardiness is 15 minutes. Any Lateness over 15 minutes will be considered as "Lateness". Tardiness may be in the morning in the form of coming late to work, during lunch time in the form of early leaves for lunch or late coming backs from lunch, and during dismissal as leaving early for home.

In all these types of tardiness the allowed amount of being tardy for the purpose of accounting is 15 minutes. However, being late is contradicted with professionalism and business ethics, even if it is for one minute. Therefore, any type of tardiness except emergencies is unacceptable and results in disciplinary sanctions. For details please refer to Chapter entitled "Discipline and Termination". In this regard, all staff members should obtain authorization from their supervisor when leaving assigned university campuses during work hours.

Time-in, time-out information, for all of the administrative personnel, including faculty secretaries, will be obtained in the form of a signature. While recording time-in and time-out information, designated personnel will use their computer's clock. A mobile phone may be used in cases when it is not possible to get accurate time information from designated personnel's computer. This procedure will prevent many misunderstandings, etc., as well as protect the professional employee.

40. Substitute Instructors

Generally, the nature of classes taught in universities is not suitable for someone else to substitute for the primary instructor for a certain course. However, in cases of urgent needs and depending on the nature of the course taught, faculty administrators may permit the use of substitute instructors. Upon arrival the substitute shall be furnished with following materials usually by the primary instructor:

1. Syllabus of the course
2. Weekly and daily time schedule of classes
3. Fire drill and other emergency procedures
4. Important or unusual information about any child (physical problems, daily medications, etc.)
5. Have copies of textbooks, manuals, and workbooks being used available for use by the substitute instructor.

41. Summer School

Administrative personnel's work intensity usually lessens during summer school time, however, depending on the occupation of the administrative personnel opposite might be true as well.

Thus, summer school concerns mostly academic personnel. Final authority on summer school decisions fall onto the dean of faculties. All academic staff will be assigned courses from the summer school if required.

42. National and Extraordinary Holidays during Academic Year

There are two types of holidays; one is for the academic and administrative personnel, while the other one is for students. For the personnel, the following holidays are the ones currently implemented in Kurdistan Region.

1. Ramadan Festival, 4 days, including the day of "Arafa" (exact days declared by the government).
2. Sacrifice Festival, 5 days, including the day of "Arafa" (exact days declared by the government).
3. 1st and 10th days of the month of Moharrem (exact days declared by the government).
4. New Year Holiday, 1st day of the year, January 1st. (Holiday for students starts from 24th December thru 1st of January).
5. Army Day, 6th of January.
6. 5th of March is the Independence Day and National Holiday.
7. 21st, 22nd, and 23rd of March is Nawroz and National Holiday (Holiday for students in Nawroz starts from 11st of March Friday until 25th of March Friday).
8. 1st of May is Labor Day and National Holiday.

Other days may be declared as holiday by the regional or national government, such as Mawleed (Prophet Mohammad's birth for Muslim's) or other religious holidays for Christians, Yazeedees, etc., personnel should follow the announcements and contact his/her supervisor to confirm the holidays.

Other than these national holidays if a day is declared a holiday due to an extraordinary situation such as sandstorms, then please abide by the following:

1. As a private university, we abide by the Ministry of Higher Education. Thus Tishk International University is only bound by declarations of governmental authorities that would include Ministry of Higher Education. Such announcements may be followed from national TV or radio stations.
2. Secondly, in such extraordinary cases, you may expect to receive an email to the email address you have provided to the university administration. If you

do not have email access at your residence, then please contact a university personnel that might have email access or the information about the emergency situation.

43. Staff Dress and Grooming

The Board of Trustees believes that all staff members set an example in dress and grooming. A professional staff member who understands this precept and adheres to it enlarges the importance of his/her task, presents an image of dignity, and encourages respect for authority.

The Board retains the authority to specify the following dress and grooming guidelines for staff that will prevent such matters from having an adverse impact on the educational process.

Employees will keep themselves neatly groomed and dressed and will keep their hair neat and clean. Grooming and dress that will disturb, interfere with, or detract from the educational process will not be allowed. "Neatly groomed and dressed" shall be defined as dress and grooming that is standard and conforms to local community and university etiquette and decorum. It is within these principles that Tishk International University will enforce the following dress code items, specifically but not limited to:

a. Female Dress:

1. Shorts, miniskirts, wind pants, or warm-ups are prohibited on any working day. (i.e., a day for which a person is being paid).
2. None of the staff may wear jeans of any color on any working day (i.e., a day for which a person is being paid) except for:
 - a) Campus Designated Days (designation is done by the administration); Saturday is a Campus Designated Day.
 - b) Field-based Activities (but not worn in the regular classroom).
3. Fitted leggings and spandex-type leggings are not permitted as outer wear; they may be worn under a dress, skirt or tunic top. Loose-fitting stirrup pants and loose-fitting leggings are permitted.
4. Dress culottes, skirts, and split skirts must meet the length requirements for skirts. These are clothes that have the appearance of a skirt in the front but

are split.

5. Tight clothing exposing body parts is prohibited.
6. Capri pants are not acceptable on any working day except on a field day.
7. Shirts, Blouses, and Tops
 - a) All tops (etc.) shall cover the back and stomach. No skin is to show at the waist.
 - b) Shirts and blouses must be buttoned appropriately.
8. Shoes

No sandals, slippers, flip-flops or thongs
9. Jewelry and Other Accessories
 - a. All tattoos shall be covered and hidden from view.
 - b. Jewelry used in conjunction with body piercing (such as nose rings, eyebrow or tongue studs) is prohibited.

b. Male Dress:

1. Items # 1,2, 3, 5, 6, 7, 8 above apply to males as well.
2. All academic personnel, including deans, department heads and instructors along with administrative office personnel must wear tie.
3. Jackets are optional for everyone.
4. Additionally, long/short sleeve shirt choice is also up to the employee.

44. Discipline and Termination

Absent a written employment contract, employment with the TIU is terminable at will, meaning that the employment relationship can be terminated one-sided by Tishk International University at any time, with or without notice and with or without cause provided that Tishk International University notifies the employee one month ahead. Employees, on the other hand, however, must abide by the terms in their contracts and fulfill the time stated in their contract. If an employee leaves his position before the stated date in his contract, he will be charged in the amount of the remaining days on his contract. If an employee decides not to renew his contract, he must inform his supervisor, one month ahead of his contract renewal date. Please note that the financial relationship between the employee and Tishk International University is in the form of a monthly

paid wages as well as health/retirement benefits if any, and Tishk International University keeps its right to cancel any of these benefits upon employee's one sided contract termination at an inconvenient time. Any express or implied agreements or assurances concerning the terms, conditions, or duration of an individual's employment with Tishk are not binding upon Tishk unless they are in writing, and approved by the Board of Trustees. With the exception of substitute employees and temporary employees (one year or less), these policies apply to all employees of Tishk International University, including certified, classified, and administrative personnel, and apply to all job-related activities of such employees.

a. Basis for Disciplinary Action:

The following acts or omissions, among others which evidence unfitness to perform duties, by an employee in the scope of employment are prohibited and shall constitute grounds for disciplinary action:

1. Insubordination, including the willful refusal of an employee to perform an assignment or to comply with a directive given by the employee's supervisor.
2. Unprofessional job-related conduct.
3. Incompetence or inefficiency in the performance of duties.
4. Corporal punishment of students.
5. Improper conduct toward students and other employees.
6. Conduct in violation of any Tishk International University policy or established expectation of performance.
7. Conviction of a felony related to the employee's employment, or which seriously impairs the employee's ability to perform his or her assigned duties.
8. Serious misconduct related to the employee's job.
9. Abuse of the Tishk International University's sick leave policy.
10. Excessive tardiness.
11. Excessive absenteeism.
12. Unexcused absences from work.
13. Gross negligence or gross carelessness in the performance of duties.
14. Use of Tishk International University policy or property for personal gain.
15. Negligent or willful damage to Tishk International University property.
16. Gross waste of Tishk International University supplies or equipment.

17. Dishonesty or falsification of any information involving Tishk International University, including grades, credits, data on forms, employee records, or any other information involving Ishik.
18. Possession of alcohol or other intoxicants or illegal narcotics, or other controlled substances without prescription on university property or at any university function.
19. The use of or being under the influence of alcohol or other intoxicants or illegal narcotics, or other controlled substances without prescription on university property or at any university function.
20. Deliberate conduct which has the apparent purpose of exposing Tishk International University to censure, ridicule, or reproach (this prohibition is not intended to deprive employees of any free speech rights guaranteed under law).
21. Verbal and/or physical fighting on university premises or at any university related activities.
22. Falsification of records or data with intent to defraud.
23. Sexual misconduct which deviates from the ordinary standards of morality prevalent in the areas served by Tishk International University.
24. Misconducts related to violence;
 - a. violent, threatening or intimidating behavior;
 - b. indecent or abusive language or behavior;
 - c. disorderly behavior.
- * This regulation applies within the University. It also applies outside the University in respect of such alleged misconduct by a student to an officer, member or employee of the University.
25. Behavior likely to cause injury or impair safety on University premises.
26. Conduct amounting to harassment. (The University will take harassment to include any behavior that appears or feels offensive, intimidating or hostile, which interferes with individuals' academic, working or social environment; or which induces stress, anxiety, fear or sickness on the part of the harassed person. The defining features are that the behavior appears or feels offending or intimidating to the recipient and would be so regarded by any reasonable person.)
27. Publishing of any matter (including expressed orally or in any writing, sign

or visible representation, including electronically) which is threatening, abusive or insulting or constitutes harassment or makes others fear violence, including:

- a. by printing or displaying within the University,
- b. by publishing or distributing to any visitor, officer, member or employee of the University,
- c. by using in any form of instruction, meeting or gathering (including social and sporting activities), or
- d. by broadcasting to any visitor, officer, member or employee of the University.

28. Conduct which obstructs, frustrates or disrupts:

- a. any lecture, class or other instruction, or any laboratory work, or any examinations, authorized to be held, given or undertaken within the University,
- b. any meeting or other function (including social or sporting activities) authorized to take place within the University, or
- c. the satisfactory conduct of the administrative work of the University or its public or official functions, activities or legal duties.

29. Interfering with or impeding any officer, member or employee of the University in carrying out his/her duty or proper function as such.

30. Failure to disclose the name and other relevant details to an officer or employee of the University or the Students Union when it is reasonable to require that such information be given.

31. Interfering with or impeding, by the use of intimidation, violence, threat of violence or physical obstruction, the supply or delivery of any goods or services to the University, or so interfering with or impeding the entry into the University of any lawful visitor.

32. Unauthorized interference with any mechanical, electrical or other services or installations within the University.

33. Failure to comply with the ICT (Internet and communication technologies) code of conduct.

34. Theft committed within the University.

35. Damage to or defacement or misappropriation or unauthorized use of the property of the University.

36. Using or knowingly possessing within the University any controlled drug.
37. Forgery, falsification or misuse of the University's name or of any University record or document, or knowingly making any false statement or being party to impersonation in relation to any academic examination or assessment or University administrative function or service, including the use of false documentation or statement in the process of gaining admission to the University.
38. Infringement of the rules relating to admission to social functions.
39. Refusal to make any payment, or comply with any direction or restriction, subject to any right of appeal applicable, imposed by the Librarian in respect of the use of Library facilities.
40. Misuse of fire appliances within the University.
41. Unwarranted sounding or raising of a fire alarm within the University.
42. Disposing of litter inappropriately within the University.
43. Possessing within the University any offensive weapon.

* Any other case that is concluded as a disciplinary misconduct by the university disciplinary committee are evaluated by the committee on a case by case basis.

b. Persons Authorized to Initiate and Carry Out Disciplinary Actions:

Verbal and written warnings may be issued by the following administrative personnel for employees

that work directly under them:

1. President
2. Vice presidents
3. Deans
4. Administrative unit heads
5. Department heads

c. Phases in Carrying out Disciplinary Sanctions:

There are five types of sanctions at Tishk International University:

1. Oral warning
2. Written warning (Memorandum) by the Head of Administrative Unit
3. Final warning by Disciplinary Committee
4. Suspensions without pay

5. Dismissal

Verbal warnings may be issued by the managers; however a written warning (Memorandum) to an employee working under a manager shall be issued by the head of the administrative unit that are the President, vice presidents, Administrative Vice President and deans. Final warnings, probation, suspensions with and without pay, and dismissal may be administered only by the Disciplinary Committee followed by approval from the president.

d. University Disciplinary Committee:

The University Disciplinary Committee is responsible with investigating the issues that are either reported by the relevant authorities via hierarchical order or reported directly by any individual within the university.

University Disciplinary Committee finalizes such cases and is responsible with the execution of the corresponding sanctions abiding with the regulations if charges committed.

Communication of Sanctions

Each sanction is motivated in writing and communicated in writing to the following parties, no matter what the result is:

1. The personnel
2. Related administrative units at Tishk International University
3. In any situation, all original copies of signed and stamped documents will stay with Tishk International University and only copies of these documents will be handed to the related parties unless an original copy is required by any governmental institute

Execution of Sanctions

1. Sanctions are beginning to take place starting from the time of written notification to the personnel unless otherwise is noted.
2. Upon nomination, Disciplinary Committee must finish all investigation procedures, communication and execution of sanctions within one month. If one month is exceeded, upon request by the committee an extra duration of one month may be granted only for once. If after two months, disciplinary

committee cannot finalize the case, a new disciplinary committee shall be appointed by the President. If president serves as the chair in the first committee, he/she shall not be the chair of the 2nd committee. All other members must be replaced as well.

Termination of Employment

Resignation: Employees who resign from Ishik should give at least one month notice. The letter of resignation should included and explain fully the reason(s) for leaving and should be turned in to the employee's supervisor.

Resigning employees will be given their final paychecks, no later than the next regularly scheduled payday if the resignation date is prior to the 21st day of the current month. Final paychecks may be given next month if the resignation date is after the 21st day of the current month. All applicable mandatory and optional, authorized deductions will be made from the employee's last paycheck. TIU University reserves the right to pay the resigning employee for the notice period and accept the resignation immediately.

The University has the right to terminate the contract in the following cases:

- A. The staff does not comply with content of his/her employment contract during the entire duration of his/her contract, in condition all the claims reported and confirmed with evidence by the head of the department, dean and university president.
- B. In case of a staff's conviction in accordance with a court sentence or a disgraceful crime (**مخلة بالشرف**).
- C. In the case of the loss of a staff's legal personality according to the special party document.
- D. If it appeared that one of the submitted documents by the staff was a forged certificates, the first party will take legal action against him/her and s/he must return all the financial rights that has been received during the work to the University.

Employee resignation policy

This policy applies to all of our employees. A “resignation” occurs when an employee voluntarily informs HR or their head/director that they will stop working for our university.

A. Policy elements

Notice of resignation

Employees are obliged to give advance notice before resigning and to announce their intent to resign at least one month in advance.

For harder-to-fill positions or more high-profile roles, like [VPs, Deans, Head of Department, Directors], we advise our employees to give at least 2 months’ notice, if possible.

Since that the TIU contracts bind the employees to give notice, if they don’t give notice, the University may not be obliged to pay out remaining monthly salary.

Notice: The TIU employment contract may be renewed or terminated reciprocally one month before the end of its validity. Absent a written employment contract, employment with the Tishk International is terminable at will, meaning that the employment relationship can be terminated one-sided by Tishk International University at any time, with or without notice and with or without cause provided that Tishk International University notifies the employee one month ahead. Employees on the other hand however must abide by the terms in their contracts and fulfil the time stated in their contract. If an employee leaves his position before the stated date in his contract, he will be charged in the amount of remaining days on his contract. If an employee decides not to renew his contract, he must inform his supervisor one month ahead of his contract renewal date.

Revoking resignation

Employees may ask our university to revoke their resignation within the time period until they receive confirmation from HR, which is two days. Our university will decide whether or not to grant this request on a case-by-case basis. After that period, they cannot revoke their resignation. However, we advise against

such decisions. If an employee decides to quit, they should make sure their decision is final.

Forced Resignation

Employees have the right to resign when they want and at their own free will. Forced resignation (or constructive dismissal) must not occur at any time. Specifically, the following actions are prohibited:

- Creating a hostile or unpleasant environment.
- Demanding or coaxing an employee to resign.
- Victimizing, harassing or retaliating against an employee.
- Taking adverse actions (e.g. demotions, increased workload) unofficially, outside of our disciplinary process, to force an employee to resign.

We reserve the right to terminate employees when they don't adhere to our policies or the law, or those who place our university at risk.

Rehire

Employees who left on good terms are eligible for rehiring. They may or may not be considered new employees depending on how much time has passed since they were last employed in our university. If they're considered new employees, they may not be given benefits related to their length of employment and seniority.

B.Procedure

- The employee hands in a written and signed notice of resignation to his/her head/director and HR Unit two weeks in advance.
- The head/director approves the resignation notice.
- The head/director informs his/her superior and the HR unit about the resignation in a written letter.
- The HR manager sends a Confirmation of Resignation email containing requirements and obligations which are listed in the Resigning/termination checklist. They are:
 - Returning the ID Card
 - Returning the Car Badge

- Returning the Office Keys
 - Returning the Master Key or other rooms keys (laboratories, halls, others)
 - Canceling email accounts
 - Retiring Office Furniture
 - PC and Electronic Devices
 - Canceling Webpage Account
 - Returning Library Materials
- In order to receive a final payment, the employee must return all University property. The head/director of the employee is responsible for ensuring this.

45. Complaints & Grievance Procedures

All employees are encouraged to bring their work-related problems or concerns to the immediate attention of their supervisors. In turn, supervisors will try to reach a quick and fair solution. If, however, an employee is not satisfied with the supervisor's solution, he or she may bring the matter to the attention of an upper administrator in the hierarchic level until either the problem is resolved or had to be dismissed by the president as the last hierarchic level. All complaints and responses must be in writing. The regulations for a grievance procedure against disciplinary actions shall be the same as the grievance procedure for the students as stated under Article 10 in the students handbook. Execution and communication of sanctions shall also be the same as the regulations for students as stated under 8, 9 and 11.

Article 10: Appeal Procedures and Committee of Appeal

The committee of appeal is distinguished from the disciplinary committee by the fact that it must include a university with a higher degree, e.g., president of the university if no other option is available.

The student will have the right of appeal against the imposed disciplinary sanc-

tion until seven calendar days after the notification of the decision. To this end, the student can submit a motivated request of appeal in writing. The student may appeal to appeal committee.

The disciplinary action regularly takes effect after the notification of the disciplinary committee. However, initiating an appeal procedure will suspend the disciplinary action until the student is officially notified of the final decision by the appeal committee unless the disciplinary committee decides that the situation may possess safety risks to the university community.

Within Tishk International University it is not possible to appeal against a decision by the disciplinary committee of appeal, however, students may choose to appeal the university's decision through legal agencies.

Article 11: Confidentiality

Confidentiality is required in the initiation and developmental stages of the disciplinary case until a final decision is made including the appeal procedure. In other words, reporting and investigating a case; related meetings and all written materials must abide with confidentiality.

46. Procedures for Guests and Visitors

Tishk International University annually receives many guests. Most of these guests come to the university through contacting the related department at our university. Thus, the procedures about these guests are not included under this chapter.

Guests of university personnel are defined as follows;

1. Guests that currently have a relationship with Tishk International University. This relationship may be defined as business, educational, cultural, etc.
2. Guests that may have a relationship with Tishk International University in the future and the reason for the visit is to establish a relationship. This relation-

ship may be defined as business, educational, cultural, etc.

3. Exceptions to these if any, may be approved by the Administrative Vice President.
4. Guests may be given a tour of the university by the responsible department if requested by the Administrative Vice President. Additionally, tickets for meals may be obtained from the Administrative Vice President for these very guests.

Visitors of university personnel are defined as friends, relatives, or other third party visitors of university personnel that do not have any current direct or indirect relationship with the university as well as the reason for their visit is not to establish one.

Such visitors shall not visit university personnel except emergency situations during working hours. Supervisor of personnel may interrupt with the visit during working hours if he/she feels that working process is interrupted.

Visitors do not have the right to take advantage of university facilities unless otherwise is noted, including library, networking, internet, dining hall services and so on unless approved by the Administrative Vice President. In case of approval, for the purposes of this document, this visitor would be considered as a guest as defined above. Facilities that the visitors can use are a cafeteria and main waiting areas.

All visitors are expected to enter any university facility through the main entrance and sign in or report to the building's main office.

Authorized visitors will receive directions or be escorted to their destination. Employees who observe an unauthorized individual on the university premises should immediately direct him or her to the building office or contact the administrator in charge. Any administrative or security personnel have the right to ask an unsupervised visitor an identity with a photograph if suspected. Violations of visitors are to be reflected to the related university personnel or the "acting host".

Regularly, each and every attendant to classes must be enrolled in the univer-

sity as a student no matter what the status of the student is. Please refer to student handbook for different types of student status.

However, if for any reason, for instance, a legal guardian of a minor, of a 17 year old, which is under 18 years old, or any legal authority requests to attend a lecture, he/she may be permitted if a written request is made until 24 hours before the lecture takes place to the office of Administrative Vice President. If an approved office of Administrative Vice President will transmit this request to the related faculty to be implemented.

For visits to other personnel, visitors are strongly recommended to get an appointment beforehand.

Secretaries are employed within all administrative units that can process these types of demands.

47. Outside Employment and Tutoring

Employees who wish to accept outside employment or engage in other activities for profit must submit a written request to their supervisors unless their personal contract does not already permit such an action. Approval for outside employment will be determined by the personnel hiring committee and primarily based on whether outside employment interferes with the duties of the regular assignment. Instructors are not allowed to privately tutor students of the campus for pay without approval from the university Senate.

48. University Activities

Staff members are recommended to attend and participate in as many university activities as possible. An instructor's presence projects support and interest to the students, the university, and the community. Many staff members will be involved in university related organizations, and clubs.

Among the activities that university personnel may attend as long as it does not contradict with personnel's working requirements under the condition of approval from the supervisor are as follows;

1. Student club activities that the university personnel sponsor or participate. Such activities must be decided by the executive board of the club, organized by the club members and approved by the Vice President for Extracurricular Activities depending on the nature of the activity as it can be either curricular or extracurricular.
2. Conferences, panels, symposiums, events, celebrations that are organized by faculties, departments or university Senate.
3. Especially for events that take place outside of university premises extra conditions may be present such as extracurricular field trips via vehicle transportation and excursions. If these events do not fall within the two categories mentioned above and it is an activity that university students organize however, not directly associated with the university, then any university personnel are strongly recommended to get a written consent from the Vice President for Extracurricular Activities to participate to such an event. University personnel may not be part of activities that compromises individual rights associated with religious or ethnical issues as well as political activities. For policies and details about the student clubs and possible activities that may take place, please refer to the student handbook.

49. Student Attendance

Punctual and regular university attendance is required at Tishk International University. Based on regulations stated in student handbook, each student must attend 80% of theoretical and 85% of practical courses and 70% theoretical and 80% practical provided a medical report by a doctor or a committee is submitted in order not to fail the courses. Excessive absenteeism and/or tardiness shall be reported by the academic personnel to the student affairs office via the related department as this problem may not be recognized readily in the student affairs office. The absence shall be recorded on the attendance sheet.

50. Student Discipline

Students are expected to follow the classroom rules, campus rules, and rules listed in the Student Code of Conduct and Student Handbook. Instructors and

administrators are responsible for reporting or taking disciplinary action based on a range of discipline management procedures that have been adopted by the university. Other employees that have concerns about a particular student's conduct should contact the faculty administrators or disciplinary committee if needed. Instructors must file a written report with the faculty administrators or disciplinary committee when they have knowledge that a student has violated the Student Code of Conduct. Discipline should be handled by the professional staff members to the extent possible. The staff member should confer with the student, administrators, and other related third party people such as legal guardians in all unusual problems. Cooperation and understanding between these parties and the university can often eliminate problems before they develop into unpleasant situations.

51. Student records

Student records are confidential and are protected from unauthorized inspection or use. Employees should take precautions to maintain the confidentiality of all student records. The following people are the only people who have general access to a student's records:

1. The student
2. Parents of a minor
3. University officials with legitimate educational interests. The student handbook provides parents and students with detailed information on student records. Parents or students who want to review student records should be directed to the department heads for assistance.

52. Parent and Student Complaints

In an effort to hear and resolve parent and student complaints in a timely manner and at the lowest administrative level possible, the Board has adopted orderly processes for handling complaints on different issues. Thus, parents or students are encouraged to discuss problems or complaints at first with the instructors or the appropriate administrators at any time. Parents and students

with complaints that cannot be resolved should be directed to the higher hierarchical level. The organizational and hierarchical scheme of the university may be found at the university website or written documents available at the office of Administrative Vice President. The formal complaint process provides parents and students with an opportunity to be heard up to the highest level of management if they are dissatisfied. Once all administrative complaint procedures are exhausted, parents and students can bring complaints to the attention of the Board of Trustees given that the procedures in place are followed as necessary.

Tishk International University

CODE OF CONDUCT

This code of conduct is the statement on Professional Ethics is to serve as a reminder of the general values, principles, and standards that underlie the profession. Intended to be a resource for faculty to carry out its activities ethically Statement on Professional Ethics highlights the following areas of faculty responsibility in professional practice:

1. to their disciplines;
2. to their students;
3. to their colleagues;
4. to their institutions;
5. to their communities;
6. for honest academic conduct;
7. for cultural and gender sensitivity;
8. for academic standards

These standards are not limited to below mentioned practices, but they are exemplary to follow and adopt and they will be developed and improved periodically when the need arises.

1. Responsibility to Discipline

Faculty members should utilize developmental opportunities to grow and seek to maintain scholarly competence. Exemplar activities may include:

- Attending conferences
- Maintaining affiliation with professional organizations
- Taking courses
- Using staff development, educational leaves, exchange programs and similar means on a continuing basis to enhance their expertise and teaching methods.
- Keeping updated in their field

2. Responsibility to students

Faculty members have responsibilities to students both inside and outside of the classroom.

Exampler activities may include:

- Meeting classes as scheduled.
- Encouraging students to make use of office hours.
- Providing student access to course information and syllabi.
- Helping students become full participants in the university community.
- Encouraging students to become involved in extracurricular activities such as student Senate, student clubs, and sport activities, etc.
- Serving as club advisors to help promote student
- Leadership and citizenship
- Ensuring that students have adequate support services such as assessment, counseling, learning resources, career and transfer information.
- Creating an environment that stimulates students' intellectual curiosity and fosters the free exchange of ideas.
- Modeling and teaching critical thinking in the classroom.
- Ensuring academic honesty in the classroom.
- Being fair in evaluation of student work.
- Respecting and accommodating students with learning differences.
- Never exploiting students.
- No attempting to have emotional relationships, (engagement, marriage, etc.)

- Being fair and objective when providing letters of recommendations for students.
3. Responsibility to Colleagues

Faculty members have responsibilities that stem from the common membership in a community of scholars. Exemplar activities may include:

- Being actively involved in the hiring process of new faculty.
- Working toward meaningful evaluation, retention, mentoring, and promotion of all faculty.
- Being fair in the evaluation of colleagues.
- Serving on committees that recommend policies on academic and professional issues.
- Modeling professional and ethical ideals that collectively guide institutional behavior.
- Encouraging collegial behavior such as the sharing of resources ,best practices, and the development of learning communities.
- Fostering a collegial environment where freedom of expression ensures the open exchange of ideas.

4. Responsibility to Academic Institution (Tishk International University)

Faculty members have contractual obligations as well as the obligation to contribute to the integrity of the institution. Exemplar activities may include:

- Following instructions from the department, entering to PIS (Personnel Information System) students' attendance records weekly, entering students' all necessary grades, and other relevant information instructed by the Department.
- Providing and delivering all the necessary reports, certificates, or other related documentation to the Department when need arises, like Check List for Summer Leave, etc.
- Following and implementing the instructions of the Examination Committee of the Department.
- Meeting classes, keeping office hours, and serving on committees (like Teaching Quality Assurance, etc.).

- Monitoring the integrity of the institution as it applies to the conditions of the workplace.
 - Critiquing the institution in order to improve it.
 - Contributing positively to the academic climate of the institution to create a safe, trusting, non hostile and open learning environment.
 - Treating all members of Tishk International University community with fairness and respect.
5. Responsibility to the Community Faculty members serve as role models to both students and community by participating in university sponsored activities and/or community events. Faculty demonstrates the importance of citizenship by actively engaging in such events. Exemplar activities may include:
- Obeying laws
 - Contributing to charitable events
6. Responsibility for Honest Academic Conduct Faculty members have responsibilities to reinforce university policies in the classroom and around the University. Exemplar activities may include:
- Making students aware of rules and regulations of the University
 - Reinforcing respect for Tishk policies by ensuring that students observe them in their presence. • Including expectations of academic honesty in syllabi and handouts.
 - Modeling scholarly behavior that fosters academic honesty.
7. Responsibility Toward Cultural, and Gender Sensitivity Faculty members have responsibilities to demonstrate cultural and gender sensitivity that goes beyond tolerance and deference Exemplar activities may include:
- Respecting students as individuals.
 - Recognizing both differences and similarities within the many cultures of our students and faculty.
8. Responsibility for Academic Standards The university is in charge of preparing students for success in both careers and participatory citizenship. Lowering standards to pass students along undermines their abilities to meet

future challenges. Faculty members have responsibilities for upholding academic standards. Exemplar activities may include:

- Maintaining a sound and fair standards while helping students understand and meet those standards.
- Providing a realistic view of what is expected of students in other educational institutions.
- Helping students understand what it means to be a contributing citizen and how they fit into the larger society.

NOTE:

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STREET HARBOR



 www.tiu.edu.iq
 Erbil/ +964 (0)750 835 75 25 / +964 (0)750 705 02 11
 Erbil - 100m Street, Near Baz Intersection

 www.tiu.edu.iq
 Sulaimani / +964 (0)772 766 13 13 / +964 (0) 772 766 12 12
 Sulaimani - Qirga Street Near Shorish Hospital