



# EMPLOYEE HANDBOOK

ACADEMIC YEAR

2023-  
24

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Employment Info · General Employment Policies · Employee  
Responsibilities and Benefits

Administration  
and Faculty



## THE AMERICAN INTERNATIONAL UNIVERSITY EMPLOYEE HANDBOOK

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## AIU Mission Statement

1.1 American International University educates and serves the people of Kuwait. The University provides high-quality, relevant, and varied educational programs and opportunities for the intellectual, cultural, and personal growth of all members of its community. The University values its role as an educational leader that promotes individual development and improves the overall quality of life in a diverse community. It offers academic and professional programs, which lead to degrees from the associate through the baccalaureate.

1.2 In order to best carry out the mission statement above, AIU maintains a corporate culture that emphasizes professionalism, adherence to high standards of performance, and high expectations of customer service to our internal customers, parents, and students.

## Working Hours

2.1 For all **Support and Administrative Staff**, the hours are Sunday through Thursday, 7 AM to 3:30 PM or 8 AM to 4:30 PM (dependent upon the needs of the department), with a 30-minute (half hour) lunch break. In some instances, alternative schedules will be assigned based on AIU requirements. Although Friday and Saturday are the official weekend, academic activities may take place on Saturday or on any evening. In this case support and administrative staff need to be available. Timings are subject to change semester to semester based on the requirements of the Academic Calendar and Student and Faculty Schedules.

2.2 Administrative employees who are **part of the University Operations Team** working hours are 7:00 AM to 3:30 PM Sunday to Thursday, and 9 AM to 12 PM on alternating Saturdays. Timings are subject to change semester to semester based on the requirements of the Academic Calendar and Student and Faculty Schedules.

## 2.3 Faculty Minimum Weekly Time on Campus Requirement

Faculty have a professional and ethical responsibility to their students, their colleagues, and the institution to perform their required duties. The proper performance of these duties requires in person attendance on AIU campus.

**For all faculty, it is required to fulfil all on campus duties.**

- This is inclusive of all faculty duties: in-class hours, mandatory office and tutoring hours, and mandatory school faculty and other assigned committee meetings. All faculty must report to campus half an hour (30 minutes) before their first class starts.
- Clock-in and clock-out requirements remain.
- Compliance to the policy will be determined by checks on classroom attendance, office/tutoring hour attendance, school meeting attendance, and other mandatory events.
- If any required campus duty times are missed, Academic Affairs may notify Human Resources (HR) and Finance to issue a warning letter and the appropriate financial sanction.



- Faculty must complete their duties on campus between 7 AM and 6:30 PM.
- Professional Development days, Returning Faculty Orientation, and any other critical events as designated by leadership require mandatory attendance between 8 AM to 4:30 PM on campus by all faculty members.
- As per AIU policy, faculty are not permitted to engage in additional employment, including private tutoring.

Other than for the authorized reasons outlined below, failure to fulfill required on campus hours may result in an automatic warning and/or sanctions:

- Level 1: HR warning letter.
- Level 2: Deduction of one day's pay (deducted from paycheck or final settlement.)
- Level 3: Deduction of two days' pay (deducted from paycheck or final settlement.) Referral to HR for further disciplinary action may ensue.

**2.4 Working After Hours or on Fridays** - Employees are not permitted entry onto University property during non-working hours unless granted permission by the University Security Department.

If an employee has a work-related need to be on campus **past 6:30 PM**, the following protocols are to be followed:

- The staff members must seek approval from their supervisor to stay late and explain the nature of the work that will be completed after hours.
- Once approved, they must email [security@aiu.edu.kw](mailto:security@aiu.edu.kw) and [contract.security@aiu.edu.kw](mailto:contract.security@aiu.edu.kw).

Do note that campus sweeps will be conducted by security each evening **starting at 6:30 PM**.

## Security Deposit Policy

3.1 AIU makes an investment in new employees of our time and resources. The security deposit is our assurance that you will return all materials loaned to you, and that you will observe the notice-period when and if you make the decision to leave employment with AIU. For those staff members that reside in AIU housing it also acts as a deposit to cover any potential loss or damage within the accommodation.

3.2 Security deposit policies:

- a. 50% of first month's salary (equal to 50% of contracted month's salary).
- b. If you should resign, **even during the probationary period**, you must give 2-8 weeks' notice (whatever is stipulated in your contract); otherwise security deposit is non-refundable.
- c. If your employment is terminated during the probationary period, it is fully refundable.



d. The security deposit will be returned to you at the end of your employment with AIU as long as you have met the notice-period and have transferred off of AIU's residency (admin staff only). For faculty, it will be returned to you with your final salary after receiving University clearance of all University property, have transferred off of or had your AIU residency cancelled, and all academic responsibilities are completed as stipulated in the contract.

e. If your base salary increases, your security deposit will also be increased to equal 50% of the base salary.

## Payroll Policies and Procedures

4.1 Payroll is submitted to the bank electronically on the 1<sup>st</sup> of every month. All staff are required to open a bank account for the transfer of salary and are required to submit the following:

- a. Direct Deposit Agreement Form. AIU will not deposit funds into an account that is not in an employee name (e.g. mother, father, husband, etc.).
- b. Photocopy of your bank card.

4.2 Employees who have not passed their probation period will be issued their monthly salary by check. Upon the successful completion of their probation period, employees may opt to receive their monthly salary via direct deposit to their bank accounts, by completing the correct form with HR.

4.3 Should the employee fail to submit the items listed above prior to the 20<sup>th</sup> of the month; a check will be issued. Please note a maximum of 2 checks will be issued in lieu of an electronic transfer to allow all staff to open an account. Bank account details must be submitted on Bamboo by the end of the employees first month completed and updated as appropriate. **We do not pay in cash.**

4.4 We bank with KIB. If your account is not with KIB, you must allow 2-3 days for the banks to transfer your salary to your bank. This will happen automatically; there is no need to contact us as there is no action we can take once we have sent your salary. If you desire to receive your salary faster, you must open an account with KIB and notify us of your new account details via Bamboo as well as provide a photocopy of the new bank card prior to the payroll cut-off (the 20<sup>th</sup> of the month).

4.5 December payroll *only* is transferred on the 4<sup>th</sup> of January (instead of the 1<sup>st</sup>).

4.6 Please wait until the **3<sup>rd</sup> business day of the month** for the amount to arrive into your account before contacting the Finance Department regarding missing/late funds.

4.7 Should you leave Kuwait on short notice; we will automatically deposit your final salary into your bank account on file with AIU. However, if you do not have a bank account for some reason, you must do the following:



a. Provide the accounts office with your full bank account details for your account in your home country so that we may transfer your Kuwaiti Dinar equivalent into your account at the same time we transfer our staff salaries. **Due to our internal accounting procedures, we cannot issue a check on demand for any salary amount carried over into a new payroll period even if you are departing from Kuwait permanently.**

4.8 Requests for account information changes must be completed in Bamboo no later than the 20<sup>th</sup> day of the month. After that time, the payroll is finalized, and any change requests will not come into effect until the next month's payroll, without exception.

4.9 **New Overseas Staff:** You will be assisted in opening a salary bank account with KIB (Kuwait International Bank). ATM cards can take up to four weeks to receive. In most cases, you will need to go to the bank in person to collect your first month salary. Your passport will be needed to provide identification. For the first three months of your employment, you will be provided transport to and from KIB during working hours, and will be authorized for work-related time off. Beyond your first three months of employment, you are expected to have either secured your ATM card or learned which KIB branches are open outside of your working hours. No work-related time off for banking will be authorized after your first three months of employment.

## Summer Payroll for Faculty and Flight Allowance Disbursement

4.10 For staff who have signed a contract stating that they are returning for the subsequent academic year, their salaries will be disbursed monthly, as per the normal pay cycle. Your eligible leave salary will be disbursed in the month of July, and August salary will be disbursed during the first ten working days of September after the employee has returned to work and commenced preparations with their department for the new academic year. Staff members who do not return to work, for any reason whatsoever, will forfeit their August salary.

4.11 Annual leave for Faculty is 30 calendar days per annum. You will accrue 2.5 days of annual leave for every month served, which you can utilize during the summer period between June and August. Please note that faculty are calendar year employees and may have summer duties that require them to remain in Kuwait when not on leave.

4.12 AIU applies a proportional calculation for Flight Allowance for eligible faculty. All faculty members who are eligible for flight allowance that join on or before the first day of the official academic year will be paid their full flight allowance. Those that join after the start of the official academic year will receive only the proportionate amount of their flight allowance based on the days worked during the academic year and will not be entitled to receive the entire amounts as faculty who joined at the start of the academic year. Your eligible flight allowance amount will be disbursed with your March salary.

Please see the Finance Department for a specific calculation of what you are entitled to for flight allowance so that you may plan your personal finances accordingly.



## Receiving Mail at the University

5.1 There is no reliable regular postal service in Kuwait, the likes of which you may be accustomed to back home. You may, however, open an Aramex “Shop & Ship” account ([www.shopandship.com](http://www.shopandship.com)) and utilize the University address. Postal charges for the mail must be made to the driver at the time of delivery or online prior to delivery; therefore, it is **the individual's** responsibility to make the payment, either online or to the University accounts office, **prior** to the mail arriving. Failure to do so will result in the parcel being returned to the depot. The Accounts office will not chase any payments when the courier arrives at the University. Aramex will usually notify you by text message on the day the package is sent out for delivery, along with the cost. You can also track your parcel online or by iPhone app.

**Failure to make payment in time will result in this facility being withdrawn from the individual.**

## Business Cards

6.1 AIU does not provide business cards to its faculty. If a faculty member desires an AIU business card, they are required to fill out an application and obtain the required signatures for authorization. A fee of KD 35 is payable to the Finance Department once the business cards are approved. Only official AIU business cards are allowed. Any faculty member distributing unauthorized business cards will be sanctioned.

6.2 AIU provides business cards to selected members of management and most Executive level employees. A business card application must be filled out and subsequently approved by HR, the Vice President for Administration, Director of Operations, and the CEO.

## Binders

7.1 Faculty Binders: AIU requires all faculty to submit course binders for any course which they teach in an academic year. Some course binders are collaborative between a group of faculty members who collaborate closely, while others are individual if no collaboration between faculty is involved. It is up to the discretion of the Vice President for Academic Affairs to make final determinations. Faculty binders are collected twice per semester – around midterms, and then again after final grades have been entered (total four times per academic year). Deans of the respective schools are tasked with ensuring compliance with institutional expectations, as outlined in binder training sessions. After the final submission, binders are inventoried for future reference with the AIU Inventory Department. Faculty wishing to reference a past year’s physical binder may request a copy of the binder form the Copy Center and Inventory Department. Binders are always completed in physical form and uploaded to the SharePoint binder portal.

7.2 Admin Binders: AIU requires all admin staff members to create binders for their position, department, event, and/or functional responsibility. It is up to division and department heads to determine which binders are required for each unit. Further, they are tasked with ensuring



compliance with institutional expectations, as outlined in binder training sessions. Admin staff submit their binders three times per academic year to the HR department, for final review by the Director of Operations. After the final submission, binders are inventoried for future reference with the AIU Inventory Department. Staff wishing to reference a past year's physical binder may request a copy of the binder from the Copy Center and Inventory Department. Binders are always completed in physical form and uploaded to the SharePoint binder portal.

## Dress Code and Hygiene

**8.1 Dress Code:** In order to present a positive image, employees are to maintain a clean, neat appearance and wear work-place appropriate attire. American International University has adopted a "business casual" dress policy. Appropriate dress attire includes khaki-style pants or other dress slacks, dresses, skirts, blouses, and collared shirts. Clean jeans with no holes or excessive wear are also permitted, but only on Thursdays/Saturdays and paired with either AIU branded attire or a button down or polo style shirt. Please keep in mind Kuwait is a conservative country and although we are aware of the weather, certain articles of clothing are not to be worn while on the job.

**8.2** The following items are NOT to be worn on the campus or when attending events off campus in representation of our school, including Saturdays:

- Short shorts, short skirts, short dresses, tube tops, halter tops, and other revealing outfits.
- Skirts and dresses should be of knee length at the minimum and shirts should have at least quarter sleeves.
- Low-cut blouses, midriff baring and sleeveless shirts are also not permitted.
- Pajama pants, or anything that can be construed as a pajama pant
- Flip-flop sandals
- Any item that is ripped or torn
- Any item that is wrinkled and has not been ironed
- T-Shirts (with the exception of AIU branded attire on Thursdays/Saturdays only)
- The sensitivity to the appearance of modesty increases markedly during the Muslim holy month of Ramadan and should also be taken into account.

**8.3** Any staff who shows up for work in inappropriate attire will be sent home to change into appropriate clothing, and a salary deduction will be enforced in relation to the time absent from work.

**8.4** AIU staff members who attend an event off campus and are representing the University are to dress accordingly. All such invitations are to be declared to your supervisor in writing, who in turn will inform the HR Department.

**8.5 Hygiene:** Hygiene is extremely important in projecting a positive image of the University. It is also essential to maintaining a healthy work environment in which one employee does not offend another. Men should be clean shaven or trim their facial hair, so it does not appear unruly. Men are also not permitted to wear earrings. Both women and men should have hairstyles that are tidy and trim and



present an image of professionalism. Staff with tattoos or skin/tongue piercings are required to cover tattoos and remove body piercings **prior to arrival on campus**. Visible body and facial piercings and tattoos are not permitted at work. Daily bathing and use of antiperspirant will ensure first impressions are good and lasting ones. Bodily odors, including bad breath from unbrushed teeth, are deemed offensive in the workplace, and the employee will be issued an Advisory Letter if it is noticed by or brought to the attention of management. Employees will be dealing with students, parents and co-workers on a daily basis and should be aware that **AIU requires them to maintain a high standard of appearance, grooming, and personal hygiene.**

## Music at Work

9.1 Music is to be listened to at a low volume, and never during class time, nor in front of customers.

9.2 Music may be listened to with discreet headphones if working in an area with other staff members nearby. Personal playing of music should never interfere with another employee's ability to concentrate, complete their professional duties, or communicate with others.

## Parking

10.1 Assigned Parking Lots and spaces are designated by AIU Employee category. Parking inside the campus is permitted only after the issuance of an AIU Parking Permit – which clearly states which parking lot and space you are allowed to park in. Your parking permit must be visible while you are on campus. Acceptable means of display are hanging from the rear-view mirror or on the dash with your assigned number visible. Vehicles must display a readable AIU Parking Permit from outside the vehicle to enter the AIU campus gates. Those without a valid AIU Parking Permit will not be allowed access.

10.2 AIU has the authority to regulate parking spaces and vehicles. AIU may revoke this privilege at any time without prior notice.

10.3 No person or organization shall be permitted to use university parking without completion and submission of the vehicle registration form to the Security Department.

10.4 The operator of a vehicle on property owned by the University is responsible for complying with all parking and traffic laws, ordinances and regulations and is subject to established penalties for violation.

10.5 The operator of a vehicle found to be improperly parked may be fined up to KD 20 for the first offense and KD 40 for the second offense (to be deducted from payroll for the current month). If the operator is found to be in violation for the third time, his or her parking privileges will be revoked indefinitely.

10.6 AIU reserves the right to limit the use of parking areas to specific vehicles as required by facility design or aesthetic considerations. The University may change any parking zone designation.



10.7 Employees are not permitted to bring passengers who are non-AIU employees into the buildings without leadership preauthorization. All guests must be processed through security at the main reception.

10.8 AIU assumes no liability or responsibility for damage which may result from the use of parking facilities or services, or enforcement of regulations.

## **ID Badges**

11.1 AIU ID Badges must be worn by all AIU employees during working hours on campus. Lost badges can be replaced upon payment of KD 10.

## **Library Use**

12.1 All AIU employees may borrow books from the library for personal use. The limit on the number of items to be checked out at any one time is 10 books for 30 days. Books may be renewed before the due date. Overdue books must be returned, and fines settled before renewal.

12.2 An employee may not transfer library material to another staff or student. Material has to be returned to the library and then issued to another person. If material returned is damaged or is lost, AIU will bill the original borrower.

12.3 Blu-ray movies can only be issued to the Film school; otherwise, these may only be watched in the library media room.

12.4 Borrowing During Summer & Winter Breaks - ALL library books are to be returned to the library prior to each break. Any employee who needs to do research over the vacation may use the library electronic book collection accessible through the AIU SSO.

12.5 The library will not accept replacement copies for lost/damaged books. The replacement cost and processing fee must be paid to the library via the Finance Department for administrative reasons.

## **Employee Dependent Tuition Policy**

13.1 Employees are restricted from applying to register their child to attend the University until they have completed a minimum of one year of employment. Only employees are eligible to apply for discounted tuition for their child. After approval from the University management, the employee must complete all application requirements and the child will only be granted admission if they meet the requirements and standards of AIU.



## Health

14.1 All staff members must represent themselves to be in good health at the time of accepting their contract. Staff misrepresenting their fitness for duty may have their employee contract annulled.

## Bringing Visitors/Children to Work

15.1 Both faculty and administrative staff are not permitted to bring their minor children to work in order to babysit them. All employees are expected to maintain professional working standards in this regard. If there are childcare emergencies, the affected staff member should consult with their supervisor to discuss alternative solutions.

## Guidelines for Welcoming Visitors to AIU Campus

16.1 To ensure a streamlined and effective process for receiving visitors or guests at the AIU campus, the following steps must be followed:

When a department or individual plans to host visitors (excluding campus vendor staff and prospective student visitors), they are required to submit the names of the visitors to [leadership@aiu.edu.kw](mailto:leadership@aiu.edu.kw) at least 48 hours before the scheduled visit. The Executive Commission will review each submitted name and promptly respond with an approval or disapproval.

Upon receiving approval, the hosting department or individual is authorized to send notification emails to specific groups: [security@aiu.edu.kw](mailto:security@aiu.edu.kw), [contract.security@aiu.edu.kw](mailto:contract.security@aiu.edu.kw), [reception@aiu.edu.kw](mailto:reception@aiu.edu.kw), and [leadership@aiu.edu.kw](mailto:leadership@aiu.edu.kw). These emails should contain all necessary details, including the purpose of the visit, full names of the visitors, their civil IDs, and the designated duration of the visit.

Neglecting any of these steps will result in being denied entry for the arriving visitor(s) onto the campus premises. In such cases, the host will be held responsible for any inconvenience caused to our campus teams.

## Holidays

17.1 In accordance with the Labor Law of Kuwait, the following holidays are observed by AIU for all departments:

- New Year's Day
- Islamic New Year
- 25 Feb National Day
- 26 Feb Liberation Day



- Birth of the Prophet
- Ascension of the Prophet
- Eid al-Fitr (End of Ramadan)
- Eid al-Adha (Feast of the Sacrifice)

## AIU Probationary Period Policies

18.1 The “Probationary Period” is the first 100 working days of a new employee. The “Security Deposit” is a deposit equal to 50% of the salary mentioned in your AIU offer, which is retained for any newly joining AIU employee. This deposit is taken from the first and second monthly salaries and can be divided into three installments upon request. During the probationary period, the employer or employee can decide to end the employment agreement – however the below policies regarding resignation during the probation period must be adhered to.

18.2 An individual may not take vacation or paid time off during the probationary period.

## AIU Policy on Separation of Employment with AIU and Security Deposit

### Important Reminders About RESIGNATION During the Probationary Period

19.1 If your employment is terminated during the probationary period **by AIU**, the security deposit is fully refundable.

**19.2 If, however, you choose to RESIGN during the probationary period, you need to give at least one month’s notice. Otherwise, any amount retained towards your security deposit will NOT be refundable to you.**

19.3 If you are an employee with a flight ticket package, please note that AIU DOES NOT pay for flights of return for employees who have submitted a resignation. Since AIU has already borne the cost of bringing these employees to Kuwait, in addition to an investment of our resources and time, such employees will be responsible for making their own way home.

19.4 AFTER the probationary period, it is required to serve a 3 months' notice period if you wish to resign, which by law **the employer can choose to waive at any time.**

19.5 Neither flight tickets nor flight allowances are provided to individuals who resign during the probationary period.

## Residency Process/Visas

20.1 All AIU employees are expected to transfer to AIU residency, and in a timely manner. All residency transfer requests (iqama’s), and employment visas are handled by AIU’s HR Admin Department. To



determine the status of your residency with AIU, please forward all queries to the HR Department either in person or via email. Please understand that the residency procedures in Kuwait are sometimes unpredictable and can take up to 3 or 4 months to finalize. This timeframe can increase when it occurs within the holy month of Ramadan or other extended public holidays.

We ask that you review the information on our webpage related to Visa applications/attestations:

<https://www.aiu.edu.kw/careers/degree-authentication>

While the information listed on the webpage is specific to UK, US, and Canadian Citizens, the general process will be similar from country to country. In addition, for those applying for residency from their country, we highly recommend that you immediately check the webpage of the Kuwait embassy in your country or area to determine the exact requirements.

20.2 Required documents: new employees should have their passports, original visa (if applicable), work permit (if applicable), original diploma(s), and ten photos on blue background, ready to submit to the HR department upon the first day of employment at AIU. This allows us to begin the residency process immediately. All University Administrators are expected to transfer to AIU's residency within three months of their start date with AIU. All Admin employees are expected to transfer to AIU's residency within four months of their start date with AIU. All Faculty are expected to be finalizing their transfer to AIU's residency by the end of their first semester with AIU.

20.3 Residency Fees: Note that AIU does not pay for direct or indirect (e.g., degree translation, authentication) residency fees. These will be deducted against your salary during the pay period that these fees are incurred. Eligible Overseas employees may be reimbursed for residency fees upon completion of their second year of employment. AIU is required to pay a KD250 finance guarantee to the Sha'oun for the work permit in order to process residency. Those staff members that fail to either cancel or transfer their residency will have this guarantee deducted from their security deposit.

20.4 Residency for Dependents: AIU is not responsible for obtaining residency for any dependent family members. We will not be held responsible for any late fees, fines, or other expenses related to delays in obtaining residency for the AIU employee. All such fees must be borne by the employee. AIU does not provide any assistance to employees in obtaining residency for dependents. We can only provide information on procedures and paperwork requirements.

*Length of time to receive residency, and travel restrictions:*

- A) **If your Kuwaiti residency or visa expires within 4 months** (120 days) or less, AIU will ***not be held responsible*** for any resulting fines for overstaying the period of your residency or visa.
- B) The AIU **HR department requires 4 months for residency transfers/new residencies**. You must complete 100 working days of successful employment before we begin the residency process.
- C) **Do not travel prior to receiving AIU residency**. We will not be responsible for any complications, consequences, or visa problems that are encountered.

## Employee Request for Official Document



21.1 There are times when you may need a work permit, authorized signatory, or other official AIU document. Should you need one of these documents, see the HR Department and fill out the applicable form. Provide support documents that demonstrate your need for the AIU official document. Employees can submit requests for official documents twice a month, on the 1st and 15<sup>th</sup> of the month. HR requires 10 working days to process the request from the official submission date. Additions or amendments to the initial request may result in extended processing time.

Employees are eligible to request personalized documents if they have completed a minimum of 12 months of continuous service with the university.

HR retains the right to deny requests for any reason. Management reserves the right to approve applications and issue corresponding documents. Only the designated employee is authorized to collect these documents in person.

## Salary Certificate Request

22.1 In order to qualify for a salary certificate the individual must have completed a minimum of one year with the University. Kuwait nationals may apply for a salary certificate having completed their probation period. Requests are to be submitted through the Requests Tab of our HR software platform (BambooHR) for processing after the paper application is submitted to HR. For bank account opening requirements for overseas employees, salary certificates will be addressed and delivered to the specified bank.

## Non-Issuance of Experience Certificates

23.1 AIU does not issue experience certificates. In case of requesting a reference of employment, employees may contact the HR Department as detailed below.

## Employment Reference and Other Official Document Requests

24.1 AIU only accepts employee reference requests directly from prospective employers. Prospective employers may request references by email [hr@aiu.edu.kw](mailto:hr@aiu.edu.kw).

24.2 Employment reference requests should be submitted two weeks prior to when the reference is needed by the employee. Employees who score less than 75% on their employee evaluations are ineligible for an employee reference.



## General Employment Policies

### Ordering of Materials

25.1 Staff may make recommendations to the Supervisor for needed work supplies, equipment, and materials. Every consideration will be given to these requests. Large orders are sent in after the first of the year for the following year. A request form is available in the Administration Office that must be approved by the Department Supervisor prior to purchase. Do not make any purchases prior to approval under the assumption that you will be reimbursed.

### Requesting Materials from Students

26.1 Faculty are required to seek Supervisor approval before requesting that students bring materials to the university for use in the classroom.

### Faculty Responsibilities

27.1 Faculty are expected to teach courses in their department / school in accordance with the needs, requirements and expectations of the unit and the general requirements concerning the conduct of classes specified in various University regulations.

27.2 Good teaching requires continual application and effort. Faculty are expected to keep abreast of new developments in their fields and must maintain credentials as scholars. A faculty member should be engaged with his/her particular discipline and should be able to convey to the students the value of the subject.

27.3 Teaching duties of a faculty member include planning classroom preparation as appropriate to the method of course delivery; preparing course syllabi; designing assignments and/or examinations; holding regular office hours or being available for consultation; supervising independent work undertaken by students; directing theses; evaluating students: assessing and documenting student learning; advising; and developing and evaluating curricula.

27.4 A faculty member is expected to treat students with professional courtesy and to respect their rights.

27.5 Teaching responsibilities include prompt and regular presence during scheduled class hours. Except for acute illness or emergency, a faculty member must make satisfactory advance arrangements and obtain his/her Dean's approval if he/she will be absent from class.

27.6 Academic tutoring and mentoring are a part of the teaching responsibility of faculty.

27.7 Service to the Academic Department or Research Unit: It is essential that all members of the unit share in the work necessary for the effective functioning of the unit. Thus, each faculty member has the responsibility to participate regularly and fully in their assigned unit.



27.8 Service to the School and the University: Faculty members are expected to serve on school and University committees.

27.9 Service to the Profession: Faculty members are expected to be active in their professional fields. This includes belonging to and taking part in the professional activities of their field on the local, regional, national, or international levels, as appropriate to the discipline.

27.10 In addition to the responsibilities listed above, faculty members shall:  
Be aware of Kuwaiti law, Board of Trustees, and University policies and regulations and comply with them.

27.11 Respect the confidential relationship between the University and its students by preserving the privacy of all records relating to students and protecting student information from improper disclosure.

27.12 Refrain from the use of campus mail and campus electronic communications devices for political or commercial purposes.

27.13 Use technology in a responsible manner in accordance with guidelines and policies.

27.14 Not furnish false information to the University, or forging, altering, or misusing University documents or instruments of identification.

27.15 Respect the rights of students, staff, and faculty members.

27.16 Refrain from engaging in behavior in the discharge of duties that violates commonly accepted standards of professional ethics. Abusive or unprofessional treatment of students, faculty, or other members of the University falls within this category. Also proscribed is any form of sexual harassment as university policy.

27.17 Not engage in plagiarism, misrepresentation, and fraud in performance of responsibilities.

27.18 Refrain from committing an act that involves such moral turpitude as to render the faculty member unfit for his/her position. As used in this section, conduct involving moral turpitude means intentional conduct, prohibited by law, which is injurious to another person or to society and which constitutes a substantial deviation from the accepted standards of duty owed by a person to other persons and society.

## **Sexual Harassment**

28.1 AIU believes that you should be afforded the opportunity to work in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the employment relationship. No employee, either male or female, should be subjected verbally or physically to unsolicited and unwelcomed sexual overtures or conduct.

28.2 Sexual harassment refers to behavior that is not welcome, that is personally offensive, that debilitates morale and, therefore, interferes with work effectiveness.



28.3 Behavior that amounts to sexual harassment may result in disciplinary action, up to and including dismissal as well as referral to the appropriate authorities.

28.4 AIU defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- a. Submission to such conduct is made either explicitly or implicitly a term or condition of your employment.
- b. Submission to or rejection of such conduct by you is used as the basis for employment decisions affecting you.
- c. Such conduct has the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile or offensive working environment.

28.5 AIU wants all employees to have a work environment free of sexual harassment. Therefore, sexual harassment is specifically prohibited and is a violation of AIU policy. AIU will not tolerate sexual harassment behavior in the workplace and will take action to prevent or eliminate this behavior.

28.6 If any employee experiences or observes sexual harassment behavior in the workplace, he/she must report it immediately to the Human Resources Manager, University President, or to his/her supervisor. Employees may also report sexual harassment behavior to a member of AIU management or ownership. To the extent possible, strict confidentiality will be maintained for employees affected by complaints of sexual harassment.

28.7 AIU will not tolerate employment-based retaliation against anyone who makes a complaint of sexual harassment or who speaks as a witness in the investigation of such an allegation. Retaliatory actions by any AIU employee against another AIU employee, when related to issues of sexual harassment or illegal discrimination, is specifically prohibited.

28.8 Disciplinary action, up to and including termination of employment, will be taken against any employee found in violation of the AIU sexual harassment policy.

## **Fraternization Between Employees**

29.1 Supervisors are strongly discouraged from having social relationships with subordinates. Socializing, sharing transport with, and other similar actions can be misinterpreted by the subordinate employee and/or other employees that observe this type of relationship. Further, it can develop conflicts of interest which very well may interfere with the discernment required for objectively supervising, professionally mentoring, and evaluating direct reports.



## Discussions of Sensitive Subjects Topics

30.1 Conversations between employees and/or between employees and students regarding the following topics can unintentionally become highly inflammatory and should be strictly avoided at all times:

- a. Religious topics of any kind including discussing distinctions between Shiite and Sunni
- b. Topics regarding Race, Sexual Preference, and any discussion of politics whether national, regional, or international.

## Child Abuse & Inappropriate Relationships between AIU Employees and Students and Minors

30.2 American International University is committed to ensuring that our students are able to study and engage in extracurricular activities within a safe environment. We will take all legal and disciplinary action against any employee that would attempt to violate the trust that students and parents place in us as individuals and AIU as an educational institution.

30.3 Any staff member who attempts to, or develops an inappropriate relationship with a student, or minor (any minor, even non-AIU), will be immediately terminated from employment as well as immediately reported to local Kuwaiti and international law enforcement agencies. Note that if sufficient suspicion is present, such action will be taken even without direct evidence.

30.4 It is important that staff members stick to a two-person rule, and are never alone with any student behind closed doors or out of the close physical presence of another faculty member, even of the same-sex if the staff member is a male. It is the obligation of every AIU employee to support this Policy and to notify AIU management if a fellow employee is suspected of violating this policy.

30.5 Definitions:

- a. **Minor:** A student and/or any individual less than 22 years of age.
- b. **Inappropriate Relationship:** A staff member giving his/her mobile number to students/minors; A staff member asking or accepting a student's/minor's mobile number; giving or receiving personal gifts; meeting or socializing after-University (either on-campus or off) at a time when no organized University lesson or activity is taking place; sending or receiving non-academic text messages or letters to/from a student or minor; having physical contact with a student or minor; and other such inappropriate contact.

30.6 Inappropriate student contact also involves:

- a. Personal email contact with students. Students are not permitted to email Faculty at a private email address, or to discuss anything non-assignment or exam-related.
- b. DM/IM chatting with students.
- c. "Friending" students on Facebook or other social networking websites. It is inappropriate to allow a student to view your personal life online.



30.7 Faculty are expected to have common sense in setting boundaries for contact between themselves and students.

**30.8 EMPLOYEE INTERACTION WITH AIU STUDENTS:** It is strictly forbidden for staff members to have any physical contact with students. Care must also be taken with the use of vocabulary, nothing that can be interpreted in any way to be of a sexual nature is to be used. All employees are to be aware that inappropriate behavior/contact with students (whether intentional or not) will not be tolerated or deemed acceptable by AIU. Any employee who is found to have violated this policy is subject to the mandatory minimum discipline which is immediate termination of employment contract, loss of security deposit and summer salary. Employees who violate this policy may also be subject to civil damages or criminal penalties.

The following are examples but not exhaustive of what can be construed as inappropriate behavior:

- Physical contact in any form with a student is prohibited (e.g. touching or violating personal space)
- Use of offensive language or ANY comments about a student's physical appearance
- Innuendo
- Discussing non-appropriate topics for Kuwait

**30.9 STUDENT MEETINGS IN OFFICES OR CLASSROOMS:** It is forbidden for **all AIU employees** to meet AIU students one on one with any student, especially of the opposite gender in an office or classroom. A second adult must always be present in the room as well.

**30.10 NON-FRATERNIZATION POLICY:** It is never allowed for any staff member of AIU to associate with students in a non-professional context, whether during or after school hours, and whether on or off the AIU campus. This includes but is not limited to: exchanging mobile phone numbers or social media contact information, meeting off campus, meeting on campus in a non-professional context, visiting on the weekends, etc.

Further examples include:

1. AIU staff inviting AIU students of the opposite gender to their homes on an individual basis.
2. AIU staff accepting invitations from students to social events, public or private gatherings, or home gatherings.
3. AIU staff attempting to date AIU students.
4. AIU staff exchanging phone numbers with students and communicating with students using phones or WhatsApp.

## Reporting Students in Distress

**30.11** With students facing high levels of stress in their lives, faculty and staff may encounter students whose behaviors are concerning, disruptive, or threatening towards themselves or others.



To respond to the safety needs of the campus, AIU has established the Behavioral Intervention Team (BIT). BIT's primary function is to help keep the university community safe and connect distressed students to support services. BIT seeks prevention rather than reacting to students in distress. In doing this, BIT:

- Gathers and manages reported information from concerned faculty and staff
- Assesses the level of threat a student's behavior poses
- Intervenes with students and connects them to support services
- Provides faculty and staff with support and intervention resources
- Makes referrals to the Student Conduct Officer
- Disseminates relevant information to Campus Security

You should make a report when you notice changes or behaviors that you would consider unusual for that student. The list of behaviors below may be indicators of distress, especially when multiple signs are present.

### 30.11.1 Indicators of Distress

**Stress may manifest itself in different ways in different students (see below).**

|                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Academic Indicators</b></p> <ul style="list-style-type: none"> <li>• Decline in grades</li> <li>• Repeated absences unusual for that student</li> <li>• Multiple requests for extensions</li> <li>• Considering leaving school</li> <li>• Disruption to learning environment</li> <li>• Inappropriate or concerning content in assignments</li> </ul>                                                     | <p><b>Psychosocial Indicators</b></p> <ul style="list-style-type: none"> <li>• Feeling sad more often than not</li> <li>• Feeling tense, worried, or experiencing panic attacks</li> <li>• Unprovoked anger</li> <li>• Impulsiveness, loss of self-control</li> <li>• Confused speech or behavior</li> <li>• Hallucinations, delusions, or paranoia</li> <li>• Overwhelming concern about finances, relationships, or role balance</li> </ul> |
| <p><b>Physical Indicators</b></p> <ul style="list-style-type: none"> <li>• Changes in physical appearance</li> <li>• Excessive fatigue or low energy</li> <li>• Agitated expression or movements</li> <li>• Excessive weight loss or gain</li> <li>• Bruises, cuts, or other injury</li> <li>• Physical or verbal outbursts</li> <li>• Withdrawing socially</li> <li>• Change in non-verbal behavior</li> </ul> | <p><b>Safety Risk Indicators</b></p> <ul style="list-style-type: none"> <li>• Statements about death, dying, suicide, or homicide</li> <li>• Physical violence</li> <li>• Sexual assault</li> <li>• Stalking and/or harassment of any kind</li> <li>• Interpersonal violence</li> <li>• Drug or alcohol abuse</li> <li>• Threatening communication</li> </ul>                                                                                 |

30.11.2 If a faculty or staff member encounters a student that appears in distress, they should immediately file a report via Maxient at [https://cm.maxient.com/reportingform.php?AmericanIntlUniv&layout\\_id=11](https://cm.maxient.com/reportingform.php?AmericanIntlUniv&layout_id=11) and the BIT team can work with the student appropriately.



## Use of Profanity with or Around Students

31.1 Vulgar language is completely unacceptable in the classroom or any other location where students are present. Faculty who curse in the classroom will have only one warning, accompanied by a financial penalty. Any further occurrence will result in immediate termination of employment.

31.2 Offensive language towards students will never be tolerated. Accusations from a student against a faculty member using vulgar and profane language will be treated seriously at the highest level and will result in an investigation and immediate disciplinary action up to termination.

## Censoring of Teaching Resources

32.1 When choosing resources to use in teaching lessons, Faculty are required to respect the conservative Islamic societal norms and refrain from discussing or selecting material or resources containing the following:

- Nudity
- References to Israel or Judaism
- Homosexuality, transgender, and LGBTQ topics
- Sexual topics
- Human reproduction
- References to relationships, relationship status
- References to dating
- Referring to sexual identity

## Video Meeting and Online Teaching Etiquette Policy

33.1 Whether for teaching classes, conducting parent meetings, engaging in team meetings, or for other purposes, employees are expected to maintain appropriate zoom etiquette when representing the school in any capacity on Zoom, or another video/livestreaming platform.

This includes, but is not limited to:

1. Ensuring the background is professional and tidy- or blurred out.
2. Ensuring staff dress/appearance is to school dress code standard, and good hygiene is adhered to.
3. Ensuring mannerisms are always appropriate when interacting with students.

## Emails to Students and Parents

34.1 Faculty and Admin Staff who regularly deal with students/parents are required to Bcc their supervisor on all emails sent to students and their parents. This allows University administrators to be



kept up to date with parent/faculty communication and ensures that appropriate and accurate information is being conveyed.

## **Returning Phone Calls from Students and Parents**

35.1 Faculty are notified by email of messages left for them from students or parents by the University receptionist. These phone calls must be returned within 24 hours. Should a faculty member be unable to reach a student or parent, it is the responsibility of the faculty member to enlist the assistance of the department secretary to contact the individual.

35.2 Faculty who exhibit a pattern of failing to successfully return student/parent phone calls will undergo disciplinary review in line with the AIU staff disciplinary policy.

## **Background Check Consent and Criminal Record Disclosure**

36.1 A criminal background check will be conducted on all employees to ensure the safety of the students and staff members. In addition to the hiring and pre-employment screening process used in hiring new employees there will be an ongoing evaluation of all employees who are in a position to be in contact with students and minors. Persons who, as a result of the process, are determined to be at risk with students and minors will not be offered a position at AIU or will have their employment contract revoked if they are already an employee.

36.2 In the event that you are charged with a crime or arrested while under our employment either in Kuwait or other jurisdictions, you must notify the HR department immediately.

## **Inappropriate Media**

37.1 Care should be taken when uploading information to social media sites such as Facebook or YouTube. Anyone who thinks that there is the possibility that inappropriate information may be uploaded onto one of these sites is to make the University management aware. If inappropriate information is discovered disciplinary action will be taken against the individual concerned.

37.2 The use of applications such as What's App or Instagram are not to be used to communicate with students or parents, by creating groups on these means that you are sharing confidential contact information with others without consent. Only the University official Instagram or Facebook accounts are to be used to communicate with students and parents for official University matters. Staff members who fail to comply will face disciplinary action, which may lead to termination of employment.

## **Substance Abuse and Smoking**



38.1 AIU strives to provide a safe and healthy work environment, free from the use of illegal drugs and abuse of alcohol. Violation of this policy is considered a serious offence and may include termination as a possible consequence, even for a first offence.

38.2 The following policies have been implemented to ensure a healthy working environment:

- Employees may not consume alcoholic beverages or take illegal drugs on the University premises.
- Employees may not report to work under the influence of drugs or alcohol.

38.3 If any AIU employee is convicted under any criminal drug statute, he or she is required to inform the HR office within five (5) days. This will constitute grounds for termination.

38.4 AIU maintains a **smoke-free** environment for all staff members. Smoking is not permitted on the AIU premises by AIU Staff Members at any time. This remains in effect whether or not a staff member is on duty. Violation of the no-smoking policy will also constitute grounds for termination.

38.5 Legal drugs include prescribed and over-the-counter medications which have been obtained legally and are being used for the purpose for which they are intended. Illegal drugs are defined as any drug which is not legally obtainable, drugs that may be legally obtained but has been acquired illegally, or any legal medication that is being used for purposes other than prescribed.

## Employee Theft

39.1 AIU considers any form of employee theft, be it of physical or intellectual property, a very serious infraction of University Policy.

39.2 Any employee caught stealing from AIU will be immediately referred to an investigative panel consisting of the University President, his or her immediate supervisor, and other members of the University Administration. If this panel finds the employee did in fact steal the property of AIU, the employee's position will be terminated and in most cases he or she will be referred to the local authorities.

## Borrowing of Money

40.1 It is an offence against the employment policy within AIU to borrow money from another member of staff. The loaning of money or the non-repayment of money owed can lead to ill feelings amongst AIU staff members, thereby affecting working relationships and performance. Contravention of this policy will not be tolerated; violations will lead to disciplinary action which may include termination of employment.

## Use of AIU General/Teaching Resources



41.1 Staff are not permitted to “borrow” property owned by AIU either and will in any case be considered an act of theft as well. There are some instances in which work must be taken home, if this involves any property of AIU (e.g. faculty/student texts, workbooks, CD’s, DVD’s, resources, etc.), **written permission** must be acquired by: the employee’s Department Chair, their immediate supervisor, AND must be recorded by the inventory supervisor.

## Institutional Data Policy

42.1 All electronic or written information that constitutes an official record or has institutional value shall be managed responsibly with regard to data access, backup, and disposal.

Institutional data is information that supports the mission and operation of AIU. The confidentiality, integrity, and availability of institutional data must be ensured to comply with legal, regulatory, and administrative requirements.

### 42.2 Classifying Institutional Data

The overall sensitivity of institutional data encompasses not only its confidentiality, but also its integrity and availability. Many confidentiality obligations exist, such as those required for personal information and to meet contractual or regulatory requirements. Integrity, or trustworthiness, of institutional data must also be considered and aligned with institutional risk; that is, the impact on the institution should the data not be accurate. Availability relates to the impact on the institution’s ability to function if the institutional data is not reliably accessible to authorized users.

#### Four levels of sensitivity apply to institutional data:

| Classification Level | Types of Data                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Examples                                                                                                                                                                                                                    |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Critical             | <ul style="list-style-type: none"> <li>Inappropriate handling or disclosure of this data could cause severe harm to individuals and the university, including exposure to criminal and civil penalties, identity theft, personal financial loss, or invasion of privacy.</li> <li>Only selective access (on a need-to-know basis) may be granted.</li> <li>Has the most stringent legal or regulatory requirements and requires the most prescriptive security controls.</li> </ul> | <ul style="list-style-type: none"> <li>Social Security Number</li> <li>Credit card information</li> <li>Personal identifiers (e.g., passport, civil ID numbers, driver's license)</li> <li>Investigative reports</li> </ul> |
| Restricted           | <ul style="list-style-type: none"> <li>Disclosure could cause significant harm to individuals and the university, including exposure to civil liability. Because of legal, ethical, or other constraints, this</li> </ul>                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Financial data for students</li> <li>Student transcripts and</li> </ul>                                                                                                              |



|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                 |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | <p>data may not be accessed without specific authorization.</p> <ul style="list-style-type: none"> <li>• Only selective access (on a need-to-know basis) may be granted.</li> <li>• Usually subject to legal and regulatory requirements due to data that are individually identifiable, highly sensitive and/or confidential.</li> </ul>                                                                                                                                                                      | other academic information                                                                                                                                                                                      |
| AIU-Internal | <ul style="list-style-type: none"> <li>• Disclosure could cause limited harm to individuals and the university with some risk of civil liability.</li> <li>• This data may be accessed by eligible employees and designated appointees of the University for the purpose of university business. Access restrictions should be applied accordingly.</li> <li>• Either subject to contractual agreements or regulatory compliance or is individually identifiable, confidential, and/or proprietary.</li> </ul> | <ul style="list-style-type: none"> <li>• Financial reports</li> <li>• Departmental memos</li> <li>• Committee meeting minutes</li> <li>• Operational data</li> <li>• Student demographic information</li> </ul> |
| Public       | <ul style="list-style-type: none"> <li>• Encompasses information for which disclosure poses little to no risk to individuals or the university.</li> <li>• Few restrictions are placed on this data, as it is generally releasable to a member of the public upon request or is published.</li> <li>• Anyone regardless of institutional affiliation can access without limitation.</li> </ul>                                                                                                                 | <ul style="list-style-type: none"> <li>• University and school websites</li> <li>• News releases</li> </ul>                                                                                                     |

#### 42.3 Procedures

- 1.1. The Vice President of Administration will assess institutional risks and threats to the data for which they are responsible.
- 1.2. The Vice President of Administration will classify the data as Public (low sensitivity), University-Internal (moderate sensitivity), Restricted (high sensitivity), or Critical (very high sensitivity).



- 1.3. Unless otherwise classified, institutional data is University-Internal.
- 1.4. Institutional Data that is moved, copied, extended, or propagated is still considered Institutional Data and all Institutional Data Policies still apply.
- 1.5. No individual is authorized to change the classification level of institutional data without authorization from the Vice President of Administration.
- 1.6. The Vice President of Administration must ensure that all decisions regarding the collection and use of institutional data are in compliance with applicable laws and regulations, and with University policy and procedure.
- 1.7. Users must report to their immediate supervisor or the Information Security & Policy Office, instances in which institutional data is at risk of unauthorized modification, disclosure, and/or destruction.
- 1.8. Authorization to access restricted and critical institutional data is approved by the Vice President of Administration and is typically made in conjunction with the requestor's dean, supervisor, or other authority.
- 1.9. Where access to non-public institutional data has been authorized, use of such data shall be limited to the purpose for which access was granted.
- 1.10. The Vice President must ensure that appropriate security practices, consistent with the data handling requirements in this policy, are used to protect institutional data. These requirements also apply to copies of the data.
- 1.11. The Vice President of Administration must review external data sharing agreements to ensure appropriate enforcement of confidentiality.
- 1.12. In addition to providing classification of the data, the Vice President of Administration may offer guidance on appropriate use of data.

#### **42.4 Responsibility of Data Users**

- 1.13. Institutional data must be stored in such a way as to ensure that the data is secure, and that access is limited to authorized users. For data such as documents (including working drafts), archived correspondence, reports, and other data not part of a platform such as Banner, Canvas, or Oracle, the only authorized data repository is AIU SharePoint Document Center. Institutional data is not authorized to be stored on OneDrive, DropBox, hard drives, mobile media, personal laptops, or any other data storage method.
- 1.14. Data users must carry out all tasks related to the creation, storage, maintenance, and cataloguing, in a timely manner.
- 1.15. Institutional data should be readily accessible to authorized users to view, query or update. A data user should consult their immediate supervisor regarding the cataloging of data for easy access.
- 1.16. Every data user must recognize that the University's institutional data and information derived from it are potentially complex. It is the responsibility of every data user to understand the data they use, and to guard against making misinformed or incorrect interpretations of data or misrepresentations of information.



- 1.17. Institutional data must not be accessed or manipulated for personal gain, or out of personal interest or curiosity.
- 1.18. Data users must not knowingly falsify data, delete data that should not be deleted or reproduce data that should not be reproduced.
- 1.19. When electronic data is no longer required for administrative, legal, or historical reasons it should be deleted in accordance with appropriate University records retention and disposition schedules as managed by the University Librarian.

## AIU Computer Policy

43.1 AIU Computers and peripherals are only for official business use. No personal use is permitted. Personal browsing, email, chatting, and downloading are prohibited. AIU email accounts may not be used to send advertisements, etc. Please refer to the IT Policy Manual for AIU's comprehensive IT policies.

## Copy Machine Use

44.1 **General Policies.** Users are not permitted to print or copy the following:

- a. Material offensive to others.
- b. Material for business related purposes or financial gain.
- c. Any material needing multiple copies (more than 2 copies) – (Print).
- d. Labels, envelopes, or anything requiring special paper.
- e. Policies have been put in effect to limit the materials that may be printed or copied using University equipment to only essential documents.

44.2 **Photocopy Policies.** Except for Copy Center Staff, **no AIU staff are permitted to use the copy machines for any purpose.** All requests for copies need the approval of a supervisor or coordinator. Copy Center staff are not authorized to make any copies for employee personal use.

44.3 **Printing Policies.** With the exception of administrative staff, AIU employees will *not have access* to a printer. Should you require an essential document to be printed such as a test, quiz, or handout (all other items will not be approved), your print requests may be submitted to your coordinator or Supervisor. If approved, you will be given instructions to have your essential document printed via the network. Color copies require special permission and requests must be submitted first to the Supervisor.

44.4 Only 1 copy of any document may be printed, and may then be forwarded to the copy center for student copies.



44.5 Staff are not permitted to interfere with the operation of any printer or copy machine including loading paper, removing paper jams, or using the printer console. Please note that staff are also not permitted to remove pages from the printers while they are still printing. This is to ensure that the pages for any user's print job are not shuffled or misplaced. Periodically the Copy Center operator will remove print jobs that have not been picked up from the printer and place them in the holding tray at the Copy Center. At the end of the day, any print jobs that are not picked up from this tray will be discarded.

## Telephone Use

45.1 The University telephones are to be used for the following purposes only:

- a. To facilitate communication between students/faculty.
- b. To facilitate intra-campus communication.
- c. For reporting emergencies inside the classroom.

45.2 AIU understands that when employees work during the week it is occasionally necessary to conduct personal business during office hours. However, it is the policy of AIU to prohibit any personal matters to be conducted by the University telephones. The policy is in effect due to the University being limited to a minimal number of incoming lines. Urgent matters may be addressed during break times on the employee's personal mobile phone.

45.3 Telephones or mobile phones may not be used during teaching sessions or lessons. The ringer on classroom and mobile phones must be kept to the lowest volume to prevent disruption of the class.

45.4 Employees found to be violating the Telephone Use Policy will be reprimanded in the following manner:

- 1st offense: **KD 20** fine to be deducted from payroll for current month
- 2nd offense: **KD 40** fine to be deducted from payroll for current month
- 3rd offense: Referral to disciplinary committee and employee review

## Correct Use of AIU Offices and Shared Spaces on Campus

46.1 **Lights on Policy:** It is prohibited for all AIU employees to switch off their office lights while they are working in their offices. All employees are required to always have their office lights during working hours.



**46.2 Food is prohibited in AIU Offices:** AIU Employees may neither store nor consume food in AIU offices or boardrooms. Food may be consumed in the assigned staff pantry area, only.

**46.3 No Candles, Incense, Electronic Devices in Offices and Kitchens:** Personal candles, incense, and electronic devices including but not limited to air filters, coffee machines, hot water heaters, or toaster ovens are prohibited in offices and shared kitchens. The use of incense is also not permitted.

**46.4 Shared Kitchens:** Personal food and beverages may be stored in the shared kitchens during the week (Sunday-Thursday) Employees are expected to immediately dispose of any personal food items that have become rotten or smelly. ALL personal food items will be disposed of on each Thursday. Employees may not monopolize kitchen space by taking up more than their share of the refrigerator, cabinets, etc. Employees must wash behind them and ensure they have thrown out their own garbage. AIU does not employ cleaning staff to clean behind our employees.

**46.5 Heaters on Campus:** Personal Heaters may not be used on campus.

**46.6 No Items are to be Hung on Walls** in any offices or kitchens.

**46.7 Classrooms, Labs and Other Spaces with Expensive Equipment and Furnishings MUST be Kept Locked when Not in Use:** Any damage, theft, or misuse that occurs in these spaces will result in a warning letter to the employee, faculty member or Supervisor who is in charge of securing that space when not in use. Financial penalties may also be incurred.

**46.8 Penalties for Violating Office, Kitchen and Shared Space Codes** may include but are not limited to: the space being immediately locked and closed for a duration of time, warning letters, financial penalties, permanent relocation from a private office to a shared space, and other consequences that will ensure future violations of policy will not occur. It is IMPERATIVE that if any employee is aware of misuse of one of these spaces, they make their Supervisor aware of the situation.

## Cleanliness on Campus

AIU takes great pride and goes to great effort in maintaining the cleanliness of its campus and facilities.

**47.1** Spills and other mess should be reported to the cleaning team as soon as possible, and it is expected that staff members will leave their offices in the same state they find them, considering any unreported facilities/furniture/structural issues. This includes maintaining cleanliness and tidiness in common areas such as desks, filing cabinets, and shared equipment.

**47.2** Staff members who fail to report a mess or any facilities/structural issues, or who neglect to maintain cleanliness in their office space, will be liable to fines. Chronic failure to report or address facilities/ furniture/structural issues will lead to disciplinary action. The following fines will be levied for failure to report any of the above messes:



1st offense: warning letter from HR.

2nd offense: **KD 20** fine deducted from paycheck or final settlement, as well as loss of office privileges.

3rd offense: **KD 40** fine deducted from paycheck or final settlement. Referral to HR for disciplinary action.

## Movement of Campus Furniture

48.1 The movement of campus furniture is strictly prohibited by any member of staff without written permission from AIU Management. If a member of staff moves or re-arranges any item of campus furniture, consequences including warning letters and fines for repeated infractions of this policy, will be received.

48.2 Our Admin teams on campus are continually working to carry out projects at the directive of AIU Management. It is expected that you are cooperative and accommodating of all requests made of you by a department on campus who is carrying out their duties. Instances of disrespect, disregard, or hinderance shown towards a member of staff and their work, will be treated seriously by AIU HR and Management.

## Change of Status Updating via Bamboo

49.1 Maintaining accurate information regarding employees is essential to the successful operation of any business. Changes in address, marital status, and similar details have significant implications for both employers and employees. It is **required** by AIU to keep your personnel records up-to-date by notifying the University through Bamboo of any change in status, such as name change, address, telephone number, marital status, number of dependents, and/or emergency contact information.

## University Provided Stationery and Supplies

50.1 AIU provides minimal stationery supplies for administrative and faculty members. Classrooms are supplied with one stationery kit at the beginning of the University year. Requests for additional stationery are only accepted from administrative staff. Approval for these items is at the discretion of the Supervisor.

## Work Schedule and Punctuality

51.1 All AIU Employees are required to report on time and during the days stipulated in their employment agreement. All staff also required to verify their arrival and departing hours onto the electronic time attendance system, which are located in various locations across the AIU Campus.



- **All faculty staff are required to clock-in before their duty start time and are required to clock out AFTER their duty time.**

51.2 In some instances, (special campus events, University fairs) staff will be required to be present at non-regular working hours and/or days of the week. Such occasions are not “optional”, they are mandatory. This is not considered overtime, and no extra pay should be expected, but is a requirement of all University staff.

51.3 If an occasion arises in which you cannot arrive on time, you are responsible for calling your immediate supervisor and HR (by phone) and inform them of the delay at least one hour prior to the start of your shift. Reasons such as heavy traffic or unreliable transport are not excused. AIU employees are expected to leave for work with ample time to account for traffic conditions, and have back-up plans in case of unreliable transport so that multiple occurrences of the same issues do not arise. **Repeated tardiness will result in deduction from an employee’s salary and may constitute grounds for further disciplinary action.**

51.4 The AIU tardy policy for staff is as follows:

- Each employee is allocated 2 hours cumulative delay without payroll deduction per first half and per second half of the Fiscal year.
- If the delay minutes reach 2 hours, a staff member who is late a minute after this will be deducted one half day of salary.

51.5 The AIU policy regarding pre-approved Absence for Admin staff is as follows:

- Each Admin employee is allocated 8 hours pre-approved non-work-related campus leave (e.g. Medical/Embassy appointments etc.) without payroll deduction per first half (September 1 – February 29) and per second half (March 1 – August 31) of the Fiscal year.
- If the pre-approved Absence minutes reach 8 hours, a staff member who is late a minute after this will be deducted one half day of salary. Thereafter, upon reaching an additional 4 hours of pre-approved absence, an employee will be subjected to another half day's salary deduction. This is continuous per half Fiscal year and not per month.

51.6 If you are delayed past **11:00 am**, it is considered forfeiting the entire workday and will be deducted from your available sick days (*see Sick Leave Policy.*) Leniency on this policy is considered on a case-by-case basis.

## Return to Kuwait After Holiday Breaks

52.1 Faculty are required to arrive to Kuwait no less than 24 hours before start of work. Administrators are required to arrive no less than 48 hours before the start of work.



52.2 Special Travel permissions are required for Departments such as IT, HR and Finance during holiday breaks.

## Absence from Work Without Leave

53.1 A staff member with 5 days of unexplained absence will have the employment contract automatically terminated, as it will be assumed that they have abandoned employment with AIU. Such employees will have no recourse to indemnity, flight home, or any other benefit.

## Leaving Campus During Working Hours

54.1 Leaving campus during working hours is not permitted without approval from your Supervisor (for both teaching faculty and admin staff). For Admin Staff, all applications to leave work during working hours must be applied for via Bamboo with a declared reason and indicated either as Work-related or Non-Work related. (Please see HR if you are uncertain as to whether your reason is one or the other.) Staff members who are found to be off campus without approval will have one day's salary deducted from payroll for the first offense. Future offenses will be dealt with more severely.

## Sick Leave

55.1 All employees of AIU are granted a specified number of days off due to illness of a temporary nature. Sick leave will be authorized when the employee is unable to work because of sickness or injury. Any employee proving their sickness by a certificate from a medical officer of a **known** private or Ministry of Health run medical facility shall have the right to take sick leaves within the relevant year with salary payments of 6 days with full wage.

55.2 Sick Leave can only be awarded if a doctor's note is obtained and submitted.

55.3 Sick leave is **never** approved on a Thursday, Sunday, or a day prior to, or after any holiday. Staff absent on these days will be financially penalized for 2 working days and not eligible for sick leave. Leniency on this policy is considered on a case-by-case basis.

55.4 Consistent attendance is an essential duty of all AIU staff. Frequent Absences cause disruption to students, as well as place an unnecessary burden on fellow faculty/admin staff. Faculty members absent more than 3 days in the academic year will have subsequent absences reviewed for legitimacy. Faculty who accumulate more than 6 absences in the academic year may have their employment contract terminated if absences are deemed frivolous.

55.5 Every absence due to sickness or injury must be accompanied by a doctor's note. The employee requesting sick leave must call their Supervisor and their assigned HR Business Advisor/Contact between **6:00am** and **6:45am** to inform them of their Absence as well as having substitute faculty



lesson plans easily identifiable in their desk. **Instructions for the substitute faculty member are the responsibility of the assigned faculty member.** These instructions should contain lesson plans and materials in use, etc.

55.6 If a faculty member is absent, substitutes will be drawn from a pool of faculty during his/her prep period. In order to be fair to those Faculty who have a perfect attendance record, the pool will consist of Faculty who have been absent since the beginning of the University year.

## Absence During Final Five Weeks of Academic Year

56.1 All absences by Faculty members during the 5 final weeks of the academic year, will be unpaid and unexcused. This includes absences accompanied by a doctor note. **There will be no approved leave during this time period.**

## Maternity Leave

57.1 Employees who have successfully passed 100 days of employment at AIU are eligible for up to thirty (30) days paid maternity leave of absence at a 70% salary rate. Requests for paid maternity leave must be made in writing no less than three (3) months prior to the date the leave is to begin and must specify the period for which the leave is requested. Employees who do not respect the appropriate notification period to HR for their maternity leave requests are at risk of losing their position of employment with us.

57.2 Employees shall be informed in writing of the date the employee is expected to return to work. An employee who fails to return to work when scheduled, for whatever reason, shall be considered to have resigned his/her employment with AIU. An employee who takes maternity leave and who returns as scheduled will be returned to his/her former position, if such position exists. If the employee's position no longer exists, AIU will make every effort to return the employee to an available, suitable alternative position.

## Annual Leave Policy for Admin Staff

58.1 All full-time Admin employees are eligible for annual leave after 6 months of employment at AIU.



58.2 The year of employment for the purposes of accrual is considered as the one-year period beginning from the start date of employment and ending at the employment anniversary and established to accrue the annual leave balance.

58.3 Staff members cannot carry forward their annual leave balance to subsequent years. AIU strictly follows the "use it or lose it" policy for vacation days, where employees must use their vacation days by the end of their accrual year. Annual leave days that are not used by an employee cannot be encashed for any reason.

58.4 While calculating days for annual leave, Fridays and Saturdays are counted as calendar days.

58.5 Blackout dates are the busiest days that require all the staff members of the concerned department to be available. During blackout dates annual leave requests cannot be utilized as the department requires all the employees to meet the demands of the busy period.

58.6 Admin Staff must submit the planned annual leave to HR by January 31. Any changes that might occur in the annual leave date(s) can be submitted according to the date in July that is proposed by HR in advance. Employees that join AIU on any date after January can submit their annual leave request in July indicating and utilizing their planned annual leave dates prior to their anniversary date.

58.7 While planning annual leave, employees must consider that winter break, spring break, and public holidays cannot be attached to annual leave. Intentional planning of including either of the above-mentioned cases in the annual leave can result in the non-approval of the initially planned annual leave and rescheduling the annual leave for another period.

58.8 HR does not approve any annual leave requests submitted less than 10 working days prior to the vacation start date.

58.9 Lab Technicians are allowed to schedule their annual leave during any approved Summer Session as determined by Academic Affairs. Requests for annual leave must be submitted and approved in advance to ensure proper staffing and operational continuity.

## Other Types of Leave

59.1 **Emergency Leave:** Absence for personal, emergency, or other reasons must be presented to the Supervisor. The Supervisor and HR Department will review the request for final determination. The recommendations may include, but not necessarily be limited to, the following options:

- a. Approval with no deduction of pay.
- b. Approval with loss of one day's pay for each day absent.



c. Denied.

**59.2 Bereavement Leave:** AIU bereavement leave is as follows:

1<sup>st</sup> degree relatives: Parents, Child, Siblings: 5 days if outside of Kuwait, 3 days if inside of Kuwait.

2<sup>nd</sup> degree relatives: Uncle, Aunt, Grandparents: 1 day if inside of Kuwait, no leave if outside of Kuwait.

**59.3 Professional Leave:** Personnel who desire to attend a professional conference or make a University business trip should make the request in writing to the HR Department. The Supervisor will evaluate the request and approve or deny according to the options stated above.

**59.4 Immediately Before or After Long Vacation Leave:** No faculty member will be given permission to leave early nor return late after vacation periods or days. Should he/she do so, he/she will receive salary deduction, and possible disciplinary action.

**59.5 Admin Personal Leave:** Up to two personal days will be allowed per person per Fiscal year. Personal days cannot be accumulated and only 1 day can be taken in each of the first half (September – February) and second half (March – August) of the Fiscal year. This day will:

- a. Not be taken in conjunction with a holiday.
- a. Be approved by the employees' Supervisor and HR **three business days in advance** of requested holiday.

## Employee Responsibilities and Benefits

### Confidentiality and Non-Competition Undertaking

**60.1** As stipulated in your Employment Contract and the University internal policies, you are under ongoing obligation to be bound by the provisions thereof including the obligations of loyalty, non-disclosure of confidential information, non-competition and clear commitment towards the University interests.

**60.2** Specifically unless (1) your position permits you to do so, and (2) you were authorized to do so by the Management **in writing**, your full compliance with respect to your confidentiality obligation includes but is not limited to:

- a. The release to any person of the University's files, programs, documents, work product, prices, transactions, proposals, methods, processes and the like.



- b. The above applies to all data or information in whatsoever form including electronic files, and the prohibition against non-disclosure extends to copying the University's confidential information into non-University computers and to transmission instruments like mail, e-mail, and text.
- c. Your oral discussion or presentation of the University's confidential information and data.
- d. Breach of the confidentiality undertaking includes your failure to report the breach of confidentiality by other employees of which you become aware or should become aware.

60.3 With respect to your non-competition obligation, you hereby acknowledge that you have become or may become a privy to the University's files, programs, documents, work product, prices, transactions, proposals, methods, processes and the like, and that the University continues to make substantial investment in the same and in your training and upgrading of your professional skills, and that the University will suffer irreparable harm and damage if the same were disclosed to others outside the University without authorization. By working for the University, therefore, you unconditionally accept to refrain the Confidentiality and Non-Competition Undertaking for at least two years following the termination or expiration of your employment with the University.

## **Privacy Policy - Giving out Confidential Student, Employee, Faculty Contact Information**

61.1 Teaching and administrative staff are prohibited from giving out faculty/employee/student telephone numbers, grades, and all other private information to other students/individuals/organizations. Violating this privacy policy will result in disciplinary action and may even constitute grounds for termination. Photography Policy

62.1 To ensure the safety and welfare of our students this policy outlines clearly the protocols for taking photographs at AIU. It is also strictly prohibited to post any pictures or information about students on social media.

This policy is designed to protect the personal information of students and respect the individual's right to control how and for what purpose their personal information is used.

This policy applies to the use of mobile phones, tablets, and any film or electronic photographic equipment, including any device with an inbuilt camera, as well as any other form of digital technology and resources for storing and printing images.

Mobile phones/personal cameras must **not** be used to take photographs of our students in and around AIU.

No photographs of students may be taken in the bathroom areas, changing rooms or of students dressing/undressing.



Personal mobiles, cameras or video recorders are not to be used to record classroom activities. ONLY University equipment is to be used once the correct authorization has been given by the department Supervisor.

Photographs and recordings can only be transferred to and stored on AIU computers.

During group overseas trips, field trips, sports day events or other external outings only nominated staff will have access to the AIU camera.

Permission will not be given for photographs to be placed on any social networking sites.

When a student does not consent to being photographed, the supervisor must inform staff and make every effort to comply sensitively.

Only the designated AIU cameras are to be used to take any photographs within the university.

All photographs taken must ensure that the students are in suitable dress to reduce the risk of images being used inappropriately.

Photographs or images must never be taken/published if they are likely to cause embarrassment.

AIU reserves the right to check the image content of a member of staff's mobile phone should there be any cause for concern over the appropriate use of its content. Should inappropriate material be found the university will follow the guidance as to the appropriate measure to be taken.

## Full Teaching Load For Faculty

63.1 Academic Schedule: Faculty must complete their duties between 7 AM and 6:30 PM.

63.2 Teaching Load: All full-time faculty members at AIU have an assigned semester teaching load and rank associated with their position. Courses from any school may be assigned to any faculty member with the appropriate expertise to meet the needs of the University.

For faculty at the Assistant Professor, Associate Professor, and Professor ranking, a full teaching load is four three-credit-hour courses per semester or equivalent.

For faculty at the Instructor and Teaching Assistant ranking, a full teaching load is five three-credit-hour courses per semester or equivalent.

## Extracurricular Tutoring

64.1 AIU's foremost objective is the education of its students. The University is dedicated to creating programs that foster and enhance student abilities, utilizing all available resources to ensure academic excellence. Upholding high ethical standards is also a core value. While students may seek paid individual tutoring from AIU faculty, it is **strictly forbidden** for any staff member, regardless of department or major, to offer such tutoring due to past unethical incidents. An exception is granted for tutoring within licensed centers or the AIU campus tutoring center.



64.2 If an occasion such as mentioned above arises, the Staff member should refer the student to the AIU Campus Tutoring Center, or to Oxford Learning Center, a tutoring company we officially endorse. This Policy ensures adherence to the University's Non-Competition and Confidentiality Undertaking as well as promotes presenting a variety of sources to help a student achieve success in the academic arena.

64.3 AIU offers a free on-campus Tutoring Center. Staff assigned to monitor this activity will be encouraged to offer assistance to the students in completing their work.

64.4 Violating this Policy will result in disciplinary action and may even constitute grounds for termination.

## Professionalism

65.1 All AIU employees are expected to perform their duties diligently and in a professional and ethical manner. Squandering time with gossip and similar unproductive activities that do not further the University mission is unacceptable. AIU employees are expected to always respect the dignity of individuals and to provide excellent customer service to parents, students, other staff, or the general public. AIU expects all employees to abide by the professional standards of their occupation.

## Personal Responsibility and Laptops

66.1 All staff members are required to own a personal laptop and be ready to complete off-campus work when required. Employees who do not own a laptop will be required to purchase one.

## Insurance

67.1 All staff members are covered by the Kuwait compulsory health insurance.

67.2 Additional health insurance is also available to certain eligible employees. If an employee is not allowed to renew, they may request an insurance allowance deposited into my account and may choose their own provider/plan from any private company of their choice.

If an employee wishes to apply for the private Group Health Insurance plan, an application form must be requested from the HR Department and completed.

All employees must vow to not abuse the privilege and medical services which this health insurance provides. If an employee is found to file frivolous claims or claims that are deemed to be excessive, they will not be allowed to renew through the AIU's group plan.

Health insurance privileges are not guaranteed, and AIU reserves the right to not renew insurance for any employee suspected of abusing the system at the time of the annual group renewal.



## **AIU Overseas Staff Accommodation and Housing Allowance (available to employees only if stipulated in their offer of employment)**

68.1 Upon arrival to Kuwait, AIU will provide you with furnished employee accommodation for the first four months. Your apartment will be move-in ready and basic amenities such as bedding, bath towel and wash cloth, curtains, furniture, dishes, silverware, cooking items, a washer/dryer, stove, oven, iron, tea kettle and small television will be provided.

68.2 Should you obtain your residency/Kuwait Civil ID within the first four months; you will be eligible to remain in employee housing if you have not incurred any noise/security/cleanliness complaints and if space is available. If any of these conditions are not met, the expectation is that you will be moving out by the last day of your fourth month. Do note that AIU accommodation is designed to house new arrivals temporarily, but if no new arrivals are expected it may be possible to continue to stay in our housing longer term. It is your responsibility to be in weekly contact with our HR department to give updates on your residency paperwork even if you vacate AIU housing.

68.3 Further, do be aware that your housing allowance (as offered to certain eligible employees, only) is offered to defray the majority, but not necessarily all, of the cost of your accommodation. AIU HR will inform you of the current cost of your accommodation, and the difference between your housing allowance. The total cost of the accommodation will be deducted monthly from your salary at the end of each month. Should you wish to find your own accommodation and vacate your AIU apartment, kindly contact HR to fill out the required form and note that one-month advance notice is required.

68.4 AIU accommodations are single occupancy only. Staff members may not invite a roommate, boyfriend, girlfriend, fiancé, driver, maid, etc. to live with them in AIU housing whether for a sublet fee, or without charge. Should an employee desire a lawful spouse to join them in AIU housing, a written request must be submitted to the HR office at least 30 days prior to the desired move-in date. Should an AIU staff member in AIU accommodations violate this policy, they are subject to loss of housing privileges and any recourse to a housing allowance.

68.5 AIU housing is handed over to you on arrival cleaned and ready for you to move in. The same standard of cleanliness is expected during quarterly inspections, and upon summer and final check-out. The particulars are listed below:

- Kitchen and bathroom thoroughly cleaned and odor free.
- Floors swept and mopped thoroughly.
- All bedding and towels laundered and folded neatly.
- All dishes and utensils must be cleaned and put away neatly in the cabinets.
- The interior and exterior of the washer and dryer must be cleaned.
- The stove and oven are to be clean and free from food residue and grease.
- The refrigerator is to be clean inside and out and be odor free.
- All bins are to be emptied and refuse removed from the apartment.



- The glass walls of the shower are to be clean and free of calcium build-up/water spots.

68.6 An applicable apartment cleaning fine will be deducted at the time of the apartment inspection if found not to be at an acceptable standard. You are expected to keep your apartment clean and presentable at all times. With prior notice, your apartment may be visited by the AIU maintenance team for routine maintenance, and it is a courtesy to them that they work in an acceptable environment. You will be given two weeks' notice of when the quarterly apartment inspections will be conducted. Prior to departing for summer vacation in June all AIU apartments will be checked, and all points above will apply during this inspection. Staff whose apartments don't meet the criteria above will be fined in accordance with the table below in order to pay for apartment cleaning services.

68.7 Involuntary Eviction from AIU Housing: any staff member who fails 2 inspections, or whose apartment is found to be in a grossly unacceptable condition during any inspection, will receive a 30-day eviction notice. You will then be paid the appropriate housing allowance (as stipulated in their offer of employment) and will need to find your own accommodation. For those who violate the nuisance policy referred to in the AIU Apartment handbook, immediate eviction will ensue.

### TABLE OF FINES FOR AIU CLEANING AND/OR DAMAGE CHARGES, WHICH IS AT THE DISCRETION OF AIU

| Deduction in KWD | Example                                                         |
|------------------|-----------------------------------------------------------------|
| 60               | Basic cleaning of the apartment required                        |
| 100              | Heavy duty cleaning                                             |
| 150              | Deep cleaning and garbage disposal                              |
| 200              | Deep cleaning and garbage disposal, replacement furniture/Items |
| 300=/+           | Destruction and vandalism of the apartment                      |
| 200=/+           | Apartment re-painting                                           |

68.8 **Maintenance and Repair requests:** Requests for apartment maintenance for electrical, A/C and plumbing issues should first be directed to your building caretaker ("harris"). AIU is only responsible for maintenance of our appliances and furniture. When you are in need of repairs or pest control, please fill out and email the Non-Emergency Apartment Maintenance Request Form to [housing@aiu.edu.kw](mailto:housing@aiu.edu.kw). The form is attached to the email communication sent out every month to all AIU staff.

For Emergencies, please message the Facilities WhatsApp Number: +965 6077 6121, Facilities Manager: +965 99472719.



**68.9 Telephone installation:** AIU does not assist with landline telephone installation. Faculty members find that mobile phone use and portable Wi-Fi 'biscuits' are sufficient.

**68.10 Internet:** Portable Wi-Fi 'biscuits' can be obtained from any local mobile phone operator in Kuwait and are generally more reliable than the Internet the landlord provides for the building.

**68.11 Transportation:** Bus transportation will be provided to all AIU employees living in AIU provided housing to and from the University for two weeks only, beginning from the first official day of employment.

**68.12** You are responsible for finding alternate transportation (e.g. taxi) if you cannot meet the scheduled time of departure for AIU provided transport.

**68.13** Employees who avail of the AIU housing allowance are required to provide their new home address, to the HR office for emergency purposes.

**68.14** AIU Staff Housing is to be treated with respect. Care is to be taken when hanging pictures etc. on the walls to ensure that the walls are not damaged when the items are removed. When checking out of your apartment you are to make good repairs to walls or you will be billed for the cost of repainting your apartment. Staff that are vacating the AIU housing will have a pre-check-out inspection a minimum of 14 days prior to their requested check out date. During this inspection the staff members will be made aware of any repairs for which they are liable.

## Employee Standards

### Exam Integrity

**69.1** Every AIU faculty member is responsible for the security of their exams. If an exam is leaked, stolen, or comprised in any way, and it is determined that the faculty member was negligent or careless, the faculty member will be subject to disciplinary procedures up to and including termination of employment.

**69.2** Semester Exams must be stored in the Office of the Vice President for Academic Affairs (VPAA) under the supervision of the VPAA.

**69.3** Faculty may not take exams home to grade. All exams must be graded on campus and scanned back in at the Office of the Vice President for Academic Affairs (VPAA) prior to leaving for home at the end of the workday.

### Staff Discipline



70.1 AIU attempts to provide employees who violate policies or exhibit unsatisfactory job performance an opportunity to comply with faculty or departmental requirements by means of progressive disciplinary actions.

70.2 Employees are expected to abide by the established rules and policies of their departments, and the University. To enable them to do this, administrative officials develop clear and reasonable departmental policies and performance expectations, investigate the circumstances of apparent policy or rule violations or unsatisfactory performance before taking disciplinary action, and ensure that prompt, consistent disciplinary action is administered.

70.3 The intent of this policy is to use a series of progressive disciplinary actions when appropriate as a means to assist and encourage employees to correct their conduct and to achieve satisfactory work performance. Particular circumstances may, in some cases, be exceptional or singular and the related disciplinary actions shall be tempered or expanded because of the facts of the situation. Violations of the University rules against child abuse and inappropriate relationships with students and other minors, sexual harassment, the staff Rules of Conduct contained herein, or other AIU, and/or departmental rules or policies may result in specific disciplinary measures, including termination of employment and disclosure of the offense to Kuwait Law Enforcement.

## Employee Discipline Policy

71.1 AIU has instituted a *series* of disciplinary actions, corrective in nature, in order to provide employees with the opportunity to improve job performance and comply with departmental and University policies. Such actions range from counseling/coaching, verbal and written warnings, disciplinary probation/disciplinary suspension without pay, financial penalties, to discharge, as deemed appropriate by the University disciplinary committee. Faculty are subject to the **Faculty Corrective Action policy**.

71.2 The responsible administrator, with the assistance of the Human Resources Director shall also determine whether particular violations of the AIU Staff Rules of Conduct and other AIU and/or departmental rules or policies are serious enough to warrant immediate specific disciplinary measures outside of progressive discipline, including discharge. Where "serious violations" are referenced in this manual, "serious violations" shall be those acts of serious misconduct or conduct that could result in injury or loss of life, property, or impairment of University operations, or disregard of the University's policies on sexual harassment or rules and guidelines on child abuse and inappropriate relations with AIU students and other minors.

### PROCEDURES:

71.3 **Step 1 - Counseling/coaching** is the most common method employed for assisting the employee to improve work performance or comply with rules and policies. Counseling or coaching should be a



cooperative attempt at determining and correcting the problem. With the exception of serious failures to conform to rules and/or policies, as determined by the responsible administrator, disciplinary actions will occur only after counseling/coaching efforts have been unsuccessful. Administrators will keep notes and documentation of such counseling/coaching efforts.

**71.4 Step 2 - Warnings** may be either verbal or written. A written warning is used for more serious errors, failure to meet job requirements, or violations of rules and/or policies, as determined by the administrator responsible, or when a verbal warning has not produced satisfactory results. Either type of warning shall specify problem(s) and what action is required to correct it. The responsible administrator who issues a verbal warning shall maintain notes of the date and contents of the discussion and shall advise the employee that a record is being maintained.

**71.5** A written warning shall explicitly state that it is a "written warning" and shall specify that further disciplinary action will ensue if the employee fails to achieve a satisfactory level of performance. A copy of the warning shall be sent to Human Resources.

**71.6 Step 3 - Disciplinary actions** are of two types, disciplinary probation and disciplinary suspension, and shall be used when a prior warning does not produce satisfactory results in correcting behavior which is not in compliance with AIU/departmental rules of conduct or uncorrected performance deficiencies, or when the responsible administrator determines that a violation of a rule and/or policy is serious enough to warrant such action without prior use of less severe discipline. In serious cases, both types of disciplinary actions may include financial penalties.

**71.7 Table of Financial penalties for employee disciplinary action:**

|                        | Salary Penalty               |
|------------------------|------------------------------|
| Minor repetitive cases | 1 to 2 day salary deduction  |
| Serious cases          | 3 to 7 day salary deduction  |
| Severe cases           | 8 to 14 day salary deduction |

**71.8 Disciplinary probation** shall be for a specified period of time, not less than 1 month nor more than 6 months, during which time the employee's performance or behavior shall be closely monitored in an effort to effect improvement or change. Disciplinary probation is usually applicable to unsatisfactory job performance or dependability problems, such as unsatisfactory attendance, and carries an implied obligation to retain the employee for the duration of the period of disciplinary probation. If, however, new problems arise during a disciplinary probation period or performance significantly declines during this period, immediate discharge may occur.

**71.9** Disciplinary probation shall be initiated by memorandum to the employee which explicitly contains the following:



- a. Inclusive dates of probation period.
- b. Specific nature of problem(s) resulting in probation, including specific examples of incidents for each problem.
- c. Corrective action required, including specific and reasonable standards related to the deficiencies outlined.
- d. The consequences of failure to correct the problem(s) within the disciplinary probation period.
- e. Notice that immediate discharge may occur if new performance deficiencies arise within the disciplinary probation period.

A copy of this memorandum shall be provided to Human Resources.

71.10 Disciplinary suspension is the temporary release from duty of a regular staff employee for up to 30 calendar days without pay and is applicable when the responsible administrator determines that a violation(s) or repetition of violation(s) of AIU, faculty and/or departmental rules and policies are serious enough to warrant suspension. This action shall be preceded by a pre-suspension without pay meeting. Should a full-time employee's conduct warrant more than two suspensions within a two-year period, dismissal and termination of the employment contract will occur.

71.11 Written notice of disciplinary suspension shall be given the employee with a copy to Human Resources and shall include the following:

- a. Reason for the disciplinary suspension.
- b. Reference to and conclusions drawn from the pre-suspension meeting.
- c. Inclusive dates of suspension duration.
- d. Advice to employee that failure to return to work on the first scheduled workday following the suspension will result in discharge.

71.12 **Discharge** is the involuntary termination of the contract of an employee by a responsible administrator. The discharge of a non-probationary full-time Staff employee shall not occur unless there is a serious violation(s) or repeated violation(s) of AIU, and/or departmental rules or policies, or uncorrected failure to meet job requirements. A predischARGE meeting shall be scheduled and shall precede the decision to discharge an employee.

71.13 The affected employee shall be notified in writing of:

- a. The reason for discharge.



- b. The facts of and conclusions drawn from the predischARGE meeting conference.
- c. The effective date of discharge.

71.14 The appropriate payroll documents shall be processed in a sufficiently timely manner to ensure that any discharged employee receives all wages due on the next regular pay day. The employee must report in person to the accounting office to sign final exit papers in order to receive the final settlement paycheck.

## **Admin Daily Report Submission Procedure**

72.1 The following Daily Report Submission Procedures have been implemented to ensure efficient communication and accountability within AIU:

1. All assigned admin staff are required to submit a daily report for each working day to their immediate supervisor and the Reporting@ email address. The daily report should be submitted via email by the end of the business day.
2. To maintain accurate records and assist HR in tracking daily reports, all staff members must CC the HR Reporting when sending their daily reports to their supervisors.
3. In the event that an employee forgets to CC the HR department in their daily report submission email, they must take the following action:
  - As soon as they receive the email from HR notifying them about the missing report, they must forward that email to HR with the original daily report email that was sent the day before.
  - The email forwarding the proof should be sent on the day they receive the notification from HR regarding the missing report. Failure to forward the email during this timeline will result in the daily report being considered missing.
1. The format for the daily report can be determined either by the employee or the supervisor, based on the supervisor's preference.
2. In case of missing reports or reports that have been submitted late, the HR Secretary will send an email notification to the respective employee, reminding them of the missed or late submission and the importance of adhering to the policy.



## Late and Missing Daily Report Submission Policy

72.2 The Late Submission Policy has been established to ensure consistent compliance with the daily report submission procedures. It consists of three levels:

1. **1st offense:** The late submission will be excused without any penalties.
2. **2nd offense:** The employee will receive a warning letter without deduction. This letter will emphasize the importance of adhering to the Daily Report Submission Procedures.
3. **3rd offense:** The employee will receive a warning letter with a 1-day salary deduction.

We trust that these procedures will enhance communication and accountability, ultimately contributing to the overall efficiency and success of AIU.

## Verbal Abuse and Aggressive Behavior

73.1 A staff member who verbally abuses or exhibits hostile behavior with a supervisor, faculty member, staff member, or student will have their contract immediately terminated in accordance with article 55 of Kuwait labor law.

## Contact with Students

74.1 Contact with students, both physical and verbal, can be a very delicate issue. You must be aware of your cultural surroundings at all times. Words that may seem appropriate back home may have a whole different meaning here in Kuwait. For example, it is not appropriate to use the phrase “shut up” or the word “butt.” All staff are to take extreme caution with regard to the appropriate language used when addressing students and speak respectfully even when reprimanding students. Physical contact is not to be used to restrain a student unless absolutely necessary, and whereby not doing so may cause harm to another staff member or student.

## Employment Contract Renewal

75.1 **Non-Renewal of Faculty Contract:** Through the evaluative procedure, certain defects may be shown to exist in a faculty members’ performance. The faculty member is expected to take corrective action and the administrator will make frequent observations to ensure that such an effort is being made. If after these observations the situation remains unresolved, the administrator will inform the faculty member in writing that non-renewal of contract is imminent.

75.2 **Premature Termination of Faculty Contracts and Administrative Contracts:** A faculty members’ contract may also be terminated for specific written reasons; such as inappropriate/ professional misconduct, poor performance, consecutive unacceptable evaluations, drop in enrollment, or other uncontrollable causes.



**75.3 Renewal of Contract:** All faculty renewals shall be in accordance with the faculty contract. Faculty members wishing to renew their contract with AIU must do so between December 15 and March 1. After this time, all remaining positions will be released for open recruitment.

**75.4 Termination of Administrative Contracts:** An administrative contract may also be terminated for specific written reasons; such as professional misconduct, poor performance, consecutive unacceptable evaluations, etc.

**75.5** Administrative contracts require a minimum of 45 days written notification of termination/resignation. Managerial positions require a 90-day notification in cases of resignation. This is to allow sufficient time for recruitment and training of replacement staff.

**75.6 Resignation of IT, HR, Marketing, and Finance Team Members, Lab Techs, and Lab Instructors:** For reasons of commitment to our students and our institution, members of the IT, HR, Marketing, and Finance Team Members as well as may only submit resignations for the following academic year from January to April each year and only upon completion of three years minimum with AIU.

## Resignation Policy

**76.1** Upon informing your supervisor verbally in person, an employee is required to submit their resignation letter either in person or via email to the following: the HR Director, HR Business Advisor, or the Vice President of Administration (VPA). **Only the HR Director, HR Business Advisor, or VPA is authorized to reply to letters of resignation.** A resignation form is also available in the HR Department for use as appropriate.

A phone call or text message is not an acceptable form of communicating your resignation to University supervisors/leadership.

## Faculty Summer Salary and Flight Allowance Proportional Calculations

**77.1 All** faculty members eligible for summer salary and/or flight allowance that join on or before the first day of the official academic year will be paid their full summer salary and/or flight allowance. However, those that join after the start of the official academic year will receive only the proportionate amount of their entitled salary and/or flight allowance based on the days worked during the academic year and will NOT be entitled to receive the entire amounts as faculty who joined at the start of the academic year. If you join after the academic year has started, please see the Finance Department for a specific calculation of what you are entitled to for summer salary and/or flight allowance so that you may plan your personal finances accordingly.

## AIU/Kuwait Indemnity Policy



78.1 Payment of the “indemnity” is provided to the employee at the end of his/her service in accordance with Kuwait Labor law. This payment is triggered only after completing three years of service with an institution. The end-of-service indemnity involves accruing 0.5 month's salary for each full calendar year of service until the completion of the fifth year. Starting from the 6th year of employment with AIU, 1 month's salary is included in the accrual calculation.

## Remote Work Policy

79.1 If you are required to travel to obtain and complete documents required for your work visa, you will be asked to submit a “Remote Work Request” form provided by the HR Department. In the case that your request is approved, you must show proof to the HR Administration Team that your documents are valid, ready to be processed, and/or that you are actively working towards getting them ready to ultimately be submitted to a Kuwaiti Embassy.

You are required to update the HR Administration Department every day on the progress of your process during the entire “Work Remote” period. Failure to continue to move forward with your residency and compliance with the above will result in the revocation of the approval to work remotely and consequently loss of wages.

## Employee Performance Evaluations

80.1 **Criteria used for performance evaluation and appraisals – Teaching Faculty:** The teaching evaluation and performance appraisal schedule for the academic year is included in the faculty handbook. Among the criteria present in the evaluation are:

### 80.2 In Class Profile:

- a. Knowledge of Subject Matter.
- b. Techniques of Instruction.
- c. Effective and Regular utilization/inclusion of Technology.
- d. Classroom Management.
- e. Student -- Faculty Relations.

### 80.3 Out of Class Profile:

- a. Professional Growth.
- b. Contribution to the University.

### 80.4 Teaching Preparation and Professional Responsibilities:

- a. Creation of Semester plans prior to the start of each semester, outlining material to be covered week by week.
- b. Submittal of weekly lesson plans to administration on time for approval.
- c. Submittal of weekly homework and classwork materials to AIU LMS by deadline stipulated.



- d. Taking daily student attendance using Banner/LMS.
- e. Maintaining all student grades in Banner/LMS software (with weekly updates).
- f. Grading and electronically posting all student grades within 8 days of the completion of any graded assignment.
- g. Replying to and initiating email and telephone contact to students regarding grades, behavior, missing assignments, etc.
- h. Meeting the minimum requirements stipulated by AIU for number of graded assignments, graded tests and quizzes per term.
- i. Submittal of all major exams to administration at least 10 days before exam date - for approval.
- j. As applicable, submittal of review guide for exams for approval at least 10 days before exam dates. Posting online of review guides for student access at least 7 days prior to exam.
- k. Meeting all deadlines for determining all final course grades prior to assigned deadlines.
- l. Making amendments, edits, etc. to lesson plans, weekly overviews, and exams, as required by administration.

#### 80.5 Personal Traits:

- a. Tact.
- b. Good judgment.
- c. Initiative.
- d. Flexibility.
- e. Integrity.

**80.6 Criteria used for performance evaluation and appraisals – Administrative Staff:** Administrative Staff evaluations and performance appraisals are held three times during the first year of employment, and twice yearly thereafter. The first appraisal is scheduled after the employee has successfully crossed the probationary period of employment. Among the criteria used for evaluation are:

- a. Ability to carry out all job duties and assignments as written in employee job description.
- b. Attendance and punctuality.
- c. Effective reporting.
- d. Job efficiency.
- e. Degree of proactiveness.
- f. Overall contribution to the University – extracurricular activities, committees, etc.
- g. Personal traits.

**80.7 New Hire Performance Evaluations.** The NHPE policy is designed to set guidelines in ensuring the new hires are evaluated for their performance on a weekly basis until they complete the 100 working days probation period.

## Employee Grievance Policy



81.1 The University Board takes an active interest in all its employees and is genuinely concerned about your welfare and any issues you may be facing within your work environment. If you feel you have been professionally mistreated in any manner, then please feel free to visit the HR department to register your concern.





## **AIU Employee Handbook Acknowledgement Page**

**2023-2024**

Dear AIU Employee,

Welcome to the American International University! This Employee handbook is intended to answer your questions about basic University policies and operating procedures before they arise. It is hoped that through the pages of this handbook you may become better acquainted with AIU and so fulfill your responsibilities efficiently and reliably, while at the same time enjoying your experience to the fullest.

It is your responsibility to familiarize yourself with its contents so that we can maintain consistency and smooth day-to-day operations.

Adherence to University policy is expected of all University personnel. The procedures contained in this handbook are not inflexible and changes can and will be made as the need may arise.

Amendments to the AIU Employee Handbook may be made at any time, notification of which will be made by email and uploaded to the University website.

Your signature below, indicating that you have received the AIU employee handbook and policies contained therein, is required to complete the employment contract between you and AIU:

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Employee Name

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Date

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Job Title

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Department

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Signature

