



FAQS FOR ACADEMIC EMPLOYEES



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FOREWORD

The Frequently Asked Questions document has been prepared to help you learn more about the University of Doha for Science and Technology (UDST).

More detailed information can be found on the University's intranet. If you have questions which are not answered in these pages, please feel free to address those questions to your supervisor or the Human Capital Directorate Staff. Where there are discrepancies between this document and the policy, the Human Resources policy (PL-HR-01) always governs.

Please visit the website: www.udst.edu.qa

DISCLAIMER

This FAQ is developed in alignment with existing processes and/or practices, which are subject to continuous enhancement. The content of this FAQ is and will in no event be construed as being legally binding or as an assurance or a guarantee of any offerings and creates no such contractual rights between the University and its Employees. In the event that any scenario, circumstance, requirement, process, approval authority, policy and/or applicable law changes, the content of the FAQ will accordingly not be applicable. The need to change and/or update this FAQ document may arise as the University continues to grow. The University reserves the right at any time, at its sole discretion, to amend, modify, revoke, suspend, terminate, or change any and all content of this FAQ, and its complementing documents (if any), in whole or in part.



GLOSSARY

Academic Member	Academic Management, Faculty and Instructional members of the teaching and/or research staff, who are employees of the University.
Non-Academic Member	Employees of the University who are not in an academic role.
QID	Qatar ID Card, is the government identity card.
CEID	CEID is the Criminal Evidences and Information Department (CEID) and is a part of the Ministry of Interior (MOI), Qatar.
IBAN Certificate	IBAN stands for International Bank Account Number. It is a new format for an existing bank account number that will be recognized internationally. The IBAN certificate contains the IBAN number for your bank account.
METRASH mobile app	A mobile application from the Ministry of Interior (MOI) which enables Qatari citizens and residents the processing of government services.
SharePoint	UDST intranet provides a single, integrated location where employees and students can efficiently collaborate, find organizational resources, search for experts and corporate information, manage content and workflow and leverage business insight to make better informed decision.
D2L	Desire to Learn is the Learning Management System used at UDST.
FAMIS	The Facilities Asset Management Information System at UDST.
STEM	Science, technology, engineering, and mathematics.
TVET	Technical and vocational education and training.



VISION

UDST shall be a leading institution that promotes excellence in applied education and research contributing to innovation and sustainable development of the State of Qatar and the global community.

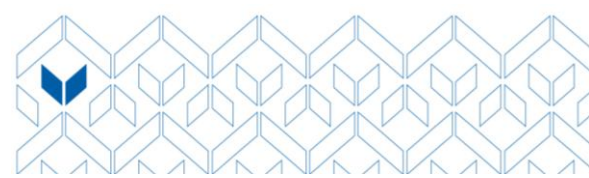
MISSION

UDST advances quality applied science and technology through agile applied higher education and research for the socio-economic development of the State of Qatar and the world.



VALUES

VALUES	WHAT DOES IT MEAN FOR UDST?
ACCOUNTABILITY	At UDST, we strive to be held responsible and answerable for the specific results and outcomes of every activity we undertake. We believe in taking ownership of our responsibilities, ensuring that our actions have a tangible impact and contribute to the success of our students and stakeholders.
ADAPTABILITY	At UDST, we anticipate and respond, in a timely manner, to changing economic, social and global changing situations by empowering our graduates through applied learning experiences and by responding to the evolving needs of students, communities and the workforce.
INNOVATION	At UDST, we embrace innovation in education by developing and fostering new ways to teaching, learning and applied research in line with new developments and technologies in relevant fields and providing solutions to real-world problems locally and internationally.
INTEGRITY	At UDST, we are committed to uphold the values of higher education in our governance and to engage in sound and transparent business to fulfill the trust of the public in all matters.
QUALITY	At UDST, we are committed to high standards in meeting our educational objectives and students' success, utilizing appropriate evidence to improve teaching, learning, research and overall institutional effectiveness to fulfill both current commitments and future needs and opportunities.
SUSTAINABILITY	At UDST, we are committed to environmentally sound development, creating curriculum, research and professional practices that meet the needs of the present without compromising the needs of future generations for a better quality of life.



RELOCATION TO QATAR & IMMIGRATION

Q: What is the process to authenticate and attest education credentials and other legal documentation requested in the offer?

A:

Attested Education Credentials:

This includes the attestation of the Degree certificate, transcripts, and a letter from the University (for each Education credential i.e., Bachelors, Masters, PhD, etc.). The letter should provide the name of the person, the name of the program, the duration of the program, the method (Online, in-person, etc.) for which the program was completed, and the status of completion. The letter should be on the Institution's letterhead and bear the Institution's stamp or seal. These must be attested firstly by the Ministry of Foreign Affairs in the country they were issued, and thereafter from the Qatar Embassy in the country where they were issued, prior to your arrival in Qatar. Once you are in Qatar, you will be required to attain the final stamp of attestation from the Ministry of Foreign Affairs (MOFA) within the State of Qatar.

Non-Academic employees must comply with the standards of the Ministry of Education and Higher Education (MoEHE).

Marriage/Divorce and Birth Certificates:

These need to be attested by the Ministry of Foreign Affairs in the country where the documents were issued and thereafter attested at the Qatar Embassy also in the country where the documents were issued, prior to your arrival to Qatar. Once you are in Qatar, you will be required to attain the final stamp of attestation from the Ministry of Foreign Affairs (MOFA) within the State of Qatar. Attested Birth Certificates are required only for dependent children traveling to Qatar along with the employee.

Police Clearance Certificate:

This document should be attested by the Ministry of Foreign Affairs & thereafter at the Qatar Embassy in your home country or country of residency. Once you are in Qatar, you will be required to attain the final stamp of attestation from the Ministry of Foreign Affairs (MOFA) within the State of Qatar. This is only for the employee and not for dependents.

Q: If I have been away from my country of origin for many years, should I get a police clearance certificate from the country I am currently in?

A:

You can provide a police clearance from your country of residency, but the required condition of employment is for you to provide a police clearance certificate from your country of origin, meaning you are a national of the said country and hold a valid passport from that country, therefore this condition should be met.



CEID Clearance (For Qatari Nationals):

Qatari employees need to provide an original Certificate of Good Conduct issued by CEID prior to beginning their employment at UDST. UDST will issue a letter to the prospective employee to apply for CEID clearance. If an employee is unable to secure CEID clearance for any reason, UDST will rescind the conditional offer of employment.

Clearance Letter from employer (For Qatari Nationals):

Qatari employees need to provide an original clearance letter from their current/previous employer.

TRAVELLING TO QATAR (INTERNATIONAL HIRES)

Q: Can my dependents travel along with me to Qatar?

A:

The University is unable to secure entry visas for dependents of employees. The employee must travel to Qatar first and complete the residency process. Once the employee secures his/her QID, he/she can apply for family visas for dependents under their sponsorship. The University can assist the employee by applying for official visas for the employee's dependents to accompany the employee, however, UDST cannot extend any benefits to the dependents of the employees until their QIDs are issued.

Q: What if my dependents travel with me to Qatar on a visa on arrival?

A:

If an employee's dependent(s) enters Qatar along with the employee on a Tourist visa, the employee will have to cover the costs of transferring their visa/s from a tourist visa to a permanent family visa under the employee's sponsorship at a later stage. Furthermore, UDST cannot extend any benefits to dependents of employees until their QIDs are issued.

UDST does not have control over restrictions by the Government on the entry and exit of visitors. You may need to make additional arrangements for your dependents for them to be eligible to secure a visa on arrival to Qatar (For example: Proof of hotel accommodation for the duration of their stay, visitor medical insurance, return flight, etc.) These requirements vary depending on the citizenship of the visitor. The employee will be responsible to ensure his/her dependents meet these requirements before traveling to Qatar. UDST is unable to extend any support in this case.

Q: I am a single parent, and my dependent child will be traveling to Qatar along with me, what are the required documents that I need to provide?

A:

Please be advised that the Ministry of Interior will not issue a residency permit for a minor unless both parents are living in Qatar. In the unfortunate event that one parent has passed away, an attested copy



of the death certificate needs to be submitted for the deceased parent. In the event that the child's parents are divorced or separated, there is a requirement for the following documents to be legalized and attested by the relevant authorities:

- ✓ Custody document (stating that the Employee has full or partial custody of his/her child).
- ✓ Divorce certificate.
- ✓ In case of partial custody, authorization by the court and written consent by the child's other parent for the child to travel and live with the Employee in Qatar. Documents must be legalized and attested in either case.
- ✓ Passport copy of the other parent for signature verification purpose.

The MOI can request additional documents as these situations are dealt with on a case-by-case basis. This is beyond the control of the University and the employee will have to comply with any additional information or documentation requested to secure a residency permit for their dependent child.

Q: What if the authentication and attestation of the documents, requested in the offer, is not completed before I travel to Qatar?

A:

Please bring the attested original documents along with you to Qatar or, if they are still in process of being authenticated or attested when you travel to Qatar, please arrange for the documents to be couriered to you in Qatar.

The attested copies of all documents mentioned above will need to be stamped by the Ministry of Foreign Affairs when you arrive in Qatar.

Q: What will be the implications on my employment if the documents requested in my offer are not attested by the Ministry of Foreign Affairs upon my arrival?

A:

Your provision of the attested documents is a condition of employment, if this is not satisfactorily met, your employment will be considered withdrawn, null and void.

Q: What format should I use to send scanned copies of documents via email?

A:

The documents must be sent in PDF format (A4 size) as attachment or in a zip folder via email. Please ensure the scans are clear, there are no shadows and the documents are legible.

Please take note of the below requirements when sending the documents via email to your Talent Acquisition Specialist.

- ✓ Do not use your phone camera or cam scanners to scan your documents.
- ✓ Do not send documents in a format other than PDF.
- ✓ Do not send a link with your documents.



Q: What medical tests am I required to complete before traveling to Qatar?

A:

We require the results for the following blood tests: HIV/AIDS, Tuberculosis, Hepatitis B and C. We will also require the test results of a chest X-ray. This is only for the employee, and not for his/her dependents. You will be required to do the tests again when you arrive in Qatar, as part of the process to obtain a Qatar Residency Permit.

Q: Do the medical tests need to be completed at a designated clinic/laboratory and do they have an expiry?

A:

The medical tests must be completed at a competent clinic/hospital in your home country or country of residence. You must initiate the medical tests as soon as you accept the offer and send the results via email to your Talent Acquisition Specialist, as soon as you receive them. The medical tests do not have an expiry, however, for our purpose we do require recent testing which should not be older than 6 months. The employee **must** bring the original medical test reports along with them to Qatar.

Q: Will UDST reimburse the costs associated with attestation and authentication of education credentials and other documents required for residency and employment in Qatar?

A:

UDST does not reimburse employees for the cost related to attestation of their documents.

Q: Does UDST cover relocation costs for employees and to what extent?

A:

UDST covers relocation costs related to patriation for the employee as well as eligible family members. This includes flight tickets, shipping allowance (capped), costs related to immigration and residency, travel expenses and quarantine costs (if applicable), as per UDST policy. Employees will need to retain original receipts of expenses incurred to submit claims for reimbursement once they arrive in Qatar. Employees may incur additional costs during patriation and may not be able to claim reimbursement if these costs are not covered as per UDST policy.

Q: Will my dependents have to undergo medical testing during the residency process in Qatar?

A:

Yes, this is a requirement of the residency process for the State of Qatar. All dependents over the age of 16 are required to undergo medical testing prior to receiving their residency in Qatar. Dependents are tested for the following blood tests: HIV/AIDS, Hepatitis B & C, and chest x-ray. It is recommended for the accompanying spouse to undergo the medical test prior to arriving in Qatar.



This is not a condition of the employee's contract however it should be done as a preventive measure to ensure the spouse will be eligible for Qatar residency.

This will safeguard the employee from making an informed decision to relocate his/her family in the event the spouse does not qualify for residency in Qatar.

Q: Will my dependents have to undergo fingerprinting during the residency process in Qatar?

A:

Yes, this is a requirement of the residency process for the State of Qatar. All dependents over the age of 16 are required to do fingerprinting prior to receiving their residency in Qatar. It is recommended for the accompanying spouse to provide a police clearance certificate from their home country or country of residence prior to arriving in Qatar.

This is not a condition of the employees' contract however it should be done as a preventive measure to ensure the spouse will be eligible for Qatar residency.

This will safeguard the employee from making an informed decision to relocate his/her family in the event the spouse does not qualify for residency in Qatar.

Q: When can I expect to receive my QID after arriving in Qatar?

A:

UDST has a dedicated in-house government relations coordinator team who begins the process of securing your QID from your first day of work. We are unable to provide a definite timeframe for the issuance of QIDs, as this is beyond the control of the University. Employees are required to ensure they have the original attested and authenticated documents requested in the offer and by their Talent Acquisition Specialist when they arrive to Qatar to avoid any potential delays in securing a QID.

Q: When can I apply for a family visa for my dependents to join me in Qatar? Does UDST provide any support with this process?

A:

You can apply for the family visas of your dependents after you have secured your QID. Our government relations coordinator team will assist you with the application and residency process for your dependents.

Q: How long does it take to get a Family Visit Visa?

A:

It takes ± 10 working days to process. The relative's visit visa is typically valid for 30 days and can be renewed for a total of six months.



Q: Can I open a local bank account in Qatar prior to traveling to Qatar?

A:

This is not possible. You will be invited to attend new employee orientation sessions once you arrive in Qatar. During those sessions, you will be provided with information and support on the process of opening a local bank account in Qatar.

Q: Will I receive my first salary in advance when I arrive in Qatar?

A:

We cannot pay your first salary in advance. UDST has a cutoff date for payroll processing which is the 15th of every month. If you arrive in Qatar after the cut-off date or, if you are unable to open a local bank account before the cut-off date, your salary will be processed in the following pay cycle.

ACCOMMODATION; LOCAL & INTERNATIONAL HIRES

Q: Can you provide me with more information about the furnished accommodation provided by UDST? Please share pictures.

A:

Our staff accommodation is apartment style 2- or 3-bedroom units, fully furnished. Our Facilities Management Directorate assigns the accommodation units, and the University has the right to change the accommodation at any time by providing sufficient notice to the employee, as per UDST policy. You are requested to refer to your conditional offer of employment to check on your accommodation eligibility. All accommodation units are within family-friendly secure compounds or complexes and are equipped with common recreational facilities.

Sample pictures of our staff accommodations can be viewed at [This link](#)

DEPENDENT SCHOOL FEES

Q: Does UDST offer assistance with securing placements in local schools for dependent children of employees?

A:

Employees must contact the schools directly to secure placements for their dependent children. Most schools in Qatar have websites with detailed information about their admissions and registration processes. You can begin the registration process before arriving to Qatar to avoid any delays. Please note that most schools require the child to have his/her QID prior to attending school.



Q: I have secured admission for my child to a school in Qatar. The school is requesting me to pay for the registration and seat reservation fees prior to my arrival to Qatar. Will this be covered by UDST?

A:

UDST will reimburse you for fees associated with schooling for your child (capped amounts covering allowable expenses only), as per UDST policy and once your child secures a valid QID under your sponsorship. You will have to cover the fees and retain the original receipts until you can apply for reimbursement.

TRANSFER OF SPONSORSHIP TO UDST

Q: What documents are required to transfer my sponsorship to UDST?

A:

We have a dedicated government relations coordinator who will meet with you to provide you with information about the transfer of sponsorship process and documents required. Your Talent Acquisition Specialist will schedule a meeting with you and the government relations coordinator.

Q: How long will it take for the transfer of sponsorship to be completed?

A:

We are unable to provide a definite time frame, as this is beyond the control of the University. Employees are required to ensure they have the original attested and authenticated documents requested in the offer and by the government relations coordinator team to avoid further delays.

Q: Can I begin to work at UDST while my transfer of sponsorship is in process?

A:

If you are under the sponsorship of another organization in Qatar, UDST cannot hire you until your transfer of sponsorship is complete. Your Talent Acquisition Specialist will schedule a meeting with you and the government relations coordinator team to keep you apprised of the status.

Q: I am currently on a family sponsorship. Can I transfer my sponsorship to UDST?

A:

Requests for transfer of sponsorship are reviewed on a case-by-case basis. UDST cannot guarantee successful transfer of sponsorship since this process depends on several variable factors.



SETTLING IN

Q: What can I expect during my first week at UDST?

A:

Once you arrive in Qatar, we will initiate your residency process. You will receive an invitation from our Talent Management team to attend the new employee orientation session where you will be provided with more information about the residency process, leaves and benefits, medical and health insurance and other topics related to your employment at UDST. The colleges also organize their own orientation sessions for new employees.

Q: When will I sign the final employment contract?

A:

On receipt of the new employees work visa, clear medical certificate and police clearance certificate, the Talent Acquisition Specialist will prepare the Contract of Employment, in English and Arabic and submit to DocuSign for initials and sign-off by the Human Capital Director. The Talent Acquisition Specialist will email the new employee the Contract of Employment for review indicating the original contract will need to be signed in original on the first day of work.

Q: Can I drive without a driving license?

A:

No, driving without a valid license is a criminal offense with harsh penalties for non-compliance. Employees are to ensure they plan in advance and are holding an appropriate, valid license at all times.

Q: Will I be able to get a Qatari driver's license without undergoing any testing?

A:

Holders of driver's licenses from certain countries might be able to get Qatar's driver license without having to go through any testing. It will be the employees' responsibility to check with the appropriate entities to determine if they hold a license from a country that is not subject to testing.

Please note that the driver's licenses from the majority of countries do require undergoing testing including an eye exam, theory test and a road test in order to attain a Qatar Driver's license. Please be advised that the process of attaining a Qatar driver's license might vary, therefore it will be the employees' responsibility to seek alternative arrangements for traveling around while they are in the process of attaining their driver's license.

Below is a list of some of the Authorized Driving Schools in Doha:

- Al Rayah Driving School, Tel: 4487 7774
- Doha Driving School, Tel: 4479 2263



- Gulf Driving School, Tel: 4465 2822
- United Driving School, Tel: 4468 1003
- Al Khebra Driving School, Tel: 4451 6353

All the above driving schools teach lessons in English and Arabic, along with certain other languages.

Q: What do I need from UDST to process a visa for a housemaid?

A:

UDST's Human Capital Directorate will provide you with a letter which states that you are an employee of UDST. It will include your job title and monthly salary. UDST will not provide any further assistance to you in getting a housemaid's visa or residency.

Q: What services does Hamad Health Card cover?

A:

The Hamad Medical card allows the employee to use the medical services of Hamad Medical Corporation and its affiliated health centers. It includes emergency, clinical and hospital services.

WORKING AT UDST

Q: What are the working hours for academic members at UDST?

A:

Full-time academic members are expected to work at least forty (40) hours per week. These hours are expected to be dedicated to their assigned responsibilities, including teaching, scholarly/creative activities, service, and academic professional development, as well as other academic obligations. Full-time academic Members are required to fulfill the University obligations and be at the University campus, industry worksite, or designated training facility five (5) days per week. These days will normally be from Sunday-Thursday, inclusive, each week.

Q: How is the office layout in UDST?

A:

UDST adopts a combination of single offices and shared workspaces, based on the nature of the job and other multiple factors. Employees working in shared work spaces are encouraged to be mindful of the work spaces of their colleagues, comply with shared space etiquette and create a work environment which is collaborative and positive.



Q: What is the teaching load for academic members, and how it is determined?

A:

The standard teaching load varies based on the academic member's position, rank, and type of instructional assignment and is determined in accordance with the Academic Workload Policy (PL-AC-05) and the Teaching Load Procedure (PR-AC-05-01). The teaching load may vary from one semester to another, provided that the applicable teaching load requirements are met across the Academic Year.

Teaching load is assigned by the Department/Program Head in consultation with the Dean/Academic Manager and may include different types of instructional activities, such as lectures, laboratories, capstone supervision, clinical practice, placements, and other applicable teaching activities.

Q: How many semesters are there per academic year?

A:

The academic year is divided into three (3) semesters: Fall, Winter, and Spring, as defined in the academic calendar. Fall and Winter Semesters normally consist of fifteen (15) weeks each, including direct instructional time and final examination time, while the Spring Semester normally consists of eight (8) weeks, including direct instructional time and final examination time.

Q: I received an offer from UDST for 2 Academic Years. Will I be offered an extension?

A:

Contract durations are determined based on current needs and institutional growth projections. Contracts have the possibility of extension based on the operational needs that exist at that time.

Q: Is the probation period negotiable?

A:

No, the probation period of 6 months is not negotiable and is the same for all academic members as per UDST policies and Qatar Labor Law.

Q: How will I know if my probation is completed successfully?

A:

Your manager will meet with you to review your performance during your probation period. Upon the successful completion of your probation, the Human Capital Directorate will issue a formal letter confirming the successful completion of your probation period.

Q: How often do academic members go through the performance review cycle?

A:

Employee Performance is reviewed annually. The annual review process is intended to be collaborative in nature and provides the employee and their line manager with an opportunity to discuss various



elements pertaining to your role at UDST. The process is coordinated by the Faculty Affairs Department, and it is referred to as the Academic Appraisal Framework (AAF). Please refer to the “Faculty Affairs” section of this document for additional information.

Q: Is there a tenure track for academic members positions? How is it evaluated?

A:

There is no tenure track. Employment contract terms range between 1-3 years or as per your offer of employment. The Academic Appraisal Framework is used to evaluate academic members.

SALARY & ALLOWANCES

Q: Can I request for additional allowances and benefits to be added to my compensation package?

A:

No, the allowances mentioned in your conditional offer/employment contract are as per the University’s Compensation and Benefits scales. Allowances are provided to employees based on their rank, grade, sponsorship and marital status.

Q: My conditional offer of employment states that the allowances and benefits are subject to change at any time by UDST. Will UDST make changes to my compensation package after I join?

A:

Employees are notified officially if there are any changes to their compensation or benefit entitlements.

Q: Does UDST provide regular salary increments to retain academic members?

A:

UDST conducts/participates in salary benchmarking exercises periodically with comparable organizations to maintain a suitable level of competitiveness relative to the labor market with regards to salary, benefits, and allowances.

Q: How often am I paid and when is the pay-date?

A:

Employees are paid monthly in accordance with UDST’s payroll schedule. Pay date falls on the 28th of the month (weekday). If the 28th falls on a weekend, pay date is preponed to that last working date prior to the 28.



Q: Will my salary be paid to my international bank account? Where will my monthly pay be deposited?

A:

No, you will have to open a local bank account when you arrive in Qatar. Your salary will be transferred to your local bank account in Qatar. You must provide the Compensation & Benefits Section at the Human Capital Directorate with your bank details after you open a bank account. This document is in the form of an IBAN certificate or Salary transfer certificate provided by the bank. Please ensure the document is original and it should be handed to the Human Capital Reception at the Human Capital Directorate in Building 3.

Q: Can I open an account with any bank in the State of Qatar?

A:

Yes, you can. There are many banks in Qatar such as Qatar National Bank (QNB), Masraf Al-Rayan, Commercial Bank of Qatar (CBQ), Islamic banks and other international banks such as HSBC and Standard Chartered are also available.

Q: How much is the end of service gratuity?

A:

End of service gratuity is equal to 3 weeks' base salary for every year of service. The end of service gratuity is paid to employees eligible per the Human Resources Policy, and who have completed at least one (1) year of service.

Q: Does UDST provide loans to employees?

A:

The eligibility for such loans is only for National employees at UDST.

Q: What allowances am I entitled to receive as part of my employment with UDST?

A:

This information is included in the conditional offer of employment accepted by the employee.

Q: Will I be entitled to a furniture allowance?

A:

Employees with fully furnished accommodation provided by the University are not eligible for a furnishing grant.



Q: Can I request a housing allowance in lieu of the furnished accommodation provided by UDST?

A:
UDST does not provide housing allowance to academic members in lieu of housing accommodation; however, such requests can be reviewed on a case-by-case basis.

LEAVES & BENEFITS

Q: Does UDST extend benefits to dependents of employees?

A:
UDST provides certain benefits to eligible dependents of employees. Eligible dependents include your spouse and up to 3 children below the age of 18 years sponsored by the employee. Furthermore, the eligible dependents should be living in Qatar for more than 180 days in a year and have a valid QID.

Q: Will my dependents be eligible to receive benefits if they do not relocate with me to Qatar?

A:
UDST will not be able to extend any benefits to your dependents if they do not have a valid QID (under your sponsorship) and are not living in Qatar.

Q: What is a spousal/sponsor benefits declaration document?

A:
A spousal/sponsor benefits declaration document is a form that UDST uses to verify the marital status of employees, where the declaration of a spouse/sponsor is required to determine entitlements to benefits and allowances.

Q: Will my benefits from UDST be impacted if my spouse/sponsor receives benefits from his/her employer?

A:
Yes, duplication of spousal/sponsor benefits may impact the following benefits that the employee receives from UDST:

- ✓ Housing Allowance/Accommodation Entitlement
- ✓ Children's Education Allowance
- ✓ Annual Travel Ticket Allowance
- ✓ Medical Insurance



It is the employee's responsibility to notify the University of any change in his/her spouse/sponsor's benefits that may impact the employee's entitlements from the University.

**Benefits and entitlements are subject for review and can be updated by UDST at any time.*

Q: With regards to Travel Insurance, what will the coverage be?

A:

UDST provides travel insurance to employees. Coverage will be based on the approved terms and conditions related to UDST group travel insurance.

Q: Since Academic Members have to follow the Academic Members' Holiday schedule, if in case that there will be an emergency other than the death of a family member, what kind of leave can be availed?

A:

Academic Members can avail up to three (3) calendar days of emergency leave.

Q: Who are the family members to whom bereavement leave applies, and for how many days?

A:

Bereavement leave provides Employees with time off to mourn the death of a Family Member. Employees are entitled to receive: five (5) consecutive Calendar Days in the State of Qatar, and seven (7) consecutive Calendar Days outside the State of Qatar (Proof of travel will be required such as a copy of exit and entry, boarding pass or screenshot of exit and entry dates from METRASH mobile application), of paid bereavement leave in the event of the death of their:

- Mother/Father
- Legal Guardian
- Sister/Brother
- Child
- Spouse
- Grandmother/Grandfather/Grandchild
- Mother-in-law/Father-in-law

Employees are entitled to receive three (3) consecutive Calendar Days of paid bereavement leave in the event of the death of their:

- Daughter-in-law/Son-in-law
- Sister-in-law/Brother-in-law



Q: If I run out of sick leave for the year, what other options do I have?

A:

The University provides sick leave with full pay for a maximum of fourteen (14) calendar days. Once leave with full pay is exhausted, in the event of an illness, the Employee will be provided with sick leave with half pay for a period of four (4) weeks (20 working days), and thereafter sick leave with no pay of six (6) weeks (30 working days).

A sick note is required as a supporting document for sick leave of more than two (2) days, (i.e. three (3) consecutive days or more). For Academic members, exhausting all sick leave, an absence outside of their determined annual leave will be considered as an authorized unpaid leave.

Q: Where do I apply for my leave?

A:

All leave requests must be entered into the absence system, AMOS – Absence Management and Overtime System via Oracle PeopleSoft.

Q: Are there training guides on how to enter leaves on PeopleSoft?

A:

You can find user guides on SharePoint under IT Training - [Employee Self Service Reference Guide](#)

Q: How many annual leave days am I entitled to in a year?

A:

Academic members are entitled to paid annual leave for the number of days specified and published in the Academic Calendar. In the event an Academic Member commences his/her employment with the University during the course of the Academic Year, the Employee will be entitled to leave for fractions of the year in proportion to the period of his/her service, i.e., annual leave is not accrued by the Academic Employee. Annual leave taken outside of the prescribed periods must be pre-authorized and is unpaid.

Q: What is fraction of annual leave?

A:

Annual leave fraction is a part/portion of the total number of days specified and published in the Academic Calendar, calculated as pro-ratio on the basis of the actual duration of service.



Q: What happens to my unused leave when my employment ends (resignation, retirement, end of contract, etc.)?

A:

Academic leave is a scheduled leave for faculty members implying this is a non-cashable benefit and cannot be carried forward.

Q: Should I apply for this leave on PeopleSoft?

A:

Faculty leave does not have to be entered on PeopleSoft but should be documented between the Employee and his/her line manager. Any leave taken beyond the faculty leave period will need to be applied as 'Leave Without Pay' through PeopleSoft.

Q: What other leaves am I entitled to receive as an academic member?

A:

The University provides the following leaves to academic members, as per UDST Policy:

- Sick Leave
- Emergency Leave
- Maternity/Paternity Leave (for married employees only)
- Hajj Leave (for Muslim academic members only)
- Bereavement Leave
- Al Eddeh (For Muslim Female employees only)
- Marriage Leave (For Qatari academic members only)

Leave requests submitted by employees are reviewed and checked for eligibility before being approved.

Q: How much is the cap for the education claim (for eligible employees) per child?

A:

Maximum eligibility for the claim per child is based on the employee's rank/grade as per UDST's approved compensation and benefits matrix.

Q: My child is studying outside Qatar, is it possible to claim for the education claims (for eligible employees)?

A:

No, criteria for education claims include the following:

- ✓ The child must be residing in Qatar with valid QID
- ✓ The child's age must be between 4-18 years old
- ✓ The child's school must be based in Qatar



Q: Which fees are covered under the children's education allowance benefit?

A:

- ✓ Tuition Fees;
- ✓ Annual School Fees required to be paid as administrative fees (for example: registration fee, special fee, exam fee, e-learning fee, reservation fee, capital fee);
- ✓ Required School Books or e-books charges as prescribed by the syllabus;
- ✓ School bus transportation.

Q: Is my wife eligible for education allowance for further studies?

A:

No, education claims (for eligible employees) are meant for the employee's children ages 4 – 18 years of age.

Q: How can I reach the Human Capital Directorate Staff?

A:

Please click on the following link to access the Human Capital Staff Focal Points: [Human Capital Directorate Staff](#)

TRAINING & DEVELOPMENT

Q: Are employees under probation eligible for training?

A:

Employees under probation are not eligible for training both locally and internationally. However, specific job training can be provided in-house if necessary and subject to the approval of the Director, Human Capital. During probation, employees are not eligible for business travel to represent the University. However, in exceptional cases, this may be permitted, based on job requirements and subject to approval of the University's President.

Q: Are employees eligible for overtime pay for training and for business trips?

A:

No, Employees are not eligible for overtime pay during the training periods or business trips however there is a daily representation allowance for employees traveling on international official missions inclusive of training.



Q: How can I apply to attend a training course, conference, or workshop?

A:

Employees can apply for a training course, conference, or workshop by filling out an operational training/professional development request form and providing supporting information pertaining to the course, conference, or workshop. The request can be initiated by the Line Manager or by the Employee and will be subject to multiple levels of approval.

APPLIED RESEARCH, INNOVATION AND ECONOMIC DEVELOPMENT

Q: What are UDST's Research Priorities?

A:

Current UDST Research priorities focus mainly on four Applied Research Pillars and related research priorities linked to the Qatar National Vision (QNV) 2030, National Development Strategy (NDS-3), Qatar Research, Development and Innovation (QRDI) Strategy, and the United Nations Sustainable Development Goals (SDGs).

Research Pillar 1: Sustainable Development

- Sustainable Energy Systems
- Water Security & Environmental Engineering
- Sustainable Mobility & Logistics Optimization
- Food Security & Circular Economy
- AI for Sustainability & Climate Resilience
- Green Accounting, Finance & Sustainable Business Models
- Advanced Manufacturing & Additive Technologies

Research Pillar 2: Digital Technology

- Data Science, AI and Digital Marketing
- Cybersecurity
- Intelligent Systems, Digitalization & Predictive Maintenance
- Dependable Software Engineering
- Digital Media & Immersive Technologies

Research Pillar 3: Health, Wellbeing & Society

- Preventive Health, Early Detection & Care Pathway Optimization
- Health Education & NCD Management
- Health Systems & Digital Health Platforms
- AI-Enabled Clinical & Decision-Support Solutions
- Wellbeing Analytics & Mental Health Monitoring



Research Pillar 4: STEM & TVET Education

- Research-Informed STEM/TVET Pedagogies
- AI-Aligned Curriculum Development
- Evidence-Based Educational Models
- Digital Education Infrastructure
- Workforce Development & Vocational Pathways

Q: What are the Strategic Goals for Research at U DST?

A:

There are six strategic goals for applied research at U DST:

1. Developing a Sustainable Research Capacity
2. Enhancing and Sustaining Research Infrastructure
3. Strengthening Strategic Industry Partnerships and Knowledge Transfer
4. Fostering Innovation and Commercialization
5. Deepening the Integration of Research and Graduate Programs
6. Delivering Societal and Environmental Impact

Q: What types of grants are available at U DST?

A:

Internal Grants:

U DST offers internal funding opportunities to support research capacity building, student engagement, and interdisciplinary collaboration.

Student Research Grant (SRG) – Internal funding designed to promote faculty-student collaboration and support student-led research projects aligned with U DST research priorities.

External Grants:

Qatar Research, Development and Innovation (QRDI) Funding Calls:

- ✓ **Academic Research Grants**
 - Academic Research Grant (ARG)
- ✓ **National Research Grants**
 - Advancing Neuro And Mental Health Research Call (ANMR)
 - Artificial Intelligence for Qatar (AIQAT)
 - Agentic Artificial Intelligence Call (AAIC)
 - Climate Change and Environment Call (CCEC)
 - Food Security Call (FSC)
 - Future Communications Call (FCC)
 - Life-Long Education Call (LiLEC)
 - Media Horizons CALL (MHC)
 - Modernizing Charitable Sector Call (MCSC)
 - Path Towards Precision Medicine (PPM)



- Preserving Qatar's Heritage Call (PQHC)
- Road To BioPharma Call (RTBC)
- SehaTech Research Call
- Voices Through Time
- Any other newly announced grants
- ✓ **Talent and Capability Grants**
 - Conference and Workshop Sponsorship (CWSP)
 - Graduate Sponsorship Research Award (GSRA)
 - High School Research Experience Program (HSREP)
 - Knowledge Transfer Partnerships (KTP)
 - Undergraduate Research Experience Program (UREP)

Please contact research@udst.edu.qa for more information.

Q: How can I stay informed about research funding opportunities available to UDST members

A:

The ARIED Directorate sends timely announcements regarding new funding opportunities via Office of the Vice President, Applied Research and Graduate Studies <vp-args@udst.edu.qa>. Faculty members and researchers may also visit the A SharePoint, and monitor announcements related to QRDI, industry-sponsored research opportunities, and other external funding programs.

Q: What is the proposal submission process at UDST?

A:

- All requests for external funding must undergo an institutional review and approval process prior to submission.
- The Lead Principal Investigator should engage ARIED early during proposal development to obtain guidance on funder requirements, budget preparation, compliance requirements, and proposal development.
- ARIED will provide support letters for grant submissions, assign a focal point to support the grant development process, and ensure that all submitted grants, including, are logged and tracked within ARIED. The complete proposal must be submitted to ARIED at least two weeks before the sponsor deadline for institutional review.
- ARIED conducts a compliance review to ensure alignment with sponsor requirements, University policies, ethics requirements, intellectual property considerations, cost-sharing commitments, co-funding requirements, and budget compliance.
- Finance reviews the budget concurrently to ensure allowability and alignment with sponsor requirements.
- The VP-ARGS provides final institutional authorization prior to submission.



- If institutional endorsement letters or support letters are required, ARIED will coordinate their preparation and approval.
- No proposal may be submitted to an external sponsor without completion of the institutional review and authorization process.

Please contact research@udst.edu.qa for more information.

Q: Who can help me create a budget for my proposal?

A:

The ARIED Directorate will assign a focal point to provide support with proposal development, budget preparation, sponsor compliance requirements, and coordination of the University's internal review and submission process. For complex budgets, ARIED coordinates with the Finance Directorate to ensure compliance with sponsor and University requirements.

Please contact research@udst.edu.qa for more information.

Q: What support or services does the research office offer to academic members looking for funding?

A:

The ARIED Directorate supports faculty members throughout the research lifecycle by providing:

- Dissemination of funding opportunities and maintenance of a funding calendar
- Guidance on proposal development and sponsor requirements
- Budget preparation support and coordination with Finance for complex budgets
- Compliance review of proposals prior to submission
- Support with cost-sharing and co-funding requirements
- Assistance with institutional approvals and endorsement letters
- Award management, project monitoring, reporting support, and research project tracking
- Guidance on intellectual property, ethics, and research compliance requirements

Q: How do I join a research team or cluster?

A:

Faculty members interested in joining or establishing a Research Group, Interdisciplinary Research Cluster, Center of Excellence, or externally funded research team should contact vp-args@udst.edu.qa with a summary of their expertise, research interests, and areas of collaboration, while copying the relevant Dean to ensure awareness and alignment with college priorities.



Q: When should I contact ARIED regarding an external funding opportunity?

A:

Faculty members should notify ARIED as early as possible when they identify a funding opportunity. Early engagement allows ARIED to provide support with proposal development, budget preparation, compliance requirements, institutional approvals, and sponsor-specific requirements. Please refer to the response provided above under the question, “What is the proposal submission process at UDST?” for further details on the support and coordination provided throughout the proposal development and submission process.

Q: How far in advance should I submit my proposal for institutional review?

A:

The complete proposal should be submitted to ARIED at least two weeks before the sponsor deadline to allow sufficient time for compliance review, budget review, and institutional approvals.

Q: Do I need to disclose conflicts of interest when submitting a proposal?

A:

Yes. The Lead Principal Investigator and Principal Investigators must complete the Conflict of Interest and Conflict of Commitment Disclosure Form at the time of proposal submission. The following are some examples of situations where conflicts of interest may arise.

- Recruiting or supervising a spouse, child, sibling, parent, or other close family member as a PI, Co-PI, Research Assistant or consultant.
- Purchasing goods or services from a company owned by the researcher, a family member, or a close associate.
- Using university resources or research funds to support personal business activities.
- Influencing research design, data interpretation, or reporting to favor personal, financial, or sponsor interests.

Q: Do I need an IRB review?

A:

Yes, if your research involves human subjects, including any of the following:

- Interactions (interviews, surveys, focus groups)
- Interventions (manipulations for research)
- Identifiable Private Information or Personal Data
- Observations of identifiable individuals
- Vulnerable populations or sensitive topics

No, if your research uses only publicly available, de-identified data or consists solely of non-research classroom activities.



Q: How do I know which IRB review category my research falls under?

A:

The required IRB review category depends on the level of risk involved and the nature of the research activities:

<i>Category</i>	<i>Typically Applies To</i>
Exempt	Anonymous surveys (non-sensitive), public observations (non-identifiable), existing de-identified data, normal classroom research
Expedited	Surveys/interviews with identifiable information (non-sensitive), audio/video recordings, non-invasive procedures
Full Board	Greater than minimal Risk, vulnerable populations, sensitive topics, risk of psychological/social/legal harm

You cannot self-determine — submit the Self Pre-Review Determination Form (PR-ARGS-32-FRM-01) to your Designated IRB Member.

Q: What IRB training is required for my research?

A:

The required ethics training depends on the nature of your research:

<i>Research Type</i>	<i>Training</i>
Student research	Ethics course/workshop
Funded/collaborative research	CITI SBE (recommended)
Greater than Minimal Risk OR vulnerable populations	CITI SBE (mandatory)

Faculty members are encouraged to complete the CITI Social and Behavioral Research (SBE) training whenever their research involves human participants, even when it is not mandatory. For detailed guidance on IRB review categories, training requirements, submission procedures, and supporting resources, please refer to the UDST IRB Guide.

To register, log in, and enroll in the CITI Program, please visit: <https://www.citiprogram.org/>.

For further information or assistance regarding CITI training, please contact the UDST IRB Office at IRB@udst.edu.qa.



Q: How do I submit an IRB application?

A:

1. Complete and submit the Self Pre-Review Determination Form to your designated IRB representative.
2. Based on the review determination, submit the appropriate IRB application and supporting documents to the same representative.
3. If required, the application will be escalated to the IRB for further review and approval.

Faculty members should not submit applications directly to irb@udst.edu.qa unless specifically instructed to do so.

Q: How long does IRB review take?

A:

<i>Type</i>	<i>IRB Review</i>	<i>You Get Letter</i>
Exempt	10 business days	7 days after
Expedited	15 business days	7 days after
Full Board	Next convened meeting	14 days after

Q: What about IRB for student research?

A:

As supervisor, you must:

- Review and formally endorse the application
- Confirm methodological soundness and ethical compliance
- Ensure student has adequate training

You are ultimately accountable for ethical oversight of student-led research.

Q: What about health research?

A:

UDST IRB does not review health research. Research involving clinical trials, biomedical studies, biological samples, medical interventions, or other health-related research falls under the jurisdiction of the Research Review Committee (RRC), which must be licensed by the Ministry of Public Health (MOPH). UDST is currently in the process of obtaining the required MOPH license to establish and operate an RRC and thereby enable the review and conduct of health-related research at the University in compliance with national regulations.



Q: Who do I contact regarding my IRB application?

A:

<i>Contact</i>	<i>When</i>
Designated IRB Member	First contact for everything
irb@udst.edu.qa	Only when instructed

Q: How do I disclose a new invention or intellectual property?

A:

Any employee, student, visitor, contractor, consultant, or collaborator who creates potentially protectable intellectual property using University resources or within the scope of University activities must submit an Invention Disclosure Form (UDST-IP-FM-001) to the Technology Transfer Office (TTO) before any public disclosure, publication, commercialization activity, or discussion with external parties.

The disclosure should be submitted as soon as possible after the invention is conceived or identified and before any publication, conference presentation, thesis submission, or public disclosure.

Q: What happens after I submit an Invention Disclosure Form?

A:

The TTO/ARIED reviews the disclosure for completeness and records it in the University's confidential Intellectual Property Register.

The TTO then conducts an ownership determination, followed by an assessment of patentability, commercialization potential, market opportunity, technical feasibility, and strategic alignment.

Recommendations are reviewed by the Vice President, Applied Research and Graduate Studies and submitted to the President for final approval regarding protection and commercialization.

Q: Can I publish my research before submitting an invention disclosure?

A:

No. Public disclosure of potentially patentable intellectual property may affect the University's ability to secure patent protection. Faculty, staff, and students should submit an Invention Disclosure Form and obtain the necessary approvals before publishing, presenting, posting online, or otherwise publicly disclosing potentially patentable inventions.



Q: Do I need approval before publishing research that may contain intellectual property?

A:

Yes. Where a publication, presentation, thesis, poster, conference paper, or other public disclosure may contain potentially protectable intellectual property, a Publication Clearance Request (UDST-IP-FM-007) must be submitted to the TTO at least 20 working days before the planned disclosure.

The TTO will review patent filing status, contractual obligations, confidentiality considerations, and third-party rights before issuing a clearance decision.

Q: Who owns intellectual property created at UDST?

A:

Ownership of intellectual property is determined in accordance with the University's Intellectual Property Policy and is assessed based on factors such as employment status, sponsorship agreements, research contracts, collaboration agreements, use of University resources, and contributions made by inventors or creators.

The final ownership determination is approved by the President upon recommendation from the TTO and endorsement by the VP-ARGS.

Q: How does UDST decide whether to file a patent?

A:

The TTO conducts an integrated patentability and commercialization assessment that considers novelty, inventive step, industrial applicability, market demand, technology readiness level, commercial potential, strategic alignment, development pathway, and estimated protection costs.

Based on this assessment, a recommendation is submitted to the VP-ARGS and President for a final decision on whether to pursue patent protection and commercialization.

Q: Does UDST support commercialization of research outcomes?

A:

Yes. UDST supports commercialization through licensing, industry partnerships, and other commercialization pathways. Commercialization opportunities are assessed by ARIED and the TTO following an approved protection decision.

Q: Can I start a company based on University intellectual property?

A:

Yes. Subject to University approval, inventors may participate in the creation of spin-out or spin-off companies based on University-owned intellectual property. Such arrangements require a



commercialization assessment, conflict of interest review, legal review, and final approval by the President.

Q: Will inventors receive a share of commercialization revenue?

A:

Yes. Revenue generated through the commercialization of University intellectual property is distributed in accordance with the University's Intellectual Property Policy after eligible protection, legal, licensing, commercialization, and other approved expenses have been deducted.

For further details, please refer to the University's Intellectual Property Policy and Intellectual Property Procedure.

Q: How is student intellectual property handled?

A:

UDST recognizes and protects student rights in intellectual property. Where students participate in research that may generate University-owned intellectual property, they may be required to sign participation, assignment, and confidentiality agreements before commencing the research.

The University ensures that student contributions are appropriately recognized and considered during ownership determinations.

Q: Can a thesis be embargoed to protect intellectual property?

A:

Yes. Students may request a thesis embargo when a patent application is being prepared, filed, or where confidentiality obligations apply.

Q: Who should I contact regarding intellectual property, patents, licensing, or commercialization?

A:

The TTO/ARIED is responsible for coordinating intellectual property disclosures, ownership determinations, patent protection, licensing, commercialization, and related activities. Faculty members, staff, students, and collaborators are encouraged to contact ARIED@udst.edu.qa for guidance and support.



FACULTY AFFAIRS DEPARTMENT

Q: What is the Faculty Affairs Department?

A:

The Faculty Affairs Department provides support to Academic Members at UDST to achieve excellence in teaching, research, and service by fostering an environment that enhances the professional development of all Academic Members, enabling them to provide the highest quality of technical and applied learning for students. Faculty Affairs facilitates the attainment of UDST's mission through the development of guidance and implementation of policies that promote faculty success over the course of their careers and through the creation of programs and practices that enable and foster faculty development and success.

Q: What are the key functions of the Department?

A:

- Developing and coordinating academic policies, procedures, and frameworks;
- Coordinating academics division committees;
- Monitoring and reporting teaching load, teaching overload, and academic overtime;
- Managing Academic Appraisal processes;
- Managing Academic Promotion and Re-Ranking processes;
- Handling grievances related to Academic Appraisal, Rank Assignment, and Academic Promotion;
- Managing and Maintaining Faculty Activity and Information, including academic records, reports, data analysis, and related systems such as Interfolio; and
- Processing exceptional academic leave requests.

Q: How do I determine what percentage of effort should be put towards Teaching, Research, Service, and Professional Development?

A:

The distribution of academic workload assignments is determined in accordance with the mission and priorities of the University and the goals and needs of each academic unit and in such a way as to ensure that each academic member can make significant contributions toward achievement of the University's mission. The proportion of the academic member's effort dedicated to each area is discussed with Department/Program Head and approved by the Dean/Academic Manager. The approved workload assignment guides the academic member's performance during the appraisal cycle and forms the basis for evaluation.



Q: What is Teaching Overload and Academic Overtime?

A:

Teaching Overload: The number of hours taught by an Academic Member in addition to the standard teaching load requirements for a full-time Academic Member during the Academic Year.

Academic Overtime: Additional assignment completed by an Academic Member, in addition to the Academic Workload, arising out of extenuating or unanticipated circumstances, institutional or operational requirements.

Q: How do I apply for Teaching Overload or Academic Overtime Compensation?

A:

All teaching overload and academic overtime assignments must have the required prior approvals in accordance with the Teaching Overload and Academic Overtime Policy (PL-AC-24) and Procedure (PR-AC-24). Following completion of the assignment, the academic member must submit the applicable compensation form and required supporting documentation to the Faculty Affairs Department.

The Faculty Affairs Department reviews the submission and facilitates the applicable approval and compensation process in accordance with the procedure (PR-AC-24).

Q: Who should I contact regarding salary review request?

A:

Academic Members may contact the Faculty Affairs Department regarding salary review requests. The Faculty Affairs Department facilitates the process and provides Academic Members with the relevant documentation. Completed applications are submitted to the Office of the Vice-President, Academics for review and assessment, after which recommendations are submitted to the Human Capital Directorate for review and approval in accordance with its applicable approval workflow.

Q: What are the important dates for the Academic Appraisal?

A:

The academic appraisal cycle and evaluation period are determined by the Vice-President, Academics at the beginning of each academic year, taking into consideration the academic calendar and the President's approval. The Faculty Affairs Department communicates the applicable appraisal cycle, submission deadlines, and evaluation timelines to academic members at the beginning of the cycle.

Normally, the academic appraisal cycle opens in March, with the academic appraisal annual report submitted by the end of April and final evaluations completed by the end of June.



Q: What materials should be submitted for the Academic Appraisal?

A:

Academic members must submit the required academic appraisal information through Interfolio's Faculty Activity Reporting (FAR) module. Supporting evidence for the reported activities is submitted within the academic appraisal packet in the Interfolio Faculty Affairs Portal (RPT). The required materials cover the applicable academic appraisal components, including teaching and academic professional development, scholarly and creative activities, and service, as applicable, as well as the action plan for the coming appraisal cycle and an updated Curriculum Vitae.

Q: What are the criteria to evaluate the Academic Members' performance?

A:

Academic members are evaluated based on their performance in three (3) academic appraisal components: teaching and academic professional development, scholarly and creative activities, and service to the University, the profession, and the community. Each component is assigned a qualitative score based on the criteria outlined in the Academic Appraisal Procedure (PR-AC-09), with an overall qualitative score assigned to the academic member's performance.

Q: What are the important dates for the Academic Promotion Cycle?

A:

The academic promotion cycle for promotion to the ranks of Associate Professor and Professor is determined by the Vice-President, Academics at the beginning of each academic year, taking into consideration the Academic Calendar and the President's approval. The Faculty Affairs Department communicates the applicable promotion cycle, submission deadline, and key timelines to academic members at the beginning of the cycle.

Normally, the academic promotion cycle begins in September, with an academic promotion information session provided during the first week of September. A complete academic promotion application, including the required documents and evidence, must be submitted through the Interfolio Faculty Affairs Portal (RPT) by mid-October. The promotion review process continues throughout the academic year, with final promotion decisions communicated by the end of June.

The eligibility requirements and criteria for Academic Promotion are outlined in the Academic Promotion Procedure (PR-AC-04).

Q: Who should I contact regarding the status of my Academic Promotion application?

A:

Academic Members may contact the Faculty Affairs Department for updates on the status of their academic promotion application and any process related inquiries.



Q: Where can I find the requirements for Re-Ranking to a higher Academic Rank?

A:

Academic members holding an academic rank below Assistant Professor should refer to the Academic Ranking Procedure (PR-AC-03) for the eligibility, criteria, and submission requirements for re-ranking. Academic members seeking re-ranking must first consult their respective Dean/Academic Manager and obtain a letter of support before submitting their request to the Faculty Affairs Department.

Q: As an academic member, how do I apply and request leave during the semester?

A:

Academic members are entitled to paid annual leave for the number of days specified and published in the academic calendar. Academic members who commence their duties after the start of the academic year are entitled to prorated leave days, as calculated by the Human Capital Directorate. Other authorized leaves of absence are governed by the applicable Human Resources policies.

Leave requested outside the designated periods requires pre-approval and will be treated as leave without pay. Academic Members should refer to the Academic Annual Leave Procedure (PR-AC-06) for the application process and submission requirements.

For questions or inquiries related to faculty affairs, please contact the Faculty Affairs Department at fad@udst.edu.qa.

HEALTH & SAFETY

Q: How to report near misses or accidents involving students or staff members?

A:

The Employee is required to complete the Accident Reporting Form available on SharePoint.

Q: My office chair is not adjustable, what options do I have?

A:

The Employee can request a new chair through FAMIS. For queries relating to ergonomics issues, the employee is encouraged to contact UDST's Health and Safety Team. Miscellaneous Health and Safety questions can be addressed to UDST's Health and Safety Team.

Email Address: HealthandSafety@udst.edu.qa

Office Number: 4495 2802



LIBRARY SERVICES DIRECTORATE

Q: If I need to access an article/journal and I am having difficulty, who do I contact?

A:

You can contact the library with the information for the article at reference@udst.edu.qa.

Q: How do I put something on Course Reserve for my students?

A:

Yes, the following link will connect you to a form for the reservation of materials for student viewing. You may also specify the duration of how long students should have access to it (2hrs, 1 day, 3 days). You can find the form on the Library's webpage at [Reserves](#)

Q: How can I contact someone in the library?

A:

You can contact the library and its various buildings at:

MAIN LIBRARY: Office Number: 4495 2051; Email: reference@udst.edu.qa

LEARNING COMMONS: Office Number: 4495 2049; Email: libtech@udst.edu.qa

ARCHIVES: Email: university.records@udst.edu.qa

Q: I have material or course work I wish to use in my class, but I was wondering about the copyright laws and if I was allowed to. Who would I contact?

A:

For information on copyright, you can find it on our website at: <https://library.udst.edu.qa/copyright>. If you have further questions, you can reach out to us at reference@udst.edu.qa. Any material used in the class should also be reviewed and endorsed by management.



STUDENT ENGAGEMENT DEPARTMENT

Q: Where is the Student Engagement Department located?

A:

You can find Student Engagement Department at the Club hub (building 16) next to Building 18 (male sports facilities).

Q: I am an academic member looking to become a student club mentor on campus, whom should I contact?

A:

Please email udstlife@udst.edu.qa, briefly explaining which club you would like to mentor. Student Engagement Department are always looking for new mentors and club ideas.

Q: Does UDST have a student council?

A:

Yes. UDST has the Student Council (SC). More information can be found here. Students can contact their student council member by emailing SCStudentVoice@udst.edu.qa.

STUDENT COUNSELLING AND ACCESSIBILITY SERVICES DEPARTMENT

Q: What is Student Counselling and Accessibility Services?

A:

The Student Counselling and Accessibility Services Department is a division of Student Affairs dedicated to promoting the holistic success, well-being, and academic inclusion of all students. The department operates by fostering self-discovery, optimal mental health, and equitable campus access. Through a confidential, supportive, and safe environment, we help students overcome personal, emotional, and access barriers that limit equitable engagement, empowering them to thrive at university.

The main areas of service are:

✓ **Student Counselling**

A team of Student Counselling Specialists are available to provide confidential mental health support, to help students overcome personal, emotional, and psychological challenges that may affect their well-being and academic success.



✓ Accessibility Services

A team of Accessibility Specialists facilitates the inclusion and success of students with disabilities and additional needs. The team works collaboratively with students to implement reasonable accommodation and remove barriers to learning, ensuring equitable access to all academic programs and campus life.

✓ Advocacy & Guidance

Student Counselling and Accessibility Specialists are available to help students understand their options, advocate for their needs, and access the support they require.

✓ Awareness Events

Student Counselling and Accessibility Services actively hosts campus-wide campaigns to educate the university community on mental health, student wellbeing, disability inclusion and digital and physical accessibility.

✓ Workshops

Student Counselling and Accessibility Services designs and delivers interactive workshops that foster personal development, academic resilience, and life skills. Topics span emotional well-being (e.g., stress management, conflict resolution) and strategies for independent learning and self-advocacy.

Q: How can we as UDST staff members support a student who may need assistance?

A:

If you notice changes that may indicate a student is experiencing challenges –such as high stress, agitation, a sudden drop in academic performance, or an expressed need for academic accommodation, you can connect them directly with our specialized teams:

- For emotional and mental health concerns, - A referral can be made to Student Counselling through Navigate360 alerts
- For Academic Accommodations and Accessibility Support - A referral can be made to Accessibility Services through Navigate360 alerts

If you have any questions or concerns, do not hesitate to contact counselling@udst.edu.qa or accessibility@udst.edu.qa, respectively.

Important Note:

- Accessing Student Counselling and Accessibility Services is voluntary.
- Please ensure the student is aware of and consents to the referral to Student Counselling and Accessibility Services. **In situations where there are immediate safety concerns, consent is not mandatory.**



STUDENT CENTRAL SERVICES DEPARTMENT

Q: What is Student Central Services?

A:

Student Central Services (SCS) serves as UDST's **one-stop student success hub**, providing integrated academic, learning, and career support services that empower students throughout their university journey. SCS is designed to simplify the student experience by providing centralized access to essential services that help students navigate university life, overcome challenges, achieve academic success, develop lifelong learning skills, and prepare for meaningful careers.

Student Central Services supports students from admission through graduation by delivering comprehensive services in one location, including:

- Academic Advising
- Academic Learning Services
- Academic Help Centers
- Academic Writing Center
- Peer Tutoring Program
- Learning Workshops
- First-Year Student Experience
- Career Services and Career Advising
- Student Employment and Work Placement Support

Through a proactive, student-centred approach, Student Central Services helps students achieve their **academic, personal, and professional goals** while fostering the graduate attributes of **occupational competence, lifelong learning, critical thinking, communication, and career readiness**.

Q: What support is offered to help students by Academic Advising?

A:

Academic Advising is designed to help students make informed academic decisions and successfully progress toward graduation. UDST utilizes a **dual advising model**, ensuring students receive coordinated support from both **Student Central Services Academic Advisors** and their assigned **Faculty Advisor** within their college.

This collaborative approach provides students with comprehensive guidance throughout their academic journey.

Academic Advising supports students by:

- Understanding academic regulations, policies, and procedures.
- Developing individualized academic success plans.
- Selecting courses and planning their academic pathway toward graduation.
- Monitoring academic progress and identifying strategies to overcome challenges.



- Connecting students with appropriate university services and support resources.
- Assisting students experiencing academic difficulties or those requiring additional support.
- Supporting informed decision-making that contributes to student retention, progression, graduation, and overall success.

While Faculty Advisors provide discipline-specific academic guidance and program expertise, Student Central Services Academic Advisors complement this support by helping students navigate university processes, connect to resources, and develop the skills necessary to succeed both academically and personally.

Q: What support is offered to help students by Academic Learning Services?

A:

Academic Learning Services (ALS) empowers students to become confident, independent, and successful learners by providing comprehensive academic support that enhances learning, strengthens academic skills, and promotes student success across all programs.

Academic Learning Services supports students enrolled in **all courses**, with particular emphasis on **foundational and high-demand courses** that have historically required additional academic support.

Services include:

✓ **Academic Coaching**

Individualized guidance to help students develop effective study strategies, improve learning habits, strengthen time management skills, and build academic confidence.

✓ **Academic Help Centers**

Academic Help Centers provide specialized support in partnership with the colleges for students requiring additional assistance in challenging subject areas.

These centres offer structured academic support to improve understanding of course content and strengthen academic performance.

✓ **Academic Writing Center**

The Academic Writing Center is a key component of Academic Learning Services and supports students in developing university-level writing skills.

Students receive assistance with academic writing, research, organization, structure, grammar, citation styles, and written communication.

The centre plays an especially important role in supporting **first-year students** as they transition to university expectations and develop the writing competencies required for academic success across all disciplines.

✓ **Learning Workshops**

Interactive workshops provide students with practical strategies in areas such as time management, effective studying, exam preparation, note-taking, critical thinking, and academic resilience.

✓ **Peer Tutoring Program**

High-achieving students provide one-on-one, group, and drop-in tutoring sessions, creating collaborative learning opportunities that reinforce course concepts and promote peer engagement.



Together, these services help students develop the knowledge, skills, and confidence necessary to achieve academic excellence and become lifelong learners

Q: What support is offered to help students by Career Services?

A:

Career Services prepares students for successful careers by supporting their career development from the beginning of their studies through graduation and their transition into the workforce.

Career Services empowers students to make informed career decisions while developing the professional competencies expected by employers and industry.

Services include:

- Individual career advising and career planning.
- Career assessments and exploration.
- CV and résumé development.
- Interview preparation and employability skills.
- LinkedIn and professional branding support.
- Career readiness workshops and employer engagement activities.
- Student Employment opportunities.
- Work Term Placement coordination and support.
- Graduate employment preparation and career transition support.

Career Services also coordinates the University's **annual Career Fair**, bringing together employers from a wide range of industries to connect students and graduates with internships, work placements, graduate opportunities, and future employment. The Career Fair provides valuable networking opportunities while helping students explore career pathways and build relationships with potential employers.

Through these initiatives, Career Services contributes to developing graduates who are **occupationally competent, career-ready, and well-prepared to succeed in an evolving global workforce**.

INFORMATION TECHNOLOGY DIRECTORATE

Q: How do I connect my personal device to the University's Wi-Fi network?

A:

Our wireless network is UDST-Connect. As an employee, you will sign in with your employee ID number and password. If you do not have these yet, you can create a guest account when you connect to the network. You will be provided with an I.T. Orientation as part of the New Employee Orientation Program upon joining.



Q: Does the University provide any software for home use?

A:

Your University account enables you to download and install the Microsoft Office suite onto your personal devices, which includes our OneDrive cloud storage. This can be accessed from <https://www.office.com> using your UDST Office365.

Q: What is SharePoint?

A:

SharePoint or MyUDST (as it is commonly called) is the University intranet. It is a very useful tool that allows the employees to connect with each other to collaborate on their expertise as well as has a lot of useful information like key links-Help Desk, procedures and forms, Time and Attendance Application, schedules and calendars, information about Departments, Schools, Staff Directory, Campus Emergency, amongst other topics.

SOCIAL COMMITTEE

Q: Does my college have Social Committees on Campus and where can I find further information on such?

A:

Business units/colleges within UDST have their own Social and Outreach Committees. For more information, please reach out to your respective business unit/college social committee.

Q: What sort of activities have Social Committee's been involved with in the past?

A:

- BBQ/Picnics
- Dhow Trips
- Ma'aSalama Luncheon
- Museum Tours
- Scavenger Hunts
- Life Event cards and flowers

Q: What are some great ways to plug into the social networks in Qatar?

A:

- Qatar Living - [Link](#)
- Timeout Doha - [Link](#)
- I Love Qatar - [Link](#)
- Qatar Events - [Link](#)
- Qatar Philharmonic Orchestra - [Link](#)
- Hockey - [Link](#)
- Doha Film Institute - [Link](#)
- Qatar Museums - [Link](#)
- Qatar Tourism Authority - [Link](#)
- UDST LinkedIn - [Link](#)
- UDST Instagram - [Link](#)



MARKETING & COMMUNICATIONS DIRECTORATE

Q: Where can I access official UDST marketing and branding templates?

A:

You can access official templates through MyUDST under the Marketing & Communication Directorate. Available templates include:

- Logos & Brand Guidelines
- Letterheads
- PowerPoint templates for posters and presentations
- Certificate templates
- Road Map & Campus Map

Q: How do I request support for an event?

A:

Event-related requests must be submitted through CVENT. Please note that only the business unit focal point can create a request to obtain the necessary approvals.

Q: What types of requests can be submitted through CVENT?

A:

You can submit requests for:

- Event requests
- Catering requests
- VIP seating & protocol
- Venue bookings
- Photography & videography

Q: What services are available through the MarCom HelpDesk?

A:

The MarCom HelpDesk provides support for:

- Branding & design
- Internal & external screens
- Promotional items
- Venue branding
- Announcements & revisions
- Media invitations
- Press releases
- UDST posts
- Campaign requests
- Intranet, SMS text, social media, and website advertising



Q: Who can submit an event request in CVENT?

A:

Only the business unit focal point is authorized to submit event requests through CVENT to obtain the required approvals.

APPLIED AND EXPERIENTIAL LEARNING (AEL) DEPARTMENT

Q: What does the Department of Applied and Experiential Learning (AEL) do?

A:

The Department of Applied and Experiential Learning (AEL) supports the academic community by providing teaching and learning services that enhance educational excellence across UDST. These services include teaching and faculty development, educational technology support, and the promotion of innovative teaching and learning methodologies. AEL also leads and supports initiatives related to applied and experiential learning, the Learning Management System (LMS), professional development, micro-credentials, digital learning, and other strategic teaching and learning initiatives that enrich the student and faculty experience.

Q: Who are the services of AEL provided for?

A:

- Instructors
- Department heads, deans, and associate deans
- Staff at UDST departments engaged in activities closely related to teaching and learning
- Teaching Assistants

Q: What kind of services does AEL offer?

A:

The AEL team provides a broad range of services such as pedagogical support, assessment approaches, course design and development, applied learning services and consultations, faculty development resources, using innovative technologies, and more. Feel free to reach out to AEL via this email: ael@udst.edu.qa



DEPARTURE

Q: What is the difference between voluntary and involuntary departure?

A:

Voluntary departure: The employee willingly or freely chooses to leave the job, such as resignation or retirement.

Involuntary departure: The employee is compelled or forced to leave the job, such as through termination.

Q: What is the process of resignation?

A:

Academic staff choosing to depart the university as in terms of resignation will be required to submit a letter of resignation to their Department Head. The Department Head and College Dean will need to approve, followed by the following approval of the Vice President, Academics.

Q: What is the employee release form and what does it require?

A:

The employee release form requires the departing employee to obtain approval and clearance from different business units, such as their department stating an approved handover has been completed. Similarly, from library, facilities, security, IT, and finance for any pending item/s, devices or amounts.

Q: What steps must be insured prior to the employee's last day of employment (Clearance)?

A:

The following steps must be taken:

- **Documentation Provided:** A Release Form will be provided along with other necessary documentation.
- **Sign-Off:** The Release Form must be signed off by the departments concerned and returned to the HC Operations Specialist.
- **Final Submission:** The Employee Release form with clearance signatures and the Forwarding Address form need to be handed over to HR Ops on or prior to the employee's last day of work on campus.



Q: What is the final waiver release?

A:

The final waiver release is a form signifying that the employee has received everything necessary for departure. It will be provided to you by the HC Operations Specialist once the final payment has been released.

Q: What is a declaration form?

A:

The declaration is a form you sign upon involuntary or voluntary departures stating that you have collected all your personal items prior to leaving.

Q: Do I need to attend any departure meetings before my last day?

A:

Yes, an exit meeting will be conducted, and an exit survey will be done online to provide feedback on your experience. Please provide your personal email and contact details in this meeting.

Q: When will I receive my end of service benefits?

A:

To receive your end of service benefits, ensure that all required clearances from different business units are obtained and submit the employee release form to the human capital operations specialist. Eligibility requires at least one year of service without unpaid leaves.

Q: What about my retirement or pension plan contributions (Qatari Nationals only)?

A:

If you've been contributing to a pension or retirement plan, check with HC or the Compensation and Benefits office about the status of your contributions and the procedure for withdrawal or transfer, if applicable.

Q: Will my medical insurance still be valid after I leave? How can I continue my health insurance coverage after leaving the university?

A:

Medical insurance coverage will typically cease upon your last day of employment. Check with the HC team for specific details.

Ask the HR department about the process for transitioning from the university's health insurance plan. Explore options for personal health insurance coverage in Qatar or your next country of residence.



Q: Will I be able to receive an experience letter from UDST before leaving?

A:

Yes, an experience letter will be issued to you when you have submitted the release form signed by all departments.

Q: How long will I be able to stay in the company provided accommodation after my last day of employment.

A:

You will be allowed to stay in the company accommodation for a maximum of 2 weeks. During this time an exit inspection will be conducted, and a summarized report will be shared with you and the human capital directorate. Any charges or damages will be accounted for and adjusted to the final pay.

Q: Will I have access to my UDST emails and SharePoint after I depart the University?

A:

The IT directorate ensures that the departing employee's access to university systems, networks, and data is promptly revoked to maintain data security.

Q: Will my QID be cancelled when departing the University?

A:

A cancellation of the RP (Residence Permit) is mandated for repatriation.

Q: Will my QID cancel automatically when repatriating?

A:

Once the repatriation flight has been booked, Immigration will be notified to contact you regarding the cancellation of your QID. You will be required to cancel or transfer your family members' QIDs through Metrash before your QID can be submitted for cancellation. In addition, please ensure that there are no individuals (e.g., a housemaid) under your sponsorship, or that their sponsorship has been transferred or cancelled, as applicable. You must also ensure that any vehicles registered under your name have been sold or transferred and that all outstanding traffic violations have been settled. These are mandatory requirements, and failure to complete them may delay or prevent the cancellation of your QID. Please contact the Immigration Team at least 4 days before the departure date for guidance if you need information regarding a Police Clearance from Qatar.

Q: Can I transfer my residency instead of canceling it?

A:

Specific policies regarding the transfer of residency should be discussed with the human capital operations team.



Q: What will happen to the education of my children if I am departing?

A:

If there are claims related to school fees, applicable deductions will be made from your final settlement.

Q: What steps must an employee take to confirm their children's withdrawal from school and manage any associated costs?

A:

The employee must provide an email or letter from the school confirming the withdrawal of their children. HC OPS will then check the amount to be paid regarding the schooling.

Q: What information do you need for my repatriation shipment?

A:

The details required for repatriation shipment will be provided by the human capital operations team based on your eligibility and the terms and conditions.

Q: What steps must be taken to process a repatriation shipping claim?

A:

The following steps must be taken:

- Processing the Claim: The repatriation shipping claim is processed on a reimbursement basis and paid as onetime claim only
- Coverage: Excess baggage and shipment of personal goods are covered as per the policy limit and based on the contract terms.
- Time Limit and Submission: The time limit to claim shipping is six months from the last day of employment. Documents should be submitted by email to the HC Operations Specialist.
- Repatriation shipping claim is subject to RP Cancellation and confirmation of final departure.

Q: How do I get my repatriation ticket?

A:

Once you have communicated your travel date with HC Ops, Human Resources will get in touch with Finance to provide available flight options. Once you confirm, the ticket will be booked.

Q: Will you be providing me and my family return tickets home?

A:

For employees eligible for repatriation, the university will arrange for the issuance of a one-way ticket, including eligible dependents to the Point of Origin



Q: What steps must an employee take regarding their bank in Qatar before departure?

A:

HR will notify the employee's bank of their last date of employment. The employee must clear all dues with the bank. Note that credit cards may take up to 45 days from cancellation to be fully cleared.

Q: Will I need to close all my bank accounts before leaving the country?

A:

It is recommended to notify your bank about your departure of employment to manage your accounts accordingly. As per policy, final payment should only be credited to the designated local payroll bank account in Qatar.

This concludes the *Frequently Asked Questions* document. More detailed information can be found on the University's Intranet. If you have questions which are not answered in this document, please feel free to address those questions to your supervisor or the Human Capital Directorate Staff.

