

Equal Opportunities Learner Charter

Version 1.0 · Effective September 2026 · Next review September 2027

Our commitment

"Everyone has a part to play in ensuring we achieve equality of opportunity. We believe that a positive attitude towards equality and diversity is right for our learners, our staff and our partners. This means that we must encourage everyone to welcome diversity and respect each person's individuality."

Masar University is committed to ensuring that its admissions process is open and transparent, and that no individual or group receives less favourable treatment in admission, teaching, assessment or support by virtue of age, disability, economic status, religion or belief, gender, marital status, race, colour, nationality, or ethnic or national origin, or any other characteristic protected by applicable law. As a fully online university with learners in many countries, we apply the same standards to every learner, wherever they study from.

Scope

This policy applies to learners enrolled on CPD courses and professional training delivered by Masar University. Degree programmes are governed by the University's academic regulations.

Learner Charter

This Charter sets out the standards of service you can expect as a learner of Masar University.

As a learner of Masar University, you can expect:

- to receive a high-quality learning experience;
- to be given equal opportunities and treated fairly;
- to be treated with courtesy;
- to have access to advice, guidance and support, so that your choices are informed and your learning needs are met, including reasonable adjustments where you need them;
- to learn in a safe and respectful online environment;
- to receive timely and appropriate information on your progress through the learning platform;
- to have staff listen to any issues, suggestions or concerns you may have, and respond appropriately.

In turn, we ask you to:

- be fully committed to your course;
- treat our staff and your fellow learners with courtesy, including in live online sessions, discussion forums and messages;
- give us the information we need to meet your learning and assessment needs;
- ensure that your behaviour contributes to a safe and respectful learning environment;
- follow the rules for online assessments;
- raise any issues, suggestions or concerns using the procedures set out in the University's published policies.

Making a complaint

If for any reason you wish to make a formal complaint, including about unfair treatment or discrimination, please follow our Complaints Policy, published on masaruni.ae, or email info@masaruni.ae.

Contact

Email: info@masaruni.ae

Telephone: +966 56 546 5105

Approved by: Dr. Mahmoud Elgindy

Chairman of the Board and Chief Executive Officer, Masar University

Version 1.0 · Effective September 2026 · Next review September 2027