



UNIVERSITY OF BAHRAIN

Policy for Supporting and Empowering Students of Determination and Special Needs

Authority / Owner of Policy: Deanship of Students' Affairs

Effective: April 16, 2026

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POLICY INFORMATION

Title:	Policy for Supporting and Empowering Students of Determination and Special Needs	
Policy Description:	This policy aims to empower students of determination and those with special needs at the University of Bahrain to participate equitably in the educational process by providing reasonable accommodations and support services tailored to their individual needs. It also establishes principles of non-discrimination and privacy protection, and defines the governance framework, responsibilities, and mechanisms for monitoring and grievance handling, thereby ensuring an inclusive university environment aligned with approved standards.	
Policy Scope:	☒ Academic ☒ Administrative ☐ Research ☒ Student ☐ general	
Policy Status	☒ New policy ☐ Revision of existing policy	
Approval Authority:	University of Bahrain Council	
Authority/ Owner of Policy:	Deanship of Students' Affairs	
Relevant Sustainable Development Goals (SDGs)	☐ 1. No Poverty ☐ 2. Zero Hunger ☐ 3. Good Health and Well-being ☒ 4. Quality Education ☐ 5. Gender Equality ☐ 6. Clean Water and Sanitation ☐ 7. Affordable and Clean Energy ☒ 8. Decent Work and Economic Growth ☐ 9. Industry, Innovation and Infrastructure	☒ 10. Reduced Inequalities ☒ 11. Sustainable Cities and Communities ☐ 12. Responsible Consumption and Production ☐ 13. Climate Action ☐ 14. Life Below Water ☐ 15. Life on Land ☐ 16. Peace, Justice and Strong Institutions ☐ 17. Partnerships for the Goals
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Related Documents:	Law No. (27) of 2005 regarding Education and its amendments; Law No. (74) of 2006 regarding the Care, Rehabilitation, and Employment of Persons with Disabilities and its amendments; Law No. (22) for 2011 ratifying the Convention on the Rights of Persons with Disability; in addition to the National Strategy for Persons with Disabilities in the Kingdom of Bahrain, and the relevant regulations and bylaws in force at the University of Bahrain concerning student rights, admission, registration, and inclusive education.

Policy Stakeholders	☒ Faculty members
☐ President	☒ Students
☐ Vice Presidents	☒ Admin Staff
☒ Deans	☒ All University Affiliates
☒ Directors	

1 Definitions

University:	The University of Bahrain.
Deanship:	Deanship of Students' Affairs.
Dean:	Dean of Students' Affairs.
Directorate:	Guidance and Mentorship Directorate at the Deanship of Students' Affairs.
Department:	Department of Academic Support for Students with Determination, within the Guidance and Mentorship Directorate at the Deanship of Students' Affairs.
Students with Determination:	Students who have a permanent or long-term disability—physical, sensory, intellectual, or psychological—documented by officially recognized reports, and which affects their full and effective participation in the educational process on an equal basis with others.
Students with Special Needs:	Students who have permanent or temporary educational, health, or psychological needs that require the provision of reasonable accommodations or alternative instructional or assessment arrangements, as determined by the relevant university authorities, without necessarily being classified as students of determination.
Beneficiary Students:	Students with determination and students with special needs, as defined in this policy.

Reasonable Accommodations:	Appropriate and proportionate modifications or measures, implemented based on an individual assessment, to enable eligible students to access and participate in the educational process, student activities and services, benefit from university facilities, and have their performance assessed in a manner aligned with their needs, on an equal basis with others, without resulting in any alteration to course content, learning outcomes, program requirements, or the structure of the study plan, and without compromising the university's approved academic standards.
Student Information System:	The university's approved electronic system for managing all students' academic and administrative data, including the data of students benefiting from reasonable accommodations in accordance with the requirements of this policy.
Assistive Technology:	Tools, software, and technological equipment used to support the learning of beneficiary students and enable their access to educational content and active participation in academic activities.
Authorized Bodies:	The academic, administrative, or technical entities within the university authorized to assess the needs of beneficiary students and determine appropriate accommodations, each within its respective area of competence.
Procedural Guide:	An executive document supplementary to this policy, issued by the authorized body at the university, which includes the operational procedures for submitting, reviewing, approving, implementing, and following up on reasonable accommodations, as well as the relevant forms and executive annexes.

2 Policy Purpose

This policy aims to empower beneficiary students and ensure their full and equal participation in academic life through the following:

- Establishing the principle of equal opportunities and non-discrimination, and providing reasonable accommodations without compromising learning outcomes or program requirements.
- Providing academic, psychological, and technical support in accordance with students' needs and based on an educational assessment.
- Adapting the physical and digital environment (including buildings, classrooms, systems, and others) to enhance universal access to the fullest extent possible for beneficiary students.
- Fostering a culture of inclusion, respect, and dignity within the university community, and developing awareness and training programs.
- Ensuring governance, follow-up, accountability, and clarity of mechanisms, with periodic review of the policy.
- Ensuring compliance with national and international standards related to beneficiary students.
- Building a more inclusive and accepting university community that embraces individual differences.

3 Policy Scope

This policy applies to all eligible students enrolled at the University of Bahrain (undergraduate and postgraduate levels) across all colleges. It covers academic aspects, examinations, student services, activities, facilities, infrastructure, and relevant digital systems.

4 Policy Statement

1. **Inclusivity and Accessibility:** Ensuring access to learning, facilities, and services for all, and addressing physical and digital barriers.
2. **Provision of Reasonable Accommodations:** – as defined in this policy – to ensure that the beneficiary student is enabled to participate effectively in all aspects of university life covered by the scope of this policy. These accommodations include, but are not limited to, academic facilitation, appropriate assessment arrangements, assistive technology, sign language services, and augmentative and alternative communication means and methods. They shall be determined based on an individual case assessment and coordination between the authorized bodies and the beneficiary student.
3. **Respect, Dignity, and Non-Discrimination:** Safeguarding the student's dignity and protecting them from any form of discrimination or bullying.
4. **Confidentiality and Data Protection:** Protecting the student's privacy and medical records, and ensuring that such information is not shared except on a need-to-know basis and within defined authorization limits. Information exchange shall be restricted to the minimum necessary for implementing reasonable accommodations, without disclosure of diagnoses or detailed medical information, in accordance with the applicable university regulations.
5. **Flexibility and Academic Appropriateness:** Appropriateness of teaching and assessment methods in a manner that ensures the achievement of intended learning outcomes, guarantees fairness in assessment, and takes into account absences related to disability or health conditions in accordance with the university's applicable regulations and procedures, and in coordination with the competent authority, without compromising course requirements.
6. **Shared Responsibility:** Coordinating roles among colleges, deanships, support entities, the student, and the parent or guardian when needed.
7. **Participation of the Beneficiary Student:** Involving the beneficiary student – to the greatest extent possible – in identifying and reviewing the reasonable accommodations appropriate for them, thereby promoting independence while maintaining confidentiality and dignity.
8. **Transparency, Commitment, and Continuous Improvement:** Clarity of procedures related to reasonable accommodations and their accessibility to eligible students, the commitment of relevant parties to fulfilling their responsibilities as defined in this policy, the monitoring of performance through periodic indicators, the measurement of beneficiary satisfaction, and the pursuit of addressing implementation gaps within available resources and capabilities.

5 Roles and Responsibilities

1. The Deanship of Admission and Registration is responsible for the following:

- Receiving applications from students seeking to benefit from reasonable accommodation at the time of submitting their admission applications through the Student Information System, provided that all supporting documents are uploaded to the system.
- Activating beneficiary student information within the Student Information System in collaboration with the Information Technology and Digital Education Directorate, defining access permissions for authorized entities, and working to link data – where the legal and technical framework permits – with relevant official databases to reduce duplicate data entry.
- Assisting beneficiary students in course registration each semester, in coordination with the Department.

2. College Deans are responsible for the following:

- Monitoring the implementation of reasonable accommodations with academic departments to ensure that teaching and assessment methods are appropriate to the needs of beneficiary students.
- Coordinating with the Deanship and the Educational Facilities Directorate regarding infrastructure development.
- Submitting periodic reports to the Deanship on the academic performance and educational achievement of beneficiary students.
- Providing academic and technical support by contacting relevant entities to provide academic assistants, peer tutoring, remedial sessions, and appropriate teaching methods, among others.
- Directing academic departments to provide reasonable accommodations for the conduct of various assessment activities where required, including the allocation of suitable venues and the provision of necessary support as determined by the competent authority.
- Coordinating with the authorized body when absences related to the student's disability or health condition occur, in accordance with the regulations in force at the university.

3. The Deanship of Students' Affairs is responsible for the following:

- Verifying and classifying cases of students with determination based on approved medical reports.
- Providing college deans with updated lists of beneficiary student information at the beginning of each semester.
- Approving logistical support plans and monitoring their implementation in alignment with the university's goals and strategic plan.
- Coordinating and communicating with colleges and the Educational Facilities Directorate regarding infrastructure development and preparation.
- Maintaining the confidentiality of student data and not sharing it with any party without the approval of the Deanship.
- Permitting the student's parent or guardian to provide an external attendant for the beneficiary student when needed, after completing the required procedures in accordance with regulations.

4. The Student Guidance and Mentorship Directorate is responsible for the following:

- Providing social guidance and psychological counseling services to beneficiary students through the Social Guidance and Psychological Counseling Division when needed, while respecting confidentiality.
- Reviewing and classifying cases of students with special needs submitted to the Deanship and approving them. For cases related to health reasons, approval is granted after coordination with relevant parties.
- Providing the Dean with updated lists of beneficiary student information at the beginning of each semester.
- Submitting logistical support plans to the Dean for approval in alignment with the university's goals and strategic plan.
- Issuing special permits for beneficiary students after verifying their cases.
- Following up with the Department regarding the provision of support and logistical services to beneficiary students.

5. The Department is responsible for the following tasks:

- Receiving requests from beneficiary students whose disability was not identified upon their admission to the university and assessing their needs.

- Communicating with beneficiary students after their acceptance to the university, once identified through the Student Information System, and informing them of their rights and obligations.
- Developing logistical support plans, monitoring their implementation in alignment with the university's goals and strategic plan, and submitting them to the Director of the Guidance and Mentorship Directorate.
- Coordinating with the Deanship of Admission and Registration regarding assisting beneficiary students with semester course registration.
- Providing heads of academic departments and beneficiary students with forms for midterm and final exam time extensions, as well as forms for volunteer student scribes for examinations, for cases that require such arrangements.
- Providing logistical support to beneficiary students, following up with them regularly, and meeting their needs.
- Organizing workshops and events specifically for beneficiary students.
- Working to integrate beneficiary students into events organized by the university for all students.
- Receiving complaints and suggestions submitted by beneficiary students, studying them, and working to resolve them in collaboration with relevant departments.

6. The Student Activities and Services Directorate is responsible for the following:

- Preparing student activities, events, and services to ensure equal participation opportunities for beneficiary students.
- Coordinating with the Student Guidance and Mentorship Directorate/ Department of Academic Support for Students with Determination to identify the necessary accommodations for beneficiary students to participate in activities and services.
- Ensuring the integration of beneficiary students and facilitating their participation in student activities and bodies in accordance with approved regulations.

7. Heads of Academic Departments are responsible for the following:

- Ensuring that academic advisors within the department follow up on the needs of beneficiary students and implement reasonable accommodations in coordination with the authorized body, and submitting periodic reports to the college dean.
- Ensuring the application of reasonable accommodations in courses and examinations in coordination with the college dean and the Department of Academic Support for Students with Determination.

- Following up on any academic, behavioral, or logistical challenges that arise for the student and referring them to the authorized body.

8. Faculty Members are responsible for the following:

- Implementing reasonable accommodations for the student in teaching and assessment activities in accordance with the guidelines specified in the form designated for this purpose by the Deanship.
- Making course content available in accessible formats to the greatest extent possible, and informing the academic department of any obstacles encountered by the student.
- Maintaining the confidentiality of student information and discussing it only with authorized entities and to the extent necessary.
- Participating in training and awareness courses related to inclusive education and interacting with beneficiary students.

9. The Information Technology and Digital Education Directorate is responsible for the following:

- Developing, operating, and maintaining the electronic system designated for managing beneficiary student data, and linking it to the Student Information System and the university's learning platforms.
- Implementing information security controls, managing access permissions, auditing access to sensitive data, and preparing reports and dashboards for authorized entities.
- Preparing digital systems and platforms in accordance with accessibility standards, and providing or making available assistive technology to beneficiary students where possible.

10. The Educational Facilities Directorate is responsible for the following:

- Adapting buildings, classrooms, and services (elevators, designated pathways, restrooms, signage, etc.) and developing a plan for continuous improvement.
- Coordinating with the Deanship to address any urgent needs related to facility accessibility.

11. The Security and Safety Department is responsible for the following:

- Regulating the entry and presence of attendants on campus each semester in accordance with clear regulations, and implementing temporary permit procedures when needed.
- Ensuring that the attendant complies with the behavioral and confidentiality regulations in force at the University of Bahrain.

12. The University Library is responsible for the following:

- Providing appropriate library resources and services (such as copies in digital formats, Braille printing where available, screen readers, etc.) and supporting access to sources.

13. The Committee for the Support of Students with Determination and Special Needs

The university may establish a committee to be called the "Committee for the Support of Students with Determination and Special Needs," formed by a decision of the University President. The decision shall specify the Committee's Chairperson, members, and rapporteur, selected from among those with relevant expertise and connection to the subject matter. Membership shall include representatives from the entities responsible for implementing this policy. The Committee shall meet as specified in its formation decision and shall submit its recommendations and decisions to the University President or their delegate. The Committee is responsible for the following:

- Periodically reviewing the university's general policy and relevant regulations and policies in the field of supporting and empowering students with determination and special needs, and proposing their development in alignment with national legislation, international standards, and relevant Sustainable Development Goals.
- Preparing an institutional strategy for supporting and empowering students with determination and special needs, including defining goals and indicators related to the accessibility of the educational environment, the quality of support services, the level of utilization of reasonable accommodations, and reviewing the results of periodic reports to measure the extent to which these goals are achieved across the university.
- Monitoring the commitment of academic and administrative entities within the university to implementing the provisions of this policy and related regulations, identifying challenges and obstacles, and proposing solutions and recommendations to enhance the quality of implementation.
- Enhancing coordination and integration among colleges, deanships, and various administrations, and building channels of cooperation with relevant national entities

and civil society organizations to support service development and achieve comprehensive inclusion.

- Providing advisory opinions to senior management on matters and projects related to supporting and empowering students with determination, and submitting periodic reports that include an overall performance assessment, level of progress, and strategic recommendations for continuous improvement.

6 Policy Procedures

The procedures outlined in this policy shall be implemented through the university's approved electronic systems whenever available, ensuring that requests are documented, data is protected, and follow-up is facilitated. The mechanisms and forms related to these procedures shall be detailed in a procedural guide and executive annexes issued by the authorized body.

1- Procedures for Submitting a Request to Benefit from Reasonable Accommodations:

These procedures shall be carried out in accordance with the approved procedural guide and its annexes, taking into account the following:

- The student (or their authorized representative) submits a formal request to the Department through approved channels, attaching supporting documents (medical report) and specifying the required accommodations.
- Requests are classified into regular requests and urgent or emergency requests. The latter shall be processed with priority according to the approved procedural guide.
- The Department reviews the request to ensure that all data and documents are complete and notifies the student to complete any missing items in accordance with approved procedures.
- The authorized body assesses the need and develops an individual support plan that includes the proposed reasonable accommodations, and notifies the college/academic department of the necessary arrangements for implementation without disclosing the diagnosis or medical details except to the minimum extent required.
- The authorized body issues a decision approving the plan or providing a reasoned denial if implementation is not feasible, in accordance with the procedural guide and its annexes.

2- Implementation and Follow-Up Procedures:

Approved reasonable accommodations shall be implemented in accordance with the responsibilities defined in this policy, the procedural guide, and its annexes.

3- Procedures for Submitting Complaints and Grievances:

The procedures for submitting, documenting, and processing complaints and grievances, along with the associated timeframes, shall be defined in the procedural guide, based on the following general framework:

1. The Department of Academic Support for Students with Determination and Special Needs receives complaints and suggestions through approved channels, documents them, and assigns each a reference number.
2. The Administration processes the complaints and responds to them within the timeframes approved in the procedural guide.
3. If the student is not satisfied with the outcome of the complaint processing, they may submit a grievance to the Dean in accordance with the approved procedural guide. The Dean shall review the grievance and issue an appropriate decision in light of the provisions of this policy.

7 Rights and Duties of Beneficiary Students

1- Rights of Beneficiary Students:

In addition to the rights enjoyed by all students, students with determination and special needs shall be entitled to benefit from the following services and accommodations:

- Benefiting from transportation services to and from the university, where available.
- Benefiting from internal mobility assistance services within the university.
- Benefiting from approved examination arrangements, including test and exam time extensions.
- Benefiting from reasonable accommodations for communication and accessibility, including sign language interpreter services when needed, and the use of augmentative and alternative communication means and methods,

based on individual case assessment and without compromising course or program requirements.

- Benefiting from exam scribe services for students with visual impairments and some students with motor impairments.
- Accessing university facilities that are prepared for beneficiary students.
- Receiving fair treatment consistent with the circumstances of the disability, whether in curricular or extracurricular activities.
- Benefiting from library services designated for students with determination and special needs.
- Participating in representing the university in areas suited to the abilities of beneficiary students.
- Benefiting from assistance provided by the Department and the Deanship of Admission and Registration during course drop and add periods.
- Ensuring the confidentiality of personal, medical, and educational data, and ensuring that such data is shared only with authorized entities and to the extent necessary.
- Benefiting from the provision of suitable rest areas and support services according to need and available resources.

2- Duties of Beneficiary Students:

- Adhering to the university's policy for supporting and empowering students with determination and special needs, particularly with regard to disclosing their specific needs.
- Submitting supporting documents for their condition (a medical report issued by a government entity or licensed healthcare facility) upon registration or upon any material change in their condition, and enabling the authorized body to assess their needs.
- Consenting to the sharing of necessary data with authorized entities within the university for the purpose of implementing reasonable accommodations, at the time of submitting the request or updating their condition, with the right to withdraw or restrict consent at any time by written notice.
- Communicating directly with the Department upon acceptance to the university and throughout their period of enrollment.
- Updating their condition and needs data when requested by the authorized body or when a change occurs, to support the continuity of reasonable accommodations.

- Informing the Department of any problem—whether academic, psychological, or social—as a preliminary step to receiving assistance in resolving it.
- Complying with the university's regulations and laws.

8 Contact Information

For further assistance regarding the implementation of this policy, please contact:

Deanship of Students' Affairs / Guidance and Mentorship Directorate/ Department of Academic Support for Students with Determination

Email: DSA@uob.edu.bh

Contact #: 17438588