



Ajman University
College of Pharmacy and Health Sciences
Code of Conduct

Pharmacy practitioners are trusted members of the healthcare community and the public due greatly to the pharmacy profession's commitment to a code of ethical behavior as it strives to provide patient-centered pharmaceutical care.

The UAE's Pharmacists' Professional Code of Conduct prescribes the ethical responsibilities expected of all licensed pharmacists and pharmacy assistants in the UAE. The Code defines the ethical responsibility inherent in the pharmacist's role and supports the need to protect and promote the interests of patients. Pharmacists foster a caring relationship with society based on sound ethical values and this relationship focuses on promoting health, preventing illness, restoring health and alleviating suffering. The code is based upon three core values; Competence Respect and Integrity. This same ethical code of behavior is also a critical component of professional education.

The Code of Conduct at Ajman University College of Pharmacy is designed to maintain the quality and integrity of the College and it specifically aims to stimulate and promote the ideals of honesty and integrity. As indicated in the Faculty Handbook (2023-2024), Professional Ethics is one of the responsibilities of all faculty members. The principle is that when all students and faculty accomplish their duties as described in the Code, the culture of honesty needed for the success of the pharmacy profession will be preserved. The elements of this Code are adapted from University established rules and regulations, and the Student Handbook 2023-2024:

I. Faculty members

1. Professional ethics

- a. Faculty members are to be responsible for academic integrity and demonstrate high standards of professional ethics.
- b. They shall apply principles of justice, truthfulness, fairness, and respect for others in all matters related to their work, especially when making decisions involving ethical dilemmas.
- c. They are required to ensure that people are fairly treated and not discriminated against, abused or exploited.
- d. They shall honor the rights of others and shall cause no harm to any individual.
- e. They shall respect the diversity of cultures and recognize fundamental human rights.
- f. They must keep in confidence all privileged information gained while employed at the University.
- g. When acting as referees, they must strive to be fair and objective.

2. Conflict of Interest

A conflict of interest: is a situation in which financial or other personal considerations have the potential to compromise or bias professional judgment and objectivity. Each employee in the University owes primary professional responsibility to the University and must avoid any familial relationships, outside obligations, financial interests, or employment that can affect the objectivity of decisions as a member of the University community. The University details a policy that seeks to emphasize the need to disclose potential conflicts of interest and commitment, to manage such conflicts and to ensure that the University's interests are not compromised. These will be implemented in all College dealings and the faculty are required to abide to this policy.

3. Academic Honesty

Academic honesty is the pursuit of scholarly activity in an open, honest and responsible manner. Academic honesty is a basic guiding principle for all academic activities at the University, and all members of the University community are expected to act in accordance with this principle. Academic honesty includes a commitment not to engage in or tolerate acts of falsification, misrepresentation or deception. Such acts of dishonesty violate the fundamental ethical

principles of the University community and compromise the worth of work completed by others. It is worth emphasizing here that the University expects all its faculty members abide by the highest standards of professional ethics in all their activities conducted inside or outside the University campus.

4. Misconduct

Faculty members are required to demonstrate high standards of ethical behavior and act as role models for their students. It is expected that they adhere to those standards of conduct that are deemed necessary and appropriate for an educational institution. While it is not possible to list all acts and/or omissions that violate the desired conduct and may result in disciplinary action, the following are some of the more obvious acts or omissions that are unacceptable:

- a. Refusal to carry out the duties required by his/her position or refrain from abiding by the instructions under the employment contract, which are issued by the superior or the person in charge.
- b. Use of physical violence against any person inside the University campus.
- c. Racial or sexual harassment or any other form of harassment to any student, affiliate of or visitor to the University.
- d. Proceeding work in a state of drunkenness (either drugs or alcohol).
- e. Disturbing the safety equipment or acting in a manner that threatens the rules of safety and public health in the workplace or hindering the employees from carrying out their duties properly.
- f. Use of indecent language or resorting to threats when dealing with another person in the workplace.
- g. Unauthorized use of equipment inside the University.
- h. Disturbing the course of work by adopting undesirable attitude.
- i. Absence without permission.
- j. Non-abiding by the University policy regarding smoking in the workplace or non-abidance by the safety rules.

If a certain conduct results in a disciplinary action, any decision regarding the seriousness of the case is subject to the consideration of the University on the basis of findings and relevant

facts as determined by the Disciplinary Committee. The concerned faculty member will be treated fairly and provided an opportunity to explain his/her position. If the Disciplinary Committee, after thorough investigation, concludes that a disciplinary action must be taken against the faculty member, it may recommend verbal counseling, written warning, suspension or even termination. In case the faculty member is not satisfied with the decision of the committee, he/she can file a written appeal to the President of the University requesting a review of the decision.

5. Grievance and appeal

The University aims at providing a workplace with an atmosphere of mutual respect so that faculty members, administrative staff and students can all harmoniously work their duties effectively without any harassment or problems. However, as is natural, disputes may arise from time to time between a faculty member and an administrator or other individuals. In such a case, if the dispute is not resolved informally between the concerned parties, the faculty member may report it to the Dean for his/her intervention. If the Dean's intervention also fails to resolve the dispute to the satisfaction of the concerned faculty member, he/she may proceed to file a formal complaint to the Chairperson of the Faculty Grievance Committee (FGC) at the university level. In this case, the complaint shall be referred to as "Grievance" and the concerned faculty member filing the complaint shall be referred to as "Grievant". The College abides by the University grievance and appeals procedures that are detailed in the Faculty Handbook and University Policies and Procedures.

II. Students

The University shall make sure that students know their rights and responsibilities, and University policies and procedures. Students upon being admitted to the university will be given access to the Student Handbook (hard copy or on the university website).

1. Student rights

- a. Every student enjoys all rights and freedom recognized within the University by the Laws of the United Arab Emirates.

- b. Every student has the right to fair equal treatment by the University. A student has a right to be free from discrimination based on ethnicity, color, religion, gender, marital status, nationality, language, or personal handicap. A distinction, exclusion, or preference based on relevant academic or physical aptitudes required and made in good faith is considered to be non-discriminatory.
- c. All students have the right to have an environment supportive of their educational goals.
- d. Students have access to competent faculty, academic technology, classrooms, libraries, presentations and other resources necessary for the learning process.
- e. Every student has the right to quality education.
- f. Every student has the right to a fair and impartial assessment of his/her performance as a student.
- g. Students have access to various activities beyond the classroom, which support intellectual and personal development.
- h. The university is committed to ensuring that adequate measures are taken to protect the security of students on campus.
- i. The student's right to privacy of personal information is respected. This implies that information disclosed by the student is considered to be personal; this information will not be disclosed to third parties without a student's consent.
- j. The written consent of the student is officially required to disclose his/her academic record. Exceptions are made for parents, sponsors, authorized University officials and in compliance with a judicial order.
- k. Students have access to help in managing their own affairs, increasing self awareness, career planning and personal decision making.
- l. Students have access to established grievance procedures.
- m. A student who is accused of a disciplinary offence has the right to present an appropriate defense.

2. *Student responsibilities*

Students must behave in a manner that is civil and compatible with the university's function as an educational institution. Students are required to obey the rules and regulations of the University as laid out in the Student Handbook and University Catalog.

2.1 Student Behavior Code

- a. All members of the University are expected to conduct themselves in accordance with the regulations of the university, and the laws of the UAE.
- b. Students are to play a model and positive role in enhancing the reputation of the university by demonstrating clear commitment to their own learning, conforming themselves to specified time requirements for class schedules, examinations and assignments
- c. Students are responsible for ensuring that work presented is their own personal work, conducting themselves in a courteous and proper manner in their dealings with faculty members, employees or other students

2.2 Student Guidelines for professional conduct during experiential training

- a. Students are expected to behave with mutual respect and courtesy toward all pharmacy staff (including the onsite preceptor, other pharmacists, and technicians) and patients.
- b. Onsite preceptor's first duty is to his/her patients and work site, not to the student. Students must not expect the onsite preceptor to be there to teach all of the time. The student, not the onsite preceptor, is responsible for the student's own learning.
- c. Students should observe and respect the practice at their practice site and learn from it as they compare it to previous experiences.
- d. Students should never publicly question the advice or directions of their onsite preceptor, but discuss any concerns or disagreements in private. It is particularly important not to question the onsite preceptor's actions in the presence of patients or other health care providers. The student should use discretion in timing discussions with the onsite preceptor about his or her practice.
- e. Students must respect any and all confidences revealed during the practice experience including patient health conditions, social information, pharmacy records, fee systems and professional policies. No mention may be made of confidential or proprietary information to any individual not directly involved in care of the patient or business in question. Failure to do so can result in dismissal from the site and no credit for the rotation.

- f. Students should take the initiative in communicating with physicians, patients and other health professionals, but should not step beyond the realm of professional courtesy and common sense.
- g. Students are responsible for adhering to the rotation schedule agreed upon between the student and the onsite preceptor at the beginning of the rotation. Students should be punctual in arriving at the practice site and should not leave before the agreed-upon time, without first checking for permission from the onsite preceptor. The student is responsible for complying with the Attendance Policy.
- h. Students must exhibit professional appearance both in manner and dress and must follow the professional standards of behavior specified in the pharmacy to which they are assigned. The student is responsible for complying with the Dress Code.
- i. If a student finds certain drug therapies or procedures morally, religiously, or ethically troubling, he/she may refuse to assist the onsite preceptor in medication distribution to patients who are receiving such drug therapies or procedures.

2.3 Student Academic Integrity Policy

2.3.1 Plagiarism

- a. Students are requested to submit their own work to be used for evaluating the level of achievement of a specific learning outcome.
- b. Every submitted project is expected to contain a reference section in which the student lists all the materials that he/she consulted or used in the project.
- c. Plagiarism is strictly forbidden at the University; specialized software that detects plagiarism will be used to detect plagiarism.
- d. If plagiarism is proven, the course instructor reserves the right to give a zero mark for the project which may induce a failure in the course.

2.3.2 Irregular Behaviors during Sit-in Exams

All cases of cheating or trying to cheat, disturbing the peace and calm of the examination room, disrespecting the invigilators, impersonating an examinee or engaging someone else to take the exam by proxy shall be reported to the College Examination Committee by the invigilators for appropriate action.

2.3.3 Disciplinary Penalties

All disciplinary actions towards possible examination violations will be handled according to University regulations laid out in the Policies and Procedures and Student Handbook.

2.3.4 Examination Policies

All examination matters and procedures will be handled according to University regulations detailed in the Policies and Procedures and Student Handbook.

3 Policy on Smoking

Smoking is not permitted in all campus buildings at the University. All students and staff members are responsible for abiding by this policy.

4 Policy on Drug and Alcohol Abuse

The University prohibits the possession, use, sale or distribution of illegal drugs and alcohol by students and employees on its property and at any university activity. Any violation of these policies will result in appropriate disciplinary actions including dismissal in the case of students and termination of contract in the case of employees, even if it is a first offense.

5 Policy on Dress Code

Students, faculty, and staff are expected to dress appropriately and to respect the cultural and religious foundations of the United Arab Emirates. Inappropriate dress for both males and females is prohibited. This means dressing in respectful and modest way and that obscene or offensive pictures or slogans should not be displayed on clothing.

Dress code violations should be reported to the manager of the Department of Student Affairs. Students who do not abide by the dress code are subject to disciplinary action.

6 Policy on Disruptive Conduct

Purpose: To ensure students maintain good conduct and refrain from disturbing University community members. Prohibitions include intentional obstruction or disruption of University activities. This also includes making or causing noise that disturbs university activities or

functions, cursing in a public setting, using unacceptable language or making an offensive speech that includes, but is not limited to name-calling, insulting, profanity, vulgarity and persistence in serious acts of disobedience.

7 Policy on Classroom Misbehavior

The purpose of this policy is to ensure that the rights of instructors teaching students are protected in the labs, offices and other campus environments. Prohibitions include persistent speaking without permission; engaging in activities that are not related to the class; inappropriate use of electronic devices, cell phones or laptops; sleeping in class; habitually arriving late to class, or leaving early; eating/drinking in class without permission; showing disrespect for and arguing with faculty and their study fellows in class; threatening; verbal abuse; destruction of property; or any action that might jeopardize the security of a faculty or a student.

8 Policy on Use of Mobile Phones

Students are expected to respect their fellow students and faculty with regard to the use of mobile phones. Students should turn off their mobile phones when they are in class, or attending a university function, lecture, or meeting.

9 Disciplinary Policy

Any violation of university regulations or directives, or improper behavior is considered as misconduct and will render the student liable to disciplinary action which may range from a verbal warning to dismissal from the university depending on the offense. University rules set out in the Policies and Procedures and the Student Handbook will be implemented.

10 Student Grievance and Appeal Policy

When a student disagrees with the academic decision of a faculty member, the university provides an appeal process for the student to request reconsideration of an academic decision. Academic Appeal is a petition to change a decision basis for a student appeal matter. The

decision may be either that the academic judgment was unfair or that the academic decision was applied incorrectly in the view of the student.

The manager of the Department of Student Affairs forwards the student grievance to the Chairman of the Student Grievance Committee who will arrange a meeting to hear both parties and witnesses, as appropriate. The committee will then deliberate upon its findings and make a recommendation to the Chancellor who will take the final decision, to be communicated to both parties. All steps involved including formation of the student grievance committee, committee action, hearing process and decisions will be handled according to University regulations detailed in the Policies and Procedures and Student Handbook.