



CHANCELLOR'S AWARD FOR INSTITUTIONAL EXCELLENCE

United Arab Emirates University

AWARD MANUAL

Chancellor Medal Category

لَا إِلَهَ إِلَّا اللَّهُ عَلَى التَّمْيِيزِ (مَوْسِي) جَانِبُهُ الرَّئِيسُ الْأَعْلَى



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United Arab Emirates University

2nd Cycle

2017

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GENERAL CONDITIONS

- The employee should have been admitted or assigned to the university for at least two years excluding new staff.
- The staff period of employment at the university is calculated from the date of joining the work including (the trial/probation period).
- A special application may be submitted to the Higher Committee if the new employee does not meet the time requirement (six to two years).
- A special application may be submitted to the Higher Committee if the new employee wishes to apply for other medal categories.
- Staff members assigned to work by local governments may be nominated after at least two years from the date of their appointment.
- Participation in the administrative category is restricted to staff members who do not hold any other status that falls under one of the other categories currently or previously.
- Any employee who wins in one cycle cannot be nominated in the following one.
- The university reserves the right to publish some contents of the winning files after the announcement of the results in order to disseminate stories of success.
- When drafting the nomination file, the criteria set out in this manual must be observed and references and supporting evidence should be noted when cited in the text.
- All files submitted for the award are treated with strict confidentiality and they will not be disclosed either before or during the evaluation phase.
- Data in the file should be properly compiled in order to help the reviewer understand the nature of the work achieved by the applicant/s.
- Interviews will be carried out after submission of the files. The applicant (employee/team/organizational unit) must prepare the nomination file, a copy of the documents and a lap top in addition to showing full awareness of the submitted information.

CHANCELLOR MEDALS AWARD CATEGORIES

First Category: Distinguished Employee medal Award in the supervisory field:

It includes (but not limited to) employees in supervisory positions at different **Academic** levels, such as the following titles:

- College Deans
- Vice Deans
- Assistant Deans
- Department Chairs
- Coordinators of Graduate Programs

It also includes (but not limited to) employees in supervisory positions at different **Administrative** levels, such as the following titles:

- Sector chairs
- Department managers
- Office and center managers
- Directors of Administrations
- Unit supervisors/ administrators
- Group / team leaders

Second Category: Distinguished Employee medal award in the Technical / Engineering Field:

It includes employees specialized in the areas of information technology or users of technical /engineering equipment and devices. This category includes (but not limited to) the following titles:

- Analysts /software programmers/ designers, and system operators
- IT specialists and coordinators
- Engineers with different specialties
- Technicians of different equipment and devices

Third Category: Distinguished Employee medal award in Specialized Jobs:

It includes employees affiliated with the following areas:

- Different Professional and advisory jobs with various titles
- Jobs in centers of scientific research and studies.

This category includes (but not limited to) the following titles :

- Experts, consultants, specialists and researchers
- Editors and journalists
- Planners, translators and advisors
- Analysts and statisticians
- Faculty member
- Accountants and auditors
- Lecturer/Instructor

Fourth Category: Distinguished Employee medal award in the Administrative Field:

It includes employees in the following areas:

- Administrative, professional or clerical jobs
- Financial jobs

This category includes (but not limited to) the following titles:

- Administrators and administrative assistants
- Procurement officers and storekeepers
- Financial assistants
- HR employees
- Secretarial, printing and archiving staff
- Treasurers

Fifth Category: Distinguished Employee medal award in the area of field-work activities:

It includes (but not limited to) employees whose job is affiliated with fieldwork activities. This category includes the following titles :

- Controllers and inspectors
- Drivers and equipment operators
- Engineering and construction technicians
- Agricultural technicians and advisors

Sixth Category: Distinguished Employees medal award in Customer Service:

This category is exclusive of employees working on frontline counters delivering non-technical services at service centers, or staff who provide customers with information and answer their queries. Below are examples of the positions/ job titles that fall under this category:

- Receptionists
- Customer service employees
- Information desk employees
- Call center employees

Seventh Category: Distinguished long-term service and dedicated employee medal award:

This category is exclusive of current employees who have completed more than 15 years in university service in different job levels and are still occupying their jobs. Application for this medal award is subject to some conditions:

- The applicant must not be in the degree of general manager or executive director
- The applicant should have served the university for at least 15 years
- The applicant should be occupying his/her job at the time of the results announcement

Eighth Category: New Employee medal award:

This category includes all newly recruited staff (recently graduated employees) provided they have completed no less than six months and not more than two years in their jobs at the university (including trial/probation period).

AWARDS CRITERIA/SUB-CRITERIA

All award categories are optimized to include five major criteria with the exception of the distinguished employee in the supervisory field category which includes a sixth major criterion (supervisory skills criteria) as shown in the table below:

Marks Distribution table of the Chancellor medal awards Criteria								
Criterion / Category	Distinguished Employee medal award in the Supervisory Field	Distinguished Employee medal award in the Technical/ Engineering Field	Distinguished Employee medal award in Specialized Jobs	Distinguished Employee medal award in the Administrative Field	Distinguished Employee medal award in the area of Fieldwork	Distinguished Employee medal award in the Field of Customer Service	Distinguished long-term service and dedicated employee medal award	New Employee medal award
1. Performance and Achievement	25	40						25
2. Initiative and Creativity	10	15						15
3. Cooperation and Job Commitment	10	15						15
4. Participation / Responsibility-taking	10	15						15
5. Continuous Learning	10	15						30
6. Supervisory Skills	35	0						0
Total	100	100						100

CRITERION 1 - PERFORMANCE AND ACHIEVEMENT

This criterion concentrates on the employee's performance and professional achievements, including the nature, size and quality of performance and the accomplishment of objectives that are higher than expected or exceed the employee's job requirements in addition to the achievement of difficult tasks that require time, effort and hard work. The following sub-criteria should also be considered:

1. Employee productivity, including the accuracy and speed of delivery vis-a-vis deadlines

- In terms of productivity: the main tasks and duties carried out and completed by the employee. This point will be clarified through an explanation of the tasks, their implementation and achieved results.
- In terms of accuracy and speed: Highlighting the accuracy of the task implementation and linking it to performance indicators, if possible, and comparing the speed of implementation to the planned estimated time.

2. Achievements made by the employee, which exceed the assigned work

- Monitoring achievements accomplished through projects or initiatives that had a significant impact on the level of performance, but were not considered as the main tasks of the employees (not included in their job descriptions).

3. Extraordinary efforts made by the employee to achieve a particular goal/achievement

- Looking for examples of applied work models in which the employee exerted tremendous effort in terms of quality, time of implementation and their impact on the fulfillment of objectives.

4. The use of an appropriate mechanism to realize the employee's achievements and the nature of the obstacles and difficulties s/he was able to overcome

- Identifying the difficulties confronted during implementation, linking these difficulties to the work process, establishing solutions to overcome these difficulties and describing the results of the solutions.

5. The personal efforts made by the employees to fulfil the achievements and the role of other participants

- Illustrating the personal role played in fulfilling the achievements rather than supervision and providing examples to show the benefit gained from the efforts of other colleagues and their role in the completion of the tasks.

6. Utilizing the skills and modern /sophisticated methods in fulfilling the achievements

- Giving examples of the administrative or technical means utilized in realizing these accomplishments.

CRITERION 2 - INITIATION AND CREATIVITY

This criterion concentrates on the employee's initiative to provide ideas, suggestions, studies, enterprises or innovative/distinguished work methods that contribute to the development of performance or improve productivity or promote the level of services provided to customers or simplify the procedures. This criterion is concerned with the level of creativity and initiative in terms of the ideas or achievements provided by the employee which may include the following sub-criteria:

1. Level of the employee's self-motivation to take the initiative and be innovative

- Centralizing the works that demonstrate the competence of the employee to initiate, innovate, update, and mentioning examples of important projects and applications s/he created and applied including their results.

2. The nature of the employee's innovative initiatives (ideas, studies, methods of work, projects, etc.)

- Providing examples of studies, research or proposals (at work, or outside of work).

3. Methodology or Method of Creating Initiatives and Providing Innovations

- Providing examples to show how the employee was able to get the approvals of the leadership on projects and suggestions and how s/he was able to convince the higher authorities of the validity of the proposed project/s in addition to providing examples of the obstacles s/he confronted and subsequently exceeded.

4. The efforts exerted by the employee to implement his/her initiatives and innovations and overcome difficulties and obstacles

- Providing examples of the obstacles confronting the employee and how he/she has overcome them.

5. Extent of implementation of the employee's ideas and creative initiatives

- Summarizing the suggestions/ideas submitted by the employee, highlighting the percentage of their implementation and mentioning proposals that include ideas which had wide-ranging implications in terms of their impacts at the university level.

6. Results and impacts of the employee's creative initiatives and the lessons learned from them

- In terms of results: (highlighting the results of the initiatives in numerical terms as far as possible).
- In terms of lessons learned: (Utilization of the results at the level of other units/using the results as a model to be emulated).
- In terms of generalization/dissemination of results: (mention examples of beneficiaries).

7. The extent of the employee's keenness to publish, disseminate and share information with others

- In terms of generalization/dissemination: (mention examples of beneficiaries).

CRITERION 3 - COOPERATION AND COMMITMENT

This criterion considers the degree of cooperation between the employee and the internal/external customers (from outside the university) and the extent of his/her positive attitude toward them. It also focuses on the degree of functional and behavioral commitment on the part of the employee through his/her respect for and dedication to the institutional systems, supported by a non-infringing job register. These points may also include the following sub-criteria:

1. Examples/evidences that describe the degree of cooperation by the employee with internal and external customers

- Dealing with auditors, collaborating with colleagues, overcoming difficulties and complexities as well as reception of appreciation certificates, etc.

2. Providing examples/evidences that prove the willingness of the employee to make efforts and spend extra time serving customers and making them satisfied

- Spending overtime, paying extra efforts, meeting the demands of other units, etc.

3. Examples/evidences which demonstrate the ability of the employee to work within a team environment

- Examples of teams in which employees participated (leadership, membership of teams, supporting collective work).

4. Examples/evidences which reveal the respect of the employee for the laws and regulations of the university, and the extent of adherence to principles and rules

- Submitting Job record free from warnings, full commitment to the working times and encouraging subordinates to adhere to regulations and discipline.

5. Examples/evidences that prove the dedication of the employee to the service of the goals and vision of the organizational unit, with a clear commitment to the requirements of the job vis-à-vis personal obligations

- Linking plans with strategy, avoiding conflict between personal interests and job obligations, organizing holidays in an appropriate way.... etc.

CRITERION 4 - PARTICIPATION AND RESPONSIBILITY-TAKING

This criterion focuses on the extent of the employee's participation in activities and events (formal and informal), which are organized by the university, and the extent of his/her contribution to volunteering efforts sponsored by the university. Additionally, it focuses on the employee's job responsibilities, especially in non-routine cases. This may include the following sub-criteria:

1. Voluntary work accomplished by the employee and the relationship to the requirements of his/her job

- Volunteering to meet the obligations of UAEU to UAE society and volunteering to work with other authorities.

2. Participation of employees in official and non-official activities organized by the university

- Examples of participation in (conferences, championships, celebrations, etc.) organized by the university.

3. The level of the employee's responsibility for special tasks in non-routine situations

- Providing examples of assigned /accomplished tasks, and highlighting unusual factors embedded in them.

4. Degree of employee's tolerance of the work pressures and other requirements

- Examples of accomplished tasks in addition to routine work, overtime, and completion of public transactions, etc.

CRITERION 5 - CONTINUOUS LEARNING

This criterion focuses on the willingness and ability of new employee to learn skills related to their work, and their willingness to benefit from the expertise of more experienced colleagues in addition to their efforts to learn updated information and contribute to the development of performance. These points may also include the following sub-criteria:

1. Examples that indicate the aptitude and initiative of the employee to learn and take advantage of the peculiar skills and expertise of more experienced staff

- Communicate, raise questions, take opinions, etc.

2. The employee's keenness and speed in terms of self-development through the acquisition of expertise and skills related to his/her work tasks: (work and requirements)

- The extent of accomplished tasks compared to the time period, examples of important tasks undertaken during a short period of employment.

3. The employee's enthusiasm and proficiency in the use of computers and Internet and/ or the development of his/her language skills and communicative abilities. Additionally, this can include the development of specific technical skills (via training courses) in case of being related to job functions and are readily applicable to the work environment

- Referring to the certificates and courses the employee has passed in technical and linguistic matters.

4. The extent of the employee's keenness on identifying the details and tasks of his/her job, indicating willingness to work in the field or ordinary jobs and refraining from seeking leading or supervisory positions

- Examples of tasks to be included such as (field-work, technical, administrative jobs and evening shifts ... etc.

5. The efforts of the employee to improve his/her scientific achievement

- Mention qualifications, further education and training in addition to work

CRITERION 6 - SUPERVISORY SKILLS (THIS CRITERION IS SPECIAL FOR DISTINGUISHED EMPLOYEE IN THE SUPERVISORY FIELD)

This criterion concentrates on the supervisory skills and capacities of the employee in particular regarding the ability to plan, organize, direct, mandate, motivate, train and manage in addition to other managerial/administrative/supervisory skills utilized by the employee in the exercise of his/her work duties. This may include the following sub-criteria:

1. The supervisor's ability to establish a clear vision for the organizational unit/team, and his/her ability to form plans and mobilize efforts

- Participating in the formulation of an overall strategy, mentioning the vision of his/her unit and its relationship to the university vision, referring to annual plans and engaging the employees in their preparation and implementation.

2. The supervisor's skills in regulating the workflow and making use of available human, material and technological resources and maximizing their return

- Preparing/upgrading the organizational structure of the unit, designing required processes/operations, documenting the procedures, preparing the annual budget and activating job rotation.

3. The extent to which the supervisor applies reliable methods to measure the level of his performance and the performance of his team (and organizational unit) in terms of the extent to which the objectives are achieved

- Assessing institutional performance, adopting performance indicators and periodical reviews.

4. The supervisor should act as a good example for his/her subordinates in performance and behavior, especially in the area of customer services and career commitment

- Adhering to regulations and laws, accepting overtime work and confronting emergency situations, giving attention to customers and guiding others to follow his/her example.

5. The enthusiasm of the supervisor to develop and train other employees and delegate responsibilities. He/she should also motivate their team and build a viable work environment

- In terms of training: Identifying types of training and measurement of annual training hours for each employee.
- In terms of delegation: Providing evidence to showcase the works he/she has delegated to their subordinates.
- In terms of motivation: Appreciating and honoring contributors and achievers.
- In terms of building the team spirit: the formation of teams (budget planning, training, auditing, etc.).

6. Ability of the supervisor to communicate effectively with his/her team and his/her ability to provide constructive and regular information to them about their performance and achievements

- Periodic meetings, interviews, electronic communication, evaluation, etc.

7. The ability to manage change, handle upgrades and continuously improve performance

- Administrative and field methods, modern techniques and devices, examples of some change initiatives.

SUGGESTED MODEL ANSWERS TO FILL OUT SOME CRITERIA

Criterion 1: Performance and Achievement

How the employee fulfills tasks including the obstacles that were transcended.

In terms of the responsibility for the dissemination and implementation of the standards of excellence, the most important difficulties the employee confronted were modernity incorporated in the concept of quality and institutional excellence and its applications. This requires efforts to implement these standards and establish them in the work environment in addition to the specialized knowledge required to fulfill the duties of the employee as responsible for the dissemination and application of the standards of excellence. To overcome these difficulties, the employee did the following:

- The employee voluntarily qualified himself/herself by taking (4) specialized courses in the field of quality assurance and excellence including (comprehensive management quality, self-evaluation, benchmarking comparisons, balanced performance card) to ensure the achievement of his/her scientific contributions accurately.
- The employee subscribed to a scientific journal specialized in the field of excellence, and communicated with the European Foundation for Quality to obtain membership to benefit from the Foundation's scientific publications in this area through the Foundation's website.
- The employee invest the leadership support for institutional excellence in university and organized (3) specialized courses in the field with the participation of 80 employees exclusively department chairs/directors and administrators in the organizational units to explain the standards of excellence and disseminate co-institutional excellence requirements in the university sectors.

Criterion 2: Initiation and Creativity

The degree of self-motivation of the employee to initiative and creativity

The employee should have a great ability of initiative, creativity and research, which enabled him to hold multiple positions, and generate many creative initiatives. The employee should show remarkable superiority in all positions he held in the aftermath of a decree issued by H.E. the Chancellor entrusting him/her to assume the functions of Director of Management. Among the employee's initiatives are the following:

- The employee created in his/her Department a reference management comparisons unit and identified comparative aspects locally and globally. S/he also developed a partnership management unit to activate the role of strategic partners, prepared the systems of these units and established their tasks. See attached decree # (7).
- The employee proposed the annual forum for excellence, prepared the system of the forum and the mechanisms of its implementation. He/she succeeded in convincing the senior leadership of the importance of holding this forum. He/she chaired the organizing committee of the first forum held in February 2010 and participated in all the units. Accordingly. He/she received a certificate of appreciation from His Excellency the Chancellor.

Criterion 3: Cooperation and Job Commitment

Evidence that demonstrates the employee's ability to work in a team

As a director of an institutional excellence Department, the employee believes in the importance of working in a team, therefore he/she is....

- Member and Rapporteur of the Higher Committee for Development.
- He/she chairs the team preparing the main nomination file for the Sheikh Khalifa Award for Governmental Excellence.
- Member of the customer service committee.
- He/she chaired (3) teams in 2009, and participated in (3) work teams during the same year.
- He/she formed different teams in both current and former departments in order to accomplish tasks, and also formed (8) work teams during the years 2008-2009. See the decree to form the team: attachment # (13).

Criterion 6: Supervisory Skills

The ability of the supervisor to identify a clear vision for his/her organizational unit/team, and form/implement integrated plans efficiently

- The supervisor should have a wide range of supervisory skills and an ability to implement plans efficiently, therefore:
The employee defined his/her Department vision and general objectives until 2013 which are derived from documented tasks to achieve institutional excellence. The vision aims to achieve institutional excellence according to international standards.
- In order to ensure the stage-by-stage progress of the approved vision, the employee prepares an operational plan per annum for the organizational unit by forming a task force under his leadership and the membership of the department chairs, then identifying the administrative tasks under consideration and engaging them in the preparatory discussions to ensure effective implementation of 95% of the vision in 2009. Afterwards, the employee shall explain the operational plans to the Director General and get the approval. Later the operational plans will be posted on the internal website. See the outcome of the evaluation of the Plan, (attachment # 22).

INDICATORS OF EMPLOYEES EXCELLENCE

Criterion 1: Performance and Achievement

- The employee makes great efforts to achieve positive results.
- The employee shows accomplishments and results of impressive work.
- The employee achieves higher than expected goals.
- The employee performs difficult tasks that go beyond and exceed work obstacles.
- The employee acts as a good role model for colleagues in the field of achievement and commitment.
- The employee introduces greater work production than expected (required).
- The employee achieves extraordinary speed in carrying out the tasks assigned to him/her.
- Despite the complexity and difficulty of the tasks assigned to the employee, he/she possesses and implements various skills to accomplish these tasks efficiently and effectively.
- The production of the employee is accurate and his/her work and achievements are almost devoid of any errors or shortcomings.
- The employee utilizes advanced technologies and applies modern methods to accomplish required tasks.
- The efforts and achievements of the employees are characterized by perseverance and continuity.

Criterion 2: Initiative and Creativity

- The employee has self-motivation and is able to take the first degree initiative.
- The employee provides almost systematic and effective work ideas and methods.
- The staff member/employee offers useful practical suggestions.
- The employee's suggestions are characterized by integration, modernity, leadership and creativity.
- The employee represents a role model in presenting similar and creative ideas and proposals.
- The employee's initiatives and suggestions have clear creative implications for performance development.
- The employee carefully monitors the application of his suggestions and initiatives.
- The employee provides unprecedented ideas and perceptions.
- The employee possesses the perseverance/determination to present innovative projects.

Criterion 3: Cooperation and Job Commitment

- The employee is proficient in the art of dealing with others.
- The employee goes as far as possible in customer service and answer their questions.
- The employee is positive and very patient in responding to customer objections and provocations.
- The employee maintains excellent work relations with his/her colleagues and s/he is respected and appreciated.
- The employee shall provide the necessary support and encouragement (if necessary).
- The employee is positive in dealing with his/her superiors and subordinates.
- The employee is committed to the university regulations and policies but applies them flexibly and without restraint.
- The employee respects the working hours while preparing himself/herself to work longer.
- The employee uses the working hours in an optimal manner.

- The employee/staff member's record is free from sanctions and contains many appreciation and thank-you letters.
- The employee prioritizes his/her employment obligations to any other personal or commercial benefits or obligations.
- The employee shows loyalty and keenness in order to achieve the objectives of the administration/department in which s/he works.
- The employee has positive personal qualities and treats people with integrity and objectivity.

Criterion 4: Participation and Responsibility-taking

- The employee actively participates in any formal or informal activities organized by the University.
- The employee accepts and contributes to any volunteering initiatives.
- The employee enthusiastically participates in the training of colleagues during work or even after the end of working hours.
- The employee participates actively in the preparation of the work systems, and participates with his colleagues (at different job levels) in their social events. He/she can be relied upon permanently.
- The employee is able to act in non-routine situations.
- The employee has responsibility and avoids blaming others.
- The employee/staff member needs a minimum level of supervision to complete the tasks.
- The employee develops knowledge and skills and is keen to raise the level of scientific achievement.
- The employee is keen to participate in specialized scientific and professional societies, bodies and meetings.

Criterion 5: Continuous Learning

- The employee is keen to learn from his/her colleagues and supervisors.
- The employee asks and inquires about the issues and topics related to his/her work.
- The employee tries to achieve the job duties himself/herself.
- The employee is ready to achieve/complete professional / fieldwork assignments.
- The employee masters working skills quickly.
- The employee is keen to apply the latest scientific and practical developments by utilizing modern means such as the Internet.
- The employee accepts participation in the task forces, informal meetings and training seminars.

Criterion 6: Supervisory Skills

- The supervisor has a clear future vision and is capable of communicating it to his/her team and mobilizing their efforts to achieve it.
- The supervisor plans and organizes efficiently and is able to motivate his staff and launch their abilities.
- The supervisor is able to delegate authority.
- The supervisor is keen on customer service (internal and external).
- The supervisor is able to build a distinguished team.
- The supervisor trains his/her staff and develops their skills and abilities.
- The supervisor assesses the performance of his/her subordinates fairly and objectively.
- The supervisor is able to assess the performance of his/her organizational unit.
- The supervisor makes appropriate and effective decisions and resolves disputes quickly and efficiently.
- The supervisor manages the meetings efficiently.

- The supervisor is capable of change and development.
- The supervisor is able to communicate positively and effectively.
- The supervisor manages his time efficiently, and acts as a good model to be followed by his/her reviewer subordinates.

NOMINATION FILE STRUCTURE

The number of pages for the nomination file should not exceed 12 pages for all categories (6 pages of criteria and 6 pages for attachments) including all attachments, appendixes, and attached documents such as graphs, tables, illustrations, statistical data, photographs, letters, results, Etc....in addition to the following pages that are not part of the above pages:

- **Cover page:** University name, logo, award category and employee name.
- **Table of Contents:** Please add a single page including the table of contents of the submitted documents, and clarify the page numbers for each part of the application/nomination file.
- **Introduction:** The introduction is written as a general summary of the project / the employee with a maximum of one page.
- **Glossary:** This glossary explains all the terms and abbreviations mentioned in the application/nomination file.
- More than one directory or diagram may be placed on one of the attached pages.

HOW TO PREPARE THE NOMINATION FILE

1. Collect scientific certificates, certificates of training courses, letters of thanks and appreciation, studies and suggestions, rewards and certificates, work teams, publications, regulations/laws and manuals, annual evaluation, overtime participations , press reports, photos, website data,....etc.
2. Transform the collected documents into data and written information.
3. Distribute the written data and information.
4. Link the answers with the main tasks and duties.
5. Complete the answers in a way that matches the criteria.

It is possible to distribute the pages with appendices as follows:

- Distinguished employee medal award in the supervisory field:

Criteria	Criterion Percentage	Number of pages of the main document
Performance and Achievement	25%	1
Initiative and Creativity	10%	1
Cooperation and Job Commitment	10%	1
Participation and Responsibility-taking	10%	1
Continuous Learning	10%	1
Supervisory Skills	35%	1
Total	100	6

- Distinguished new employee medal award :

Criteria	Criterion Percentage	Number of pages of the main document
Performance and Achievement	25%	1
Initiative and Creativity	15%	1
Cooperation and Job Commitment	15%	1
Participation and Responsibility-taking	15%	1
Continuous Learning	30%	2
Supervisory Skills	-	-
Total	100	6

- Medal awards for distinguished employee in the technical/ engineering/ administrative/ customer service field, and in other specialized functions:

Criteria	Criterion Percentage	Number of pages of the main document
Performance and Achievement	40%	2
Initiative and Creativity	15%	1
Cooperation and Job Commitment	15%	1
Participation and Responsibility-taking	15%	1
Continuous Learning	15%	1
Supervisory Skills	-	-
Total	100	6

- Distinguished Long-term service employee medal award.

Criteria	Criterion Percentage	Number of pages of the main document
Performance and Achievement	40%	2
Initiative and Creativity	15%	1
Cooperation and Job Commitment	15%	1
Participation and Responsibility-taking	15%	1
Continuous Learning	15%	1
Supervisory Skills	-	-
Total	100	6

INSTRUCTIONS FOR FILLING OUT THE NOMINATION FILE

- **Language:** The original language is Arabic, however, some English terms can be utilized simultaneously with their Arabic translated. In cases where the employee, team or department members do not speak Arabic, they can use the English version of the nomination file.
- **Font:** use Simplified Arabic or Arial fonts for English as follows:
 - Headlines: font size (14).
 - Subtitles: font size (13).
 - Content: font size (12).
- **Writing Style:** All attachments should use the same printing/writing font as used in the main text. Write on one side only of the nomination file.
- **Attaching Documents:** Regarding Chancellor Medal Award categories nomination files, the attachments must be separated from the answer pages, and no attachment is included in the answer pages. All attached documents must be official, certified, clear, readable, time-bound, purposeful and authenticated. These documents may be letters, decrees, certificates, pictures, operating guides, diagrams, illustrations, studies/ research or reports).
- **Page Size:** A4 paper.
- **Space between lines:** 1.15.
- **Margins:**
 - Top Margin: bottom, left: 0.5 inch.
 - Right Margin: 1 inch.
 - Header: 0.5 inch.
 - Footer: 0.5 inch.

- **Page Numbering:** the number of each page and total number of pages must be shown on the left edge of every page (e.g. page number to ... or/....).
- **Numbering of Paragraphs:** paragraphs should be numbered in order to correspond to the numbering of the main/ sub criteria and the activities that will be filled out. For example 1-2-3 (first activity, the second sub criterion, the third main criterion).

