Student Identification (ID) Card Policy	Effective from:	01 January 2018
	Last Revised:	29 October 2026
	Version:	2.0
	Created/Updated By:	IT Department

Objective: This policy establishes the requirements for the issuance, use, management, replacement and security of Student Identification (ID) Cards at Curtin University Dubai. It aims to ensure that students have valid identification, facilitate access to University services and support campus security and administrative efficiency.

Scope: This policy applies to all students enrolled at Curtin University Dubai, including undergraduate, postgraduate and foundation programme students. It covers the initial issuance, permitted use, loss, theft, damage, replacement and deactivation of Student ID Cards.

Student ID Card Issuance: Every enrolled student is eligible to receive an official Curtin University Dubai Student ID Card. The first card will be issued free of charge. New students must complete the Student ID Card request form during Orientation Week using the QR code or designated online form provided by the University.

Students must have their photograph taken on campus or submit an acceptable passport-sized photograph that meets University requirements. The card will display the student's photograph, name, student identification number and other information approved by the University.

Students will be notified by email when their card is ready for collection from the IT Department, Block 10, 4th Floor, Dubai Academic City.

Use of Student ID Cards: The Student ID Card serves as the official identification document for students enrolled at Curtin University Dubai. Students must carry their card while on campus and present it upon request by authorised University personnel.

The card may be required for identity verification on campus, library borrowing services, examinations and assessments, access to designated campus facilities and services, participation in University competitions, conferences and official events, and other identification purposes authorised by the University.

Student ID Cards are issued for individual use only and must not be shared, transferred or lent to another person. Altering, duplicating, falsifying or misusing a Student ID Card is prohibited and may result in disciplinary action under applicable University regulations.

Student Responsibilities: Students are responsible for the care and safekeeping of their Student ID Cards and must take reasonable precautions against loss, theft, damage and unauthorised use. Students must not permit another person to use their card to access University facilities or services.

Lost or stolen cards must be reported promptly to the IT Department or Student Services team. Students must also report any incorrect personal information printed on their cards.

Lost, Stolen or Misplaced Cards: Students who lose or misplace their Student ID Card must notify the IT Department as soon as possible. A replacement fee of AED 50 applies to cards replaced due to loss or misplacement and must be paid through the University's approved payment process before the replacement is issued.

Upon notification of a lost or stolen card, the IT Department will deactivate the card in relevant access-control systems, where technically supported, to prevent unauthorised use. Once a replacement has been issued, the previous card is no longer valid for University access or identification. If the original card is subsequently found, the student must not use it and must return it to the IT Department.

Stolen cards are subject to the same replacement process and fee. Any exemption in exceptional circumstances requires approval from an authorised University representative.

Damaged or Faulty Cards: Students experiencing technical issues with their Student ID Cards must contact the IT Department for inspection and surrender the existing card before a replacement is issued.

Where the IT Department verifies that a card is defective due to normal wear and tear, a manufacturing defect or technical malfunction, a replacement will be provided free of charge. Where damage results from negligence, misuse or improper handling, the standard replacement fee of AED 50 applies.

Replacement Card Procedure: Students requesting a replacement Student ID Card must follow the steps below:

1. Report the lost, stolen, damaged or faulty card to Student Services or the IT Department by email.
2. Submit a replacement card request.
3. Pay the applicable AED 50 replacement fee, where required.
4. Await confirmation that the replacement card is ready for collection.
5. Collect the replacement card from the IT Department.

The IT Department will maintain a record of replacement cards issued.

Card Validity and Deactivation: Student ID Cards remain valid while the student maintains an eligible enrolment status at Curtin University Dubai, subject to University requirements. The University may deactivate or withdraw a card when a student graduates, withdraws, is no longer enrolled or otherwise becomes ineligible to use the card. Cards may also be temporarily deactivated for security reasons or suspected misuse.

Student ID Cards remain the property of Curtin University Dubai and must be surrendered upon request by authorised University personnel.

Fees and Charges: The following fees apply to the issuance and replacement of Student ID Cards:

Description	**Amount (AED)**
Initial issuance of Student ID Card to newly enrolled students	Free
Replacement of lost or misplaced Student ID Card	50
Replacement of Student ID Card due to damage caused by the student	50
Replacement of Student ID Card due to a verified technical or manufacturing defect	Free
Reissuance of Student ID Card due to University printing errors	Free

Review: This policy will be reviewed on an annual basis.