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1 INTRODUCTION

1.1 WELCOME MESSAGE FROM THE DEPUTY DEAN FOR ACADEMIC AFFAIRS

A warm welcome from the Global College of Engineering and Technology, GCET.

The College is an institution of higher education with a vision and the desire to equip its students with an Engineering education and skills required for making a positive and constructive contribution to developments and advances in the Sultanate of Oman, the region and beyond.

Such a contribution has to reflect the values and guiding principles of the College. For the pursuit of excellence, these have to include commitment, respect, integrity, competence and dedication. Commitment should be demonstrated through hard work, which continues to completion even when the task becomes more difficult. Mutual respect is essential in the interaction with others. Integrity comprises the qualities of honesty, openness, fairness and tolerance. Academic and professional competence is shown in being able to address and solve the problems and questions in the respective field of expertise. It is also the ability to contribute to the advancement of technology and its infrastructure, to give expert advice in a constructive form and to present knowledge, guidance and expertise in a professional manner. Dedication is the persistence in solving outstanding problems, optimizing any solutions and implementing these in a timely and professional manner, even if faced with obstacles and difficulties.

In order to achieve these aims and to educate students of the College to contribute to society in a manner as outlined above, the College strives to create a stimulating environment for learning, friendly and collegial in the interactions between people, and which offers not only an academic education but also opportunities for character forming experiences, training in persistence in reaching aims and objectives and for developing the whole person beyond a purely academic education. This, of course, requires collaboration and trust, and also a fair proportion of hard work from students as well as from academic staff. I hope that we shall achieve this and establish our College as a centre for academic excellence.

Education is a journey. Let us start on this voyage together and enjoy the experience of travelling.

Dr. Klaus-Ulrich Neumann – Deputy Dean for Academic Affairs
1.2 **Purpose of this Handbook**

The purpose of this handbook is to inform students of basic rules, regulations, policies and procedures of the College, and to give some information relating to the College and its programmes of study. This information is important as you will need to be aware of it for making informed decisions.

1.3 **Scope**

This document presents a brief outline of important information that you are likely to need during your study at the College. It is in no way a comprehensive document on the College's policies and regulations. It has to be read in conjunction with other College documents including the Academic Handbook, Quality Manual, policies, procedures, code of practice and other relevant documents.

1.4 **Disclaimer**

The information presented in this Handbook is correct at the time of going to press. The College reserves the right to make amendments to:

- The contents of the Programme Specifications and in particular timetable, location and method of delivery or contents, syllabus and assessments.
- The College Governance Manuals, regulations, policies, procedures and fee structure.

The reasons for such amendments include a response to a demand from students, Ministry of Higher Education, External Examiners and/or academic partner. These also include unforeseen events or circumstances beyond the College’s control or as deemed necessary by the College.

In the event that amendments are made, every effort will be made so that current students will not be disadvantaged by these amendments. The means of informing students about these changes will be by email, web-pages, College notice boards, Staff-Student Liaison Committee, Student Services, student induction before each semester, or any other means deemed suitable and appropriate.
2 YOUR COLLEGE

2.1 BACKGROUND

The Global College of Engineering and Technology, GCET, or the College for short, is a private College located in Muscat, Oman. It was founded in 2014 and commenced operation with the intake of the first cohort of students in autumn 2014. The College is regulated by the Ministry of Higher Education, MoHE, and has an academic affiliation with Carleton University, Canada.

The College teaches in the medium of the English language and specialises in the provision of Engineering Education. The academic programmes are developed in consultation with our academic partner, Carleton University. The College currently offers three degree programmes as listed in section 3.3.

In addition, the College offers a Foundation Studies Programme which is considered as the main gate to the College’s undergraduate programmes and aimed at enhancing the level of knowledge and skills of students and prepare them to study in higher education in an English medium.

2.2 VISION

To be distinguished, nationally and internationally, for providing high quality learning opportunities and for carrying out research, enterprise and community engagement activities that are governed by international standards and which are strongly linked to the needs and development of the Sultanate of Oman.

2.3 MISSION

The mission of the College shall be the advancement of learning by teaching, research and scholarship and its application for the benefit of individuals and the community which is strongly linked to the needs and developments of the Sultanate of Oman. In particular, GCET’s mission includes:

- Providing high quality learning opportunities that are driven by local vision and governed by high international standards.
- Producing graduates that have the skills and knowledge in their discipline areas, as well as critical thinking, hence are able to shape the future of the region and beyond.
Disseminating and applying knowledge to further sustainable industrial, economic, cultural, environmental and social development of the Sultanate of Oman and the region.

Continuing education and life-long learning that plays a key role in the up-skilling of the workforce in the Sultanate of Oman and the region.

Carrying out research and enterprise activities that directly address the needs of the Sultanate of Oman and the wider region.

2.4 Core Values

Academic Standards
The College is committed to maintaining high academic standards through partnership with reputable international organisations, an external examination process, accreditation and auditing, and through periodic review of our academic practices.

Quality
The College strives to achieve, through continuous improvement and adherence to institutional policies and best practices, the highest quality and standards in all its endeavours.

Diversity
The College’s management is committed to the principle of equality of opportunity for all staff and students and to providing an environment where respect is shown to all and where individual employees and students are valued and supported in achieving their full potential. The College values the opportunity to work, learn and develop in a community that embraces the diversity of individuals and ideas, including race, ethnicity, religion, age, gender, marital status, socioeconomic background, physical ability, political affiliation and intellectual perspective.

Integrity
We act with integrity, treat each other with dignity and respect, and are committed to fairness in our practices, policies and procedures.

Clarity
Openness and clarity of purpose are key to how we communicate with each other and with the outside world.
Empowerment
We encourage, support and empower members of our community to achieve individual and collective goals.

Community
We have a shared responsibility for developing our College, and we want everyone to feel that they can contribute to our success.

Partnerships
Collaborations within the College, and between the College and external partners, are enriching and rewarding.

Sustainability
Planned sustainable development (financially, socially and environmentally) is crucially important to securing our future.

Teamwork
We seek to create interdisciplinary, synergetic and collegial relationships characterized by honesty, collaboration, inclusiveness and flexibility.

Creativity
We encourage and support innovation, imagination, ingenuity, resourcefulness and vision.

2.5 Your Voice
Your voice is extremely important to us as you are our main stakeholder. You are invited to join us in building this College through expressing your views and suggestions for improving our services. The Staff-Student Liaison Committee is the main formal platform for you to express your views and discuss with staff all issues related to your experience as a student and how we could improve it. You are also encouraged to participate in the End-of-Semester surveys. The results of these surveys will inform our policy-making process.
3 **THE COLLEGE'S ACADEMIC FRAMEWORK**

3.1 **INTRODUCTION**

The College's academic framework consists of 4 years of undergraduate studies preceded by a 3 semesters pre-higher education *Foundation Studies* Programme (Figure 3.1). *Foundation Studies* (Stages 1, 2 and 3) aims at preparing students for higher education in an English medium. In addition to the English language component for all three stages of the Foundation Studies Programme, Stage 2 and Stage 3, include Maths, IT, Study Skills and, for Stage 3, Physics.

![Figure 3.1: Academic Framework](image)

3.2 **MODULE, CREDIT AND LEVEL**

A programme of study is made up of modules and each module addresses a particular topic. Modules are assigned a **Level** which reflects the complexity of the learning outcomes (depth of learning) and a **Credit** value which reflects the volume of learning. Successful completion of each module will result in crediting the total value of Credits which will be banked for a certain level. To graduate, a student will need to accumulate a certain amount of Credits at each level. For GCET undergraduate programmes, a total of 21.5 Credits (Canadian Credit System) distributed over 4 levels (minimum of 5 credits at each level) are needed to be accumulated to qualify for the award of BEng(Hons) degree. Annexes 2, 3 and 4 show the distribution of these Credits over the 4 years of study. These requirements include a project in the final year of study.
3.3 Undergraduate Academic Programmes Offered by GCET
The College currently offers the following undergraduate programmes (Annex 1):

- BEng (Hons) Mechanical Engineering and Vehicle Technology
- BEng (Hons) Electronics Engineering and Telecommunication
- BEng (Hons) Software Engineering

The programmes are developed in consultation and with the assistance of our academic partner, Carleton University, who also oversees the quality assurance and enhancement of the above programmes.

3.4 Student Workload
An undergraduate student at GCET will normally register for 5 to 6 modules per semester (3 if on probation). Each 0.5 Credit module includes approximately 3 hours per week contact time and about 5 hours of self-study. Therefore the total workload per week is approximately 45 hours of learning and teaching.

For the Foundation Programme Stage 1, students will have 16 hr/week formal teaching, while for Stage 2 and Stage 3, students will have 18 and 19 hours per week formal scheduled classes, respectively (please refer to section 4.5).

3.5 Timetable
At the beginning of a semester, you will be issued with a timetable which includes the modules, their allocated time slot, room number and the tutor. The timetable also includes periods for self-study. Although attendance at these self-study sessions is not compulsory, you are strongly encouraged to make full use of them.

3.6 Attendance Policy
Students are expected to attend all scheduled teaching classes, tutorials, laboratories, or any other timetabled event and to make up for all missed components. While attendance at classes is the responsibility of the student, who will be held accountable for any missed work, instructors are also requested to inform the Admissions and Registration Office and the Programme Director when a student’s attendance record gives cause for concern (two absences in a two week period).

Students who are absent for more than 10 minutes during a scheduled session will be shown as absent on the register.
A full time student who is absent for 10% of a module will receive a warning. At an absence stage of 20% of a module the student will not be allowed to sit the final examination and will fail the module. For absences due to extenuating circumstances, students have to inform the Programme Director within one week of their absence and submit documented evidence to support their extenuating circumstances case.

3.7 Academic Year and Academic Calendar
The College runs 3 semesters per Academic (some simultaneously). Normally semester 1 starts in October and finishes in January of the following year, semester 2 runs from February to June, and semester 3 runs from July to September. Semester 1 and semester 2 may run simultaneously. The Academic Calendar is presented in Annex 5.

3.8 Important Dates
The table below summarises the important dates for the academic year 2015-2016.

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Induction for New Students</td>
<td>18th October 2015</td>
</tr>
<tr>
<td>Beginning of Semester 1</td>
<td>19th October 2015</td>
</tr>
<tr>
<td>Final Examination period for Semester 1</td>
<td>31st January 2016 – 4th February 2016</td>
</tr>
<tr>
<td>Winter Break</td>
<td>7th – 13th February 2016</td>
</tr>
<tr>
<td>Beginning of Semester 2</td>
<td>14th February 2016</td>
</tr>
<tr>
<td>Final Examination period for Semester 2</td>
<td>29th May 2016 – 2nd June 2016</td>
</tr>
<tr>
<td>Summer Semester</td>
<td>17th July 2016 – 8th September 2016</td>
</tr>
<tr>
<td>Final Examination period for Summer Semester</td>
<td>4th – 8th September 2016</td>
</tr>
<tr>
<td>Re-sit Period</td>
<td>18th – 22nd September 2016</td>
</tr>
</tbody>
</table>
4  FOUNDATION STUDIES PROGRAMME

4.1  INTRODUCTION
The Foundation Studies Programme is regarded as the backbone to all the College’s undergraduate programmes. It forms the main gate to all GCET undergraduate programmes (UG).

The Foundation Studies Programme is structured in the following manner. Stage 1 of the Foundation Studies Programme is an introduction to general English. For stage 2 the study of the English Language will continue, and the language component will be supplemented by modules in Study Skills, Maths and IT. For Stage 2 and Stage 3 the English language component also addresses “English for Academic Purposes” (EAP). While a mathematics module will also be offered at Stage 3, a Physics module will be added as a new module for Stage 3.

Upon successful completion of Foundation Studies Programme, students may either exit or progress to the GCET undergraduate programmes, subject to achieving the minimum progression criteria as specified in section 4.6.

4.2  EDUCATIONAL AIMS OF THE PROGRAMME
The main aim of the Foundation Studies Programme is to prepare students for study in higher education in an English medium. These include studying topics such as general English, English for academic purposes, Study Skills, IT, Maths and Physics. The programme also aims to promote critical thinking and student centred learning.

4.3  WHAT ARE YOU EXPECTED TO ACHIEVE AT THE END OF YOUR FOUNDATION STUDIES PROGRAMME?
On successful completion of this programme, you should be able to demonstrate:

a)  Academic Knowledge: The academic knowledge and understanding of basic theories and concepts related to your intended programme of study.

b)  Communicative Ability: The linguistic ability and communication skills to succeed in the intended programme of undergraduate study through the medium of English.

c)  Critical Thinking: Willingness to consider and explore different ideas and viewpoints with an open and critical mind.

d)  Self-Management: The skills to be an independent learner with the ability to work in a team and cope with change.
e) **Studentship**: The confidence to engage in your College environment such that you are able to benefit fully from the range of social, cultural and educational opportunities available to you.

### 4.4 Teaching/Learning Methods and Assessment Strategies

You will be taught in relatively small classes, providing a non-intimidating and supportive environment in which you can more easily ask questions and engage in dialogue with the tutor, developing confidence and skill in classroom discussions and spoken English language proficiency. Module materials and learning support provision are designed to facilitate the gradual and supported transition to greater learner independence. Curricula are developed on the basis of organised progression so that the demands on the learner in intellectual challenge, skills, knowledge, conceptualisation and learning autonomy increase.

The assessment regime has been designed to ensure that

- a) you are enabled to demonstrate achievement of all the learning outcomes
- b) you experience a variety of assessment tasks, in line with the range of knowledge, understanding, skills and abilities they are intended to develop.

Clear and comprehensive feedback will be given to you on your assessments. This feedback will help you to identify your strengths and weaknesses and it will enhance your learning management.
### 4.5 Programme Structure

#### STAGE 1

<table>
<thead>
<tr>
<th>Module Title</th>
<th>Code</th>
<th>Delivery</th>
<th>L&amp;T Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Reading I</td>
<td>ENG 011</td>
<td>4 x 1HR= 4 Hr/W</td>
<td>Cambridge English-Objective Key- Student's and work book, by Annette &amp; Capel Wendy Sharp Cambridge University Press</td>
</tr>
<tr>
<td>English Writing I</td>
<td>ENG 012</td>
<td>4 x 1HR= 4 Hr/W</td>
<td>教科书由 Annette &amp; Capel Wendy Sharp编写，Cambridge University Press</td>
</tr>
<tr>
<td>English Listening I</td>
<td>ENG 013</td>
<td>3 x 1HR= 3 Hr/W</td>
<td>教科书由 Annette &amp; Capel Wendy Sharp编写，Cambridge University Press</td>
</tr>
<tr>
<td>English Speaking I</td>
<td>ENG 014</td>
<td>3 x 1HR= 3 Hr/W</td>
<td>教科书由 Annette &amp; Capel Wendy Sharp编写，Cambridge University Press</td>
</tr>
<tr>
<td>Maths in English</td>
<td>MATH 011</td>
<td>2 x 1HR= 2 Hr/W</td>
<td>教科书由 Annette &amp; Capel Wendy Sharp编写，Cambridge University Press</td>
</tr>
</tbody>
</table>

Timetabled contact hours: 16 hours / week

#### Support

| Staff-supported Self-Access English Support Unit | Completion of assigned tasks | Preparation material for Cambridge English Test (KET) Cambridge University Press |
| Staff-supported Self-Access Maths Support Unit |                         | Edexcel GCSE Mathematics; Johnson et al; Edexcel                                |

#### STAGE 2

<table>
<thead>
<tr>
<th>Module Title</th>
<th>Code</th>
<th>Delivery</th>
<th>L&amp;T Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Reading II</td>
<td>ENG 021</td>
<td>4 x 1HR= 4 Hr/W</td>
<td>Cambridge English-Objective PET students and work book by L Hashemi, B Thomas, 2012, Cambridge University Press</td>
</tr>
<tr>
<td>English Writing II</td>
<td>ENG 022</td>
<td>4 x 1HR= 4 Hr/W</td>
<td>Cambridge English-Objective PET students and work book by L Hashemi, B Thomas, 2012, Cambridge University Press</td>
</tr>
<tr>
<td>English Listening II</td>
<td>ENG 023</td>
<td>2 x 1HR= 2 Hr/W</td>
<td>Cambridge English-Objective PET students and work book by L Hashemi, B Thomas, 2012, Cambridge University Press</td>
</tr>
<tr>
<td>English Speaking II</td>
<td>ENG 024</td>
<td>2 x 1HR= 2 Hr/W</td>
<td>Cambridge English-Objective PET students and work book by L Hashemi, B Thomas, 2012, Cambridge University Press</td>
</tr>
<tr>
<td>IT</td>
<td>ICT 021</td>
<td>3 x 1HR= 3 Hr/W</td>
<td>In House material</td>
</tr>
<tr>
<td>Maths</td>
<td>MATH 021</td>
<td>3 x 1HR= 2 Hr/W</td>
<td>AS Pure Mathematics C1 C2; Maths for Education and Industry; Hodder Education 2004</td>
</tr>
</tbody>
</table>

Timetabled contact hours: 18 hours / week
Support


STAGE 3

<table>
<thead>
<tr>
<th>Module Title</th>
<th>Code</th>
<th>Delivery</th>
<th>L&amp;T Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>English (Reading)</td>
<td>ENG 031</td>
<td>4 x 1HR= 4 Hr/W</td>
<td>Cambridge English-Objective FCE students and work book By Annette &amp; Capel Wendy Sharp, Cambridge University Press</td>
</tr>
<tr>
<td>English (Writing)</td>
<td>ENG 032</td>
<td>4 x 1HR= 4 Hr/W</td>
<td></td>
</tr>
<tr>
<td>English (Listening)</td>
<td>ENG 033</td>
<td>2 x 1HR= 2 Hr/W</td>
<td></td>
</tr>
<tr>
<td>English (Speaking)</td>
<td>ENG 034</td>
<td>2 x 1HR= 2 Hr/W</td>
<td></td>
</tr>
<tr>
<td>Maths</td>
<td>MATH 031</td>
<td>3 x 1 HR= 2 Hr/W</td>
<td>AS level (UK)</td>
</tr>
<tr>
<td>Physics</td>
<td>PHYS 031</td>
<td>2 x 1 HR= 2 Hr/W</td>
<td>WJEC Physics for AS</td>
</tr>
<tr>
<td>Physics Lab</td>
<td>PHYS 031</td>
<td>1 x 1 HR= 1 Hr/W</td>
<td></td>
</tr>
<tr>
<td>Study Skills</td>
<td>SS 031</td>
<td>1 x 1 HR= 1 Hr/W</td>
<td>In house material</td>
</tr>
</tbody>
</table>

Timetabled contact hours: 19 hours / week

Support

Self-Access Maths Support Unit | Minimum compulsory attendance 2 hours / week | Mathematics A level material

4.6 PROGRESSION TO AN UNDERGRADUATE PROGRAMME OF STUDY

A student who has successfully completed the Foundation Studies Programme may be admitted to one of the Engineering programmes if he/she achieves a minimum of 60% in each component of the final examination of the Foundation Studies programme including English, Reading and Writing, Speaking and Listening, IT, Maths and Physics. Passing all modules is not sufficient to ensure progression to an undergraduate programme of study.
Appendix 1 shows the structure of the BEng(Hons) programmes, currently offered by GCET. Normally, each programme is delivered over 4 academic years, each year consists of 2 semesters and each semester consists of 16 weeks. Normal work load for each semester is approximately 3 credits (18 hours per week contact time).

This first semester of the first year will equip you with some of the mathematical tools needed for understanding Engineering principles and theories. It will also introduce you to computer programming, and how to use computing for solving basic Engineering problems.

Included in the first semester is Chemistry for Engineers where you will be able to learn and practice some basic chemistry experiments.

In the second semester your mathematical skills and knowledge will be enhanced by studying further mathematics modules. Also the basic concepts, principles and theories of Engineering will be introduced. These include mechanical and electrical principles.

Other modules that will be covered in the first year include Omani Culture and English Language and Introduction to Engineering.

The learning and teaching strategy for the College is to include as many practical and hands on experiences as possible. The College is developing modern laboratory facilities to complement the academic lectures given in the class.

All the learning and teaching resources stated in your module descriptors are available in the library. Please contact the librarian for further information and guidance on any library issues.

The first year of Engineering programmes have many common modules which makes a transition between different programmes relatively easy at this stage. Please contact the Admissions and Registration Office and your Academic Advisor if you consider changing your Engineering speciality.

The provision of the College has to be complemented by student commitment through hard work and exercises, as only through these will practical Engineering competences come to their fullest development.
6  ADMISSION AND REGISTRATION

6.1 INTRODUCTION
The College seeks students who are able to study Engineering and succeed with high motivation and enthusiasm. Now that you have been admitted to the College, you need to demonstrate enthusiasm, commitment and motivation to be a successful Engineer.

The Admissions and Registration Office is the administrative office which deals with all aspects of student admission and registration, ranging from the initial processing of the application to graduation. If you need to use the Admissions and Registration facility please contact the Admissions and Registration or refer to the Admissions and Registration Handbook.

6.2 ADMISSION CRITERIA
The College's minimum entry requirements are 60% overall average in the National Diploma Exam (or equivalent) AND a minimum of 65% in Maths, English and Physics. Also, candidates who have significant industrial or professional experience or vocational certificates relevant to the intended program of study may be considered for admission to GCET after a thorough assessment of their abilities to succeed and after considering their formal evidence of learning achieved.

6.3 DOCUMENTS REQUIRED FOR ADMISSION
The following documents are required for the completion of the application process:
- A completed Application Form
- The original, or a certified copy, of the General Education Diploma
- An ID, or a passport
- 2 recent passport-size photos
- Payment of the application fee (OMR 30) (Private students)
- If applicable, any documentation related to prior learning (such as English IELTS certificate, or equivalent, ICDL, professional or work experience, etc.)

6.4 REGISTRATION PROCESS
Applicants who have been formally accepted to study at GCET will be registered as students at the point of entry as identified by the results of the Placement Test.

The registration of new students will involve the following steps:
- Issuing the student with a College IDentity Card.
Issuing the student with a College email address, login details and a password for the College computer network.

Providing students with important information (for example timetable and Student Handbook).

New students will be informed about important matters of the College at the Induction session. This event is designed to familiarise new students with processes and procedures of the College, give an opportunity for students to meet College staff and to be informed about any matters of common interest to new students.

6.5 FEES
For full-time students on the Foundation Studies Programme the fees payable to the College are OMR 1000 per semester. For part-time students and students studying on a flexible time basis, fees are calculated on a module basis. For students registered on an undergraduate programme of study the fees per year are OMR 3500 for full time students. For students on a part time mode of study the fees are OMR 350 per module.

6.6 ARRANGEMENT FOR THE PAYMENT OF FEES
The College expects its students and their sponsors to pay any fees or other financial obligations due to the College at the beginning of each semester. There are various modes of payment acceptable to the College, and students are required to agree with the Admissions and Registration Office one mode of fee payment. In exceptional circumstances, the College may accept payment by agreed instalments.

Any student who fails to promptly meet his or her financial obligations, may be penalised with one, or several, penalties being imposed on the student:

- future registration may be denied;
- the release of transcripts or degree results or certificates may be denied;

It is each student’s responsibility to keep records of all registration and fee payment dates and deadlines. In case of any financial problems students should contact the Admissions and Registration Office at the earliest opportunity.

6.7 REFUNDING OF FEES
If circumstances arise which, in the College’s sole discretion, give sufficient grounds for a student to have to withdraw after registration, fees are refunded according to the following rules:

- For withdrawals before the official start of teaching, fees will be refunded in full.
- For withdrawals within the first week of a semester, 75% of fees are refundable.
- For withdrawals within the second week of a semester, 50% of fees are refunded.
- For withdrawals within the third week of a semester, 25% of fees are refundable.

No refund of fees will be made for a withdrawal occurring after the end of the third week of teaching in a semester.
7  **Changes to Your Registration**

7.1  **Withdrawals and Suspension**

Students, who do not wish to continue their education, may withdraw from the College. Written notification must be given to the Admissions and Registration Office, and this office will advise students on procedures for withdrawal. Re-admission requests should also be submitted to this office.

The College may decide to suspend a student. This may arise as a result of a disciplinary action for misconduct or for persistently poor academic performance. A suspended student may not use College facilities or participate in any scheduled teaching sessions.

7.2  **Condition for Re-admission**

Former students of GCET, wishing to apply for re-admission, do not need to reapply formally through the Admissions and Registration Office. They should write to their Head of Department, giving some indication of what they have been doing while away from the College and the date they wish to return. Requests for re-admission which exceed the maximum period for re-admission of 3 semesters, or for which the maximum period of study has, or will be, exceeded will not be considered.

For re-admitted students, the College’s current rules, regulations and study plans will be applied. The College reserves the right to offer modules with similar learning outcomes should modules on the original programme of study not be available.

7.3  **Transfer Between Different Departments of the College**

A student wishing to change to another programme of study administered by another Department of the College may initiate the process by filling in the Transfer Request form. This form may be obtained from the Admissions and Registration Office, where advise will be given on the steps to take to complete the transfer process.

7.4  **Change of Major within the Same Department**

Those students wishing to change their major from one programme of study to another offered by a Department of the College must seek the advice of the Head of Department. The Head of Department will establish the areas of overlap and identify any shortcomings in the academic portfolio of modules that a student needs to have covered at the particular level for which admission is sought in the new programme. A student may only be considered for entry into another programme of study at a particular level if the student is deemed to have acquired all skills and knowledge at
all the lower levels of study of the programme for which entry is requested. The Head of Department has to consider the request, and in the light of the findings a decision will be made.

Students wishing to pursue a different programme of study at another college or university must withdraw from the College.

7.5 Deferral of a Module, a Semester, or an Academic Year
A student may apply to defer from a module, a semester, or an academic year for reasons deemed acceptable to the College, including health and/or financial issues, a year out in industry, a year abroad, personal issues (including pregnancy and/or child minding).

Application forms for deferral are available from the Admissions and Registration Office and will be considered by a committee involving the Head of Department where the student is registered, the Programme Director and the student’s Academic Advisor. The final approval of the application will reside with the Registrar who will send a letter to the student informing him/her of the outcome of the application.

Applications for the deferral of a module will be considered if the application is received within the first 20% (the first 3 weeks) of a semester. Applications of deferral after the deadline need the approval of the Deputy Dean for Academic Affairs. The deferral is subject to the College’s fee refund policy.

Circumstances may arise which require a student to defer for a whole semester or a whole academic year. The student is requested to discuss the circumstances with, and seek advice from, the Head of Department and their Academic Advisor. If it is deemed appropriate that a deferral of studies is the right way forward, rather than a complete withdrawal from the College, a student may apply to defer for a specified period for a maximum of two consecutive semesters, or a maximum of three non-consecutive semesters during the course of his or her studies. The student must fill in the appropriate form, which can be obtained from the Admissions and Registration Office. Deferred semesters are not included in the calculation of the period of study.

7.6 Change of Mode of Study
In principle, students may change their mode of study between full time, part time and flexible by filling in the Change of Mode of Study form available from the Admissions and Registration Office. The Admissions and Registration Office will advise the student on the availability of the desired mode of study.
8 STUDENT SUPPORT
The mission of the College is aided by a number of supporting services, aimed at facilitating skill enhancement and learning. These services maintain a framework within which the core activity of learning and teaching is embedded. While being valuable services in their own right, student services enable the College to accomplish its aims for academic excellence. The College provides the following facilities:

8.1 LIBRARY
The Library contains all the essential study resources and many recommended books stated in the module descriptors of the programmes.

The library includes dedicated male and female study areas. Any user of the Library is asked to respect this designation.

8.2 COMPUTER LABS, INTERNET ACCESS AND EMAIL
The College has a range of IT facilities including Internet connectivity, an auditorium with video conferencing facility, computer clusters, laboratories, lecture halls fitted with internet-connected projectors; and wireless internet connectivity in designated locations within the College building.

Any student using College IT facilities is expected to observe the STUDENT CODE OF CONDUCT FOR IT in this document.

8.3 MATH SUPPORT CENTRE
The Math Support Centre provides a one-to-one or group teaching to students who experience difficulties in mathematics. You can book appointments with the tutor through the Department secretary. Also part-time tutors will be available to provide extra support if needed.

8.4 ENGLISH LANGUAGE SUPPORT CENTRE
The English Language Support Centre provides tailor-made teaching to students who experience difficulties in English. You can book appointments with the tutor through the Department secretary. Also part-time tutors will be available to provide extra support if needed.
8.5 Learning Centre
The Learning Centre provides extra support to students outside scheduled classes. It is equipped with wireless internet and printing facilities. It also includes facilities for one-to-one tutorials.

8.6 Academic Advisor
Each student is assigned an Academic Advisor who is responsible for monitoring the academic progress of the students and give advice on academic matters if needed.
9 STUDENT SERVICES

9.1 STUDENTS’ ACCOMMODATION
Currently, the College does not provide student accommodation. However, the Student Services Unit will help you find suitable accommodation through its contacts with Estate Agents in the region. The Unit can also advise you on the terms and conditions of the tenancy agreement.

9.2 HEALTH CLINIC
The College has made arrangements to assist students who have to deal with minor health issues.

9.3 MAIL SERVICES
Students may receive mail addressed to them at the College address:

Global College of Engineering and Technology
P.O. Box 2546
CPO Ruwi 112
Muscat, Sultanate of Oman.

Letters will be collectable from Student Services.

9.4 FOOD SERVICES
There is a canteen on the College premises which will provide food and refreshments to students and staff of the College. Students and Staff are requested to only consume food at the canteen. Under no circumstances may food or drinks be consumed in laboratories, the library or in IT rooms.

9.5 FACILITIES FOR THE DISABLED
The College pledges to take all reasonable steps to facilitate disabled persons to have full access to, and the possibility to make use of, all College facilities.

9.6 SECURITY AND SAFETY
The College is committed to providing a safe and secure place for study, learning and work for its students and staff. This is achieved by requiring the adoption of a code of behaviour and interaction between people which is friendly, non-threatening, supportive and attentive. Interactions between people within the College, and also with the outside, should be guided by mutual respect, honesty and integrity.
10 **ASSESSMENT REGULATIONS**

10.1 **INTRODUCTION**
The achievement of students will be assessed either during the delivery of the module, at the end of the module, or a combination of both comprising a written examination, an assignment, coursework, a laboratory write-up, an oral examination, a presentation or any other form, or a combination of assessments. The method of assessment, the weight of each component and the time within the semester are listed in the Module Descriptor. For full details on assessments the reader is referred to the College’s *Assessment Policy* document.

10.2 **ASSESSMENT**
The College will inform the student of the modes of assessment, their schedule and relative weight for the calculation of the overall mark of the module via the module descriptor. Final examination timetables and locations will be published by the *Admissions and Registration Office*.

Students are expected to attend examinations in time. The code of conduct of a student in examinations is given in the Code of Conduct section of this handbook (see section 11.4).

Any individual assessment of a student has to be completed exclusively by the student. Any help, or contribution, of another person, or from another source (e.g. internet), must have this clearly indicated. Not doing so constitutes a case of plagiarism (using the work of others without reference or acknowledgment, see section 11.5). Plagiarism is a case of academic misconduct and it will be dealt with accordingly, potentially incurring very severe penalties.

10.3 **MITIGATING CIRCUMSTANCES**
The College operates a *Mitigating Circumstances* policy for which a student may claim, if his or her performance was adversely affected due to reasons beyond his or her control, (see the Mitigating Circumstances section 10.17, of this handbook). The College will assess the claim for mitigating circumstances and, if the claim is accepted, the *Mitigating Circumstances Committee* will seek to address the case of mitigating circumstances of a student in a manner deemed appropriate by the *Mitigating Circumstances Committee* (see also 10.17).
10.4 **DELAYED OR INCOMPLETE WORK**
You are expected to work diligently, to complete and submit any coursework on time. However, in some rare circumstances you may, due to conditions beyond your control, be unable to submit the work in time to meet the set deadline.

For circumstances which are not attributable to bad planning or wrong time management, a poor organisation of tasks or simple forgetfulness, a student may seek the advice of the *Module Tutor* and submit a claim of Mitigating Circumstances. The Module Tutor may, in the light of the evidence presented to him, advise a student to take particular corrective action, for example to submit a piece of coursework late. However, the submission and the mark received is provisional and it is subject to approval by the *Mitigating Circumstances Committee*. The Committee may not accept the claim for mitigating circumstances and ask the student to complete a particular component, or the whole module, again. If a claim for mitigating circumstances is not accepted the *Assessment Board* may decide to impose a penalty for late submission.

10.5 **FEEDBACK**
A student is entitled to receive timely feedback on his or her performance in particular modules. Feedback may take the form of assessed or non-assessed exercises, coursework, through tutorials, or via personal advice given to students by the module tutor. On any assessed component of a module, feedback will usually be given within a 2 week period. A student seeking more detailed feedback on, or advice for, his or her personal approach to studying may seek the guidance and counselling of the module tutor. For general issues concerning work and learning in a higher education setting *Student Services* are able to advice and direct. A student seeking more general guidance on studying should approach *Student Services*, the *Academic Advisor* or the *Deputy Dean for Academic Affairs*.

10.6 **EXAMINATIONS**
Examinations and assessments of students’ learning and attainment is a vital part of the education process. It is important that students make every effort to allow a fair and appropriate assessment of their learning to take place. The expected conduct of a student at examinations is detailed in section 11.4.

10.7 **GRADING SYSTEM**
For the grading of assessments, including examinations, a mark is given out of 100. The College adopts the letter grade and grade point system as used by the College’s academic partner, Carleton University. The letter grade and its percentage range, together with a grade interpretation, are listed below.
Grade Points are assigned to Letter Grades. For the calculation of the GPA (Grade Point Average) the Grade Points are combined with the Credit earned on successful completion of a module.

Student performance is measured in AGPA, Accumulated Grade Point Average, or CGPA, Cumulative GPA, as the normalised sum of all module GPAs. The AGPA or CGPA, is determined as\(^1\)

\[
AGPA, CGPA = \frac{\sum_{all\ courses}(Course\ Grade\ Points) \times (Course\ Credit)}{\sum_{all\ courses}(Course\ Credit)}
\]

For example, for 3 modules with a Credit of 0.5 each, and results of 12, 8 and 3 Grade Points, the AGPA or CGPA would be

\[
AGPA, CGPA = \frac{0.5 \times 12 + 0.5 \times 8 + 0.5 \times 3}{0.5 + 0.5 + 0.5} = \frac{6 + 4 + 1.5}{1.5} = \frac{23}{3} = \frac{23}{3} = 7.67
\]

A semester AGPA of 1 or better is required for a student to be in good academic standing (see section 10.13).

\(^1\)The expression all Modules refers to all modules of a semester for the semester AGPA, or all modules of an academic year for a year’s GPA, or all undergraduate modules for the overall programme GPA.
10.8 Determination of Final Grade and Conditions for Progression
The final grade for a module is determined by all components of assessment and their weights which have been specified in the Module Descriptor. A student is required to achieve a pass at or above 50%, in order to have successfully completed the module. A successfully completed module will result in the Credits being awarded to the student for the particular level of learning for which the module has been offered. Unsuccessful candidates (achieving a final mark below 50%) will be required to either attend a re-sit examination, or, for a module not regarded as core to a programme of study, to compensate for the Credits not awarded by successfully passing another (non-core) module at this level of learning, or to retake the failed module at the earliest opportunity. Modules which are core to a programme of study have to be passed successfully before a student will be allowed to take modules at the next level of study.

Progression of a student to the next level of study is normally subject to successful completion of all modules taken at the current level of study and the accumulation of the necessary credit amount allocated to this level. However, at the discretion of the Assessment Board, a student may trail a maximum of one module but he/she cannot register for any module at the next level, where this trailed module is a pre-requisite.

10.9 Passing / Failing a Module
A student fails an assessment or a module, if he or she has a final mark below 50%.

10.10 Repeating a Module
Students who have to repeat a module have previously failed this module and are required to repeat the module. Guidance on the repeating of a module is available from the Admissions and Registration Office.

An elective module may either be repeated or compensated for by another elective module at the same level of learning and for the same programme of study.

Repeating a module at an undergraduate level is only allowed once (twice for Foundation Studies). The mark obtained on the repeat of the module is the mark used for the calculation of the semester average. All marks are shown on a student's transcript. The marks obtained by a student on a repeated module are not capped.

10.11 Request for Review of Final Module Grade
The College has a process in place which is aimed at ensuring a consistently high and reliable standard of marking across all different modes of assessment. However,
it is recognised that there may be a small number of cases for which a student might feel that the grading was unfair. For a student wishing to request a review of the final mark must

- fill in a Request for Review of Final Grade form (available from the Admissions and Registration Office).
- promptly return the form to the Admissions and Registration Office within the first two weeks of being notified of the mark which is giving rise to the review request.
- pay a processing fee of OMR 5.00. This fee is refundable if the request is found to be a valid case.

The Admissions and Registration Office will coordinate the process of assessing the request and for cases meriting a review of marks, initiate the review process. The Admissions and Registration Office will inform the student of the outcome of the review.

10.12 Change of Either Grade or Mark
The College has a robust and reliable procedure in place to ensure that grades submitted to the Admissions and Registration Office are accurate and complete. It is therefore expected that grades cannot be changed after the submission to the Admissions and Registration Office.

It is, however, recognised, that circumstances may arise prompting a module tutor to request a change of grade after his or her submission of final grades to the Admissions and Registration Office. The Admissions and Registration Office will manage the process and correct any marks or grades in the light of the evidence put forward.

10.13 Academic Standing
A student is considered to be in good academic standing if he or she attains an overall semester GPA above 1 across all modules taken in this semester.

10.14 Academic Probation
At the end of each semester, a cumulative average will be calculated for each student. If the average GPA score over all modules taken by a student is 1.0 or less, the student will receive a warning and he or she will be placed on academic probation. The status of academic probation can be revoked after the lapse of one regular semester from the date of the probation if the student achieves a semester and a cumulative year average GPA above 1.0 at the end of this semester.
10.15  **Academic Dismissal**

Academic dismissal is the permanent separation of a student from the College. Academic dismissal occurs in one of two cases:

- The student receives probation in three consecutive semesters. However, the Academic Board may, upon recommendation of the Head of Department of the department administering the student's programme of study, grant the student one more chance to raise his/her average by repeating some modules.

- The student, at the end of a semester, has been, or is likely to be, on an undergraduate programme of study for 2 times the normal period required for successful completion of that programme of study, but has not yet completed, or is not likely to complete, and graduate. The Assessment Board may, based on the past academic performance of a student, grant a full time student one additional semester to complete the graduation requirements such that the total time the student spends in a programme does not exceed one additional semester beyond the maximum allowed time for completion. For students on a part time or a flexible study schedule the extension is calculated in proportion to their time commitment for study.

In exceptional cases, the Academic Board, with the approval of the Dean, may grant a full time student, for whom the above conditions apply, a final chance to complete programme requirements in at most one additional semester. For part time/flexible time students this extension is increased in proportion to their study time commitment.

10.16  **Appeal on Academic Dismissal**

A letter from the Admissions and Registration Office, officially notifying the student of academic dismissal, will be emailed to him or her within one week after grades have been finalised for the semester. Included with this letter is the form Appeal on Academic Dismissal, which is needed for an appeal. A student who wishes to appeal must complete all parts of the form and return it by the date specified in the letter. The Academic Board reviews appeals of dismissal twice a year, at the beginning of semester 1 and at the end of semester 2, and notifies the student of the final decision by email or telephone within a week of the review meeting. Inquiries regarding academic standings and/or the appeal process should be directed to the Admissions and Registration Office.
10.17 CLAIMING FOR MITIGATING CIRCUMSTANCES
Mitigating Circumstances are defined as circumstances beyond a student's control and which adversely affect the academic performance of a student. Circumstances include, but are not limited to, illness, a death in the immediate family and severe accidents. Things which are not covered under this policy include, among others: IT failure or loss of documentation, simple forgetfulness, bad timing or time management, bad weather, transportation issues, illness which is not certificated, pregnancy. A student wishing to notify the College of his or her Mitigating Circumstances, for example at an examination, has to fill in the Mitigating Circumstances form, available from the Admissions and Registration Office. Any claim for Mitigating Circumstances has to be supported by documented evidence (e.g. doctor's note, death certificate). Students are advised to inform their Academic Advisor.
11 STUDENT CODE OF CONDUCT

As a GCET student your conduct and behaviour - both on and off campus - sets the reputation of the College and the entire student body. Maintaining a positive relationship with the local community is a priority to the College. It is expected that you will act accordingly to present the College and student body as well behaved, polite and mindful of the local community and culture.

The behaviour of the vast majority of College students is exemplary. They are responsible and considerate in their actions. To deal with those who are not, the College has a disciplinary system whose purpose it is to correct and eliminate such activities. Students agree to abide by the College rules at the time they register and they apply not just on College premises, but outside as well. Parents, neighbours, the press, staff and students all expect us to protect the College and the College community, and to deter those who interfere with its work and maintain a safe, orderly and peaceful environment. The College takes this issue very seriously.

The College defines misconduct as behaviour which, in its broadest sense, constitutes improper interference with the functioning or activities of the College, or those who work and study in the institution. The College may take disciplinary action in relation to behaviour which affects members of the College or of the public which is not honest and peaceable, or which damages, or has the potential to damage, the standing of the institution.

11.1 STUDENT CODE OF CONDUCT IN THE LIBRARY

The Library is an area of study, learning and silent and quiet work. Therefore users have to ensure that

- mobile phones are either switched off or turned to silent mode.
- all users of the Library are requested to keep good order in all areas.
- no person may interfere with, or use, Library items and equipment in a way which is not intended (for example, unplugging Library equipment).
- if asked, have their bags, cases or other receptacles inspected.
- no food or drink may be consumed in the Library.
- the Library is vacated at designated closing times, upon hearing alarm bells, or when asked by Library staff to do so.
- they look after their personal belongings brought into the Library, as the College does not accept responsibility for the loss of, or damage to, personal belongings.
- a user leaves the place of work in the Library in a tidy state, ready for the next user.
The Library has designated working areas for female and male students and staff. Students are requested to respect this assignment at all times.

11.2 **Student Code of Conduct for IT**
The College provides IT facilities for both teaching purposes as well as open access. The code of conduct for IT specifies that there is

- no eating or drinking in computing labs at any time.
- no access to IT labs during scheduled teaching sessions.
- no possibility for students to legally download, or attempt to install, any software on any laboratory computer.
- no interference by students with any IT equipment (e.g. disconnecting equipment or otherwise changing their set-up).
- no permission for connecting private laptops, computers or printers to the College network or to College printers.
- no interference with any information of another user of IT equipment.
- respect for the confidentiality and privacy of information of other users.

Any user of College IT equipment is advised to take regular breaks when using a computer for an extended period of time. Faulty IT equipment, software problems or any other shortcoming in the IT equipment, or the room in which it is located, should be reported to IT services.

11.3 **Code of Conduct for Social Media**
The term *Social Media* refers, but is not limited to, the posting of contributions and comments in online discussion spaces, blogs, forum pages and workspaces across a network or a network of websites.

There are some simple rules for appropriate conduct for this type of communication. Any contribution has to take proper account of procedures and mechanisms of communication within the College. For example, confidential information, differences in opinion, information of a private nature and concerning others (e.g. names, telephone numbers, emails etc.), is strictly confidential. Any grievances, disputes or disagreements are to be dealt with within the College. Any information has to be factually correct, and it should not infringe the copyright of another person (e.g. through plagiarism). Comments and contributions should not contain vulgar, obscene or indecent language or imagery; it should not be threatening, abusive, hateful, defaming or be of a racially or offensive nature. No material should be posted which
is either unlawful, or that advocates or discusses illegal activity with the intent to commit them.

Any discussion and information posted on social media should not bring the College into disrepute. Views, opinions or declarations made concerning College matters must, if not given officially as a College statement, be identifiable as a personal opinion. A statement such as: *These are my personal views and it is not necessarily the position of the College* may be helpful in clarifying the circumstances under which such statements are made.

By registering as a student of the College on one of its programmes of study you have given your agreement to respect these rules for conduct with social media. This explicitly also includes communications of any non-college related matters.

### 11.4 Student Code of Conduct in Examinations

An examination, including oral or written examinations, exercises and laboratory write-ups, are a means of assessing the level of understanding and skill of a student. It is therefore mandatory that a student completes these tasks without the help and assistance of others, thereby ensuring that any mark given for these assessments is a true reflection of a student’s ability. Any component of assessed work, which is done with the help of others, including copying, is a form of academic misconduct. Any misconduct of this kind will be dealt with in a very severe manner. Academic misconduct procedures will be initiated for any case for which inappropriate behaviour is suspected.

Students are therefore strongly advised to complete coursework, assignments, exercises etc. on their own. While group work is explicitly encouraged, individually assessed coursework components and examinations must be completed by each student without assistance.

For examinations the following code of conduct will apply:

- Examination candidates may only take their seat in the room in which the examination will be held and when invited to do so by the Invigilator\(^2\).
- Students may only start the examination when the Invigilator officially opens the examination.
- Until formally instructed to do so by the Invigilator, candidates are not permitted to write anything.

2 An Invigilator is a person who oversees the examination process.
Candidates will not be admitted to an Examination Hall after the examination has been in progress for thirty minutes. Candidates will not be permitted to leave during the first thirty minutes and the last thirty minutes of their examination.

Any candidate permitted to temporarily leave an Examination Hall must be accompanied by an Invigilator or a person deputed by an Invigilator. Any candidate who leaves the Examination Hall unaccompanied shall not be permitted to return to the Examination Hall.

Candidates may only take printed materials or manuscripts into an Examination Hall when it has previously been advertised in the Examination Timetable and when it is explicitly stated on the question paper.

All personal possessions not indicated in the rubric to the question paper must be deposited where the Invigilator directs (in particular phones).

Phones have to be switched off.

Calculators shall only be permitted where this is stated in the rubric to the question paper and shall be of a type included on the list of calculators approved by the College and published by the Admissions and Registration Office for this purpose. Calculators, or other devices not appearing on that list, will only be allowed when explicitly stated in the rubric to the question paper. No calculator instruction manual will be allowed in an Examination Hall under any circumstances. Candidates are responsible for the provision and performance of their own calculators.

Candidates must sit at the desks where their examination numbers are placed.

Candidates must sign the Examination Register when it is presented to them by the Invigilators at the commencement of each examination.

Candidates who are guilty of any misconduct, including copying from, or communicating with, any other candidate during an examination, or the introduction of prohibited materials into the Examination Hall, may be suspended or dismissed from the examination by the Invigilators. Action may be taken against such candidates and academic misconduct procedures may be initiated.

Candidates must not leave the Examination Hall until their written work has been handed to an Invigilator. At the end of each examination, the Invigilators will request all remaining candidates to stay in their places until all written work has been collected.

The examination questions, mathematical tables and other data provided for use in examinations must not be removed from the Examination Hall.

11.5 Plagiarism
Plagiarism is essentially theft of intellectual property. Plagiarism is a serious academic offence (academic misconduct), which will be investigated fully. For any student found guilty of plagiarism there will be serious consequences, ranging from failing the particular assignment, through to failing the module or even the whole year. For very serious cases of plagiarism a student may be expelled from the College.

Examples of plagiarism include, but are not limited to, the following:

- straightforward copying of, or closely imitating, text (for example for coursework) from books, articles, the internet, colleagues, without appropriately referencing these sources.
- using ideas from others without identifying these properly (i.e. passing someone else’s idea off as your own).
- using illegal means of obtaining a result (e.g. by using electronic translation for coursework, or having coursework written, fully or in part, or proofread, by, or with the help of, another person).

11.6 **SMOKING POLICY**

The College operates a No Smoking policy on its premises. Anyone wishing to smoke can do so outside the College building(s). It is expected that a smoker will dispose of the cigarette ends in a responsible manner.
12  STUDENT MISCONDUCT

12.1  DEFINITION OF STUDENT MISCONDUCT
Misconduct is, in its broadest sense, any behaviour by a student which does not adhere to the high standard of behaviour expected from a student of the College. Depending on the nature of the failure to live up to, and act, according to the guiding principles of the College, a student may face corrective action. This may range from a formal or informal warning to, in very severe cases, a dismissal from the College. A non-exhaustive list of misconduct is given below.

12.2  ACADEMIC MISCONDUCT
Offences involving academic misconduct include, but are not limited to, the following:

- **Cheating**: During a test or an examination, students shall depend on their mastery of the subject and not attempt to solicit any help in any way not approved by the instructor.

- **Plagiarism**: Inappropriate use of material without proper acknowledgment as defined in section 10.5.

- **Dishonesty**: This encompasses a range of practices some of which are the following:
  - Misrepresentation of personal circumstances to an instructor in requesting additional help or assistance in any form, justifying absences, or giving false reasons for not submitting a coursework, assignment, or similar assigned pieces of work, in time.
  - Forging parts of, or a signature on, official documents of any kind.
  - Taking credit for work in a team with no, or only a small, contribution.
  - Engaging in bribery of any kind.

12.3  NON-ACADEMIC MISCONDUCT
Non-academic misconduct encompasses a range of actions or behaviour which include, but are not limited to, the following:

- Disruption or obstruction of order on College premises, or during College activities, in any manner that violates College policies or any laws of the Sultanate of Oman.
Distributing unauthorized, published material on campus such as fliers, leaflets, posters, etc.
- Theft.
- Destruction of property.
- Endangering public safety.
- Causing, or potentially causing, mental or physical harm: Engaging in physical aggression, intimidation, coercion, bullying, extortion or blackmail.
- Discrimination or Harassment.
- Smoking and alcohol on campus.
- Inappropriate social behavior.
- Abuse of computers.
- Improper conduct at the College Library.

12.4 Complaints, Grievance Policy and Procedures

These procedures should be used to appeal or resolve disputes concerning an academic grade or other academic decision considered by a student to be arbitrary or contrary to College policy. For the purposes of these procedures, a student is someone holding “active” registration status at the time of the alleged violation.

It is the responsibility of the student to initiate the appeals procedure at each step. If the appeal is pursued through Step 2, it is expected that, unless there are unusual circumstances, the request for a hearing by the Dean will be submitted within 30 days from the day at which the alleged violation arose. If the student fails to pursue the matter in the manner provided by this policy, after a meeting with the Dean of the College, if applicable, the original academic decision will be final. The student should bring to the various meetings, and to any hearing, all evidence on which he or she intends to rely.

The following procedures outline the steps of the academic appeal and / or grievance process. It is recommended, but not required, that the student first arranges a meeting to discuss the appeal or grievance with the Head of Department of the department whose action is addressed in the student’s appeal or grievance. It is expected that all of the parties involved at each step of the appeal or grievance process will make a good faith effort to resolve the issues.

Step1: Head of Department. In the event that a student feels he or she has not received satisfaction from the discussion with the member of staff involved, or in the event that a student prefers not to discuss his or her concerns directly with the member of staff involved, the student may arrange a meeting with the Head of
Department to discuss the appeal or grievance (or equivalent). If the Head of Department is the person involved in the appeal or grievance, this step may be skipped.

**Step 2: Deputy Dean for Academic Affairs.** In the event that there is no Head of Department in the College or academic unit involved, or in the event the involved member is the Head of Department, or in the event a student still feels aggrieved after consultation with the appropriate Head of Department, he or she may ask for a review by the Deputy Dean for Academic Affairs of the College. If the involved member of staff is the Deputy Dean for Academic Affairs of the College, the Dean will be the person to consult with.

The decision of the person carrying out the review, either the Deputy Dean for Academic Affairs or the Dean, is final.