Undergraduate Student Handbook

2018-2019

Version 2.0
A Message from the Vice Chancellor

It is my great pleasure to welcome you as a student to Sohar University. I hope you have a rewarding and enjoyable learning experience during your time at University. We aim to provide first-class tuition from well qualified and experienced academic staff delivered in modern state-of-the-art teaching and learning facilities. The campus provides high-quality lecture theatres and modern laboratories with the latest teaching and research equipment. The Learning Resources Centre a world-class facility that is an asset to both students and staff. It is the focal point for learning on the campus.

I encourage you to make the most of your time at the University by working hard, participate in activities, enjoy your stay with us and ultimately graduate to your place in the world. By so doing, you will not only assure your own future but also you will strengthen the reputation of Sohar University and contribute to the development of Oman.

The University has a number of exciting projects linked to research and industry and as a student you will have the opportunity to benefit from these initiatives both through the related tuition in the degree programmes and through work undertaken in courses.

This handbook is designed to help you throughout your course of study and you should retain it for future reference.

I am sure you will enjoy the challenge that studying at University brings. Finally, may I take the opportunity of wishing you every success in your studies at Sohar University.

Professor Barry Winn
Vice-Chancellor
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Part One:
University Context
Sohar University (SU) was established by Ministerial Decree on 11 September 2001 as the first private university in the Sultanate of Oman. It was granted degree awarding powers, with the authority to provide programs and courses whose successful completion leads to the academic awards of the University. This authority is, of course, subject to the rulings of the Ministry of Higher Education (MoHE) and the Oman Academic Accreditation Authority (OAAA).

**SU Mission, Vision and Values**

**Mission**
Engaging minds, transforming lives and serving the community.

**Vision**
To provide access and opportunity to build a knowledge nation.

**Values**

**Ethics:** Foster the highest academic and professional standards in the spirit of open and critical thought and enquiry.

**Commitment:** The contribution from staff, students and all stakeholders to provide excellence and enhance academic, professional and personal development.

**Inclusion:** Staff and students working together for shared success in an inclusive environment that promotes and encourages a culture of respect for people and ideas.

**Creativity:** Support intellectual freedom and creativity, and encourage staff and students to explore and in-novate, and become creative, independent thinkers and entrepreneurs.
Part Two: Academic Programs and Units
General Foundation Program
The University’s General Foundation Program (GFP) provides a bridge for students transitioning from high school to faculties. Foundation students develop English language, mathematics and computing skills to prepare them for study in their future specializations. The program is designed to introduce students to academic core skills as a foundation for future learning.

English: GFP Students study English at three levels of progression - Elementary, Pre-Intermediate and Intermediate. The aim of the program is to develop student skills to the level of IELTS 5. Students will also complete an English component called Academic Core Skills that prepares students to engage in academic research and report writing. GFP students also benefit from additional extra-curricular classes and activities held in the Learner Majlis and Writing Studio in the Learning Resources Centre.

Computing: Students will study IC3 Modules 1 and 2 to prepare them for research and other needs in Faculty. Students enrolled in the Faculty of Engineering will need to achieve and demonstrate higher skills in computing, including design software.

Mathematics: Students will study mathematics at three levels SET 1, 2 and 3. However, the degree program which a student is enrolled on will determine which of these 3 SETs are compulsory. Faculty of Engineering and Computing & IT students are required to complete SET 1 and 3. Faculty of Business and Language Studies are required to complete SET 1 and 2.

Contact: Extension 109 or 193

Faculty of Business
The Faculty provides students with the opportunity to gain knowledge and skills in business and management which enhance employability and entrepreneurship. The Faculty also collaborates with industry and professional bodies to ensure programs meet international standards and market demands. These external links also provide students with opportunities for training and employment.

Contact: Extension 206 or 724

Faculty of Computing and IT
The Faculty offers outstanding learning opportunities in student-centered programs with cutting-edge curricula. Students are provided with the knowledge, hands-on experience and competencies that lead to innovative and enterprising graduates. Strong links with industry offer real-life training and employment opportunities.

Contact: Extension 312 or 161

Faculty of Engineering
The Faculty offers students outstanding learning opportunities in state of the art laboratories across all major disciplines. Learning is enhanced through a blend of academic and practical hands-on experience which supports the development of knowledge and skills.

Contact: Extension 237 or 342

Faculty of Education & Arts
The Faculty offers outstanding learning opportunities across a broad range of undergraduate and postgraduate programs to enhance employability and promote lifelong learning. Students develop the knowledge, skills and values to prepare for careers in education. All programs comply with the Ministry of Education to ensure standards are met and best practice is promoted.

Contact: Extension 607 or 266
Faculty of Language Studies
The Faculty supports and encourages students to become leaders in language education and translation. Students develop skills in communication and critical and creative thinking to maximize their potential. Partnerships with external agencies ensure that curricula are relevant, appropriate and contemporary.
Contact: Extension 492 or 284

Faculty of Law
The Faculty provides students with the opportunity to develop knowledge and skills to become experts in the legal profession. The program offers a blend of theoretical and practical scholarship, placing emphasis on high quality legal training and professional integration to prepare students for a range of positions in the judicial field.
Contact: Extension 241 or 215

Number of Units
A student may not normally study more than 9 units in a semester.

Attendance Requirements
If a student fails to attend at least 70% of classes (80% in GFP courses) in a course, then he/she may be deemed to have not satisfactorily participated in the course and may fail. If, because of special or mitigating circumstances, a student knows in advance that he/she will be absent and these absences are likely to cause him/her to be unable to attend at least 70% of classes (80% in GFP), then:
1. he/she must meet with the Academic Advisor, Course Coordinator and the Dean
2. a plan can be developed so that learning experiences can be adequately compensated for. This plan must be submitted to the DVC Academic Affairs for approval early in the semester

Note: A student cannot assume that a satisfactory plan will always be possible. In this case, it will be the responsibility of the student either to make sure that attendance is above the required level or withdraw from the course.
Part Three: Academic Information
Admission Regulations

Admission is based on the reasonable expectation that a student will be able to fulfil the objectives of the program and achieve the standard required for the award. Numbers of students admitted may be controlled by directives issued by the Ministry of Higher Education. All entry qualifications must be authenticated, so students are required to provide proof of qualifications gained. Any student not complying with such a request, or falsifying evidence, is liable to exclusion from the University.

The Academic Year
The Faculty academic year commences on 16 September and ends in July 2019. Each academic year consists of two semesters of study (three for GFP). The duration of each semester comprises 15 weeks of teaching and 2 weeks of final examinations. For students, there is usually a three week break between the semesters. Hence an academic year will consist of 34 weeks divided into two 17 week semesters. For full details on the start and end dates of classes and exam periods, please refer to the calendar above.

Entry Requirements for Undergraduate Programs (Omani Students)
To be eligible to apply for entry to undergraduate programs, prospective students must have:
1. Completed the General Diploma, formerly Secondary School Completion Certificate in Oman, or equivalent and having passed Math.
2. Achieved a score at least equal to the entry score outlined in the HEAC Guidelines for students admission published annually.
3. Passed the General Foundation Program (GFP). Passing the English components of the GFP is a must before entering the program (Faculty), whereas passing the math and IC3 components can be either before or after entering the first year of the program. All students progressing to Faculty without having completed all components of the GFP are only eligible to take a half load until the GFP components have been fully completed.

The entry score may vary according to academic program, and is reviewed annually. For qualifying students, entry to the University will be based upon order of merit. Additional requirements may be specified for particular programs of study. In particular, admission to the Faculty of Engineering requires prior study of Pure Maths and Physics in the Diploma of General Education certificate (and prior study of Chemistry for those joining Chemical Engineering).

Entry Requirements for Undergraduate Programs (Foreign Students)
Admission to the University is open to all nationalities resident in Oman, and others wishing to come to Oman.
Enrolment for foreign students will not be valid until all immigration procedures for staying in Oman as a student is finalized. Foreign students obtaining a General Education Diploma from outside Oman must seek accreditation from the Omani Embassy and Ministry of Foreign Affairs in that country.

Registration for New Students
All new students of the University must register at the beginning of each semester. Instructions on how to register will be made available at the time a student receives an offer of a place at the University. Students are required to have registered by the first two weeks of a semester (see calendar). Failure to do so may end in losing your position or not being able to use any of the University facilities. Registration is not complete until all fees due have been paid, or other arrangements made to the satisfaction of the University.

Registration for Continuing Students
All continuing students must register at the beginning of each semester. Instructions on how to register are made available with annual examination results.
Students who do not register within the first two weeks of a semester will no longer be considered students of the University, and will not be able to use any of the University facilities. Registration is not completed until all fees due have been paid, or other arrangements made to the satisfaction of the University (please refer to part six on student fees).

**Recognition of Prior Learning**
Candidates who have undertaken studies at other higher education institutions in Oman or elsewhere may be given recognition of prior learning once demonstrated by means of evidence that particular learning outcomes have been achieved. This may result in exemption from particular courses, if rigorous examination of the evidence (transcripts, course profiles, etc.) by subject specialists concludes that learning outcomes have already been met. The proportion of recognition by prior learning (RPL) permitted in any program may vary but must be agreed with the Dean. This proportion may not exceed 50% of the units for a particular program, including no more than 25% of level three units and normally no level four units. Intending candidates should consult with the Faculty well in advance.

**Full and Part Time Study**
Full time study is defined as studying 8 or 9 units per semester (this may extend to 10 units but only with the approval of the Dean). Although courses can vary so that learning outcomes may be best achieved, a 2 unit course usually has 4-6 contact hours per week. Academic work outside of classroom time is very important: students are encouraged to use Free-labs, the extensive study space in the LRC, and faculty-provided study space to work individually or collectively on tutorial preparation, assignments, revision etc. Part-time students normally enrol for less than a full load. Although not always possible due to resource issues, where enrolments are sufficient, the University will try to cater for those wishing to complete their studies while working by providing evening and weekend classes.

**Changing Program of Study**
Students who wish to change their program of study and enter another program may do so, subject to:
1. The entry requirements of the proposed program
2. The availability of a place on the proposed program
3. The agreement of the Deans of the former and proposed programs
4. The viability of completion of the proposed program, including sufficient time available (admission to the new program may need to be at a lower level academically than that which the student is leaving)
5. Obtaining the agreement of the student's scholarship sponsor, if any

**Transferring of Sponsored Students**
It is the responsibility of the student to:
1. ensure the availability of a vacant place in the institution to which the student wishes to transfer
2. ensure that the transfer will not cause any additional financial obligation on the sponsor
3. ensure that transferring to another institution does not delay the student's graduation more than the duration of his/her scholarship
4. obtain credits from the institution to which he/she is transferring for courses
Study Deferral
A sponsored student may apply for a study deferral period of up to two semesters; the scholarship will not continue during deferred semesters. The maximum duration can be consecutive or separate semesters. An application must be received at least two weeks before the start of the semester and must gain the approval of the sponsor.
Students studying at their own expense may apply for a study deferral until the end of the second week of a semester. If they defer after the second week fees will not be refunded for that semester.

Student are entitled to a full refund of their tuition which has been paid during or prior to registration in the following cases:
1. Deferral of study during the first two weeks of classes.
2. Withdrawal from study during the first two weeks of classes.

Students should complete the release form in order to make sure that there is no accommodation, transportation and library financial obligations. After completing all required forms and documents, the refund of tuition fees will be credited to the student's account. Refunds of credit balances to student accounts will be made after a written request has been received from the student. The payment will be made either by bank cheque or wire transfer to the student's account.

Note: For MoHE and other sponsors, the refund amount will be credited to the sponsor's account not to the student.

Student Withdrawal
A student must submit a request to withdraw from the University. Students will be liable for that semester's course fees unless they withdraw in the first two weeks of the semester. Before withdrawal a student must complete the release form in order to make sure that there are no financial, accommodation, transportation and library obligations.

Termination of Study
The enrolment (registration) of any student may be cancelled if that student:
1. fails to attend classes for more than three weeks without an acceptable excuse
2. exceeds the maximum study completion period
3. fails a required course for the third time
4. is suspended from the University

Medium of Instruction
The medium of instruction for the majority of University programs is English, with the exception of the Faculties of Education and Arts and Law where the medium of instruction is Arabic.

Special Circumstances
There may be occasions when a student requires extra help or guidance. For example, he/she may be late to register with good reason, may feel they are taking the wrong courses, or may wish to improve their GPA etc.

On these occasions, there is an established procedure to follow. A student cannot expect to see the Dean, Head of GFP, DVC Academic Affairs or the Vice Chancellor unless the following procedures are met:
1. Students has talked to the Academic Advisor or Programme Coordinator. Most issues can be resolved at this stage.
2. If the issue is not resolved, then complete the Special Circumstances Form (available at the back of the Handbook, on the student portal, or from Faculty/GFP Office). The Advisor of a Faculty student will endorse this and arrange for a meeting with the Dean. The Dean will not see any student without this completed form, endorsed by the advisor. Likewise, the Advisor of a GFP student is required to endorse the form and arrange for a meeting with the Deputy Head/Head of GFP.

3. If the Dean/Head of GFP considers it appropriate, a meeting with the DVC Academic Affairs will be arranged. The DVC Academic Affairs may refer the issue to a Special Circumstances Committee. The DVC will not see any student without the completed form, endorsed by the Faculty Dean.

4. If the DVC Academic Affairs or Special Circumstances Committee considers it appropriate, they will arrange for a meeting with the Vice Chancellor. The Vice Chancellor will not see any student without the completed form, endorsed by DVC Academic Affairs.

**Students Under Academic Probation**

All students of the University are required to meet certain academic standards. The main objective of this policy is to set out the conditions and regulations for both GFP and Faculty students under academic probation.

**Academic Probation - GFP students:**

1. A GFP student will be under academic probation if he/she fails in a course/courses in his/her first semester at GFP.

2. A GFP student will be given a first warning notice for failing in a course in his/her first semester at GFP.

3. A final warning notice will be given to the student for the second failure in the same course.

4. The student will be dismissed from the University after the third failure in the same course.

**Academic Probation - Faculty's students:**

1. Undergraduate
   a) Students will be under academic probation if his/her GPA is <2.00.
   b) The student's first semester in the academic program should not be counted towards probation and students can register a normal load in the next semester.
   c) A student will be issued with the first warning notice if his/her GPA is <2.00 in the second semester and he/she can register 7- 8 units in the third semester.
   d) A final warning notice will be issued to a student if his/her GPA <2.00 in the third successive semester and he/she can register 5- 6 units in the fourth semester.
   e) Students with a GPA ≥1.9 - <2.00 after the third semester will be given one final additional chance to improve his/her GPA, and students can register a normal load in that semester.
   f) A student will be dismissed from the University if his/her GPA is <2.00 after the additional fourth semester.
   g) If the student's GPA has increased to 2.00 after the warning notice, but then returned back to less than 2.00 in the next semester, the above under academic probation regulations will be re-implemented from the beginning.
h) If an under probation student is dismissed from any of the University's programs, then he/she can be readmitted in another program in another faculty. The chance for readmission after dismissal is to be given to the student one time only during his/her studies at Sohar University.

**Definition of Awards**

Programs are delivered to a specific award level and duration. Variations may occur between Faculties and among programs in a Faculty, but programs normally have four 2-unit courses in each of two semesters per year (16 units per level).

In levels 1 and 2, additional Ministry of Higher Education required courses may increase the total to 17 or 18 units per year. The following table shows the general framework:

<table>
<thead>
<tr>
<th>Level</th>
<th>Award</th>
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</thead>
<tbody>
<tr>
<td>Foundation</td>
<td>—</td>
</tr>
<tr>
<td>Level 1</td>
<td>—</td>
</tr>
<tr>
<td>Level 2</td>
<td>Diploma</td>
</tr>
<tr>
<td>Level 3</td>
<td>Advanced Diploma</td>
</tr>
<tr>
<td>Level 4</td>
<td>Bachelor's Degree</td>
</tr>
</tbody>
</table>

*Note: For a standard full time student, each level is nominally one year in duration*

**Requirements for Completion of an Award**

For student to be awarded the relevant qualification, he/she must have:
1. passed all required courses and fulfil all other academic requirements of his/her program.
2. completed all University Requirement (UNIR) courses.
3. paid his/her University fees, and
4. returned all University property.

The student must have a GPA that is equal to, or greater than, these levels:

**For ALL students registered before semester 2, 2017/2018:**
1. Diploma, GPA ≥ 1.50.
2. Advanced Diploma, GPA ≥ 2.00. The last academic year for awarding Advanced Diploma will be 2019/2020.
3. Bachelor Degree, GPA ≥ 2.00.

**For ALL students registered after the beginning of semester 2, 2017/2018:**
1. Diploma, GPA ≥ 2.00.
2. Bachelor Degree, GPA ≥ 2.00.

**Award for Academic Excellence**

There are two lists for Student Academic Excellence at Sohar University: Vice-Chancellor's List and Dean's List
The **Vice Chancellor's List** is declared per semester and contains the names of students who have:
1. accumulated GPA \( \geq 3.85 \)
2. completed all units in levels 1-3 (16 - 19 units per level depending on the program)
3. passed all courses in the semester with a full load of at least 8-9 units
4. not been issued with a penalty for either academic misconduct or misbehaviour

The **Dean's List** is declared per semester and contains the names of students who have:
1. accumulated GPA \( \geq 3.65 \)
2. completed all units in the level (16 - 19 units per level depending on the program)
3. passed all courses in the semester with a full load of at least 8-9 units
4. not been issued with a penalty for either academic misconduct or misbehaviour

**Academic Advising**

All new students joining a Faculty will be assigned an Academic Advisor, and will usually continue with the same advisor through to graduation.

Academic advising provides supportive and informative services that assist students make informed decisions regarding their educational, career, and life goals. The Advisor will also help students understand academic program requirements, program options, university rules and regulations, and campus services.

Each member of academic staff serves as an Academic Advisor, and will help students:
1. Transition to university life, and from the GFP to the faculty.
2. Completion of studies and development of skills and know how to take responsibility for their education by setting goals and objectives and finding ways to achieve them.
3. Development of graduate attributes.
4. Familiarization with University academic policies, rules, regulations and procedures.
5. Completion of program and graduation requirements in a timely manner.

Students also have responsibilities regarding their transition to University life and developing their educational plan. As a student, you are responsible for:
1. Ensure that you have the name and know the location of your academic advisor. Any student who does not have this information should go to the Faculty Administrator to acquire this information.
2. Acquire the information needed to assume final responsibility for course scheduling, programme planning and successful completion of graduation requirements.
3. Attend meetings with your advisor regularly throughout the semester.
4. Be punctual, courteous and respectful; turn off cell phone before entering your meeting.
5. Be aware of and ensure you meet all announced deadlines e.g., the last day to drop/add a course, the last day to pay tuition fees without incurring late fees, the last day to obtain student ID, etc.
6. Familiarize yourself with the SU Student Handbook and relevant Sohar University policies, procedures, rules and regulations.
7. Be prepared to meet your academic advisor. For example, make a list of queries and concerns ahead of the meeting and maintain a good record of all academic achievements, grades, reports etc.

8. Check your SU email account regularly, and respond as appropriate.

**Grading System**

The grading scale is standardised across all University courses. Hence it applies to awards at Diploma, Advanced Diploma, Bachelor and Postgraduate Levels. It also applies equally to grading for individual assignments and is aggregated according to the weightings of assessments, to courses as a whole.

The grading system is based on a 0 to 4 scale and it is used as set out in the following table.

*Note: SU uses criterion-based assessment, thus, descriptors should be established so that students are clear about what is expected of them.*

<table>
<thead>
<tr>
<th>%</th>
<th>Grade</th>
<th>Descriptor</th>
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</thead>
<tbody>
<tr>
<td>85 - 100</td>
<td>4.0</td>
<td><strong>Exceptional performance:</strong> The student provided an exceptionally high quality of performance and through this demonstrated an exceptionally high standard of learning achievement in relation to the course learning outcomes.</td>
</tr>
<tr>
<td>75 - &lt;85</td>
<td>3.5 - &lt;4.0</td>
<td><strong>Excellent Performance:</strong> The student provided a high quality of performance and through this demonstrated a high standard of learning achievement in relation to the course learning outcomes.</td>
</tr>
<tr>
<td>65 - &lt;75</td>
<td>3.0 - &lt;3.5</td>
<td><strong>Very good Performance:</strong> The student provided a very good quality of performance and through this demonstrated a sound standard of learning achievement in relation to the course learning outcomes.</td>
</tr>
<tr>
<td>57.5 - &lt;65</td>
<td>2.5 - &lt;3.0</td>
<td><strong>Good Performance:</strong> The student provided good quality of performance and through this demonstrated an acceptable standard of learning achievement in relation to the course learning outcomes.</td>
</tr>
<tr>
<td>50 - &lt;57.5</td>
<td>2.0 - &lt;2.5</td>
<td><strong>Satisfactory Performance:</strong> The student provided an acceptable quality of performance and through this demonstrated an acceptable standard of learning achievement in relation to the course learning outcomes.</td>
</tr>
<tr>
<td>0 - &lt;50</td>
<td>0 - &lt;2</td>
<td><strong>Fail:</strong> The student did not provide a quality of performance that demonstrated an acceptable standard of learning achievement in relation to the course learning outcomes.</td>
</tr>
</tbody>
</table>

**Grade Point Average (GPA)**

The GPA is a weighted average of a student's grades. The GPA can be calculated on a semester, year or cumulative (i.e. total program) basis. Only courses that are part of the Award for which the student is registered are included in GPA calculations. If a course is retaken because of failure or the desire to improve the grade, or if another elective course is taken to replace a previously taken elective, then only the highest grade is included in GPA calculations.

**Graduate Attributes**

The University has determined a set a generic or transferable skills which are referred to as Graduate Attributes. The purpose of the attributes is to outline for students, faculty and
prospective employers the expected skills and competency of SU graduates in addition to their achievement of subject-specific learning outcomes. Graduate attributes are considered in the development and review of all programs, and inform the approach to teaching and learning methods and assessment.

<table>
<thead>
<tr>
<th>Graduate Attributes</th>
<th>Domain</th>
<th>Description</th>
<th>Teaching and Learning Methods</th>
<th>Assessment</th>
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</thead>
<tbody>
<tr>
<td><strong>Communication skills</strong></td>
<td>Skills</td>
<td>Verbal &amp; written interpersonal and professional communication skills: relationship building, selling, marketing, handling customer relations, influencing/negotiation skills.</td>
<td>Lectures, Tutorials, laboratory works, group assignments, presentations and problem-based learning</td>
<td>Group reports, assignments, and laboratory</td>
</tr>
<tr>
<td><strong>Information Technology skills</strong></td>
<td>Skills/Knowledge</td>
<td>Computing, information technology and keyboard skills: Word processing, spreadsheets, data handling and producing, email &amp; internet usage.</td>
<td>Lab work with the use of computer software to solve problems.</td>
<td>Report and assignment solved by specific software</td>
</tr>
<tr>
<td><strong>Numeracy skills</strong></td>
<td>Skills/Knowledge</td>
<td>Analytical and logical reasoning: application of numbers, calculation and mathematical problem solving.</td>
<td>Lectures, Tutorials, laboratory works, group assignments, presentations and problem-based learning</td>
<td>Homework assignments Class tests and Final examination</td>
</tr>
<tr>
<td><strong>Creativity and Problem Solving skills</strong></td>
<td>Knowledge</td>
<td>Innovative, intellectually autonomous, flexible, adaptable, ability to handle change/pressure, decision-making and risk taking.</td>
<td>Lectures, Tutorials, laboratory works, group assignments, presentations and problem-based learning</td>
<td>in-class and integrated assignments, end of semester exam</td>
</tr>
<tr>
<td><strong>Team-work skills</strong></td>
<td>Skills/attitudes</td>
<td>Ability to work with others, understand and work within a horizontal communication framework, co-</td>
<td>Lab work, tutorials</td>
<td>Reports and group assignment</td>
</tr>
</tbody>
</table>
ordinate people, and an ability to work collaboratively and be motivational.

<table>
<thead>
<tr>
<th><strong>Social &amp; Ethic Responsibility Skills</strong></th>
<th><strong>Attitudes</strong></th>
<th>Self-discipline, effective time management, behave in a socially and environmentally responsible manner, appreciative of cultural diversity.</th>
<th>Lectures, considered relevant topical and examples in the syllabus, while also covering some important historical developments</th>
<th>Exams, assignments Conversations’ with students during lecture.</th>
</tr>
</thead>
</table>
Part Four:

Progression and Assessment
Progression

To progress from the General Foundation Program (GFP) to Faculty programs, a student must have completed, and earned, at least a pass level in the English component.

If the English component has been completed but the GFP components of Mathematics and/or IT have not been completed at pass level, then such a student is not eligible for a maximum load in the Level 1 program. He/she must first re-take the missing GFP course(s) and then take courses for which the missing GFP components are not prerequisites for program courses).

A student will not progress to Level 2 until all GFP components have been passed.

A student must enrol in any unfinished GFP components at the first opportunity. For programs without a GFP English component (such as Law, Arabic Language & Literature, etc.), the registered load should be as per the study plan and the student can progress to Level 2 only after completing these requirements (Mathematics and/or IT).

For ALL students registered before semester 2, 2017/2018:
1. To progress to Advanced Diploma (Level 3), the student must complete the Diploma with a cumulative GPA that is equal to, or greater than, 2.0 (exceptionally 1.80). Students who wish to progress to the Advanced Diploma, with a GPA greater than 1.80 but less than 2.00, will be counselled on the difficulties of improving their cumulative GPA beyond 2.00 so that graduation with an Advanced Diploma or progression to Bachelor level (Level 4) is possible.
2. To progress to the Bachelor level (Level 4), the student must have completed all the Diploma and Advanced Diploma courses, with a cumulative GPA that is equal to, or greater than, 2.00.
3. Any student who has not fully completed the Diploma or Advanced Diploma will be allowed to progress to, and register for, further courses in Level 3 or Level 4, provided he/she has passed at least 75% of the units in the previous level and has a GPA that is equal to, or greater than, 2.00.

For ALL students registered from semester 2, 2017/2018:
1. The Advanced Diploma will not be offered as an exit point for those students.
2. To progress to the Bachelor level (Levels 3 & 4), the student must have completed at least 75% of the Diploma courses, with a cumulative GPA that is equal to, or greater than, 2.00.

Other requirements for the award such as pre-requisites must also be satisfied.

Based on guidance from the Ministry of Higher Education, scholarships for the Bachelor Degree will be stopped for any student who wishes to receive graduation documents for completion of Diploma or Advanced Diploma programs. They will not be allowed to continue their study as sponsored students.

These same rules are also applied by the University to private students who wish to continue their study after completion of the Diploma or Advanced Diploma program. The University will not grant any graduation documents for Diploma or Advanced Diploma if a student wishes to continue to a Bachelor Degree.

Assessment Regulations

Responsibilities of Students
Students must manage their family responsibilities, work schedules, travel arrangements and any other responsibilities so that they can attend classes, study and master learning objectives, complete assignments and attend examinations.
If a student's priorities do not allow adequate time and effort for their University program, then the student must either reduce their outside load or reduce the number of courses attempted in a semester.

Students must pay their fees and officially register for all courses before the dates specified in the Academic Calendar. If a student fails to do so, then they may be barred from attending classes and being assessed. All students must:

1. attend and participate in all lectures, tutorials, practical's, laboratories and other teaching activities as specified in the course profile. Attendance will be recorded
2. be aware of and comply with all University, faculty, program and course assessment requirements
3. be available for assessment at times specified by the University for both on-course assessments and examinations
4. present their work as required by the assessment specifications
5. use fair and honest means to complete all assessment
6. submit their own work, unless the assessment item calls for a group effort
7. ensure submitted work has not previously been submitted for credit in another course or program
8. ensure the submitted work is legible and comprehensible
9. provide, in a timely manner, and before the assignment is due, details and evidence of any special circumstances which may affect their work

Students are responsible for accessing their official course results via the University website, after the published release date for each semester. Faculty staff are not permitted to release examination marks to students. If a student has questions or problems with an assessment, he/she must seek answers and solutions in a timely manner.

**General Assessment Procedures**

The composition and format of the overall assessment of each course is approved by the Faculty Board. This includes:

1. types of assessment: quizzes, assignments, presentations, etc. as well as a final exam
2. the relative weightage given to assessment components
3. coursework assessments which will be between 40% - 60% of the total course assessment, with possible exceptions for "project" courses
4. the final exam will cover the whole of the course and weigh between 40% - 60% of total course assessment, with possible exceptions for "project" courses

Details of assessment for each course, including the scheduling of assessment, will be provided to students within the Course Profile in the first week of classes, and will be available on the University Learning Management System (SULMS).

The weight of each assessment (% of final marks) item will be specified. For each individual assessment, the specific requirements and criteria for marking and grading will be stated. This includes the learning outcomes that are to be assessed. There will be sufficient formative assessment early in the semester to support students alter their study behaviour to improve the likelihood of success.
The Course Coordinator will keep a close watch on assessment results during the term. He/she will calibrate the setting and grading of each assessment task so that it tests both the learning outcomes and full range of student abilities. Students are judged by how well they satisfy the learning outcomes of the course not by how they perform relative to their peers.

On-Course Assessment
Coursework assessment is normally returned to students with feedback within two weeks. Feedback to students - indicating errors, highlighting areas for improvement and showing how this may be achieved is essential for learning. A copy of the official record of marks will be made available to students (identified by student ID number, not by student name) after the return of each major piece of assessment, both as an accuracy check and to enable students to monitor their level of performance during the semester.

Examinations: Instructions for Students

Students must follow all instructions from the exam supervisors/invigilators:

1. At the beginning of an exam, academic staff, normally those teaching the course, will be in attendance in order to consider queries from students. There should be few queries as all examination papers have been moderated. Academic staff will provide additional explanation in response to queries only if the instructions or examination questions are unclear.

2. Students enter the examination room only after being instructed to do so by the supervisors/invigilators. This will normally be at least 15 minutes before the start of the examination so that preliminary activities can be completed.

3. Students will sit where instructed by the supervisors.

4. Normally, the following materials and equipment are classed as Standard Materials and are allowed in the student's possession during an exam: wristwatch, pens, pencils, sharpener, eraser, ruler and where relevant a non-scientific, non-programmable calculator with no data storage.

5. If there are any Permissible Materials (materials in addition to the Standard Materials) which a student may have in a specific examination (e.g. drawing instruments, written material, scientific calculators, etc.), they will be listed on the front page of the exam paper. Students will have been notified of any Permissible Materials during class before the end of the scheduled lectures. Only Standard and Permissible Material may be in the student's possession or on his/her desk during the exam.

6. Any other material or equipment that is not Standard or Permissible Material is Unauthorised Material (e.g. mobile phones, electronic dictionaries, MP3 players, study notes, etc.). Unauthorised Material must not be in the possession of the student or on his/her desk during an exam. If these are brought to the examination room, they must be left in a designated area of the examination room at the owner's risk. If Unauthorised Material is discovered in a student's possession or at his/her desk during the exam, the student will be charged with academic misconduct, whether the material has been accessed or not.

7. No food or drink (except water or medication if needed) is permitted in the examination room.

8. Students must place their official University Student Identity Card, picture side up, on the desk to be checked by a supervisor against the examination list. If a student forgets to bring their Student ID, they should notify a supervisor as soon as possible, and before receiving the examination paper. The student must go to Admission and Registration to obtain a temporary ID.

9. Students must not communicate with each other or exchange any materials while in the examination room (e.g. erasers, paper, calculators, etc.).

10. Students may not leave the examination room in the first 30 minutes of the exam. Any student who arrives late (up to 30 minutes) may be admitted, but no extra time will be allocated.
Those arriving

11. Those arriving later than 30 minutes from the start of the examination will not be admitted.

12. After the first 30 minutes, any student wishing to leave the room, either to go to the rest room or having finished the examination, must turn all papers upside down on their desk and raise their hand.
   a) If a student wishes to visit the restroom, he/she will be escorted by a same sex member of staff
   b) If he/she has finished with the examination, he/she can leave after his/her examination booklet has been collected by a supervisor.

13. No student may leave the room during the last 10 minutes of the exam.

At the end of the exam, (corresponding actions will be appropriate for practical or computer examinations):

1. Students must stop writing immediately, put their pen down and turn their examination script face down
2. All students must remain seated and silent until all scripts are collected and a supervisor tells them they can leave
3. Students may not remove any examination material from the examination room

**Passing a Course**

In order to pass a course, a student must obtain a course grade greater than or equal to 2.0. A student who has a course grade of less than 2.0 will be deemed to have failed that course.

**Failure in a Course**

If a student fails a course, then the student must do one the following:

1. The student may retake the course. If failed courses must be retaken (i.e. they are required courses) then these must have highest priority in the scheduling of a student's program and must be taken at the next offering of the course. A course may only be retaken a maximum of two times (i.e. three times in all)
2. If there is sufficient demand and appropriate resources available, the University may offer a re-sit exam within two/three weeks after the results have been announced. For more information on Re-Sit Examinations, please check the Resit Examination Policy which is regularly reviewed to ensure currency and alignment with University regulations
3. Where applicable, if an elective course (i.e. one that is not specifically required for the Award) is failed, then the student may choose another eligible elective course if available

*Note 1*: most courses are not offered every semester and a student may have to wait to retake a course until the next time it is scheduled.

*Note 2*: please refer to the Student under Academic Probation Policy for more information.

**Repeating Courses**

1. There are academic reasons why the University limits the number of times a student can repeat a course: First and foremost, the value of an award is diminished if the student is allowed multiple repeats. Conversely, knowing a student has passed within a reasonable schedule adds value to the award.
2. Secondly, it may be unfair to the student in terms of financial and intellectual resources to allow multiple repeats. If a student has already repeated a course three times, they are very unlikely to improve their performance on a fourth attempt.

The University has a limit of three for the maximum number of times a course can be taken. Students joining a course for the third time will be informed that this is their last opportunity. Students suspended because they have failed a course three times will not be re-admitted for a period of one academic year.

Re-sit Examinations
1. Each student may attend a maximum of two re-sit examinations per semester.
2. The maximum grade awarded after a re-sit examination will be 2.00.
3. Students will carry forward all continuous assessment marks for that course.
4. There will be no special examination to replace a re-sit examination.
5. Individual faculties may choose to offer revision classes prior to the re-sit examination.
6. Students must register for a re-sit examination by filling in the appropriate form which is available online.

Mitigating Circumstances

If a student feels that circumstances outside of his/her control have adversely affected his/her performance, then he/she may apply for the award of a special examination or other form(s) of special assessment or for the ability to withdraw from the course without academic and/or financial penalty.

Examples of circumstances that would normally justify this special consideration include:
1. an acute illness rendering the student unable to carry out the assessment task as required
2. a serious personal injury, such as a broken limb or one with an incapacitating effect
3. being the victim of a serious crime such as robbery, burglary or a violent assault during the period immediately preceding the assessment
4. a serious illness or death of a close relative: normally a partner, parent, child, sibling or grandparent
5. unforeseen and unavoidable and imposed work pressures serious enough to interfere with the student's study or ability to meet an assessment deadline or sit an examination

Circumstances that would not normally be acceptable include:
1. any claim not supported by reliable evidence
2. financial problems or difficulties with housing
3. difficulties with child-minders or other domestic or work arrangements
4. travel arrangements such as airline bookings that conflict with assessment or examination timetables
5. failure to attend an examination or failure to submit an assessment because of confusion over time, date or location
6. retrospective medical certificates, i.e. dated/issued after a student has recovered from the illness claimed
Consideration of Mitigating Circumstances
Mitigating Circumstances must be formally reported to the Course Coordinator by a student within one week of the affected assessment item (a special form is available from the Q Drive). Documented evidence is always essential.

Mitigating Circumstances which affect an individual item of coursework will normally be dealt with by the Course Coordinator granting an extension. In extreme circumstances, the student may be allowed to defer submission until a later date.

Mitigating Circumstances that affect a significant portion of the course assessment or the examination will be considered by the Course Coordinator with recommendations on action to the Level and Program/Faculty Examiner’s Meetings.

Action on all Mitigating Circumstances requests will be recommended by the Course Coordinator and adjustments to this recommendation, if any, reported through Level, Program/Faculty Examiner’s Meetings to the University Examination Board.

A student whose claim for Mitigating Circumstances is approved will normally be reassessed with no academic penalty (i.e. mark not restricted to a threshold pass, e.g. a resit or special exam). If the student had taken the assessment and passed, then consideration may be given to upgrade the result.

A Special Examination can be awarded by the University Examination Board. The most common reason for a Special Examination is a medical condition that prevented the student from attending or preparing for a final examination.

A Special Examination:
1. is set by the University’s Exam Board and falls within the normal exam period outlined on the University calendar.
2. replaces the final examination in the course assessment
3. Allows students to carry forward all continuous assessment marks for that course.
4. is not available as a supplement to a student not presenting himself/herself for a Special Examination
5. can be executively awarded by the Deputy Vice Chancellor Academic Affairs in special circumstances that are assessed after the meeting of the University Examination Board

Sometimes legitimate mitigating circumstances may cause a student to miss too much of a course. For example, a car accident in week 5 puts the student in the hospital for more than three or four weeks. In such a case, special consideration cannot overcome the inability of the student to fully participate in all the learning activities. When this occurs, a student must retake the course, but should be allowed to withdraw without academic or financial penalty.

Chronic difficulties and disabilities are discussed below.

An aegrotat award may be offered in exceptional cases in the last year of study where there is no reasonable prospect of the student completing the requirements of an award due to serious, life threatening or terminal illness, as long as there is evidence that performance has been at the required standard.

A posthumous award to a deceased student as long as there is evidence that performance has been at the required standard.
Queries and Appeals against Assessment Decisions

Assessment Queries and Appeals
The University will deal openly and fairly with students who wish to question or appeal against assessment decisions. Students will not be penalised for questioning or appealing assessment decisions. Appeals will not be recorded on the academic record of a student.

Queries and appeals against assessment decisions can only be made by the student concerned. Third party or anonymous appeals will not be considered. The University will encourage an informal and local (at the course and program level) resolution of student queries about assessment.

Since all grades are subject to internal marking and moderation systems and are confirmed by an Examination Board, appeals based solely on disagreement with the academic judgment of the staff who marked the assessment will not be considered.

An appeal may result in confirmation or improvement of the original grade. A grade will not be reduced as the result of a review caused by an appeal.

The Academic Board should review annually the scale, range and outcomes of academic appeals in order to consider methods to improve the quality of the assessment process and to monitor the effectiveness of the appeals process.

Informal Process - Queries about Assessment Results and Grades
All queries about marks and grades (e.g. why the student had received a lower mark or grade than was expected on a piece of assessment or for the whole course) should be resolved locally and in a timely manner through the following procedure. A student should:
1. Initiate the process within one week after the release of the result of an individual assessment item or the release of course grades
2. Discuss the issue with the member of academic staff who was in charge of the marking of the assignment or the course. If that does not resolve the problem, then
   a) Discuss the issue with the Course Coordinator. If that does not resolve the problem, then
   b) Discuss the issue with the Program Coordinator and/or Dean of the Faculty

If this informal process does not satisfactorily answer the query, then the student can submit a formal appeal.

Guidelines: Appeals against Assessment Decisions or Awards of Special Examinations

Appeals against marks for individual assessment items or against Examination Board decisions (e.g. course grades or awards of special examinations) will not be considered if based solely on disagreement with the judgment of the examiner or the Board.

Appeals can only be upheld where:
1) an administrative error has occurred
2) examiners did not follow University, faculty, program or course policies, procedures or regulations
3) decisions were not in accordance with natural justice and fairness
Stage I Appeal against Assessment Grade

Before making an appeal, the student first must have followed the informal resolution process outlined above.

To appeal marks on an individual on-course assessment, the Stage I Appeal form (Acad Form 16) which states the case and provides evidence must be submitted to the Deputy Vice Chancellor Academic Affairs Office within one week after the release of the results of an individual assessment item or the release of course grades.

As a first step, the Deputy Vice Chancellor Academic Affairs will either rule that the appeal has no basis and dismiss it, or that a hearing will be held at which the student will attend to present his/her case and at which other witnesses may be called.

The student must be available for an interview to discuss the case with the Deputy Vice Chancellor Academic Affairs, who will attempt to resolve the issue. The student may be accompanied by a fellow student, a member of the staff of the University, or a family member.

If the Deputy Vice Chancellor Academic Affairs is unable to resolve the case to the satisfaction of the student, then the student may:
1) make a formal complaint if they believe that the University’s procedures are not adequate or have not been followed in the case of an individual assessment item
2) take the appeal to Stage II in the case of a course grade or non-award of a special exam

Stage I Appeal against Non-awarding of a Special Examination

For appeals against the non-awarding of a special examination, the student must complete the Stage I Appeal form and submit it to the Deputy Vice Chancellor Academic Affairs Office. The student must be available for interview within one week after the release of the result of an individual assessment item or the release of course grades. The procedure to follow is as above.

Stage II Appeal

Only appeals of course grade or the non-award of special examinations can be taken to Stage II. These appeals must have gone through Stage I.

1) The student must complete a Stage II appeal form (Acad Form 17) that is available from the Faculty Secretary or the Student Handbook and submit it with evidence to the VC Executive Assistant: In the third week of second semester for an appeal involving first semester courses

2) Before the start of special exams for an appeal involving second semester courses

The Appeals Committee, composed of the Vice Chancellor (Chair), a Dean from a faculty other than that of the student, the Director, Institutional Planning and Effectiveness (secretary) and a student who is unknown to the student making the appeal, will investigate and pass judgment.

As a first step, the committee will either rule that the appeal has no basis (6.3) and dismiss it or that a hearing will be held at which the student will attend to present their case and at which other witnesses may be called.

If a hearing is to be held, then it will be held within two weeks after the student submits the Stage II Appeal form. The student may be accompanied by a fellow-student or a member of the staff of the University or by a family member.
The decision of the Appeal Committee will be final. After the decision, the Vice Chancellor is empowered to have the authority of the University Examination Board in order to make any necessary decisions resulting from the decision of the committee.

**Academic Misconduct - Principles**

Sohar University aims to have an education climate in which learning and assessment are conducted with high levels of ethics and integrity. Sohar University will not tolerate academic misconduct and will strive to eliminate it from the University.

In the SU Academic Misconduct Policy, misconduct is defined as any action, or attempted action, that may result in creating an unfair academic advantage for oneself, or an unfair academic advantage, or disadvantage, for any other member, or members, of the academic community. This includes a broad array of activities such as cheating, plagiarising, altering academic documents or transcripts, gaining access to materials before they are universally available, helping a friend to gain an unfair academic advantage, infringing the rules of intellectual property, amongst many others.

**Classification of Misconduct**

While the list of academic misconduct is by no means definitive, and it is recognised that acts of academic misconduct may vary in degree of seriousness, a rigidly defined set of penalties is neither desirable nor practical and should thus vary with the seriousness of the offence. Therefore, the determination of a verdict, and the resultant penalty, will require judgement either by a Faculty board or, where the offence is more serious, an academic Panel, depending on the individual case.

However, to aid in determining the severity of an offence, the University has categorized academic offences into four broad principal categories; **minor, significant, serious and grave**.

Subsequently, penalties will vary from the following:

1. Warning
2. Loss of marks in an assessment
3. Failure in the assessment (grade of 0)
4. Failure in the course (grade of 0)
5. Suspension from the University for a defined period
6. Permanent expulsion from the University

A complete list of offences with a rigidly defined set of penalties is neither possible nor desirable. The determination of the verdict and the penalty will require the judgement of the panel hearing each individual case. The following are examples of offences in each category and the range of penalties that may apply.

These are for guidance and are not intended to list all possible offences and penalties.

**Where an offence is deemed Minor:**

There is no evidence of clear intention to gain unfair advantage.

A single minor offence is not considered to be an “Academic Offence” as covered by this policy and need not be reported to the Institutional Planning and Effectiveness Office or the Registration department. These cases may be handled by Programme/Course Coordinators. Often in these cases, the student requires training (e.g. instruction in proper referencing) to prevent future occurrences.

**Penalty:** Warning or loss of marks (50%) in the assessment
Where an offence is deemed Significant:
There is evidence of premeditation to gain unfair advantage. For example:
1. Repeated minor offences
2. First time caught in possession of or using unauthorised material (e.g. mobile phone or “cheat sheet” with test information) during a class test weighed at less than 40%.
3. Copying portions of an assignment from other students, or
4. Copying information from the web or elsewhere for projects without referencing or citations

**Penalty:** Failure in the assessment (0 marks)

Where an offence is deemed Serious:
There is evidence of repeated offences and/or a clear premeditated attempt to significantly affect a course grade in a final year project or exam or any assessment weighted 40% and above. For example:
1. A second conviction for any of the above mentioned misconduct actions (as listed above)
2. In possession of unauthorised materials or receiving / sending a text message, email or phone call during a final year assessment
3. Lack of referencing or citation in a final year project where plagiarism is detected

** Penalty:** Failure in the course (Grade 0)

Where an offence is deemed Grave:
This indicates behaviour that compromises the educational integrity of Sohar University’s academic programs. For example:
1. Conviction of a second serious offence during the student’s studies at SU
2. Impersonating, or allowing someone to impersonate you, in an examination
3. Using third parties to create final year projects or other assignments
4. Stealing, destroying or hindering another student’s assessment or assignment
5. Unauthorised entry to University record systems, or a lecturer’s computer
6. Stealing or possessing a test or exam paper physically, or electronically

**Penalty:** Suspension from the University for a set period (e.g. one year); or Permanent expulsion from the University; both with 0 grades in all courses in the semester of the offence

**Detection and Reporting**

If an academic offence is suspected, or detected, during an assessment, then:
1. Any unauthorised material must be confiscated and the student suspected of the offences’ answer booklet annotated with the alleged offence, the date, time and chief invigilators name
2. The student will be permitted to continue the assessment unless his/her behaviour is disrupting the exam for others
3. After the assessment, the student is informed by the chief invigilator of the process and the student’s mobile phone number is obtained
4. The chief invigilator will complete the Examination Incident Report Form describing the evidence that cheating has occurred, noting the time, date and attaching the material (or evidence, e.g. photographic). The form should be signed by the student. If the student refuses to sign the form this must be noted in the form.
5. The Examination Incident Report Form will be submitted to the Dean with the letter (attached to the incident report form). The completed letter will be sent by email to the students SU email account.
If an academic offence is suspected, or detected in course work (e.g. plagiarism, fabrication etc.):
1. the matter should be brought to the attention of the Course Coordinator. The Coordinator will then write a report providing details and evidence of the alleged offence and submit this report to the program Coordinator and the Dean of Faculty Head or (Head of Department);

2. the Dean of Faculty Head or (Head of Department) will consult with the Program Coordinator and other academic staff involved to decide if the student will be charged with academic misconduct.

3. If the decision is “no” then the action ceases. If the answer is “yes” then the case proceeds.

4. In both cases, records must be kept and a copy sent to the QA Office.

If an academic offence is suspected, or detected in a final year project (e.g. plagiarism, lack of referencing and citation etc.):
1. the matter should be brought to the attention of the Course Coordinator at the earliest. The Coordinator will then write a report providing details and evidence of the alleged offence and submit this report to the Program Coordinator and Dean of Faculty or (Head of Department);

2. the Dean of Faculty or (Head of Department) will consult with the Program Coordinator and other academic staff involved to decide if the student will be charged with academic misconduct.

3. If the decision is “no” then the action ceases. If the answer is “yes” then the case proceeds.

4. In both cases, records must be kept and a copy sent to the QA Office.

**Student Attendance and Notification**
The student is responsible for checking his/her SU email and presenting a current mobile phone number to allow notification of hearing dates and times.

The student is responsible for attending a hearing. If the student does not attend then the hearing can proceed without him/her.

At a hearing the student may bring a member of the SU community, or a member of his/her immediate family (e.g. father, mother, brother or sister).
The student will be notified of all appointments and actions by his/her SU email. Notification will also be attempted by SMS and by phone.

**Faculty Hearing for Academic Misconduct**
Where an incidence of academic misconduct has been established, the following procedures take place:
1. A Faculty Hearing should take place within one week of the offence in the case of assignments, projects, course work etc.

2. In the case of final examinations, the Faculty Hearing should take place by the end of the exam week to allow the decision to be discussed at the Faculty Exam Board.

3. The Hearing will be chaired by the Dean (or Head of GFP) or his/her nominee and at least two other members of Faculty (of GFP) that have been nominated to hear the case.

4. A member of the Institutional Planning and Effectiveness Office (QA and QE Officer) should also attend each hearing. The role of the member of the Institutional Planning and Effectiveness Office is to ensure that the proceedings align with the University policy and regulations.

5. Full minutes of the Hearing must be recorded.

6. If the student admits the offence, then the Hearing will decide on the appropriate penalty, as per the policy. This will be recorded in the minutes and submitted to the Faculty Exam Board.
7. The Office of the Dean of Faculty (or Head of GFP) is responsible for notifying the student by his/her SU email address of the penalty.

8. If, on the other hand, the student contests the charge. Then the Faculty Hearing will forward the case to a University Panel for Academic Misconduct with a recommendation.

9. The Institutional Planning and Effectiveness Office is responsible for convening the University Panel and acts as Secretary to the meeting of the Panel.

The Faculty Hearing Membership
The Faculty Hearing is comprised of:
1. The Chair (Dean or a nominee)
2. At least two other Academic members of Faculty (or GFP) nominated by the Dean (Head of GFP)
3. A member of Institutional Planning and Effectiveness (or one nominee from outside the faculty)
4. Faculty Administrator as Secretary to the meeting

Procedure
1. If the student is requested to do so, he/she is responsible for attending the Faculty Hearing. If he/she does not attend, then the Hearing can proceed without him/her.
2. The Faculty, will notify the student of all appointments and actions by email (to their SU email account), and, where possible, by phone.
3. The Faculty Administrator will present the evidence and any witnesses;
4. The student will be asked to answer the allegations and may present witnesses, where relevant.
5. If the student is found guilty, then the Panel will impose a penalty.
6. The student will be notified of the decision by the Admission and Registration Department. For all decisions taken related to Final Examinations, the Admission and Registration Department will notify the student with the decision after the University Examination Board

Records
1. The Secretary will inform all necessary SU academic and administrative units (Faculty Exam Board, Institutional Planning and Effectiveness Office, University Exam Board and Admission and Registration) of the events related to any academic misconduct.
2. Records of all academic offences, and minutes of all Faculty Academic Misconduct Hearings, will be filed and maintained by the Office of the Dean of Faculty. A copy is to be sent to the Institutional Planning and Effectiveness Office and the Admission and Registration Department.
3. Where applicable, the Admission and Registration Department will note convictions and penalties in the student’s official University records.
4. If acquitted of the charge, no record will be maintained in the student’s file.

Appeals against Verdicts and/or Penalties by Faculty Hearing
Students may appeal against a decision regarding an academic offence within one week of notification of the verdict and penalty, but only on the following grounds:
1. New evidence has emerged that was not previously available
2. University procedures were not correctly followed
Appeals may not be made on the basis of continued denial of guilt or a challenge of the judgement of the Panel.

Appeals against academic misconduct must be made in writing (in English for English courses/programs) on the form provided by the Faculty. Information or documents of any new evidence must be attached.

If the grounds for appeal are valid, the student may submit the Appeal Form and all the relevant documentation to the Deputy Vice Chancellor for Academic Affairs (DVC-AA). The DVC-AA will submit his decision to the Institutional Planning and Effectiveness Office which in turn will make a recommendation to the Vice Chancellor.

The Vice Chancellor may, or may not, request a meeting with the student and/or the academics involved in the case. The decision of the Vice Chancellor is final. The student will be informed, by the Director of Institutional Planning and Effectiveness of the decision on his/her appeal against academic misconduct through his/her SU email account within one week of submitting the appeal.

**University Panel for Academic Misconduct**

Where the Faculty Hearing has forwarded a case with a recommendation to the University Panel for Academic Misconduct, the following procedures should take place:

1. The University Panel for Academic Misconduct is convened by the Institutional Planning and Effectiveness Office, and chaired by the Vice Chancellor (or nominee).
2. The Secretary (a member of the Institutional Planning and Effectiveness Office) will consult with the Chair and then notify the Panel members to be appointed (see Appendix B).
3. The student involved in the incident will be notified of the University Panel for Academic Misconduct details by the secretary.
4. The Panel must convene the hearing within one week of the Faculty Hearing, or as soon after the examination period as possible to allow the decision to be notified to the University Examination Board.
5. Full minutes of the Hearing must be recorded.
6. The University Panel for Academic Misconduct decision is final.
7. The secretary of the University Panel for Misconduct will notify the student by his/her SU email address of the final decision.
8. The secretary will send a copy of the minutes of the Panel meeting to the University Examination Board Secretary.

**The University Panel for Academic Misconduct Membership**

The Panel refers to the academic misconduct commission convened to assess and adjudicate the offence in question where the student in question has appealed the decision of the Faculty, following the Faculty Hearing. The Panel is comprised of:

1. The Chair (Vice Chancellor or a nominee)
2. The DVC Academic Affairs (or a Member of the Academic Board appointed by him)
3. a Dean or Academic Head (not from either the Student’s Faculty (or department), nor from the Faculty (or department) in which the alleged offence occurred)
4. a SU Student Advisory Council Representative who has no conflict of interest with the student; and
5. A member of Institutional Planning and Effectiveness who will act as Executive Secretary to the meeting.

Procedure
1. If the student is requested to do so, he/she is responsible for attending the University Hearing for Academic Misconduct. If he/she does not attend, then the Hearing can proceed without him/her;
2. The Secretary of the University Hearing for Academic Misconduct will notify the student of all appointments and actions by email (to their SU email account), and, where possible, by phone.
3. The Executive Secretary to the meeting will present the evidence and any witnesses;
4. The student will be asked to answer the allegations and may present witnesses;
5. If the student is found guilty, then the University Hearing for Academic Misconduct will impose a penalty. The student will be notified of the decision after the University Examination Board.

Records
1. The Secretary will inform all necessary SU academic and administrative units (Faculties, Institutional Planning and Effectiveness Office, University Exam Board Secretary, the Admission and Registration Department) of the events related to any academic misconduct.
2. Records of all academic offences, and minutes of all University Hearings for Academic Misconduct will be filed and maintained by the Institutional Planning and Effectiveness Office.
3. The Admission and Registration Department will note convictions and penalties in the student’s official University records. If acquitted of the charge, no record will be maintained in the student’s file.

*The Academic Board will annually review the scale, range and outcomes of academic offences in order to monitor the situation and the effectiveness of the process.*
Part Five:

Academic Support Services
Tuition Fees
The University publishes an annual schedule of fees for tuition, registration, residential accommodation, transportation and other charges before the start of the academic year on the website. Tuition fees and residential accommodation and transportation fees are payable before the registration of the courses of the new semester, and other fees will be due at the time and manner specified in the schedule issued by the University and as amended periodically. Note that some scholarships may be available.

If a student has enrolled and paid the tuition fees, and discovers that he/she is unable to continue with their studies, the student may apply for a refund of the fee. In accordance with the refund policy for study fees (see full policy on Student portal) the following fee refund is possible:

<table>
<thead>
<tr>
<th>Refund %</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>Postpone or withdrawal during two weeks from the beginning of the semester</td>
</tr>
<tr>
<td>50%</td>
<td>Postpone or withdrawal during third week from the beginning of the semester</td>
</tr>
<tr>
<td>25%</td>
<td>Postpone or withdrawal during fourth week from the beginning of the semester</td>
</tr>
<tr>
<td>0%</td>
<td>Postpone or withdrawal during after fourth week from the beginning of the semester</td>
</tr>
</tbody>
</table>

Payment of Tuition Fees
1. All students who would like to register in any course for any given semester are required to pay the full in advance tuition fees due before registering for courses.

2. The method of payment may be by cash, a cheque issued in the name of Sohar University or by a direct bank transfer to the University account.

Beneficiary Name: Sohar University LLC  
Bank: Bank Sohar (Sohar branch or any branch)  
Account number: 002020010636

Keep in mind that you should mention your Student ID number and Student Name

3. Semester tuition should be paid full in advance either cash or 50% in cash plus 50 % by Post-dated cheque payable during Semester period. University terms and conditions shall be applied for post-dated cheques and bounced cheques.

4. To facilitate the process of paying fees and to complete the process of registration, students are urged to check the balance of their accounts on the University’s Edugate or E-Register. Students should then prepare their payment according to instructions. They may visit the student accounting offices to pay fees and save their time and the time of student accounting staff.

Student ID Card
The Student ID Card is issued by the Admission and Registration Department at the time a student completes registration. In the case of loss of the ID card, the student has to fill in an application for replacement and pay 3 R.O.
Career Guidance Services

Career Guidance Services aims to provide an interface between students and the best avenues to utilize their skills by helping them find gainful employment and training places. Moreover, the Career Guidance services aims to raise student awareness of the knowledge, skills, information, and attitudes needed to positively improve their own career development.

Learning Resources Centre (LRC)

The Learning Resources Centre is located in the heart of the campus and provides world class facilities to support students, academics and researchers to enable them to achieve success and academic excellence. The Centre provides high-quality resources for all users who can benefit from the modern databases and search engines available to enhance their academic studies and research experiences. The center also provides quiet study places for individual and/or groups in addition to a number of staff who are on hand to provide assistance throughout opening hours.

LRC Facilities
1. Wi-Fi connectivity
2. Separate male and female study areas
3. Orientation and workshops
4. Photocopying service with rechargeable cards
5. Modern study cabins
6. Social learning space

LRC Resources and Services:
Print and audio-visual resources:
1. Books
2. Printed journals/magazines/newspapers
3. Recommend a Book

Electronic Resources:
1. Almanhal
2. Springer
3. Dar AlMandumah
4. Financial Times
5. Masader including online databases such as:
   a) Academic Search Ultimate
   b) Arab World Research Source: Al-Masdar
   c) Art & Architecture Source
   d) Business Source Ultimate
   e) Communication & Mass Media Complete
   f) EBSCO eBook Academic Collection
   g) EBSCO eBook Subscription Arabic Collection: Al-Kotob
   h) Education Source
   i) Energy & Power Source
   j) Environment Complete
   k) ERIC Education Resources Information Centre
   l) Humanities Source Ultimate
   m) Legal Source
   n) Library & Information Science Source
   o) Points of View Reference Centre
Locating Resources
Books in the LRC are classified according to the Library of Congress classification scheme. To locate a book, a student can use the Search LRC Catalogue and search by author, title or keyword. Alternatively, LRC staff are available to assist during opening hours.

Borrowing Resources
To borrow items, a student must register with the LRC and have a valid student card. Each student will be allocated a borrower registration barcode number. Students may select the items they wish to borrow and ask a member of the LRC staff to record each loan. Students can borrow up to 4 items per week. Fines are charged on all overdue items.

LRC Rules and Regulations
1. Students are charged for overdue library items and fines must be paid promptly. For standard loan items, the charge is 100 baisa per item per day. For overnight /short loans 1OMR per day
2. Food and drink are not allowed in the LRC with the exception of bottled water
3. Mobile phones must be switched off or on silent mode
4. Quiet discussion only is permitted
5. All furniture and equipment must be used with care
6. All damaged and missing items must be paid for
7. Students are responsible for taking care of their personal laptops, notebooks or tablets. These cannot be stored in the LRC

Academic Support Services
To help students develop and achieve their academic and personal goals, SU provides a wide range of academic support that encourage students to engage with their studies, enhance their learning, develop academic competencies and skills and accomplish their educational outcomes.

The main objective of the Academic Support Services unit is to work with Students as Partners to help identify and provide a comprehensive program of activities, training, workshops, coaching, tutoring and mentoring to support student’s academic endeavors and improve student retention and achievement. Our academic support activities are designed to enhance the academic success of our students, helping them to reach their intended academic potential, and develop lifelong learning skills. These activities are provided by a team of dedicated and supportive academic staff who work efficiently and collaboratively to provide our students with access and opportunity to discover and learn, create and innovate.

Students can avail One on One or small group consultations in English and Arabic language skills, Writing Skills, Math Support, IT Skills, Speaking Skills. Free IELTS training is provided daily in the IELTS Support center. SU also provides English Speaking support for the Blind students studying in various Faculties.
The Research Corner in LRC provides students with access to expert support and feedback on academic writing assignments and develop independent academic writing skills. Students are given assistance to interpret assignment directions and requirements, brainstorm ideas for writing strategies, understand the mechanics of grammar and vocabulary, and guidelines for finding appropriate secondary research sources.

Peer Tutoring Program developed under expert supervision ensures that peer learning taking place in an effective and inclusive manner. Students from all faculties are offered a platform to help their colleagues march forward towards autonomous learning. Peer Tutors are awarded an appreciation certificate and their efforts are also mentioned in their SHEAR report.

**Information Technology Services (ITS)**

IT Services (ITS) works closely with all SU departments to provide a wide range of services that support students in all activities both on and off-campus.

**Email, Messaging & Calendars**

ITS provides an individualised email service for students with unlimited storage space and downloadable office applications. These services can be accessed on and off campus. Students should check their SU email account daily.

**Help Desk**

The IT Help Desk is located in the Khaboorah building as a first point of contact for all IT support needs.

**Network**

ITS provides WIFI network coverage, internet access and Secured web-based solutions which supports students and staff.

**Printing**

ITS provides a range of printing and copying solutions with self-service printing option for students around the campus.

**Security**

ITS Manages the information security to protect the University data from potential threats.

**Software & Databases**

ITS supplies, supports and distributes software for use on University equipment. Students are authorized to use office 365 software applications on line and on their personal machines.

**Storage, Backup & Hosting**

ITS provides storage, backup and hosting services that enable students to store and share data on hardware managed by the University.

**Teaching & Research**

ITS teams manage the University’s lecture rooms and theatres, Provide and manage the Sohar University E-Learning Management System (SULMS) that support teaching and research activities.

**Training**

ITS offers training on a wide range of applications and software programs.
Usernames & Passwords
ITS manages SU student usernames and passwords to provide access to SULMS and other online services.

Regulations for the Use of Information Technology Laboratories
1. Computers and other equipment installed in the Information Technology (IT) Laboratories are for the use of SU students to familiarize themselves with computers and software applications usage, to develop keyboard skills, run software projects or to train themselves on new IT technologies
2. Students using IT Laboratories must respect the right of other users to enjoy a quiet and productive work environment
3. Students may be asked to present their ID card to the laboratory controller/academic staff or security
4. Students who fail to present their ID card when requested can be asked to leave the IT Laboratories immediately. Disciplinary action will be taken against students who fail to leave when requested
5. Students are not to bring others who are not registered at the University to the IT Laboratories Disciplinary action will be taken
6. No personal software or applications can be installed or used on University computers, without explicit permission from the ITS Department
7. Students must Logout of the University computer when leaving the IT Laboratories
8. Eating, drinking or smoking is not permitted in IT Laboratories
Part Six: Student Support Services
Student Activities
Student activities play a key role in the development of the student personality through a variety of student activity programs. The programs of cultural, sports and artistic activities and other activities that develop the skills of the student. Student engagements in such activities refine their talent and enhance their participation at various levels. Student activities include theatrical plays, cultural weeks, forums, workshops and various courses organized by the student groups under the supervision of the Student activities department.

The Student Advisory Council
The Student Advisory Council is a student gathering consists of the elected members of students to represent their colleagues, according to the provisions of the Student Advisory Councils Guide. The reason behind the establishment of Student Advisory Council was to promote the principles of transparency, constructive criticism and active participation in all aspects that serves to the university students and activates their role as the center of the educational process.

Student Health Services
The University has an on-campus clinic to provide emergency and outpatient care. In addition, the Sohar community is well-served by general medical and hospital facilities, and by first class specialist medical facilities. The University will organise and assist visits to these facilities if required by any student. The University also provides free after-hours and emergency care for students staying in SU accommodation. An ambulance is available on campus to take emergency cases to one of the local hospitals.

Academic and Psychological Counselling
The University provides academic and personal counselling and advice through development, precaution and treatment programs so that students may maintain maximum academic progress and gain full benefit from the learning environment of the University. Please contact Student Services Department for further advice and information on these services.

Student Accommodation
The University has a number of conveniently-located residences, both on and off campus. The majority of the rooms in each residence are available on a shared basis, however, a limited number of single rooms can be provided at an additional cost to the standard accommodation fee. Included in the standard accommodation fees are the supply of and laundering of room linen, daily cleaning of common areas, and all lighting, water and air-conditioning costs. Accommodation fees are additional to academic fees and transportation charges, and are announced prior to the commencement of each academic year.

Accommodation Rules and Regulations
1. Be mindful of, and respectful towards others
2. Observe the rules regarding cleanliness of the hostel
3. Carry your student ID card and present it upon request
4. Any damage, abuse or neglect to any property in the hostel will result in a fine or compensation claim
5. Register attendance by signing the daily attendance record in the hostel
6. Wear suitable clothing when in public areas
7. Use of internet is solely for academic purposes
8. Notify the warden of any activity or event taking place in the hostel
9. Do not take photographs inside the hostel
10. Be responsible for your personal possessions: The University accepts no liability if they are lost
11. Avoid sitting in hazardous locations including windows sills and balcony rails for safety reasons
12. Do not bring any illegal publications such as inappropriate books, magazines, videos and publications and manuscripts to the hostels
13. Do not bring explosives any flammable materials, poisons or any kind of weapons to the hostel
14. If you suffer from illnesses requiring special care, inform the warden and bring evidence of this
15. Male students must return to the hostel by 11:00 pm each evening
16. Female students must return to the hostel by 6:00 pm each evening
17. Wearing the veil (covering the face) is prohibited inside the hostel and on campus
18. The warden must be notified when you wish to use incense or frankincense
19. Dinner is between 7:00 - 9:00 pm
20. Cooking is allowed. Students are required to follow the health and safety regulations of the kitchen

Student Transport

The University provides a number of transport services for students studying on campus. Students staying off-site may take advantage of daily bus services to and from the campus. The service covers the areas of North Batinah - south to Al-Khaboorah and north to Shinas. Students staying in University residences off-campus may also take advantage of these services. A weekly bus service to Muscat and other regions, run by the University, departs on Thursday evening and returns to the student residences on Saturday afternoon. There is also a weekly supervised bus service to local food markets.

Transport Rules and Regulations
1. Complete the University transport request form, as necessary
2. Comply with the daily bus schedules
3. Behave appropriately inside the bus
4. Maintain the cleanliness of the bus
5. Carry your University ID card and present it upon request. Notify the Student Services Department of any change of address
6. Transport fees will not be refunded if you choose to cancel transport after the induction week

Catering Services

Catering services are provided to students and visitors at the following locations on the campus:
1. Main cafeteria in Shinas building
2. Coffee shops in: Khaboorah building / next to the LRC building / Barka building

Catering service are contracted out to an external service provider who will prepare and serve breakfast, lunch, dinner, teas & coffee and other refreshments and snacks as per an agreed menu list. The University is committed to ensuring the quality and freshness of food provided at all times.
Each catering area is kitted out with adequate furniture to ensure students can dine in a relaxed and healthy environment.

Catering service contractors and contracts are subject to Omani National laws on health, safety and environmental rules and regulations.
Part Seven:
General Rules & Regulations
Student Code of Conduct

Students are required to familiarize themselves with the general regulations and assessment regulations to which they are subject. In addition, students shall be subject to the Code of Conduct for students, Student Disciplinary Procedures (where necessary due to infringement of the Code), and other regulations as approved from time to time.

Following enrolment students must:
1. sign an agreement that they are willing to conform to the regulations and Code of Conduct of SU
2. notify the University of any change of address and/or telephone number
3. notify the University of any of assessment results not received within two weeks
4. notify the University of any additional employment undertaken, particularly any which might impact on their studies

All students at SU are expected to conduct themselves with due regard for their responsibilities as adults and members of the academic community, and with regard for the good name and reputation of the University. A student will be deemed in breach of the University’s Code of Conduct if he or she has:

1. engaged in any behaviour that prevents, obstructs or disrupts any teaching, learning or research; administrative activity of the University; sporting, recreational, and social activities; any meeting or activity approved by the University
2. failed to adhere to rulings on Freedom of Speech
3. acted in a way likely to cause injury to or impair the health of others
4. obstructed or attempted to obstruct access to University premises
5. assaulted, engaged in sexual or racial harassment, or otherwise insulted a student, member of staff, employee of or visitor to the University, or engaged in any other sexist or racist behaviour liable to give serious offence
6. acted in a violent, indecent, or threatening manner, or insubordinate behaviour (such as the refusal to follow reasonable instructions)
7. misused or caused damage to University premises or property, including damage to materials, furniture, equipment belonging to the University staff or students (and including misuse of the worldwide web, for example for pornographic purposes)
8. misappropriated any funds or assets of the University
9. committed a breach of the regulations, for example the assessment regulations, by committing an academic offence
10. abused the privacy of any confidential files of material (for example, unauthorized access to student records)
11. been found guilty of any criminal offence
12. engaged in fraud, deceit, deception, or dishonesty (for example, forging a signature)
13. failed to adhere to any additional Code of Practice, for example those relating to the usage of Library, learning resources and IT
14. failed to comply with a previous sanction or penalty imposed
15. behaved in a way that brings the University into disrepute.
Harassment:

Harassment is any unacceptable behaviour such as unwelcome attention, intimidation, humiliation, bullying, and ridicule which targets an individual or a group and makes the continuation of work or study for the individual or the group unpleasant or impossible. Harassment includes sexual, racial, and harassment targeting disability, social class, or religion (this list is not exhaustive). Any unnecessary, unwanted, or unwelcome advances, attention or propositions; comments; persistent demeaning or offensive jokes; unwanted comments about appearance; and degrading text messages on computer screens or elsewhere is considered as harassment. Harassment is taken seriously because it often occurs between people of unequal status and the harassed may face demands in exchange for favours, e.g., promises of better grades, or promotions.

The University will ensure that all the staff and students know the steps which will be taken to deal with such issues.

Anyone who believes that they are the subject of either harassment or bullying in any form should report their concerns to their Academic Advisor, or to a senior member of the student’s Faculty or a senior officer of the University.

**Formal action**: If, despite the intervention of the Advisor, the harassment persists, or an incident is sufficiently serious, the individual should put a complaint in writing, and pursue the formal complaints procedure.

**Student Disciplinary Procedures**

Any breach of this Code of Conduct will be dealt with as appropriate under Student Disciplinary Procedures. This is a serious matter and any student subjected to it is advised to seek assistance from the concerned persons. A Student Disciplinary Committee, composed of three members (academic and administrative staff) and a representative of the Faculty concerned, shall be established by the Vice Chancellor in order to investigate students' violations.

There are three stages in the student disciplinary process. For full details on this, please refer to the Student Code of Conduct Policy available on the website and student portals.

**Students Complaints Policy and Procedures**

The University aims to provide a high standard of service to all students. However, problems do occur and sometimes the service may not be up to student expectations. In such cases, a formal complaint may be made.

The University aims to deal openly, fairly and effectively with any comments and/or complaints, and to offer an appropriate remedy to any student who is adversely affected by a service. The University seeks to continuously improve its services and regularly monitors any comments and/or complaints received from students to ensure the utmost effectiveness of its practices and procedures for addressing them.

If a student wants personal and specific redress on a particular issue, this is defined as a complaint. Wherever possible, efforts should be made to resolve a complaint at the local point where it arises, with the member(s) of staff concerned.

In general, all complaints can be lodged by the student through the SU mobile application, or through submission of a completed complaint form which is available on the University portal.
The University will not penalize anyone in any way for making a complaint about services provided. Complaints will be investigated as fairly, openly and as quickly as possible. However, some complaints are complicated and it may take some time to obtain the information needed to reach a fair decision.

Anonymous complaints cannot be dealt with because a response cannot be provided. However, the identity of a complainant will not be disclosed without permission. Complaints will not be recorded on the student's record.

The University recognises two types of complaints: Academic and Non-Academic Complaints.

**Academic Complaints**
The University recognises the following under the category of an academic complaint. Complaints in relation to:
1. The Admission and Registration process and system
2. The timetabling of lectures, tutorials and examinations
3. A program or specific course (course content, documentation and materials, lecturer theatres, labs etc.)
4. A member of the teaching staff (or Lab technicians)
5. Academic advising
6. Learning resources and the library
7. Learner support
8. Assessments
9. Grades
10. Absences
11. Academic probation, and suspension
12. Academic Integrity

**Academic Complaint Procedures**
If a student wants to comment or make a suggestion about improving one of the University’s academic-related services or a program of study, this can be done informally by raising it directly with either the Student Faculty Representative, the Student Advisory Council or the relative member of Faculty staff.

If there is a general complaint relating to a program of study, it may again first be addressed informally with those concerned, or through the Student Advisory Council or the Student Faculty Representative. Wherever possible, efforts should be made to resolve a complaint at the local point where it arises, with the member(s) of staff concerned.

If a student wishes to make a formal complaint, he/she can do so through the SU mobile app or by submitting a specific form for this purpose which is available from the Student Portal.

A student may bring along a friend or his/her Student Representative to any meeting to discuss a complaint. Permission however must be requested in advance to bring someone from outside the University to accompany the student (complainant).
Non-Academic Complaints
The University recognizes the following under the category of a non-academic complaint. These include complaints in relation to:
1. Student activities
2. Student healthcare services
3. Student accommodation services
4. Student transportation services
5. University catering services
6. IT services
7. The campus

Non-Academic Complaint Procedures
If a student wants to comment or make a suggestion regarding improvement of one of the University’s services, it can be done informally by raising the issue directly with the relevant person(s) concerned.

However, if a student wants personal and specific redress on a particular issue, this is defined as a complaint. Wherever possible, efforts should be made to resolve a complaint at the local point where it arises, with the member(s) of staff concerned.

If a student wishes to make a formal complaint, a specific form for this purpose is available from the Student Portal. Alternatively, students may use the designated SU mobile application to lodge their complaint.

Additional Information

Personal Property
Students bringing personal property onto University premises do so at their own risk.

Cars
Care must be taken at all times when students bring vehicles into University premises, and speed limits rigorously obeyed. Since parking space is limited, only those with special permits may park on site. Special permits are available to those with disabilities. The University accepts no liability for student vehicles.

On Campus Dress Code
Clothing worn must be appropriate to the occasions on which it is worn, including clothing for laboratory, field work and other activities. The traditional Omani dishdasha for men and abaya with head covering for women should be worn, but is not required for non-Omanis, who should wear other appropriate modest clothing. Female students must not veil their faces while on campus.

Smoking
The University has a strict ‘No Smoking’ policy inside all buildings.

Litter
Littering of University premises (including papers, chewing gum, etc.) is strictly prohibited and fines may be imposed on persons who throw or deposit litter.
Mobile Telephones
Mobile phones must be switched off during lectures and tutorials, in the Learning Resource Centre and during any official meetings. Staff are entitled to confiscate mobile phones used in class or in the LRC. Phones will normally be returned at the end of the day.

Visitors
Visitors (including children) may only have access if they are signed in, after which responsibility lies with the person visited (or accompanied).
Part Eight: Appendices
Special Circumstances Form

When circumstances arise where a student requires extra help or guidance, students are required to follow these procedures.

1. Talk to your Academic Advisor. Most issues can be resolved at this stage.
2. If the issue is not resolved, then complete this form. Once this form has been fully completed, hand it to your Academic Advisor to sign and he/she will arrange for you to see your Dean / Head of GFP. The Dean / Head of GFP will not see you without this completed form, signed by your Academic Advisor.
3. If the Dean / Head of GFP considers it necessary, he/she will arrange for you to see the PVC Academic Affairs. The PVC will not see you without the completed form, signed by your Advisor and Dean.
4. If necessary, the PVC Academic Affairs will refer the case to the Vice Chancellor. The Vice Chancellor will not see you without this form, endorsed by the PVC Academic Affairs.

Students must complete all sections carefully.

<table>
<thead>
<tr>
<th>Name</th>
<th>Student Identity Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>Programme/Stream</td>
</tr>
<tr>
<td>Date</td>
<td>Telephone Number</td>
</tr>
<tr>
<td>Advisor Name</td>
<td></td>
</tr>
</tbody>
</table>

Nature of Special Circumstances: (Please tick the correct box)

- Late Registration with valid reason (applicable after the add/drop period)
- Registered in the wrong course (applicable after the add/drop period)
- Exception from pre-requisite courses (to be completed before the semester begins)
- Exceeding the study load (to be completed before the add/drop period)
- Improving GPA (to be completed before the semester begins)
- Timetable conflicts
- Request for Special Exam due to conflict with exam timetable and pregnancy delivery date

Reason for Special Circumstances:

Advisors Comment:

<table>
<thead>
<tr>
<th>Advisor Name</th>
<th>Signature</th>
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</table>

Dean’s Comment:

<table>
<thead>
<tr>
<th>Dean Name</th>
<th>Signature</th>
</tr>
</thead>
</table>

DVC Academic Affairs (DVC-AA) Comment (only where applicable):

<table>
<thead>
<tr>
<th>DVC-AA Name</th>
<th>Signature</th>
</tr>
</thead>
</table>

Admission and Registration Comment (only where applicable):

<table>
<thead>
<tr>
<th>Agreed Actions</th>
<th>By whom</th>
</tr>
</thead>
</table>

Acad Form 45 Special Circumstances Form
To be filled in and submitted with the necessary signatures by the student making the appeal. Follow all directions stated on this form.

Note: Please refer to the section in the STUDENT HANDBOOK related to APPEALS AGAINST ASSESSMENT DECISIONS before completing and submitting this form. Appeals which do not follow procedures will not be considered.

### Assessment Appeal - Stage 1

<table>
<thead>
<tr>
<th>Student Name:</th>
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<tbody>
<tr>
<td>ID No:</td>
</tr>
<tr>
<td>Date: ___ / ____ / 20___</td>
</tr>
<tr>
<td>Faculty: Program: Level:</td>
</tr>
<tr>
<td>GSM: Email:</td>
</tr>
</tbody>
</table>

Complete the following if the appeal concerns assessment in a course.

<table>
<thead>
<tr>
<th>Course Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Code:</td>
</tr>
</tbody>
</table>

Course Coordinator:

Circle one of the following if the appeal does not concern assessment in a course.

<table>
<thead>
<tr>
<th>Progression to next Level</th>
<th>Graduation Requirements</th>
<th>Mitigating Circumstances</th>
</tr>
</thead>
</table>

All questions and problems with marks and grades or progression or graduation requirements should be resolved informally and locally, if possible. A Stage 1 Appeal cannot be started until this informal process has taken place. The Dean must sign to indicate that the informal process has occurred.

Which members of academic staff did you speak with to try to solve your problem?

<table>
<thead>
<tr>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEAN</td>
</tr>
<tr>
<td>Signature: ___ / ____ / 20___</td>
</tr>
</tbody>
</table>

On a separate single A4 sized page, attached to this page, give the details and facts about the issue. This must be legible and coherent with proper spelling and grammar. Use of a word processor and a printer is recommended. For programs taught in English this must be in English. For programs taught solely in Arabic then it can be in English or Arabic.

Submit the completed form to the DVC Academic Affairs Secretary within the time period stated in the Student Handbook.

If delivered in hardcopy then staple the two pages together, with this page on top.

If during the summer break you are away from Sohar, then you may conduct the informal process by telephone or by emailing the academic representatives in your Faculty. If an appeal is required, then the appeal can be sent by email. It must be an attachment with the two pages in one file with a file name of Your Name-Appeal. Email with the subject Your Name-Appeal to the Faculty Secretary who will forward it to the DVC Academic Affairs.

| DVC-AA Signature | DVC-AA Decision: ___ / ____ / 20___ |

Acad Form 16 Assessment Appeal-Stage 1
To be filled in and submitted with the necessary signatures by the student making the appeal. Follow all directions stated on this form. 

**Note:** Please refer to the STUDENT HANDBOOK section on APPEALS AGAINST ASSESSMENT DECISIONS before completing and submitting this form. **Appeals which do not follow procedures will not be considered.**

### Assessment Appeal - Stage 2

**Student Name:**  

**ID No:**  

**Date:**  

**Faculty:**  

**Program:**  

**Level:**  

**GSM:**  

**Email:**  

**Complete the following if the appeal concerns course grades:**

**Course Name:**  

**Course Code:**  

**Course Coordinator:**  

If the appeal does not concern course grades, circle one of the following:

- I am entitled to a special exam, but this has not been awarded  
- I am entitled to a supplementary exam but this has not been awarded

All questions and problems should be resolved through academic staff in your Faculty, if possible. A Stage 2 Appeal will not take place unless you have first tried to settle the matter in your Faculty. The Dean must sign below to indicate that this informal process has occurred.

**Which members of academic staff did you speak with to try to solve your problem? Give at least two.**

1.  
2.  
3.  
4.

**DEAN**  

**Signature:**  

**_____ / _____ / 20_____**

On a separate single A4 sized page, attached to this page, give the details and facts about the issue. This must be legible and coherent with proper spelling and grammar. Use of a word processor and a printer is recommended. For programs taught in English this must be in English. For programs taught solely in Arabic then it can be in English or Arabic.

Submit the completed form to the QA Office within the time period stated in the Student Handbook. If delivered in hardcopy, then staple the two pages together, this page on top.

If during the summer break you are away from Sohar, then you may conduct the informal process by telephone or by emailing the academic representatives in your Faculty. If an appeal is required, then the appeal can be sent by email. It must be an attachment with the two pages in one file with a file name of Your Name - Appeal. Email with the subject Your Name - Appeal to the Faculty Secretary who will forward the appeal to the QA Office.

**VC Signature**  

**VC Decision**  

**_____ / _____ / 20_____**

---

**Acad Form 17 Assessment Appeal-Stage 2**
### Student Release/Deferral Form

#### Please complete the following:

<table>
<thead>
<tr>
<th>Student Number: / الرقم الجامعي</th>
<th>Student Name: / اسم الطالب</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty: / الكلية</td>
<td>Program: / التخصص</td>
</tr>
<tr>
<td>Financial Sponsor: / عوائد السكن</td>
<td>Residential Address: / عنوان السكن</td>
</tr>
<tr>
<td>Bank Name: / اسم البنك</td>
<td>Account No: / رقم الحساب</td>
</tr>
<tr>
<td>Email Address: / البريد الإلكتروني</td>
<td>GSM: / رقم الهاتف النقال</td>
</tr>
<tr>
<td>Telephone No: / رقم الهاتف</td>
<td></td>
</tr>
</tbody>
</table>

---

#### Signature of Student (توقيع الطالب) | Date (التاريخ)
---|---

### REASON FOR WITHDRAWAL:

Please complete the attached Feedback from Withdrawing Students Form if withdrawing from the University prior to completion of an award program and submit both forms to the Admission and Registration.

- [ ] Graduation
- [ ] Withdrawal from University
- [ ] Dismissal from University
- [ ] Deferral

---

### Student Memorandum of Grades can only be released after all signatures have been obtained.

<table>
<thead>
<tr>
<th>Step</th>
<th>Department</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Communication &amp; External Relations</td>
<td>For students who want to withdraw</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Signature: ..........................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date: ............................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Department</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Estates</td>
<td>All University Property returned</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Signature: ..........................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date: ............................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Department</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>Library</td>
<td>Student has returned all borrowed books and there are no late fees</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Signature: ..........................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date: ............................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Department</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>Dean of Faculty</td>
<td>Student has returned all University property and there are no outstanding issues relating to the Faculty</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Signature: ..........................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date: ............................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Department</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.</td>
<td>Pro-Vice Chancellor of Resources</td>
<td>Receipt of Feedback from Withdrawing Students Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Signature: ..........................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date: ............................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All student accommodation property has been returned</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Signature: ..........................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date: ............................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Department</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>Admission &amp; Registration</td>
<td>Student ID card Returned</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Signature: ..........................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date: ............................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Students who do not return their Student I.D. Card will be required to pay 10 O.R.</td>
</tr>
</tbody>
</table>

---

### Finance

We certify that the above student has no financial liabilities with the University (All outstanding charges have been paid (tuition and fees, accommodation fines/utilities, etc.)

<table>
<thead>
<tr>
<th>Step</th>
<th>Department</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Signature: ..........................</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date: ............................</td>
</tr>
</tbody>
</table>

---

**Acad Form 47 Student Release Form**
A student with an academic complaint must complete this form and present it to the office of the Dean of Faculty with all supporting evidence. If a student's academic-related complaint is not resolved informally at the Faculty level, the student (or other complainant) must provide details in writing to the Deputy Vice Chancellor Academic Affairs (DVCAA) as soon as possible after the event(s) concerned and normally within six weeks. Any delays may make it difficult to investigate. Anonymous complaints cannot be dealt with because a response cannot be provided. However, the identity of a complainant will not be disclosed without permission. A complaint will not be recorded on the academic record.

This form should not be used for the following:
Notification of mitigating circumstances for assessments (there is a separate mitigating circumstances form)
Appealing against academic results (there is a separate appeal against an academic assessment form)
Dealing with disciplinary offences (complaints about the behavior of students are dealt with through student affairs)

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Student Identity Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>Major</td>
</tr>
<tr>
<td>Student SU email</td>
<td>Telephone Number</td>
</tr>
<tr>
<td>Date on which the incident happened</td>
<td>Name of anyone else involved</td>
</tr>
</tbody>
</table>

Select the Complaint type:
- The Admission and Registration process and system
- The timetabling of lectures, tutorials and examinations
- A program or specific course (course content, documentation and materials, lecturer theatres, labs etc.)
- A member of the teaching staff (or Lab technicians)
- Academic advising
- Learning resources and the library
- Learner support
- Assessments
- Grades
- Absences
- Academic probation, and suspension
- Academic Integrity

Details of the event: (please attach all evidence supporting the claim)

Deans Comment: Indicate how the complaint was investigated and by whom, the evidence used, the conclusion reached if appropriate, the steps taken to rectify matters. It may not be possible to do exactly what was requested, but the complainant will be given the opportunity to say whether or not they are satisfied.

Dean Name (PRINT) ________________________________ Signature ________________________________

DVC Academic Affairs Comment (where applicable):

DVC-Academic Affairs ________________________________ Signature ________________________________

Agreed Actions

By whom

Acad Form 44 Student Academic Complaints Form
# Student Non-Academic Complaints Form

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Student Identity Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>Major</td>
</tr>
<tr>
<td>Student SU email</td>
<td>Telephone Number</td>
</tr>
<tr>
<td>Date on which the incident happened</td>
<td>Name of anyone else involved</td>
</tr>
</tbody>
</table>

Select the Complaint type:

- [ ] Hostel
- [ ] Transportation
- [ ] Nutrition
- [ ] Cleaning
- [ ] Other

Please provide details about the complaint Student:

……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………

Supervisor comments on the complaint:

……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………

Stamp & Signature

Department Manager Comments on the Complaint

………………………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………………

Stamp & Signature

DVC Comments if not resolved by the Department Manager

………………………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………………

Stamp & Signature

SA Form 1-Student Non-Academic Complaints Form