Undergraduate Student Handbook
2019-2020
Version 3.0
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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.
# Faculty Academic Calendar

<table>
<thead>
<tr>
<th>SEMESTER 1</th>
<th>SEMESTER 2</th>
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<tbody>
<tr>
<td><strong>S1 Classes Begin</strong>&lt;br&gt;22 September 2019</td>
<td><strong>S2 Classes Begin</strong>&lt;br&gt;23 February 2020</td>
</tr>
<tr>
<td><strong>Student Orientation Day</strong>&lt;br&gt;24 September 2019</td>
<td><strong>Registration Closes</strong>&lt;br&gt;Add/Drop Period Ends&lt;br&gt;5 March 2020</td>
</tr>
<tr>
<td><strong>Registration Closes</strong>&lt;br&gt;Add/Drop Period Ends&lt;br&gt;3 October 2019</td>
<td><strong>Student Activities Week</strong>&lt;br&gt;15 March 2020</td>
</tr>
<tr>
<td><strong>S1 Student Survey of Learning and Teaching Starts</strong>&lt;br&gt;27 October 2019</td>
<td><strong>S2 Student Survey of Learning and Teaching Starts</strong>&lt;br&gt;29 March 2020</td>
</tr>
<tr>
<td><strong>S1 Student Survey of Learning and Teaching Ends</strong>&lt;br&gt;14 November 2019</td>
<td><strong>S2 Student Survey of Learning and Teaching Ends</strong>&lt;br&gt;16 April 2020</td>
</tr>
<tr>
<td><strong>S1 Classes End</strong>&lt;br&gt;2 January 2020</td>
<td><strong>S2 Classes End</strong>&lt;br&gt;4 June 2020</td>
</tr>
<tr>
<td><strong>Exam Period</strong>&lt;br&gt;5 January 2020 - 16 January 2020</td>
<td><strong>Exam Period</strong>&lt;br&gt;7 - 18 June 2020</td>
</tr>
<tr>
<td><strong>Exam Results</strong>&lt;br&gt;29 January 2020</td>
<td><strong>Exam Results</strong>&lt;br&gt;1 July 2020</td>
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<tr>
<td><strong>Re-Sit Revision and Exam Week</strong>&lt;br&gt;2 February 2020</td>
<td><strong>Re-Sit Revision and Exam Week</strong>&lt;br&gt;5 July 2020</td>
</tr>
<tr>
<td><strong>Re-Sit Results</strong>&lt;br&gt;13 February 2020</td>
<td><strong>Re-Sit Results</strong>&lt;br&gt;16 July 2020</td>
</tr>
<tr>
<td>SEMESTER 1</td>
<td>SEMESTER 2</td>
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<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>S1 Classes Begin</td>
<td>S2 Classes Begin</td>
</tr>
<tr>
<td>22 September 2019</td>
<td>Faculty Exam Week</td>
</tr>
<tr>
<td>Student Orientation Day</td>
<td>GFP Induction Day</td>
</tr>
<tr>
<td>24 September 2019</td>
<td>2 January 2020</td>
</tr>
<tr>
<td>Registration Closes</td>
<td>Registration Closes</td>
</tr>
<tr>
<td>Add/Drop Period Ends</td>
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</tr>
<tr>
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</tr>
<tr>
<td>14 November 2019</td>
<td>16 April 2020</td>
</tr>
<tr>
<td>S1 Classes End</td>
<td>S2 Classes End</td>
</tr>
<tr>
<td>12 December 2019</td>
<td>26 March 2020</td>
</tr>
<tr>
<td>Exam &amp; Marking Period</td>
<td>Exam &amp; Marking Period</td>
</tr>
<tr>
<td>15 - 19 December 2019</td>
<td>29 March - 2 April 2020</td>
</tr>
<tr>
<td>Marking &amp; Result Period</td>
<td>Marking &amp; Result Period</td>
</tr>
<tr>
<td>22 December 2019</td>
<td>5 - 9 April 2019</td>
</tr>
<tr>
<td>Resit/Registration and Course Preparation</td>
<td>Resit/ Registration and Course Preparation</td>
</tr>
<tr>
<td>29 December 2019</td>
<td>12 April 2020</td>
</tr>
</tbody>
</table>

*GFP Student Induction and Placement Testing Tuesday 17 September, 2019.*
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 189 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 enrol for 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 academic year starts on September 2019 and ends in July 2020. Each Faculty academic year consists of two semesters of study, 15 weeks of teaching and 2 weeks of final examinations. While the GFP academic year consist of three semesters of study, 12 weeks of teaching and 1 week for final examinations. 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 of Sohar University, prospective students must have:
- Completed the General Certificate, formerly Secondary School Completion Certificate or Diploma of General Education in Oman, or equivalent, and
- Achieved the relevant entry score as outlined in the HEAC Guidelines on Student Admission which is published annually and made available to all school leavers. The Entry Score may vary according to the academic program, and is reviewed annually.

Prospective Students Applying for Entry must also:
- Meet any specified minimum English language proficiency requirements to enter the University General Foundation Program or to gain direct entry to the University’s undergraduate programmes. Have a minimum IELTS score of 5 or TOEFL iBT score of 58 or TOEFL Paper Based (PB) score of at least 500 for admission to undergraduate programmes. English language proficiency requirements are not applicable to academic programs taught in Arabic.

For qualifying students, entry to the University will be based upon order of merit. Additional requirements may be specified for particular programmes of study in accordance with the validation of that particular program.

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 are finalized. Foreign students obtaining a General Education Diploma from outside Oman must seek accreditation from the Omani Embassy and Ministry of Foreign Affairs in their 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 above). 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 the 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 they can demonstrate 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 of the relevant program; and may allow up to 25% of level three courses/units. Recognition of prior learning is not applicable to any level 4 courses/units. Interested candidates should consult with the Faculty well in advance of the start of a semester.

Full and Part-Time Study
Full-time study is defined as studying 8 or 9 units per semester (this may extend to 10 units in certain circumstances 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 relevant

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
Students who are sponsored by the Ministry of Higher Education 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 a student decides to 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:

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

Students should complete the release form in order to make sure that there is no accommodation, transportation and/or library financial obligations. Refunds of credit balances to student accounts will only be made after completion of all required forms and document, and on receipt of a written request 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 obligations outstanding such as accommodation, transportation and/or library fees.

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 three times
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. Student has talked to his/her Academic Advisor or Program Coordinator. Most issues can be resolved at this stage.
2. If the issue is not resolved, then a student must complete the Special Circumstances Form (available at the back of the Handbook, on the student portal, or from Faculty/GFP Admin 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 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/Head of GFP.
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 University Student under Academic Probation policy outlines 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 Undergraduate students:**
1. A student will be under academic probation if his/her GPA is <2.00.
2. 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.
3. 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.
4. 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.
5. 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.
6. A student will be dismissed from the University if his/her GPA is <2.00 after the additional fourth semester.
7. 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.
8. 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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<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 a student to be awarded the relevant qualification, he/she must have:
1. passed all required courses and fulfilled 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.

**Vice-Chancellor's List**

The Vice Chancellor’s List is applicable to all students in Level 3 and Level 4. The list will be declared annually in July, upon approval of the final year results. It will contain the names of those students who meet the following conditions:
1. Have an accumulated GPA ≥3.85
2. Must have completed all units in levels 1-3 (16 – 19 units per level depending on the program)
3. All courses must have been passed in the semester with a full load of at least 8-9 units
4. No penalty for either academic misconduct or misbehavior
Dean's List
The Dean’s List is declared annually in July and is applicable to all students in Level 1 and Level 2 only. The list contains the names of the students who meet the following conditions:
1. Have an accumulated GPA ≥ 3.65
2. Must have completed all units in the level (16 – 19 units per level depending on the program)
3. All courses must have been passed in the semester with a full load of at least 8-9 units
4. No penalty for either academic misconduct or misbehavior

Academic Advising
All new students joining the GFP and the Faculty will be assigned an Academic Advisor, and at faculty level, the student 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. Complete their 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. Develop graduate attributes.
4. Familiarize themselves with University academic policies, rules, regulations and procedures.
5. Complete all 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:
- 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.
- Acquire the information needed to assume final responsibility for course scheduling, program planning and successful completion of graduation requirements.
- Attend meetings with your advisor regularly throughout the semester.
- Be punctual, courteous and respectful; turn off cell phone before entering your meeting.
- 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.
- Familiarize yourself with the SU Student Handbook and relevant Sohar University policies, procedures, rules and regulations.
- 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.
- Consult the SU Student Handbook on University regulations.
- 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>
</tr>
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<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 Grade Point Average (GPA) is a weighted average of a student’s marks. The average marks are then converted to points on a scale from 0 to 4 where 4 is the maximum. 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 course is taken to replace a previously taken one, then only the highest grade is included in GPA calculations.

Calculation of the GPA for students registered in courses before and after Semester 2 of 2017/2018 is different based on the implementation of the revised University grading system. The newly revised GPA calculation came into effect from Semester 2 2017/2018.

**Old GPA Calculation (before S2 2017/18)**

\[
GPA = \frac{\sum G_i w_i}{\sum w_i}
\]

Where G is a grade for a course (e.g. 2.5), w is the weight of the course (in units)

**New GPA Calculation (since S2 2017/18)**

\[
GPA = \frac{\sum M_i w_i}{\sum w_i} \text{ (The result is then converted to points out of 4)}
\]

Where M is a mark for a course (e.g. 60), w is the weight of the course (in units).
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>Teaching and Learning Methods</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication skills</td>
<td>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>Information Technology skills</td>
<td>Skills/Knowledge</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>Numeracy skills</td>
<td>Skills/Knowledge</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>Creativity and Problem Solving skills</td>
<td>Knowledge</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>Team-work skills</td>
<td>Skills/attitudes</td>
<td>Lab work, tutorials</td>
<td>Reports and group assignment</td>
</tr>
<tr>
<td>Social &amp; Ethic Responsibility Skills</td>
<td>Attitudes</td>
<td>Lectures, Considered relevant topical and examples in the syllabus, while also covering some important historical developments</td>
<td>Exams, assignments Conversations’ with students during lecture.</td>
</tr>
</tbody>
</table>

In 2018/19, the definition of Graduate Attributes has been determined by level. These are outlined in each Course Profile given to students at the beginning of the semester and given in Appendix 1 p.51.
Part Four
Progression and Assessment
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, and Faculty of Education and Art programs), 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 after semester 2, 2017/2018:

The Advanced Diploma will not be offered as an exit point for those students.

1. 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 Certificate for Diploma or Advanced Diploma if a student wishes to continue to a Bachelor Degree.
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 later than 30 minutes from the start of the examination will not be admitted.
11. 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 rest room, 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 the examination booklet has been collected by a supervisor.
12. 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 can do one the following:
1. 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 is failed (i.e. one that is not specifically required for the Award), 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.

**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 in section 8 and from the GFP and Faculty Admin office). 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 Program Coordinator and Head of GFP/Dean.

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. This will be formally approved by the University Examination Board.

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. 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 scheduled 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 (Marks of 0 in the assessment)
4. Failure in the course (Marks of 0 in the course)
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.
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
Admissions and Registration

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, or by online payment through Edugate.
   **Beneficiary Name:** Sohar University LLC
   **Bank:** Bank Sohar (Sohar branch or any branch)
   **Account number:** 002020010636
   
   Please 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

The Career Guidance Services (CGS), located in the LRC building, provides appropriate guidance to all students on training and career opportunities in their area of specialization.

The CGS aims to meet student needs by achieving the following objectives:
1. Providing accurate and relevant materials to students on professional and employment matters
2. Helping students to find professional opportunities that suit their interests, values and abilities
3. Providing professional assessment through testing and evaluation
4. Providing appropriate guidance and advice to students and graduates on career options
5. Providing a range of training or placement opportunities for students and graduates

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 a large number of databases and search engines available to enhance their academic studies and research experiences. The centre also provides quiet study spaces for individual and/or groups. A number of trained and specialised library staff are on hand to provide assistance during opening hours.

LRC Facilities
- Wi-Fi connectivity
- Separate male and female study areas
- Orientation and workshop programs
- Photocopying service with rechargeable cards
- Modern study cabins
- Social learning space

LRC Resources and Services:
Print and audio-visual resources:
- Books
- Printed journals/magazines/newspapers
- Recommend a Book
- Large number of electronic resources

LRC Opening Hours
Sunday to Wednesday: 8 am to 8 pm
Thursday: 8 am to 6 pm
Saturday: 10 am to 3 pm

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

- 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.
- Food and drink are not allowed in the LRC with the exception of bottled water.
- Mobile phones must be switched off or on silent mode.
- Quiet discussion only is permitted.
- All furniture and equipment must be used with care.
- All damaged and missing items must be paid for.
- 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 encourages students:

- to engage with their studies
- enhance their learning
- develop academic competencies and skills
- accomplish their educational outcomes

The main objective of Academic Support Services 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 of One-on-One or small group consultations in English and Arabic Language Skills, Writing Skills, Math Support, IT Skills, and Speaking Skills. Any student with special needs will be provided with all the support they require to help them achieve their goals.

Free IELTS training is provided daily in the IELTS Support Centre.

A Research Corner in the LRC provides students with access to expert support and feedback on academic writing assignments and to 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.

A Peer Tutoring Program developed under expert supervision ensures that peer learning takes 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 SU Higher Education Achievement Record (SHEAR) report.

Information Technology Services (ITS)

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

IT Support Centre
Located in the LRC building on the 2nd floor is a first point of contact for all IT support needs.

Technology and Training Centre
Located in the LRC building on the 2nd floor offers free workshops for all students on different technology related solutions and topics.

Network and Wi-Fi
All computers are connected to the University network and powered with fast internet connection. Wi-Fi covers all teaching areas and many open areas.

Printing / Copying Service
Authorized students can print using the distributed copiers across the campus from any computer or mobile device.

Security
IT Services acts to protect the University data from all potential threats.

Software & Databases
IT Service 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
IT Services provides storage, backup and hosting services that enable students to store and share data on hardware managed by the University.

Teaching & Research
IT Service teams manage the University’s lecture rooms and theatres, and the Sohar University E-Learning Management System (SULMS) where students have access to all teaching and research materials and activities.

Training
IT Services offers training on a wide range of applications and software programs.

Usernames & Passwords
SU student are provided with a Username and password to allow them access 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 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 play a key role in developing the student’s personality and enhancing their talents and skills. Therefore, the University Student Activities Department team provides a range of student activities, clubs and events to enable students to develop and highlight their talents and gifts. The department works closely with the Student Advisory Council and other student groups to ensure the student needs and interests are supported and met.

Sections of Students Activities Department
- Cultural Activities
- Art and Scout Activities
- Sporting Activities
- Activities of College Groups

The most important activities carried out by the Student Activities Department:
- Organizing celebrations of religious, national and social events
- Organizing Student Activities Week
- Organizing the theatrical festival
- Organizing various sports events during the academic year
- Organizing Qader festival for people with special needs
- Organizing a sports tournament with students in other higher education institutions
- Organizing informative, inspirational and literary gatherings
- Supporting students to participate in tournaments and events organized by other institutions
- Organizing exhibitions of fine arts and photography
- Organizing exhibitions of student activity groups
- Organizing the elections of the Student Advisory Council and the Councils of Student Activity groups
- Organizing workshops and lectures
- Participation in the organization of Orientation Week
- Participation in the preparation of the University graduation ceremonies
- Performing evenings and poetry suggestions

Student Advisory Council
The University Student Advisory Council is made up of elected representatives from the student body who act as the student voice; liaise with Student Activities on the provision of extracurricular on and off campus activities, and provides a channel for student participation in decision-making on academic and other matters. Student elections take place at the beginning of each academic year in accordance with the provisions set out in the Student Advisory Councils Guide. The election is usually held on the second week of the first academic semester each year, and the elected candidates form the Bureau of the Council and its Committees. The Council has been established in order to serve all SU students and promote the principles of transparency, constructive criticism and active participation.

Student Health Services
Sohar University Clinic is located in the Shinas building on campus which is accessible to all students and staff. The clinic provides primary and immediate health-care facilities, and coordinates with the relevant authorities to refer specific cases to hospitals and/or government clinics. An ambulance is available on campus 24/7 to take emergency cases to one of the local hospitals. A nurse is present in the student campus accommodation for females during the night period (from 10 pm to 6 am) to provide medical care if necessary (with the exception of Thursdays and Fridays).
Important Information

- During admission and registration, all new students are requested to fill out the health-form which will be kept in the Clinic records.
- All students should inform the Clinic of any health problems they may have.
- Students are advised to take a referral form from the Clinic before visiting any health care facility outside the University.
- The University provides a bus service to the below mentioned hospitals from the University Clinic during the following hours:

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sohar Hospital</td>
<td>08:30am - daily</td>
</tr>
<tr>
<td>Awainat Health Centre</td>
<td>10:30am and 12:30pm - daily</td>
</tr>
</tbody>
</table>

- An emergency ambulance is available 24/7.
- The Clinic issues sick leave as needed.
- Any sick leave that has been issued by a hospital must be signed and stamped by the University Clinic before being submitted to faculty members.

Student Counselling

The University has a number of well-trained consultants with social and psychological expertise to provide appropriate counselling services to students as required. Students can visit one of these consultants when they feel they need some help, and are guaranteed that the visit will be held in the strictest of confidence. Students can also seek advice from our counsellors if they feel they have problems with any staff or students. The counselling team also offers a number of workshops and lectures on a range of topics related to student life.

Campus Accommodation for Female Students

Campus Accommodation is located on the University campus. The accommodation aims to provide a suitable and safe environment for students to relax in their free time and access all University resources and services easily. The accommodation consists of four buildings, each containing four floors with a variety of rooms (single, double, triple). The accommodation provides the following services: supervisors, security personnel, medical care, daily cleaning services, a laundry room, a supermarket, a study hall, a TV room, a recreational hall, a bus service with daily shifts, and the opportunity to go on weekly shopping and leisure trips. The rules and regulations for the SU accommodation are available on the website.

Student Transport

The University provides a number of transport services for students studying on campus, and for all students in general. A weekly bus service from the campus to Muscat and a number of other regions is run by the University. Moreover, the University also provides transportation to those students who go on field trips, to conferences, exhibitions, etc. Transport for female students arriving through airports / ports is provided at the beginning and the end of the semester, and for public holidays. A weekly transport service for female students traveling to Musandam is also provided through the Shinas Ferry Port. Students can book transportation through the smart phone application. All transportation fees are outlined on the SU website. Transport fees will not be refunded if a student chose to cancel transport after the orientation week.

Transport Requirements, Rules and Regulations

1. Fill out the University transport request form, as necessary
2. Carry your University ID card and present it upon request
3. Comply with the daily bus schedules
4. Behave appropriately on the bus
5. Do not litter or cause damage to the bus
Catering Services
Catering services are provided to staff, students and visitors at the following locations on the campus:
1. Main cafeteria: Shinas building
2. Coffee shops: Khaboorah building / next to the LRC building / Barka building

Catering services are contracted with an external service provider who prepare and serve breakfast, lunch, dinner, teas & coffee and provide other refreshments and snacks as per an agreed menu. The University is committed to providing adequate furniture in the designated locations and ensuring a healthy and comfortable environment. Catering service contractors and contracts are subject to Omani national laws on health, safety and environmental rules and regulations, in addition to the University regulations set out the HSE Policies and Procedures Manual.
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 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.
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
### Appendix 1

<table>
<thead>
<tr>
<th>Graduate Attribute Descriptors by Level</th>
<th>GFP</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicate effectively, orally and in writing for general purposes</td>
<td>Communication</td>
<td>Communicate at a significant level in study contexts</td>
<td>Communicate effectively to diverse audience</td>
<td>Communicate effectively in a variety of modes</td>
<td>Interpret, communicate and adapt information</td>
</tr>
<tr>
<td><strong>Information Technology</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use a range of information and communication technology effectively for general purposes</td>
<td>Information Technology</td>
<td>Effectively use a board range of information technology in study context</td>
<td>Use and analyse a substantial range of information technology</td>
<td>Use advanced information technology affectively in a variety of different topics and issues</td>
<td>Select, use and interpret the appropriate information technology</td>
</tr>
<tr>
<td><strong>Numeracy</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply general numeracy skills and solutions to predictable and unpredictable problems</td>
<td>Numeracy</td>
<td>Solve predictable complex numeracy problems</td>
<td>Solve abstract complex numeracy problems</td>
<td>Use a broad range of cognitive and technical skills required to solve advanced numeracy problems</td>
<td>Use advanced cognitive and technical skills required to analyse and solve complex numeracy</td>
</tr>
<tr>
<td><strong>Creativity &amp; Problem Solving</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply general cognitive skills required to perform a range of tasks requiring theoretical, conceptual and abstract elements</td>
<td>Creativity &amp; Problem Solving</td>
<td>Identify and apply methodologies and tools to analysis and complete well-defined task</td>
<td>Identify and apply methodologies and tools to analysis and complete abstract task</td>
<td>Apply an analytical tools, to solve variable complex problems</td>
<td>Apply, theories in a given discipline or professional field in synthesising and interpreting information</td>
</tr>
<tr>
<td><strong>Team-working</strong></td>
<td><strong>Team-working</strong></td>
<td><strong>Team-working</strong></td>
<td><strong>Team-working</strong></td>
<td><strong>Team-working</strong></td>
<td></td>
</tr>
<tr>
<td>------------------</td>
<td>------------------</td>
<td>------------------</td>
<td>------------------</td>
<td>------------------</td>
<td></td>
</tr>
<tr>
<td>Work individually or as part of a team with some autonomy and/or limited supervision</td>
<td>Independently manage tasks within activities which are generally predictable</td>
<td>Work individually or collaborate within teams to take the lead in completing tasks under guidance</td>
<td>Manage tasks individually or collaboratively within teams with high levels of accountability for the management of tasks and their output</td>
<td>Undertake advanced autonomous professional activities and/or adopt leadership roles with full accountability for the management of tasks and their output</td>
<td></td>
</tr>
<tr>
<td>Assume accountability for the completion of defined tasks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Social &amp; Ethic Responsibility</strong></th>
<th><strong>Social &amp; Ethic Responsibility</strong></th>
<th><strong>Social &amp; Ethic Responsibility</strong></th>
<th><strong>Social &amp; Ethic Responsibility</strong></th>
<th><strong>Social &amp; Ethic Responsibility</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply a general understanding of the values and ethics required for academic purposes and display these to others</td>
<td>Manage time effectively to accommodate obtaining a broad understanding of their occupations and/or study and use general entrepreneurial skills</td>
<td>Manage time effectively to allow for personal development and/or the development of others and use substantial entrepreneurial skills</td>
<td>Promote good work or study practices among study or work colleagues and use advanced entrepreneurial skills</td>
<td>Apply advanced levels of time management successfully associated with advanced levels of responsibility and apply highly specialised entrepreneurial skills</td>
</tr>
<tr>
<td>Manage time independently to achieve personal and study goals</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Critical Judgement</strong></th>
<th><strong>Critical Judgement</strong></th>
<th><strong>Critical Judgement</strong></th>
<th><strong>Critical Judgement</strong></th>
<th><strong>Critical Judgement</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify learning pathways for selected study</td>
<td>Learn independently</td>
<td>Identify and initiate responses to their own learning needs</td>
<td>Use own initiative to undertake further learning to develop new skills</td>
<td>Manage learning tasks independently with an awareness of how new knowledge is developed and applied</td>
</tr>
<tr>
<td>Take responsibility for their own learning with minimum supervision</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 2

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 DVC Academic Affairs. The DVC will not see you without the completed form, signed by your Advisor and Dean.

4. If necessary, the DVC Academic Affairs will refer the case to the Vice Chancellor. The Vice Chancellor will not see you without this form, endorsed by the DVC Academic Affairs.

Students must complete all sections carefully.

Name ___________________________________________ Student Identity Number ____________________________

Faculty __________________________________________________________________ Programme/Stream _________________________

Date ___________________________________________ Telephone Number ____________________________

Advisor Name ___________________________________________

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: ________________________________________________

Advisor Name: ___________________________ Signature: ___________________________

Dean’s Comment: ________________________________________________

Dean Name: ___________________________ Signature: ___________________________

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

DVC-AA Name: ___________________________ Signature: ___________________________

Admission and Registration Comment (only where applicable): __________________________

Agreed Actions: ________________________________________________

By whom: ________________________________________________

Acad Form 45 Special Circumstances Form

---
Appendix 3

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

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

| Course Name: | Course Code: |

| Course Coordinator: |

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

- Progression to next Level
- Graduation Requirements
- Mitigating Circumstances

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>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DEAN</td>
<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.

<table>
<thead>
<tr>
<th>DVC-AA Signature</th>
<th>DVC-AA Decision</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>____ / ____ / 20___</td>
</tr>
</tbody>
</table>

Acad Form 16 Assessment Appeal-Stage 1
Appendix 4

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

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

Complete the following if the appeal concerns course grades:

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

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: |  |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></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 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 |  |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 5

Student Release/Deferral Form

Please complete the following:

<table>
<thead>
<tr>
<th>Student Number:</th>
<th>Student Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty:</td>
<td>Program:</td>
</tr>
<tr>
<td>Financial Sponsor:</td>
<td>Residential Address:</td>
</tr>
<tr>
<td>Bank Name:</td>
<td>Account No:</td>
</tr>
<tr>
<td>Email Address:</td>
<td>GSM:</td>
</tr>
<tr>
<td>Telephone No:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

Signature of Student (توقيع الطالب) …………………………………………

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 (التخرج)
- ☐ Withdrawal from University (تأجيل الدراسة)
- ☐ Dismissal from University (انسحاب من الجامعة)
- ☐ Deferral (فصل من الجامعة)

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

<table>
<thead>
<tr>
<th>Number</th>
<th>Department</th>
<th>Description</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
| 1      | Communication & External Relations (التواصل والعلاقات الخارجية) | For students who want to withdraw | …………………………… | …………………
| 2      | Estates (النقل) | All University Property returned | …………………………… | …………………
| 3      | Library (المكتبة) | Student has returned all borrowed books and there are no late fees | …………………………… | …………………
| 4      | Dean of Faculty (عميد الكلية المعنية) | Student has returned all University property and there are no outstanding issues relating to the Faculty | …………………………… | …………………
| 5      | Pro-Vice Chancellor of Resources (القوقل والتسجيل) | Receipt of Feedback from Withdrawing Students Form | …………………………… | …………………
| 6      | Admission & Registration (القبول والتسجيل) | All student accommodation property has been returned | …………………………… | …………………

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.)

Signature: …………………………… | Date: …………………

All student accommodation property has been returned

Signature: …………………………… | Date: …………………

Students who do not return their Student I.D. Card will be required to pay 10 O.R.
Appendix 6

**Student Academic Complaints 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)

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.

DVC Academic Affairs Comment (where applicable):

---

<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>

<table>
<thead>
<tr>
<th>Select the complaint type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ The Admission and Registration process and system</td>
</tr>
<tr>
<td>☐ The timetabling of lectures, tutorials and examinations</td>
</tr>
<tr>
<td>☐ A program or specific course (course content, documentation and materials, lecturer theatres, labs etc.)</td>
</tr>
<tr>
<td>☐ A member of the teaching staff (or Lab technicians)</td>
</tr>
<tr>
<td>☐ Academic advising</td>
</tr>
<tr>
<td>☐ Learning resources and the library</td>
</tr>
<tr>
<td>☐ Learner support</td>
</tr>
<tr>
<td>☐ Assessments</td>
</tr>
<tr>
<td>☐ Grades</td>
</tr>
<tr>
<td>☐ Absences</td>
</tr>
<tr>
<td>☐ Academic probation, and suspension</td>
</tr>
<tr>
<td>☐ Academic Integrity</td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>Details of the event:</th>
</tr>
</thead>
</table>

---

<table>
<thead>
<tr>
<th>Dean Name (PRINT)</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVC Academic Affairs Comment (where applicable):</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DVC-Academic Affairs</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreed Actions</td>
<td></td>
</tr>
</tbody>
</table>

By whom

---

*Acad Form 44 Student Academic Complaints Form*
## Appendix 7

### 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>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date on which the incident happened</th>
<th>Name of anyone else involved</th>
</tr>
</thead>
</table>

Select the Complaint type:

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

Please provide details about the complaint Student:

```
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
```

Supervisor comments on the complaint:

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……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
```

Stamp & Signature

Department Manager Comments on the Complaint

```
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
```

Stamp & Signature

DVC Comments if not resolved by the Department Manager

```
……………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………
```

Stamp & Signature
Appendix 8

MITIGATING CIRCUMSTANCES APPLICATION FORM

To be filled in and submitted with the necessary supporting documentation by students who feel that circumstances outside of their control has adversely affected their performance. Follow all directions stated on this form.

Note: Please read Mitigating Circumstances under ASSESSMENT REGULATIONS in the Student Handbook, Part B, before completing and submitting this form. Students should follow the correct procedures, otherwise it will not be considered. Only the circumstances mentioned, will be considered.

Student Name: 
ID No:  
Date: ____ / ____ / 20____

Faculty:  
Program:  
Level:  

GSM:  
Email:  

Circle the award you apply for: 

<table>
<thead>
<tr>
<th>Special Examination</th>
<th>Special Assessment</th>
<th>Ability to withdraw from a course without academic and/or financial penalty</th>
</tr>
</thead>
</table>

Fill in the course names and individual course items for which special examination, special assessment or ability to withdraw from the course without academic and/or without financial penalty, are required.

Course Name/Individual course item:  
Course Code:  

Course Name/Individual course item:  
Course Code:  

Course Name/Individual course item:  
Course Code:  

Course Name/Individual course item:  
Course Code:  

Course Name/Individual course item:  
Course Code:  

Write down in your own words the circumstances outside your control that have adversely affected your performance. (Please attach documentary evidence)


Student signature:  
Date: ____ / ____ / 20____

Submit the completed form to your Course Coordinator within the time period stated in the chapter on Assessment Regulations in the Student Handbook.

Acad Form 23 Mitigating Circumstances Form