



الكلية الدولية للهندسة والإدارة
International College of
Engineering & Management

Student Handbook - Foundation

2021-2022

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Welcome to the International College of Engineering and Management

Dear Students

As the Academic Year 2021-2022 is approaching with Induction starting on 19th September 2021, I would like to update you on the College's arrangement for the academic year.

First of all, the International College of Engineering and Management (ICEM) take health and safety of students and staff seriously and I would like to assure you that we put your health and safety as our priority, alongside with our teaching quality and students' learning experience. For this purpose, ICEM has developed a very comprehensive set of Health and Safety Guidelines along with preventive measures to stop the spread of COVID-19, in accordance with the requirements of the Supreme Committee, Ministry of Health, and the Ministry of Higher Education, Research and Innovation (MoHERI). These guidelines will be communicated to all students before you arrive on campus to attend face-to-face (in-person) teaching once this is decided. It will include a clear step-by-step guidance to students to minimize the risks to your health.

In accordance with communication received from MoHERI, we are pleased to inform you that teaching will be on Campus. Therefore, formal teaching for the Academic Year 2021-2022 will commence on 26th September 2021. While maximizing the remote delivery of and participation in our programmes for all students, on-campus teaching will take place with priorities given to Foundation students, first year Higher Education students and students taking lab-based or practice-based sessions. We will continuously be assessing the situation before deciding when face-to-face can resume.

We are fully aware of your concerns on whether you need to arrange accommodations and transportations in advance for attending on-campus classes. For this purpose, we have arranged your timetables to ensure that once face-to-face teaching starts smoothly.

Students who live far away might experience accommodation and transport issues and may like to arrange accommodation and transportation. If there is such an issue, we strongly advise you to contact Mr. Ali Al Tobi, Manager-Student Support Services on Mobile: 97321650 for assistance in sorting out any accommodation or transportation issues.

We also recognize that some students may not be able to attend the timetabled face-to-face teaching sessions at times for various legitimate reasons and will have to take the online option instead. I can assure you that all of the lessons will be recorded for your reference.

International students who are unable to attend campus due to travel restrictions etc., can engage with your modules fully online.

As in previous years, Higher Education students will be submitting their assignments via Blackboard and Foundation students will be submitting their assignments via Moodle. But final assessments/examinations will be conducted on campus.

Your timetable will be finalized shortly and will be communicated to you ahead of the teaching week with clear instructions. Your Course Leaders (Heads of Department) and Module Leaders will be contacting you with regard to your study programmes and modules.

We assure you once again that you will be in a healthy and safe teaching and learning environment as you begin your **ICEM experience** and wish you a very successful academic year ahead.

Stay safe and stay positive!

Dr. Yingkui Zhao

Dean

Welcome from the Head of Foundation

It is my pleasure to welcome you to the General Foundation Programme (GFP) of the International College of Engineering and Management ICEM. Here in ICEM GFP, we provide a supportive learning environment that enables our students to excel in their academic pursuit. Our goal is to help them to transform their dreams into realities.

ICEM GFP consists of three levels: Pre-Foundation, level1, and level 2. Students gain admission into our programme by either sitting for the college's entry test or transferring from other colleges. The students are placed into suitable levels according to the result of the entry test or transcript from their former colleges.

The pre-Foundation level is the gestation period where students with little or no English are coached on how to properly dot their i's and cross their t's. Students who achieve success here move onto level 1 and then 2. In levels 1 and 2, students branch out from an all English Syllabus into other subjects that include Mathematics, Science and Information Technology. In all these levels, our key strength lies in Study Skills, which not only helps students to master their cognitive skills, but also to enter their own study domains.

Apart from our academic programmes, ICEM GFP also offers students the opportunity to discover their abilities and capabilities through interesting and exciting extracurricular activities. We have achieved many successes and will continue to strive towards academic excellence.

I hope that as students, you will take advantage of the many opportunities and challenges that we offer you and that with a strong instruction programme, the support from the staff, a clear road map and adequate expectations, you will get started on the realization of your career dreams.

Head of Foundation Department

Dr. Fawziya Al Zadjali

ICEM Vision, Mission and Values

Vision

To be an internationally recognized institution of higher and professional education, research and community engagement.

Mission

To provide high quality education that prepares students in the areas of engineering and management for national and international markets through innovation and research.

Values

ICEM shall make a major contribution to the intellectual capital of Oman and the region , through:

1. **Excellence.** We are continuously striving to be better and to maintain high quality standards.
2. **Integrity.** We adhere to moral and ethical principles as well as national and international professional and academic regulations and conventions.
3. **Professionalism.** We strive to be diligent, proactive, effective and efficient.
4. **Equality.** We respect each and every member of our College community.
5. **Transparency.** We actively foster an open and free environment and combat fraudulent and insincere practices on all levels.

Graduate Attributes

1. Knowledge of engineering and management disciplines
Graduates have comprehensive knowledge and understanding of their field of specialization.
2. Critical, Analytical and Creative thinking
Graduates demonstrate an ability to think critically and solve problems innovatively.
3. Leadership and teamwork
Graduates can play constructive leadership roles in their careers and contribute in a collaborative manner to achieve common goals.
4. Communication skills
Graduates convey ideas and information effectively to a range of audiences for a variety of purposes.
5. Ethics and Professionalism
Graduates use their skills to act in a professional and ethical way and are aware of the importance of ethical standards on personal and social levels.
6. Lifelong Learning, Research and Innovation
Graduates have a commitment to continue research based inspired independent learning.
7. Global competitiveness
Graduates have skills that help them to be a competent in the global job market and to be

productive member of their work teams and society.

8. Technological Literacy

Graduates are able to locate, manage, integrate and convey information using the appropriate resources, tools and strategies.

ICEM GFP Vision and Mission

Vision

To become an independent learning center of excellence for GFP and continuing Education.

Mission

Support students to acquire academic knowledge and skills in English, Math Science and IT to become independent learners in order to pursue higher education.

Student Charter

The Student Charter has been developed by the College and the Students' Council so that students gain the maximum from their experience. It is a two-way commitment or „contract“ between the College and each individual student. It acts as a means of establishing in black and white what students can expect from the College and the Council in terms of support, and in return what we expect from our students. Read the full Student Charter on link below.

https://54216694-90a2-4562-b6e5-e9860d200ed9.filesusr.com/ugd/9dd20f_25532df240df4bfa845ee27d6995d889.pdf.

SECTION 1: COURSE INFORMATION

1.1. Introduction

This handbook is an important source of information for you on the academic and administrative aspects of the programme. Please read this handbook carefully and make sure you understand what you need to do. If you find that there are points you do not understand or wish to discuss further, please contact your personal tutor. It is worth keeping this handbook safely as it contains information you may wish to refer to during the programme.

The International College of Engineering & Management was founded in 1996. It currently offers six Higher Education programmes:

- BSc (Hons) Facilities Management
- BSc (Hons) Fire Safety Engineering
- BSc (Hons) Fire Safety Management
- BSc (Hons) Health, Safety, and Environmental Management

BEng (Hons) Mechanical Engineering (Well Engineering)

BSc (Hons) Construction Project Management

These courses are offered in partnership with our affiliated college, the University of Central Lancashire (UCLan) in the United Kingdom.

The job of the Foundation Department is to prepare you for the Higher Education Programmes offered by the College, by helping you to improve your English, Math, Science and IT skills.

1.1.1 College facilities

The College site includes

- a main building with library, computer rooms and classrooms
- a main teaching block, staff offices and meeting rooms,
- male/ female prayer rooms
- cafeterias for males and females
- specialist laboratories and vocational training equipment and facilities

You will get to know where everything is during a tour in your first days at the College.

1.1.2 Student Induction Week

During your induction, you will get a lot of useful information about the College and the Foundation Department, and you will also meet the College staff who will teach you and support you through your studies.

1.2 GFP Staff

The management, teaching and support staff for your programme will make every effort to provide a friendly environment where you can work and enjoy your student life. They are keen to ensure a fair and equal opportunity for everyone to develop themselves to their full potential.

Contact numbers for the department or switchboard: 24512073 or 24512000

Early in your course, you will be assigned a **Personal Tutor**. The job of a Personal Tutor is to make sure that you are progressing well in your studies, and act quickly if there are any concerns about your **academic** performance.

1.2.1 Email Contacts:

Early in your course, you will be given a unique **ICEM email address**. You should try to make use of this in communicating with your teachers. You should also remember to check your college email daily at least three times a week, as important information will be emailed to you from time to time.

Some useful emails include:

| | | |
|---------------------------|--|--|
| Dr. Fawziya Al Zadjali | Head of Foundation Department | fawziya@icem.edu.om |
| Mr. Joseph Uche Emenyeonu | GFP/ English Coordinator | joseph@icem.edu.om |
| Dr. Eiman M. Ibrahim | Mathematics Lecturer/ Area Coordinator | Dr.Eiman@icem.edu.om |
| Ms. Sara Mathew | Science Lecturer/ Area Coordinator | sara@icem.edu.om |
| Ms. Hala Al Omiri | IT Lecturer/ Area Coordinator | halaalomiri@icem.edu.om |
| Ms. Samia Al Ghafri | English Lecturer | samia@icem.edu.om |
| Ms. Halima Al Siyabi | English Lecturer | Halima@icem.edu.om |
| Ms. Anwar Al Zadjali | Science Lecturer | Anwaralzadjali@icem.edu.om |
| Ms. Neetu Agarwal | Math Lecturer | Neetu@icem.edu.om |
| Mr. Khalid Al Harrasi | English Lecturer | Khalidalharrasi@icem.edu.om |
| Ms. Majda Al Sahib | GFP Administrator | majda@icem.edu.om |
| Ms. Rusul Al Obaidi | Math Lecturer | rusul@icem.edu.om |
| Ms. Sharita | English Lecturer | sharita@icem.edu.om |
| Ms. Fatimah | English Lecturer | Fatima.z@icem.edu.om |

Please see Appendix 1 for Foundation Structure.

1.3 Admissions and Registration Policy

The Admission & Registration Department is in the main building. Students' academic records and personal details from the date of joining to the graduation date are held in this department. Information on the following may be obtained from Admission & Registration:

- Enrolment (HEAC, ICEM and Affiliate University)
- Issue of Acceptance letter, Grades, Enrolment Status and etc.
- Issue of ICEM ID Cards
- Issue of Offer Letters to progressing students & new students.

- Information packs for students interested in continuing their studies at UCLan.
- Clearance, Graduation Documents, Transcripts and etc.

Entry Criteria for Admission to Higher Education Programs

Candidates are required to have the General Diploma Certificate (high school certificate) with Pure or Applied mathematics to apply for the programs:

- Fire Safety Management
- Facilities Management
- HSE Management
- Construction Project Management

And to have the General Diploma Certificate (high school certificate) with Pure Mathematics to apply for the programs:

- Fire Safety Engineering
- Well Engineering

Experienced Candidates:

Oman nationals who have not completed 12 years of schooling and do not have the General Diploma Certificate are required to submit the following requirements to seek MOHERI approval:

1. The applicant must have passed the ninth grade (minimum).
2. At least 6 years of experience in the work approved by the General Authority for Manpower Records.
3. Training courses (minimum two courses).
4. The applicant must be at least 25 years of age.

Language Requirements:

Candidates must successfully pass the College Entry Test comprising of English, Mathematics, Science & IT.

Applicants will be exempted from English component of College's placement Test if they hold the following:

1. Successfully pass the General Foundation Certificate with English, Mathematics, Science & IT.
2. An IELTS score of at least 5.0 (with none of the four areas of writing, speaking, listening and reading below 4.5). IELTS certificate dated within the last 6 months.
3. TOEFL Paper score of 510
4. TOEFL Internet Based Test (IBT) score of 64+

5. TOEFL Computer Based Test (CBT) score of 180+. TOEFL certificate dated within the last 12 months.
6. CEFR (Common European Framework Referencing) Grade : B1All candidates except those exempted from above must take the ICEM Entry test comprising of English, Mathematics, Science & IT.

Entry Criteria for Admission to Foundation Program

On completion of the ICEM Entry test, candidates who do not meet the requirements for entry onto Year 1 of the Higher Education program of their choice may be recommended to enroll on the ICEM Foundation program which is specially designed to prepare students for the Higher Education programs offered by the College.

Registration Steps

1. Submit Application

If the above admission requirements are met, the student must complete and submit the application form (available Online at the College Website) with the following documents.

For Omanis and GCC Nationals:

- General Diploma Certificate (high school certificate) (Original).
- Copy of the passport and ID card.
- Four photographs.
- Registration fee is OMR 50 (non-refundable).

For International Candidates:

- General Diploma Certificate (high school certificate)/ Grade 12 (Equivalence) certified by the Embassy of the Sultanate of Oman and the Ministry of Foreign Affairs in their country.
- Copy of passport with valid residence visa (for non-GCC residents).
- Four photographs.
- The registration fee is RO 50 (non-refundable).

2. Placement Test

All applicants must take the college admission test, which consists of English, mathematics, science and information technology. Candidates should successfully pass College Entry Test in order to get a place in any one of the higher education programmes.

English Module

| Overall Mark | Level |
|--------------|----------------------|
| 0-25 mark | Pre Foundation Level |
| 26-35 mark | Foundation 1 |
| 36-45 mark | Foundation 2 |
| 46-50 mark | Challenge Test |

Math, Science & IT

| Overall Mark | Level |
|---|----------------|
| ≤ 13 mark | F1 |
| 14-18 mark | F2 |
| 19-20 mark | Challenge Test |
| If a student gets in the challenge Test $\geq 90\%$ | HE |

3. Accreditation of Prior Learning (APL)

Candidates with prior learning experience and qualifications can apply for APL to be exempted from certain modules. APL application will be assessed by Course Leaders with final approval from UCLan.

- APL will be granted after verifying the syllabus of prior learning to match with our college syllabus to ensure that he/she is given every opportunity to obtain APL without missing out on any important parts of skills development.
- It is important to note that it is impossible to complete a university course only through APL; the maximum credit that can be awarded is one third of the total module requirement for the award. (I.e. a maximum of 8 modules can be credited towards the award of Bachelor Degree, 4 modules for exiting with Diploma and 6 modules for exiting with Advanced Diploma)
- Credit can only be given for prior learning that is at the appropriate higher education level that fulfils specified learning outcomes for the module applied for and that is evidenced.
- Students who are credited with APL will not normally have a reduced study period because the modules they need to take will be running over a complete semester or a complete year;

however, their work load will be lighter.

Procedure to apply for APL:

APL applications are based on certificated Higher education learning. The College can assist a student in making APL applications to the University.

If the student believes that he has certificated Higher education learning equivalent to modules within his program;

- He can submit the online form with copies of relevant transcripts, certificates and stamped copy of course syllabus attached to ARD
- ARD forwards the request to ICEM Course Leader/HoD.
- ICEM Course Leader/HoD reviews and makes initial decision with APL form
- ICEM Course Leader/HoD sends APL form to UCLan CL.
- UCLan CL sends APL approval to ICEM HoD and CC to ARD.

Entry Criteria for Admission

- Candidates are required to submit the General Secondary Educational Certificate (GSEC) / 12th Std.
- Experienced Candidates who do not have the GSEC / 12th Std. are required to go through the process of approval from the Ministry of Higher Education, Scientific Research and Innovation, Sultanate of Oman, confirming that they can join the Higher Education programs without GSEC and subject to ICEM placement test results.
- For exemption from Foundation Program candidates should provide the following:
 - o To be exempted from Foundation English any of the following should be submitted:
 - a. An IELTS score of at least 5.0 (with none of the four areas of writing, speaking, listening and reading below 4.5).

Note: We accept IELTS certificates from authorized bodies.

b. TOEFL Paper score of 510/

TOEFL Internet Based Test (IBT) score of 64+

TOEFL Computer Based Test (CBT) score of 180+

A TOEFL certificate dated within the last 12 months.

Note: We do not accept TOEFL Institutional Testing Program (ITP) test

c. CEFR (Common European Framework Referencing) – B1

o To be exempted from Foundation IT IC3 Certificate should be submitted

o To be exempted from Foundation Math SAT Certificate should be submitted

o All candidates except those exempted from above must take the ICEM Placement test comprising of English, Mathematics, Science and IT.

o If ICEM has reason to believe that a submitted TOEFL or IELTS score may not have been obtained under proper testing conditions, it reserves the right to require

students to take the English Placement Test of the College. The College will make admission and placement decisions on the basis of the placement test score.

1.4 Technical Support

The IT staff are responsible for providing technical support related to IT, and audio/ visual aids in the college. They support students on how to use of the college equipment.

1.4.1 Health, Safety and Environment

Both the College and the affiliate university recognise and accept their responsibilities for providing a safe and healthy workplace and work environment for students as well as employees and others who may be affected by the work of these institutions.

In order to ensure that everyone involved with the College can function without risk to their health and safety, there are policies and procedures in place to identify hazards (the potential for harm), assess risks (the likelihood of that harm being realized) and manage those risks.

There are different levels of risks to students depending on the modules being followed and the activities involved (for example, laboratory work and site visits). Students will be adequately informed of the identified risks and, where appropriate, will receive instruction, training and supervision.

You will receive an introduction to College Health & Safety Management during the induction to your programme. You can also find a copy of the College Health & Safety Policy in the College Library.

1.5 Programme Structure

Foundation programme offered at ICEM normally takes one full year. All students are tested before starting their studies at ICEM. Students who do not meet the entry criteria to one of our higher programmes are offered the Foundation programme. These students are further classified into Pre Foundation and Foundation students depending on their English (IELTS) Math, Science and IT achieved in the college test. At Level 1 of Foundation (semester long) students study Math, Science and IT in addition to English. Successful students at the end of Level 1 then progress to Level 2 of Foundation (semester long). At the end of Level 2 of Foundation, students will sit for an EXIT Test prior to progressing to one of the Higher Education programmes.

| 3 Successive Semesters | | | | | |
|------------------------|------------------------|-------------|---------|------------------------|--------------------|
| Levels | Hrs./wk. | | | | |
| | English & Study Skills | Mathematics | Science | Information Technology | Total No. hrs./wk. |
| Pre- Foundation | 26 | | | | 26 |
| Level 1 | 20 | 4 | 4 | 4 | 32 |
| Level 2 | 20 | 4 | 4 | 4 | 32 |

Pass Requirements & Progression to Higher Education

Your final results will be considered by the Foundation Assessment Board and this Board will make final decisions on your results.

MODULE PASS REQUIREMENTS

- *To pass each module, students must achieve an overall grade of at least 50% or above in all components (Continuous Assessment, Mid-Term Exam & Final Exams).*
- *Student must take all assessments, and if missed, they must submit a reasonable excuse within 2 days of reporting back.*
- *student must achieve 50% or above for each component.*

At the end of Foundation 2, students sit for an Exit test. Successful students must achieve an overall equivalent IELTS band of 5.0 to be able to progress to Higher Education. If you do not achieve the requirements for entry onto a Higher Education programme, the College will provide you with appropriate academic counselling on the options available to you.

1.6 Student Attendance Policy and Procedures

You are required to attend all timetabled learning activities for each module. Notification of illness or exceptional requests for leave of absence must be made to your Module Tutor.

- 1.7.1 Students who enter classroom after the start of the class period (including online classes) will be marked “Absent” but will be allowed to sit in class.

- 1.7.2 The first warning will be sent to student via email if he/she is absent from class for more than 10% of the total lecture hours. The Course Leader/HGFP will also be notified
- 1.7.3 The second warning will be sent to student via email if he/she misses more than 15% of the module total lecture hours. The Course Leader/ HGFP Parents, Sponsors, Student Council will also be notified.
- 1.7.4 In the event the student misses more than 25% of the module total lecture hours without valid excuses, the student will not be allowed to sit the final exam or to submit the coursework which may lead to module failure. She/ He must repeat the module.
- 1.7.5 Faculty shall not give substitute assessments to students who miss classes.

1.7.6 Excused Absences

Excused absence shall be filed by the students within the first 2 working days of reporting back and submit the same to the respective Course Leader/GFP-Area Coordinators Teachers or HGFP For GFP who will submit it to the responsible department (Registration) for further consideration. Absences based on the following circumstances will be considered as valid excuse by the responsible department:

1.7.6.1 Medical Excuse: A student may be excused from his/her absence provided that a signed and stamped medical certificate is presented. The medical certificate must state the nature of the visit to the hospital/clinic, including the number of days of leave recommended.

1.7.6.2 Emergency Excuse. A student may be excused from his/her absence provided sufficient evidence/document is presented in cases of emergencies such as family emergency, deaths in the family, any accidents involved-by the student or family member and any other circumstances as approved by the Assistant Dean for Student Affairs (ADSAR).

1.7.6.3 Work related excuses must be signed and stamped from the workplace.

2.0. Learning Resources

2.1. Learning

All staff involved with the course are here to help you. All the lectures, tutorials, workshop classes and coursework have been designed to help you develop necessary skills and knowledge. To keep up with material covered in taught classes and in learning how to obtain information for yourself and how to work with others, you will obviously need to do a substantial amount of work. Lecturers will often suggest background reading or exercises, which you should tackle. For un-assessed work, it is probably a good idea to work with others.

Remember that learning is not something that someone else can do for you - it requires considerable work and effort on your part.

2.2. Activity Room

The Activity Room is a resource that is available for Foundation students to utilize for all Modules. There are books, activities, games and many more resources that aim to support student learning.

3.0. Personal Development Planning

The college encourages and supports students to achieve personal development plans in a variety of ways – directly through the course material and associated experiences. This is supported by the course team, your module tutor and the Personal Tutor.

3.1. Preparing for your Career

Your future is important to us, so to make sure that you achieve your full potential whilst at college and beyond, your course has been designed with employability learning integrated into it at every level. This is not extra to your degree, but an important part of it which will help you to show future employers just how valuable your degree is. These “Employability Essentials” take you on a journey of development that will help you to write your own personal story of your time at college:

- To begin with, you will explore your identity, your likes and dislikes, the things that are important to you and what you want to get out of life.
- Later, you will investigate a range of options including jobs and work experience, postgraduate study and self-employment,
- You will then be ready to learn how to successfully tackle the recruitment process. It’s your future: take charge of it!

4.0. Student Support, Guidance and Conduct

All ICEM teaching staff has a responsibility for the pastoral care of their students. Certain staff have been designated as having responsibility for student affairs e.g. financial matters, employment matters, extra-curricular activities etc. Students requiring advice or assistance should approach their Module Tutors or Personal Tutors in the first instance who will refer them to other staff as necessary.

4.1. Personal Tutors

You will be allocated your personal tutor during the induction/enrolment period.

Your personal tutor will normally:

- Offer academic advice throughout the year,
- Monitor your progress and attainment through the year,
- Advise you on your progress and issues such as option choices and electives,
- Offer personal guidance, referring you to relevant College support services where appropriate,
- Support you in the context of any disciplinary matters and issues of Extensions of Time, Extenuating Circumstances, Appeals, etc.

In some instances, your Personal Tutor may refer you to your Module Tutor for clarification of detail.

Your Role:

In order for the advising process to succeed, the student should fulfil her/his role. Following are some of the student's responsibilities. It is important for the student to:

- establish initial contact with advisor/personal tutor;
- know that the advisor/personal tutor is her/his reference point during her/his stay at ICEM;
- identify who her/his advisor/personal tutor is;
- locate his/ her advisor's/personal tutor`s office;
- observe advisor's/personal tutor`s office hours unless advisor indicates walk-in- basis advising;
- be punctual when meetings are scheduled with advisor/personal tutor, otherwise alert advisor ahead of time for being late or missing the meeting.
- consult with advisor at least once a semester to decide on courses, verify graduation time and requirements, and academic performance.

Academic Advising (Personal Tutoring) for all GFP students

- At the beginning of each semester, each student is assigned to a member of staff as their PT.
- The list of PTs is displayed on the GFP Noticeboards. Roles and responsibilities of PTs are clearly explained to students during induction week and also included in the Student Handbook.
- Newly appointed teachers are mentored by more experienced members of the staff on personal tutoring.
- Personal Tutoring is used to deal with minor problems, trying to resolve them at class level.
- Students may request for personal tutoring by filling out the Personal Details Template (ADAA-Form-01) and send it to the Personal Tutor by email.

- Personal Tutoring Meeting Report (ADAA-Form-03) shall be filled by the Personal Tutor in order to identify the issues and inquiries and provide the appropriate academic or nonacademic advice.
- More serious concerns are referred to the HGFPD (e.g. about attendance or progress in class). Whenever necessary, PTs refer students to the College Counsellor.
- Formal Personal Tutoring sessions take place after the mid-term examinations and before the final examinations and these are mostly conducted on one-to-one basis.
- Before the final examination, PTs and students use these sessions to discuss how to prepare for examinations. The GFP records Personal Tutoring sessions on a form which both the students and their PTs sign each time that they meet.
- Personal tutoring can take place online following the same procedures mentioned above but the forms are signed only by the tutor.
- Student shall be asked to complete the Post Evaluation of Personal Tutoring (ADAAForm-02) for references.
- At the end of each academic semester, PTs should submit the Personal Tutoring Evaluation Report (ADAA-Form-04) including a summary of all Personal Tutoring sessions conducted.

5.0 Conduct

You will be expected to abide by the Regulations for the Conduct of Students in the college Student Guide to Regulations. College expects you to behave in a respectful manner demonstrated by using appropriate language in class, and switching mobile phones / other devices off prior to attending classes.

If your behaviour is considered to be unacceptable, any member of academic staff is able to issue an informal oral warning and the college will support staff by invoking formal procedures where necessary. You can read more about college expectations in the regulations for the Conduct of Students.

5.1 Students' Council

The students' Council is a student-led, democratic organisation and exists to make life better for you and wants every student to have a great experience at college.

We hope your time at college is trouble free, but we know that sometimes you might come up against problems ranging from academic situations or finding a job, to dealing with debt and claiming the benefits you're entitled to.

6.0 Assessment

Please note that all modules will be assessed. You are expected to attempt all required assessments for each module for which you are registered, and to do so at the times scheduled unless authorized extensions, special arrangements for disability, or extenuating circumstances allow you to defer your assessment.

6.1 Notification of Assignments and Examination Arrangements

This information will be provided to you on your Module delivery plan and academic Calendar per semester. This information will be displayed on the departments notice boards. The conduct of Examination is in Appendix 2.

6.2 Dealing with difficulties in meeting assessment deadlines

Assignments and all continuous assessment work must be submitted no later than the date on your assignment instructions / module information pack. If you anticipate that you will have difficulty in meeting assessment deadlines or you have missed or are likely to miss in-semester tests you must report this at the earliest possible opportunity to your module leader or your personal tutor.

6.3 Feedback Following Assessments

The College is committed to giving you clear, legible and informative feedback for all your assessments. You are expected to review and reflect on your feedback and learn from each experience to improve your performance as you progress through the course.

6.4 Unfair means (which includes cheating, plagiarism, collusion or re-presentation)

If you attempt to influence the standard of the award you obtain through cheating, plagiarism or collusion, it will be considered as a serious academic and disciplinary offence as described within the College Regulations.

Unfair means (which includes cheating, plagiarism, collusion or re- presentation).

- Cheating is any deliberate attempt to deceive and covers a range of offences described in the ICEM Policy on Unfair Means to Enhance Performance.
- Plagiarism describes copying from the works of another person without suitably attributing the published or unpublished works of others.
- Collusion is an attempt to deceive the examiners by disguising the true authorship of an assignment by copying, or imitating in close detail another student's work - this includes with the other student's consent and also when 2 or more students divide the elements of an assignment amongst themselves and copy one another's answers.
- Re-presentation is an attempt to gain credit twice for the same piece of work.
- Fabrication is making up research data or results and reporting the same.
 - Falsification is manipulating the research data or results such that inaccurate information is reported.

The College uses an online Assessment Tool called Copyleaks for GFP.

- The accepted similarity percentage for an assessment is about 10%. However, the case may still be reported for investigation if the similarity percentage is below 10% subject to the Module Tutor's academic judgment.
- Similarity percentages above 10 % will be reported to the Assessment and Unfair Means to Enhance Performance Committee subject to the discussion with the Module Tutor/justification from the Module Tutor. The case may or may not be formally investigated.

Procedure to deal with Unfair Means to Enhance Performance:

- Alleged acts of Plagiarism and Collusion in Coursework are reported in writing to the Chair of the AUMEP Committee by the Marker/Module Tutor and by HGFP for GFP.
- Alleged acts of Cheating or other academic misconduct in Exams/Phase Tests is reported in writing to the Chair of the AUMEP Committee by the Invigilators and by HGFP for GFP.
- All exam incidents are reported to the Chair of the AUMEP Committee by the Invigilators and by HGFP for GFP.
- The Chair of the AUMEP Committee sets a date and time for an interview with the concerned student. The student will be notified through a formal letter/mail by the Student Support Services Officer on the assessment plagiarized / cheated/ colluded and the date and time of the interview by completing the form (ADAA-Form-19).

The AUMEP Committee will investigate the matter and give the student an opportunity to put his/her case. The panel will question both the Module Tutor and the student as required to clarify understanding of any points.

- The outcome of all the reported cases is communicated by the Chair of the AUMEP Committee to all the respective Course Leaders/Module Leaders/ Student Support Services Officer (ADAA-Form-20).
- The Student Support Services Officer will inform the concerned students of the outcome in writing within 14 days.
- In cases where the allegation stands, it is reported by the Course Leader to the Assessment Board. The student is then counseled by Department Representative of the AUMEP Committee and asked to sign the form (ADAA-Form-21).

Penalties of Academic Misconduct

- The penalty will be 0% for the element of assessment, the plagiarized element of assessment must be resubmitted to the required standard.

6.5 Reassessment

- The decision to offer reassessment to a student is at the discretion of the Assessment Board.
- The reassessment shall be offered to a student who does not achieve an aggregate mark of 50%, aggregated across all assessed components in the module.
- Reassessment of mid and final exams takes place at the end of each semester and before the start of the following academic year.
- Reassessment of continuous assessment components takes place during the semester as agreed between the Module Tutor and students who have valid reasons for missing the first attempt. Valid reasons include emergency, being sick and death in the family of first kin.
- For invalid reasons, the maximum mark which may be awarded for any reassessed component will be the minimum pass mark, 50%, and this mark will contribute to the overall aggregate mark for the module. A module, or a component within it may be reassessed only once.

6.6 Appeals against Assessment Board Decisions

If a student consider that he/she has a reason to appeal against an assessment board decision, the reasons to appeal must fall within the grounds specified as below (ADAA-Form-25). Students cannot appeal simply because they disagree with the mark given. An appeal cannot be made against the academic judgement of the examiner(s), properly exercised. Appeals on this basis will be ruled invalid.

Grounds for Appeal against Assessment Board decisions

Request for an appeal against an Assessment Board decision shall be valid only if it is based on one or more of the following grounds:

1. that an Assessment Board has given insufficient weight to extenuating circumstances;
2. that the student's academic performance has been adversely affected by extenuating circumstances which the student has, for good reason, been unable to make known to the Assessment Board;
3. that there has been a material administrative error at a stage of the examining process, or that some material irregularities have occurred;
4. that the assessment procedure and/or examinations have not been conducted in accordance with the approved regulations.

7.0 Student Voice

You can play an important part in the process of improving the quality of this course through the feedback you give. In addition to the on-going discussion with the course team throughout the year, there are a range of mechanisms for you to give feedback about your experience of teaching and learning. We aim to respond to your feedback and let you know of our plans for improvement.

7.1 Student Council

The Students Council can support you in voicing your opinion, provide on-going advice and support, and encourage your involvement in all feedback opportunities. The department will be requesting that you complete the Module Evaluation Questionnaire (at the end of each semester) for all modules you have studied and a Student Satisfaction Survey at the end of academic year.

7.2 Module Evaluation Questionnaires (MEQ)

Module evaluation questionnaires provide one of the most important means for you to express your opinion about your teaching and learning experience. They capture feedback on your experience within each module and inform staff about where improvements could be made. Your module tutors will ensure that you receive instructions to access the MEQs on-line, please complete these to ensure your voice is heard - all responses are anonymous.

7.3 Classroom Representatives

The course team will make arrangements for you to elect a course representative who can represent any issues you may have to the course team within Student Staff Liaison Committee meetings. If you are interested in becoming class representative yourself and wish to find out more about the role you can contact Head of Foundation Programme.

7.4 Student Experience Committee Meetings (SEC)

The purpose of a SEC meeting is to provide the opportunity for course representatives to give feedback to staff about the course, the overall student experience and to give information about developments which will improve future courses. These meetings are normally scheduled three times per semester. The meetings include discussion of items forwarded by course representatives, normally related to the following agenda items (dependent on time of year). Your Student Support Services (S3) Officer will be invited to attend and support the resolution of any issues. The course team encourage student feedback in all areas and recognize that additional items for discussion may also be raised at the meeting.

7.5 Complaints

The College recognizes that there may be occasions when you have cause for complaint about the service you have received, when this happens, the complaints procedure is intended to provide an accessible, fair and straightforward system which ensures as effective, prompt and appropriate response. Please see appendix 3 for details. The availability of Student misconduct and grievances committee adds to the opportunities that ensure students voice is heard and is responded to.

SECTION 2: COLLEGE INFORMATION

When you become a student at the International College of Engineering & Management, you agree to comply with the rules and regulations of the College. This Guide provides you with information concerning these. It also gives you information on the support and services available to you during the academic year.

8.0 Student Support Services (S3)

8.1 Student Services

Student Services is located in the main building at ICEM. You may go to Student Services at any time during College hours for non-academic support and guidance. Coming to college is one of the biggest moves you will ever make. The years ahead will be fun, exciting and fulfilling but there may be times when you will need some help and advice. We have a range of support services with friendly, approachable staff that are there to listen and provide with the advice, support and information you need throughout your time with us. At S³ the aim is to help you make the very best of your time at ICEM. They will provide you with one-stop shop for all your non-academic support needs including settling into college life, arranging accommodation, finance, disability support and personal safety. Occasionally you may need more specialist counselling to make sure you get the most out of your time at ICEM. S³ will give you the support that you may need and gives you time and space to explore issues that are of concern to you. These might include

- Relationship or family problems
- Anxiety or depression
- Fear of failure

Counsellors will not be able to provide instant solutions but will listen and aid an increasing awareness of yourself and your choice of possibilities.

8.2 Arrival

Accommodation Arrangements:

Students from Oman and from other countries are given support in finding suitable local accommodation through the Student Support Services Department.

Transport Arrangements:

Students are given support in arranging transport.

8.3 Medical Arrangements

Arrangements are made with local government hospitals for non-Omani students.

8.4 Student Activities

Students are invited and encouraged to contribute to the organization of College social activities, cultural activities and sporting events. The College aims to hold such events throughout the year and students will be encouraged and supported in participating in these events.

9.0 Health and Safety

9.1 COVID-19 Protocol

a) General precautions

- Prove of one dose of vaccination at least must be provided and checked by security at the entrance of the college. No entry is allowed to the college premises if not vaccinated.
- Wearing a mask and keeping the required social distance is mandatory.
- Following the COVID-19 Supreme Committee guidance and regulations is mandatory.

b) Suspected COVID-19 Case

In case a student started to develop COVID-19 symptoms or interacted with a positive case, they should:

- Immediately report to their lecturer.
- The lecturer to report to The Student Support Services Department with a copy to the HSE department and Head of the designated department.
- The student should leave the college premises immediately if the symptoms appear during study days.
- The student should take a COVID-19 PCR test.
- The infected student must provide a list of who directly interacted with them at the college.
- Students who was in close interact with a positive case inside the college premises should also leave the college immediately.
- Students will study online with accessing teaching materials for self-study until confirmed negative.
- In case the result is positive, the student should follow the direction in section (c).
- In case the result is negative, the student can resume back and attend classes inside the premises.

c) In case of confirmed positive COVID-19 case

- Students must send a copy of the Ministry of Health (MoH) report/SMS indicating positive COVID results by email to The Student Support Services Department.
- The Student Support Services Department should inform the designated department and HSE Department.
- The student will quarantine according to the directions of the MoH.
- The infected student must provide a list of who directly interacted with them at the college.
- HSE will carry an investigation and inform the Facilities Department to arrange for sanitizing of the offices/building by the Facilities Department.

d) Evaluation/Assessment of the situation

- According to the investigation outcomes, the HSE Department to evaluate whether the situation required to isolate the student alone or the entire batch.
- In case the entire batch needs to be quarantined, study mode should be shifted to online till the end of the quarantine period stated by the MoH.

e) Students who interacted with positive cases outside the college

- In case students started to develop the symptoms or interacted with a positive case outside the college premises, they should provide evidence to Student Services Department and not attend to the premises.
- The student should take a COVID-19 PCR test.
- The infected student must provide a list of who directly interacted with them at the college and continue their studies online.
- In case the result is positive, the student should follow the direction in section (c).
- In case the result is negative, the student can resume back and attend classes inside the premises.

f) Penalties for not following the COVID-19 precautions

- If a student didn't follow the COVID-19 Precautions/ regulation mentioned in this protocol or stated by the MoH and the COVID-19 Supreme Committee, the Student would be subject to the penalties mentioned in the Student's handbook.

9.2 First Aid

If first aid treatment is required, you should contact a member of the College staff immediately. The College has a Paramedic and a number of other staff who are qualified to give first aid. The College also has an onsite clinic.

9.3 Sickness

If you are unwell, you should inform a member of the College staff who will if necessary arrange for you to see the College Paramedic.

No form of medication will be given to any student by College instructors. Medication may only be given by the Paramedic.

9.4 Fire Prevention & Safety

If you see anything that you think is a fire hazard, report this to a member of the College staff. If there is a fire, students should not take any action against the fire themselves. They should raise

the alarm and follow the evacuation procedure. The College will have regular fire drills so that you can become familiar with and practice the evacuation procedure.

9.5 Smoking

ICEM encourages a healthy and non-smoking environment. However, the College allows students to smoke at the designated smoking area in the College and this is clearly signed. It is very important that students do not smoke in any other area.

9.6 Safety

You must at all times behave in a well-disciplined way that does not cause danger or inconvenience to yourself or others. You must also take reasonable care for the health and safety of yourself and others who may be affected by your activities. Where appropriate, you must use any protective equipment provided, and ensure, so far as it is reasonably practicable, that you understand and abide by safe systems of work and any safety procedures and regulations established by the College in connection with any of its activities.

9.7 The Environment

You must show respect for the College site and College property. You must behave in a way that will not cause damage to the College site or to College property and you should help to keep the College clean and tidy at all times. If you see any problems concerning the site or College property, you should report these to a member of the College staff.

9.8 Special Needs

If you have a disability that may affect your studies, you should inform a member of the Programme Team as soon as possible. ICEM will make every effort to make reasonable adjustments to accommodate special needs and provide appropriate support.

10.0 General Regulations and Services

10.1 Dress

All students must comply with the College Dress Code as follows:

- I. Students shall wear decent and appropriate clothing according to the Rules of the College and the Sultanate of Oman.
- II. Students must not wear clothing of transparent material.
- III. The accepted clothing for male students is:
 - National dress
 - Trousers and shirt
- IV. Male students must not wear shorts, sleeveless T-shirts or banyans. The exception is when involved in sporting events, but sports-wear must not be worn in classes.
- V. The accepted clothing for female students is:
 - Abaya, with or without head dress
 - Frocks/skirts should be below knee level

- Trousers
- vi)Female students must not wear the following
- Veils or gashwa. (This will be strictly enforced as instructed by the Ministry of Higher Education)
 - Clothing that is very tight-fitting, or clothing that exposes the midriff.

10.2 Parking

The car park is reserved for college staff and the parking spaces in front of the main building are reserved for visitors. You must not park in these areas or on the fire ground. Your vehicle may be parked at the car park allocated for students behind the main building on college premises at your own risk and the College accepts no responsibility for this. You should not park anywhere where another vehicles access and egress is blocked.

10.3 Driving

The speed limit for vehicles being driven on the College site is 20 km/h. Driving on the fire ground is strictly prohibited. Safe careful driving is always required on the College site. Permits with the correct details of the vehicle and the driver must be always displayed. You must comply with instructions from college security staff for driving and parking. If you infringe the regulations, your vehicle may be clamped.

10.4 Mobile Telephones

Mobile telephones must not be used during class time and must be turned off during classes. They **MUST NOT** be taken into examinations.

10.5 Gifts

Please do not present gifts to college staff; regulations do not allow staff to receive gifts from students and if you present a gift this may cause embarrassment to the staff member concerned. All College staff work either directly or indirectly to support students in their studies. If you wish to thank a member of staff, you can do so by speaking to them or by expressing your thanks in writing on your module evaluation questionnaire.

10.6 Public Telephones

You may use the public telephone in the reception foyer for private calls. Internal telephones may only be used with permission from a member of The College Staff.

10.7 Meals and Refreshments

Meals and refreshments are available at the College cafeterias in Block A and Block D. Local fast food restaurants will also deliver meals to the College.

10.8 Mosque

There is a small mosque in front of Block E.

10.9 Breakages & Losses

Breakages or loss of College Property or losses of personal property should be reported to the respective Personal Tutor immediately.

11.0 Academic Support

11.1 College Timings

The Class timings for students are as follows:

Foundation Morning Classes: Sunday – Thursday 8.30 am – 3:00 pm

Foundation Evening Classes: Sunday – Thursday 3:00 pm – 9:00 pm

Students may not stay in the college, either in the buildings or outside, after 9.00 pm unless they are undertaking an activity supervised by a member of staff or are given specific permission by a member of staff.

11.2 Responsibility for Learning

The College tutors will help you to learn, but they cannot learn for you. It is your responsibility to be active in your learning and make the most of the time you have and the opportunity you have to learn at the College.

11.3 Information Technology

The college's Department of Information Technology works closely with the various departments to provide a wide range of supportive services to the student in all activities, whether on or off campus.

The department provides e-mail services to employees and students, as well as providing communications and ensuring easy access to them. From inside and outside the college campus.

- This will allow the user to enter into the College network to store and access
- files and other network resources. Once logged in the system, it will allow the user to store files in the private file area Home folder (H drive, OneDrive).
- The users should keep the login ID and Password secure.
- The users are allowed to login only with their login ID and password.
- The Users should use the email facility mainly for the official ,academic purpose.
- Unsolicited mailings, unauthorized mass mailings, Spoofing from the ICEM network/email system are prohibited.
- The Users are prohibited to use email system or other ICEM IT facilities to harass, spoofing, annoy other users.

The Technical Support Center is located in the IT Department in the Main Building which provide several support like:

1. Create accounts.
2. Change / reset password.
3. Install software.
4. Fix network issue
5. Printer and labs support

11.4 Library

A library containing copies of relevant books, periodicals and non-book teaching and learning materials is available. Students can use the library resources either on campus or borrow them for some time.

The College is now enrolled as an Institutional Member of the Sultan Qaboos University Main Library. If you wish to borrow books from the Sultan Qaboos University Library, contact the College Librarian. You may also use the local Public Technical Library by arrangement with the Librarian.

11.5 Computer Laboratories

- The computers and the printers in the Computer Lab are used only for the academic work.
- The Users are not allowed to install software on their own unless it is approved by the IT department.
- students are prohibited to change computer peripherals (Mouse, keyboard, monitor, etc.) in the labs
- Food and drink are not allowed in the Computer Labs.

12.0 Fees Policy

All students pay admission & tuition fee Enrolled at ICEM.

ICEM will set, publish and charge tuition fees for the academic year. Students and potential clients (sponsors) will be informed about students' fee policy upon starting the procedures of student enrollment. Finance Department at ICEM has an effective financial system to ensure the receipt of fees and automated release of the receipt of payment for each transaction in accordance with the Fee Policy.

12.1 Fee Structure:

The fee structure includes Admission Fee and Tuition Fees.

Student Tuition fee:

| | | Omani/Resident (OMR) | International (OMR) |
|---|-----------------------|---------------------------------|--------------------------------|
| Foundation | Pre Foundation | 1500 | 1605 |
| | Foundation 1 | 1500 | 1615 |
| | Foundation 2 | 1500 | 1617 |
| Management (HSEM/FM/FSM/CPM) | Year 1 | 3100 | 3750 |
| | Year 2 | 3200 | 3750 |
| | Year 3 | 3350 | 3750 |
| | Year 4 | 4500 | 5250 |
| Engineering (FSE/WE) | Year 1 | 3250 | 3900 |
| | Year 2 | 3500 | 4150 |
| | Year 3 | 3750 | 4400 |
| | Year 4 | 4500 | 5250 |

5.1.2 Admission and other Fees in OMR

| | |
|---|------------------------------|
| New/Reactivation/ Admission Fee or Placement Test Fee | 50 |
| Retake Module Fee* | According to the module Fees |
| Accreditation of Prior Learning (APL) | 50* |
| Academic Appeal | 10 |

* APL fees will be refundable if the student is registered to pursue studies at ICEM

12.2 Liability for Payment

When a student completes the enrolment process and registers or re-registers for the course, the student becomes liable for the payment of admission fee and Tuition fee and any other fees or amounts outstanding to ICEM.

The College accepts sponsorship from both public sectors and private sectors. The College reserves the right to confirm the validity of all sponsorship, on a case by case basis. If a sponsor or third party fails to pay some or all of the tuition fee on behalf of a student, the student will become personally liable for payment of the outstanding amount on the date which it was due from their sponsor or the third party.

If a student is in receipt of financial support, scholarship by Ministry of Higher Education, Research and Innovation (MoHERI) or any other financial support and such financial support is being terminated for any reasons and the College does not receive the payment in time, the student will be liable for paying the full fees.

If relatives or personal friends are paying a student's fees, the College does not consider them to be official sponsors and the student will be treated as a self-funded student. The student will be liable to pay all fees due.

12.3 Terms of Payment

Admission and registration fees are non-refundable fees

Options for Tuition Fee Payment:

| | |
|--|---|
| Option 1 | <p>Payment in Full: Students can pay their annual tuition fee in full at the beginning of Their study.</p> <p><i>Students will receive a discount of OMR 100/-.</i></p> |
| Option 2 | <p>Payment by TWO instalments:</p> <p>Students can choose to pay their tuition fees in two instalments.</p> <p>The first instalment being no less than 50% of their Full Academic tuition fee to be paid before Semester 1 starts.</p> <p><i>Students will receive a discount of OMR 25/-.</i></p> <p>The second instalment of the tuition fee must be paid before the start of Semester 2.</p> <p><i>Students will receive a discount of OMR 25 /-.</i></p> |
| Option 3 | <p>Payment by instalments:</p> <p>For Semester 1: Students shall pay the amount of OMR 400 /- in advance and the balance shall be paid in three equal installments payable on 1st October, 1st November and 1st December.</p> <p>For Semester 2: Student shall pay the amount of OMR 400 /- in advance and the balance shall be paid in three equal installments payable on 1st February, 1st March and 1st April.</p> |
| <p>If the Student has not chosen their payment plan, Option 3 will be assigned to them by default.</p> <p>Payment Scheme For Annual Tuition Fees: A special authorization from the Finance Department needs to be completed for post-dated Cheques with a request letter to be approved by the committee</p> | |

12.4 Mode of Payment

The College aims to provide all students with a flexible range of secure payment options as given below:

- o Direct deposit in ICEM Bank Account *
- o Transfers (ex. Mbanking) *
- o Demand Drafts
- o Cash
- o Cheque (special cases only).
- o Online Banking

**The finance department shall provide the students with the details of the mode of payments during the induction week.*

**A receipt will be issued only on presentation of the deposit slip.*

** Follow Up: Notifications and Hall Ticket. Hall ticket will be issued on completion of the payments and it is a pre-requisite to enter the Examination Hall.*

Discount

Fixed Discount

- Two and/or more immediate members studying in the college at the same time will receive a discount of OMR 100/- for each.
- Employee Dependents (spouse, sons, daughters, brothers, and sisters) will be charged the applicable fee as per MoHERI Tuition fees applicable for that year.
- To apply for the dependent discount, the staff should be full time employed in the College.
- The offer will be subject to clearance from the Human Resources Department.

Percentage Discount*

- List of Organizations which are eligible to get 7.5 % discount for each Academic Year for the below mentioned organizations Staff and relatives:
 - General Authority for Civil Defense and Ambulance and ROP
 - Ministry of Environment and Climate Affairs
 - Ministry of Labor
 - Ministry of Regional Municipalities and Water Resources
 - Ministry of Transport, Communications and Information Technology
 - Ministry of Health
 - Ministry of Education
 - Ministry of Higher Education, Research and Innovation
 - OPAL Group/Members

Retake the Module*

- Private student who repeat the module should pay the full tuition fee of the module which will be charged proportionately to the annual tuition applicable fee.
- Under MoHERI Fee Structure, sponsored student are eligible for one time to repeat the failed module, after that the student should pay by themselves the tuition fee. (Reference MoHERI contract)

- In the event that the MoHERI sponsored student studies the remaining requirements of the foundation program at their own expense after exhausting the period specified for this program, the college will treat the student with the same tuition fee for the MoHERI.
-

Failure to Pay Fees

Students are required to meet all due dates of payment whether these are in full or by installments.

If the student is unable to pay the tuition fees by the payment due date, the student must contact ICEM Finance Department immediately in writing and the application will be evaluated on the basis of evidence approved by the College.

The College has provided a supportive approach to its students for the collection of tuition fees, thereby helping students to meet their financial obligations. Where necessary and appropriate, the College reserves the right to apply one or more (but not limited to) of the following penalties to any student who defaults on payment.

- Blocking student's access to all classes.
- Blocking student's access to the College IT systems including email and online library.
- Withholding certified transcript.
- Withholding final award certificate.
- Denial to attend the awards ceremonies.
- Denial to participate in examinations.
- Delaying marking of Course Works/Assignments.
- Withholding assessment results.

12.5 Tuition Fee Liability for Withdrawal and Interruption of Studies

When a student completes the registration, the student becomes liable for payment of tuition fees. (Refer clause No 5.8.2) students have a statutory right to withdraw from the College or postpone study with the College. The student must fill an official withdrawal form/ interruption of studies Failure to do so will make the student liable to pay the full tuition fees for the semester.

Students who withdraw before the end of the induction week of each semester will be liable for the payment of 10% of tuition fee (Semester tuition fee).

In case the student withdraws/interrupts after 40 days from the start of the semester, they become liable for payment of the full tuition fee (Semester tuition fee).

In case the student interrupts/withdraws/ exits their studies and re-joins the College, the latest fee structure will apply.

Fees incurred for repeating module/s (Section 5.6) will be paid at the beginning of the module/s and will not be refundable under any circumstances.

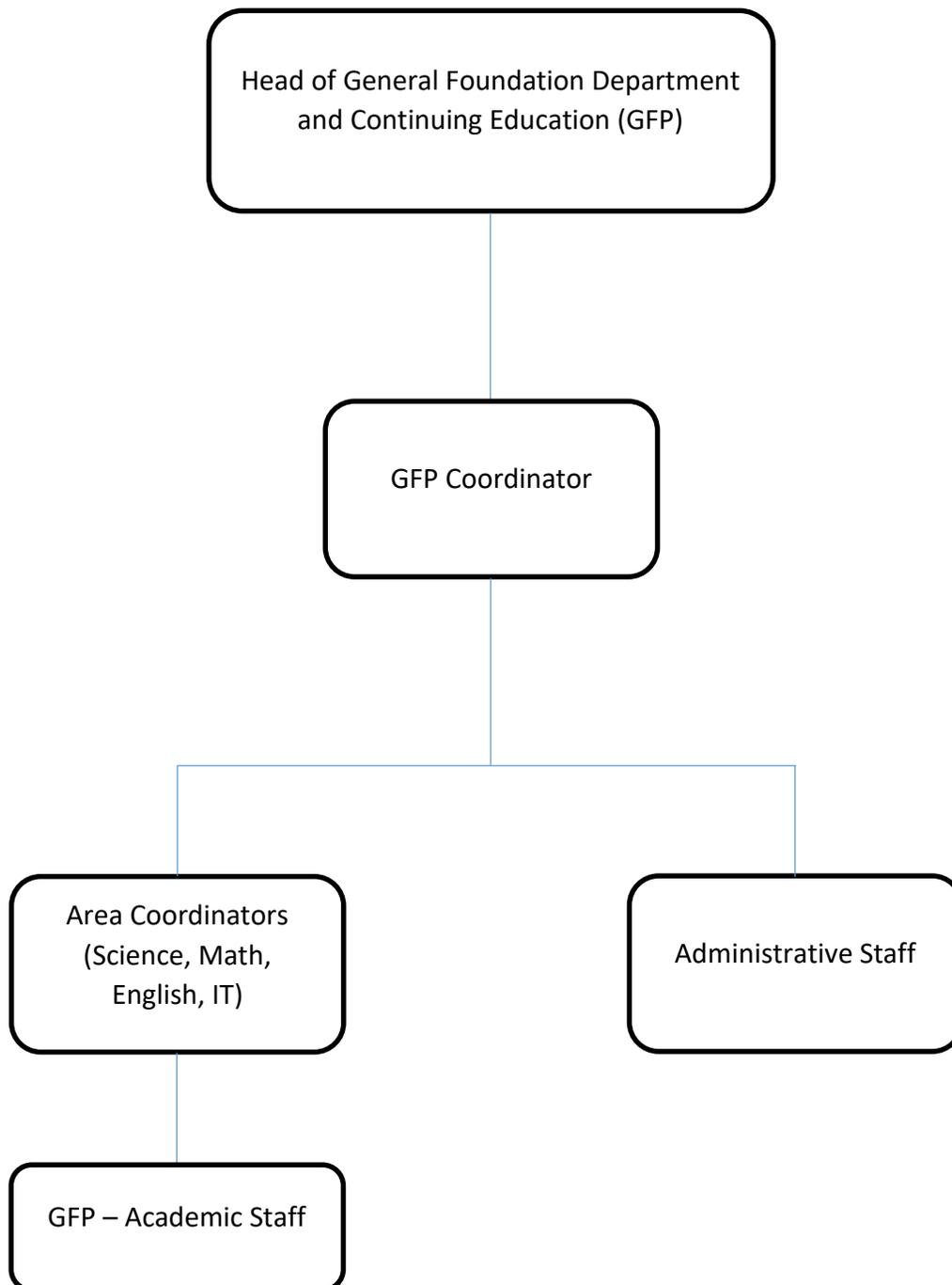
If the student is sponsored by MoHERI or any other organization, the College will first confirm with the MoHERI or funding organization before accepting the student's request to withdraw/postpone their study.

5.8.7 Any refund due will be paid back to the original payer through the same method of the original payment (with the exception of cash which will be refunded by Cheque). The College will not be liable for any foreign exchange variances and bank charges between the time of making the payment and the refund being processed.

SECTION 3: APPENDICES

Appendix 1: Programme Structure

GFP Organisation Structure



Appendix 2: CONDUCT OF EXAMINATIONS

1. Examinations are conducted according to the regulations of the College.
2. Details of examinations (date, time, room) will be displayed on departmental notice boards.
3. Students will be given permission to enter the examination room and take their allocated seat approximately 10 minutes before the start time of the examination. Students are not permitted to enter the examination room while the room is being set up or before being given permission to enter by an invigilator.
4. Students are required to show an identification card when they enter the examination room and to display this on their examination table. (This may be any formal ID card that has a photograph – e.g. College ID card, national ID card, driving license).
5. Students may be admitted to the examination room at any time during the first 30 minutes of an examination of various duration. No student will be admitted to the examination room after the first 30 minutes of an examination of varying duration.
6. The following are examples of items that **MUST NOT** be taken into examination rooms:
 - mobile telephones or any communication devices
 - books & study notes
 - rough paper
 - handbags
 - dictionaries

Students may take bottled water into examination rooms.

7. Any incident of suspected cheating will be formally reported by invigilators. This includes the following:

- Possessing any form of notes made prior to the exam
- Communicating in any way with other students
- Copying from another student
- Substituting examination materials
- Unfair use of a calculator
- Impersonation
- Use of any communication device

Any incident of disorderly or disruptive behavior will be formally reported and the student concerned may be required to leave the examination room.

8. Students are required to write examinations using **a pen** (not pencil).

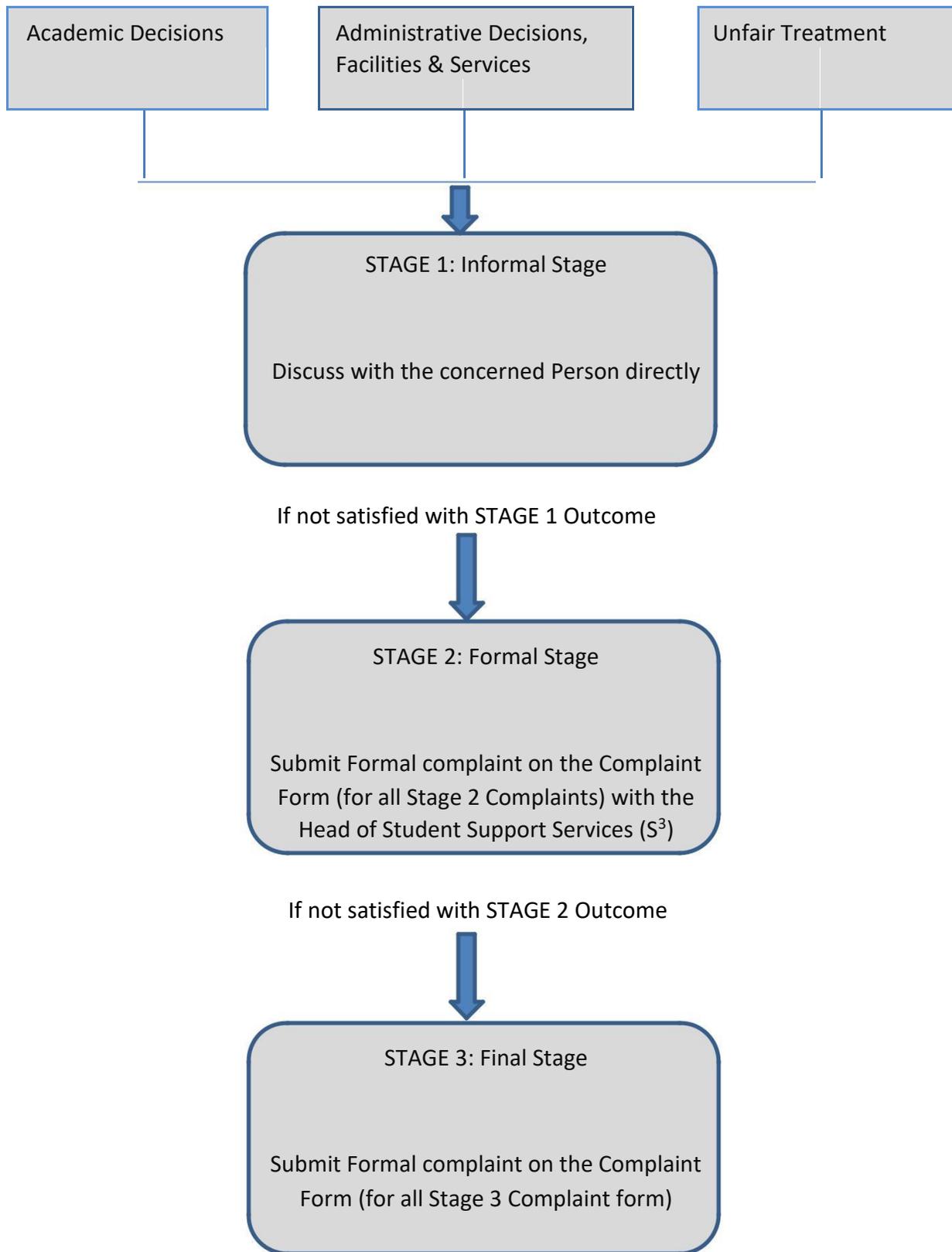
9. Student must use their own calculators and any other writing / stationary materials (pens, rulers) etc. in examinations. Calculators and other materials will not be provided by the College and **sharing with other students is not permitted.** (Instruction manuals for calculators may not be used during examinations.)

10. Once a student leaves the exam hall, he/she will not be allowed to re-enter the exam hall.

11. Toilet breaks are normally not permitted during the examinations. Once such breaks are availed, students will not be permitted to continue the examination.

12. Students with permanent medical problems (like diabetics etc) should produce medical certificate prior to the examination, approved by the college authorities.
13. For coursework tests, students must write their name on the answer sheet. For final examinations, students must write their ICEM Number only, not their name.
14. Students may not leave the examination room during the first 30 minutes of an examination of any duration. After leaving, students may not re-enter the examination room.
15. Students should not ask invigilators about the examination questions. Invigilators will not answer any questions concerning the meaning of words, questions or any other related topic. (If a student thinks there is a problem with a question they can explain this in their answer booklet or inform a member of staff following the exam.)
16. Students must return all papers relating to the examination (including rough work) to the invigilator.
17. If the fire alarm sounds, students are to follow the fire alarm procedure and leave all examination materials in the room.

Appendix 3: COMPLAINTS, GRIEVANCE AND APPEALS PROCEDURE



Appendix 3a:



STUDENT COMPLAINTS AND GRIEVANCES POLICY AND PROCEDURE



الكلية الدولية للهندسة والإدارة
International College of
Engineering & Management

Student Complaint Form

Student Name.....

Course

Year (Foundation,1,2 or 3).....

Student Complaint Form

Use this form if you want to make any formal complaints.

Please read your Student Handbook for full details of the Complaints procedure. Write your complaint here.

To be completed by Deputy Dean or nominee

Decision:

Signed.....Date.....



STUDENT COMPLAINTS AND GRIEVANCES POLICY AND PROCEDURE



الكلية الدولية للهندسة والإدارة
International College of
Engineering & Management

Appeal against Assessment Board Decisions

Student Name.....

Course

Year (Foundation, 1, 2 or 3).....

Use this form if you want to appeal against the decision of the Assessment Board. An appeal cannot be made against the academic judgement of the examiner(s). Appeals on this basis will be ruled Invalid. Appeals received outside the stated timescales (within 2 weeks of the publication of results) will also be ruled Invalid. Please read your Student Handbook for full details of the Appeals regulations.

The following are the only grounds for appeal. Before you write anything, consider whether your appeal is a valid one. Tick the box which relates to your circumstance.

An Assessment Board has given insufficient weight to extenuating circumstances.

Your academic performance has been adversely affected by extenuating circumstances which you, for good reason, were unable to make known to the Assessment Board.

There has been a material administrative error at a stage of the examining process, or some material irregularities have occurred.

The assessment procedure and/or examinations have not been conducted in accordance with the approved regulations.

If the above are not relevant, and if you have not ticked a box, you do not have grounds for appeal.

Write your appeal here.

To be completed by Deputy Dean or nominee

| | |
|--------------------------------------|--------------------------|
| Decision: Proceed to Stage 1 hearing | <input type="checkbox"/> |
| Appeal ruled Invalid | <input type="checkbox"/> |
| Signed..... | Date..... |



STUDENT COMPLAINTS AND GRIEVANCES POLICY AND PROCEDURE



Appeal against UMEP Committee Decision

Personal Details:

| |
|---|
| Name of Student: |
| UCLan No: |
| Program: |
| Year: |
| Contact Details: <i>(This is how we will communicate with you during the appeal process.)</i> |
| ICEM Email ID: |
| Mobile Number: |

UMEP/EC Details:

| | |
|--|--|
| Module Code and Title: | |
| Case for Appeal: Please provide below details of your case for appeal (continue on an additional sheet if necessary). | |
| Supporting Evidence: Please list below any supporting evidence for your appeal and ensure that the relevant documentation is submitted with this form. | |
| Student Signature: | |
| Date: | |