



**BAYAN COLLEGE
EMPLOYEE HANDBOOK**

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Message from the Dean



This Employee Handbook has been designed to provide you with details about the College's Vision, Mission and Objectives; in addition it has the regulations and rules that govern teaching and information. You will also find some general information which we hope would help you settle in your new job and to life in Muscat as smoothly as possible. Please note that this Handbook is only a guide and does not constitute a part of the terms and conditions of your appointment.

We are confident that Bayan College, with its academic programs, experienced faculty, and state of the art teaching and training facilities, will be a good partner to students to build up their knowledge of the field, develop their technical and professional skills, enhance their capabilities, make them competent to meet their personal and career challenges to serve and meet the society's needs.

It therefore gives me great pleasure to welcome you to Bayan College family and together work side by side to help our students reach their academic goals.

Section 1 of this Handbook provides information about Oman and Bayan College. Section 2 provides information on the requirements, benefits and entitlements while working with us and Section 3 includes information on what you could do in and around Oman for leisure and recreational activities.

Some of you may have been in Oman before but some may be new. Whatever the case may be we hope that you will take a few minutes of your time to go through this Handbook before starting your career with us and keep it handy for some helpful tips and information you may need in the course of your stay in Oman.

Once again, welcome to Bayan College and we are all looking forward to working with you.

Yours sincerely,
Dr. Jassim M. Jaber



Purpose of the Employee Handbook

The Employee Handbook outlines the basic human resource guidelines, practices, and procedures of Bayan College as they apply to its staff and faculty. It is designed to provide all employees with clear, concise, and accessible information about employment at Bayan College. While the Employee Handbook provides much detail, it does not cover every situation. The College reserves the exclusive right to change, revise, revoke, suspend or eliminate, in whole or in part, any of the policies described in this handbook, as necessary. This handbook is not an employment contract and does not create any type of contractual obligations. Furthermore, nothing in this handbook shall be interpreted as an implied contract or promise concerning the guidelines, policies or practices that the College has put into force or will put into force in the future.

Bayan College Expectations

Everybody agrees that an attitude of cooperation and goodwill benefits everyone, in work and in the contact with students, alumni, and visitors to the campus. Bayan College expects all employees to abide by policies and procedures already established. Employees are also expected to accomplish their tasks and duties competently and responsibly. The College has provided resources to assist employees in the successful execution of their position responsibilities. The College seeks to provide its employees with job satisfaction and opportunities for personal and professional growth. If work problems arise, employees are asked to contact their Head of Department. Employees have access to confidential information about the College, its employees, and students. All must handle such information responsibly.



Section 1 – About Oman and Bayan College

Sultanate of Oman

Introduction

The Sultanate of Oman is the 3rd largest country located in the southeast coast of the Arabian Peninsula. The Sultanate is bordered by the Kingdom of Saudi Arabia in the west, United Arab Emirates in the northeast, the Republic of Yemen in the southwest and the Strait of Hormuz in the north and the Arabian Sea in the east.

Oman takes pride in its rich cultural and architectural heritage. Evidence of this ancient past can be found throughout the country, which boasts of more than 500 forts, castles and towers. Their diversity and number reflect the high standards achieved by Oman and its architecture.

Oman has a land area of approximately 309,500 square kms divided into 8 regions for census purposes. These are Muscat, Batinah, Musandam, Dhahira, Dhakliya, Sharqiya, Wusta and Dhofar. Islam is the official religion and Arabic is the official language

Time Zone

GMT/UTC + 4 hours

Government & Private Business Hours

Oman is a Sultanate. The Head of State is His Majesty Sultan Qaboos Bin Said.

Working hours for the government sector are 7.30 am to 2.30 pm, Saturday through Wednesday. Banks are open from 8 am to 2 pm from Sunday to Thursday. Working hours for private sector vary according to their company policy.

Climate

The climate differs from one area to another. It is hot and humid in coastal areas in summer while it is hot and dry in the interior with exception of higher mountains, which enjoy a moderate climate throughout the year. Rainfall is generally light and irregular, although heavy rains and thunderstorms can cause severe flooding. In the South, the Dhofar region (approx 1,000 kms. away from Muscat) has a moderate climate, and the pattern of rainfall is more predictable with heavy monsoon rains occurring between June and September.

Hot summer season prevails from June to August with temperatures varying from approx 35^oC-50^oC. The summer season starts to taper down from the month of September and pleasant weather can be experienced from October onwards providing a pleasant atmosphere for outdoor activities.

Currency

The currency of the Sultanate is Rial Omani. Approximate equivalent conversion rate of RO 1 is 0.387 USD*. 1 Rial Omani is divided into 1000 Baizas. Rial notes come in denominations of 1, 5, 10, 20 and 50. Baiza notes are available in denominations of 100, 200 and 500. Baiza coins are available in denominations of 1, 5, 25, and 50.

*Subject to change as per government regulation.



Bayan College

We are the first College in Oman to offer degrees in Media studies, and are located in Central Muscat, the heart of Oman's prominent Media Industry.

Our programs include Journalism, Broadcasting, Public Relation, Advertising, English Professional Writing and English Literature.

Bayan College was established in 2006 with the aim of providing quality education in the field of Media, Communications and English studies. It is located in the vicinity of Madinat Al-Ilam where most media establishments, including the Ministry of Information, Oman and Observer newspapers, SABCO Media Company, Hala Arabic and Oman English FM Radio are located.

Our aim is to prepare students with the necessary skills and knowledge that will qualify them to meet their goals and ambitions, to provide community service, to contribute in the development of the society, and to contribute actively to the advancement of higher education in Oman

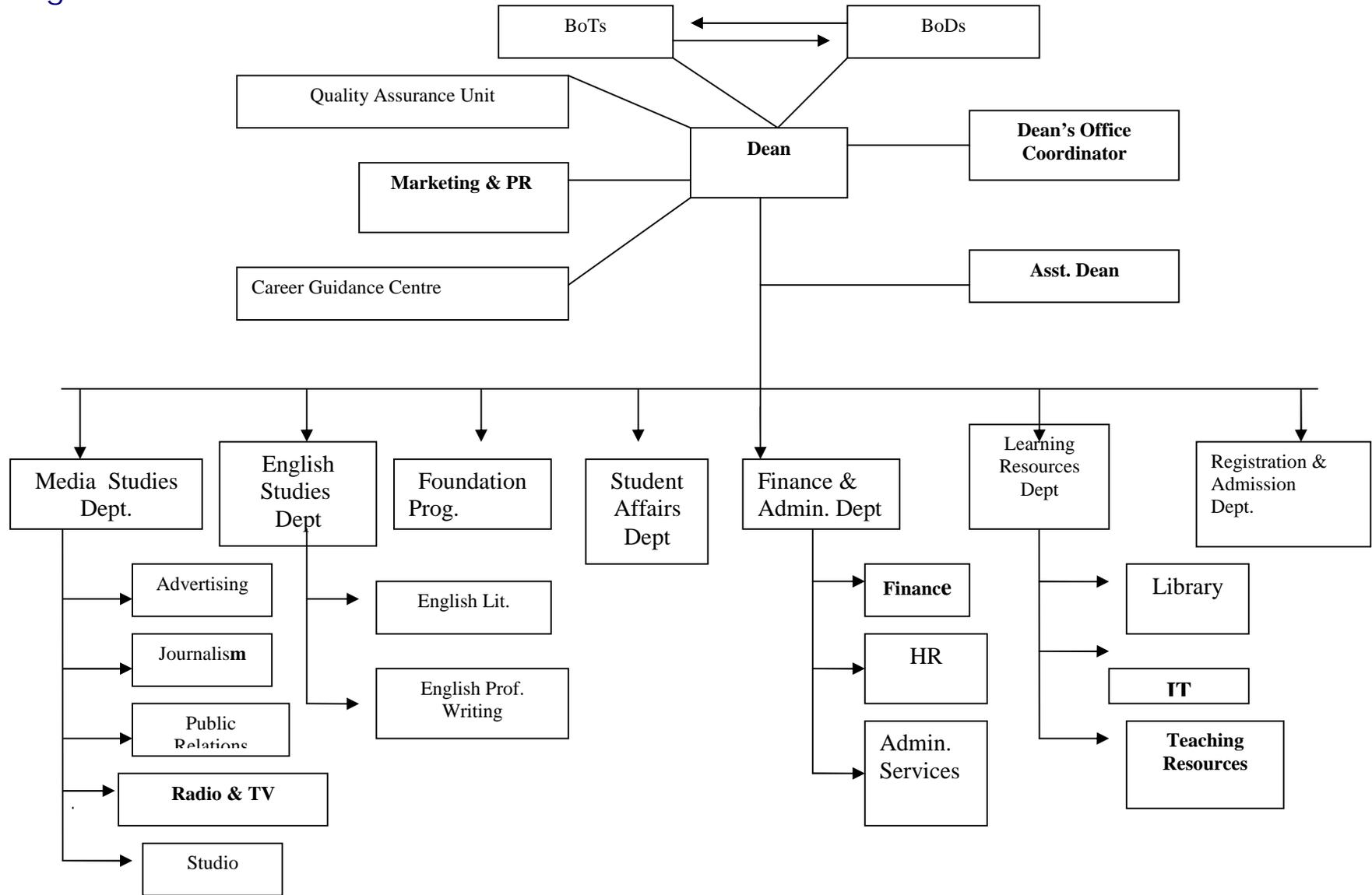
Bayan College operates under the supervision of the Ministry of Higher Education and is affiliated with Purdue University - Calumet, U.S.A.

Our affiliation with such a prestigious American university enables our students to earn their Diploma Bachelor degree here in Oman in accordance with the Purdue University system following American educational practice

Regardless of its age, Bayan College's strengths are in three areas: its affiliation with a well-known American academic institution (Purdue University), its reputed English Foundation program where most teachers are English native speakers and finally its specialized majors in Media and English studies.



Organizational Chart



Vision & Mission

Vision

Bayan College vision is to be a key part of the higher education infrastructure in Oman and to make a major contribution to the development of human resources in the Sultanate and the region. We aim to create students who are renowned for their ability to “think, achieve and excel”.

Mission Statement

- To create an academic environment highly conducive to quality education and pursuit of excellence;
- To integrate with local community by offering short courses, facilities (buildings, Media & English laboratories ...) scholarships, commercialization, training, charity, etc;
- To provide skilled, trained and responsible graduates.



Goals

To offer curriculum that meet the needs of industrial and social developments in Oman and the region and accelerate Omanization.

To provide educational programs that enable students to enter the professional world with the skills required to both compete in a global economy and serve the community.

To support students so that they achieve their educational goals, plan their careers and provide leadership to the community.



Section 2 – Working with us

Equal Opportunity Declaration

This policy applies to full time and part time employees. The College, as a policy, does not discriminate on the basis of age, religion, race, color, sex or handicap in its programs, admission procedures, scholarship scheme, and employment practices. Employment at Bayan College is based on qualifications, merits and abilities. All employees and applicants will get equal opportunity for employment regardless of their age, religion, race, color, sex, national origin, or disabling condition, in accordance with all applicable laws.

Updating Personal Records

Employees are responsible for updating their records with the most current and accurate data. Any changes in personal status should be notified to HR department. Such information is necessary to ensure correct coverage for visa, work permit, medical insurance, etc. Failure to notify Human Resources of changes or false records could result in disciplinary action, including termination.

Employment Process

The College, in accordance with the Oman Labour Law and Residency and Immigration laws is committed to employing only those applicants authorized to work in the Sultanate of Oman. As a pre-employment requirement, all prospective expat employees must submit the following requirements:

1. Duly filled application form for staff positions in private education institutions in the Sultanate issued by the Ministry of Higher Education, Director General of Private Universities and Colleges, Muscat – Sultanate of Oman
2. Passport Copy – legible – (first 2 pages showing person's details)
 - Self
 - Family (spouse & children)
3. 8 Passport size photographs with blue background
 - Self
 - Family (spouse & children under 18 years old)
4. Medical certificate issued by an authorized Doctor (check with the Oman consulate in the country of residence) .This certificate should be issued within the last 14 days. If the pre-employment medical is done in Oman, the employee shall also bear the cost of the medical certificate.
5. Educational certificates etc. (Duly attested by the issuing authority, Embassy and Ministry of the Foreign Affairs of the employee's country)
6. Employment experience certificates from previous companies (particularly in Oman)
7. Marriage certificate, duly attested – to apply for spouse's visa
8. Latest CV with details of employment and other information
9. E-mail address for quick correspondence



The process of completing these requirements shall be coordinated with the HR Department. The faster these documents are completed, the earlier the work permit and visa could be processed.

Employing Relatives

The College does not prohibit recruiting relatives of existing employees but understands that relative's employment in the same department may impact departmental functioning. To minimize any potential issues with regard to relatives working together, it is strongly recommended that an immediate family member does not have supervisory responsibilities for another family member. Family, for the purpose of this policy, is defined as spouse, parent, sibling or child.

EMPLOYMENT CONTRACT, INDUCTION AND PROBATION

Employment Contract

BAYAN COLLEGE enters into employment contract with all its employees. Contract will be prepared in two copies and each one of the two parties (the College and the employee) will be given one copy after signing. The contract copy and copies of certificate will be filed in the employee's personal file. Details of new employees will be updated in the system as and when they join.

This employment contract will contain all the terms and conditions of employment, including but not limited to the following:

- Name of employer, establishment, address and place of work
- Name of the employee, his qualifications, occupation, place of residence and proof of identity
- Nature and type of work, place of agreement and duration of contract. Duration of Contract will normally be 2 years for expatriates and open for Omanis.
- Probationary period applicable
- Basic salary and all applicable allowances
- Other benefits like Medical coverage, insurance
- Status – Family/Single and the coverage
- Leave eligibility
- Air travel eligibility for vacation, and the destination
- Notice period to be given by either party for terminating the contract
- End of service benefits payable upon termination
- Clauses pertaining to maintaining confidentiality of College information
- Any other special conditions.

At the end of the contractual period of employment, if a termination notice is not served on the employee, or if the employee has not resigned, the employment contract will be extended under the same terms and conditions until such a time as either party gives notice of termination as stipulated under the terms of the Employment Contract.



Induction

The orientation program provides employees with the opportunity to learn about the campus and College policies and meet other faculty, staff and students. Orientation program is offered to full-time and part-time employees. When employees first report to work, their HoDs will show them the work place, explain the responsibilities and procedures of the position, issues relevant to attendance, performance evaluations, leaves, courses, classes etc.

Probation

All new employees will work on a provisional (probation period) basis for the first three months. Employees should use the period to decide whether the position meets their expectations and to get all details concerning responsibilities. The College will use this period to assess the capabilities of an employee and his fitness for the job. Both parties i.e., the College and the employee, could end the employment relationship at will, with or without cause, keeping in mind other commitments mentioned in the contract, particularly by giving a one-week notice period or as per the employment contract. Usually a new employee will receive a performance appraisal after sometime before the end of the provisional period.

ORGANIZATION, GOALS & OBJECTIVES, JOB DESCRIPTION

Academic Departments

The academic departments arrange a wide range of services and activities that assist students to succeed and finish graduation requirements like academic advising, training workshops, etc. Career Guidance Centre is set up to prepare students for after-study employment. This includes workshops, seminars, guest lectures and job hunting opportunities.

The Foundation Program

The Foundation Program is designed to complement the academic requirements of Bayan College which are based upon the Purdue University model. It sets out a basic program of study for students across 6 levels (typically completed across 3 semesters) as well as assessment targets for each level. Consideration has been made of the educational context of the curriculum, specifically the need to adapt the requirements of an American system to the needs of Omani students.

Goals & Objectives

The program aims to equip students with a complete set of English language skills although there is a strong focus on academic reading and writing, particularly at levels 3 and above. Students are expected to adopt the standard academic practice of committing one hour of extra study time (or homework) for each hour of classroom tuition. This is especially important in a learning context in which tuition is given as a second language in a non-English environment. In addition to English, in accordance with the Oman Accreditation Council guidelines, tuition is also given in Maths and Computing and Study Skills forms a key component of the Foundation curriculum.



Media Studies Department

In modern societies, media is everywhere, and it is almost impossible to avoid. Media plays a very significant role in the building of a society. "Media", which includes all forms of representational media (oral/aural, written, and visual), mass media (print, television, radio, and film), new media (digital multimedia, the Internet, networked media), their associated technologies, and the social and cultural institutions that enable them and are defined by them, is shaping our life. The impact of media on individuals and societies is so enormous that we cannot ignore its importance.

The program encourages the students to understand and appreciate the centrality of media in our life: in politics, economics, social life, and local and international culture. It emphasizes several interrelated approaches to the study of media: multidisciplinary, historical, theoretical and critical. The dynamic interrelationship of media industries, policies, publics, cultural texts, and communications technologies, along with the examination of global media make a good source of interest in the department. Students are usually given the opportunity to practice work in media production and the use of media technologies. The department of Media Studies offers majors in journalism, radio & television, public relations and advertising.

Goals & Objectives:

Students will demonstrate the ability to think critically and independently.

Students will develop an understanding of the history and development of media technologies and processes.

Students will understand and appreciate ways in which media has affected individuals and society.

Students will demonstrate the ability to write correctly and clearly in forms and styles appropriate for media studies.

Students will demonstrate the ability to produce news stories, media analyses or public relations materials that are clear, accurate, thorough, and fair.

Students will develop an awareness and appreciation of the ethical issues in the media.

English Studies Department

Students in the English Studies Department study British and American literatures as well as the great variety of literatures from around the world. Writing is integral to every course in the English major, and students engage in critical and creative writing projects of varying lengths. Many courses use new media and film, and focus on visual rhetoric and cultural studies. The English major is designed to prepare students for graduate study in different fields. The emphasis is on interpretation, empathy, and self-expression. The program encourages students to become more informed and engaged citizens, who integrate different forms of knowledge and apply what they have learned to research, writing, and community-based learning. The department offers majors in English Literature and English Professional Writing.

Goals and Objectives

Upon completion of a B.A. in English, a graduate will have the following:

I: Knowledge of Writing Techniques: The ability to write analytically and creatively to express ideas clearly and incisively in their writing.



II: Knowledge of Language and Literature :The ability to analyze a broad range of literatures written in English (including representative authors and major literary periods), recognizing their temporal, social, political, and artistic contexts.

III: Critical Inquiry: The ability to use effectively a wide range of writing, reading, and research strategies applicable to multiple disciplines.

Head of Department (HoD)

Each academic department will be managed by the Head of Department (HoD), a senior faculty member with previous experience. Faculty members holding the rank of Professor, Associate or Assistant Professor depending on previous experience and expertise will be recruited to fill the teaching requirements of the department. An HoD reports to the Dean, and is usually responsible, among other things for the designing, conducting and administration of the concerned courses/program to the highest standard; leading, managing and guiding the faculty members to adhere to the desired quality standard of the courses/programs; allocating the teaching duties/responsibilities; maintaining a serious and learning environment; encouraging faculty to undertake other academic pursuits such as research, publication, participation in conference/seminars/workshops, short-term courses and community service activities.

Faculty Member

All faculty members report to the HoD. They are usually responsible for, among other things, all teaching relevant activities (like, but not limited to, preparing for classes, informing students of what is expected of them and what they should expect from the course, advising students of the learning tools they are expected to have prior to attending classes like notebooks, pens and pencils, laptop, etc., preparing examinations, grading, advising students, invigilation during examination, attending departmental or other college committees' meeting from time to time and attending to students' problems.); meeting regularly scheduled classes and to offer pertinent subject materials that are outlined in the course descriptions; participation in research relevant activities, particularly those involving students; contributing to membership on departmental, or college committees; participating in faculty meetings of the department or college; contributing in the area of consulting, conducting workshops, management development programs and in-company training program, short-term programs etc for industry and government organizations, if required and directed by the department.

Registration and Admission Department

Managed by the Registration & Admission HoD (A&R)

Reports to the Dean.

Members and Functions

The Registration and Admission Department is managed by R&A Department Head assisted by clerks. The major function of the R&A Department is to supervise the admission of students, the maintenance of student records including the posting of grades on the official transcripts, providing signed transcripts to the Ministry of Higher Education when required especially for the attestation of certificates upon graduation.

The A&R HoD oversees the accuracy of the grade sheets provided by each instructor and



helps the Dean who is the final authority on the grades received. The A&R HoD gives advice on academic and non-academic affairs to the students, their parents and faculty.

This office sets the timetable for all courses and examinations, and with the Dean and the Assistant Dean, establish the academic calendar for each year.

Job Description

1. Responsible for the registration and administration process of the college;
2. To make arrangement for the registration of the new students and existing students for the subsequent courses.
3. To make class timetable and examination timetable for the college.
4. To coordinate with the other HODs for the smooth running of the program.
5. To make arrangement for the midterm and final examination (centralized) and classroom allocation for this purpose.
6. To make arrangement for the proper conduction of the courses and allocation of rooms and teaching tools required therein such as OHPs, LCDs, chairs, blackboards, etc.
7. To maintain the individual records of the students.
8. To maintain the data of absences of students.
9. To maintain the results/grade of the students and overall records of their performance.
10. To provide the relevant data of students to HODs, Dean and other department as and when necessary.
11. To make report and to communicate if required with the different ministries as and when required.

NON-ACADEMIC DEPARTMENTS

Learning resources department

The LRD provides students and staff members with the necessary information technology services and resources that facilitate the teaching and learning process. The Department gets all users an email account. Each user has 25 GB space related to his/ her account to be used to save his/ her mails. A user who needs a service should fill maintenance form describing the problem and submit it to the department. (LRD) is divided into three units: IT, Library and Teaching resources. The duties of each unit are as follows:

1) IT unit:

- Supervising and regularly maintaining the Lab's.
- Maintaining the computers.
- Planning and maintaining inside and outside networking.
- Providing technical support to the college's website.

2) Library unit:

- Buying books, periodicals, journals and any readable materials.
- Planning and updating of the library's electronic System.
- Planning the library's borrowing system.
- Planning books fairs & supervising the college's participation in such events.
- Keeping records of books & other resources.



2) Teaching Resources unit:

- Keeping and maintaining teaching aids (LCD monitors , projectors, Photocopiers, printers, scanners and teaching boards).
- Buying new equipment and Learning resources.
- Providing technical support for teachers.
- Supervising all activities that need teaching aids like workshops, symposia.

HR & Administration

Members and Functions

The HR & Administration Officer reports directly to the Dean. The HR & Admin Officer (HRAO) is in charge of the campus maintenance as well as liaison with the ministries and immigration matter. The PRO, college guard and driver are under the supervision of HRAO.

Job Description

1. Handles recruitment process – legal requirement of contract and salary fixation.
2. Process resignation and termination benefits settlements.
3. Deals with matters pertaining to MoHE, MMP, Municipality and ROP.
4. Deals with Social Security issues.
5. Administration and recording of Leave for all Administration Staff/Faculty.
6. Assist new employees when they come to Oman.
7. Inducts new employees.
8. Checks, records and prepare attendance reports on a monthly basis.

Finance and Accounts

Members and Functions

The Finance Manager maintains all college accounts, revenue collection and financial transactions. He works with the Dean to establish the budget. This office is also responsible for purchasing and estate managing. He is assisted by an Accountant. He reports to the Dean.

Job Description

1. Recording of all accounting transactions & maintaining the following records:
2. Cash & bank book.
3. Ledger.
4. Monthly Payroll.
5. Fixed Assets Register.
6. Preparation of monthly financial statements and reporting the same to the Management.
7. Dealing with Bank for cash deposits, salary transfers & other payments.
8. Carrying out monthly Bank Reconciliation.
9. Checking & the verification of daily cash collection register
10. Collection of Tuition fees and other dues from evening students
11. Supporting Petty Cashier with imprest cash.
12. In respect of above points 3 to 7, prepare a daily statement.



13. Periodic verification of stock of books, stationery and fixed assets.
14. Verification of time cards for attendance and keep these records.
15. Prepare Annual Budgets.
16. Maintenance and purchase of office stationery.

Marketing Department

Usually marketing departments have a better understanding of the customer and market needs. They function as a guide to the college's other departments in developing their plans to provide better services to their costumers. Marketing department at Bayan college participates in all discussions held regarding development of services provide to students, their parents and the industry in general. Input from all stakeholders is essential in making its task successful. Such input provides some invaluable insights into what community wants, and new ideas that might have slipped past the rest of the college.

In brief, the marketing department studies the customers and the market, decides the best way to reach them, and works with the rest of the college stakeholders to make sure that the college has a marketing focus in everything that it does.

The Marketing Manager is managed by a Marketing Manager and reports directly to the Dean.

Public Relations Department

Public Relations involve monitoring and evaluating public attitudes and maintaining mutual relations with the community. Its main goal is to improve communication channels, and to establish new means of setting up a two-way flow of understanding and information. The role of public relations includes:

- building awareness and a favorable image for the college.
- closely monitoring numerous media channels for public comment about the college .
- building goodwill among community through various programs and events.

The PR Department is managed by a PR Manager and reports directly to the Dean.

Quality Assurance Unit

The QA unit is headed by a QA unit in-charge. He reports directly to the Dean or Asst. Dean.

Duties & responsibilities:

- Promoting quality achievement and performance improvement throughout the college
- Setting QA compliance objectives and ensuring that targets are achieved.
- Ensuring compliance with national & international standards and legislation.
- Examining and analyzing performance data and charts against defined parameters.
- Agreeing standards & establishing clearly defined quality methods for staff to apply.
- Setting up maintaining controls and documentations procedures.
- Identifying relevant quality related training needs and delivering training.



COLLEGE COMMITTEES

1. Academic Council

Scope & responsibilities:

1. To approve researches, scholarships, programs and admission requirements;
2. To draft policies and procedures for students assessment, academic programs, development and award of qualifications and expulsion of students on academic grounds;
3. To advise on human and learning resources needs and proposing relevant policies, procedures & guidelines.
4. To approve the recommendations put by departments' councils
5. To delegate to the dean the power to handle any of the issues above.
6. To establish the examination committee and assigning its responsibilities
7. To advise on any issue referred by the dean or board of trustees
8. To discuss various academic and student administration issues of the college.
9. To oversee the development of college's courses and services.
10. To monitor and evaluate the standard and quality of teaching.
11. To monitor and maintain appropriate standards of student assessment and reporting.
12. To ensure compliance to the requirements of the Ministry of Higher Education
13. To review the monthly report for presentation to the Executive Committee
14. To decide about need for any change in existing curriculum or introduction of new courses.
15. To take decisions on disciplinary actions on students.
16. To be responsible for all external accreditations of college courses and for liaison with other institutions of vocational, further and higher education.

2. College Council

Scope & responsibilities:

- To assist the Dean with his responsibility in all day to day administrative and financial issues of the college.
- To discuss the procurement of goods for the betterment of facilities within the college.
- To discuss the budget allocation and planning of expenditure.
- To review the environmental safety and good house keeping issues of the college.
- To discuss the provision of better facilities for the students comfort.

3. Search Committee

Scope & responsibilities:

- Search committee receives & reviews application materials.
- Search committee meets to discuss applicant qualifications and plan next steps.
- Search committee develops interview questions and rating forms to evaluate top candidates
- Search committee schedules interviews and checks references.
- Search committee will assess each applicant's qualifications to ensure that all applicants are evaluated using the same criteria.
- Search committee negotiates the start date, starting salary, and other arrangements with the finalist(s).
- Search committee recommends finalist(s) to hiring authority. (Dean/Academic/College Council).
- Search committee will prepare the offer letter, using the approved college template and forward to candidate(s).



4. Academic advising committee

Scope & responsibilities:

- Develop policy and procedures for academic advising including dates , advisors responsibilities , interaction with other departments/personnel , flowchart
- Prepare all relevant forms including comprehensive advising form , checklist for advisors
- Prepare & distribute folders to advisors with students names , all relevant forms for both student information & advising process

5. Textbooks & References committee

Scope & responsibilities:

- Review current holdings in library
- Consult, where applicable, to develop lists of prints & electronic resources with costs, categorized by priority & department /subject.
- Obtain review copies of possible texts.
- Review possibilities of providing (selling) textbooks to all students (not just Foundation).
- Set up procedure & schedule for all functions of the committee including review, ordering.

6. Short Courses committee

Scope & responsibilities:

- Discuss the possibility of offering short courses to the community.
- Discuss costs , revenue , topics ,benefits , impacts
- Develop timeline.
- Provides advisory opinions on proposals for short courses

7. Purchase committee

Scope & responsibilities:

- Develop policy for purchase of various types including assets and day to day office needs.
- Develop a table of which expenses requires three quotations, what authorization is needed for different kinds of expenses, reimbursement policy.
- Develop a list of on-hand supplies which will be kept and replenished on a timely basis including classrooms and office supplies, water, bathroom supplies etc.
- Develop a budget.
- Ensure that all transactions are in the interest of the college
- Oversees the tender process, including purchase specifications and opening of quotations.
- Reviews comparative statements of offers received shortlist preferences and advise on negotiations.



8. Research & Studies committee

Scope & responsibilities:

- Encourage, maintain & support research activities within the college.
- Formulate and implement policy recommendations for research development in conjunction with other committees.
- Make proposals for allocation of funds for research activities in the college.
- Evaluate research proposals for research grants.
- Facilitate coordination & communication with academic research bodies.
- Facilitate peer review of research works & enable their publication in reputed journals.
- Formulate policy for participation in academic conferences & symposia.
- Appraise the faculty and students of the latest developments in research.
- Advise the college library in research publications.
- Discuss any other research-related matters that may from time to time be referred to it .
- Ensure the maintenance of ethical standards of research in the college.
- Ensure the maintenance and record of research activities carried out by the faculty and disseminate re research materials for general consumption.
- Transmit to the academic council a report consisting of the minutes of its meetings that involve recommendations or concern matters to which it desires to draw the attention of the council.

9. Cafeteria Committee

Scope & responsibilities:

- Discuss student and staff needs / requests for food
- Discuss planned menu with cafeteria operator
- Develop proposal for upgrading as necessary .recommendations
- Set up process for periodic inspection including user feedback.

10. Convocation Committee

Scope & responsibilities:

- Find students representatives
- Discuss possibilities for ceremony with options
- Prepare proposal with budget
- Prepare timeline.

11. Disciplinary Committee (Staff)

Scope & responsibilities:

- Serves as a hearing committee for alleged violations of college staff regulations as specified in the college Bylaws.
- Serves as an appeals committee for decisions evolving from disciplinary hearings.
- Insures due process for staff allegedly involved in violating regulations.
- Imposes sanction(s) if the alleged violator is determined guilty.
- Notifies the staff, the Dean and relevant HoD, HR department of all imposed sanctions and appeals decisions.
- Reviews annually and recommend appropriate changes in the Staff Conduct Code.



12. Disciplinary Committee (Students)

Scope & responsibilities

- Serves as a hearing committee for alleged violations of college student regulations as specified in the Student Handbook.
- Serves as an appeals committee for decisions evolving from disciplinary hearings.
- Insures due process for students allegedly involved in violating regulations.
- Imposes sanction(s) if the alleged violator is determined guilty.
- Notifies the student, the Dean and Student Affairs of all imposed sanctions and appeals decisions.
- Reviews annually and recommend appropriate changes in the Student Conduct Code.

13. Website committee

Scope & responsibilities:

- designs and develops a publicly accessible website that includes information that is important and useful to all interested parties
- Recommends enhancements to the website, and seeks approval from the Dean/ Ass.Dean before implementing any significant changes to core functionality of content.
- coordinates hosting of the website and maintaining the domain name
- addresses technical problems with website functionality
- ensures that the security of the website is not compromised
- reports on website activities
- solicits and responds to user feedback
- Periodically reviews the website to ensure that it is up to date, accessible, and easy to use.

14. Examination committee

Scope & responsibilities:

- ensure that all exam papers have been received from instructors at least one week from the beginning of exams, in coordination with academic HoDs
- Design exams & invigilation schedules in coordination with Admission office. Ensure that all concerned people receive or informed personally or publically of these schedules.
- Supervise preparation of examination rooms.
- Provide invigilator & student instructions and ensure appropriate dissemination of these instructions in coordination with academic HoDs and Admission office.
- Photocopy exam papers in coordination with the dean's office.
- Receive answer sheets from invigilators and hand them over to instructors for grading. Keep a register for that.
- Supervise all surveys conducted during the exams in coordination with senior invigilators.
- Provide attendance lists for all exams in coordination with Admission office.



15. Curriculum Development Committee

Scope & responsibilities

1. Approving course outlines written by course instructors at the beginning of semesters.
2. Designing/Approving effective peer review process
3. Discussion/Analysis of peer review results.
4. Discussion/Analysis of all surveys conducted by the college

STUDENT AFFAIRS DEPARTMENT

Responsibilities:

- To observe all policies and regulations of the college in student-linked issues.
- To address students' social problems and provide appropriate solutions. (including accommodation , cafeteria , appeals ,transport)
- To plan and manage sports, cultural and social activities and events that enhance the education and personal development of students, in cooperation with college management and students' association (including sports tournament within and outside the college , seminars and lectures, field visits, community service campaigns .
- To help motivate and inspire students, particularly talented students, and provide them with all means to excel.
- To provide counseling services, especially on student life issues.
- To promote the values of diversity, pluralism, and multiculturalism.
- To conduct research studies on the needs of students.
- To provide opportunities for students to develop leadership skills and individual responsibility through participation and leadership in student activities and organizations.

PERFORMANCE APPRAISAL

General

BAYAN COLLEGE believes that a proper performance appraisal process will help in guiding employees in harnessing their potential in the best possible manner so that their objectives and in turn the College's objectives are met.

As such continuous appraisal will be carried out by the immediate reporting authority during supervision of routine work but a formal performance appraisal session will be carried out once in every year.

The assessments will be carried out with respect to the employee's job description and the key results that are expected from that job. Appraisers will ensure that the performance appraisal is based on a factual and objective assessment and focused on correct deficiencies for aiding better performance.

The assessing authority will document all points with respect to the assessment and forward it to HR. Performance appraisal records will be field in the respective employee Personal Files.



Intimation to employee

Results of annual performance appraisal will be discussed with the employee. The immediate superior and the HR will carry out these discussions on the various aspects of the performance evaluation.

Annual performance appraisal will be a key input for decision on increments, promotions and training needs identification.

PROMOTION

Generally, promotions will be initiated when a vacancy arises at BAYAN COLLEGE, and internal employees (currently at lower grades than the job position in question) are considered for filling the higher position.

The departmental head concerned will make a case for the promotion to the DEAN giving a detailed evaluation of how the employee qualifies for promotion to a higher grade. It will include considerations to:

- Performance appraisal of the employee (at least 2 years)
- Job description and profile of competence required for the new grade
- Assessment of how the employee concerned suits the competence profile of the higher job
- Any other factors that need to be considered

Decisions on promotion for all employees will be made by the DEAN, in consultation with the department heads.

Promotion Committee

The College will constitute a promotion committee to undertake the promotion applications submitted by the employees. To deal with the promotion of the faculty members, the Dean will constitute the committee. This committee will consist of 5 members. The Dean will be the chairman of this committee. The Dean will nominate the members internally from the faculty members, HODs, Assistant Dean or as he thinks fit to do so. This committee will make the decision regarding all the promotion cases. To apply for promotion, a faculty must have put at least 2 years of service at Bayan. Though, the discretion to cut down this period to one year lies with the Dean. All promotion cases should be finalized preferably in the beginning of the academic year.

To deal with the promotion cases of staff members, the Dean under his chairpersonship will constitute a promotion committee. This committee will consist of 5 internal members inclusive of the chair. This committee will look into promotional aspect of staff members to make decision to be effective from the beginning of each financial year. A staff member (non-teaching employee) must have put at least 2 years of service at Bayan to get entitled for the promotion. Though, the discretion to cut down this period to one year lies with the Dean.

Important: *No promotion (or offering higher position) will be done at the time of the appointment at the Bayan College.*



Exceptions:

Recommendation with strong justification for exceptions to any of the above guidelines may be initiated at the departmental/college level.

GENERAL CONDUCT

BAYAN COLLEGE has established certain general rules of conduct which are to be followed by all employees.

a)	No employee will indulge in any form of misrepresentation, including giving a false nationality, or obtain false papers to prove any of: i. Identity ii. Educational Qualifications iii. Work Experience iv. Other professional certifications / membership Any other details stated in the resume while applying for a position at BAYAN COLLEGE
b)	No employee will indulge in any activity that violates the laws of the Sultanate of Oman.
c)	No employee will be employed / retained in employment if he is finally convicted of any crime or misdemeanor involving breach of honesty or trust committed either in or outside of Oman unless rehabilitated.
d)	No employee is allowed to indulge in abusive behavior with other employees, or external contacts of BAYAN COLLEGE.
e)	No employee will refuse to carry out any lawful instructions pertaining to work given by a superior authority.
f)	No employee will refuse to adhere to the work schedule dictated by this superior provided it does not violate any provision of Oman Labour Law or the employee's contract of employment.
g)	All employees will follow the policies and procedures pertaining to leave. No employee will be absent from work without informing the departmental head concerned.
h)	No employee is allowed to enter BAYAN COLLEGE premises under the influence of alcohol, drugs or narcotics.



i)	All employees will responsible for preserving the confidentiality of College information that they come across during the course of their service with BAYAN COLLEGE, unless they are required to reveal such information by a legal requirement.
j)	All employees are prohibited from violating Copyrights and Intellectual Property rights on software / applications, publications, etc.
k)	All employees are prohibited from engaging in any form of theft or fraud including but not limited to inside trading, front-running etc. Any instance of theft or fraud will result in immediate dismissal follows by legal course.
l)	All expatriate employees are required to ensure that the employment of close relatives (those under BAYAN COLLEGE's sponsorship) is not in violation of the Labour Policies of Oman

SALARIES AND BENEFITS

Compensation

Gradation system in the College is linked in the set of duties, responsibilities and authorities associated with any given set of positions. Salary structure and other benefits are commensurate with the grade at which a job is placed.

Compensation structure comprises a Basic Salary and a set of allowances or perks that are applicable to a job position. Compensations for individual employees are based on agreed contractual terms determined at the time of recruitment and subsequent promotions.

Social security for Oman employees will be as per Social Security Law and Ministerial decisions corresponding to worker compensation. All Omani employees on the rolls of BAYAN COLLEGE will be registered with the Public Authority for Social Insurance (PASI).

Salary Payment Schedules

Payroll is prepared and generated through the system. Salaries are computed based on information regarding leave, attendance, increments, etc.

Salary Administration

Salary will be paid by the end of the month.

Salary Remittance to Bank Account

- a) The College will give a letter of introduction for the purpose of opening of a bank account, preferably with Bank Dhofar where we have our College's bank account.
- b) The account number and the bank's details will be given to the Finance department so that the salary can be credited to the concerned employee's account on specified days of the month.



Salary Advance

- a) On joining the College a recruit may be allowed an advance up to 150 percent of his monthly basic salary and allowances. This advance will be deducted in equal installments from the salary payable over the next four months.
- b) Any other amount advanced and its recovery is subject to the discretion of the College Management

Salary Increment and Bonus

To the extent that funds are available to the College for salary and wage adjustments for faculty and staff, the college will implement the following provisions to retain deserving employees:

1) Yearly Increment

- a) To tackle the cost-of-living increases, and to inculcate in employees a sense of motivation, the college will provide yearly increment to all employees (Teaching & Non-teaching employees) in the range of 2-10 percent of their Basic Salary according to their performance for that year and length of service.
- b) Increment for Professor or other Senior position will be decided by the Board of Directors.

2) Yearly Bonus

In addition to the yearly salary increment, the college may award bonus to the teaching and non-teaching employees based on the following criteria:

- a) Performance of the individual in that evaluation year.
- b) Length of service at Bayan College. A minimum of two years service is required to qualify for the bonus.
- c) However, the discretion to award bonus to any employee not fulfilling the 2 year minimum service requirement lies with the Dean.

Safe Environment Policy

Safe work environment is the shared responsibility of the College and all its employees. The College attempts to protect employees against injuries and illnesses resulting from work accidents or conditions, and to protect the College from potential costs caused by such accidents and conditions. Therefore, the College tries to comply fully with the intent of all laws governing the safety of the College community. All employees are requested to report all accidents or injuries occurring at Bayan College, or while traveling on College business, as soon as possible to your HoDs . Please remember, it is important that employees report immediately any hazardous or unsafe conditions on campus so that we may take prompt action to remedy them. First Aid Kits are available at the Dean's Office, A&R Office and Foundation faculty room.

Non-contributory Health Insurance

- a) A Health Insurance Policy is taken by the College for the staff, dependent spouse and 2 children up to the age of 18 years.
- b) The dependent spouse and children need to be resident in the Sultanate of Oman to avail of the Insurance benefit. In case of spouse, she/he should be under the College visa. In case there are more than 2 children below the age of 18 years, then the employee may elect and



submit names of the children to be covered for insurance coverage. Once the option is elected, no change will be normally allowed at a subsequent date unless one of the children, elected previously, turns a major.

- c) The College will directly pay the Health Insurance company for the treatment, including medicines. However, medical care does not include perennial and congenital diseases, eye test, dentures, delivery and purchase of medicines from pharmacies without any prescription.
- d) Under this benefit, the employee, joining the College, is required to fill in a form (available with HR) giving name, his/her age and date of joining and similar details of the eligible family members.
- e) On resigning or leaving of any employee for any reason the employment of Bayan College, the HR Dept will communicate, through Finance Dept, to the Insurance Company and have the same deleted from their records.
- f) Finance Dept will ensure that the premium payable is adjusted accordingly. Claim, if any, need to be promptly lodged with proper supporting documents.
- g) It may be noted that cases falling under Workmen Compensation Policy will be excluded from the above and are dealt separately.

Employee going on Local and Foreign Travel

- a) This part summarizes the College travel authorization requirement for employees such travel may be inland or outbound, as is associated with job performance or conference or related to research activities.
- b) In all cases of foreign travel, prior authorization is required. Any foreign travel--defined here as travel outside Oman, whether or not at College's expense, must be authorized in writing by the Office of the Dean, prior to departure.
- c) Employees may attend meetings locally with authorization for reimbursement of reasonable and necessary expenses within Oman.
- d) An employee will be, prior to departure on a tour, allowed by the Dean's office, can avail financial advance sufficient to defray reasonable lodging and boarding expenses and other incidental expenditures thereon. Every effort should be made to make prior hotel bookings so that the advance amount is kept to the bare minimum.
- e) On return, the employee shall submit Expenses Report along with original bills for expenditure incurred and the air ticket/boarding pass. Any excess or shortfall in the expenses will deal with accordingly as per the authorization.
- f) Authorization for reasonable and necessary expenses shall be given to the faculty members responsible for the supervision of student travel, such as field trips, with the approval of the HOD and Dean of the College.
- g) The above expenses either will be paid directly through the Payroll or by the Cash or Cheque Voucher payments.
- h) The College will not spend or allow reimbursements to employees for travel of dependent spouse and children accompanying such employee on official tours, within or without Oman.

Air Passage Benefits

The College shall provide economy class air passage as follows:

- a) For new recruits:
 - a1) From the nearest international airport at the country of residence to Muscat, upon arrival for the first time to assume office duties. However, such recruit (employee) shall have no right for the joining ticket if he/she is contracted from within the Sultanate of Oman.
- b) For current employees:



- b1) Return ticket to the nearest international airport at the country of residence during normal leave once a year or once every two years or 75% of the rebated value of the ticket may be encashed if the employee so wishes.
- b2) If the College agrees to allow an employee, who is married, to bring in his/her family to the Sultanate of Oman, the College shall provide economy class air passages for dependent wife and 2 children below the age of 18 years.
- b3) The benefit of round trip tickets and encashment in lieu thereof, as given in (b1) above, will also apply to the dependent wife and 2 minor children.

WORKING HOURS AND ATTENDANCE

Working Hours

Working hours in Bayan College will be within the framework of the labour law and to be decided by the Dean. While for some administrative staff it will be in straight working shifts, for others it will be with a break. The teaching positions will have work hours in accordance with the class timings. Thursday and Friday will be the week day off for all employees.

In no case will the working hours exceed 9 hours a day or 48 hours in a week, as per the provisions of the Oman Labour Law.

The work hours for different positions will be drawn up and intimated to the employees. The same will also be displayed in the notice board in Staff Rooms.

Attendance

All employees are required to adhere to the work timings stipulated by the management. Attendance details based on the clock in/clock out record for academic and non-academic staff will be used to calculate leave and monthly payable salary for all employees.

Department head will ensure that the employees adhere to the stipulated work timings. Willful and/or repeated instances of non-adherence to work timings will attract suitable action. If an employee is unable for any reason, to report to work, it is his/her responsibility to notify the respective HoD as soon as possible prior to the start of the workday. If the employee is unable to reach the HoD, they should contact their next supervisor. Failure to notify the College of an absence before the start of the workday means the absence is unauthorized and can lead to disciplinary action.

Overtime

- a) All efforts should be made to streamline the College working within the specified workloads of individual (Staff and faculty members) and Overtime should be avoided. In case of unavoidable situation, the overtime assigned to individuals are to be documented assigning reasons and the hours required. Prior sanction has to be obtained from the Dean or Assistant Dean.
- b) The rate of remuneration for faculty members will be as per the existing Company Policy, details of which could be checked with the Finance Dept. The amount will be paid at the end of the month along with the salary based on the list approved by the Assistant Dean/Dean.



LEAVE

Annual Leave

- a) Employees are entitled for 30 days annual leave with a basic salary and a full allowance at the end of one year of continuous work in the College.
- b) In order to ensure that the interest of the College should not be hampered, the annual leave will be availed by the employee with advance intimation, duly consented by the College. The annual leave, as far as possible be availed during the summer vacation of the College (Month of August).
- c) If any employee fails to report to work without any legal justification or without officially notifying the college or to resume work within a lapse of 10 days after the authorized leave, his/her contract will stand terminated.

If the College is notified for the days of absence it may deduct from the balance of his normal leave or otherwise shall be considered leave without pay and allowances or as decided by the College

Accumulation of Annual Leave

Every employee has to avail his 30 days leave entitlement for the year failing which it will lapse and the same cannot be encashed. However, the leave entitlement can be carried forward if any employee is not able, in an academic year, to avail of the annual leave owing to exigencies of work and at the behest of the College then the same will be carried forward to the next year and the employee will be able to avail the accumulated leave i.e. previous leave entitlement as well as current year leave entitlement with full pay and allowances. Any accumulated leave in excess of 60 days will lapse.

Sick Leave

All employees will be entitled to sick leave as per the provisions of the Oman Labour Law. Any employee, availing of sick leave, will need to inform the immediate superior at the earliest and subsequently submit a sick leave application.

Sick leave of more than one full working day on account of illness will need a medical certificate to be produced. The medical certificate should clearly indicate the employee's name, diagnosis made and recommendation of number of days of sick leave. The medical certificate will have to be submitted to through the immediate superior.

Minimum eligibilities for sick leave for all employees will be governed by labour law, and are currently:

- First and second week on complete salary
- Third and fourth week on three quarter salary
- Fifth and sixth week on half salary
- Seven to end of tenth week on quarter salary

Any additional benefits to the employees over and above the minimum stipulations of the Oman labour Law will be recommended on a case-by case basis by the P&A Incharge and approved by the DEAN.



Female employees will be entitled to maternity leave upon completion of 1 year or service with BAYAN COLLEGE. Maternity leave rules will be as per Omani Labour Law.

BAYAN COLLEGE has the right to evaluate the medical fitness of any employee for continuing employment, when any employee exhibits repeated occurrence of sick leave applications.

Emergency Leave

All employees are eligible for paid emergency leave of 6 days in a calendar year, not exceeding 2 days at a time.

Special Leaves and Un-Paid Leaves

As per the provisions of the Oman Labour Law, employees are entitled to special leave as follows:

- Three days of marriage of an employee, which will be given only once during the period of his / her service
- Three days for the death of a son, daughter, father, other, or wife, grandfather, grandmother, brother or sister
- Two days for the death of a paternal uncle or aunt
- Leave of 130 days for a Muslim woman employee in the case of death of her husband.
- Fifteen days of examination leave only for Omanis who study at school, college or university

All leaves above require submission of objective evidence like marriage / death certificate, examination admission tickets etc. All such records will be filed in the respective personal file of the employee.

Haj leave eligibilities (for Pilgrimage) will be 15 days once during the employee's entire service period, subject to the condition that the employee has spent one continuous year of service at BAYAN COLLEGE.

BAYAN COLLEGE might grant an employee unpaid leave upon request. The reason for unpaid leave could be an extension requested due to any of the conditions described in this section like marriage, illness, death of a kin, or due to any other reason. DEAN has sole discretion in approving the duration of such leave on loss of pay.

Leave Application

Wherever possible, leave requests for annual leave will be submitted at least one month in advance. This will need approval of the Department Head and DEAN and will be submitted to the HR for administrative steps.

The approved leave application form will then be forwarded to the Finance department for computation of leave salary and benefits, where a leave advance is to be provided, in accordance with the Payroll procedure.

All employees availing of leave will report for duty on the first working day following the



approved leave. Any extension will have to be approved by the departmental manager with information to HR.

General Instruction: All leaves are subject to the approval of the respective immediate boss and should not in any way hamper the normal operations of the College.

PROFESSIONAL DEVELOPMENT

Overall Policy

BAYAN COLLEGE believes that human resources are the most valuable asset of any organization. It is the people individually and collectively who contribute to the achievement of the College's objectives and that professional development is a core strategic initiative. BAYAN COLLEGE invests in professional development of its employees as a part of its human resource strategy in order to improve their job performance as well as to aid in their overall development.

Professional development needs will be identified as an integral part of the performance appraisal process. Professional development needs will pertain to the specific job needs, as well as general management skills. Training of Omani employees will be taken up as an important initiative to aid sustainable development of the College.

Appropriate records of training will be maintained in the respective Personnel Files.

TERMINATION OF SERVICES

Circumstances of Termination

Termination of service can be triggered by one or more of the following circumstances:

- End of contract
- Resignation by employee
- Redundancy
- Omanisation
- Death
- Dismissal due to gross negligence or misconduct
- Continued shortfall in professional competence over a period of time. The period of time will be reasonable depending upon the job position and will be determined by the Department Head concerned in consultation with the DEAN as applicable
- Persistent inability to meet performance standards
- Acts of misdemeanor / Non-compliance with / Violation of established codes of conduct
- Lack of physical / mental fitness certified by a competent medical authority

Termination Procedure

Termination is initiated by serving a notice of termination by the College or a resignation letter by the employee. Notice period will be as per the terms of the employment contract (but in no case more than 7 days in Probation Period and more than 1 month in normal employment).



Notice period will commence from the date of receipt of the resignation letter or termination notice from the College, provided it is a working day. Notice of termination issued during official holidays or during employee's vacation, will come into effect from the first working day following the leave or public holiday.

All resignation will be submitted in writing addressed to the DEAN through the Department Head concerned. If the employee does not serve his notice period, then the corresponding salary will be deducted from his / her terminal benefits. The DEAN, at his discretion, may approve a waiver of the notice period, in response to the employee's request submitted through the Manager/

In the event of death of an employee, the employment contract automatically becomes null and void. All end of service benefits that are payable to the employee will be paid to next of kin or beneficiaries as identified by the employee at the time of joining.

In the event of termination of an Oman employee due to any cause, the Public Authority for Social Insurance will be notified with a maximum of 15 days from the date of termination, along with the following documents:

- Service termination notification form (from PASI)
- Document indicating cause and date of service termination as per the following schedule:

Resignation	Resignation letter and signature of the insured on the notification form
Dismissal	Dismissal decision
Disability	Medical report confirming the disability
Transfer to another Establishment	Decision on transfer of service to another establishment

End of Service Benefits

End of service benefits for an expatriate employee will generally consist of:

- Gratuity payment
- Repatriation airfare
- Any other payment as per employment contract.

End of service benefits for Omani employees will be governed by the terms of the employment contract as well as the requirements dictated by the Public Authority for Social Insurance (PASI) and the Oman Labour Law.

Exit Interview

BAYAN COLLEGE operates in a business that is vulnerable to attrition since the technical functions are skill-based, and the success of the business depends on good client relationships. In order to make better the work atmosphere of BAYAN COLLEGE and to remove those conditions that lead to employee turn-over, an exit interview will be conducted of those employees who resign from BAYAN COLLEGE's services.

Exit interview will be conducted by the DEAN and appropriate records will be maintained.



COMPLAINTS AND GRIEVANCE HANDLING

General

Bayan College is committed to discrimination free and intolerance campus. It is Bayan College's policy to establish and maintain a pleasant and productive work environment for all its employees without the threat of discrimination or unfairness. However, if an employee feels aggrieved due to any decision, omission or behaviour or action of any of the management members or other employees, BAYAN COLLEGE ensures that the employee gets a fair hearing and suitable correction action.

Grievance Handling Procedure

- 1) A complainant should refer the grievance to their HoD. When a complainant has a grievance against their HoD, he/she may refer it to their HoD's supervisor.
- 2) A complainant must fill in a grievance form in which he/she states: the grievance, a suggested solution. (The proposed solution should focus on achieving a better working environment, not apportioning blame.)
- 3) The supervisor should respond within 3 working days of receiving the grievance's form; either settling the problem or refer it to the Dean. The complainant and respondent should be informed of the action take
- 4) The Dean will do his own investigation on the issue (for example interview both the complainant and respondent and other relevant persons); determine whether the grievance is justified; arrange for conciliation; decide a disciplinary action or no further action be taken. A decision should be taken within 7 working days of receiving the grievance's form from HoD. The complainant and respondent should be notified in writing of the action taken.
- 5) The decision of the Dean is final and is not open to challenge.



Section 3 - In and Around Oman

ACCOMMODATION

The College will have no responsibility for providing accommodation facilities to its employees. The College pays to its employees a house rent allowance and they have to make arrangement of their own for the accommodation. However, Bayan College provides temporary accommodation on arrival in a hotel up to a period of 6 nights only. There are many real estate agents that may help to assist in finding a house suitable and convenient to the employee. For quick reference we have listed herein some of the Real Estate agencies available in town. The new staff may contact any of these real estate agents at their own discretion without any responsibility from the College.

	Name	Telephone	
1.	Al Habib Real Estate	GSM: 99345881 Landline 24702666	Fax:24703666
2.	Sama Real Estate	GSM: 95495281 Landline: 2471962/63 Email: samain009@yahoo.com	None
3.	Al Ahlia Real Estate LLC.	GSM: 95957000 Landline:24825852 24819122	
4.	Hamptons	24563557	www.hamptons-int.com
5.	Cluttons	24564250	www.cluttons-oman.com
6.	Qais Omani Est.	24703226	musovrco@omantel.net.om

DRIVING LICENCE

To enable staff to obtain a driving licence the College will arrange for an 'introduction letter' to the Royal Oman Police (ROP). All expenses in connection with the licence will be borne by the Staff.

European and American driving licence could be converted automatically to Oman Driving Licence by submitting the following requirements. Other countries are required to pass driving tests carried out by Royal Oman Police

1. Original driving licence and copy
2. photocopy of passport including visa page
3. two passport size photographs
4. proof of blood type
5. applicable government fee

DRESS CODE

Oman is among the liberal countries in the Middle East where it is alright to dress as you please. It is however better to be conservative in style of dressing especially when visiting the interiors. It is best for women to cover their arms and legs. Dress codes are mentioned and strictly enforced in public functions.



LIQUOR LICENCE

The College in certain cases, on application by employee, allows its staff to avail the Liquor Permit. Application is to be made in a format and submitted to the Dean through the HOD/Asst Dean. The decision to allow or reject will be that of the College and this decision will be final and binding on the staff.

Requirements:

- A letter of no objection **in English and Arabic**
- An approved Employment letter from the Ministry of Manpower
- Copies of Labour Card and Passport
- **2** passport size photos with blue background
- An ATM card to pay the permit fee. Cash is not accepted
- Take it to Ruwi Police Station. Opening hours from 7.30am. to 2.30pm

Useful Information:

Car Rental Companies

	Name	Telephone
1.	Dollar Rent a Car	24562607/24487841/24567441
2.	Thrifty Rent a Car	24489648/24489248
3.	AST Car Rental	24517311/97772317
4.	Global Car Rental	24697140/96943022/99430692
5.	ABC	24582663/95859497
6.	Al Maha	24603376/24603359//99467384

Government Services

1.	ROP Emergencies and enquiries	9999
2.	General Directorate of Passport & Residence	24569603

Pharmacies Open 24 hours

1.	Al Hashar Pharmacy (Ruwi)	24783334
2.	Apollo Medical Centre (Hamriya)	24782666
3.	Atlas Pharmacy Ghubra	24503585



OUTDOOR ACTIVITIES

For a quiet walk, one can go to parks in the city – especially the largest park in Muscat known as the Qurum Natural Park or the Riyam Park alongside the Corniche.

Oman's diverse terrain of mountains, desert and seascapes are an outdoor enthusiast's dream come true. From diving to photography, rock climbing and ice skating, Oman offers a variety of activities to suit the taste of any person.

Oman's diverse terrain of mountains, deserts and seascapes, are an outdoor enthusiast's dream come true. From diving to photography to rock climbing to ice skating (!) Oman offers a variety of activities to suit the taste of any traveler.



Scuba Diving

Oman has a varied coastline over 1600 km long. There is a wealth of underwater flora, marine life and diving thrills awaiting the underwater explorer. Several companies specialising in diving services offer a complete range of diving courses, diving equipment and activities (night dives, wreck dives, etc.).

Photography and Filming

For serious and casual photographers there are photo opportunities galore -- stark majestic mountain ranges, serene sandy beaches, lush green jungles -- all within a wink of a shutter. Wildlife, rustic villages, majestic forts, colourful natives ... there is inspiration everywhere. Best months for photography are November –April in the early morning or late afternoon. Use of a UV and polarizing filter is recommended.

Note: While photography is permitted throughout the Sultanate, and there is beautiful scenery everywhere, photography of government and military installations is not permitted. Likewise photographers should be very circumspect when it comes to photographing women. It is not advisable to take pictures of women without requesting and obtaining permission before hand. This can be done by saying "Mumkin sura, min fadlak?" (May i take your picture please?).

Rock Climbing

Rugged mountains, rising to 3,000 meters, amongst a maze of spurs and wadis, deep canyons and towering cliffs. Getting onto the mountain in a four-wheel drive is easy. For the rock climber, every mountain face presents an enigmatic challenge. For specific information there is a book available from Apex Publishing (Tel. 799388) entitled "Rock Climbing in Oman" is available at most book stores and shopping centres.

Trekking

Oman is an amazing place for exploration and discovery, especially by foot in its spectacular mountain scenery. The country is the best kept tourism secret of the Gulf region, if not the entire Middle East, having striking scenery, friendly people and year-round sunshine. "**Adventure Trekking in Oman**" by Anne Dale & Jerry Hadwind introduces the uninitiated and curious to the myriad pathways and fabulous staircases criss-crossing the country's fascinating mountains. There, the climate is almost perfect for walking and provides relief from the hot plains and coastal area.

Camping

Camel Racing

Camel racing is an exciting sport where camels and their owners congregate at racetracks around the country. Racing camels are bred for the track and are highly prized possessions. A good racing camel can fetch a price of RO 30,000 (US \$ 77,400). Jockeys are drafted for their size (or lack thereof) and some make their professional debuts around five years old. Crowd enthusiasm is high on these occasions. However, raceday is not announced long in advance, so it is best to know someone who has an inside track as to



when a race is scheduled.

Bull Fighting

Bull fighting is very popular in Oman but it is a far cry from the Spanish variety. In this instance two Brahmin bulls of the same size are pitted against each other. The first one to get knocked down or run away is declared the loser. The fight lasts only for a few minutes and the bulls suffer no injury except perhaps a wounded pride and a bad headache. Bull fighting usually takes place on Friday afternoons in the cooler winter months at arenas along the Batinah coast, notably in Seeb, Barka, Sawadi, and Sohar.



Game Fishing

Game fishing is now becoming very popular in Oman as would be anglers try their hand at bagging the big one. Species such as marlin and tuna are highly sought. The sport is affordable and Omani waters are abundant in the bait fish that attracts larger predators. The coasts off Sur and Masirah are especially suited for this unique sport.

Turtle Watching

The beaches of Ras Al Had ,Ras Al Junayz and Masirah island are just some of the areas where several species of marine turtles come to lay their eggs. Green turtles, loggerheads, Hawksbill and leatherbacks live for over 100 years and swim the length and breadth of the Indian Ocean only to return every year to the same sites to lay their eggs. Many tour operators and hotels in Sur offer turtle visitation packages. It is necessary to acquire a permit to visit the official nesting sites as the turtles are protected as endangered species. Once again, local tour operators will provide full details.

Sailing and Boating

What's your pleasure? A sporty sloop or graceful catamaran. A convivial yacht or speedy see-doo. How about a carefree course on a stately dhow. Game fishing. Dolphin and Whale watching. Boogie boards and banana boats. And diving, diving, diving. All of the above is available if you know where to look and the best ones are right here.

Horseback Riding

When you come to Arabia, you can't miss the allure of the Arabian riding stallion. And if you like riding, Oman has trails and the horses to take you there. You'll find the Royal Stables in Seeb a good spot to observe equestrian events staged for public and private gatherings. And if you go to the Al Kamil/Al Wafi region of the country, you can find the best breeders and trainers the country has to offer.

Theaters/Movies

Thanks to a cosmopolitan population consisting of American and European, Indian, Pakistani, Srilankan, Filipino expatriates the latest movies in English, Hindi, Tamil and Malayalam are shown here. Cinemas like Al Shatti Multiplex, Ruwi Cinema and Star cinema help you take in recent international cinematic fare.

Al Nasr Cinema - 24831358

Al Shatti Plaza - 24607360

City Cinema 24831809

Star Cinema - 24792360

Markaz al Bahja Cinema complex 24540856



Health and Fitness

Health Clubs

- Al Bustan Palace Hotel - 24799666
- Mercure Al Falaj Health Club - 24702311
- Al Majan Hotel - 24592900
- Future Health Club - 24680528
- Crown Plaza- 24660660
- Horizon Fitness Centre - 24600232
- Muscat Holiday Inn - 24687123
- Muscat Intercon - 24680000
- Radisson Blu- 24488888
- Holiday Inn Muscat- 24487123
- Samaa Health Club- 24535978
- Golden Tulip- 24510300
- Sohar Beach Hotel - 26841111

Health Tips

From a medical standpoint, Oman is a safe and healthy country to visit. There is an extensive network of healthcare facilities throughout the country excluding some remote areas in the desert and mountains. Should you require medical assistance there are clinics and pharmacies in many cities and towns.

In all likelihood, the arid tropical climate of Oman will be quite different from the one you came from. If you are not used to traveling in a desert environment, these helpful tips will come in handy.

Water

Although the tap water in Oman is drinkable, most people prefer to drink the many brands of bottled mineral water available in shops and supermarkets.

Sun and Heat

For six months of the year Oman experiences moderate, comfortable temperatures. However, the summer months from April to October can be a bit daunting to the first time visitor. While you are in the sun, wear light-colored, lightweight clothing which covers as much skin as possible. Fabrics such as cotton and linen are good choices. Clothes should fit loosely for maximum comfort; this will also help prevent chafing and heat rash. Wear a loose-fitting, light-colored hat with a wide brim.

During the summer months, use a sunscreen with a sun protection factor (SPF) of 15 or more, and reapply it if you swim or perspire. Check the label to make sure your sunscreen protects against both UVA and UVB exposure. Remember to apply sunscreen to ears and neck, and to use lip protection as well. If choosing sunscreen for a child, select one without PABA. This ingredient can cause rashes or other problems.

Try not to spend too much time outdoors between 10 a.m. and 2 p.m., when the sun is strongest.

Be extra careful about sun exposure if you are taking medication. Many common over-the-counter and prescription drugs such as antihistamines and oral contraceptives increase photosensitivity (and your risk of burning). Check the labels of all your medications for information on side effects, or ask your health care provider or pharmacist if there are precautions you should follow.



Ultraviolet radiation from the sun increases your risk of cataracts. When sunlight is very strong, consider wearing sunglasses that have side shields and block 92-97% of visible light.

Increase your intake of fluids.

Stay in air-conditioned rooms and vehicles when possible

Other vaccines

Depending on your itinerary, your personal risk factors, and the length of your visit, your health care provider may offer you vaccination against hepatitis A, typhoid, hepatitis B, or a one-time polio booster if you haven't previously received one for travel. Routine immunizations, such as those that prevent tetanus/diphtheria or "childhood" diseases, should be reviewed and updated as needed.

Malaria

Malaria is no longer the scourge it once was due to effective preventive measures taken by the Ministry of Health. Today malaria is found in some regions of the country with high humidity and dense vegetation, but it is unlikely that you will come into contact with the anopheles mosquito that spreads the disease. Malaria prophylaxis is available at most pharmacies if you wish to take it.

Medical Assistance

In case of medical emergency, you will have to rely on your own means to get to a hospital or clinic as there is no ambulance service available in the country as yet. If you are injured or incapacitated the ROP (Royal Oman Police) will offer assistance.

In emergencies dial 999 for Police assistance.

Those with medical conditions (e.g., diabetes) should wear medical alert tags and carry a list of generic names of medications related to their condition.

If you have a condition requiring injections, bring your own supply of needles and syringes. Carry a letter from your doctor explaining your medical need.

If injected medications are advised, ask if there is an oral formulation that you can take instead. If injections are necessary, insist on individually wrapped, disposable needles.

Many pharmacies offer round the clock service and provide a variety of prescription and over the counter drugs. Check the local newspaper or the English speaking evening news on TV for pharmacies on rotational 24 hour duty.

Opticians and optometrists are readily available in the capital area and maintain regular business hours.

Hospitals

1.	Al Amal Medical Centre	24485822
2.	Muscat Private Hospital	24583600
3.	Dr. Harub's Dental Clinic	24564885
4.	Magrabi Eye & Ear Hospital	24568870
5.	Royal Hospital	24837008
6.	Khoula Hospital	24560455
7.	SQU Hospital	24147777



SOURCES OF INFORMATION:

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http://www.bestjobdescriptions.com/it/network-administrator-job-description
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