

	Bayan College	
	Personnel Policy Document	
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FOREWORD

BAYAN COLLEGE aims to ensure fair employment practices, which recognize and uphold human resources as an important asset. BAYAN COLLEGE works within the legal labour framework of Oman to foster a good working environment conducive to meeting organizational objectives and helping people excel in their respective roles.

The purpose of this manual of Personnel Policies and procedures is to guide effective Personnel Management and Administration at BAYAN COLLEGE, in a uniform and consistent manner. The purpose is to do away with individual differences in management and the consequent discrepancies so as to guide decision making in this area.

All employees in BAYAN COLLEGE are required to adhere to the policies and procedures laid down in this manual. However, as part of our commitment for continual improvement, each reader and follower of this manual is encouraged to identify improvement opportunities and bring them to the attention of the appropriate authority for evaluation and subsequent incorporation in the manual. In addition, every reader is also encouraged to identify changes to the manual that need to be effected on account of a change in actual practice.

Signature:

Name:

Date of Approval:

REVIEW AND AUTHORISATION

<u>REVIEWED BY</u>	<u>AUTHORIZED BY</u>
SIGNATURE	SIGNATURE
NAME	NAME
TITLE	TITLE

DEFINITIONS

Term	Definition
BAYAN COLLEGE	Bayan College LLC., also referred to as “College”
Policy	Statement of intent of the College on any given matter, serves as a guideline that governs actions regarding that matter.
Practices/ Procedures	Actions applicable, in the following policy.
Personnel & Administration (P&A) In-Charge	Personnel & Administration (P&A) in Charge is a notional designation and will basically refer to the person entrusted with implementation of the Personnel Policies of the College.
Employment Contract	A set of terms and conditions with legal validity, that govern the conditions of employment with the College
Expatriate Employee	Employee who is not a citizen of Oman
Probation Period	That period of employment in which the employee’s suitability to position is assessed by the Management.
Overtime	Work completed in hours exceeding 9 hours per day or 48 working hours per week not counting period allotted for breaks.
Performance Appraisal	Systematic process of monitoring the results of activities.
Promotion	Reassignment to a job with higher responsibilities and higher complexity, and consequently higher authority and better compensation. Promotion can also happen when a current job has been re-evaluated to a higher grade as a result of a job evaluation study.
Period of Service	Time period of uninterrupted service of the employee, without counting leave periods granted by law or by the college.
Termination	Cessation of service of an employee due to death, resignation, dismissal or retirement.
Notice Period	Minimum period between the date of resignation or dismissal order and the date of departure from services of the College.
Grievance	Any dissatisfaction in an employee that leads him / her to file a complaint with the management.

1.0 INTRODUCTION

1.1. Objective and Scope

- 1.1.1. BAYAN COLLEGE is committed to ensure fair employment and labour practices within the applicable legal framework of the Sultanate of Oman. Personnel Policies at BAYAN COLLEGE have been framed to set basis for uniformity and consistency in personnel practices. This manual aims to provide guidance for implementation of personnel practices in BAYAN COLLEGE and is not meant to impose rigidity or substitute managerial judgment.
- 1.1.2. The scope covers all employees of BAYAN COLLEGE including Omanis and Expatriates. The applicability of the policies and procedures is across the College.

1.2. Responsibility

- 1.2.1. Responsibility for approving the manual will lie with the Board of Directors. Responsibility for ensuring implementation of the policies and procedures laid down in this manual will lie with the P&A Incharge.
- 1.2.2. Individualistic practices that are in conflict or are inconsistent with the contents of this manual will not be allowed. The P&A Incharge will keep the manual updated to the changing needs of the organization.
- 1.2.3. All suggestions form improvements and requests for modifications will be reviewed by the P&A In-charge in consultation with the Dean and evaluated for decision on change to the process / activity and subsequent incorporation in the manual.

1.4. Changes to the manual

- 1.4.1. The manual is a dynamic document and is subject to changes. The policies and procedures will be updated as and when required to address the changing need of the business as discussed in the above section. Changes to the manual will be approved by the same authority responsible for approving this document.
- 1.4.2. At the time of change the version number and date from which the document is effective (which is at the header of all pages of this policy-procedure) will be changed as follows:

- **Version Number:** The first issue of the document will bear the Version Number as 1.0. For any minor change in the document the version number will increase to 1.1, 1.2 and so on. In case of a major change in the system wherein the entire procedure needs to be re-written and re-issued, the new issue will be released with version number 2.0. Earlier versions will be marked obsolete and withdrawn from circulation.
- **Effective Date:** This is the date from which the document is effective and this is the date from which implementation and compliance to the document is expected. The document may be released earlier but with an effective date, which is later, which means that the compliance to the procedure is to start only from the date mentioned on the document.

1.5. Date of next review

- 1.5.1. The manual will be reviewed annually and suitable changes will be carried out. The date of next review for the manual will be.

2.0 RESOURCE PLANNING AND BUDGETING

2.1. Overall Policy

- 2.1.1. BAYAN COLLEGE takes a scientific approach towards resource planning since it is critical to the achievement of organizational objectives. Human Resource Planning is an integral part of its business planning.
- 2.1.2. BAYAN COLLEGE ensures that adequate resources man each activity of the College.

2.2. Manpower Planning

- 2.2.1. Manpower planning exercise will be carried out annually at the time of preparation of annual budget.
- 2.2.2. For the purpose of recruiting the budgeted manpower, departmental head will intimate the requirement to the P&A In-charge for action on recruitment after due approval by the Dean.

- 2.2.3. In the event that the manpower requisitioned for is not budgeted, and the need has arisen out of some unforeseen situation, then a note will be prepared justifying the requirement explicitly, for approval by Dean and subsequently by Executive Committee.

3.0. RECRUITMENT

3.1. Overall Policy

- 3.1.1. It is BAYAN COLLEGE's policy to ensure that suitably qualified Omanis are given preference for employment at BAYAN COLLEGE in all categories. Expatriate personnel will be employed only when the recruitment process does not result in the selection of a suitable Omani.
- 3.1.2. BAYAN COLLEGE ensures that all applicable laws pertaining to employment of expatriate personnel are adhered to.
- 3.1.3. BAYAN COLLEGE will refrain from employing close relatives of existing employees (spouse, children, and siblings) in order to prevent any potential sources of conflict of interests.

3.2. Recruitment Procedures

General

- 3.2.1. Objective of recruitment at BAYAN COLLEGE is to provide suitable human resources to meet the requirements of current and future operations of the College. Recruitment is triggered by the P&A In-charge, on the receipt of Manpower Requisitions from any department.

Human Resources Sourcing Methods

- 3.2.2. The College will adopt one or more of the following methods while recruiting;
- Employee referrals
 - Advertise in newspapers
 - Seek services from placement firms.

Employee referrals

- 3.2.3. Referral candidates will be sourced from existing employees, where information regarding vacant position will be circulated

internally. Recruitment through employee referrals will be encouraged in view of advantages like:

- Quicker and reliable way of sourcing people for certain specialties like Faculty positions, etc.
- Higher possibility of getting people of right attitude and caliber
- Proven performance since known to own employees
- Motivation for the employee whose referral is considered.

Advertisements

3.2.4. For recruitments into senior and technical positions, newspaper / web-based advertisements will be used as important source.

3.2.5. The advertisement will incorporate the following:

- Educational qualifications (Minimum and preferable)
- Experience (years & nature)
- Age range
- Essential knowledge, skills and attributes
- Brief summary of the job responsibilities

Qualifications / Certifications

3.2.6. For each position, the necessary qualifications will be determined in terms of academic education and technical certifications where necessary. A minimum qualification / certification requirement will be set to meet the requirements of the job. In addition, preferable qualifications and certifications will be identified which can enhance job knowledge and performance.

Experience

3.2.7 Another important determinant of suitability to requirement is the length and relevance of experience a potential candidate has in the function for which recruitment is carried out. Preferable number of years of experience will be specified in the position specifications, including the number of years at similar capacity.

3.3 Selection Process

3.3.1 Applications will be scrutinized and short-listed based on pre-determined selection criteria applicable for the position in question.

3.3.2 A selection committee consisting of not less than three people will be formed for the purpose of interview and selection.

- 3.3.3 The most suitable candidate will be given the Offer of Employment approved by the DEAN. The employment offer will state that the offer is subject to the successful completion of medical check-up, security clearance for Omani staff, labour clearance and employment visa for non-Omanis as appropriate. In the event that the most suitable candidate fails to confirm his decision to join, the second most suitable candidate and so on will be contacted only if they fulfill the essential selection criteria.
- 3.3.4 Candidates who have not been selected during a selection process (from CV short-listing or Interviews) will be informed about the outcome and will be sent a regret letter in standard format.
- 3.3.5 In the event that no suitable candidate is found or suitable candidates do not accept offers of employment, the recruitment process will start again, exploring other channels of sourcing candidates than the ones already used.

3.4 **Expatriate Employment**

- 3.4.1 BAYAN COLLEGE ensures that each expatriate employment is done against a valid expatriate employment clearance issued by the Ministry of Labour. As and when the recruitment of an expatriate is required, labour clearance will be obtained for the said position (if not already available) as per the Ministry of Labor Procedures.
- 3.4.2 Employment VISA and labour card for expatriate employees as well as family / residence permit for their dependents will be obtained as per the Ministry Procedures. Visit VISA for visiting relatives of expatriate employees will be approved on a case-by-case basis.

3.5. **Probation**

- 3.5.1 All employees will be placed on probation for a period not extending three months from the date of commencing service with the College. An employee on probation will be evaluated on performance and attitude at the end of the probation period prior to confirmation.
- 3.5.2 The departmental manager will ensure that he will provide his recommendation on whether or not to confirm the employment of the said person, 15 days before the completion of probation period. The DEAN will be officially informed of any adverse remarks by

the Departmental Manager which would / could result in the termination of the candidate under probation. Upon confirmation, the probationary period will be included as per of normal employment.

4.0 EMPLOYMENT CONTRACT

4.1. Overall Policy

4.1.1 BAYAN COLLEGE will enter into employment contracts with all its employees. Contracts 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.

4.1.2 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.

4.7.5 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.

5.0 GENERAL CONDUCT

5.1 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: <ul style="list-style-type: none">i. Identityii. Educational Qualificationsiii. Work Experienceiv. Other professional certifications / membershipv. 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

6.0 SALARIES AND BENEFITS

6.1 Compensation

- 6.1.1 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.
- 6.1.2 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.
- 6.1.3 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).

6.2. Salary Payment Schedules

- 6.2.1 Payroll is prepared and generated through the system. Salaries are computed based on information regarding leave, attendance, increments, etc.
- 6.2.2 Employees will not be paid any loans. Advance salary may be paid upon request by the employee, at the time of annual leave for the duration of the leave.

7.0 WORKING HOURS AND ATTENDANCE

7.1 Working Hours

- 7.1.1 Working hours in Bayan College will be on basis of the kind of job profile. While for some administrative staff it will be in straight working shifts while for some others it will be with a break. The teaching positions will have work hours in accordance with the class timings. Friday will be the week day off for all employees.
- 7.1.2 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.
- 7.1.3 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.

7.2 Attendance

- 7.2.1 Employees are required to adhere to the work timings stipulated by the management. Attendance details will be used to calculate leave and monthly payable salary for all employees.
- 7.2.2 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. Delays due to sickness or other emergencies will be notified to the immediate superior at the earliest.

8.0 LEAVE

8.1 Annual Leave

- 8.1.1 Annual leave eligibility for employees will be as per the contractual terms, within the provisions of the Oman Labour Law. Leave approvals will be made by the immediate superior and the department head.
- 8.1.2 Leave approvals will always be subject to work necessities.
- 8.1.3 Vacation planning will be done at the beginning of each calendar year for each department. A consolidated leave plan for the College will be prepared by each departmental head and forwarded to the DEAN for his approval. Such vacation planning will prevent overlap of leave of key positions, thereby enabling smooth functioning.
- 8.1.4 All vacations will be planned in the light of work necessities. Necessary modifications due to work considerations may be made to any employee's vacation plan.
- 8.1.5 Leave entitlements will be calculated from the date of joining the College, including the probationary period.

8.2 Sick Leave

- 8.2.1 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.
- 8.2.2 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 the P&A In-charge through the immediate superior.
- 8.2.3 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
- 8.2.4 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 In-charge and approved by the DEAN.

8.2.5 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.

8.2.6 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.

8.3 Emergency Leave

8.3.1 All employees are eligible for paid emergency leave of 4 days in a calendar year, not exceeding 2 days at a time.

8.4 Special Leaves and Leave Without Salary

8.4.1 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.

8.4.2 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.

8.4.3 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.

8.4.4 BAYAN COLLEGE might grant an employee leave on loss of pay, upon request. The reason for leave on loss of pay 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.

8.5. Leave Application

- 8.5.1 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 P&A Incharge for taking administrative steps.
- 8.5.2 The approved leave application form will then be forwarded to the Accounts department for computation of leave salary and benefits, where a leave advance is to be provided, in accordance with the Payroll procedure.
- 8.5.3 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 the P&A Incharge.

9.0 PERFORMANCE APPRAISAL

9.1 General

- 9.1.1 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.
- 9.1.2 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.
- 9.1.3 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.
- 9.1.4 The assessing authority will document all points with respect to the assessment and forward it to the P&A Incharge. Performance appraisal records will be filed in the respective employee Personal Files.

9.2. Intimation to employee

- 9.2.1 Results of annual performance appraisal will be discussed with the employee. The immediate superior and the P&A In-charge will

carry out these discussions on the various aspects of the performance evaluation.

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

10.0 TRAINING

10.1 Overall Policy

10.1.1 BAYAN COLLEGE believes that human resources are the most valuable assets of any organization. It is the people individually and collectively who contribute to the achievement of the College's objectives and that training & development is a core strategic initiative. Bayan College invests in training 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.

10.1.2 Training needs will be identified as an integral part of the performance appraisal process. Training 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.

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

11.0 PROMOTIONS

11.1 Policy and Procedure

11.1.1 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.

11.1.2 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 suites the competence profile of the higher job
- Any other factors that need to be considered

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

12.0 TERMINATION OF SERVICES

12.1 Circumstances of Termination

12.1.1 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 Manager 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

12.2 Termination Procedures

12.2.1 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).

12.2.2 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.

12.2.3 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/

12.2.4 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.

12.2.5 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

12.3 End of Service Benefits

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

- Gratuity payment
- Encashment of un-utilized leave and airfare
- Repatriation airfare
- Any other payment as per employment contract.

12.3.2 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 (PASE) and the Oman Labour Law.

12.4 Exit Interview

12.4.1 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.

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

13.0 COMPLAINTS AND GRIEVANCE HANDLING

13.1 General

12.1.1 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.

13.2. Grievance Handling Procedure

13.2.1 The DEAN will be the focal point in handling and managing employee grievances and ensuring their satisfactory addressal.

13.2.2 Employees may contact the DEAN directly in the case of any grievance or complaints that they may have and submit their complaint /grievance in writing. Employees are urged to contact the

DEAN with 3 days of occurrence of the event that has resulted in the grievance.

- 13.2.3 The DEAN may nominate an alternative authority to investigate and/or assist the DEAN in resolution. Final decision on action for resolution will be made by the DEAN.
- 13.2.4 The action on employee's grievance will be communicated to the employee in writing and employee's acknowledgement of receipt of letter will be obtained on a copy of the letter which will be filed in the employee's personal file.