



كلية الخليج
GULF COLLEGE

STUDENT HANDBOOK

(General Foundation Programme)

Academic Year 2018-2019

Name: _____

Programme: _____

Date of Start: _____

ID No.: _____

Academic Year 2018-2019

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- **Background of Gulf College**

The Gulf College is one of the leading higher education and training providers in the Sultanate of Oman. Since its inception, it has come a long way expanding its operations to meet the needs of its students. Gulf College is academically affiliated with Staffordshire University and Cardiff Metropolitan University of United Kingdom for its undergraduate programmes and the General Foundation Programme is externally moderated by the Cardiff Metropolitan University. Gulf College works under the supervision of Ministry of Higher Education, Sultanate of Oman. As of date, it is providing value-based higher education in nine undergraduate programmes in the areas of business and computing, and the General Foundation Programme (GFP). It also provides intensive English Language course as a bridge to higher education.

The College has been working closely with both the Government and the Private sectors in the Sultanate of Oman to meet national education standards. The progress and development done by the College has been significant. The College is committed to work continuously to provide a high level of satisfaction for its students across every aspect of higher education.

- **Statement of College's Vision, Mission, values, and Strategic Directions**

Vision

Contribute in developing the future direction of higher education in Oman, producing graduates with the ability to think, achieve and excel in research and entrepreneurship.

Mission

Offer internationally recognised and innovative academic qualifications that are appropriate to the needs of the students, the job market and meets the international standards.

Values

Gulf College is guided in fulfilling its mission through seven core values:

1. **Teaching, learning, assessment and curriculum:** Gulf College adopts an environment that promotes continuous improvement in teaching, learning assessment and curriculum based on inputs from stakeholders.
2. **Accountability:** Gulf College is accountable to its stakeholders in fulfilling its vision, mission, and objectives in an appropriate manner through internal and external reviews.
3. **Integrity:** Gulf College maintains its integrity through implementing code of practices of academic partners and legislation bodies in line with maintaining international standards.

4. **Research and Entrepreneurship:** Gulf College works with the employers, industries and the community to provide its graduates with skills related to research and entrepreneurship.

5. **Social Responsibility:** Gulf College provides higher education opportunities to the working population and secondary school graduates and also seeks to widen the access to higher education programmes to the socially underprivileged and the special needs sector.

6. **Quality:** Gulf College is committed to meet the standards set by the regulatory bodies in Oman and the partner institutions through a comprehensive quality management system, which focuses on quality assurance and quality enhancement through continuous reviews and improvements.

7. **Student Focused:** Students are always a priority at Gulf College, student focused services are provided through the student support service centres

Strategic Directions

1. Provide quality teaching and learning environment that meets internationally recognised standards.
2. Prepare students to meet the job market expectation.
3. Increase socio-economic community and industry Staff Student engagement through local, regional and international partnerships.
4. Ensure provision of all administrative services in accordance with standards of quality, efficiency and transparency
5. Ensure the optimisation of financial resources.
6. Build GC reputation as a regional leader in higher education.
7. Encourage innovation, entrepreneurship and research among faculty and students.

• Welcome to the General Foundation Programme

Dear Student

Thank you for choosing the General Foundation Programme (GFP) and welcome to the course. We hope that you will enjoy it and learn a lot from it.

The General Foundation Programme aims to:

1. Develop the communicative, collaborative and presentational skills of the students through the use of English language;
2. Enhance the imaginative ability and resourcefulness of the students in responding to the intellectual, professional and social challenges;
3. Boost the quantitative skills of the students founded in curiosity, logicity, and accuracy necessary for sound and virtuous judgement;
4. Augment the basic computer skills of the students supported with modern information technology knowledge, system, and device.

The GFP has four modules to help to achieve the aims. They are:

- **General English Language** – the main purpose of this module is to help you improve your listening, speaking, reading and writing in English.
- **Mathematics**– as the title says, this module concentrates on improving your mathematics skills.
- **Information Technology** – as the title says, this module concentrates on improving your IT skills.
- **Academic Study Skills** – this module looks at ways to communicate with other people in an effective way. It also focuses on your learning skills to help you get the most out of your studies. You will also practice your research and writing skills.

The GFP Study Plan

PROGRAMME STRUCTURE

GENERAL FOUNDATION PROGRAMME (BUSINESS STUDENTS)

Level	Semester/ Teaching Block	Module Title			
GFP	Semester/ Teaching Block 1	General English Language (L&R)	General English Language (W&S)	General English Language (CALL)	Basic Mathematics
	Semester/ Teaching Block 2	General English Language	Information Technology	Applied Mathematics	Academic Study Skills

PROGRAMME STRUCTURE

GENERAL FOUNDATION PROGRAMME (COMPUTING STUDENTS)

Level	Semester/ Teaching Block	Module Title			
GFP	Semester/ Teaching Block 1	General English Language (L&R)	General English Language (W&S)	General English Language (CALL)	Basic Mathematics
	Semester/ Teaching Block 2	General English Language	Information Technology	Pure Mathematics	Academic Study Skills

Academic Policies and Procedures

1. The Academic Calendar and Time Table

1. The number of learning hours and assessment methods for each module is indicated in the module descriptors approved by the University. The Module Handbooks provide a detailed weekly teaching plan.
2. A timetable is issued to each GFP student who has registered for the programme.

2. Admission Requirements

1. The College admits students from all walks of life and welcomes applications from people regardless of their gender, race, nationality, or disability.
2. Students seeking admission to the GFP are subject to fulfillment of the following minimum entry requirements:
 - a) Minimum age of 17
 - b) General Secondary School Qualification of Sultanate of Oman or equivalent. Also, admission would be allowed based on other academic achievements and experience permitted under the regulations of Ministry of Higher Education, Oman.

2.1 Admission Process

2.1.1

Gulf College conducts comprehensive entry tests in-order to assess students' for three Skills at the point of admission

1. English
2. Mathematics
3. Information Technology

2.1.2

Based on the results of the above tests, students can be exempted from any of the GFP modules.

2.2 Documents to submit

The applicant should submit:

- a. The Application for Admission
- b. Original Secondary School Certificate or equivalent
- c. Four recent Passport Size Photographs
- d. A copy of his/her Passport or Identity Card

3. Delivery of Programme

- a. Each academic year has two semesters. First semester starts on October and second semester on the following March.
 - o GFP will be delivered in two semesters, however all students will be enrolled after the entrance test and if they pass the entrance test then they can enrol in Level 3 directly.
- b. There are two (2) teaching blocks or semesters in one (1) academic year. Each teaching block is of 15 weeks includes periods of both teaching and assessments.
- c. General English and Mathematics learning areas/modules are further subdivided into two parts as follows:

General English	Semester 1	General English Language (L&R), General English Language (W&S) and General English Language (CALL)
	Semester 2	General English Language - 2

Mathematics	Semester 1	Basic Mathematics (Set 1) (pre-requisite for Set 2 or Set 3)
	Semester 2	Applied Mathematics (Set 2) for Business Programmes Pure Mathematics (Set 3) for Computing Programmes

4. Student Workload¹

1. As a general rule, all students should take all modules as prescribed and sequentially arranged in the study plan of the GFP.
2. There is no option to change modules at the Foundation Level.
3. A student undertaking a GFP must not be enrolled in more than 100% of a full time load. In other words, they may not undertake a GFP on top of a full time first year (Level 3) Modules. This is in recognition of the fact that students undertaking GFPs require additional support, and are not yet ready to manage more than a full time higher education load.

5. Attendance

Students are required to attend at least 70% of lectures, seminars and tutorials. If you fall below this threshold and initial warning will be given verbally by the subject tutor. If the non-attendance continues the Module Coordinators will issue a written warning which, if still unheeded, may result in termination of your studies. For further details contact your academic advisor.

6. Examination Regulations:

1. To gain recognition for entry to Level 3 of the University approved degree programme, a student **MUST** achieve proficiency in written and spoken English equivalent to IELTS 5.0 in GFP after the relevant academic rules have been applied.
2. **Procedures**
 - a. Percentage or marks to pass a module is 40. No Module can be compensated at GFP.
 - b. Failure in any module with less than 40% will lead to resit or referral.
 - c. Failure in the resit or referral attempt would lead to retaking the module(s). Here, a student is required to pay the appropriate proportion of fees for retake.
 - d. A student who fails in the third attempt which is the retake attempt of a module will have the opportunity to retake the whole GFP and is required to pay the appropriate fees.
 - e. All 'non-submissions' or non-attendance are treated as 'fail' unless an Mitigating Circumstances Claim has been made for the assessment(s) during the specified period and are subsequently up-held. In this case the

¹ Excerpts from GFP Standards of OAAA

students will have an opportunity to do the assessment in the next assessment period.

3. Assessment Grading System

Category	Percentage
Pass	≥ 40
Fail	< 40

7. Academic Unfair Practice

1. **Definition:** Academic unfair practice is defined as an attempt by a student to gain an unfair advantage in any assessment.

Examples of academic unfair practice include, although this is not an exhaustive list, the following:

- i. **Aiding and abetting** a student in any form of unfair practice.
- ii. **Bribery:** paying or offering inducements to another person to obtain an advance copy of an unseen examination or test paper or to obtain a copy of a coursework assignment in advance of its distribution to the students concerned.
- iii. **Collusion:** where two or more students collaborate to produce a piece of work which is then submitted as though it was an individual student's own work. Where students in a class are specifically instructed or encouraged to work together in the preparation or submission of an assignment, such group activity is regarded as approved collaboration and this will be clearly stated. Where there is a requirement for the submitted work to be solely that of the individual, collaboration is not permitted. Students who improperly collaborate will be deemed to have colluded.
- iv. **Commissioning** another person to complete an assignment which is then submitted as your own work or making your work available for commissioning, whether or not for monetary or other gain.
- v. **Computer fraud:** the use of the material of another person stored electronically as if it were your own.
- vi. **Duplication:** the inclusion in coursework of any material which is identical or similar to material which has already been submitted for any other assessment within the University or elsewhere, for example submitting the same piece of coursework for two different modules.
- vii. **False declarations** in order to receive special consideration by an Examination/Award Board.

- viii. **Falsification of data**, for example, the presentation of data in projects or laboratory reports, based on work purported to have been carried out by the student which have, in fact, been invented by the student or altered or copied or obtained by other unfair means.
- ix. **Misconduct in examinations or tests**, such as:
- taking crib notes or other unauthorised material (including electronic devices) concealed in any manner into an examination or test, whether or not they could be used to gain advantage and whether used or not;
 - obtaining an advance copy of an 'unseen' written examination or test paper;
 - communicating or trying to communicate in any way with another student during an examination or test;
 - copying or attempting to copy from another student sitting the same examination or test;
 - being party to impersonation, where another person sits an examination or test in the place of the actual student or a student is knowingly impersonated by another;
 - leaving the examination or test venue to refer to concealed notes;
 - taking rough notes, stationery, scripts or examination or test papers which indicate that they are not to be removed, from the examination or test venue;
 - continuing to write after the invigilator has announced the end of the examination period.
- x. **Plagiarism** is defined as the representation of another person's work, without acknowledgement of the source, as the student's own for the purposes of satisfying formal assessment requirements. Examples of plagiarism include (this is not exhaustive):
- a. the use in a student's own work of more than a single phrase from another person's work, without the use of quotation marks and acknowledgement of the source;
 - b. the use of ideas or intellectual data of another person without acknowledgement of the source, or the submission or presentation of work as if it were the student's own, which are substantially the ideas or intellectual data of another person;
 - c. copying the work of another person;
 - d. the submission of work, as if it were the student's own, which has been obtained from the internet or any other form of information technology;
 - e. the submission of coursework making significant use of unattributed digital images such as graphs, tables, photographs, etc. taken from books/articles, the internet or from the work of another person;
 - f. allowing or being involved in allowing, either knowingly or unknowingly, another student to copy another's work, including physical or digital images.

Refer below link to know how unfair practice procedure works with Cardiff Metropolitan University programmes:

https://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH1_08_01.pdf

Student Support

In addition to the academic advising service provided by faculty concerned, a section named Student Affairs is functioned under the Centre for Admissions and Registration (CAR). The Student Affairs will take care of some of the student support services related to academic and non-academic issues.

1. Academic Advising:

Gulf College recognises the importance of ensuring that students have the necessary and appropriate guidance to enable them to make the best decisions regarding their education and to give them the best opportunity to succeed. One of the ways to achieve this is through the Academic Advising System. Gulf College ensures that each student has an academic advisor who will guide them through their academic journey. Each Academic Advisor allocates 5 timetabled hours per week for academic advising and students can meet them at any time during these hours without any prior appointment.

For further information on the academic advising system in Gulf College, please refer to the academic advising policy in appendix 1.

2. Career Advice:

Information about job positions that are announced by different organisations will be made available to you through the Centre for Career Guidance and Alumni Affairs office. Contact Mrs. Faiza Kiran Ahmed, Centre Manager and can reach via email: faiza@gulfcollege.edu.om

3. Non-academic Counselling:

Student Affairs section under the Centre for Admissions and Registration is responsible to provide counselling related to non-academic issues.

4. Financial Advice

Financial Advice is provided by Gulf College's Centre for Admin and Finance and you can contact Mr. George Abraham via email: abraham.george@gulfcollege.edu.om

5. Health & Safety Advice

Health and Safety advice could be obtained through the Centre for Admin and Finance office.

6. Language study support

Intensive language study support is provided by the Centre for Foundation Studies. Kindly contact the Centre Director for further information.

7. Learning Resources

7.1 The College provides a Centre for Learning Resources (CLR) which is regularly upgraded to equip each student with the information they need in their programmes.

7.2 The CLR is stocked with the latest print collections.

7.3 Each student can avail of the Online Public Access Catalog (OPAC) that provides automated records of all learning resources.

7.4 The CLR is open from 8:30 AM to 8:30 PM from Sunday to Thursday for maximum utilisation by full-time students and the staff members and also function during Fridays and Saturdays for both part-time students and the staff members.

7.5 The CLR provides printing and photocopying services besides the IT labs.

8. Other Services

8.1 IT laboratories with internet access

8.2 Free printing facility with a quota to print during each semester for your academic purposes.

8.3 Car parking space

8.4 Telephone service in emergency during the working hours of the College.

8.5 First aid treatment in in campus Medic al clinic

8.6 Cafeteria

Rules and Regulations for Student Discipline

1. General Statements

- 1.1. All students admitted to Gulf College shall abide with the policies, rules and regulations prescribed by the College and assume all responsibilities appertaining to his/her status as a student.
- 1.2. The rules and regulations contained therein shall govern the students' conduct and behaviour.
- 1.3. It provides the corresponding administrative sanctions for any violation as well as the imposition of the prescribed penalty after due process.

2. Rights and Duties of Students

- 2.1. Every student in the College has the right to:
 - a. receive quality education through proper administrative support, competent tutors, adequate educational facilities, and conducive learning environment;
 - b. select his/her programme of study as long as he/she possesses all entry requirements;
 - c. avail student services in the form of pastoral support and personal tutoring.
 - d. request his/her own record which shall be treated with utmost confidentiality by the College and
 - e. express opinions and suggestions with regard to their study programme following the proper channels of communication.
- 2.2. Corollary to the above given rights are the duties
 - a. portray a high degree of self-discipline and good conduct at all times;
 - b. respect the opinions and cultures of others;
 - c. exhibit pleasing personality at all times - wearing appropriate attires;
 - d. take care of buildings, furnishings and all College properties;
 - e. attend all classes and timetable activities punctually and explain any absence or lateness to your tutors;
 - f. take responsibility for own learning with support from the tutor;
 - g. conduct self in a way which ensures the rights of all users and ensures equal opportunity;

- h. take responsibility for entering and attending assessments at the required date, time and place;
- i. notify the Centre for Admission and Registration in writing the reason for leaving a programme, if in case this is done;
- j. return all books and properties on loan to the College;
- k. inform the Centre for Admission and Registration of any change in circumstance promptly;
- l. follow the Health and Safety code of practice;
- m. submit the mitigating circumstances documentation for consideration within the specified time period and as per the process, if it is claimed for any unforeseeable or unavoidable circumstances.

3. Breaches of Assessment Regulations

3.1. The Nature of Academic Unfair Practice

- a. Academic unfair practice is any attempt by a student to gain unfair advantage in any assessment. It threatens the integrity of the assessment procedures and the standards of assessment, and therefore as serious offence.
- b. Academic unfair practice is demonstrated by any one of the following:
 - b.1. Bribery or paying/offering inducements to another person to obtain an advanced copy of an unseen examination, or to obtain a copy of a coursework assignment in advance of its distribution to the students concerned.
 - b.2. Cheating is any attempt to complete an examination or assessment by unfair means.
 - b.3. Plagiarism is submitting the work of others as your own for the purposes of satisfying assessment requirements. Plagiarism also includes allowing your work to be copied by another student.
 - b.4. Other forms of academic unfair practice as contained in the breaches of assessment regulations in formal examinations are: taking any books, notes, materials, etc. of any kind which are relevant to a particular examination other than those permitted by the chief invigilator; copying or attempting to copy the work of any other candidate sitting for the same examination; any unauthorised communication with other candidates during the examination; and any attempt to gain improper access to an examination paper before an examination is taken.

- 3.2. The procedures in dealing with plagiarism and other forms of academic unfair practice are shown in *Appendix 4*.

4. Non-Academic Offences

- 4.1. **Less Serious Offences.** These are behaviours or actions that violate the basic standards of good manners and right conduct. These are:

- a. Discourtesy or improper aggressiveness, tendency to fight, uttering harsh and indecent words that provoke other persons, etc.
- b. Displaying or distributing obscene pictures, music, movies and other pornographic forms
- c. Smoking, and drinking liquor within the College premises
- d. Littering or throwing, scattering and spreading rubbish in the College not in the designated places

- 4.2. **Serious Offences.** These are habits and practices that are inconsistent with the mission and objectives of the College

- a. Non-physical injury or harassing, annoying, grossly insulting other persons which includes uttering of harsh and degrading words to school authorities
- b. Public disturbance or deliberate shouting, booing or making unruly sound in a workshop, meeting or relevant activities;
- c. Indecent physical intimacy or improper relations with the opposite sex, or even within the same sex, such as: holding hands in public; intimate kissing; etc.
- d. Violating library regulations like mutilating books and other resources, taking out books without proper permission, viewing or downloading any form of pornographic, racist or offensive material, using email to send abusive, racist, offensive messages to anyone, harassing any person via email, and hacking.

- 4.3. **Very Serious Offences.** These are infractions that extremely violate rules and regulations of the College and laws of Oman.

- a. Theft/Stealing or taking of money, property or property rights belonging to another person.
- b. Forgery and Falsification. Forgery is falsely signing for or misrepresenting another person in writing while falsification is attesting false statements that is damaging to other persons.

- c. Vandalism or intentional destruction or damaging College properties such as furniture, window panes, software, electronic equipment and others, and writing or drawing on the walls,
- d. Physical/Verbal assault or illegal physical attack upon another person such as kicking, boxing, slapping, etc.; or verbally uttering words that besmirch the reputation of another;
- e. Possession of deadly item or carrying or using any deadly bladed or sharp object etc.;
- f. Offenses analogous to the foregoing. Other forms of violations not included but similar to the above mentioned offenses.

5. Types of Disciplinary Actions

5.1. Minor Disciplinary Sanctions

- a. **Warning** is a notice to the student that continuation or repetition of specified conduct may be a cause for other disciplinary action.
- b. **Reprimand** is a severe form of formal rebuke by a person in authority.
- c. **Censure** may either be an oral or written reprimand for violation of specified regulation(s).

5.2. Major Disciplinary Sanctions

- a. **Suspension** entails exclusion from classes, and exclusion from other privileges or activities or from the College as indicated in the notice of suspension.
- b. **Dropping/Dismissal** refers to permanent termination of student status without possibility of readmission to any institution of higher learning.

5.3. The offenses with their corresponding disciplinary actions are as follows:

Type of Offense	Disciplinary Action	Implementing Authority
Less Serious 1 st Offense 2 nd Offense 3 rd Offense	Counselling Reprimand One day Suspension	Head of Faculty
Serious 1 st Offense 2 nd Offense 3 rd Offense	One-week suspension 2-3 week suspension One month suspension	Disciplinary committee
Very Serious 1 st Offense 2 nd Offense	One month suspension Dismissal	Disciplinary committee

6. Procedures for Disciplinary Measures

- 6.1. The College shall exercise due process in dealing with student disciplinary measures.
- 6.2. Any concerned student shall seek advice or consult with a responsible person whose area of responsibility the problems arouse. As much as possible, problems should be settled amicably in the initial stage of consultation and advice.
 - a. A student should be informed in writing of the nature and cause of the complaint against him/her. He should be given the time to answer the charge within 72 hours or three (3) days upon receipt of the notice.
 - b. The student shall have the right to answer the charges against him/her with the assistance of his Personal Tutor.
 - c. The student shall have access to evidence against him/her and be given a list of witnesses. He/she shall likewise have the right to present evidence to prove his/her innocence.
 - d. Evidences gathered shall be considered by a Disciplinary Committee who will hear, investigate and render decisions on the case.
 - e. The student may have the right to appeal decisions rendered by a Discipline Committee to the next higher level.
- 6.3. The procedure for disciplinary measures are
 - a. A complainant against a student shall formally file a written complaint to the College.
 - b. The defendant is informed of the complaint and is given 72 hours or three (3) days to answer the charges filed against him. He/she may also be represented/ assisted by a counsel of his choice.
 - c. Upon presentation of evidence by both the complainant and defendant, the Disciplinary Committee shall conduct an investigation of the case, and submit its findings and recommendations to the Dean.
 - d. The decision of the Disciplinary Committee is final unless an appeal is filed by any of the parties with in a prescriptive period of two weeks for further review.

Conferment of Awards

1. Eligibility for the Award

- 1.1. The Examination Board shall confer upon a student the GFP after having complied with all the learning outcomes and pass requirements prescribed for the award.
- 1.2. Failure to complete modules marked FAIL by referral and retake as per the academic regulations will render a student ineligible for the award.

TO MAKE A COMPLAINT TO GULF COLLEGE:

Gulf College is always vigilant to provide maximum support to all students and the doors are always open to any grievances from the students. Gulf College offers various platforms for its students to address their grievances based on the nature of the grievance, either of an academic nature or of non-academic nature. In case of grievances, irrespective of academic or non-academic, the students have the opportunity to contact Students Affairs section, functioning under the Centre for Admissions and Registration. All the newly enrolled students are well informed about the various grievance addressing platforms during the induction week.

For further information on student's grievance procedure Gulf College, please refer to the procedure in appendix 2.

APPENDICES

Appendix 1: Academic Advising Policy

Contents

Introduction

Academic Advising in Gulf College

Process to support delivery of Academic Advising Activities

Schedule of Academic Advising Activities

Academic support for students' at risk

Student at-risk Definition

Introduction

Academic Advising Policy of Gulf College (GC) reflects the advising principles of academic advisor (AA). The policy states the vision of academic advising in GC and the roles and responsibilities of both the advisor and students. Through the Academic Advising System GC ensures that the students have the necessary and appropriate guidance to enable them to make the best decisions regarding their education and to give them the best opportunity to succeed.

Academic Advising in Gulf College

In GC it is a shared responsibility of AA, lecturer, Centre for Admission and Registration (CAR) and Centre for Capacity Building (CCB) to promote academic advising amongst the students. GC ensures that each student has an academic advisor who will guide them through their academic journey. Advisors assist with both module selection and academic planning. Undergraduate programmes offered in FCS and FBMS require specific sequencing of modules in order to reach degree completion in a timely manner. Additionally, students benefit from guidance in exploring potential majors and coordinating career goals with educational opportunities.

All new students are informed about Academic Advising during the Induction Programme. Students are informed that they will have an AA who provides effective advising and learning support in their studies. In order to give a fair and equal opportunities to all the students, special needs students have a sign language interpreter along with their AA.

Students with declared majors are advised through their specific faculty to ensure that they receive focused advising and have access to their AA whom they can consult regarding institutional requirements and resources. Students should be reminded that they are ultimately responsible for their own academic programme and success. *For further information on students' responsibilities, please refer section in this handbook.*

An AA should never replace an individual student's responsibility.

Process to support delivery of Academic Advising Activities

During enrolment CAR briefs the students about alternative programme schedules and different module choices but students themselves are responsible for selecting the content of their academic programmes and making progress towards their chosen academic degrees.

Students are allocated an advisor from the same faculty where they are studying and they remain with the same advisor for the duration of their studies, except where this is not possible.

In order to ensure there is a parity of student experience , whilst allowing for acceptable levels of diversity in delivering Academic Advising sessions, and training sessions are arranged for the Advisors by CCB, CAR and faculty .

During induction all the new students are given orientation about the UK system of education, GC system, campus tour, different support centres and the golden rules of GC.

During module registration student can meet their AA who will brief them about the module credits, optional modules, module components, student timetable, assessments etc. Along with these, the previous semester results are explained to the existing

students. Students are guided to select appropriate modules keeping their preference in mind

During the teaching weeks a lecturer/AA allocates timetabled 5 hours per week for academic advising and students can meet them at any time during these hours without any prior appointments. Lecturer maintains a record of the students who have availed these academic advising hours. Lecturer also keeps a track of students' at risk with timely identification and appropriate academic support sessions. Academic Programme and Regulations (APR) are made available through IPTV by the CCB. Lecturer/AA conducts APR Workshops thrice a semester to keep the students abreast with GC system. For further information about lecturer's and AA's responsibilities, please refer to their job descriptions.

CCB along with faculty is responsible for monitoring the effectiveness of the Academic Advising system. Staff and students will be encouraged to comment on aspects of good practice and make suggestions for improvements at an annual review.

Students will be given an opportunity to evaluate the efficiency of the academic advising system through student survey conducted by Centre for Quality Management (CQM) annually.

New Students		Existing Students	
Week 1	Group academic advising during induction	Week 1	Module registration
Week 2	Module registration	Week 2	Further academic advising meeting
Week 3-4	Further academic advising meeting/ academic support	Week 3-4	Further academic advising meeting/ academic support
Week 4	Group academic advising during (APR)	Week 4	Group academic advising during (APR)
Week 5	Group academic advising during (APR)	Week 5	Group academic advising during (APR)
Week 6-10	Further academic advising meeting/ academic support	Week 6-10	Further academic advising meeting/ academic support

Week 10	Group academic advising during (APR)	Week 10	Group academic advising during (APR)
Week 10-14	Further academic advising meeting/ academic support	Week 10-14	Further academic advising meeting/ academic support

Academic support for students' at risk

Students are responsible for their learning and are proactively supported by the lecturers, who aim to make the student's academic journey successful, while identifying and responding to individual student needs. Lecturers support the students' to achieve their potential through early identification of students' at risk and address the issues which have the potential to adversely affect their educational goals.

Student at-risk definition

All the new students (GFP, PSP, Level 3 Block 1 and APL/RPL/AS) are considered to be at risk until they show fair performance in their formative assessments.

Based on the previous results, all existing students who secured below 40 marks, AUP/AD cases, NS, EC/MC cases.

All students in level 5 with third class marks based on the previous results will be considered as at-risk for Level 6.

All the students having less than 50% attendance by the end of week 4 are considered at risk for that module.

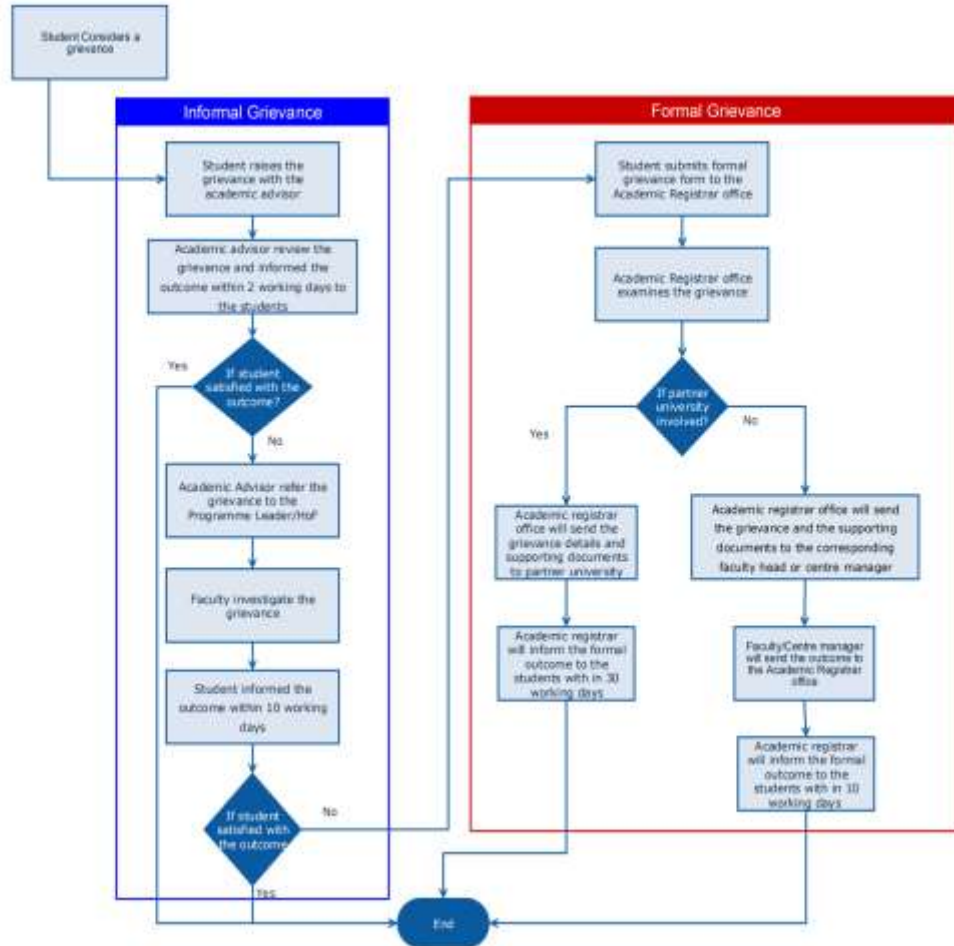
An update to the at students' at risk data can be made by the module tutor whenever required, based on the following criteria:

The students who have poor class performance or participation level or low attendance.

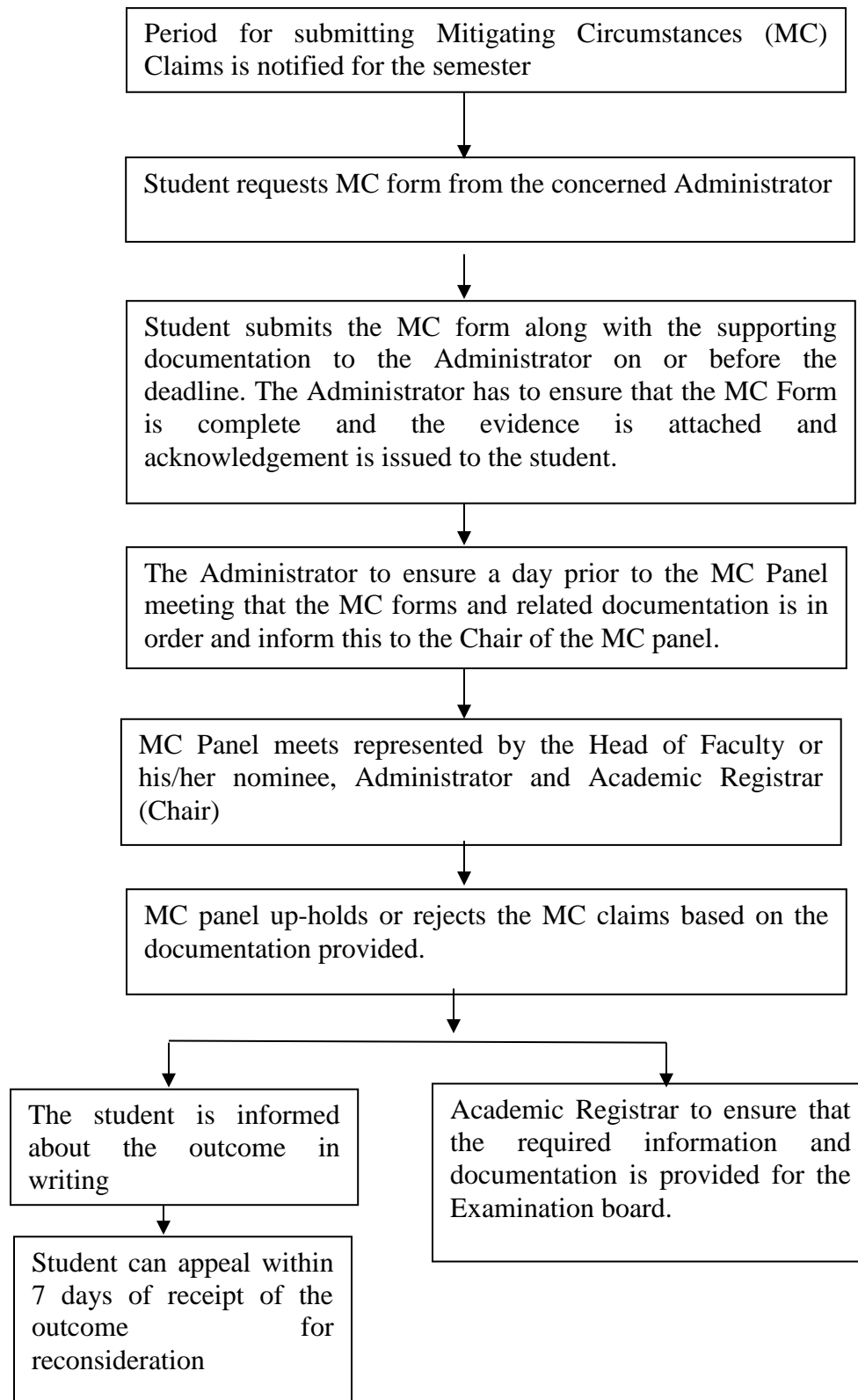
The student who have deviated from their academic path due to any other reasons.

The students with low performance in their formative/mock assessment.

Appendix 2: Student's Grievance Procedure



Appendix 3: Flowchart – Procedure for Mitigating Circumstances Claims



Appendix 4: Flowchart – Procedure for Plagiarism/ Academic Unfair Practice

The invigilator or the examiner reports about the suspected academic unfair practice case filling in the standard form along with the required documentation to the Faculty Head or his/her Programme Leader which is then passed on to the Administrator. The examiner marks the student's work.

The Administrator records the suspected academic unfair practice case on the standard format and ensures that the documentation is in place.

The Administrator informs the student two working days prior to the hearing date to attend the hearing. (Student would be contacted twice and if he/she does not respond or does not attend the hearing then the Plagiarism Investigation Panel would take the final decision.)

A day prior to the hearings the Administrator provides the required information to the Chair of the Academic Unfair Practice Cases Hearing Panel to ensure that the necessary documentation is in place.

Plagiarism hearing takes place with the student who can bring in a fellow student with him/her to the hearing. The panel is represented by the Head of Faculty or his/her nominee, Administrator and Academic Registrar (Chair). If proven, the student would sign the undertaking. If in case the student does not accept the act of academic unfair practice and it is felt by the Panel that there is a need to reconvene the hearing again with the student then this would be held in the next two working days. The Panel would take the final decision based on the hearing(s) and evidence.

The Administrator reconfirms the student about the outcome of the hearing within two working days from the date of final hearing.

Academic Registrar to ensure that the required information and documentation is provided for the Examination Board.

Appendix 5: Flowchart – Appeals Procedure

