

# **PACIFIC LINK COLLEGE**

## **RAK CAMPUS**

### **STUDENT POLICIES AND PROCEDURES**

## **List of Policies and Procedures**

1. Language Policy
2. Admissions Policy
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## I. Language Policy

- a) All student assignments and presentations must be in English for students attending courses at the PLC RAK campus.
- b) All classroom communication should be in the English language: Instructors, students, and guests. In common areas, employees and students should use English; when using another language becomes necessary students and staff are asked to relocate to a private setting (office)

## II. Admissions Policy

Before permission to attend course classes, students must have:

- a) Signed student Offer Letter agreement
- b) Meet all course entry requirements
- c) Meet all visa and study permits
- d) Provide all requested documents and transcripts from previous education
- e) Provided payment and are aware of their payment plan
- f) Students must attend on their start date (orientation day) to be provided with a schedule and be aware of the college's policies and procedures

## III. Academic Standards Policy

### Purpose

The Academic Standards Policy aims to ensure that all students meet the required academic benchmarks necessary for successful progression and completion of their programs. This policy outlines the expectations, responsibilities, and procedures to maintain high academic standards at our institution.

- a) **Minimum Grade Requirements**  
Students must achieve an overall grade of at least 60% in their courses to meet the minimum academic standards.
- b) **Coursework and Assessment**  
Students are required to complete and pass all assigned coursework, assessments, and final examinations as specified in their course syllabi.
- c) **Attendance Requirement**  
Students must maintain an 80% attendance rate in all classes (refer to the Attendance Policy).
- d) **Scheduled Tests**
- e) Students must write tests on the day scheduled or receive a zero score, resulting in repeating the course. Re-schedules are not permitted.
- f) **Submission of Final Graded Assessments**  
Students must submit all final graded assessments on time or receive a zero score. Instructors may allow a 24-hour extension with a 20% demerit.
- g) **Course Completion Certificates**  
Course completion certificates are not issued until the student has successfully completed their program of study and met all graduation requirements.
- h) **Honesty and Integrity**  
Students are expected to uphold the highest standards of academic honesty and integrity. Plagiarism, cheating, and other forms of academic dishonesty are strictly prohibited.

- i) **Use of Sources**  
Proper citation and acknowledgment of sources are mandatory in all academic work. Students must follow the prescribed citation style for their discipline.
- j) **Academic Probation**  
Students who fail to meet the minimum grade requirements or exhibit poor academic performance may be placed on academic probation. During this period, they will receive additional support and monitoring to improve their performance.
- k) **Academic Dismissal**  
Students who continue to fail to meet the academic standards after being placed on probation may face academic dismissal from the program.
- l) **Academic Advising**  
Students are encouraged to seek academic advising to help them meet their academic goals. Advisors are available to provide guidance on course selection, study strategies, and other academic concerns.
- m) **Tutoring and Learning Support**  
Tutoring services and learning support resources are available to assist students in achieving academic success. Students are encouraged to take advantage of these resources.
- n) **Appeal Process**  
Students who believe their academic evaluation was unfair or incorrect may file an appeal following the institution's formal appeal process.
- o) **Grievance Procedure**  
Students with grievances related to academic standards or policies should follow the institution's grievance procedure to seek resolution.
- p) **Feedback and Evaluation**  
The institution regularly evaluates its academic standards and policies to ensure they are effective and aligned with educational goals. Student feedback is an integral part of this evaluation process.
- q) **Policy Adherence**  
All students, faculty, and staff are required to adhere to this Academic Standards Policy. Non-compliance may result in disciplinary action as outlined in the institution's code of conduct.

The institution is committed to fostering an environment of academic excellence and integrity. Students are encouraged to engage fully in their educational experience and seek support whenever necessary.

Course Completion Certificates are not issued until the student has successfully completed their program of study and met all graduation requirements.

#### **IV. Attendance and Schedules Policy**

- a) **Overview**  
This policy applies to all taught students and is designed to encourage and support consistent attendance, ensuring students have ample opportunities to learn and develop. By tracking non-attendance, this policy helps identify and resolve issues students may face.
- b) **Classroom Hours Attendance**  
Students must meet an 80% attendance requirement to pass courses (refer to Academic Requirements policy).

- c) **Right of Withdrawal**  
The college reserves the right to withdraw a student from the course if their attendance percentage falls below the required threshold.
- d) **Attendance Tracking**  
The college tracks the time students arrive and depart classes to maintain accurate attendance records for the PLC RAK campus.
- e) **Notification of Absence**  
Students must contact the campus if they are going to be absent or late. Notification must be in writing via email to the college academic head.
- f) **Sick Leave Notification**  
If a student is sick, they should not attend class to avoid risking other students' health. They should notify the college academic head of their absence prior to class commencement in writing via email.  
All students not attending class will be marked as absent, regardless of the reason.
- g) **Medical Documentation**  
Students must submit an official doctor's certificate (explaining their absence, diagnosis, and treatment) attached to the email notification.
- h) **Excessive Absenteeism**  
A student missing a cumulative 20% of their classes without permission from the Campus Coordinator may be required to retake the course.  
Students who provide an official note from a certified local doctor explaining their absence may have their course retake fee waived.
- i) **Chronic Lateness or Absence**  
If a student is chronically late or absent, the college may issue a written notice.
- j) **Exceeding Absence Limits**  
If a student exceeds 20% absence from the course, they will be formally notified that they will need to repeat the course.
- k) If a student is absent for 90 days or more consecutively without providing information or approvals from the academic head, they will be dismissed from the college, and if holding a student visa, authorities will be notified immediately.
- l) **Leave for Immediate Family Illness or Injury**  
Students may apply for a maximum of four (4) weeks of leave when a member of the student's immediate family or household dies or suffers a serious illness or injury.
- m) **Sick Leave**  
Students are permitted a cumulative of ten (10) days of sick leave.
- n) **Visa Implications**  
Prolonged absences may risk the student's visa status, potentially requiring the student to leave the country.
- o) **Support Services**  
Students experiencing difficulties in attending classes due to personal, financial, or academic issues are encouraged to seek early assistance from the relevant professional staff, including the Student Counsellor, Finance Office, and Course Tutors.

### Schedules

- a) The college establishes the student's course/classroom schedule when the student has met all of the entrance requirements and attended orientation
- b) Students are required to attend every classroom session. Student absences (not attending, late, left early) will be recorded.
- c) There is no guarantee of a student's schedule and depending on student population, instructor availability, and other factors, students may receive notice of their schedule being changed with at least one weeks' notice

- d) There are fees involved if a student requests a course change and the academic head of the college agrees (when possible) to the change; the same fee schedule applies when a student requests to change their program of study or location of their studies (another campus)
- e) Students must notify the academic head when requesting:
  - o *Withdrawal from their program*
  - o *Changing their program*
  - o *Leave of absence*
- f) If a student requests a change to their schedule, they must request in writing a minimum of 30 days before the change is requested. In most circumstances, the schedule change will not be accepted due to classroom and instructor availability. If the request is accepted, there will be a fee charged to the student.
- g) Students may be dismissed when:
  - o *Not meeting financial obligations, including being delinquent more than seven (7) days after their payment scheduled dates;*
  - o *Missed more than 20% of the program's total hours;*
  - o *Absent for 90 days without approval from the academic head (current students)*
  - Violation of college's policies*
- h) When a student withdraws or is dismissed, the college will notify the authorities, and the student's visa status may be revoked

## **V. Student Code of Conduct and Interaction Policy**

Students must comply with all of the college's policies and procedures. If there is a violation, measures may be taken up to and including dismissal from the college.

- a) Students are required to have a working device with internet access for communication, and their learning management system (LMS) for completing some assignments and other work as directed by their instructor. A larger device (laptop or tablet) is recommended for their work and for viewing electronic textbooks and other materials
- b) Students must show respect to their classmates, instructors, and staff at all times
- c) Not disrupting the lessons (i.e., leaving or entering the class at times other than break periods; using language other than English in the classroom, etc.)
- d) Dressing appropriately for a professional or academic environment for in-class and respectful to the local cultural beliefs

### **Academic Dishonesty**

Academic dishonesty and plagiarism are taken very seriously, and the college will act severely.

- a) If a student is found to have cheated, copied, or plagiarized on any assessment or assignment, they will receive a zero score and either repeat the course or the assignment, with a written warning. If the plagiarism occurs before the final course session, he/she may be suspended for the remainder of that course
- b) If there is a second occurrence, the student will be expelled from the college and the authorities will be notified to act upon their visa status.

## **Discrimination**

The college is committed to providing a working environment where all are treated with dignity, and respect and in a fair manner. Everyone has the right to work in an atmosphere that is free from bullying, harassment, and discrimination.

- a) Bullying and harassment and/or discrimination in our colleges is unacceptable and will not be tolerated. All incidents of bullying and harassment and/or discrimination must be reported and will be taken seriously regardless of who the offender may be. Students at the college who engage in such behaviour will be subject to disciplinary action
- b) Bullying and Harassment include any inappropriate conduct or comment by a person towards another person that the person knew or reasonably ought to have known would cause that individual to be humiliated or intimidated, but excludes any reasonable action taken by a supervisor relating to the student
- c) Inappropriate words, gestures, actions, or practical jokes, the natural consequence of which is to humiliate, ridicule, insult, or degrade; threats or intimidation; cyberbullying; physical assault; or persistent rudeness, taunting, malicious gossip, patronizing behaviour, vandalizing belongings or other conduct which adversely affects learning environment will not be tolerated

## **Misconduct**

- a) All students and staff of the college are entitled to study and work in an environment that is free from any form of grievance, or misconduct. The college considers improper misconduct to be a serious violation of an individual's fundamental rights. Members of the college community who engage in unlawful misconduct may be subject to a range of disciplinary measures, up to and including suspension, dismissal, or expulsion from the college. Members of the college community who experience and report such misconduct will be provided with support by the college and assistance with accessing additional support services both on and off the campus
- b) This policy applies to all members of our college community, which includes students, employees, guests, and visitors. The policy is intended to address and eliminate misconduct that occurs within the context of the college and activities, and which interferes with an individual's employment or studies at the college. Behaviour that occurs separate from any college-related activities and which is unrelated to an individual's employment or studies at the college is not covered by this policy
- c) This policy is not intended to be used in situations where misconduct is of a violent nature. In the event of violent incidents, law enforcement authorities will be contacted, and support will be provided to the person/s. The college does reserve the right to conduct an investigation and take appropriate steps in the event of violent situations, if necessary to protect the safety of the college community. Medical assistance will be offered if advisable
- d) The college reserves the right to suspend the processing of complaints when alternate routes are being pursued by the complainant

## **VI. Complaints and Grievances Policy**

This policy is intended to establish a clear and transparent procedure for filing complaints and grievances. This procedure will outline the steps that students and staff who are subject to must take to file a complaint or grievance, as well as the expected timeline for resolving the issue.

- a) Students raising issues and staff who are subject to complaints are treated fairly, with dignity and respect, and are supported appropriately
- b) Students are encouraged to raise complaints and grievances informally, amicably, and promptly in the first instance
- c) An informal meeting may be held onsite at the campus, the student can choose to terminate the grievance during this time
- d) If the complaint or grievance is not resolved informally, they may submit a formal complaint or grievance in writing via email to the college administration office or relevant department
- e) Formal complaints must be in writing via email with all official supporting documentation attached and submitted to the college
- f) The relevant department will investigate the complaint or grievance and provide a written response to the student within 20 working days
- g) Confidentiality and anonymity are appropriately assured. Information is released only to those who need to examine or respond to the issue
- h) The college will ensure that all parties involved in a complaint or grievance are informed of the outcome of the complaint or grievance process

## **VII. Student Appeal and Resolution Policy**

This policy outlines the appeals process for students who are unsatisfied with resolving their complaints or grievances.

This policy applies to all students who are currently enrolled at the college.

- a) The college is committed to the fair and equitable treatment of students in all of its academic and administrative procedures. All appeals will be dealt with in a procedurally fair, unbiased, and timely manner
- b) Appeals should be written by the student with all official supporting documentation attached and submitted to the college via email
- c) Student appeals must be filed within the first five days (5) of the matter
- d) If appeals are filed within thirty days (30) of the end of the semester the matter can be deferred until the following semester and days carried forward
- e) Academic appeals will be reviewed by and decided by the academic head and college committee
- f) Non-academic, grievances and appeals will be reviewed by the relevant department and committee
- g) The college will ensure that all complaints and grievances are handled with the utmost confidentiality. Only authorized personnel will have access to the information, and all parties involved will be required to sign a confidentiality agreement
- h) Informal meetings can be held by the college committee, academic head, or student services and students onsite at the campus as part of the resolution procedure
- i) Following the meeting with the student, the committee or relevant department will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate college personnel



- j) The necessary inquiries and/or investigations shall be completed, and a response provided in writing to all involved as soon as possible but no later than ten working days following the receipt of the student's written concerns
- k) If it is determined that the student's concerns are not substantiated, the committee will provide a written explanation of the decision and deny the complaint.
- l) If it is determined that the student's concerns are substantiated in whole or in part, the committee will propose a resolution
- m) Subject to ratification, decisions of the committee shall be final
- n) Members of the college community can escalate the issue to RAKDOK via the confidential hotline at *uni.hotline@dok.rak.ae*

*\*All grievance complaints must be in writing via email for recording purposes, verbal requests are unable to be documented.*