

PLC RAK Campus

# Student Policies and Procedures

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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

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

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- 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](mailto:uni.hotline@dok.rak.ae)

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

## VIII. Internship Policy

### 1. Purpose

- To provide students with practical experience in their field of study.
- To enhance students' learning by integrating academic knowledge with workplace skills.
- To support students in gaining industry-specific skills and networking opportunities.
- To help students establish themselves in the UAE community.

### 2. Eligibility

- Students must have completed at least 50% of their program credits with any outstanding courses (repeats) scheduled during their internship placement period or immediately afterward.
- Students must have met all financial obligations to the college.
- Students must hold valid visas and study permits to attend their internship placement program.

### 3. Duration and Structure

- Internships can be full-time or part-time.
- Duration typically ranges from 2 to 6 months, depending on program requirements.

- Internships may be paid or unpaid, subject to the host organization's policy.

#### 4. Application Process

- Students must submit an internship application form along with their resume and cover letter.
- Applications should be submitted at least three months before the intended start date.
- The Student Services Office will assist students in finding suitable internship placements.

#### 5. Internship Requirements

- A student can request to meet with the student services coordinator at any time throughout their placement if they have any questions or concerns.
- If a student is unable to attend their internship timetable, they must notify the student services coordinator in writing via email before the placement day.
- If a student is sick, they should not attend their internship placement to avoid infecting others. They must notify the student services coordinator before the placement day and submit an official doctor's certificate explaining their diagnosis and treatment.
- If a student has been absent or found not attending their internship program without written approval from the student services coordinator, the internship will be reviewed by the college committee. If deemed liable, the student will have their internship program ceased.

#### 6. Supervision

- Each intern will be assigned a faculty supervisor and a workplace supervisor.
- Regular progress reports and evaluations will be conducted by both supervisors.
- The faculty supervisor will provide academic guidance and support throughout the internship, conduct site visits or virtual check-ins as needed, and evaluate the student's performance.
- The workplace supervisor will provide orientation, training, and ongoing supervision, assign meaningful tasks that contribute to the student's learning objectives, and complete evaluation forms.

#### 7. Responsibilities of Stakeholders

- **Students:**
  - Adhere to the policies and regulations of the host organization.
  - Maintain professionalism and ethical standards at all times.
  - Communicate regularly with both the faculty and workplace supervisors.
- **Faculty Supervisor:**
  - Provide academic guidance and support throughout the internship.
  - Conduct site visits or virtual check-ins as needed.
  - Evaluate the student's performance and provide feedback.
- **Workplace Supervisor:**
  - Provide orientation, training, and ongoing supervision.

- Assign meaningful tasks that contribute to the student's learning objectives.
- Complete evaluation forms and provide feedback to the student and faculty supervisor.

#### 8. Evaluation and Assessment

- Intern performance will be assessed based on feedback from the workplace supervisor, faculty supervisor, and the final internship report.
- Students must meet all internship requirements to receive academic credit.

#### 9. Conflict Resolution

- Any issues or conflicts during the internship should be reported to the Student Services Office immediately.
- The College will work with the student and the host organization to resolve conflicts amicably.
- A formal grievance process is available if conflicts cannot be resolved informally.

#### 10. Health and Safety

- Students must comply with all health and safety regulations of the host organization.
- The host organization must provide a safe working environment and necessary training.
- Students are encouraged to report any health and safety concerns to their supervisors.

#### 11. Confidentiality and Intellectual Property

- Students must respect the confidentiality agreements of the host organization.
- Any intellectual property created during the internship may be subject to the host organization's policies.

#### 12. Policy Review and Updates

- The internship policy will be reviewed annually to ensure its effectiveness and relevance.
- Any updates or changes to the policy will be communicated to students and faculty in a timely manner.


For any further information, please contact the PLC RAK Student Services Department.

## IX. Non-Smoking Policy

### Purpose

PLC RAK has a responsibility to ensure a healthier and safer environment for our students.



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- a) The PLC RAK campus has a strict no-smoking policy in place
  - b) Smoking is prohibited in all areas, including buildings, outdoor spaces, parking zones, and any designated areas
  - c) The PLC RAK no-smoking policy complies with the UAE government regulations for higher education institutes
  - d) This policy applies to all students, employees and visitors
  - e) Smoking is also prohibited in student transportation vehicles
  - f) No-smoking signs are located throughout the campus reinforcing this policy
  - g) Failure to comply with this policy will result in a violation

For any further information please contact the PLC RAK student services department.


## X. Dress Code Policy

### Purpose

PLC RAK per the UAE regulations adheres to specific guidelines regarding students' appropriate attire on campus. All students are expected to always dress correctly while on campus and when representing PLC RAK.

Improper attire is defined as, but not limited to the following:

- a) Tight or revealing clothing
- b) Short shorts and micro-skirts
- c) Tank tops

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- d) Shoestring strap dresses/tops
  - e) Low-cut dress or tops
  - f) Midriff-baring, open-back tops/dresses
  - g) Low-hanging, sagging jeans or pants with suggestive holes or inappropriate markings
  - h) Beach attire
  - i) Any clothing items with inappropriate logos or offensive language

For any further information please contact the PLC RAK student services department.