

PLC RAK Campus

Student Policies and Procedures - 2025

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I. Language Policy

Policy Title: Language Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

- 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

Policy Title: Admissions Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

Before permission to attend course classes, students must have:

- a) Signed student Acceptance Letter
- b) Meet all course entry requirements
- c) Meet all visa and study permits
- d) Provided evidence of English language test (or equivalent entrance requirements) passed successfully
- e) Provide all requested documents and transcripts from previous education
- f) Provided payment and are aware of their payment plan
- e) Photo ID (e.g. passport,)

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

Admission Requirements

Eligibility:

- Minimum age: 19 years old (or)
- Educational background: Higher Secondary, Diploma, or Undergraduate

Language Requirements:

Applicants must meet one of the following criteria:

- **English 12 (pass)**
- **IELTS:** 6.0 (with no band below 5.5, Academic)
- **TOEFL:** 60-78

- **PTE Academic:** Minimum overall score of 46
- **CLB:** Level 7
- **CAEL:** 50
- **CELP:** 7
- **Duolingo:** 95 ([Duolingo Applicants Portal](#))
- **College Entrance Test:** 63% minimum
- Equivalent language qualifications are also accepted.

Note: International students must comply with immigration requirements for the UAE. For further information on language requirements and equivalencies, please consult with our admissions staff.

III. Academic Standards Policy

Policy Title: Academic Standard Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

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.

Grounds for Withdrawal

- A student who fails **five or more courses** within their program of study will be subject to **mandatory withdrawal** from the College.
 - Courses are considered "**failed**" if the student receives a grade below the **minimum passing standard** defined in the course outline.
 - Students at risk of failing five courses will be issued a **formal warning** after failing **three courses**.
 - Students who meet the criteria for withdrawal will be notified **in writing** by the **Academic Office**.
 - The notification will include:
 - **Details of the failed courses**
 - **The withdrawal decision**
 - **Available options**, such as:

- **Appeal**
- **Reapplication**
- **Additional academic support**
- **Pacific Link College** encourages students to **seek help proactively** to avoid academic difficulties.

Available resources include:

- Academic advising
- Academic support
- Counseling and mental health support
- Lumbert Community Services

To successfully complete (pass) an individual course, students must:

a) Minimum Grade Requirements

Students must achieve an overall grade of at least 50% or 60% (depending on the course) 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) 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.

d) Course Completion Certificates

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

e) 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.

f) 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.

g) 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.

h) Academic Dismissal

Students who continue to fail to meet the academic standards after being placed on probation may face academic dismissal from the program.

i) 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.

j) 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.

k) Appeal Process

Students who believe their academic evaluation was unfair or incorrect may file an appeal following the institution's formal appeal process.

l) Grievance Procedure

Students with grievances related to academic standards or policies should follow the institution's grievance procedure to seek resolution.

m) 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.

n) 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

Policy Title: Attendance and Schedule Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

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.

To ensure students are prepared to work in a UAE workplace environment (i.e. Co-op) students are expected to:

- Dress appropriately for a post-secondary academic environment (i.e. clothing deemed respectful/professional in a workplace when interacting with clients/customers)

Classroom Hours Attendance

Students must meet an 80% attendance requirement to pass courses (refer to Academic Requirements policy).

Right of Withdrawal

The college reserves the right to withdraw a student from the course if their attendance percentage falls below the required threshold.

Attendance Tracking

The college tracks the time students arrive and depart classes to maintain accurate attendance records for the PLC RAK campus.

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. Students must use the “Student Absentee Form” accessible in the website under student services option.

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.

Medical Documentation

Students must submit an official doctor's certificate (explaining their absence, diagnosis, and treatment) attached to the email notification.

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.

Chronic Lateness or Absence

If a student is chronically late or absent, the college may issue a written notice.

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.

) 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.

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.

Sick Leave

Students are permitted a cumulative of ten (10) days of sick leave.

Visa Implications

Prolonged absences may risk the student's visa status, potentially requiring the student to leave the country.

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:
 - Withdrawal from their program
 - Changing their program
 - 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:
 - Failure of three (or more) courses;
 - Not meeting financial obligations, including being delinquent more than seven (7) days after their payment scheduled dates;
 - Missed more than 20% of the program's total hours;
 - 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.

The college establishes the student's course / classroom schedule when the student has met all of the entrance requirements and attended orientation.

There are no special arrangements for any specific schedule (days of the week) but students can request their preference prior to starting. If there is availability in the preferred schedule, student requests will be received on a 'first come, first served' basis.

It is important for students to know that they are in UAE on a study permit that allows part-time work; the study portion must be the priority in respect to class schedules, NOT their work schedule!!!

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 two weeks' notice.

There are fees involved if a student requests (Student Request form) a course change and 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).

V. Student Code of Conduct and Interaction Policy

Policy Title: Student Code of Conduct and Interaction Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

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.

It is mandatory for students to use their college email account to communicate with the college, its staff, and instructors. The college will only send email to the student's assigned college email account.

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

Students must show respect to their classmates, instructors, and staff at all times

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.)

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.

NOTE: All work submitted by PLC students is automatically checked by a plagiarism checker used by major universities and colleges around the world and PLC instructors have access to the ChatGPT and other AI plagiarism checkers.

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

Definitions

- **“Discrimination”**

Discrimination means unfair treatment based on a person’s **sex, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sexual orientation, age, or criminal conviction** unrelated to the person’s employment. Discrimination includes **sexual harassment**, as defined below.

- **“Bullying and Harassment”**

Bullying and harassment include any **inappropriate conduct or comment** by one person towards another that the individual knew, or **reasonably ought to have known**, would cause humiliation or intimidation. However, this excludes **reasonable actions** taken by a supervisor relating to the student.

Examples of bullying and harassment include, but are not limited to:

- **Words, gestures, actions, or practical jokes** that humiliate, ridicule, insult, or degrade
- **Threats or intimidation**
- **Cyberbullying**
- **Physical assault**
- **Persistent rudeness, taunting, malicious gossip, patronizing behavior, vandalizing belongings**, or other conduct that adversely affects the learning environment

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

Office Etiquette

Practicing proper office etiquette helps foster a respectful, productive, and professional atmosphere. Students must follow the office etiquette guidelines to always maintain appropriate behavior. If students are found not following these guidelines disciplinary measures will be taken accordingly.

Maintain appropriate noise levels: Students must be mindful of their surroundings, especially in shared spaces such as common areas, libraries, hallways, and classrooms. Keep conversations at a reasonable volume and avoid having mobile devices on loudspeaker in public areas. If you need to take a call, step outside or find a designated area where you won't disturb others.

No loitering in public areas: Public spaces and common areas such as hallways, lobbies, and entrances should remain accessible to everyone. Students need to avoid gathering in large groups that block pathways, stairwells, lifts, or doorways. If you need a place to socialize, use designated lounges or outdoor areas.

Respect shared spaces: The common areas and facilities are for everyone's use. Students must treat furniture, equipment, and quiet areas with care. Follow all posted rules regarding shared spaces, such as reserving office rooms properly and adhering to time limits. Be considerate of others who also need to use these resources.

Treat everyone with respect: Respect is key to maintaining a positive learning environment. Students must treat everyone with respect whether they're interacting with peers, professors, faculty, or members of the shared office environment. Students must always communicate politely and professionally. Listen actively, avoid interrupting, and be open to different perspectives.

Leave shared spaces clean and tidy: Students must always clean up after themselves. Leave any space you use as clean or cleaner than you found it. Dispose of trash properly, return chairs to their original position, and remove any personal belongings when you leave.

By following these guidelines, you contribute to a respectful, professional, and welcoming office environment that benefits everyone.

VI. Complaints and Grievances Policy

Policy Title: Complaints and Grievances Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

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

Policy Title: Student Appeal and Resolution Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

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.

VIII. Internship Policy

Policy Title: SInternship Policy

Approved by: Campus Director

Implementation Date : 01 January 2024

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

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 (better to define how regular – monthly? We have monthly in Van) 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.
 - Suggest that one of the above or even 2 should be doing the monthly reports.

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

Policy Title: Non-Smoking Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

Purpose

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

- 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

Policy Title: Dress Code Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

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
- 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.

XI. Quality Assurance Policy

Policy Title: Quality Assurance Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

Purpose

The purpose of this policy is to ensure that PLC RAK upholds and maintains high-quality standards across all educational, administrative, and student support services within the organization.

This policy outlines the framework and procedures to establish clear guidelines for ensuring quality services, as well as effective communication and continuous improvement. PLC RAK ensures that all reports on quality assurance are evaluated, documented, and revised aligned with the main campus policy and UAE government entities.

Academic programs and curriculum development:

PLC RAK is dedicated to offering academic programs that uphold the highest standards of quality and relevance.

This is accomplished through:

- Curriculum Review
- Program Evaluation
- Compliance and Monitoring
- Feedback

Teaching and learning methodologies:

PLC RAK is committed to creating an engaging, student-centered learning environment by implementing innovative teaching and learning strategies.

This is achieved through:

- Active Learning Approaches
- Assessment and Feedback
- Professional Development
- Gamification-based learning
- Service Learning (community)

Student services:

PLC RAK is committed to offering comprehensive student services that foster and prioritizes both academic success and personal growth. PLC RAK understands the importance of students having a clear understanding of these services available to them and where to access the full list in both the PLC RAK Student Handbook and the PLC RAK website.

These services include:

- Academic Support
- Career Services
- Student Well-being
- Additional Activities (Extracurricular)
- Accommodation options
- Feedback and Satisfaction

Administrative:

PLC RAK understands the importance of an efficient administrative process which are to support the academic and student services functions at the university. PLC RAK is dedicated to ensuring that administrative functions are efficient, consistent, and aligned with the university's objectives, playing a key role in the overall success of the institution and enhancing student satisfaction.

This is achieved through:

- Streamlined Transparent Process

- Compliance with Regulations
- Data Collection
- Information Systems
- Student Feedback and Evaluation Systems

By ongoing clear governance structures, standardizing procedures, leveraging technology, and continuously gathering feedback, PLC RAK will continue to improve administrative efficiency, increase student satisfaction, and maintain compliance with regulatory standards.

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

XII.Cultural Consideration Policy

Policy Title: Cultural Consideration Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

Purpose

The purpose of this policy is to acknowledge the diverse, multicultural environment and uphold PLC RAK's commitment to fostering an inclusive and respectful educational community. It also ensures compliance with laws related to cultural norms, public decency, and the promotion of tolerance.

PLC RAK is dedicated to upholding a robust Cultural Consideration policy through the implementation and demonstration of the following, including but not limited to:

- Promote Respect for Diversity
- Foster Cross-Cultural Understanding
- Ensure Understanding Religious and Cultural Traditions
- Support Student Integration and Well-being
- Promote a Safe and Non-Discriminatory Environment
- Enhance Community Reputation

- Respect and Harmonious Interactions

PLC RAK acknowledges the significance of the UAE's religious practices and local customs. Given the significance of Ramadan in the UAE which occurs annually, PLC RAK adopts specific guidelines to accommodate all student's needs while maintaining academic and social harmony.

This is achieved by:

- Academic Adjustments
- Support for Fasting Students
- Acknowledgment and Understanding
- Clear Communication

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

XIII. Refund Policy

Policy Title: RefundPolicyRefund Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

Policy:

Pacific Link College RAK Campus is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals.

Tuition must be paid in full before the program starts. Late registration penalty: AED 200.

Students who come under a college visa are not eligible for any kind of refund.

International students under college visa should note that their sponsorship will be cancelled and their withdrawal will be reported to the GDRFA office.

Upon cancellation of admission, the full tuition fees for the course will be due and payable immediately, and the cancellation will not be processed further until the same is paid. Tuition fees

or any other charges paid will not be refunded in case of cancellation. All cancellation charges will be payable and borne by the student.

If Fees are paid in a currency other than AED, then they are subject to change depending on the exchange rate at the time of payment. Your seat for the course and intake has been reserved upon issuance of this offer letter; hence any fees paid are non- refundable upon cancellation for any reason.

Student Visa

For expatriate students residing in the UAE who wish to apply for a student visa, and for all International students, the student Visa cost has to be paid after receipt of this conditional admission acceptance letter. This cost includes the cost of a student entry permit, residence visa and medical check UAE, and Emirates ID residence card. The student visa is to be renewed every year at a similar cost based on charges by government authorities. In case the entry permit of the student is rejected by the Authorities no refund will be made and a copy of notification of rejection will be sent to the student. After issuance of the entry permit, fees will not be refunded. For any quires, please contact iss@plc.ac.ae

Procedure:

Students may apply to the Institution for tuition refund, with all necessary documents. The Institution will examine the case of the documents in the order of which it was received and will get back to the student within four weeks.

Approved Programs – In-class, or Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	

<ul style="list-style-type: none"> • No later than seven days after student signed the enrolment contract, and • Before the program start date. 	100% of tuition and all related fees, other than application fee. Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> • More than seven days after student signed the enrolment contract, and • Before the program start date. 	Institution may retain up to 10% of tuition, to a maximum of AED 3,600 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applies to all programs):	
No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal	Institution may retain up to 10% of tuition, to a maximum of AED 3,600 paid or payable under a contract.
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 10% of tuition paid or payable under a contract.
After the program start date, and after more than 10% but before 30% of instruction hours have been provided.	Institution may retain up to 30% of tuition paid or payable under a contract.

After the program start date, and after more than 30% but before 50% of instruction hours have been provided	Institution may retain up to 50% of tuition paid or payable under a contract.
After the program start date, and after more than 50% of instruction hours have been provided.	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
• A student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition paid under a contract.
Institution receives a refusal of student visa (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract 	100% tuition and all related fees, other than application fee.

<ul style="list-style-type: none"> • Student has not requested additional Letter(s) of Acceptance. 	
<p>If the student did not misrepresent the student's knowledge or skills when applying for admission, the director orders the institution to refund tuition and fees.</p>	<p>100% tuition and all related fees, including application fees</p>

XIV. Health & Safety Policy

Policy Title: Health and Safety Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

Purpose

PLC RAK is committed to creating a safe and healthy environment for all students, staff, and faculty. This policy highlights our dedication to maintaining student well-being, ensuring regulatory compliance, and fostering a strong culture of health and safety throughout our campus community.

PLC RAK ensures to follow the key objectives:

- Ensure the health and safety of all individuals on campus
- Prevent accidents, injuries, and ill-health
- Promote awareness of health and safety responsibilities
- Comply with UAE regulations and health and safety standards

PLC RAK complies with the guidelines set by UAE federal and local Emirate emergency management agencies, as well as other relevant regulatory responders.

The PLC RAK campus is monitored by 24/7 security to maintain a secure and safe environment as per UAE laws and regulations.

PLC RAK encourages feedback from students, staff, and faculty to identify areas for improvement. Students are expected to follow all health and safety rules and guidelines and to report hazards or incidents they observe.

PLC RAK ensures regular adherence to food safety regulations and standards, by maintaining proper food storage facilities to prevent contamination and ensure hygiene. All staff and students are expected to follow food safety practices, report any concerns, and contribute to a safe and healthy campus environment.

PLC RAK works closely with regulatory bodies to conduct risk assessments and identify potential hazards across the campus and offices, ensuring overall campus safety.

Emergency exits are indicated throughout the campus building. As part of our ongoing commitment, students must familiarize themselves with these exits and evacuation routes.

Important: UAE emergency responder numbers:

- **Police:** 999
- **Ambulance:** 998
- **Fire Department (Civil Defence):** 997

For any further information please contact the PLC RAK Head - Academic Operations

XV. Transportation Policy

Policy Title: Transportation Policy

Implementation Date : 01 January 2024

Approved by: Campus Director

Effective Date: 01 January 2025

Next Review Date: 01 January 2026

Pacific Link College RAK Campus Transportation Policy

Pacific Link College RAK Campus (PLC RAK) is committed to providing a safe, efficient, and reliable transportation service for students and staff. This policy outlines the guidelines, procedures, and expectations related to the use of campus bus services.

Daily Transportation Services

- College buses run daily from Ras Al Khaimah, Dubai, Sharjah, Ajman, and Umm Al Quwain to our campus.
- The commute from these emirates takes 45 minutes to just over an hour, depending on the pick-up point.
- Payment will be charged in full for each month.

Bus Registration Process

- Students opting for College bus services must complete and submit the Bus Transportation Registration Form during the admission process.
- Seats are limited and will be allocated on a first-come, first-serve basis.
- Two-way services only: Campus to home and home to campus.
- Bus stops are designated at nearest locations, not directly at residential addresses.
- Additional transport fees may apply for areas outside the regular bus routes.

Fees and Payment

- Transportation fees are determined based on the distance and service plan chosen.
- Fees must be paid in advance per the college's fee schedule.
- Payment can be made via bank transfer, online portal, or at the accounts department.

Refunds and Cancellation Policy

- Refunds are issued only in exceptional cases, such as withdrawal from the college or relocation.
- Refund requests must be submitted in writing with supporting documentation.
- Refunds will be processed based on the following percentage structure:
 - 100% refund if the request is made before the start of the academic term.
 - 75% refund if the request is made within the first two weeks of the term.
 - 50% refund if the request is made within the first month of the term.
 - No refund will be provided after the first month of the term.
- Approved refunds will be processed within 30 working days.
- Cancellation requests must be submitted in writing or via email before the designated deadlines.
- If the Transport Withdrawal Form is not submitted, payment for the full month will be charged.
- The College reserves the right to decline a transportation application if the student's residence lies outside the scheduled routes.

Transport Schedules

- Scheduling will differ based on the route but will adhere to operational hours.
- Pickup and drop-off timings are subject to adjustments for operational reasons but will remain within the general schedule limits.
- Bus schedules will be posted on the college website and notice boards.
- Any changes to the schedule will be communicated via email and SMS.
- Buses will operate on fixed routes and will not make unscheduled stops.

Guidelines for Passengers

- Students must be at the designated bus stop at least 10 minutes before departure.
- Bus passes must be presented upon boarding.
- Eating and drinking on the bus are not permitted.
- Large luggage or hazardous materials are not allowed.

Behaviour Expectations

- Passengers must conduct themselves in a respectful and disciplined manner.
- Disruptive behavior, vandalism, or misconduct will lead to disciplinary action.
- Any complaints about fellow passengers or drivers must be reported to the administration.

Terms and Conditions

- Transport service is for the full month and fees will be charged accordingly.
- Failure to notify the College of withdrawal from transportation will result in full charges for the month.

Contact Information for Support For any queries or concerns regarding transportation services, please contact:

- Transport Incharge :+971 50 474 7781
 - Email: enquiry@plc.ac.ae
 - Office Hours: Monday to Friday, 9 AM - 5 PM
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