



**Muscat University**

**General Foundation Programme (GFP)  
Student Handbook**

**Academic Year 2025-2026**

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## Welcome from the MU Vice Chancellor

Muscat University is a modern, international university centrally located in the heart of Muscat. Our vision is to establish a local and regional reputation as a leading provider of high quality, industry informed education in our selected specialisations, to prepare our students to become the future leaders of Oman, the region, and the world. We aim to do this by delivering cutting edge academic programmes taught by leading academics, through building links with local, regional, and international business leaders and fully engaging with research communities. In addition, Muscat University is the only university in Oman with a full placement year as part of the undergraduate curriculum. This gives our students distinct employability opportunities by preparing our students for the world of work.

Our academic programmes are designed with the needs of 21st-century employers in mind and are delivered via three faculties: Business and Management, Engineering and Technology, and Transport and Logistics. Our Programmes include Undergraduate degrees leading to diploma, advance diploma and bachelor's degree in chemical engineering, Energy Engineering, Logistics with Supply Chain Management, Logistics with Transport Management, Accounting and Finance, Marketing and Business Management. In addition, MU offers two unique Postgraduate Programmes namely, MSc Renewable Energy and MSc International Business Management with General and Marketing Pathways. Furthermore, the University is currently working on developing new postgraduate programmes at the Masters and PhD levels.

Our campus is equipped with state-of-the-art facilities including world-class labs, research facilities, spacious modern classrooms, and the latest technology to ensure that students thrive academically and reach their full academic and social potential. Our educational philosophy is based on developing industry informed subject knowledge, developing student's critical and creative thinking skills, and is committed to an active learning approach that champions problem-solving, collaboration, leadership, and organizational skills. These skills are embedded in MU's educational programmes which are key success indicators in the 21st Century workplace.

The remarkable success of the University has been made possible through the dedication and talent of our faculty, staff, and the high quality of our students. We are extremely proud of the accomplishments of the University over the past five years. We look forward to welcoming you to take part in continuing our success in the future.

Prof Khamis Al Yahyai

Vice-Chancellor of Muscat University

# Chapter one

Muscat University (MU)  
General Foundation Programme (GFP)

## About Muscat University

Muscat University offers opportunities, both in and outside the classroom, to develop your academic and personal knowledge and skills. This handbook's objective is to make you aware of the services and facilities available to you to make the most of your time with us. Additionally, it explains your rights and responsibilities as a student at Muscat University and ensures that you have the most enjoyable and rewarding experience, while still following the rules and regulations of the University. By reading this handbook, you will understand your academic and personal journey and begin to acclimatise yourself to life in Higher Education. We truly believe it will be an experience that will last a lifetime.

We have included all the essential information in the booklet but please do not hesitate to contact any of the staff below if you have any questions or concerns about anything related to your programme. Our address and telephone number are below and on our website.

<b>Muscat University</b> Building 142   Al Ghubra North   P.O. Box 550, P.C. 130   Muscat, Sultanate of Oman   Tel: +968 2464 5444 <a href="https://muscatuniversity.edu.om/">https://muscatuniversity.edu.om/</a>	
For questions about.....	Please contact
Muscat University admissions or registration	<a href="mailto:sa@muscatuniversity.edu.om">sa@muscatuniversity.edu.om</a>
The Learning Resource Centre	<a href="mailto:library@muscatuniversity.edu.om">library@muscatuniversity.edu.om</a>
IT Support related issues	<a href="mailto:servicedesk@muscatuniversity.edu.om">servicedesk@muscatuniversity.edu.om</a>
Student support services (inc transport, hostels, absences, counselling services)	<a href="mailto:sa@muscatuniversity.edu.om">sa@muscatuniversity.edu.om</a>
Academic Support Center	<a href="mailto:asc@muscatuniversity.edu.om">asc@muscatuniversity.edu.om</a>
A specific module or specific academic enquiry	Contact your module lecturer/academic advisor directly

## MU Mission, Vision, and values

Muscat University is an innovative and entrepreneurial university with close connections to the business communities of Oman and the wider region. Your programmes combine academic rigour with relevance to the world of work, and this journey starts with the Foundation Programme.

### **Mission**

To empower individuals and communities through transformative learning and teaching, informative research and proactive industry engagement in Oman and the GCC region.

### **Vision**

To be recognised as a leader in providing quality education and research relevant to Oman's social and economic priorities and the wider region.

### **Values**

Muscat University students and staff are strongly committed to:

- Excellence: We deliver valuable experiences that is relevant to our stakeholders.
- Innovation: We pursue new ideas and methods that result in delivering good services and positive experiences.
- Accountability: We accept responsibility for our actions and welcome others to evaluate our performance.
- Transparency: We are open to and value trustworthy communications with our stakeholders.
- Collaboration: We embrace team spirit and provide a welcoming, supportive, and collaborative environment to achieve our common purposes.
- Integrity: We are fair and honest in all our relations and activities.
- Professionalism: We are competent and behave based on ethical principles and values.

## Graduate Attributes:

- Critical Thinker: They actively reflect on ideas and assumptions, analyze and evaluate evidence in order to reach logical decisions.
- Effective Communicator: They convey their message clearly and confidently. They are receptive and responsive to others' input.
- Life-long learner: They appreciate continuous learning, and they carry on developing throughout life.
- Innovative: They provide effective, new, creative solutions to problems.
- Knowledgeable: They are subject specialists, well informed and have in-depth knowledge associated with their discipline.

- Ethical: They demonstrate high level of professionalism and ethical behavior.
- Responsible: They take responsibility for their own behavior, actions and roles. They are trustworthy and capable of meeting expectations.
- Entrepreneur: They have the ability and qualities to develop enterprise appropriate to their context.

## Learning and Teaching Strategy

The strategic aims of MU related to teaching and learning are as follows:

### **Aim 1- Promote Transformative Education**

'To empower individuals and communities through transformative learning and teaching, informative research and proactive industry engagement in Oman and the GCC region.'

### **Aim 2 -Digital Learning**

Providing systematic support with effective and innovative digital learning experiences that take into account curriculum demands, the MU learning and teaching framework, student learning preferences/needs, and relevant stakeholders' well-being.

### **Aim 3- Stakeholder Voice**

Encouraging feedback mechanisms and exploratory teaching tools to help understand the challenges of relevant stakeholders more clearly and create a curriculum review mechanism that maximises student transformation and achievement.

### **Aim 4- Continuous Development and Sustainability**

Conduct a thorough review of continuous teaching and learning practices to incorporate evidence-based, innovative approaches. This will ensure best practices in relevant stakeholders' engagement and improved performance, talent management, and reward.

### **Aim 5 – Student–Centred Learning**

Focus on personalised and active learning, student-centred assessment, and a supportive learning environment.

## Starting the GFP:

At the start of the MU GFP, the students will receive a full induction to the university and the programme. This will include sessions on the following:

- The General Foundation Programme content which is an overview of what you will study on the programme.
- The MU academic advising system.
- The MU GFP policies and regulations which are most relevant to you.
- An introduction to the MU IT and computer facilities and online learning environments.
- Details of the Learning Resource Centre.
- A tour of the building and details on health and safety.
- Details of clubs and societies at MU and the Student Advisory Council (SAC)

The students will also get the opportunity to get to know Muscat University academic and support staff and ask any questions that you have about their first year of study. Materials from this session will be shared with the students for their reference. MU students will be given an ID card which allows access to the building and the printer/photocopier.

We believe that.....	As a result.....
Learning has both a <i>'thinking'</i> and an <i>'emotional'</i> element.	We will develop a positive learning environment by building positive lecturer/student relationships. employing a range of effective learning activities which activate your 'heart' and 'mind'.
Quality teaching involves high quality delivery of learning experiences but it also <b>involves careful planning and preparation.</b>	We carefully prepare lessons and courses with clear learning outcomes and appropriately designed activities to maximize student understanding.
Learning happens most effectively if students are <b>actively engaged</b> in the learning process.	Our courses integrate task or project-based methodology, collaborative group work, focusing on prior knowledge and ensuring lectures are interactive and engaging.
The GFP involves the <i>transformation</i> of learners from recent school leavers into autonomous critical thinkers with a	Our courses integrate the 6Cs of 21 <sup>st</sup> Century Skills into our teaching and planning: Critical thinking, Collaboration, Communication,

range of transferable skills, attributes, and literacies.	Creativity, Connectivity and Citizenship.
<i>Learning in English</i> can create additional challenges for students.	We use methodology which scaffolds learning and supports teaching to ensure understanding and engagement of students whose first language may not be English.
<i>Technology</i> has potential to enhance learning and the learning experience.	We integrate technology into our teaching and learning design in a way which supports our pedagogical approach and encourages, flexibility, student/lecturer wellbeing and student autonomy.
<i>Teaching is a complex skill</i> which has significant impact on student learning, motivation, and achievement.	As a result, all our lecturers are experienced, qualified and passionate. They also dedicate time to keeping up with the latest methodologies and teaching techniques.

## The General Foundation Program (GFP)

### Mission and GFP Objectives

#### Mission

The MU GFP is a one-year programme and aims to equip the students with the academic literacies, language, and introductory-subject-knowledge they need to be successful at Undergraduate level. Our mission statement is:

***‘To create degree-ready students through a set of transferable academic literacies and language, Maths, IT, and discipline-specific knowledge through learner centred, contextually relevant, evidence-based teaching practice’.***

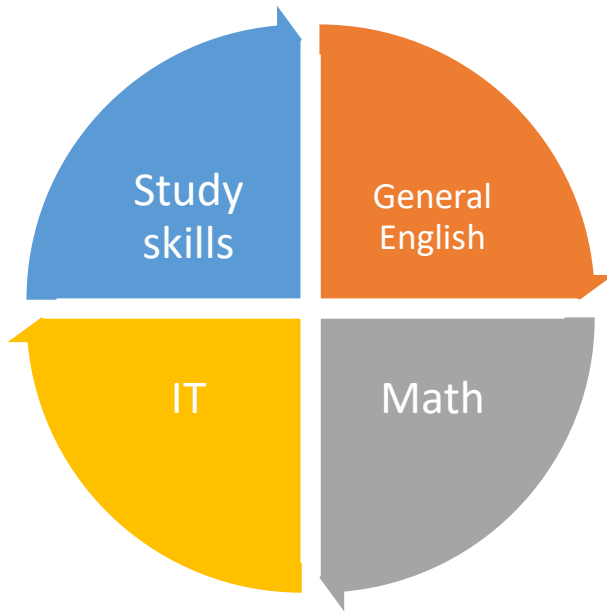
## The GFP Objectives

1. Equip students with a tool kit of academic literacies to enable them to successfully undertake an undergraduate degree programme.
2. Improve students' English language proficiency to a level in which the students can undertake a bachelor's degree taught exclusively through the medium of English.
3. Enable students to solve mathematical problems by acquiring a set of mathematical problem-solving skills and knowledge.
4. Equip students with a set of IT/computing skills required for undergraduate study and the workplace.
5. Enable students to reflect on their learning and development and put in place remedial measures and action plans to develop weaknesses in language and skills.
6. Acculturate students to the academic environment of a Higher Education Institution.
7. Create a platform for students to become independent and life-long learners.

These learning objectives have been used to create several MU GFP modules, which will give you the opportunity to demonstrate their achievement through module assessment. The content and assessment of each module can be found in the respective module handbooks which are available on Moodle and will be covered by your module lecturer at the beginning of each term.

In order to pass the GFP and progress to your chosen Undergraduate Programme you must successfully pass each module with an average mark of 50%. Please note that in order to qualify for the module assessment you must attend at least 80% of the module lectures. Your module lecturer will give you every opportunity to successfully complete the module but the final responsibility to complete coursework in a timely fashion is yours. Please read the section about rights and responsibilities later in this handbook to establish what is expected from you as students at Muscat University, and what you can expect from the MU Team.

## The GFP Content



## The GFP Programme Structure

Term one (9 weeks)	Term two (9 weeks)	Term three (9 weeks)	Term four (9 weeks)
Essential Math	Math 1	Math 2	Math for Engineering (Pure Math)
			Math for Business and Logistics (Applied Math)
Computing Fundamentals 1	Computing Fundamentals 2	Computing Fundamentals 1	Computing Fundamentals 2
General English 1	General English 2	Academic Reading	Academic Writing
		Reading longer academic Texts	
		Critical Reading	

		<b>Academic Listening and Speaking</b>	
<b>All Skills</b>	Mini Research Project	Listening to authentic academic lectures	Academic integrity
<b>Portfolios &amp; group discussions</b>	Report writing	Note-taking techniques	Research skills (paraphrasing, quotations, referencing)
<b>Language Lab</b>	Academic literacies	Research based on Future degree	Critical thinking
<b>Grammar</b>	Study Skills	Academic Presentation	Writing longer academic essays

The GFP at MU was designed so that students can transfer academic skills, knowledge and language learned in one module to another. For example, the academic skills of citing and referencing sources acquired in the 'Academic Reading and Writing' module, can be applied to your assessments in other modules such as 'Academic Listening & Speaking'; the presentation skills acquired in 'Academic Listening and Speaking' can be applied to all presentations you are asked to give, and the IT skills learned in 'Computing Fundamentals' can be applied to all modules. These transferable skills should equip you with a set of academic skills and language needed to be successful on the Foundation and Undergraduate programmes.

## Student Academic Rights and Responsibilities

<b>What you can expect from Muscat University GFP</b>	<b>What Muscat University GFP can expect from you</b>
<ul style="list-style-type: none"> <li>• Active and engaging teaching</li> <li>• Feedback on your work and your progress</li> <li>• Academic and non-academic support</li> <li>• Accurate and timely communication and information</li> <li>• An opportunity to give your feedback about your experience and how it could be improved</li> <li>• A chance to develop your academic and your personal skills</li> <li>• A supportive climate which values ethics and academic excellence</li> <li>• ICT which will help you with your studies, and support in its use from experts</li> <li>• Clarity in terms of expectations and responsibilities and you being held to account by MU staff and peers</li> </ul>	<ul style="list-style-type: none"> <li>• Come on time and prepared too each teaching session.</li> <li>• Ask questions to your lecturer or your peers if you don't understand.</li> <li>• Take notes and make sure you write down key information like passwords, important dates, and assessment requirements.</li> <li>• Communicate in English at University where possible, and make English part of your life</li> <li>• Adherence to MU academic integrity policy and regulations</li> <li>• Behaviour, which is courteous, respectful both inside and outside of the classroom</li> <li>• Adherence to MU code of conduct</li> <li>• Complete assignments and turn every opportunity into a learning opportunity</li> </ul>

## Exemptions from GFP

Although a student is expected to study all of the modules in GFP, a student may be exempt from one or all of the modules on the basis of the following conditions:

Placement test: This is a test that a student will take prior to joining the GFP. This test will determine a student's academic level in English, Computing Fundamentals, and Math. Depending on the level of the student determined by the placement test, they may be exempted from the modules of their respective subjects. All exemptions must be approved by the board.

- Exempted from all the English Language Modules during the GFP:
  - If a student scores between 80% and 90% in the placement test, they will only be exempt from the General English 1 module in Term 1.
  - Any student who scores above 90% in the placement test will be exempt from all of the English language modules for GFP for that academic year.
  - The student possesses an IELTS (or equivalent SELT) with a certificate of 5.0.
  - The student achieves a high academic level in the English Language Placement Test.
  
- Exempted from the Computing Fundamentals Modules during the GFP:
  - If a student scores between 80% and 90% in the placement test, they will only be exempt from the Computing Fundamentals 1 module in Term 1.
  - Any student who scores above 90% in the placement test will be exempt from all of the IT modules for GFP for that academic year.
  - The student possesses an IC3 or similar internationally recognized computing certificate.
  - The student achieves a high academic level in the IT placement test.
  
- Exempted from the Math Modules during the GFP:
  - If a student scores between 80% and 90% in the placement test, they will only be exempt from the Essential Math module in Term 1.
  - Any student who scores above 90% in the placement test will be exempt from all of the Math modules for GFP for that academic year.
  - The student achieves a high academic level in the Math placement test.

If you would like to enquire about your exemption status, contact [sa@muscatuniversity.edu.om](mailto:sa@muscatuniversity.edu.om). Students who are exempted from term 1, will still have to join the GFP to take all the modules in term 2, 3 and 4.

## Your Responsibility

Once you have successfully joined our programme, it is very important that you understand your responsibilities. MU University has important internal regulations for student progress with which you must become very familiar. These are described in detail in the handbook along with other codes and rules, for instance about the acceptable use of computers, health and safety.

Students who have accepted an offer of admission and joined Muscat University thereby agree to abide by the University's regulations summarised in this handbook.

Students are expected to have consulted this Student Handbook before seeking advice around any matters covered in the handbook. Other sources of information are available to help you at <https://muscatuniversity.edu.om/study/#ug-programmes>

# Chapter Two

## Admission and Registration

## General Admission Requirements

### Foundation

For the self-funded students, Applicants will typically need an Omani General Education Diploma or its equivalent (recognised by Ministry of Education) with the following grades:

- Minimum 50 % in the General Education Diploma
- Minimum 50% in English
- Minimum 50% in Pure Maths OR Applied Maths
- Minimum 50% in Chemistry for the one who wants to join BEng Chemical Engineering.
- Minimum 50% in Chemistry or Physics for the one who wants to join BEng in Energy Engineering.

## Documents needed for registration

You must register within the dates specified in the academic calendar for your programme. Muscat University staff will need to view original documents for proof of identity and the academic qualifications on which your application for admission is based. The documents are:

- Passport/ Omani Civil ID
- Diplomas/Certificates
- General Education Diploma Certificate (GED)
- IELTS Results (if available)
- Transcripts
- Equivalency letter from the Ministry of Education for all certificates not issued by the Ministry of Education.

Enquiries regarding registration should be directed to the Registrar's office by emailing [sa@muscatuniversity.edu.om](mailto:sa@muscatuniversity.edu.om) or tolling on 24645444/428

## Admission Procedure

### Ministry of Higher Education Research and Innovation (MOHERI) scholarships

As soon as the Higher Education Admission Center (HEAC) announces the allocation results of scholarships, students that received Muscat University (MU) seats will receive a welcome message from Muscat University and a clear instruction on how to complete their registration with MU.

### Self-funded students

- Marketing Department shall advertise the offered Programs on the university website and other appropriate media.
- Applicants submit their applications via MU's online application system (CRM) along with all the required documents.
- The Admissions Department reviews the applications and communicates the admission decision to applicants through the online application system.

Successful applicants will receive an offer letter and based on it they need to fulfill all conditions if it is conditional. If the offer is unconditional, they must accept it and pay the registration fees

before the academic year starts. (MOHERI sponsored applicants do not have to pay the registration fees.).

- Applicants accepted to Foundation Year Programme may take a placement test consisting of English, Mathematics, and IT.
- Applicants who will pass the placement tests in all foundation year subjects will proceed to direct entry to the chosen program.

### Period of Offer

Except where agreed otherwise in writing, an offer of admission will remain open for 30 days (about 4 and a half weeks) only or up to the start date of the course, whichever is earlier. Your attention is also drawn to the limited circumstances in which an offer may be withdrawn by the University.

### Withdrawal of Offer

The University reserves the right to withdraw this offer if any of the information provided by you at the point of offer is found to be incorrect or incomplete and not approved by the relevant authorities in the Sultanate of Oman, or if you fail to provide satisfactory information or evidence which confirms that you can meet one or more of the conditions contained in this letter. The University may also withdraw this offer prior to the start of the course if it unexpectedly cannot provide the advertised course of study. This will only happen in circumstances outside of the control of the University (e.g., unplanned absences of key members of academic staff, changes to external regulatory environments, insufficient demand for a course to the extent where the University believes the student experience would be significantly impacted). In these circumstances, the University will refund any monies already paid to it by you or your sponsor and will endeavor to recommend alternative courses of study which may suit your learning requirements.

### Termination of Registration

You have the right to terminate your contract with the University within 14 calendar days of the date on which you accepted its terms and conditions by paying the Confirmation Fee. If this period ends on a non-working day, it will be extended until the next working day. To cancel your acceptance, please send an e-mail to the Admissions Department of Muscat University at [admissions@muscatuniversity.edu.om](mailto:admissions@muscatuniversity.edu.om) providing your name, student ID number, programme of study and the reasons for the cancellation.

### Student MU Card

Every student will be provided with a student card that needs to be carried all the time while you are in the university. Your card will have a unique number (student number) that will be used to identify you during your study at MU. You will use your cards to enter the university building, access printing facilities and many other services. If you lose your card, you need to ask for a new one from the admission unit and you will need to fill the [Request for Replacement of MU Student Card](#) and pay 5 Omani Rials fee.

## Student Records

### Access to Student Information/Record

- A student has the right to request access to their academic records by submitting a formal request to the Office of Students Admission and Administration Department through [sa@muscatuniversity.edu.om](mailto:sa@muscatuniversity.edu.om); based on the nature of the request the Office staff would provide the required within three weeks.
- Should the student wish to delegate the collection of their request record to a third party, a signed authorization letter should be submitted alongside their original request for student information. A copy of the third-party ID Card should be collated to the signed authorization letter.
- Any External (includes Sponsors) request for student information should be formally requested through a written and signed authorization letter and submitted to the Office of Students Admission and Administration Department.
- Students with financial queries cannot access their Academic grades/degree award certificate until such query is resolved.
- Students will receive one original copy of their Transcript and Degree Certificate any additional copy of student transcript and/or certificate will be issued via a formal request to the Office of the of Students Admission and Administration Department and will include a fee of OMR10 for student transcript and OMR35 for a degree certificate.

## Academic Calendar

Each academic year within the Foundation Programme consists of four Terms. Duration of each term is 9 weeks of teaching. Final exam period usually is one week. There is a break of one to two weeks between Terms. There are no classes scheduled during summer for Foundation students. A detailed Academic Calendar would be published on the MU website and shared to you through the university email.

## Modules Registration Procedure

### Student Sponsored by Ministry of Higher Education, Research & Innovation (MOHERI):

The Registry department will complete the registration of modules to all MoHERI sponsored students based on the result of the placement tests either to study foundation or to start the academic programme.

### Self-funded Student:

- The student should collect the [Enrollment Form](#) from the Office of Admission & Registration Unit and complete the necessary details. In exceptional circumstances flexibility in term of handling of forms and other documentation may be allowed online (for example during similar situations as COVID-19)
- Students pay the tuition fee at the beginning of each term through MU bank account or get an agreement for instalments plan from the Finance Department.

- Students submit the receipt to the Finance Department and obtain approval on the registration form.
- Student presents the approved registration form to the Office of the Registrar.
- The Office of the Registrar checks the form for completeness and registers the student in the CNS.
- Students can view registered modules and timetable through MU Student Portal.

### Re-registration

Students are allowed to re-register into the University programme as long as they have no outstanding fees (self-funded) and are in a good academic standing. Self-finance students need to follow the same registration procedures explained above. MoHERI sponsored students will be registered by the registration unit and students can see their registration and study timetable through their MU portal.

### Add and Drop Module

- Foundation students are not allowed to drop or add modules as the study plan for the GFP is for one year only.

### Student Timetable

Students can find their registered modules and study timetable through their MU Portal. Access details and Student Portal Guide should be communicated to students by the Information Technology (IT) department to their personal email once they complete all registration process

### Academic Standing

You should work to maintain a satisfactory rate of progress in your programme and modules. The Foundation Programme Director will ensure that students in the **GFP** progress is reviewed at regular intervals and that appropriate action is taken where progress is not satisfactory. This may result in extra tuition or guided self-study and academic advising since there are no summer courses offered to students at risk of failure in the foundation program year.

### Change of programme

Students are admitted only to the programmes they have applied for. Requests to consider transfer from one programme to another will only be considered within a reasonable time period of the student's start date.

Transfers of a registered student from one programme to another require the agreement of the Programme Directors for both the originally admitted and the newly applied programme.

Foundation students who want to change their programme must fill in the [Student Changing Programme Form](#) which can be collected from the registry department, and it is advised to apply for this change at least two months before the academic year starts.

Students sponsored by the Ministry of Higher Education, Research, and Innovation (MOHERI) are also required to seek the Ministry approval for changing their programme. They can do that by submitting their request to the MOHERI through their electronic student file that can be logged in from the [Ministry website – eservices](#).

### Duration of study

The Foundation Programme spans a single academic year, comprising four academic semesters.

### Study Load

All foundation Students are required to finish foundation year programme modules to proceed to the first year.

### Deferment of studies

Applicants are allowed to defer the start of their studies for one time only and they need to inform the Admission and Registration Unit before the start date of the academic year or within the first two weeks of study by e- mail to [sa@muscatuniversity.edu.om](mailto:sa@muscatuniversity.edu.om) or tolling on 24645405/442/488.

MOHERI sponsored students cannot defer their study, however they can postpone their study

### Postponement of Study and termination of studies

Students are allowed to postpone their studies but need to inform the University and fill-in the [Student Postponement Form](#) that can be collected from the admission unit.

Students may postpone one academic year depending on the level of the programme/degree (Bachelor/Advanced Diploma/Diploma). Usually, students must postpone a full Academic Year. **MOHERI sponsored students must get the Ministry approval for the postponement by requesting in MOHERI e-service website.**

### Early termination of registration

There are a number of circumstances which may result in you having to leave the University before you have completed your studies. These include but not limited to:

- i. Where you choose to withdraw from programme due to personal circumstances (voluntary withdrawal);
- ii. Where, based on evidence provided, the University decides that you have failed to make satisfactory academic progress or failed to show due diligence in your studies and decides to remove you from the programme.
- iii. Where you committed an unethical activity or behaviour that leads to termination of your study
- iv. Exhaustion maximum registration period for a given programme

In all cases, formal written notification of the decision will be sent to you by staff in the Students Admissions & Administration Department to your e-mail address recorded in the Student Portal.

### Transfers from the University

Students with MOHERI scholarships are not allowed to transfer from or to MU during the foundation program year. Only self-funded or sponsored students by other entities/ people can transfer from or to university during the FP year provided they have completed all the required transfer procedures and provided the required documents through the ministry of higher education channels and paid the fees.

Students sponsored by MOHERI and wishing to transfer to another PHEI must succeed in the whole foundation year modules to be able to transfer. and after succeeding in the GFP they are also required to seek the Ministry approval to transfer to another Higher Educational Institute (HEI). MOHERI usually announces during July (on yearly basis) to students to submit their request to transfer between Private Higher Education Institution (PHEI) only. This is a fully online process where students will submit the request online and the final decision will be received online through the MOHERI system. MU will communicate the transfer period that MOHERI announces to all students on a yearly basis with details of the process and dates.

### Grading Scale

Foundation students do not receive grades; instead, they are assessed based on their successful completion or failure to meet the required standards and once they move to first year the grade will be counted.

At MU, the academic performance of students shall be reported based on the Grade Point Average (GPA) and a letter grade shall be used to describe the achievement level reached within a particular module. In addition, the degree awarded shall be classified based on the graduation grade point average earned on all modules within the programme study plan. Grading System and Awards Classification

The grading scale is unified across all University programs, and covers all awards at Diploma, Advanced Diploma, Bachelor, Postgraduate Diploma and master's levels. It is also generically applicable to all assessments.

**Table 2: Grading System and Awards Classification**

Percentage	Grade Point	Grade	Description	Classification Undergraduate
86 – 100	4.0	A+	Outstanding	First class honours
82 – 85.9	3.9	A	Excellent	
78 – 81.9	3.75	A-		
74 – 77.9	3.5	B+	Very Good	Upper-second class honours
70 – 73.9	3.25	B		
66 – 69.9	3.0	B-	Good	Lower-second class honours
62 – 65.9	2.75	C+	Very Satisfactory	
58 – 61.9	2.5	C	Satisfactory	
54 – 57.9	2.25	C-	Satisfactory	Third class honours
50 – 53.9	2.0	D	Pass	

0 – 49.9	0 – 1.9	F	Fail	Ordinary/Unclassified
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## Calculation of Grade Point Average

The Grade Point Average is a weighted average that summarizes all modules performance up to date. It can be semester GPA or Year GPA or Cumulative GPA:

- The semester GPA is calculate based on the modules taken and completed within a given term/
- The Year/Stage GPA is calculated based on the modules taken and completed within a given year/stage
- The cumulative GPA is calculated on all modules taken to date including all years/stages.

The formula used for calculation of the GPA is

$$\frac{\text{Total Points Earned}}{\text{Total Credits Attempted}} = \text{Grade Point Average}$$

The total points earned in a module = The grade point value of the grade earned X the number of credits for that module

The term/year/stage Grade Point Average = the sum of the grade points earned in the term/year/stage ÷ The total credits attempted during that term/year/stage

Example

Module code	Credits	Percentage	Grade	Grade Point	Points earned
AF1AUD	15	89	A+	4.0	60
CE1CEE	30	72	B	3.25	97.5
LT1PSM	10	58	C	2.5	25
CE2RE	15	42	F	0	0
AF3ACC	20	53	D	2.0	40
<b>Total</b>	<b>90</b>				<b>222.5</b>

Total Credits attempted = 90

Total points earned = 222.5

Grade Point Average = 222.5/90 = 2.47

Note: the GPA will be calculated to 3 decimal places and rounded to 2 using the normal mathematical rounding rules – that 2.555 becomes 2.56 while 2.554 becomes 2.55.

## Student Advising

### Academic Advisor

Every Muscat University student is assigned an Academic Advisor. This will be a member of the Muscat University Team. Your academic advisor will be made known to you in term 1 of your studies and is available to meet for 1-1 discussion and advice sessions throughout the year. There will be compulsory meetings scheduled with your academic advisor throughout the programme, and you will be informed

about these through the MU Portal. Before meeting with your academic advisor please consider some key questions, which will help make your meeting productive.

- What is going well for you in your studies? What has gone well so far?
- What are the academic areas where you need to improve?
- How will you improve these areas?

You can also meet with your Academic Advisor to discuss any academic issues during your Foundation year. Simply get in touch with your adviser via Outlook or Microsoft Teams. You can find out more about academic advising in the Advising policy.

### Role of Academic Advisor

The academic advisor should be a student's first formal point of contact for general academic guidance and pastoral support. It is not expected that academic advisors are experts on all matters however they should:

- Inform their advisees of their availability and aim to ensure all advisees attend personal tutorials.
- Listen to their advisees' issues, concerns and questions and respond sensitively and appropriately.
- Provide academic support, career advice and guidance and be able to signpost students to other sources of support within the university if so required and to the best of the personal tutor's knowledge and ability.
- Help students settle into university life at the start of each academic year, following a period of placement activity, study abroad or leave of absence.
- Meet with students when needed to assist their continuing progression throughout the programme.
- Be a sounding board for any positive or negative issues related to their students' experience and act as an advocate for them as required.
- Work with other relevant university departments and services as and when required, such as Registry, to ensure the wellbeing of their students.
- Record the content of each meeting on the dedicated academic advisor space hosted on the University portal.

### Student on Probation

- Any student with a CGPA less than 2.0 shall automatically be placed under academic advising.
- Academic Advisor assesses the need(s) of the student under probation
- Outcome of assessment to be discussed with Faculty Director/Dean of School/Program Director with recommendation(s) to the Student Advising Committee

- Student Advising Committee to confirm the final recommendation(s) and corresponds with the appropriate channel:
  - Faculty Director /Program Director for Academic-related Matters - to nominate relevant Academic Staff for Academic advising
  - The Registrar for Non-Academic Matters to nominate relevant Support Service.

### Student Requesting Academic Advising

If a student requests academic advising, they should contact their Academic Advisor who in turn will follow the same process as for the student on probation.

### Student Requesting Personal/non-Academic Support Services

- If a student may request Non-academic advising, they should fill the request ([Non-Academic Support Service Request Form](#)) and submit it to Student Admission and Student Administration Department via [sa@muscatuniveristy.edu.om](mailto:sa@muscatuniveristy.edu.om) for evaluation.
- Based on the outcome of the evaluation, the student Admission and Student Administration Department will communicate the request to the respective department / (counselling, IT support, LRC guidance, etc.)
- The Registrar shall inform the relevant Director of Faculty /Programme Director of the proposed remedies in case it requires Academic Advising.

## Class Attendance and Excused Absences

### Punctuality

The student is responsible for regular and punctual attendance and is expected to participate in all lectures and lab sessions in registered modules in which the student is enrolled. Punctuality is crucial; if a **student is more than 10 minutes late** for a class, s/he will be marked absent for the class unless the student has a valid reason which could be supported by evidence, if required. Please refer to the Attendance Policy for further details.

### Notice of Attendance Expectations

University Faculty members must clearly state in their syllabus the requirements for class absence and/or participation and the impact of absences/participation on the module marks.

### Class Attendance

- Faculty members must record student class attendance through the student portal weekly.
- MU expects students to achieve at least 80% attendance in each module to be permitted to submit assignments, assessments and attend examinations.
- Failure to achieve this will result in failure in the module and it could result also in failing the overall programme, unless evidence of extenuating circumstances has been submitted and approved.

### Excused Absences

An absence may be excused for the following reasons:

- Participation in an official university function/event: Student absences due to participation in an official university function or activity must be approved in advance by the Programmes Director. Excused students will be permitted to make up missed work when practicable or will be given special consideration, so they are not penalised for their absence. It is likely that an absence will not be excused in the case of a scheduled exam, e.g., mid-term exam, final exam, etc.
- Illness: In case of an illness that will require absence from class even for one (1) day, the student must notify Student Administration Department (particularly, the exams and timetabling office) by himself or by any other person and provide evidence within five working days, as explained below.
- First degree relative(s) death in the family
- Other extenuating circumstances, e.g., maternity leave for female students

### Procedure for requesting an excused absence

A student is responsible for requesting an excused absence in writing and/or electronically informing the Module Lecturer and providing satisfactory evidence to the exams office to substantiate excused absence. A copy of the evidence can be sent by e-mail to [exam@muscatuniversity.edu.om](mailto:exam@muscatuniversity.edu.om) and the original copy to be handed to the exams & timetabling unit.

- Whenever feasible, the request should be submitted in advance. In circumstances where advance submission is not possible, the request should be made at the earliest reasonable opportunity following the commencement of the absence.
- In the case of absence from a scheduled examination students must submit an extenuating Circumstances (EC) Form attaching support evidence. Not later than 5 working days after the exam is taking place See (EC) Section.

### Warning Letters

Students will receive an Electronic Warning Letters from the Registrar through their MU email once they reach a certain percentage of absence from a class in the following order:

- 10% Absence – 1st Warning Letter, copying Module Tutor and Academic Advisor.
- 15% Absence – 2nd Warning Letter and module Tutor and Academic Advisor are copied in the warning e-mail. A meeting shall be scheduled between the student and the Academic Advisor, the outcome of which shall be shared with the Faculty Director /Program Director and the Registrar.
- 19% Absence – Final Warning Letter to the student, their parents and/or private student's scholarship provider(s) (copying Module Tutor and Academic Advisor). A meeting shall be scheduled between the student and the Faculty Director /Program Director.

If a student exceeds 20% absence on any module and is unable to provide acceptable extenuating circumstances for this, the student shall be withheld from sitting module assessments and, as a result, may fail the module. In such instances, the student could repeat the module at the earliest opportunity.

### Extenuating Circumstances (EC)

- You will need to apply for EC if you feel a factor outside of your control such as serious illness or injury has adversely affected your ability to take an assessment. Longer term issues such as learning special needs, physical health or ongoing financial difficulties may not be considered as a basis for EC, in instances such as these, you should inform the University and relevant faculty/department when enrolling in the University.
- In addition, EC does not give you a short-term extension to a coursework deadline. If you need a coursework extension because of EC, you should contact the Exams & Timetabling Unit as well as informing your module lecturer to obtain a five-day coursework extension.
- Requests for extenuating circumstances need to be apply online through the Student MU Portal not later than 5 days after the exam is taking place by filling in the [Extenuating Circumstances Form](#) (available at the Office of the Registrar) with supporting evidence.
- Non-based-exam assessment(s) EC received within 5 working days of the set submission deadline will be reviewed and actioned by the Chair of the EC Committee in consultation with the module tutor, and a new revised deadline would be set accordingly.
- For exam-based assessments(s) EC received within 5 working days of the set assessment date, will be forwarded by the Office of the Exams & Timetabling Unit to the EC Committee which will review all ECs and recommend decision(s) to the Board of Examiners.

Any EC requests received post the 5 working days as per the have to be submitted within fourteen days as part of an Academic Appeal following the decision of the Exam Board.

## Module Board and Exam Board

After assessments are graded, student marks are discussed in two boards, Module Board and Exam Board. Marks remain provisional until it gets approved by the Exam Board. Usually, the Exam Board approves the mark at the end of the academic year, which leaves the (1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Terms) marks as provisional.

### Module Board

The Module Board (MB) was established to ensure completeness, consistency, and fairness of marking across all programs and is reported to the exam board. The purpose of the MB is also to review and discuss students' performance and recommend potential amendments. The MB will meet at the end of each semester exam period.

### Exam Board

MU Exam Board (EB) is established to ratify grades received from the module board. The purpose of the EB is to decide upon the progression and/or award of individual students while considering Academic Appeals (AP) , Extenuating circumstances (EC) and/or Academic Misconduct (AM). The EB will meet for each programme twice per year. The first meeting will be held by the end of the academic year to approve first and second term marks and the second meeting will be held after the resit exam period to approve the resit marks.

## Marking Scheme

Non-exam-based assessment(s) would follow the below marking scheme (excluding Final Year Projects and Research-Based Degree Dissertations/Thesis). For exam-based assessment(s), model answers would be developed for each exam paper by the module tutor.

**Table 4:** Marking scheme for Non-Exam-based Assessment

Mark	Criteria
(78%+)	The work clearly addresses the coursework and is presented as requested. The student demonstrates understanding of the concepts under consideration and has applied that understanding appropriately and thoughtfully to the essay. They have been appropriately selective in their choice of models and theories used, possibly using more complex models rather than relying on the simpler models presented. There is an attempt to synthesise information into a clear argument where needed. There is evidence of critical appraisal where requested, using theories and concepts to underpin that appraisal. They have demonstrated evidence of additional reading beyond the lecture notes and core text and have referenced that additional reading appropriately and accurately. It is written clearly and unambiguously with no or only minor errors in spelling and grammar.
(66-77.9%)	The work clearly addresses the requirements of the coursework and is presented as requested. The student demonstrates understanding of the concepts under consideration and has applied that understanding appropriately and accurately to the essay. They have selected appropriate models and theories to apply and have done so accurately. There is clear evidence of reading from both lecture notes and core text, with some indication of additional reading beyond that. There is evidence of critical appraisal. Referencing is largely correct. It is written clearly and unambiguously with only occasional spelling or grammatical errors.
(54– 65.9%)	The work addresses the coursework. The student demonstrates understanding of the concepts under consideration and has attempted to apply that understanding to the essay. They have selected appropriate models and theories to apply and have done so broadly accurately, although the synthesis of theory and reflection may be weak. There is evidence of attending lectures and carrying out some reading probably from the core text. Referencing is present but may be limited and/or inaccurately presented. The writing generally may lack clarity in places but retains a reasonable coherence. Occasional spelling or grammatical errors
(50-53.9%)	The work only partially addresses the coursework. The student describes models or theories but does not apply them as requested. Synthesis of theory and personal reflection is weak. Evidence of attending to the lecture material is present but with little evidence of additional reading. Referencing is limited or absent. The writing may lack clarity in places. More than occasional errors in spelling and/or grammar.

Fail (0-49.9%)	The work does not address the coursework. Little or no evidence of content relevant to the module. Disorganized and unclear presentation and many major errors in referencing and presentation.
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### Late Submission of non-exam-based assessment(s)

- Students must meet all deadlines for any form of module assessment(s).
- Failure to submit an assessed piece of work by the set submission deadline without approved Extenuating Circumstances will incur a penalty of a reduction by 10% for each day after the assessment deadline.
- Work submitted later than five days of the set submission deadline will be awarded a mark of zero per cent for that assessed component.
- Authorization of the late submission of non-exam-based assessment(s) will be granted by the module tutor with the approval by the Faculty/Foundation Director/Dean of School

### Passing Modules and The Programme

The pass mark for each module is 50%. You need to pass all modules you are enrolled in to pass the Foundation Programme, obtain a certificate of completion and progress onto one of the Muscat University Diplomas/Bachelor's Degrees. At the end of each module, you will receive an overall module percentage and a pass/fail mark for the module.

To understand what you need to do to pass your course you should read the assessment guidelines for each module in the module handbooks. Your class lecturer will provide the module handout in the first class of each module and provide details of how to pass each module during class.

### Module Reassessment and Repeat

- If a student does not achieve the required aggregate module pass mark, the student will usually be offered a resit assessment during the reassessment period in the summer. In resit assessments, students get the opportunity to resubmit their work for the assignment concerned. In the case of an examination, the resubmission will take the form of a resit exam.
- GFP student can have a maximum of four resit assessments per academic year, in case the student fails more than 4 modules, there will be no chance to do the re-sits exams and will be required to repeat the failed modules in the next academic year with new tuition fees. (This is also applied to MOHERI Students; where the scholarship will be frozen by the Ministry for one academic year until the student successfully completes the GFP requirements.
- Decisions to offer any module reassessment are made at the Exam Board. The Chair of the Exam Board will confirm which assessment(s) will be re-sit or which modules will be repeated.
- Resit assessments will usually take place in the specified resit week in August.
- There is no cost for resit assessments.
- If the student fails a resit assessment, the student will have to repeat the failed module(s) at the earliest opportunity in the following academic year; this decision is always made by the Exam Board. A foundation student is not able to carry failed modules onto the first year of the undergraduate degree.

- Repeated modules must be studied and completed according to the appropriate attendance regulation and to the current module specification and assessment structure. Any passed elements from the previous attempt cannot be carried over. The student will be charged accordingly for the number of modules they have to repeat if they fail the GFP
- Failed modules may be repeated once. Further attempts require special permission from DVCAARI.

## Award of Degree

### General Principles

- The student must complete the right number of credits, based on the programme requirements, in order to be recommended to the Academic Council for an award.
- The student must pass all assessments and complete all other programme requirements in order to be considered for an award.
- The award classification is based on marks and credits accumulated by the student over the studying period as specified in the Program Specification.
- There is a credit value for each module, which reflects the estimated number of learning hours.
- The average mark which a student obtains is calculated taking into account the credit value of all the modules completed successfully; this also contributes to determining the classification of an award.

### Classification of Award

**Diploma:** Classifications shall be determined by an overall average mark when the student completes 240 credits. Boards of Examiners shall observe the following criteria as depicted in Grading System and Awards Classification

**Advanced Diploma:** Degree classifications shall be determined by an overall average mark when the student completes 360 credits. Boards of Examiners shall observe the following as depicted in Grading System and Awards Classification

**Bachelor:** Degree classifications shall be determined by an overall average mark when the students complete 480 credits. Boards of Examiners shall observe the following criteria as depicted in Grading System and Awards Classification

### Award classification in case of student failure

A student who fails to be awarded a degree can be permitted to get a lower award if the student accumulates the corresponding exit reward credits. For instance, failure to be awarded a bachelor's degree may permit the student to be awarded an Advanced Diploma if the students already accumulate 360 credits. This decision has been made by the Examination Board.

### Withdrawal from the University

A student wishing to withdraw from the University programme is required to complete a [Withdrawal Form](#) and submit it to the Admissions Unit. For UG sponsored MoHERI students, the Office of the Registrar shall inform the MoHERI and for Non-MoHERI sponsored students, a formal letter from the Sponsoring Body's HR/Finance shall be provided before the withdrawal request is processed by the University.

## Dismissal from the Program

The following conditions may lead to dismissal of students from the academic programme.

- Failure to maintain an attendance rate of 70% for two consecutive semesters.
- Having a cGPA of less than 2.0 for two consecutive years
- Failure to pay the fees may result in early termination of studies
- In case of proven Academic or non-Academic severe Misconduct, the Misconduct Policy will apply with student dismissal being a possible outcome.

## Appeals on Dismissal

- A student may appeal against the findings and the decision of the Misconduct Committee to the Deputy Vice Chancellor for Academic Affairs, Research, and Innovation (DVCAARI) within five working days of the receipt of notification.
- A student must submit written statements or arguments along with the written request for a review through the MU Registry.
- The Deputy Vice Chancellor for Academic Affairs, Research, and Innovation may review the decision of the Misconduct Committee within ten working days from the date of receipt of the request for appeal.
- During the review, the Deputy Vice Chancellor for Academic Affairs (DVCAARI), Research, and Innovation may consider additional evidence that was not included in the original meeting of the Misconduct Committee. The DVCAARI may affirm, modify, or reverse the decision.
- In case of the appeal being upheld, the student shall both sign an undertaking and be put under academic probation for one semester while applying the academic advising process as necessary. Failure to pass the following semester academic probation shall result in immediate dismissal without the right to appeal.

## Academic Appeals

If a student is unsure as to why he/she has been awarded a certain mark/grade, he/she should ask for feedback from the instructor/ marker before making an appeal. If one is still unsatisfied with the mark/grade, one can raise the issue with one's Programme Director. If one is appealing against a decision of an examination board then one can make an Academic Appeal using the procedures below. If one requires assistance with an appeal, one should ask at the Exams & Timetabling Unit.

Please also remember that one is not able to challenge academic judgement, but there are specific grounds for making an academic appeal after the board of examiners has met.

### Grounds of Academic Appeal:

- There has been an administrative error or that some other material of irregularity relevant to the assessments has occurred.
- That the assessment procedure and/or examinations were not conducted in accordance with the approved regulations.

- That the student's performance was adversely affected by illness or other specific factors which they were unable for valid reasons to submit to the Board of Examiners before it reached its decision.
- There is no ground for appeal against the academic judgment of examiners.

### Stages of Academic Appeal

Academic Appeals have two stages: Internal Resolution and Full Academic Appeals.

#### Stage 1- Internal Resolution Process

- A student wishing to appeal against a module grade needs to submit an [Internal Resolution Request Form](#) (available at the Office of the Exams & Timetabling Unit) within 14 days (about 2 weeks) of the release of confirmed grades by the exam board.
- The Office of the Exams & Timetabling Unit will forward immediately all received Internal Resolution Request Forms to the Faculty/Foundation Director/Dean of School.
- The Faculty/Foundation Director should schedule a meeting with the student if required and provide a response to the Office of the Registrar within one week of receipt of the request form

#### Stage 2 – Full Academic Appeal Process

- In case a student is not satisfied with the outcome of the internal resolution stage, a student should need to submit an [Academic Appeal Form](#) (available at the Office of the Exams & Timetabling Unit) within 7 days of the notification of the outcome of stage 1.
- The Office of the Exams & Timetabling Unit will immediately forward all received Appeal Forms to the Academic Appeals (AA) Committee.
- The AA Committee will respond to the Appeals within one week of receipt of the appeal.

# Chapter Three

## Academic Programmes

Muscat University has three Faculties for undergraduate studies: The Faculty of Business and Management, the Faculty of Engineering and Technology and The Faculty of Transport and Logistics.

## Degrees awarded

Muscat University offers the following Bachelors' degrees in addition of Diploma and Advance Diploma in the same field of study:

### BSc Accounting and Finance

The Accounting and Finance degree focuses on the crucial role that financial information plays in decisions made by management teams, and in the monitoring and planning of a business organization's objectives.

### BSc Business and Management

The Business and Management degree programme would equip students with a broad knowledge and appreciation of issues faced in the world of business. It aims to equip students to become competent, solution-oriented, and effective communicators as business and management practitioners. They will gain the analytical, technical, and interpersonal skills required to understand, analyze, and address the challenges faced by today's companies.

### BSc Marketing

The BSc Marketing programme focuses on marketing; however, it is rooted in a broader study of business and management. Students will have the chance to specialize in specific marketing areas (including digital marketing and branding) while gaining a solid foundation in the main areas of business and management. It also strongly stresses employability to ensure that graduates are equipped with the required skills for a competitive and dynamic job market.

### BSc Logistics with Supply Chain Management

The Logistics with Supply Chain Management degree provides a critical study of the management of both technological and business aspects of globally connected and sustainable supply chains for the 21st century.

### BSc Logistics with Transport Management

The BSc in Logistics with Transport Management is one of the few logistics degrees combining technological knowledge with business and management to meet the logistics industry's needs. Upon successful completion of the programme, students earn a degree from Muscat University.

### BEng Chemical Engineering

Chemical Engineering is the study of planning, design and developing products and processes where chemical and physical changes occur. The BEng in Chemical Engineering is designed to develop engineering skills in a firm-grounding in chemistry.

### BEng Energy Engineering

This BEng Energy Engineering is underpinned by "Sustainability" and "Technology" where the curriculum is designed systematically to provide students with a broad understanding of sustainability in various aspects related to Energy and particularly on decarbonizing the Energy sector. In addition, the aim is to provide students with state-of-the-art Technology required for the 4IR where digitalization and Artificial

Intelligence is a major part of the Energy industry to improve efficiency and to develop new renewables and their applications such as electric vehicles.

## The undergraduate programme curriculum

Accounting for Management (Diploma – Advance Diploma – Bachelor)

BSc Business and Management

Stage 1 (Year 1)		Stage 2 (Year 2)		Stage 3 (Year 3)		Final Stage (Final Year)	
<b>Diploma (240 Credits)</b>							
<b>Advanced Diploma (360 Credits)</b>							
<b>Bachelor's degree (480 Credits)</b>							
Module title	Credits	Module title	Credits	Module title	Credits	Module title	Credits
Principles of Management	15	Marketing Communications	15	Entrepreneurship	0	Management Information Systems	15
Introduction to Organizational Behaviour	15	Human Resources Management	15	Placement Year Placement Year	120	Entrepreneurial Management	15
Introduction to Accounting	15	Consumer Behaviour	15			Business Ethics	15
Financial Management	15	Research Methods	15			Final year Project	30
Foundations of Business Analytics	15	Management Accounting	15			Project Management	15
Marketing Principles	15	Contemporary issues in Business and Management	15			Leadership	15*
Introduction to Business Economics	15					International Marketing	15*
Law for Business		Strategic Management	15			Social Media Marketing	15*
* = Optional Module							
<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>

## BSc Marketing

Stage 1 (Year 1)		Stage 2 (Year 2)		Stage 3 (Year 3)		Final Stage (Final Year)	
<b>Diploma (240 Credits)</b>							
<b>Advanced Diploma (360 Credits)</b>							
<b>Bachelor's degree (480 Credits)</b>							
Module title	Credits	Module title	Credits	Module title	Credits	Module title	Credits
Principles of Management	15	Marketing Communications	30	Entrepreneurship	0	Marketing Strategy	30
Introduction to Organisational Behaviour	15	Risk Management	30	Placement Year Placement Year	120	Entrepreneurial Management	30
Introduction to Accounting	15	Corporate Social Responsibility and Sustainable Business	15			Integrated Case Study	15
Business Skills	15	Consumer Behaviour	15			Marketing in the Digital Space	15
Foundations of Business Analytics	15	Research Methods	15			Final Year Project	15
An Introduction to Business Economics	15	Marketing Research	15			International Finance International Marketing	15
Marketing Principles	15	Organizational Change and Development	15			Integrated Case Study Social Media Marketing	15
		Branding	15			Project Management	15
		<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>

## BSc Global Entrepreneurship and New Ventures

Stage 1 (Year 1)		Stage 2 (Year 2)		Stage 3 (Year 3)		Final Stage (Final Year)	
<b>Diploma (240 Credits)</b>							
<b>Advanced Diploma (360 Credits)</b>							
<b>Bachelor's degree (480 Credits)</b>							
Module title	Credits	Module title	Credits	Module title	Credits	Module title	Credits
Business Skills	15	International Business	15	Placement Year Placement Year	120	International HRM	15
An Introduction to Business Economics	15	Managing Innovation	15			Global Entrepreneurship	15
Introduction to Accounting	15	Personal and Professional Development for the Workplace	15			Strategic Business Simulation	15
Foundations of Business Analytics	15	Marketing in the Digital Space	15			Final year Project	30
Entrepreneurial Management	15	Research Methods	15			International Marketing	15
Marketing Principles	15	Strategic Entrepreneurship	15			Contemporary Issues in Entrepreneurship	15
Financial Management	15	Digital Business Models	15			Principles of Operations Management	15*
New Venture and Sustainable Growth	15	International Business Strategy	15			Sustainable Supply Chain Management	15*
* = Optional Module							
<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>

## BSc Logistics with Supply Chain Management

Stage 1 (Year 1)		Stage 2 (Year 2)		Stage 3 (Year 3)		Final Stage (Final Year)	
<b>Diploma (240 Credits)</b>							
<b>Advanced Diploma (360 Credits)</b>							
<b>Bachelor's degree (480 Credits)</b>							
Module title	Credits	Module title	Credits	Module title	Credits	Module title	Credits
Introduction to Business Economics	15	Personal and Professional Development for the Workplace	15	Entrepreneurship	0	Strategic Management	30
Business Skills	15	Logistics Modelling	15	Placement Year Placement Year	120	Sustainable Supply Chain Management	30
Data Analysis for Logistics	15	Project Management	15			Supply Chain Finance	15
Principles of Supply Chain Management	15	Warehouse and Inventory Management	15			Individual Project	30
Principles of Transport	15	Procurement	15			Supply Chain Decision Support and Analysis	15
Principles of Operations Management	15	Human Resource Management	15			Artificial Intelligence in Logistics	15*
Introduction to Accounting	15	Freight Transport	15*			Retail Logistics	15*
Marketing Principles	15	Tools for Managing Operations	15*			Supply Chain Risk and Resilience	15*
		Air Transport	15*			Logistics and the Circular Economy	15*
				Maritime Logistics	15*		
* = Optional Module							
<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>

## BSc Logistics with Transport Management

Stage 1 (Year 1)		Stage 2 (Year 2)		Stage 3 (Year 3)		Final Stage (Final Year)	
<b>Diploma (240 Credits)</b>							
<b>Advanced Diploma (360 Credits)</b>							
<b>Bachelor's degree (480 Credits)</b>							
Module title	Credits	Module title	Credits	Module title	Credits	Module title	Credits
Introduction to Business Economics	15	Personal and Professional Development for the Workplace	15	Entrepreneurship	0	Freight Transport	15
Business Skills	15	Logistics Modelling	15	Placement Year Placement Year	120	Air Transport	15
Data Analysis for Logistics	15	Project Management	15			Strategic Management	15
						Sustainable Supply Chain Management	
Principles of Transport	15	Procurement	15*			Supply Chain Finance	30
Principles of Operations Management	15	Human Resource Management	15			Individual Project	
Introduction to Accounting	15	Freight Transport	15			Innovative Transport Solutions	15
Marketing Principles	15	Tools for Managing Operations	15*			Artificial Intelligence in Logistics	15*
		Air Transport	15			Retail Logistics	15*
				Supply Chain Risk and Resilience	15*		
				Logistics and the Circular Economy	15*		
				Maritime Logistics	15*		
* = Optional Module							
<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>

## BEng Chemical Engineering

Stage 1 (Year 1)		Stage 2 (Year 2)		Stage 3 (Year 3)		Final Stage (Final Year)	
<b>Diploma (240 Credits)</b>							
<b>Advanced Diploma (360 Credits)</b>							
<b>Bachelor's degree (480 Credits)</b>							
Module title	Credits	Module title	Credits	Module title	Credits	Module title	Credits
Mathematics for Engineers	15	Transfer processes	15	Entrepreneurship	0	Process Safety and Sustainability	15
Design, Build, and Sustainability	15	Separation Processes	15	Placement Year Placement Year	120	Advanced Reaction Engineering	15
Chemistry for Engineers	15	Thermodynamics	15			Advanced Separation Processes	15
Introduction to Chemical Engineering	15	Reaction Engineering	15			Advanced Process Design	15
Fluid and Heat Transfer	15	Process Design	15*			Instrumentation and Control	15
Professional Skills for Engineers	15	Process Simulation	15			Process Computation	15*
Mass and Energy Principles	15	Energy Supply and Delivery	15			Renewable Technologies	15*
Physical Chemistry for Engineers	15					Environmental Engineering	15*
Transfer processes	15					Petrochemical Processes	15*
Separation Processes	15						
Thermodynamics	15						
*= Optional Module							
<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>	<b>TOTAL</b>	<b>120</b>

## Student Industry Placements

Muscat University assigns great importance to student placements. Through student placements in business and industry you will be allowed to apply your subject knowledge and technical skills in a professional environment, you will gain real experience with significant responsibility, and you will significantly improve your graduate employment prospects. In addition, student placements can increase your self-confidence and will encourage you to reflect on and improve your analytical and critical thinking skills as well as your communication and team building and interaction skills. Student placements will give you the skills that employers seek in graduates.

All our undergraduate degree programmes include a mandatory year spent in business and industry. This year is credit-bearing and will count towards your overall degree award. You may also have the opportunity to work abroad, complete an exchange programme or a combination of both.

# Chapter Four

## Student Affairs

## Student support

Life at University is fun and rewarding but there may be some moments when you need some extra support. This support could be related to your studies, or you may need to discuss more personal matters with someone in confidence. Muscat University has a commitment to your wellbeing and to ensure the best chances of academic success and personal growth so we have a range of services which will support you during your time with us.

## Non-academic Support

### Student Affairs Unit

Student Affairs Unit (SAU) is part of the Student Admissions and Administration Department, it is located on the first floor close to the main entrance of the University and is clearly visible and accessible to all students, including those with physical disabilities. SAU Unit should be your first point of contact for questions, comments, or concerns. In many cases the staff at the Unit will be able to deal with the matter or refer you to the appropriate department. SAU contacts students in various ways, including email, phone, MU Website and Social Media posts. It is a university requirement that you check your university email at least once a day during term time. General information will be sent to your university email address not to your home or work email address. It is therefore very important that you check your university email account regularly.

### Student Affairs Unit Services:

- Receiving students' suggestions/ feedback
- Dealing with students' problems/ complaints
- Solving problems related to registration, financial aid, payments
- Supervising the Student Advisory Council
- Managing Student Clubs
- Providing Student Extra-Curricular Activities
- Student Advising Services/ Internal Counselling Services\*: Counsellors can help students find solutions to a range of personal and academic-related issues and challenges.
- Alumni Services
- Career Services like CV reviewing, delivering multiple workshops related to career guidance.

\* Muscat University might refer students to External counselling if required.

### Support for students with specific educational needs or movement disabilities

An important part of the service provided by the Student Affairs Unit in the Student Admission & Administration Department is the provision of appropriate advice and support for students with educational needs or other Movements Disabilities. This expert advice and support help promote the success and well-being of such students and enhance their student experience allowing every student to fulfill their personal, academic, and professional potential. We encourage all new students with a disability, long term medical condition, specific learning difficulty or mental health difficulty to disclose and register with the Student Affairs Unit so that we can plan how best to support them in their studies.

## Financial Support

You may wish to speak with a dedicated member of the Student Admission & Administration Department about financial matters. Advice can be provided on topics such as funding information, including scholarship and bursary provision, budgeting, and the availability or otherwise of hardship funds. For financial aid, kindly fill out the form by clicking [here](#)

## International Student Support

International student support is dedicated to the academic success and welfare of international students and provides guidance and information on a wide range of non-academic matters including immigration and visas.

### International Students Services

- Providing student Visa
- Picking and dropping from and to Airport: if you would like to be picked/dropped by the university transportation, please arrange for this, two weeks before your arrival, by sending us an email containing (your full name, Your Picture, day & time of arriving & the flight number) to [sa@muscatuniversity.edu.om](mailto:sa@muscatuniversity.edu.om)
- Counseling sessions
- Financial Aid
- City Tour
- Shopping Trips
- Accommodation Advice

For extra information related to Oman we encourage our students to visit international students Page on Muscat University website <https://muscatuniversity.edu.om/international-applicants/>

## Student Accommodation

Muscat University does not offer on-campus accommodation for its students, we strive to assist you in finding the finest housing options available in the vicinity of the university.

You can reach out to the nearby accommodation lists by clicking [here](#).

## Your voice

Muscat University is committed to providing you with the highest quality educational experience. A key voice in defining this experience is yours and we welcome any suggestions, feedback, or suggestions at any time during the term. You may pass on your feedback to any member of staff,

who will ensure your feedback is acted on. You can also use the following channels to express your voice.

Communicate with

- 1) your academic advisor via email or in person
- 2) your class lecturer via email or in person
- 3) the Student Advisory Council via email or in person
- 4) the GFP director
- 5) student services

You will also be given opportunities to share your thoughts on MU's services via focus groups, questionnaires, and interviews. Please make every effort to answer these short surveys or attend focus groups/interviews as honestly as possible so that we can improve your experience with us.

## Student activities

At the GFP, you will be encouraged to get involved in a range of extracurricular activities, which can develop your knowledge and skills in interesting engaging ways. Currently, student activities that you can get involved in include:

- Buddying, mentoring and peer support
- Sports, community engagement and volunteering
- Events, project management and enterprise
- Students' Union/Association and Student Societies

These activities will help to develop your personality and your confidence, and they are a great way to get to know other students. Getting involved in these activities will also help build your professional profile, your employability skills and help to achieve the graduate attributes, which are embedded in Muscat University Programmes. All these activities are linked to the MU Graduate attributes mentioned in previous pages.

## Current student clubs

No.	Club
1	Event's Organizers Club
2	Theatre Club
3	Yusr Voluntary Club
4	Photography Club
5	Sports Club
6	Music Club
7	Engineering Club
8	Media Club

9	Wadhakir Club
10	Fine Arts Club
11	Majaz (Culture Club) Club
12	Business Club
13	LRC Club
14	Wadkir Club (Islamic club)
15	Japanese Culture Club
16	Chess Club
17	Research Club
18	Logistics Club
19	Marketing Club
20	Health Club

### How to join the student club?

If you are interested in joining you can register through below from link, or send an email to [sa@muscatuniversity.edu.om](mailto:sa@muscatuniversity.edu.om) with the club's name you wish to join: [Joining MU Clubs 2025-2026 \(office.com\)](#)

### How to start a new club?

The desire of establishing a new club goes through three steps as following:

**Step (1):** If a student or a group of students desiring to constitute a new club, they should fill in the New Club Request Form (NCRF) and submit it at the beginning of the Academic. New Club Request Form: <https://forms.office.com/r/yAk47YC8nb>

### General Conditions the new club request should meet:

- The club's objectives, theme and mission should not overlap with another existing club.
- At least 20 interested members have confirmed their membership to the club before establishing it officially. The confirmation should be attached to the NCRF.
- A club action plan should be attached to the NCRF. The plan will include the following:

Club Name	Proposed Event/ Activity	Day & Date	Event Objective	Expected outcomes
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Example: Media Club	Media Gathering	2023	<p>To give the club members the chance to meet media practitioners.</p> <p>To provide the members with media skills such as news writing and radio presenting. To give the members the opportunity to practice what they have learned.</p>	<p>Members will learn about Oman Media History.</p> <p>Members will obtain new media skills.</p> <p>This event will affect MU reputation positively/ help in marketing the university.</p>
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**Step (2):**

The request will be reviewed by the Student Support Specialist (SSS) and during this stage you may be asked to provide more information related to the club. Also, the Student Advisory Council will be consulted about the club request and the review process will take around 10 working days.

**Step (3):**

Upon approval from the SSS, the requester of the club will receive an official email with the approval notification form the SSS or will be communicated by the SSS of the review result. After that, the club will be given a trial period for one semester (4 months) to prove their interest. After the trial period, if the club is not active, it will be removed automatically from the club’s list and will lose all the rights and privileges.

**Organizing Student Activities & Student Club Regulations**

All details related to organizing MU events and student club regulations can be found in the Events and Clubs Guide.

**Student Dress code**

Male students are encouraged to wear white colored dishdasha with Omani headdress, for Omani students, or appropriate smart casual clothing which is respectful to the local culture, norms, and traditions.

Female students are expected to wear appropriate clothes which are respectful of the local culture, norms, and traditions.
















Overall, both genders are expected to be dressed in a decent manner which reflects MU properly.













**The following clothing and accessories are forbidden:**

- Transparent & Tight clothes

- Pajamas
- Bracelets, rings, and necklaces for the males
- Ripped jeans
- Slippers
- Clothes which carry a harmful/abusive message
- Shorts (males should wear long trousers)
- Skirts for females should cover the knee (even in sitting position)
- Shirts for females must cover the elbow.

Face cover is not allowed as per Ministry of Higher Education, Research and Innovation rules and regulations. **Below table elaborates the dress code in detail:**

Student Dress Code			
<b><u>All students must wear appropriate clothing that respects the local culture, norms, and traditions.</u></b>			
Male Dress Code		Female Dress Code	
Allowed	Not Allowed	Allowed	Not Allowed
<ul style="list-style-type: none"> <li>· Any official dress that suites the university environment</li> </ul>  <ul style="list-style-type: none"> <li>· Omani Dishdasha (preferably for Omanis).</li> </ul>  <ul style="list-style-type: none"> <li>· T-Shirts</li> </ul>  <ul style="list-style-type: none"> <li>· Tops with sleeves</li> </ul> 	<ul style="list-style-type: none"> <li>· Slippers</li> </ul>  <ul style="list-style-type: none"> <li>· Shorts (males should wear long trousers)</li> </ul>  <ul style="list-style-type: none"> <li>· Sleeveless tops or tank tops.</li> </ul>  <ul style="list-style-type: none"> <li>· Bracelets, rings, and necklaces.</li> </ul> 	<ul style="list-style-type: none"> <li>· Any official dress which suites the university environment.</li> </ul>  <ul style="list-style-type: none"> <li>· Shirts (should cover the elbow).</li> </ul>  <ul style="list-style-type: none"> <li>· Skirts should cover the knee (even in a sitting position)</li> </ul>  <ul style="list-style-type: none"> <li>· Tops with long sleeves</li> </ul>	<ul style="list-style-type: none"> <li>· Slippers</li> </ul>  <ul style="list-style-type: none"> <li>· Face cover</li> </ul>  <ul style="list-style-type: none"> <li>· Jeans and Ripped jeans</li> </ul>  <ul style="list-style-type: none"> <li>· Clothes which carry a harmful/abusive message</li> </ul> 

	<ul style="list-style-type: none"> <li>·Clothes which carry a harmful/abusive message</li> </ul>  <ul style="list-style-type: none"> <li>·Transparent &amp; Tight clothes</li> </ul>  <ul style="list-style-type: none"> <li>·Jeans/ Ripped Jeans</li> </ul>  <ul style="list-style-type: none"> <li>·Pyjamas</li> </ul>  <ul style="list-style-type: none"> <li>· Spiked or chained accessories</li> </ul> 		<ul style="list-style-type: none"> <li>· Transparent &amp; Tight clothes</li> </ul>  <ul style="list-style-type: none"> <li>· Sleeveless tops or tank tops.</li> </ul>  <ul style="list-style-type: none"> <li>· Bare back tops</li> </ul>  <ul style="list-style-type: none"> <li>· Low-neck tops</li> </ul>  <ul style="list-style-type: none"> <li>· Tight &amp; Mini Skirts</li> </ul>  <ul style="list-style-type: none"> <li>·Pyjamas</li> </ul> 
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### Dress Code during online classes

You are expected to wear appropriate clothes as per the above instructions in case you are asked to turn on your camera during the class.

### Student Discipline and Code of Conduct

You are expected to be punctual, submit academic work on time, and be respectful to all staff and students. Cheating during tests and examinations will not be tolerated and could result in failing the module and potential expulsion from the University.

- You are not allowed to leave the classroom without the lecturer's permission.

- Disturbance of classroom activity in any manner is prohibited. You are expected to maintain decorum always.
- You must take good care of university property.
- You should keep the classroom and the university premises neat and clean and should use the bins provided for the disposal of litter.
- You are not permitted to bring harmful and illegal materials or substances to the University.
- Smoking with all kinds of it is prohibited on the Muscat University premises.
- Consumption of food and beverages inside the classrooms is prohibited.
- Graffiti and defacing of walls, desks and washrooms is unacceptable.
- You will be responsible for the safekeeping of their valuables such as money and books. The University does not accept responsibility for the loss of any valuables. You are expected to show respect to their academic and non-academic staff and fellow students and behave properly inside and outside the classroom.
- You are encouraged to familiarize yourselves with the contents of the Student Handbook. Muscat University students agree to comply with all rules and regulations detailed in the Student Handbook and the Codes of Conduct given within.
- Ignorance of a policy or regulation will not be considered an excuse for failure to observe a policy or regulation
- Avoid sensitive discussion topics which may cause offense (such as politics, religion, and culture)
- Avoid any kind of harassment (verbal, sexual and physical)
- Avoid any kind of sharing unethical and immoral content via any kind of media or physically.
- Avoid any kind of verbal and physical abuse.
- 
- Any kind of listed misconduct (for more, see appendices section) might lead to termination of your scholarship/ study contract.

## Violation of rules and regulations

Good academic practice is one of the key values of higher education and the University takes academic offences very seriously. You should read the sections of this handbook which refer to academic behaviour very carefully.

Students of the academic community of Muscat University are expected to conduct themselves with integrity always. Certain violations of ethical conduct related specifically to matters of academic integrity will lead to failure. Academic violations include, but are not limited to, the following:

### Allowing someone to impersonate

A student for the purposes of assessment attendance – where a student allows someone to attend an assessment in lieu of their own attendance with the intention of impersonation and/or to falsely represent the attending student’s work as being their own.

### Plagiarism

To plagiarize is to use the work, ideas, images, or words of someone else without attribution. Plagiarism may involve using someone else’s wording — a distinctive name, a phrase, a sentence or an entire passage or essay — without using quotation marks or attribution. It may also involve misrepresenting the sources that were used. The issue of plagiarism applies to all student assignments.

## Cheating

Normally academic or intellectual malpractice in assessments such as University Examinations, Class Tests or coursework may give an unfair advantage over others. Cheating includes but is not limited to copying from another's paper, giving unauthorized assistance, obtaining unauthorized advance knowledge of examination questions, taking unauthorized material into an examination (including revision notes or unauthorized equipment), or use of mechanical or marking devices or procedures for achieving false scores on machine-graded examination questions. Students are prohibited from submitting any material from another person or company.

## Collusion

Collusion occurs when two or more people have worked together without permission to produce a piece of work which is then submitted for assessment as the work of only one person, which may give an unfair advantage over others. Action may be taken against a student who has allowed their work to be used as well as against a student who submits work resulting from collusion.

## Commissioning/purchasing

It happens where a student commissions or purchases from someone else a piece of written work and submits it as their own original piece of written work. There does not have to be a financial transaction involved.

## Falsification of data or another research

It happens where a student deliberately falsifies or fabricates results to support a thesis or argument.

## Inappropriate Collaboration

Inappropriate collaboration involves working with someone else in developing, organizing or revising a project (such as an oral presentation, a paper, a research or design project or take-home examination) without acknowledging that person's help. The use of unauthorized assistance must be avoided in the production of all academic work.

## Work Completed for One Subject and Submitted to Another

Students may not present the same work for more than one subject. Under exceptional circumstances, academic staff members may permit a significant piece of research to satisfy requirements in two subjects. However, both academic staff members must agree in advance to this arrangement.

## Interference with Another Students' Work

Students may not intentionally interfere with the work of others, such as sabotaging laboratory experiments, research or digital files, or by giving misleading information or disrupting class work.

## Copyright violations

Copyright laws must be observed. These laws govern practices such as making use of printed materials, duplicating computer software, duplicating images, photos duplicating copyright materials and reproducing audio-visual work. The academic integrity code prohibits theft and the unauthorized use of documents and requires adherence to the laws of the Sultanate of Oman.

## Complicity in Academic Dishonesty

Complicity in academic dishonesty consists of helping or attempting to help another person commit an act of academic dishonesty or willfully assisting another student in the violation of academic integrity. Muscat University considers complicity as academic dishonesty which is premeditated and intentional.

## Adjudication of Academic Offenses

Adjudication of academic offense procedures are established in line with the principles of academic integrity. The adjudication process involves the student and the academic staff member and the Faculty Director on the seriousness of the alleged academic offense. The adjudication process aims to give effective and timely action to the parties of dispute.

## Penalties based on breaking academic and non-academic issues.

All penalties are imposed on a case-by-case basis depending on the severity of the issue of concern. For example, the penalty for plagiarism would be different from a penalty for physical assault.

Allegations of plagiarism including the students' submitted work as well as the plagiarized sources (supported by Turnitin report) will be submitted by the module tutor/marker to the Student Misconduct Committee. The Student Misconduct Committee will investigate and provide recommendations to the Exam Board prior to the latter's convention.

This form of academic dishonesty associated with assessed work is considered a serious offence. Any student found to have "borrowed" from published work without acknowledgement, or from other student's work, may be awarded a failure mark for the work in question and/or may have failed in the relevant unit of assessment.

To avoid the offences of plagiarism and collusion always:

- Refer to each source used in your work at the point where it arises in your text, but explain your points in your own words;
- Use quotation marks whenever you are citing an author's views in his or her own terms;
- Acknowledge the source of any diagrams, tables or graphical representations of data that have been copied directly from a literature source at the point where they are used;
- Identify fully all your sources (text, tables, illustrations etc.) in a reference list at the end of your work. You should use a standard format for your reference list and unless otherwise advised this should be the author-date (Harvard) system;
- Name fellow students with whom you have worked.

Your Programme Director or any other Faculty member can advise you if you are unsure.

## Student Grievance and Complaints

From time to time, you may feel dissatisfied with some aspects of your dealings with the University and, when that happens, it is important that the issue is dealt with constructively and as quickly as possible without risk of escalation. The following are examples of complaints you may have:

- Poor Quality of Teaching
- Insulting, Sexual and Verbal Harassment, Verbal Abuse, or any inappropriate treatment by a university staff (Academic or Admin staff)

- Misleading information in an official announcement/poster related to the university
- Insufficient facilities relevant to the teaching/ learning procedure
- Poor level of provided services, whether Academic or non-Academic service

It does not cover the following:

- Matters of academic judgement (that is about a student's academic performance);
- Requests for new or different services or provisions.

A complaint must be initiated within three months of the date of the incident.

Complaints will be dealt with in a confidential manner. However, for your complaint to be investigated fully and appropriate action taken, it will be necessary to disclose your identity to the person who is the subject of the complaint and to others directly involved. They will be provided with a copy of your complaint and any evidence relating to the complaint. You should bear in mind that the person complained against also has a right of reply.

## The Complaints Procedure

### Stage 1: Complaint is solved informally

It is hoped that most problems will be dealt with informally without the need for a formal procedure. As a first step, if you have a comment, concern, or complaint you should try to resolve the matter with your Module lecturer/academic advisor or with the immediate manager/supervisor of the service. In many cases, that person can best respond to the matter being raised in a productive way.

### Stage 2: Complaint is addressed formally

If Stage 1 has failed to give you a satisfactory outcome, you should raise the matter with the GFP/Faculty/Students Administration Director, within 30 calendar days of the event concerned unless there is a demonstrable good reason for needing a longer period. (If you are not aware of who is responsible for the service, they should seek advice from the Student Support Officer). You may also use Stage 2 of this procedure and skip stage 1 if you consider that the matter is too serious to be dealt with informally. In this stage you need to fill-in a and give it to the student support office by hand or e-mail.

The GFP/Faculty/Students Administration Director will normally respond to you within five working days explaining how the matter will be processed. The matter will be investigated fully (normally this will involve an invitation to you to discuss the matter in person with the Director of the Faculty/Director of Students Administration) and you will normally receive a written response within fifteen working days of this meeting.

If you are satisfied with the response received, and do not wish to take the matter further, the information gained from the student will be used to improve the service provided by the University. If the matter is not resolved to your satisfaction within the fifteen working days of receiving the response or is subject to further investigation in a way which is unsatisfactory to the student, then the complaint shall be taken to stage 3.

### Stage 3: Matter has not been resolved at stage 2

If the students are not satisfied with the response, they received from the Head of Department of services concerned, the student should refer the matter to the Vice Chancellor, by submitting the previous complaint form along with the decision they received. VC shall form an ad hoc Complaints Committee to

investigate the complaint. The Committee may conduct a hearing with the student/s. Students have the right to be represented and or accompanied by a friend at the hearing. The VC office will communicate the committee decision to the student and if the student is still not satisfied with the committee decision, then the complaint shall be taken to Stage4.

#### Stage 4: Complaint Outcome Review

If you remain dissatisfied, you may appeal about the outcome of the complaint within fourteen days of receiving the formal outcome. You have to fill in a [Request for Review Form](#) and submit it to the VC office.

You must outline the grounds for the request for a review, the allowed grounds are:

- ❖ A request for a review of the procedures followed at the formal stage
- ❖ A consideration of whether the outcome was reasonable
- ❖ New material evidence which you were unable, for valid reasons, to provide earlier in the process.

Once receipt of a request for a Complaints Outcome Review, the Vice Chancellor will allocate the complaint to be reviewed by a senior member of staff who has not been previously involved in the case. Questions that may be considered in such a review include:

- ❖ Were the relevant procedures followed during the formal stage?
- ❖ Was the outcome reasonable in all circumstances?
- ❖ Has the student received clear reasons why the complaint was rejected at the formal stage?
- ❖ If new material evidence has been provided, has the student given valid reasons for not supplying this earlier?

You will be communicated the outcome of the Complaints Outcome Review. The decision/results of the Complaints Outcome Review will be final and will bring the University's investigation of the case to a close.

# Chapter Five

## MU services

## IT Support

Muscat University is committed to providing you with a range of services to make sure your experience with us is enhanced by technology. These include:

- Explaining the different services available for their use during their induction.
- Providing manuals which cover the different services provided in detail (i.e., use of Moodle, Microsoft 365, and the student portal, etc).
- Providing face-to-face and online training.
- Providing continuous support and guidance on service usage around the clock.
- Providing maintenance of all ICT services throughout the year.
- Collecting feedback on student experience and creating departmental action plans in accordance with student suggestions.
- Enhancing students' awareness of technical matters by sending emails containing tips and tricks, guidance, and methods to sustain technologies.

## Student Portal

As a student at Muscat University, you will have access to the Muscat University student portal. The Student Portal gives you access to academic, financial, personal and virtual learning systems details.

As a new student, you can log into the Student Portal once you have completed enrolment and received your university user account details. Once confirmed by the appropriate examination board you will be able to view your marks, information about your academic progress and about examination board decisions on the Student Portal.

To enable your login to the University System for the first time, you need to be on campus as these details are captured in our domain. To do so here are the steps:

### Login to the university computers:

- Obtain access to one of our computer labs and use the credentials that you received through your personal email to login:
  - Username: student number (starts with the year of entry, such as -24)
  - Password: XXXXXXXXXX

### Login to student email

- Navigate to <https://www.office.com/> using any web browser like (Google Chrome or Microsoft Edge)

- Use the credentials that you received through your personal email to login:
  - Username: student number@muscatuniversity.edu.om
  - Password: XXXXXXXXXXXXXXX
- Upon the first login you will be requested to enter your mobile number as an authentication method then, Microsoft will send you a text message containing a security code, enter the code on the specific field then press ok.
- Once you are in the Office365 portal you will be able to see the services that are provided by the University such as Outlook, word, Excel, PowerPoint and OneDrive.

#### **Important notes:**

- Kindly use OneDrive as your primary storage.
- You can find in the top right corner an option to install full office package for free into 5 different devices.

#### **Login to the student portal:**

- Navigate to <https://portal.muscatuniversity.edu.om/CMCPortal/>
- Navigate to Student Portal and use the credentials that you received through your personal email to login:
  - Username: Student number@muscatuniversity.edu.om
  - Password: XXXXXXXXXXXXXXX

## **Moodle**

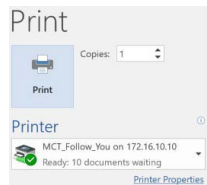
- Moodle is a web-based virtual learning environment that Muscat University uses, and it can support a range of online teaching, learning and assessment styles and add value to students' learning. It can be accessed from any computer with a connection to the Internet. It has an easy-to-use interface and is an ideal way to provide students with support materials such as module outlines, lecture notes, PowerPoint presentations and reading lists, as well as more interactive use of the system through chats and discussions, individual or group assessment exercises and audio and visual materials. You may also be required to submit coursework via Moodle.
- Faculty members at Muscat University work to provide learning resources and modules information to you through Moodle. If you have any questions about the resources on Moodle, please contact your lecturer or your Program Director in the first instance.
- **IMPORTANT NOTE:** All messages sent to you from Moodle will be sent to your Muscat University email address. You are strongly advised to check your Muscat University email **REGULARLY** or better still, link your Muscat University emails to the device you use regularly, such as your mobile phone.

## **Computer labs**

You have access to the excellent computer facilities at Muscat University. Computer labs can be found on floors 2,3,4, and 6 of the Muscat University building, and are open from 8:00 am to 4.30pm, Sunday to Thursday.

You have access to the printers at MU to print all your documents. However, as we are becoming a paperless university, we insist that only necessary documents be printed.

- MU staff and Student can print documents using any of the printers on any of the floors, as they are all integrated, when ready to print select the printer called (MCT\_Follow\_You on 172.16.10.10) as shown below.



- Once you've completed this process, go to any of the printers within MU premises, and print your documents.
- When you arrive at the printer, the following page will appear, please patch your Staff ID / Student ID card on the designated area on the printer.
- After logging in, the below page shall appear, click on "Print Release" to print your required documents.



- You may also click on Access Device, when you just need to Scan or Copy documents.

## General advises from IT Team:

- The entire University campus is monitored with CCTV cameras (24/7).
- Access control is used to control all students, staff and guests entering or exiting the campus
- Please ensure that you always wear your student badge.
- Ensure that you don't share your card with anyone else, nor should you open any gate for any other student (students who do so will be penalized).
- If you require any IT support, please contact us [servicedesk@muscatuniversity.edu.om](mailto:servicedesk@muscatuniversity.edu.om)

## Academic Support Center (ASC)

The **Academic Support Center (ASC)** at Muscat University is dedicated to empowering students to achieve academic success. Guided by its mission to provide equal access to learning opportunities, the ASC fosters a supportive and inclusive environment where students can strengthen their study skills, seek academic advice, and develop key attributes such as critical thinking, communication, and innovation.

As a student at Muscat University, you will have access to the following services:

### Services

- Peer Tutoring: one-to-one or group sessions with trained MU student tutors
- Academic Advising: guidance and motivation to support your academic progress
- Workshops: study skills, research skills, and MU Graduate Attributes (e.g., communication, critical thinking, innovation)
- Online Support: sessions available through Microsoft Teams

### Access

- All services are free of charge for MU students
- Support can be requested through ASC QR codes, email, or in person

### Guidelines

- Sessions must be booked in advance
- Each session is limited to 60 minutes per subject per day
- Students must come prepared with assignment details or study materials
- Cancellations should be made at least 24 hours in advance

### Location & Hours

- Second floor
- Sunday to Thursday, 8:30 am – 3:30 pm

### Contact us

- E-mail: [asc@muscatuniversity.edu.om](mailto:asc@muscatuniversity.edu.om)
- Phone/WhatsApp:???

### Become a Peer Tutor

The ASC welcomes students who are interested in supporting their peers. Becoming a peer tutor is a rewarding opportunity to build your skills and contribute to the MU community.

**Requirements:**

- Minimum GPA of 3.5 in the subject you wish to tutor
- Completed application form (available via ASC QR code or at the ASC reception)
- Lecturer's recommendation form
- Copy of your CV

**Process:**

- Submit your application form and required documents
- Attend an interview with the ASC team
- Successful candidates will receive a **recommendation letter** upon completion of their service

## The Learning Resource Centre and Services

As a student at Muscat University, you will have the following services:

**Resources & accessibility**

- Printed Resources
- E-resources: you can access them through <https://opac.muscatuniversity.edu.om/>
- Masader: [www.masader.om](http://www.masader.om)
- E-Textbooks: <https://ebookcentral.proquest.com/lib/muscatuniversityom>
- ScienceDirect: <https://www.sciencedirect.com/>
- Research Repository: <https://repository.muscatuniversity.edu.om/>

**Circulation**

- GFP students can borrow 10 books at a time for 2 weeks
- Renewal is allowed twice
- Fines for overdue items will be calculated starting from the second day after the due date: 100 Omani Baisa/day

**Training**

- Scheduled group training
- Individual training Support
- Support for retrieving resources for your assignments and projects
- Citation & referencing
- Research methodology

**Interlibrary Loan (ILL)**

To request an information resource (book chapter or journal article) through ILL you should:

- Fill the ILL form
- Send it to the LRC e-mail: ([library@muscatuniversity.edu.om](mailto:library@muscatuniversity.edu.om))

- Usually, it is received within 48 working hours. However, if there is any factor might cause delay, the requestor will be informed
- In case the requested document is not available, the requestor will be informed, and alternative documents are suggested to him/her

### Membership at SQU main library

To get a membership at SQU main library students should fill in the membership form and submit the following requirements at the Electronic Information Resources Department (located at the SQU main library first floor):

1. Copy of Identification card
2. Copy of Car ownership card
3. Copy of Driving license
4. Copy of University Identification card
5. 1 photo
6. Fees of 3.00 R. O

Membership privileges are:

- Free internet access on the library campus.
- The use of library collections (Printed collections & Electronic collections) inside the library. campus

### Contacts us:

- E-mail: [library@muscatuniversity.edu.om](mailto:library@muscatuniversity.edu.om)
- Phone: 24645474 / 24645453
- Instant Chat: This service is provided using the Microsoft teams: library

### LRC timing

- Sunday – Wednesday: 8:00 AM – 8:00 PM
- Thursday: 8:00 AM – 4:00 PM
- Saturday: 9:00 AM – 1:00 PM
- Friday & public holiday's: closed

# Chapter Six

## Financial Services

## Tuition Fees and Refund Policy

### Scholarship

The scholarship amount will be applied as a discount on the yearly tuition fees amount except the placement year fees which is not discountable and registration fees.

### Fees and payment methods University Regulations

1. In accepting an offer of a place at Muscat University you are agreeing to comply with:
  - a. the provisions of all the Regulations of the University that concern registered students
  - b. the documents which are referred to in the Regulations and which supplement them, including the Undergraduate Student Guide, which is issued annually
  - c. the terms and conditions of this document (“these terms”) You are strongly advised to carefully read these terms before accepting the offer.
2. Upon enrolment, you will be given access to Muscat University’s Student Portal where you can access the Undergraduate Student Guide. Please note that the policies and regulations of the University and the Undergraduate Student Guide may be updated periodically to reflect best practice or to improve the running of the university and the student experience. You are required to abide by such changes whilst you are a registered student.
3. Programme fees are payable every term in advance. Where programmes extend beyond a twelve-month period, tuition fees will usually be due for each year of study. The first year’s fees must be paid on or before the initial registration, unless a. satisfactory guarantee of payment has been provided, in the form of a written acceptance of liability to pay from a recognized award making body, an overseas government or a recognized employer or b. a fee installment payment plan has been confirmed in writing and agreed to by the Finance Department of Muscat University supported by Post Dated Cheques (PDCs).
4. In the case that the programme fees are paid by a sponsor, your sponsor must provide written evidence of accepting such financial liability before you register at the University. An undertaking from a private individual is not sufficient unless post-dated cheques are provided to cover the total amount of programme fees. If your sponsor fails to honour their commitment to pay your tuition fees, you will be personally liable for their payment to ensure your continuing registration.
5. The fees are subject to annual review.

The programme fees include all fees for registration, tuition and the first two examination attempts for each module. The University reserves the right to charge additional fees for changes or extensions to the registration period, for example for additional or remedial tuition and assessment.

- a) A four (4PP) or ten (10PP) installment payment plan may be arranged with the finance department for each academic year.
- a) 4PP permits students to pay their fees in four installments and payments may be arranged with the finance department for each academic year. 10PP permits students to pay their fees in ten installments and payment may be arranged with the finance department for each academic year. All instalment plans must be supported by a Post-Dated Cheque for each instalment and all cheques provided at the start of each academic year.

The programme fees do not include accommodation and transport costs, or materials required for your private study. Failure to pay your programme fees may result in not informing you of your exam results.

- 6. To accept your place in your chosen programme of study, you must pay a registration Fee of OMR 250 (which is non-refundable) within one month of the day that the Unconditional Offer Letter has been issued. 10. Payment can be made in POS Machine, by cheque or bank transfer (TT). Muscat University only accepts payment in OMR.

University banking details are as below: Account Name: Muscat University SOAC Bank Name: Oman Arab Bank Account No: 3101-362404-500 SWIFT address: OMABOMRU	Account Name: Muscat University SAOC Bank Name: Alizz Islamic Bank Account No: 001-0020041001-001 SWIFT address: IZZBOMRU	Account Name: Muscat University SAOC Bank Name: Bank Muscat Account No: 0423076847210012 Currency: OMR
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### Fee Refunds

A student who withdraws from a Muscat University course within two weeks following the first day of lectures in the semester in the academic year, will not be liable for Tuition Fees for that course. Tuition fee refunds, excluding the confirmation fee, for dropping out of courses after that period will be as per the schedule below:

Date of Withdrawal	Percentage of Refund
Within 2 weeks from the first day of semester/class	100%
After 2 weeks	80%
After Census Date*	50%
After Mid-semester	0%

**\*Census Date** is the date when enrolment into a programme and registration into classes/units are deemed confirmed and no further changes are allowed. Date is usually the end of Week 4 of a particular semester

You may also be liable to repay any form of grant, bursary or other form of financial assistance already paid to you subject to an apportionment for that part of the course that you attended prior to your withdrawal.

You are responsible for your own living expenses and therefore must ensure that you have secured the necessary financial resources before starting your programme. Aside from scholarships, no financial assistance will be provided by the University. Students will be notified in writing in advance of registration if they have been awarded a scholarship. In exceptional circumstances, bursaries may be awarded.

## Chapter Seven

# University facilities Management

University facilities Management: Here is the Muscat University facilities and its uses: -

- Muscat University provide a car parking for student (for rent) at Basement area and free car parking outside the building in the back/ right side of the building.
- The building has an elevator from the ground floor to the 7th floor to smoothly move the

<b>Basement floor</b>	Car parking area (for rent) and for special needs students
<b>Ground floor</b>	Canteen Corner (restaurants area) + sitting area, washroom (male / female), academic institute
<b>1<sup>st</sup> floor</b>	Academic institute, main reception, offices (student affairs department, marketing and media department, registration department, exams department, financial management department, administration department, etc.), prayer room (male / female) for students and staff with ablution area and washroom, clinical room with 2 bed & first aid boxes, and classrooms.
<b>2<sup>nd</sup> floor</b>	For foundation student's: Classrooms, 2 computer labs, offices, student free zone, academic support, the library, and discussion rooms
<b>3<sup>rd</sup> floor</b>	Classrooms, 2 computer labs, student free zone, and discussion rooms
<b>4<sup>th</sup> floor</b>	Classrooms, 2 computer labs, teacher's offices, student free zone, logistic college/ accounting college, and discussion rooms, and MSC suit (401 A& B).
<b>5<sup>th</sup> floor</b>	Offices (Prof office, VC office, finance department, HR department, IT department, facilities & safety management office), 2 meeting room, computer labs, and placement office, HS department, Qip, and DVVC office
	Engineering college and engineering department, chemical lab, teacher's offices, classrooms, computer labs, and discussion room.
<b>7<sup>th</sup> floor</b>	classrooms, auditorium, student free zone, and Board Meeting room
<b>Balcony area</b>	access only for authorized staff
<b>Additional details:</b>	<ul style="list-style-type: none"> <li>• free car parking area (building's back side &amp; right side)</li> <li>• Wi-fi &amp; printers available</li> <li>• student lockers (booking through E-mail – only for 1<sup>st</sup> and 2<sup>nd</sup> year students)</li> <li>• discussion rooms (booking through E-mail\ facilities office 525)</li> </ul>

student from floor to floor.

## Chapter Eight

# University Health, Safety and Security

Muscat University is committed to providing a safe, secure, and supportive learning environment for all students, staff, and visitors. This section outlines the rules, procedures, and resources available to ensure your wellbeing on campus. Please read carefully and familiarize yourself with the information below.

Muscat University is obliged to care for and maintain all health and safety rules and regulations including protecting staff, students, and visitors. Students are instructed to follow up for MU-HSE policy, ministerial decision to control the pandemic situation and emergency evacuation procedures as per the following:

## 1. General Safety Rules

- Always use designated walkways and staircases.
- Report any hazards or unsafe conditions immediately.
- For emergencies, call **80045444** or email [hss@muscatuniversity.edu.om](mailto:hss@muscatuniversity.edu.om).
- Follow all safety signage and the instructions of university staff.

## 2. Emergency & Evacuation Procedures

In the event of an emergency such as fire, or other incidents:

- Evacuate the building immediately once you hear the alarm.
- Do not use elevators during evacuation.
- Proceed calmly to the designated **assembly point** in the parking area.
- Follow the directions of the fire wardens and University staff.
- Notify others around you to leave the building.
- Close doors behind you if it is safe to do so.
- Do not re-enter the building until an official announcement is made.

### Evacuation Facilities:

- There are **three emergency staircases** (two on the sides and one in the center near the lifts).
- Each floor is provided with evacuation maps.
- An **evacuation chair** is available on the 7th floor for mobility-impaired individuals.

## 3. Health & Medical Support

The University provides health and first aid services on campus:

- **University Clinic:** Located on the first floor next to the reception desk. Please report any illness or injury directly to the clinic.
- **Medical Room:** Equipped with two beds, a wheelchair, and a first aid box.
- **First Aid Kits:** Available on all floors near the elevators.

For any medical concerns, contact the clinic staff immediately.

Muscat university is obliged to care for and maintain all health issues of students and staff. The job of the college Nurse is to manage a health program for the assessment, evaluation, maintenance and improvement of the health of students. The nurse will help remove or modify health-related learning barriers to learning in individual students and promote the prevention of illness and disability and early detection and correction of health problems.

Commonly dealing with the problems are.

7. Monitor vital signs and blood sugar
8. History collection including past medical history (eg. food and medicine allergy) and present medical history.
9. Administration of medication as per ministry allowed medicines and tools.
10. Wound/injury dressing with sterile technique. Topical application of ointments and spray.
11. Provide rest and sleep for students who are all sick.
12. provide Basic Life support-CPR, depends on the situation.
13. The case is not managed, sent to the hospital immediately with concerned nurse with HSE knowledge.
14. Psychological counselling
15. Maintaining recording and reporting system.
16. Health education.
17. Refill the first aid box on every floor.

For any enquiries, please contact [nursing@muscatuniversity.edu.om](mailto:nursing@muscatuniversity.edu.om)

Phone number :90603731

## 4. Campus Security

Campus security works to ensure the safety of all students, staff, and visitors. Please adhere to the following rules:

- Always carry your **student ID card** on campus.
- Do not allow others to use your ID card for access.
- Guests may only enter with prior approval and must sign in at reception.
- All deliveries and packages must be received through the reception desk.
- Security staff may request to see your student ID at any time.

## 5. Traffic & Parking

- Use designated parking areas only.
- Follow all campus traffic rules and security instructions.
- Do not park in restricted zones or block access routes.

## 6. Your Role as Students

Health and safety are a shared responsibility. Students are expected to:

- Take responsibility for their own safety and wellbeing.
- Cooperate fully with staff and security personnel.
- Encourage peers to follow University safety and security rules.
- Report unsafe practices or incidents immediately.

## 7. Contacts

For all safety-related inquiries and emergencies:

- **Emergency Hotline:** 80045444
- **Email:** [hss@muscatuniversity.edu.om](mailto:hss@muscatuniversity.edu.om)
- **Office Location:** Room 525A

Together, we can ensure a safe, healthy, and secure campus for everyone.