



Sultanate of Oman
Ministry of Manpower
Shinas College of Technology

Staff Support Services Policy

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Contact ¹	QAD, ShCT (qa@shct.edu.om)		
To be implemented by:	All staff and personnel in the HRD		

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¹ Implementers and users of this policy / document are kindly requested to send comments and suggested revisions to the assigned contact person as part of the policy review process.

Version Control Table

A. Document development details and summary of revisions

Version	Author	Date (dd/mm/yyyy)	Summary of revisions	Contributed by
1	ShCT-QAD		First Draft.	QAD members from all ShCT units
1.1	ShCT-QAD	01/12/2016	Formatting and flow was modified	
1.2	Dr. Syed	01/01/2017	Flow chart was introduced	College Dean
1.3	Dr. Syed	20/01/2019	Revised induction form added	Head of HRD
1.4	ShCT-QAD	25/06/2019	Consolidation of Staff Induction policy, Staff Grievance Policy, Dress Code Policy, Staff Code of Conduct and End of service policy.	PMC
1.5	PMC	07/11/2019	Incorporation of feedback provided by PMC members during the PMC meeting held on 7/11/2019	PMC members

B. Plagiarism verification

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C. Document proof read by:

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1. Purpose of the Policy:

The purpose of the policy is to ensure effectiveness, fairness, and consistency in the administration of the staff support services in the college.

2. Scope of the Policy:

This policy is applied to all the staff members of the college.

Definitions:

Acronyms:

CC: College Council

ETC: Educational Technology Center

HoC: Head of the Center

HoD: Head of the Department

HoS: Head of the Section

HR: Human Resources

QAM: Quality Assurance Manual

QAD: Quality Assurance Department

ADAF: Assistant Dean for Administrative and Financial Affairs

Definitions

Induction: The term used to mean the process of welcoming and briefing new staff about the organizational structure, policies, procedures, systems, goals, culture, organization's history, and work rules. So that they immediately feel at home in the new environment and begin to operate in their role with effectiveness at early stage.

Induction coordinator: A staff member who is assigned and responsible for the induction of the newly recruited staff at the college or departmental level.

Newly recruited staff: A person who has newly joined the college and holds a new contract of employment.

Grievance: "it includes concerns, problems/issues or complaints that arises within the working environment of individual staff in the College".

End-of-Service: The term specifies non-renewal of job contract by the staff, request for non-renewal of job contract of the staff by the college to the recruiting agency or to the Ministry of Manpower (MoMP), termination of job contract during the contract period, resignation of staff during the job contract period, transfer of staff to other CoTs, and termination of service of a staff within the probation period of three months either from the side of staff or the college.

3. Policy Content:

3.1: Staff Induction:

- 3.1.1 The HR department of the college administers induction program and ensures that all newly recruited staff members are given effective induction through the induction coordinators of respective unit.
- 3.1.2 The newly recruited staff will be provided with a soft copy of staff induction kit (i.e. College Bylaws, Staff Handbook, Policy Handbook, Advisory Handbook, Quality Assurance Manual (QAM), Labs & Workshops Manual and emergency contacts).
- 3.1.3 The Department/Center Induction Coordinator coordinates the induction program at Department/Centre level for new staff as well as for staff who are transferred from other department of the college.
- 3.1.4 The HR Department will provide an induction for the newly recruited staff related to the HR services followed by the induction carried by Departments & Centers. (Academic& non-academic).
- 3.1.5 The newly recruited staff will provide his/her feedback on the induction they received.
- 3.1.6 The college will review the effectiveness of the induction program annually.

3.2: Staff Code of Conduct:

- 3.2.1. Act in an appropriate manner which ensures the achievement of the College Vision and Goals.
- 3.2.2. Perform duties (Academic & Non-academic) methodically, ethically and carefully in accordance with appropriate supervisory directions, and following the College policies and procedures.
- 3.2.3. Avoid private/public activities which harm/disrepute the profession and the College.
- 3.2.4. Maintain the confidentiality of information of students, other staff, and the College, unless disclosure is warranted by respective authority or regulations of the College.
- 3.2.5. Adhere to the principle of transparency wherever it is required.
- 3.2.6. Maintain all documents and records accurately and up-to-date as per the set standard.
- 3.2.7. Maintain the channels of communication and keep up the protocol.
- 3.2.8. Give priority to continuous professional growth through training, study and research.
- 3.2.9. Respect authorities, be open to constructive criticism and feedback on ~~your~~ performance, and reply positively.

- 3.2.10. Establish links with professional bodies and improve education and profession through them.
- 3.2.11. Avoid personal gains from exploiting your position in the College.
- 3.2.12. Provide advice and constructive criticism through active participation in the sectional/departmental and College level meetings, and feedback surveys.
- 3.2.13. Provide potential suggestion for improvement in the College or to the society through research and innovation.
- 3.2.14. Avoid conflict of interest, otherwise, report immediately to your respective authorities.
- 3.2.15. Extend your cooperation and support in carrying out activities relating to academic and non-academic responsibilities such as advising, registration, students counseling, conduct of examination, etc.
- 3.2.16. Use the College facilities and utilities efficiently and effectively, and use the College resources with proper consideration and authorization.
- 3.2.17. Mind impact of your decisions on others, activities and reputation of the College/Unit.
- 3.2.18. Take due care in identifying and reporting of Health & Safety risks related to your workplace.
- 3.2.19. Avoid gossips and inciting staff against another staff or management.
- 3.2.20. Act in a manner that does not discourage, insult, humiliate, harass, and/or illegally discriminate against other staff.
- 3.2.21. Provide assistance to new staff in a manner to create a positive attitude towards the college.
- 3.2.22. Avoid castigating or criticizing any other staff members of your Unit/College in the presence of students or other staff.
- 3.2.23. Do not give consideration for caste, race, religion, nationality, and gender in ~~your~~ work/duty.
- 3.2.24. Respect the privileges, rights and dignity of the students.
- 3.2.25. Restrain from vindictive mannerism towards any of the students.
- 3.2.26. Show unbiasedness in approach to students regardless of their gender and status.
- 3.2.27. Do not posture unmannerly gestures in front of students during the class.
- 3.2.28. Respect the Sultanate's law, culture and religion.
- 3.2.29. Maintain the quality of work/profession.
- 3.2.30. Based on Article (73) of Bylaws of CTs, all ShCT staff have to observe the dress code. Staff members are expected to dress in a dignified, decent and appropriate manner. They should project professionalism in their dress and appearance as an example for students in the academic setting.
- 3.2.31. It is expected that staff members practice good personal hygiene and attire that is clean, neat, and professional. This dress code applies to all staff who work on-campus during official working-hours as well as during weekends.
- 3.2.32. The Heads of the Department and Center are responsible for ensuring that the dress standards of their staff is as per this policy. The HoD/HoC has to report

violation of the Dress Code to HR, who will address and take the proper action in consultation with the College Dean & ADAF.

3.3. Staff Grievance:

- 3.3.1. The staff has a right to have his/her complaint wisely and fairly investigated and receive an appropriate response in writing.
- 3.3.2. All staff have equal access to participate fully in the staff grievances process of the College.
- 3.3.3. The Complainant and Defendant must cooperate fully and promptly with any investigation including informing the Staff Grievance Investigation Committee (SGIC) the names of witnesses, disclosing any relevant evidences within a specified period of time and attending any meetings with regard to investigation.
- 3.3.4. However, if, for any reason, the defendant is not cooperative, the SGIC may decide to conclude the grievance process and pronounce the decision favoring the complainant.
- 3.3.5. If, for any reason, the complainant is not cooperative, the SGIC may conclude the grievance process with punitive action on the complainant for waste of time and unnecessary allegation.
- 3.3.6. The D/C SGIC consist of three members namely Head of D/C (1), Head of section (1) nominated by HoD/C and senior staff member (1) nominated by HoD/C.
- 3.3.7. If the defendant is any one of the members of the D/C SGIC other than HoD/Cs, then he/she is detained from the membership. A new member is nominated by the HoD/C.
- 3.3.8. If the defendant is HoD/C, then the case is referred to College level SGIC.
- 3.3.9. Grievances should normally be resolved within the concerned section of the D/C, if not at the D/C level. However, in any case, a grievance is not resolvable at D/C level then it is referred to college SGIC for redressal of grievance.
- 3.3.10. College SGIC consist of three members namely ADAA/ADSA/ADAF (1) (based on the grievances from the units under their supervision), Head of HRD (1) and Head of QAD of the College (1).
- 3.3.11. If the defendant is any one of the members of the College SGIC, then he/she is detained from the membership. A new member is nominated by the College Dean.
- 3.3.12. The Grievance redressal process should be completed as quickly as possible. The time frame for the redressal can be extended based on the intricacy of the case. However, the grievance investigation should be completed within 2 weeks.
- 3.3.13. Throughout the grievance redressal process both the aggrieved and defendant will be kept informed about the progress of investigation and expected time of completion by the concerned investigation committee.
- 3.3.14. If the aggrieved wish to withdraw the complaint, they can do so in writing within 1 week of filing of grievance to the concerned investigation committee.
- 3.3.15. If the aggrieved/defendant is not satisfied with the decision of the D/C SGIC, can make an appeal to College SGIC in writing within 1 week of receipt of decision of the D/C SGIC. Then the appeal case is resolved by the College SGIC.

3.3.16. If the aggrieved/defendant is not satisfied with the decision of the College SGIC, can make an appeal to College Dean in writing within 1 week of receipt of decision of the College SGIC.

3.3.17. The College Dean will decide if the appeal will be raised to the concerned department at the MoMP.

3.4: End-of-Service:

3.4.1. Resignation:

- a. The Staff from the agency should give their resignation notice to the College as per their contract with their respective agency. Regarding the staff from the civil services, one-month notice is permissible. In case of resignation within the probation period then the staff needs to give at least a week's notice.
- b. The date of submission of the resignation letter will be considered as the date of start of the notice period.

3.4.2. Transfer:

- a. **Internal transfer (rotation) between department:** The college administration will decide on the internal transfer of the staff according to the departments' needs with the approval of the concerned HoD, eventually, forwarded to MoMP to issue the decree.
- b. **Transfer between CTs:**
 1. Transferred to or from one CTs to another CTs or other government institutions for civil services staff (conditional transfer with an immediate replacement)
 2. Transferred to or from one CTs to another CTs for agencies staff (replacement can be provided according to the CTs needs & availability).

3.4.3. Termination:

- a. The college can terminate a staff based on the following grounds
 - i. Inefficient/Unsatisfactory performance
 - ii. Absenteeism (attendance problems)
 - iii. Violation of the institution code of conduct or ethics policy (professionalism, integrity, respect)
 - iv. Failure to adhere to the institution policies and procedures
 - v. Harassment – by any means
 - vi. Carrying out acts or statements that affect religious beliefs or the reputation of the State or prejudice good conduct, ethics and morals.
 - vii. If the Age is above 60 years

- viii. If the staff is medically ill and have consumed available medical leaves and cannot be further extended.
- b. The HoD/C can recommend a staff for termination of contract based on any one or more of the categories listed as above. The HoD/C will provide sufficient documentary evidence to show that staff is liable for termination under that particular category.
- c. The HoD/C should inform and discuss with the concerned staff on recommending his (staff) name for termination.
- d. The HoD/C should forward the recommendation along with sufficient documentary evidence to College Dean.
- e. College Dean may /will discuss the report with HoD HR, ADAF, ADAA and verify on the evidences and other information documented with the HR Department regarding the staff.
- f. The College Dean will take the final decision regarding termination of a regular staff.
- g. The College shall give at least a month's notice before terminating any staff's employment contract; except in cases of serious misconduct necessitating immediate disciplinary actions. While terminations within the probation period do not require a prior notice to be given to staff.
- h. The termination of staff who is under probation is depend on his teaching attribute & aptitude. where the termination decision is made by the concerned HoD & HoS and approved by College Dean.

3.4.4. Non-renewal of Contract:

- a. The College can request the MoMP or the agency not to renew the contract of a staff on the grounds given under point 3.4.3. (a). The staff can volunteer non-renewal of contract by informing the college at least a month before.
- b. The recommendation for non-renewal of contract can be submitted by a HoD/C for his/her staff supported with sufficient and necessary documentary evidence to College Dean.
- c. College Dean may /will discuss the report with HoD HR, ADAF, ADAA and verify on the evidences and other information documented with the HR Department regarding the staff.
- d. The College Dean will take the final decision regarding non-renewal of contract of a regular staff.
- e. The College shall serve at least a month's notice to the staff.

4. Related Documents

1. Bylaws of CTs (refer <https://www.shct.edu.om/content/college-bylaws>)
2. Civil service laws(refer <http://portal.mocs.gov.om/navigation/LawPdf/MoCSLaw.pdf>)
3. Labor laws and other regulations (refer <https://www.manpower.gov.om/Laborlaw>)
4. Quality Assurance Manual (QAM) (refer <https://www.shct.edu.om/content/quality-assurance-manual>)
5. Staff Handbook (refer <https://www.shct.edu.om/content/quality-assurance>)

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