Staff - Guide
2017-2018

www.hct.edu.om
From the inspiring words of His Majesty

Sultan Qaboos Bin Said, may Allah protect him

“We give education most of our attention and strive to develop, improve and upgrade it. We constantly seek to update, deepen, enrich and adapt knowledge to suit an ever-changing world, based on the importance the Sultanate attaches to the development of human resources, the consolidation of scientific thinking and the formation of educated generations that can efficiently and capably participate in the development process and keep abreast with local and international variables and updates.”

October 4th, 2005
Welcoming speech

Dear college staff members,

I am pleased indeed to present to all of you this Guide which aims to provide a glimpse of the college profile and the most important guidelines and procedures you ought to abide by throughout your active service at the College. Should you desire to obtain further details, please refer to the Civil Service Act and its Executive bylaws, Oman Labor Act, the Executive bylaws of colleges of technology and policies of Personnel Affairs Dept. and relevant entities in the College.

DR. KHALID ABDULAZIZ AMBUUSAIDI
College Dean
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Definitions and abbreviations

**HCT** – Higher College of Technology  
**ADAF** – Assistant Dean for Administration and Finance  
**Dept**– Dept.  
**HoD**– Head of Dept.  
**MoSC**– Ministry of Civil Services  
**QA** – Quality Assurance  
**CSC**– Civil Services Council  
**OJT**– On the Job Training  
**CIMS**– College Information and Management System  
**CoT**– College of Technology  
**MoCI**– Ministry of Commerce and Industry  
**HE**– Her/His Excellency  

**MoM**– Ministry of Manpower  
**HR**– Human Resources  
**HoU**– Head of Unit  
**DG**– Directorate General  
**MoH**– Ministry of Health  
**ROP**– Royal Oman Police  
**NoC**– No-objection Certificate  
**HSE**– Health and Safety Environment  

**CoM**– Council of Ministers  
**MoFA**– Ministry of Foreign Affairs  
**ETC**– Education Technology Center  
**TNA**– Training Needs Analysis
First: Overview of the College Staff Guide

This is the second edition of the HCT’s Staff Guide. It aims to serve as a reference for the staff members whilst they are employed at the College. As well, the guide is intended to act as a forum for the staff members to make suggestions (as indicated in sixth above) to help improve the contents of this Guide.

Second: Glimpse of the College

College History

The Higher College of Technology (HCT) was established in 1984. HCT is the second largest higher education institution in Oman and is one among seven colleges of Technology under the Ministry of Manpower in the Sultanate which are (Al Musna’a College of Technology, Shinas College of Technology, Ibri College of Technology, Nizwa College of Technology, Ibri College of Technology, and Salalah College of Technology). Previously known as Oman’s Technical Industrial College, HCT has always strived to provide the knowledge and skills sought by the Omani community and the private sector. The college is keen to undergo continuous assessment of the following aspects:

- Global developments which impact the requirements of knowledge and skills in the Sultanate.
- Modern methods and techniques used in offering technological programs.
- Latest educational and training technologies.

Vision, Mission & Values

Vision:

We strive to be a leading technological institution that provides high quality instruction and training to enable the future Omani professionals to empower the national socio-economic development.

Mission:

We seek to deliver high quality student-centred education apt to produce to the labour market competitive and confident graduates of strong technological and personal skills who are well-prepared for a life of active contribution and success.

Values:

- Professionalism: We value hard work, devotion, accountability and transparency.
- Integrity: As represented in honesty and fairness.
- Flexibility: Willingness to learn, develop new skills and take on new responsibilities.
- Teamwork and tolerance: To be embodied in transparency, diversity, openness to constructive criticism and observation of ethical conduct.
- Creativity and innovation: Through qualities of imagination and originality.
- Communication: Via commitment to the effective exchange of information.

Admission and Study Systems

The annual student intake of the colleges of technology is determined by a decision from the Minister along with the minimum score of total marks required for admission which varies from one year to another based on available potentials, quality of education, level of competition and the demand of the labor market for technical workforce. However, priority will be for those scoring higher marks amongst qualified applicants.

The Foundation Program

The Foundation Programs aim at raising students’ proficiency level in English language and developing their skills in Information Technology and Mathematics according to national criteria, thereby enabling them to pursue their respective majors with ease and confidence.

The Study Program

The duration of study at the colleges of technology is two years for the Diploma Certificate, three for the Higher Diploma and four years for the B.Sc. The semester system is applied and students are awarded certificates upon completion of each level.

Dress-Code

Staff should abide by the decent dress-code derived from the Islamic culture followed in Oman, namely:
- **Males**: Formal trousers and long sleeve- shirts (for non-Omanis), the Disdasha and a turban (Omanis).
- **Females**: Long, loose, covering and non-transparent garments (not exposing arms and knees).
- **Avoid wearing**: Above- the knees, Jeans and tight or transparent dresses.

Organizational Structure

HCT falls under the direct supervision of the Ministry of Manpower (MoM) which forms the Council of Trustees to set up the general policies for all seven colleges of technology and monitor the full implementation thereof.

The following diagram shows the organizational structure of the colleges of technology:
Third: Work in the College:

Induction Program for New Staff

This is the process pursued to welcome fresh employees and provide them with some fundamental information about the college, the nature of work, the missions of its administration and the regulatory bylaws and statutes. As well, the Program seeks- through coordination between the HR, academic and other Departments- to brief the new staff on the college’s organizational structure, to furnish them with information they require at the commencement of their career path at the college and answer their questions and inquiries. (For further details, please refer to the Personnel policies).

Performance Appraisal and Professional Development

The HCT endeavors diligently and persistently to provide its staff with sufficient support to ensure top performance of their duties. No wonder that direct managers discuss directly and transparently annual appraisal reports of employees, thereby shedding spotlights on areas for potential professional development, improvement and training. Incompetent Staff will be given three chances- according to a development program- to improve their performance and overcome shortcomings. However, the performance of the staff who are on probation period will be assessed to ensure their ability to handle the tasks assigned to them. (For further details, please refer to the Personnel policies).

Regulatory Bylaws and Statutes

All HCT staff and employees are affiliated to the MoM. However, staff and employees appointed through the civil service echelons are subject to the Civil Service Act and its executive bylaws whereas those hired through agencies assigned to appoint lecturers and technicians are subject to the Oman Labor Act and the employment contracts signed with such recruitment agencies.

System of Work

As per Article 58 of the executive bylaws of colleges of technology, work hours, commencement and end dates of study, field practicum schedules and dates of final examinations and holidays are determined by the Minister for each and every semester. Accordingly, all week days are college days except Fridays and Saturdays in addition to official holidays. Daily work hours shall start at eight in the morning and end at eight in the evening.

Quality Control Assurance

All colleges of technology affiliated to the MoM are subject to the technological education quality control system to ensure the extent of compliance of all qualifications awarded by these colleges with the academic criteria in place. An internal committee for verifying the level of implementation of the quality control criteria shall be established by a decision from the Dean of the HCT. (For further details, please refer to the Personnel policies).

Risk Management, Health and Safety

Acting on full awareness and out of keenness to provide a secure environment for the College’s students, staff and employees to perfectly perform the duties assigned to them, the HCT has established, as per an administrative decree, a Risk Management, Occupational Health and Safety Committee in the workplace to set plans and policies as per the Regulation of the RMHS in establishments subject to Oman Labour Law (promulgated by MD No 286/2008) and ensure full implementation thereof at the college in coordination with concerned heads of Dept. and centers.
Furthermore, the Committee seeks as well to evaluate the status at the College regarding Risk Management, Health and Safety issues, suggest plans and policies capable of overcoming challenges, revise the extent of implementation of relevant procedures at the academic Departments and centers and submit proposals for any amendments to the College’s statutes and policies towards enhancing mechanisms of work.

Fourth: Available Facilities and Services

Administrative Services

These include restaurants which present food at reasonable prices, a football playground, a mosque and prayer rooms for men and women, a theatre and multi-purpose halls, labs and workshops.

Educational Services

These include study classes fully-equipped with all necessary educational needs, a library with numerous important references and sources, a division concerned with the preparation of diverse educational means and materials used in teaching and a wireless connection network serving the entire College’s Campus.

Medical Services

There are two medical clinics in the college which provide first aid care and make transfers of critical medical cases to hospitals affiliated to the MoH.

Fifth: Procedures to be followed

Being on-the-job

- The MoM shall issue the decision of recruitment for the employees appointed according to civil service echelons whereas the recruitment agencies entrusted with procurement of lecturers and technicians shall sign labor contracts with the employees affiliated to them.

- Appointed employees are to check with the HR to fill out personal data forms and submit copies of academic credentials, practical expertise, ID card (Residence Card for expatriates), passport and the MoM’s Card.

- The HR shall introduce the appointed employees to the work environment through the induction package.

- The ADAF shall sign the being on-the-job affidavits of appointed employees at the departments or centers they are assigned to and make a welcoming interview for them.

- The HoU shall welcome the appointed employees in an interview, sign and return to the HR their being on-the-job affidavits for completion of formalities.

- The HoD/U shall communicate with the ADAF to issue an access card for the appointed employee. He shall also contact the ETC to provide the appointed employee with email, user name and the college’s password.
- As for the academic staff, the employee shall contact the HR to get an account on the CIMS.

- The HR shall communicate through the ADAF- with the Personnel Affairs Dept. at the MoM to get the Ministry’s ID card.

- Every semester, the ADAF shall prepare an induction program for the employees appointed in that semester.

- Appointed employees shall go through a 3-month probation period during which they will be assessed. (For more information on recruitment procedures, please refer to the Personnel policies).

**Obtaining a Higher Qualification while on-the-job**

- Employees seeking appointment at a higher grade shall hand their applications, together with copies of qualifications to their direct managers who shall forward the same to the ADAF for examination and transfer upon approval to the DG of Administrative and Financial Affairs through the College Dean.

- Upon approval, the application shall be transferred to the DG of Administrative and Financial Affairs to ensure the entitlement of the employee and the availability of funds (excluding employees appointed through recruitment agencies or private contracts).

- In case of entitlement and where funds are available, the Head of Unit shall be contacted for consent and then the Ministry of Civil Service to obtain final approval.

- Once final approval is obtained, a decision for appointment at a higher financial grade shall be issued.

**Salary Remittances unto Banks**

- Newly-recruited employees are to submit applications to the ADAF requesting salary remittance unto banks. Such applications shall specify the bank name, account number, copies of the bank and ID cards and the letter of recruitment decision.

- Applications shall be referred to the Financial Affairs Dept. for necessary actions towards remitting the employees’ salaries to banks in question.

- Remitting salaries unto the banks in question shall continue until the employees have already handed in original clearance certificates from their banks should they desire their salaries to be remitted unto other banks.

**Salary Statements**

Salary statements for employees appointed through the civil service echelons may be obtained from the ADAF office whereas employees appointed through contracts with recruitment agencies may obtain such statements from their respective employers.

- Employees shall fill in and submit the (Salary Details Request Form) available online on the college website to the Financial Dept.
- The Financial Dept. shall prepare the required certificate and transfer the same to the ADAF for approval.
- To collect their statements, employees shall consult the coordination office under the ADAF.
To Whom It May Concern Affidavits

- Employees are entitled to get To Whom IT May Concern affidavits by submitting their requests to the HR.
- The HR shall prepare the requested affidavits and refer them to the ADAF for approval.
- Employees shall approach the coordination office under the ADAF to collect their affidavits.

Clearance Certificate

- Employees shall submit their requests to the HR to obtain clearance certificates to present the same to certain parts.
- The HR shall prepare a letter and refer it to the Ministry’s Personnel Affairs Dept. via the ADAF for action towards contacting the authorized Dept. at the ROP.
- Employees shall approach the HR to collect their clearance certificates.

Road Pass Request (for Umrah)

- Employees shall submit a request to the HR expressing desire to obtain a Road Pass Certificate (for Umrah) to be presented to the KSA and the UAE embassies in Oman.
- The HR shall transfer the request to the Personnel Affairs Dept. through the ADAF.
- Employees shall collect the certificates in question from the HR.

Visa Applications

Expatriate employees appointed through the civil service echelons can obtain a family visit and residence visa as follows:
- Employee shall apply to the HR for the visit visa enclosing a copy of the visitor’s passport and two passport-size photos. For residence visa, a copy of the medical fitness certificate and a marriage certificate (for married employees) are required.
- The HR shall forward the application to ADAF for approval. Upon approval, designated forms shall be printed and sent to the Immigration Dept. for issuance.
- Employees shall approach the HR to collect certificates.
- Once arrived in Oman, the person applying for visa shall be sent to the ROP to take his fingerprints and issue his ID card.
- Employees have to pay the amounts required to get the visa, in the case payment of costs is not stated in his contract.

Permit for a Housemaid

- An expatriate employee appointed through the civil service echelons who are in need of a housemaid may apply to the embassies representing their countries in the Sultanate, enclosing a copy of his work contract, his/her passport and the housemaid, the housemaid’s medical fitness certificate along with 2 personal photos and the fees specified by the concerned body.

Overtime Pay
Academic staff

- By the end of each semester, academic Departments and centers shall forward to the HR forms of overtime work (i.e., load exceeding 18 Hrs./week or work during official holidays) done by staff members indicating the number of Hrs./day.

Note: Each of the following shall be excluded from the 18 hours / week’s teaching load:

- HoD/U (whose load shall be between 9-12 hours/week).
- QA Coordinator (9-12 Hrs. /week)
- Time Table & Exam Coordinator (12-15 Hrs. /week)
- Study program Coordinator (9-12 Hrs. /week)
- OJT Coordinator (12 Hrs. /week)
- Academic Dept. Coordinator (12 Hrs. /week)
- Foundation Year Coordinator (12 Hrs. /week)
- Cisco Coordinator (14 Hrs. /week)
- Physics Unit Coordinator (9-12 Hrs. /week)
- HSE Coordinator (6-9 Hrs. /week)
- Eco-friendly Houses Coordinator (6-12 Hrs. /week)

- The HR shall calculate compensatory days as a result of additional work on the basis of:

  a) 4 hours of teaching work equivalent to one day of compensatory leave.
  b) 7 administrative working hours equivalent to one day of compensatory leave.
  c) 1 working day on official leave equivalent to one day of compensatory leave.

Administrative and technical/training Staff:

- By the end of each month, all administrative Departments and centers shall submit to the HR forms of employees to whom additional (overtime) work is assigned (work after daily working hours or in official holidays) explaining the number of hours/day.

- The HR shall calculate the compensatory days for additional work as follows:

  a) 7 administrative/technical working hours equivalent to one day of compensatory leave.
  b) 1 working day on official leave equivalent to one day of compensatory leave.

Dispatch of Staff

Dispatch of employees (inside the Sultanate or abroad) is available to all college staff as per work requirements and subject to endorsement by the HoU/or whoever is deputized by him.

- Employees shall approach the HR to fill out the dispatch forms (inside the Sultanate/abroad).
- The forms shall then be endorsed by the College Dean or whoever is deputized by him (ADAF).
- The forms shall be forwarded to the DG of Technical Education for approval and issue the decision in case of dispatch inside the Sultanate.
- Where the dispatch is abroad, the approval of the HoU has to be obtained through HE the Undersecretary.
- Upon approval of the HoU, DG of Admin and Financial Affairs shall issue the dispatch decision.
- The dispatch decision shall then be referred to the Financial Affairs Dept. for payment of financial dues (if any).
- Employees shall consult the Financial Affairs Dept. in case of any problem regarding the disbursement of financial dues.

**Scholarships**

Scholarships are restricted to Omani employees appointed through the civil service echelons and are granted according to the development plan of the Ministry, to the limits of available financial provisions and the set-forth standards and criteria. Omani employees appointed through the civil service echelons may complete their studies either on their own cost or by obtaining a scholarship from an institution outside the Ministry.

- Once the annual training plan has been prepared, the HR shall revise employee nomination forms for scholarly qualification to verify fulfillment of standards and criteria.
- The training plan shall be endorsed by the College Dean or whoever may deputize for him (ADAF).
- The forms shall be forwarded to the DG of Technical Education for approval, to the HR Committee and then to the Department of HR in the Ministry to examine the applications.
- Once approved, the forms shall be referred to the Personnel Affairs Dept. to issue the decisions of completion of study and for approval thereof by the DG of Admin and Financial Affairs.
- The decision shall then be transferred to the Financial Affairs Dept. for disbursement of the financial dues.
- Travel tickets for scholars abroad and their family members shall be reserved -as per Law- through travel agencies. Such tickets shall be valid for one year and shall be delivered to the employee/scholar through the procurement Dept. in the Ministry.
- The employee/scholar shall check with the Financial Affairs Dept. for any problems regarding the disbursement of financial dues.

**Job Title Changes**

- Employees desiring to change their job titles shall submit their applications accompanied by copies of their academic qualification to their direct managers.
- Applications shall be forwarded to the ADAF for examination and subsequent transfer to the DG of Technical Education through the College Dean bearing his approval.
- Pursuant to the Civil Service Act and its executive bylaws, applications shall be referred to the DG of Admin and Financial Affairs for examination.
- Upon approval, the issue shall be referred to the MCS for approval and issuance of decisions for the proposed job titles.
- In case of disapproval of the job title change, reasons shall be stated.

**Shifting into Teaching Cadres**

- To change their current job titles to teaching cadres, Omani employees are to present applications to Heads of their Departments/Centers as per the following conditions:

  - **For technicians and trainers:**
    - Holding a Bachelor Degree with (very good) grade on full-time basis, or any equivalent degree for teaching in specialization applied for.
    - Employment as technician or trainer for a period not less than seven years, of which a minimum of two years of employment shall be after obtaining the Bachelor’s Degree.
    - Scoring 5.5 on the Academic IELTS or equivalent.

  - **For the admin staff:**
    - Holding the Master’s Degree in the academic major or specialization in which teaching is sought.
- Scoring a minimum of (very good) grade at the Bachelor’s level.
- Employment in an admin position for a minimum of two years after the Master’s.
- Scoring 6.5 on the Academic IELTS or equivalent.

- Direct manager shall submit his recommendation to the College Dean through the Assistant Dean.
- The College Dean shall subsequently refer the issue to the DG of Technical Education who, in turn, will set up a committee to interview the applicants.
- Following interviews, the committee in question shall present its recommendations, of acceptance or rejection, to the DG of Technical Education, who shall raise such recommendations to HE Dr. the Undersecretary for Technical Education and Vocational Training.
- Accepted applicants shall be under a probation for a period of one semester.

**Telephone Allowance**

Employees appointed through the civil service echelons (from the 9th grade for Omanis and H grade upwards for expatriates) are eligible to a telephone allowance based on the grades to which they are recruited, whereas employees appointed through recruitment agencies are not entitled to such allowance.

- To obtain the telephone allowance, the employee shall submit his request to the ADAF accompanied with copies of his ID cards, decision of recruitment and a message from the Communications Center to prove registration of the telephone numbers in his name.
- The application shall be submitted to Personnel Affairs Dept. through the Assistant Dean.
- In case of agreement, the telephone allowance decision shall be issued.

**Addition of Previous Service**

Employees previously appointed via recruitment agencies may add periods of their previous service (if any) to the civil service employees’ retirement fund, provided that the period of previous service exceeds one year.

- The employee shall submit his application to the ADAF for the addition of service, accompanied with a copy of the ID card, the decision of recruitment and a message from the Public Authority for Social Insurance stating the period of service to be added.
- The applications shall be forwarded to the Personnel Affairs director through the assistant Dean.
- Upon approval, a decision for addition of period of previous service shall be issued.

**Compensation for Occupational Injuries and Diseases**

An employee with an occupational or chronic disease resulting from work or due to accidents occurred during performing work are entitled to compensation for injury as shall be decided by Civil Service Council in agreement with the MoH (for further information, refer to Oman Labor Law and Civil Service Law).

**Travel Allowance**

Expatriate employees and those from Dhofar and Musandam governorates appointed through the civil service echelons are entitled – along with their wives and children under the age of 21- to annual air tickets allowance as prescribed in the Civil Services Law according to the following procedures:

- The HR shall contact all concerned expatriate employees through Heads of departments and centers and request them to fill in and print cash compensation forms via the Staff Visa system, accompanied by copies of their passports, their spouses and children under 21-year old along with decisions of recruitment bearing travel itineraries.
- Once forms are received, they shall be revised and verified by the HR.
- Employees shall deliver original passports to the HR to be checked against copies.
- HR shall prepare a detailed list of employees and forward the forms to the Financial Affairs Dept. to take necessary action.
- Employees shall approach the Financial and Admin Affairs Dept. in case of any problems regarding the disbursement of financial dues.

**Copy of Renewed Service Contract**

- To obtain copies of their renewed contracts, employees shall submit requests to the HR.
- Such requests shall be referred to the Personnel Affairs Dept. in the Ministry via the ADAF.
- Employees shall approach the HR Dept. to obtain the copies.

**Request for Free Medical Treatment Card**

Expatriate employees recruited through the civil service echelons are entitled (along with their wives and children under the age of 18) to a free medical treatment card as per the following procedures:

- The employee shall submit a request to the HR to obtain a free medical treatment card for him or his family members according to the terms and conditions set in the employment contract. The personal request must be accompanied by copies of the employee's passport, residence visa, personal photo of 4×3 size, while the request for a family card must include a copy of the spouse's passport and visa and a family photo of 4×7 size).
- The HR shall prepare the forms designated for this purpose and a letter to the Ministry of Health.
- The requests shall be referred to the ADAF for endorsement, then to the Ministry of Health to issue the health card.
- The employee shall approach the HR to collect the free treatment card.
- In emergencies and before issuing the health card, the employee shall be provided with a letter to the health center or hospital proving employment and requesting treatment until the health card is issued.
- In case of requesting renewal of the free medical treatment card, the employee should return the expired free treatment card to the HR.

**Transfer of sponsorship**

**For the employee:**

- In the event an employee wishes to transfer the sponsorship of a member of his/her family from the Ministry of Manpower to another party, he must provide the HR with a letter from that other party stating their no objection to transfer the sponsorship to them, accompanied by a copy of the signature authorized by the Ministry of Commerce and Industry.
- The ADAF shall request the Dept. of Public Relations’ in the Ministry to issue a letter of no objection to transfer the sponsorship of the concerned employee to the other party.

**For the student:**

- In the event a student wishes to transfer his sponsorship to the Ministry of Manpower, he must submit a letter to the HR from his father's employer stating no objection to transfer the sponsorship of the employee’s son to the Ministry. The letter shall be accompanied by a copy of the signature authorized by the Ministry of Commerce and Industry for the private sector and a letter from the father- to be certified from the embassy and the Ministry of Foreign Affairs- stating no objection to transfer the sponsorship of his son from his employer to the Ministry.
- The HR shall address the Civil Status Directorate to issue the visa for the student.

**Training and career development**
Training and development of employees is an essential part of the strategic planning process and must be performed in line with the needs of the college. This can be carried out within the college campus or outside according to available facilities as follows:
- All departments and centers must conduct an annual analysis of training needs of their employees according to performance assessment reports to serve the interests and developmental needs of the work.
- The HR shall collect the training needs of all departments and centers and shall prepare an annual training plan in coordination with competent authorities to provide the required means.
- Upon approval and in light of available facilities, the HR shall declare the training opportunities available for competition, giving priority to staff members requiring training according to prior training needs analysis.
- Upon completion of the training, the employee must fill in a feedback form prepared for this purpose.
- The employee has the right to search and apply for training opportunities in line with the interest of work. Once necessary approvals are obtained, the employee shall be allowed to take the training.
- The period of the employee’s approved training shall not be calculated as absence from work.
(For more information please refer to the Personnel Affairs Policy).

Complaints and Grievances

Employees have the right to lodge a complaint against students or co-workers due to ill-treatment or as a result of any incidents affecting their work environment and job performance. The complaint must be lodged within two weeks from the date of occurrence of the incident.
- The aggrieved/complainant employee shall address the Head of Dept. /Center using the form prepared for that purpose.
- The Head of the Dept. /Center shall discuss, investigate the matter with the aggrieved/complainant employee and make appropriate recommendations to resolve the issue. The staff member shall be notified thereof.
- If no solution is reached or if no action is taken within 10 working days, the complaint/grievance shall be submitted to the Human Resources Committee, accompanied by proving documents.
- The employee may raise his complaint or grievance directly to the Chairman of the HR Committee.
- The HR Committee shall ensure the topic has been discussed with the Head of the Dept. /Center, take the necessary action and submit its recommendations to the College Dean for guidance.
- The College Dean shall direct the authorized staff to take necessary action and the HR Committee shall notify the employee of the outcomes. (For more information please refer to the Personnel Policies)

Promotions

An employee may be promoted to the highest functional level in accordance with the terms and conditions specified in the Executive bylaws of the Civil Service. Such promotion shall be based on both worthiness factors of efficiency and seniority. Any punished employee may not be promoted unless he serves the term of his penalty, nor be promoted if his latest efficiency report is ‘weak’.

Honoring Top-Performing Employees

Top-performing employees shall be honored in accordance with the conditions and criteria at a ratio not exceeding 3% of the total number of staff in each Dept. /Center for each academic year. (For more information please refer to the Personnel Affairs policies).

Resigning from Work

In order to maintain the smooth progress of the educational process, resignations of lecturers and technicians shall not be accepted during the semester. Any employee wishing to submit a resignation request shall follow the procedures below:
- The employee shall submit a request to his direct supervisor seeking acceptance of his resignation 1-3 months before the end of the semester.
- The direct manager shall submit recommendation regarding acceptance or rejection of the resignation to the ADAF.
- The ADAF shall examine the request and refer it to the College Dean for approval or rejection.

For employees appointed through the civil service grades:
- Once the College Dean accepts the request for resignation, the issue shall be submitted to the DG of Technical Education to take necessary action towards approval of HE. Dr. Undersecretary of Technical Education and Vocational Training and the HE. Sheikh Minister.
- In case of approval, the issue shall be referred to the Director General of Administrative and Financial Affairs to complete the procedures and issue a decision to accept the employee’s resignation.
- The employee shall be notified through the HR of acceptance or otherwise rejection of the resignation.
- The employee shall approach the HR- in the event of acceptance of his request to resign- to collect such decision and complete the applicant's farewell interview form and the clearance procedures of handing over works and liabilities to concerned departments (including Labor and free medical treatment cards- if any- and certificates of payment of electricity, water and telephone bills (for employees residing in the college).

For employees appointed via contract with recruitment agencies:
- Once the College Dean accepts the request for resignation, the issue shall be submitted to the Director General of Technical Education for final approval.
- If approved, the issue shall be referred to the Director General of Administrative and Financial Affairs to complete the procedures and issue a decision to accept the employee’s resignation.
- The employee shall be notified through the HR of acceptance or otherwise rejection of the resignation.
- The employee shall approach the HR- in the event of acceptance of his request to resign- to collect such decision and complete the farewell interview form and the clearance procedures (handing over liabilities to concerned departments).

Omani civil service employees wishing to resign to manage their own businesses:
- The HR shall verify the employee’s fulfillment of the conditions stipulated in the Cabinet of Ministers’ decision and the Ministry of Civil Service circulation, which include the following:
  - the employee shall submit a certificate confirming ownership of the private establishment and the approval of competent authorities to set up and manage the same. The date of resignation for the employees of teaching and related technical posts shall start from the academic year following the year in which the application for resignation is submitted.
  - the employee must have spent an effective period of service not less than three years and not exceeding fifteen years.
  - the employee should not be more than 45 years old.
  - the request for resignation shall be decided upon by the Unit Head within 30 days from the date of its submission, otherwise it shall be deemed as acceptable by law. In the case of rejection, the decision shall specify the reasons.
  - the resigning employee shall be paid a monthly amount from the public treasury equivalent to his full salary for one year from the date of termination of his service.
- The employee whose service has been terminated in accordance with the preceding provisions shall not apply for a position in any of the units of the Administrative Apparatus of the State until 3 years have elapsed from the date of termination of his service and following the legal procedures prescribed for recruitment.
- Implementation of these regulations shall neither prejudice the discretion given to the Unit Head to accept or reject the resignation nor the obligations placed on the service employees in their employing firma for a specified period in accordance with the Law of scholarships, fellowships, and study grants or other laws.
- The issue shall be referred to the College Dean through the ADAF after expressing an opinion thereon.
o If the College Dean accepts the request for resignation, the issue shall be submitted to the Director General of Technical Education and then to HE. Dr. Undersecretary of Technical and Administrative Education to obtain final approval on the employee's application by HE. Sheikh Minister.
o If approved, the issue shall be referred to the Director General of Administrative and Financial Affairs to complete the procedures and issue a decision to accept the employee’s resignation.
o The employee shall be notified through the HR of acceptance or otherwise rejection of the resignation.
o The employee shall approach the HR in the event of acceptance of his request to resign- to collect such decision and complete the farewell interview form and the clearance procedures (handing over liabilities to concerned departments (including labor card and certificate of payment of Ministry’s dues of electricity, water invoices and telephone bills for employees residing in the college).

Deputation of Employees

An employee may temporarily be deputized to another job, whether inside or outside the college, for a period not exceeding six months if the interest of work so requires according to the following procedures:
- The deputation shall be arranged with prior coordination between the two parties and the issue shall be referred to the DG of Administrative and Financial Affairs following approval of the College Dean and the Director General of Technical Education.
- The Director General of Administrative and Financial Affairs, upon approval of HE. the Minister, shall issue the decision for deputation, specifying the period to be served and the post to which the employee shall be deputized.
- The HR shall follow up the decision and notify the concerned employee thereof.
- In case of expiry of the period specified for deputation, the HR shall address the Ministry to issue a decision for extension of deputation if the interest of the work so requires.

Transfer of Employees

An employee can move from a unit to another within the college, or from a college of technology to another.

Employee transfer from a department/center to another within the College:

Approval by the College Dean is required for the transfer of an employee from one department to another within the College. Transfer procedures are as follows:
- The employee shall submit his request for transfer to his direct manager who shall forward the request to the ADAF.
- The ADAF shall raise the request to the College Dean for opinion and approval.
- The HR shall inform the employee of the Dean's approval or rejection of the request.

Employee’s Transfer from one College of Technology to Another:

Transfer of an employee from one college to another for a convincing reason approved by the direct manager shall be as follows:
- The employee shall apply to the College Dean through his/her direct manager to obtain the no objection to the employee’s transfer.
- The College Dean shall address the Dean of the other college to whom the employee seeks transfer, to obtain no objection to the transfer.
- The college to whom the employee seeks transfer has the right to conduct a personal interview for him.
- In case of approval of the transfer by the receiving college, the Office of the Director General of Technical Education shall be contacted for opinion and approval or rejection of the transfer request.
- Upon approval of transfer by the Ministry, the HR shall notify the employee of the approval of transfer and inform him of the necessity to complete the clearance procedures and make farewell interview.
Handover Procedures/Job Tasks

- Upon termination of the work relationship with the college and before leaving the position, the employee should prepare lists of work or functions to be handed over to the Dept. These lists shall be classified according to the position held by the employee in the college.
- The direct manager shall ensure the quality of the lists of job assignments prepared and delivered in terms of adequacy and precision in content and conformity to the position held by the employee.
- The direct manager shall document the delivery meetings between the departing employee and his successor. (For more information, please refer to the Personnel policy).

Gratuity, Pension and End of Service Benefits

- Employees appointed through the civil service echelons are entitled at the end of their service to receive the end of service gratuity, as defined in the Civil Service Law and its Executive bylaws.
- Omani employees appointed through the civil service echelons are also entitled to a pension at the end of his service in accordance with the reasons and conditions specified in the Civil Service Law and its Executive bylaws.
- Employees not entitled to pension when leaving the service shall be paid an end of service benefit in accordance with the Civil Service Law and its Executive bylaws. An employee whose service is extended or who is reinstated after reaching the retirement age is entitled to a remuneration one more time upon termination of service in accordance with the Civil Service Law and its Executive bylaws.

Regular/Summer Leave

The summer leave for college staff is determined by a Ministerial Decision (according to the academic calendar). Acting in the work interest, the summer leave for some of the college staff can be postponed or advanced subject to the College Dean’s approval, provided that the leave shall be compensated on other dates equal to the same period of leave while compensation for employees appointed through contracting companies shall only be for a maximum of thirty days.
- Employees shall submit requests through the leaves’ electronic system.
- The leave application shall electronically be forwarded to the direct manager, then to the higher official and eventually to the HR department for approval.
- The HR shall check the employee's balance of leaves and his entitlement thereof.
- The application shall electronically be referred to the ADAF for approval.
- Upon approval, the employee will be entitled to the leave.
- The employee shall notify the HR upon return from leave.

Sick leave

Employees are entitled to a sick leave by virtue of a decision from the approved medical authority as follows:
  a) Fully paid leave for a period not exceeding seven days at a time;
  b) In cases which of illnesses necessitate granting an employee a leave exceeding seven days, the leave shall be to the following limits:
    - six months with full salary;
    - six months with ¾ of salary and full allowances.
- The employee shall submit the leave application through the electronic system accompanied by the illness certificate certified by the Ministry of Health. Sick certificates received from outside the Sultanate must be certified by the issuing entity, the Ministry of Foreign Affairs of the issuing country, the embassy of the issuing country in the Sultanate and then the Ministry of Health of the Sultanate.
- The employee shall submit the original copy of the leave to the HR.
- The application shall electronically be forwarded to the direct manager, then to the higher official and eventually to the HR for approval.
- The HR shall verify the validity of the required leave and approvals thereof and take necessary measures.
- Upon return from a sick leave exceeding 7 days, the employee must fill out the HR with the return from leave form.
- The HR shall issue the decision of leave and the notification of return, both approved by the ADAF.

**Emergency leave**

Employees appointed through civil service echelons are entitled- for compelling reasons- to a fully- paid emergency leave for five days in the fiscal year. They may be granted other five days for circumstances beyond control with the discretion of the Unit Head. On the other hand, employees appointed via recruitment agencies are entitled- due to compelling reasons – to a fully-paid six-day emergency leave in the fiscal year not exceeding two days for each block from the days of absence from work.
- The employee shall apply for leave through the electronic system stating the compelling reasons for the leave.
- The application shall electronically be forwarded to the direct manager, then to the higher official and eventually to the HR for approval.
- The HR shall examine the reasons and insure the employee’s eligibility for the required leave.
- The application shall electronically be referred to the ADAF for examination and approval.
- An employee who has exhausted his compensatory leaves will be entitled to emergency leave in case of necessity.
- Employees appointed through the civil service echelons wishing to obtain emergency leave exceeding five days must submit a written request to the HR to address the Ministry to obtain the approval of the Head of Unit for granting a leave not exceeding five days.

**Special leave**

Employees appointed through recruitment agencies are entitled to a special paid leave as follows:
- Three days in case of marriage (once during the period of service).
- Three days in the case of the death of son - daughter - mother - father - grandfather - grandmother – brother or sister.
- Two days in case of death of uncles or aunts.
- The employee shall submit his application supported by proving documents through the electronic leave system.
- The application shall electronically be forwarded to the direct manager, then to the higher official and eventually to the HR for approval.
- The HR shall examine the application to verify the employee’s eligibility for the leave.
- The application shall electronically be transferred to the ADAF for examination and approval.

**Patient Escort Leave**

Only employees appointed through the civil service echelons are entitled to a paid patient escort leave for fifteen days and for another period of 30 days upon approval of the Unit Head.
- Patient escort leave of less than two days shall not be counted.
- This type of leave shall be granted three times during the fiscal year.
- The employee shall submit a written request to the direct manager then to the higher official explaining the reasons for the leave, relationship to the patient he wants to accompany and the date of the requested leave.
- After initial approval and upon returning from leave, the employee shall submit- through the leaves’ electronic system- a written request supported by proving documents and deliver to the HR the certificate issued by the treating hospital.

Such certificate shall bear the name of the employee, be certified by competent authorities (the issuing body, The Ministry of Foreign Affairs of the issuing country, the embassy of the issuing country in the Sultanate, along with a copy of the passport showing the employee’s dates of departure and return.
- The application shall electronically be forwarded to the direct manager, then to the higher official and eventually to the HR to obtain initial acceptance.
- The HR shall examine the application to verify the employee’s eligibility for the leave and submit the issue to the Ministry for approval.
- Upon approval of the Ministry, the application shall electronically be transferred to the ADAF for final approval.

**Leave to Join Husband/Wife**

Only employees appointed through the civil service echelons will be entitled to an unpaid leave for a period of not less than six months to join spouse (being in a mission, a scholarship, a training course, a loan or transfer work outside the Sultanate).
- The employee shall submit a written request supported by proving documents to the direct manager then to the higher official explaining the reasons for the leave.
- The HR shall examine the application to verify the employee’s eligibility for the required leave.
- The request shall then be referred to the ADAF to address the Ministry to take necessary measures.
- Upon approval of the Ministry, the HR shall issue the decision of leave to be approved by the ADAF.
- The employee shall notify the HR upon return from leave.

**Haj Vacation**

Once during the period of service, employees appointed through the civil service echelons are entitled to a paid 20-day leave to perform Hajj, while employees appointed through contracting companies are entitled to 15 days only. The leave shall be counted from the date of departure.
- The employee shall submit a written request to the direct manager then to the higher official stating his wish to perform Hajj and the date of departure.
- The HR shall verify the employee's eligibility for the leave and issue the decision of leave to be approved by the ADAF.
- Upon return from leave, the employee shall notify the HR thereof and enclose a copy of his passport bearing Hajj entry and exit visas.

**Maternity leave**

Women employees appointed through both the civil service echelons and recruitment companies shall be granted a paid fifty- day leave to cover the pre and post- delivery period. A paid ten- day maximum pre- delivery leave shall be granted upon authorized medical recommendation while the remainder period shall be accorded from the date of delivery, but- only in the case of employees appointed through recruitment companies- the remainder period of leave shall be granted according to the rules adopted in the college. Such leave shall be granted for five times maximum for employees appointed through both the civil service echelons and three times for those employed through recruitment companies during the period of service.
- To obtain maternity leave before the date of delivery, the women employee shall submit a written request supported by proof of the delivery date to the direct manager then to the higher official. The request shall be submitted via the electronic leave system accompanied by a delivery certificate, child birth certificate or a death certificate (God forbid), to the direct manager then to the higher official and then to the HR for approval.
- The HR shall examine the validity of the leave, the approvals thereof and take necessary measures.
- The request shall then be referred to the ADAF for approval.
- Upon return from leave, the employee shall notify the HR by filling the return from leave form.
- The HR shall issue the decisions of leave and return to be approved by the ADAF.

Iddah/ Women’s Period of Waiting

A female employee whose husband dies is entitled to special paid leave for the period of waiting (stipulated by Sharia Law) for a period of four months and ten days to be counted from the date of death of the husband.
- Request for the paid Iddah leave shall be submitted through the electronic system accompanied by a copy of the marriage contract.
- The request shall electronically be forwarded to the direct manager, to the higher official and then to the HR for acceptance.
- The HR shall examine the validity of the leave, the required documents and take necessary action.
- The request shall electronically be forwarded to the ADAF for approval.
- Upon return from leave, the employee shall notify the HR by filling the return from leave form.
- The HR shall issue the decisions of leave and return to be approved by the ADAF.

Exceptional Unpaid Leave

Employees appointed through the civil service echelons are entitled to an exceptional unpaid leave for a period not exceeding one year, renewable for a maximum of four years during the period of service. Employees appointed through contracting companies are entitled to an exceptional leave not exceeding 30 - days (as per the regulation adopted in the College).
- The employee shall submit a written request for an exceptional unpaid leave to his direct supervisor two months prior to the date of commencement of the leave explaining the period and the reasons.
- The direct manager shall submit recommendation of acceptance or rejection of the leave request to the ADAF who shall examine the request and refer it to the College Dean to decide thereon: either by approval or rejection.

For employees appointed through the civil service echelons:
- In case of approval of the College Dean, the employee’s request shall be forwarded to the Director General of Technical Education to take necessary action towards final approval by the Unit Head.
- In case of approval of the Unit Head, the matter shall be referred to the Director General of Administrative and Financial Affairs to complete the procedures.
- The HR shall issue the form of payment of pension benefits, and notify the employee (Omani only) of the payment of contributions due to the Civil Service Employees Pension Fund.
- The employee should provide the HR with proof of payment of contributions due to the CSEPF.
- The HR shall furnish to the Finance Dept. proof of employee’s payment of contributions to CSEPF.
- The employee must notify the HR upon return from leave.
- Upon employee’s return from leave, the HR shall issue the return decision to be approved by the ADAF.

For employees appointed through recruitment companies:
- In case of approval of the College Dean, the employee’s request shall be forwarded to the employee’s recruitment company to take necessary measures.
- The HR shall notify the employee of acceptance or rejection of his request for leave.
- Upon return from leave, the employee shall notify the HR by submitting the request for leave - supported by evidence - electronically via the system.
- The request shall electronically be forwarded to the direct manager, to the higher official, the HR and eventually to the ADAF to complete the procedures via the electronic system.

Unpaid Leave to Manage a Private Establishment
Only Omani employees appointed through civil service echelons may apply for an unpaid special leave to found and manage private establishments in accordance with the procedures and conditions stipulated in the Council of Ministers decision and the Ministry of Civil Service circulation.

- The HR shall verify the employee’s fulfillment of the conditions stipulated in the Council of Ministers decision and the Ministry of Civil Service circulation which include:
  - The application for leave shall be submitted three months prior to the actual date of commencement of the employee's leave, supported by documents from competent authorities confirming the employee’s ownership, establishment and management of the private establishment. The effective date of commencement of the leave for occupants of teaching posts and related technical jobs shall be from the beginning of the academic year following the year in which the application for leave is submitted.
  - The employee shall have spent a minimum actual period of service of one full calendar year (including the duration of regular and sick leaves).
  - Decision of acceptance or rejection of the request for leave must be furnished within 30 days from the date of submission, otherwise it shall be deemed as accepted by Law. In case of rejection, reasons shall be specified.
  - This leave shall be granted by a decision of the Unit Head once during the period of the employee’s service for an uninterrupted period of not less than one year renewable- for four years maximum- by a request from the employee to be submitted at least three months from the date of the expiration of the period of leave.
  - The employee's service shall be considered as terminated by the end of the period of leave unless he/she returns to work or submits a request for renewal at least three months before the date of expiry of the period of leave without exceeding the maximum period of four years.
  - The Government Unit shall pay the contributions of the government and the employee to the pension fund in accordance with the provisions of the pension system to which the employee is subjected, by deducting the amounts from the employee's allowances approved in the Unit's budget during the period of leave. This obligation may be suspended upon renewal of the leave by the discretion of the General Authority of Small and Medium Enterprises (Riyada) on the circumstances of each case.
  - The employee’s post may be filled during the period of leave through deputation.
  - The subject shall be referred to the College Dean through the ADAF after expressing opinion thereon.
  - If the College Dean approves the application for leave, the issue shall be submitted to the Director General of Technical Education then to the HE. Dr. Undersecretary of Technical Administrative Education for final approval of the employee's leave request from HE. Minister Sheikh.
  - Upon approval, the issue shall be referred to the Director General of Administrative and Financial Affairs to complete the procedures.
  - The HR shall notify the employee of acceptance or rejection of his request.
  - The employee shall approach the HR to complete the remaining procedures.
  - Upon return from leave, the employee must provide the HR with the leave’s return form.
  - The HR shall issue the decision of return to be duly approved by the ADAF.

**Unpaid Infant Care Leave**

Women civil employees appointed through civil service echelons are entitled to a special unpaid leave for a period not exceeding one year to care for her infant, provided that the request for such a leave is submitted within one year from the date of delivery.

- The employee shall submit the request to the direct manager then to the higher official stating desire to obtain unpaid infant care leave.
- The application shall be transferred to the HR after the approval of the direct manager and the higher official to verify the validity of the required leave, approvals and conduct necessary correspondence.
- The issue shall be referred to the College Dean through the ADAF after expressing an opinion thereon.
- Upon approval of the leave by the College Dean, the issue will be referred to the HR to complete the procedures.
- Upon return from leave, the employee must provide the HR with the return from leave form.
- The HR shall issue the decisions of leave and return bearing approvals of the ADAF.
Exam Leave

Employees appointed through the civil service echelons are entitled to a paid leave to perform exams. As per the regulations of the Ministry, this leave shall not exceed the required period for exams as specified in the employee's examination schedule, while Omani employees appointed via recruitment companies are entitled to an annual 15-day paid leave.
- The employee shall apply for a leave to perform exams through the electronic system, accompanied by a to whom it may concern letter from the organization where the employee is being tested, a copy of the exams’ schedule bearing the employee's name and the exam date for each subject (in addition to the Ministry's decision to approve completion of studies), for the civil service employee.
- The application shall electronically be forwarded to the direct manager, then to the higher official and eventually to the HR for approval.
- The HR will verify the validity of the required leave and documents to take necessary action.

Leave for representing the Sultanate

Employees appointed through the civil service echelons or recruitment companies- who are selected to participate in sports and cultural activities or in official celebrations will be granted a paid leave to represent the Sultanate. This leave is granted in the case of sports representation for players, trainers, referees, administrators and technicians involved in:
- Internal and external tournaments.
- Internal and external camps for national teams.
- Training courses in the areas of training, arbitration and management.
- His Majesty the Sultan’s Cup and Oman Professional League.

- The employee shall submit a written request to the direct manager and then to the higher official stating obtainment of a leave to represent the Sultanate. The request shall be supported by documented proof stating the period of leave and accompanied by a letter from the concerned authority to the employee's employer.
- The application shall be referred to the HR to verify the employee's eligibility for leave and take necessary action.
- The request will be referred to the ADAF to address the Ministry to take necessary measures.
- The HR shall notify the employee of acceptance of leave upon the Ministry’s approval.
- The employee shall notify the HR upon return from leave.

Sixth: Proposals

The HCT administration urges all its employees to submit proposals that will improve the contents of this guide. So, please photocopy this page, feel free to add your suggestions in the space provided and inform the HR thereof.

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<th>Proposals for Additions or Amendments</th>
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Wishing you good luck

Translated by: Dr. Abdulwahid Ayoub Mohamed