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PREFACE

Welcome to Nizwa College of Technology (NCT). You are now part of a dedicated multinational team of faculty and staff serving Omani college students.

The Human Resources Department (HRD) at NCT has compiled this handbook to offer you the framework to be successful in your work. It provides an overview of the main policy that governs this institution. It is not intended to address every detail about human resources management; however, it outlines briefly a range of procedures, rules and benefits as well as other common issues arising at the workplace.

It is important for you to be familiar with the information in this handbook, so please review it carefully and refer to it anytime you need to answer basic questions regarding your job.

The HRD staff can provide additional details and assistance relating to your employment should you have further questions. We wish you success in your position and hope you will enjoy a long and rewarding career with NCT.
About the HRD at NCT

The HRD at NCT is the mini-personnel unit where all the powers that deal with human resources management are devolved. As per the Bylaws of Colleges of Technology, the HRD falls within the authority of the Assistant Dean for Administrative and Academic Affairs. Because the human element is important to the development of any public or private institution, the Omani government has focused on developing human resources in various fields for optimum utilization of this vital resource. This will enable institutions to improve their performance and achieve their strategic objectives.

The HRD performs several responsibilities pertaining to the rights and duties of its employees and assists them to get any service or request easily and smoothly. This is reflected positively on the employees’ performance as it saves their time and effort and allows them to meet their duties. In this handbook, we attempt to highlight briefly those aspects of human resources administration, which every employee must be aware of to answer their basic questions throughout their tenure in the college.
First: Recruitment

The HRD is concerned mainly with identifying the current and future staffing needs of the various departments in the college. It works in coordination with the heads of centers and departments to specify the qualifications and experience required for vacant positions. For instance, when a department has a vacant administrative position, an advertisement will be posted in the mass media, and dates for testing and personal interviews will be fixed. The testing and interview panel includes the HRD, which participates in assessing and selecting candidates. Upon commencement of service, new recruits report to the HRD and hand in the required documents, which include a CV, a passport copy, a copy of local Omani I.D., a copy of the residence card for non-Omanis, 2 photos and a copy of their latest qualification(s). These documents are kept in the employee personnel file.

On their first day of employment, new recruits will usually report to the Human Resources Department to complete the engagement formalities and attend a brief induction before they report for duty to the designated centers and departments. Heads of centers and departments should arrange for new employees'
job induction once they have reported for duty. New employees will also be invited to attend a Staff Orientation Program to help them better understand the mission, objectives and organizational structure of NCT as well as its regulations and code of conduct. This will help the new employees adjust and acclimatize to their jobs and to the working environment, ensuring effective integration of staff into the organization.

As a final part of the recruitment process, the HRD sends the new staff to his/her respective department and notifies the ministry/agency of the employee's joining date.

Reference: Bylaws of Colleges of Technology, Article (27), item (C), page 42.
1. Recruitment on grade basis

Staff is appointed on grade basis according to the terms and conditions set for each salary grade as per the Civil Service Law and its Bylaws outlined in the pay scale/salary grade of that law.

2. Recruitment by companies and agencies

The Ministry of Manpower has concluded contracts with some private sector recruitment companies to provide lecturers and technicians of various disciplines for the technical colleges in Oman. Their names and contact details are as follows:

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<tr>
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<td>24786672</td>
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</tr>
</tbody>
</table>
Second: Employment

Upon appointment, the HRD maintains a personnel file for each new employee, which contains the following documents:

- CV/Resume, qualifications, certificates of experience, training sessions
- Job offer letter, employment contract, promotions
- Types of leaves
- Transfer decisions, delegation, secondment and authorized employment permit
- Salary certificate and bank transactions
- Official missions and their correspondences

The employee personnel file is updated occasionally to ensure the availability and validity of the documents it contains so that all employees’ information can be accessed at any time. The confidentiality of the employee’s information in the employee personnel file is highly maintained.
Identity Card + Identification Badge:

Each employee or lecturer is issued an identification card (ID) and identification badge upon their first appointment on salary grade. The employee ID card contains, amongst other things, the bearer’s name, nationality, date of appointment, job title and his/her civil service number. The college requires faculty and staff to wear their ID badge while discharging duties because the physical presence of these badges will enable students to easily identify them if they’re in need of assistance.

Loss of ID card or ID badge must be reported immediately to the HRD. In addition, employees should request a replacement. A non-refundable replacement fee of RO 2.5 will be charged each time a new badge is issued.
Third: Leave Policy

All employees shall be entitled to certain types of leave in accordance with Chapter 10 of the Civil Service Law promulgated by Royal Decree No. 120/2004. They should make a prior written or oral statement giving the reasons and time for taking a leave. A staff member who wishes to take a leave of any kind (except sick leave) is required to fill out the Leave Application Form prepared by the HRD and submit it to the direct supervisor. The latter forwards the application to the HRD which verifies the employee’s balance of the requested leave and then sends the application to the concerned Assistant Dean for approval. Finally, the leave will be granted with the approval of the College Dean. No leave, except emergency leave, will be recognized without prior approval of the college leave sanctioning authority. The HRD leave policy is outlined below:

Reference: Chapter 10 of the Civil Service Law issued by Royal Decree No. 120/2004.
Ordinary Annual Holidays and Breaks:

Ordinary annual holidays (end of year/summer) and breaks for administrative and academic staff members are determined by a ministerial decree issued by His Excellency Sheikh / Minister of Manpower outlining the academic calendar (the beginning and the end of the school year, beginning and end of the summer holiday and the breaks between the semesters). The length of these vacations are different from those in other government educational institutions where the amount of annual leave is the same for all staff and faculty regardless of their salary grades.

Reference: Article 71 of the Civil Service Law and Bylaws of Colleges of Technology

Emergency Leave:

A staff member is entitled to a five-day emergency leave once every year to cover absences associated with emergencies and urgent matters beyond his/her control provided that the College Dean deems them appropriate. Employees who take emergency leave must submit an emergency leave request immediately after the leave is over, which may be extended to
five more days with the sanction of His Excellency Sheikh / Minister of Manpower. Emergency leaves for non-contract employees will be calculated according to the fiscal year (1 January to 31 December), whereas the contractual year for lecturers and technicians working with agencies and companies begins on the day of signing the contract and ends on the day the contract terminates.

Reference: Article (77) of the Civil Service Law

Sick leave:

The sick employee shall be entitled to a leave to be determined by the competent medical authority as follows:

1. Full paid leave for not more than 7 days for each instance.
2. Six months fully paid
3. Six months for three quarters of salary and all allowances.

If the sick leave is the result of an occupational accident, it shall be fully paid without time limit. The sick leave of the employee shall not be recognized if it falls into any of the other authorized leaves. Sick leaves issued from private hospitals and health centers shall not be recognized unless they are attested by the
Ministry of Health. Sick leave documents should be submitted immediately without any delay to HRD upon returning to work. 

Reference: Articles (72, 73, 74, 75, 76) of the Civil service Law.

**Hajj Leave:**

The employee shall be entitled to a paid special leave to perform Hajj. It shall not be more than twenty days and shall be given once during the service of the employee in the government.

Reference: Article (78) of the Civil Service Law

**Iddat Leave:**

At the demise of her husband, the female employee shall be entitled to a special full paid leave for iddat. This leave is for four months and ten days from the date of demise. The female employee must submit the deceased’s death certificate along with a copy of the marriage certificate.

Reference: Article (79) of the Civil Service Law

**Delivery Leave:**

A female employee shall be entitled to a fifty-day special leave for pre-and post-delivery period. This leave shall be
salaried and shall not be taken more than five times during the whole service period in the government.

Reference: Article (80) of the Civil Service Law

**Maternity Leave:**

The female employee shall be entitled to a non-paid special leave for not more than one year for taking care of her child. She shall submit a request to get this leave within one year from the end of the delivery leave provided that she is not a contract employee. The female employee must not embark on such leave without prior approval of the authorities concerned.

Reference: Article (81) of the Civil Service Law

**Spouse Accompanying Leave:**

The non-contract employee shall be entitled to a special non-paid leave to accompany his/her spouse if s/he is sent on a mission or a scholarship or a training course or study leave or if s/he is delegated or seconded overseas. In order to avail this leave, the employee shall allow sufficient time before it starts. The period of the leave shall not be less than six months.

Reference: Article (82) of the Civil Service Law
**Leave for Representing the Sultanate:**

An employee who has been selected to represent the Sultanate in some official activity or occasion inside or outside the Sultanate shall be entitled to a fully paid special leave provided that s/he submits a letter/certificate from the authority s/he is representing that shows the duration of that activity.

**Reference: Article (83) of the Civil Service Law**

**Leave for Accompanying Patients:**

The employee may be given a special paid leave for not more than fifteen days to accompany a sick person for treatment inside or outside the Sultanate if the competent medical authority deems this necessary. If the treatment takes more than the said period, His Excellency the Minister or the authorities concerned may extend the period for not more than thirty additional days. The employee must submit relevant documentary evidence including a certificate from the hospital where the patient has been treated, attested by the hospital administration, the ministry of foreign affairs of the host country, the embassy of Oman in that country and the Ministry of Health in Oman.

**Reference: Article (84) of the Civil Service Law**
Non-salaried Special Leave:

As per reasons the college authorities may deem appropriate, the non-contract employee may be given a non-salaried leave for not more than one year that can be renewed for not more than four years during the whole service period on condition that s/he shall pay the due amounts to the civil service retirement fund for Omani employees. For contract employees the amounts due will be deducted from the employee’s end of service gratuity.

Reference: Article (85) of the Civil Service Law

Study/Education Leave:

Pursuant to a resolution by the unit head, the non-contract employee may be given a paid study leave if s/he intends to complete his/her studies on his/her own expense to gain the following academic qualifications or their equivalents: Bachelor, Master or Ph. D degrees.

- A higher diploma for not less than one year after bachelor degree.
- A diploma for not less than one year after high school.

Study shall be in a field that work interest immediately requires.

Reference: Article (87) of the Civil Service Law
**Exam Leave:**

The employee shall be entitled to a salaried leave to sit for his exams for a period not exceeding the one shown in the exam timetable of the school/university concerned.

*Reference: Article (88) of the Civil Service Law*
Fourth: Promotions

The HRD works in conjunction with the Personnel Department in the Ministry to assess staff eligible for promotion. As per Article 28 of Chapter six of the Civil Service Law issued by Royal Decree No. 120/2004, promotion shall be based on both worthiness factors: efficiency and seniority, as follows:

70% for efficiency,
30% for seniority.

The employee shall not be considered for promotion if his/her latest performance report is “weak”.

Annual Pay Increment:

The employee shall be entitled to a periodical bonus at the beginning of January of each year within the limits set for his salary grade, provided that s/he has spent at least six months in the job. The employee shall not be entitled to the periodical bonus if his/her latest performance report is ‘weak’.
Fifth: Visas

The expatriate employee is entitled to different types of visas under the terms of the service contract signed with him/her. These visas are as follows:

**Employment Visa:**

The ministry usually provides this visa to the employee immediately after the signing of the contract.

**Family Joining and Family Residence Visa:**

The Family Joining visa shall be granted to the wife of the expatriate employee on family contract as well as to three of his children below 21 years old. The validity is for two years from the date of stamping the visa in the passport. The fee for renewing each visa is RO. 20. Children who are 21 years old shall depart the country immediately when their resident permit expires. The conditions for obtaining such visas are as follows:

1. A written application addressed to the Assistant Dean for Administrative & Financial Affairs.
2. Valid copies of wife’s and children’s passports
3. A copy of marriage certificate, endorsed by the Ministry of Foreign Affairs of the base country and the Oman Ministry
of Foreign Affairs, or by the Oman Embassy in the base country.

4. A valid medical report
5. Two photos of the applicant and of each accompanying family member
6. A valid copy of the applicant’s passport
7. A visa application form filled out by the applicant

**Relative Visit Visa:**

The expatriate employee shall be entitled to visiting visas for his relatives at his request on condition that his family is currently residing in Oman. The visa is for three months, renewable for up to one month. The fee for obtaining and renewing this visa is RO. 20. To obtain a visiting visa, the applicant must provide the following documents:

1. A written application addressed to the Assistant Dean for Administrative & Financial Affairs
2. A valid copy of the visitor’s passport
3. Two photos of the visitor
4. Passport copies of the expatriate employee and his wife
5. A visit visa application form filled out by the applicant
Cancellation of Visa:

Should the employment contract end for any reason, the HRD shall take the necessary measures to cancel the visas of the employee, his wife and children at Muscat airport. The HRD also cancels the children’s visas when they reach 21 years old.
Sixth: Cards

Residence Card:

The expatriate employee who resides in the Sultanate of Oman and his/her accompanying family members above 15 years old must obtain a resident identity card upon stamping the residence visa or renewing it.

To obtain a resident card, the resident employee must fill out the application form which is available at any private clearance office and endorsed by the Civil Status Department. The fee for obtaining and filling in the resident card application form is one Omani Rial, whereas the fee for obtaining the card is RO. 10.

Other requirements include a copy of the passport and one personal photo with blue background. Residence cards are processed and issued for all expatriates and foreigners from 1 p.m. to 7 p.m.

Free Medical Card:

As per contract and per the provisions stated by the Civil Service Council decision no. (6/2005) dated 13/3/2005 the
expatriate employee and his/her family members below 18 years old who reside in the Sultanate shall receive certain free of charge health services in government hospitals with the exception of the treatment of the following illnesses and surgeries:

1. Organ transplantation
2. Open heart surgery
3. Cancers
4. Hepatitis epidemic types
5. Infertility
6. Genetic and malignant disorders
7. Reconstructive surgery
8. Renal dialysis
9. Prosthesis
10. Addiction
11. Heart disease

The documents required for obtaining a free medical card are:

1. A written application addressed to the Assistant Dean for Administrative & Financial Affairs
2. A family photo saved in a flash drive
3. A filled in medical card application form, available at the HRD

**Seventh: Certificates**

The HRD addresses the authorities concerned in the Ministry of Manpower regarding the issuance of various certificates including:

**Salary Certificates:**

The applicant must fill out and sign the income certificate form provided at least three months have elapsed since the issuance of the last certificate. Salary/Income certificates are obtained from the Personnel Department in the Ministry of Manpower.

**To Whom it May Concern Certificate**

This certificate shall be obtained from the HRD. It shall be endorsed by the Assistant Dean for Administrative & Financial Affairs. It should include the name of the employee, job title, nationality and date of appointment.

**Embassy and Consulate General Certificates:**

An employee who wishes to obtain such certificate(s) should submit a written application addressed to the Assistant Dean for administrative & Financial Affairs. The HRD then
forwards the application to the General Affairs Department in the Ministry of Manpower, follows it up and delivers the required certificate to the applicant upon receiving it.

**Certificate of Experience:**

The Certificate of Experience is a document which shall be given to the employee whose service has ended with the ministry. It details the duration of the employee’s service, the job occupied, and the reason for terminating his/her services with the ministry. It is usually issued in both Arabic and English.
Eighth: Training Sessions

The responsibilities of the HRD include, among other things, preparing and coordinating with other departments all in-house training sessions and workshops that are conducted on or off campus. The department also prepares training plans/schedules in conjunction with some outside authorities.
**Ninth: Cash Compensation Ticket Value**

The employee on family contract is entitled to tourist class air tickets for himself, his wife and up to three of his children (below the age of 21 years old) at the start and end of his services. The employee shall be entitled at the end of each contractual year to a cash compensation of 75% of the value of his ticket, his wife’s ticket and those of up to three of his children who are below the age of 21 years old to the place of residence and back.
Tenth: Renewal of Contract

Shortly before the end of the academic year, the HRD shall prepare a list of the college employees who have applied for contract renewal. The names shall be forwarded to the Personnel Department in the Ministry. The renewed contracts shall be delivered to the employees by the HRD upon receipt.
Eleventh: Statistics:

The HRD undertakes the preparation of all human cadre statistics as per the annual directions from the office of the Directorate General of Technological Education. The statistics detail the number of employees currently working in the college according to the job title, qualifications, type of contract, sex, department, etc.
Twelfth: Safety and Health

The HRD, in conjunction with other departments in the college, gives top priority to workplace health and safety to protect human health and enable employees to deliver their best performance. The college is committed towards achieving a safe and hygienic work environment for all employees by eliminating potential risks and hazards related to their activities on campus. It often organizes safety and health programs to equip them with the knowledge and skills to perform their duties in a safe manner. All employees should comply with the safety and health measures instituted by NCT and also cooperate in all safety-related tests and drills. They should be aware of their personal responsibilities regarding safety and health on campus.

Smoke-Free Workplace:

The college is committed to providing a healthy workplace for its employees. In view of the injurious effects that are caused
by smoking as well as second-hand smoke, it is of paramount importance to maintain a smoke-free workplace policy in NCT which stipulates that:

- Smoking is prohibited in all areas on campus including the entire office premises, corridors, halls, classrooms, canteens, toilets and lifts.

- NCT employees should draw their visitors’ and guests’ attention to the smoke-free policy of the college, where appropriate.

- Non-compliance with the policy may result in disciplinary action.
Thirteenth: House Rules

NCT Property:

NCT property includes, but is not limited to: office furniture, computers, printers, stationery, ID cards, ID badges, medical cards, SAC and library reference paper, electronic resources, teaching materials, CD players and other office equipment and facilities. Employees should safeguard NCT property and should return any property in their possession to the HRD upon termination in order to get a no due certificate.

Use of Personal Computers:

Employees should be aware of the IT security standards and guidelines communicated by the IT department, especially those relevant to their daily work on personal computers and various computer application systems. Personal computers should not be left running at the end of the working day.

Use of the Internet and Intranet:

The college recognizes the educational potential and benefits of the Internet. Consequently, Internet access is provided for the purpose of research, keeping up-to-date on
work related information and other work related assignments. The public Internet and the college Intranet should be used constructively for communicative purposes and educational goals that support the objectives of the college and its centers and departments.

**NCT Code Of Attire**

Being committed to its national heritage, tradition and culture, NCT requests all employees to dress in an appropriate and presentable way while discharging duties inside the college premises, to develop a sense of cultural appropriateness regarding dress and grooming outside the college and to adhere to the following requirements of NCT dress code policy:

1. Male Omani staff should wear the national dress: the white dishdasha and turban. Female Omani staff should wear black abbaya and headscarf.

2. Male expatriate staff members should wear short or long sleeved shirts with necktie. Tattoos must be covered. Jeans are not acceptable. Black or brown shoes are essential.
3. Female expatriate staff members must use their own judgment as to what is appropriate. Wearing tight-fitting or revealing styles is prohibited.

4. Technicians must always wear their lab coat during working hours.

5. Exemptions can be permitted to staff working in workshops where a special suit is required during workshop hours.

**Punctuality and absence:**

All employees must be punctual for work and strictly observe their working hours. They should not be absent from work even for a short while, without the prior approval of their heads of centers/departments. Employees who cannot attend work for any reason should notify their immediate supervisors by phone.

**Code of Conduct:**

High ethical standards, integrity and honesty of employees are crucial for NCT to pursue its vision of becoming “The college of choice” for students and for employers, to contribute significantly to the ongoing national economic development, and
to achieve and sustain a strong reputation for excellence in teaching and learning. All employees must work with dedication and accomplish their duties to the best of their professional knowledge in order to meet these noble objectives. They should work as a team to keep up the public image of NCT as a respectable high quality academic institution.