

Sultan Qaboos University – Centre for Preparatory Studies

Foundation Program

The Director's Welcome Note

'Marhaba' and welcome to Sultan Qaboos University Foundation Program (FP). I invite you to navigate through these pages to increase your knowledge of the requirements of our FP and the general rules of your study here at SQU. The Foundation Program started in 2010 with the main goals of:

- improving your English language proficiency, with some emphasis on college applications in preparation for your undergraduate courses.
- reinforcing the knowledge of basic mathematical and analytical techniques that are considered necessary for enhancing your problem-solving skills.
- consolidating the knowledge of basic applications of computer science as a means towards effective learning and interaction.
- integrating the necessary study skills needed to effectively adapt, learn and thrive through your years of study.

The program courses have been designed according to Oman Academic Standards that were published by the Oman Authority for Academic Accreditation in the form of learning outcomes for English, Mathematics, Information Technology and Study Skills.

The FP unit, along with its entire staff, welcomes all types of queries from students and parents. We are committed to keeping our students informed of all updates on the various issues regarding your FP courses and development.

We would also like to engage parents during this foundation period and maintain a link to help students adapt and tackle at the very start any learning problems they may have and try to find solutions to these problems.

A student can fulfil the Foundation Program requirements by presenting an equivalent qualification, passing the exit test, or

attending and passing these courses. I encourage students to maximize their benefit from the FP courses in order to have a smooth transition to their upcoming specialization courses. I also encourage students to use their time efficiently and to try to enhance their English and study skills. You will find instructions at the end of this booklet that offer some suggestions on how to achieve these.

Remember that you are given a maximum period of two academic years to finish the Foundation Program. Students who fail to finish their FP courses in the stated period will not be allowed to pursue their studies at SQU. The following pages provide information on the Foundation Program, the areas of study, the equivalent qualifications, and the placement and exit tests, etc. Additional information is also available on our website www.squ.edu.om/fp.

My best wishes go to all our hard-working students, who have proven through the years, that they can overcome most difficulties, and meritoriously shine in their studies and careers.

Dr. Badria Ibrahim Al Shihi

Director of the Foundation Program

An Overview of the Foundation Program

The Foundation Program at Sultan Qaboos University is a mandatory requirement for all students. The program is designed to prepare the students who have been accepted to study at the university to achieve the required learning outcomes in accordance with the academic standards of the Omani Authority for Academic Accreditation (OAAA). The program prepares students in English language, Mathematics, Information Technology and Study Skills.

Teaching Staff

The Foundation Program includes a large number of staff with expertise in teaching on a number of programs and courses. Each course in the FP is headed by a Course Leader (CL) who administers the course. It is important for students to know the name of the CL of

their Foundation Program course because it may be necessary for them to consult with the CL on certain matters.

The Placement and Exit Tests

During the orientation period before teaching commences, the Foundation Program administers Placement and Exit tests to determine each student's proficiency level in English, Math and IT. Based on the results of the tests, students are allocated to courses and groups of equal ability.

If a student is placed in a level too demanding for his/her level, it is unlikely that the student will cope with the level of instruction and s/he may be unable to satisfy the requirements of that level. Similarly, if a student is placed in a level that is too easy for him/her, s/he will probably be bored and will not benefit from the instruction. Therefore, the Placement Test is very important and should be taken seriously so that you are placed at a level that will benefit you the most.

The First Week

When teaching at the university commences, students are expected to have finalized their accommodation and transportation arrangements, and to have found the location of their classrooms.

Students will be registered automatically in their FP courses by the Foundation Program Registration Office.

Classroom numbers are given in the timetables provided by the Deanship of Admissions and Registration (A&R).

On the first day of classes, students should go to their classrooms with their stationery (pens, pencils and papers) to meet their teachers who will explain the study program to them and arrange for distribution of

course materials.

It is very important for all the students to know their teachers' names, office numbers, and telephone extension numbers. Students should also find out the titles and codes of their courses. They should write all this information down in a notebook.

What should you do when you have a problem?

The Foundation Program assists students with problems they may encounter during their study. Students should follow the procedure below when they have a problem:

- First, the student should go to his/her course teacher to explain the problem and ask for help.
- If the teacher is unable to help with the problem, the student can then refer the problem to the Course Leader (CL) in the Foundation Program.
- If the CL cannot help with the problem, the student should then go to the Student Affairs Officers in the CPS for English courses or the registration officers in the Foundation Program Unit for Mathematics and IT courses.
- If a Student Affairs Officer is unable to help, the student should seek the help of the Head of Department or the Deputy Director of Academic Programs who may refer the matter to the Student Advising and Registration Department in the CPS.
- Only if the matter remains unresolved, should the student contact the Director of the CPS.

For problems regarding credit courses (non-FP courses), students should consult the CL as well as the academic advisor assigned to him/her in the colleges.

Visiting your teacher

Students may need to visit their teacher in his/her office to discuss topics that they may not have understood in class. They can see their teacher during his/her office hours. Teachers put their timetables (indicating their office-hours) on their office-doors. Students should note these timings (as well as their teacher's office number) so that they can arrange to visit the teacher when s/he is most likely to be there. Students are advised to send emails to their teachers to arrange for appointments.

Student Affairs Officer (CPS)

One of the responsibilities of the Student Affairs Officer is to help students if they experience difficulties with their language course registration.

The Student Affairs Officer also works with CLs, academic advisors, the Foundation Program Unit, the Deanship of Admissions and Registration, the Deanship of Student Affairs, the Student Counseling Centre and other university authorities to help students solve their problems.

Academic and Social Advisors (Foundation Program)

SQU recognizes the importance of academic advising in guiding the students to progress successfully through their study in the University.

The role of the Academic Advisors in the Foundation Program is to guide students through their study period and help them to fulfill their Foundation Program requirements. Students are advised to discuss various aspects of their courses with course instructors, course leaders and the academic advisors in the Registration Office at the Foundation Program. Students can also refer to the Social Advisor in the Foundation Program Unit regarding their absences or any personal problems that might be affecting their studies.

Student Counseling Centre

Sultan Qaboos University provides a number of services to assist students, including the Student Counseling Centre. The center provides a comprehensive program of support services to help Sultan Qaboos University students to adjust to the demands of the university environment. These services are designed to enhance the student's educational experience by supporting his/her development and helping him/her to grow self-awareness, to identify his/her needs and problems, and to develop appropriate problem-solving techniques so s/he will be able to meet the demands of college life and be better prepared for work life on the completion of his/her studies. The Centre's counseling services provide individual counseling, group counseling, psychological consultation, a developmental counseling program, workshops, specialized training courses, and other services provided by specialist counselors.

As the student moves into this new stage of his/her academic life, he or she will find the university environment and academic study different from that of high school. Consequently, the student may well have many questions and concerns. If so, s/he should not hesitate to visit the Student Counseling Center where help with all aspects of life (academic, personal, or social) is offered.

If the Student Affairs Officer refers a student to the Student Counseling Center, s/he should follow this advice because the Student Counseling Center may be in a better position to help the student. After visiting the counselors there, the student should return to the Student Affairs Officer in the Foundation Program to brief them on the counseling s/he has received.

Progression and Registration

Registration of Foundation Program courses is done automatically by the registration officers in the Foundation Program. It is not allowed for students to change their timetable of the FP courses except for serious reasons which need approval. Please note that a student cannot enroll in a college major course until s/he finishes the foundation program.

Progression in FPEL Courses

- A student who gets a C- and above in course will be registered in the next full course (e.g. a student who gets a C- in FPEL0120 will be registered in FPEL0340)
- A student who receives a D in (FPEL0120, FPEL0230, FPEL0340, and FPEL0450) will be registered in a half-way course (e.g. a student who gets a D in FPEL0120 will be registered in FPEL0230)
- A student who receives an F grade in any English course will repeat the course once more (e.g. a student who gets an F in FPEL 0603 will be registered in FPEL 0603 again).
- A student who receives 2 consecutive Fs in any English course may be suspended. However, such students may qualify to attend FPEH/S0700 in the Summer semester which prepares the student for the English FPEH/S0700 exit test. Alternatively, a student could produce an IELTS or TOEFL certificate.

Progression in FPCS course (Information Technology)

- Students will not be registered in the English instructed course (FPCS 0101) unless they reach level 4 or higher in English.
- A student who gets a D grade or above in FPCS course will complete the FP requirement in IT.
- A student who receives an F grade in FPCS course will be allowed to repeat the course once more.

- A student who receives 2 Fs in FPCS course will not be registered in the course and will only be allowed to sit for the final exam or produce an ICDL certificate.

Progression in FPMT courses (Mathematics):

- Starting from Fall 2018, the Mathematics courses will be in three streams as follows:
- Mathematics for Humanities: FPMT 0106 (Arabic) (6 Hrs: 4 L+ 2T)
- Mathematics for Economics: FPMT 0107 (English) (6 Hrs: 4 L+ 2T)
- Mathematics for Sciences: FPMT 0108 (English) (6 Hrs: 4 L+ 2T)
- A student who gets an F grade in any Mathematics course can repeat the course once more.

Registering in College Major courses:

Enrolment in college courses is done through the website of the Deanship of Admissions & Registration by the student after completing the Foundation Program.

Students are not allowed to enroll in their major courses before completing all their foundation courses.

Students are allowed to enroll only in university electives such as Arabic and Islamic studies when they reach Level 6.

Attendance

An Absentee Failure Notice is issued (and the student is given a "FW" grade) when a student is absent for:

- more than 20% in courses with a total of less than 75 teaching hours (such as FPCS)
- more than 15% in courses with a total of 75 to 150 teaching hours (e.g. FPMT courses, FPEH0603 or FPES0603).
- more than 10% in courses with a total of more than 150 teaching hours (most other FPEL courses).

Electronic "Warning Notices" are also sent to students when they have missed a certain percentage of their classes. Students may then also be referred to the Student Affairs Coordinator for advising.

The "Absentee Failure Notice" is also sent to the student electronically. It should be noted that the student will be recorded absent even if s/he is absent for a valid reason such as sickness or a driving test.

General Foundation Program Lateness Policy

1. Students coming to class within the first ten minutes will be marked late. If a student comes to class late three times, s/he will be marked absent for one hour.
2. Students coming to class after the first ten minutes will be marked absent for one hour and will be allowed to attend the class if they choose to do that.
3. Students coming to class after the first thirty minutes will be marked absent for two hours and may not be allowed to attend the class.

Mass Absences

Some students put pressure on other students to get agreement for the whole class to miss a lecture on a certain day. These students falsely believe that mass absence will not be recorded.

In fact, mass absence is not tolerated by the university. In the case of mass absence, all student absences will be recorded and this could result in students receiving warning notices or being barred from the final test - and consequently failing the course and repeating it.

Use of cell phones in the classroom

It is obvious that a ringing cell phone creates a disturbance during a lesson. Therefore, all cell phones must be switched off during class or an examination. If this regulation is not followed, the teacher may ask the student to leave the class and may take certain actions against the student. During an examination, students are required to

switch off their cell phones and to hand them over to the invigilator. Students must collect their phones at the end of the exam.

Cheating in a Test

One of the responsibilities of an invigilator during an examination is to provide a calm atmosphere in the exam venue for students to concentrate and to perform at their best. Students' performance in the test should reflect their own effort and ability. Therefore, cheating is not tolerated under any circumstances.

If a student is caught cheating, the invigilator has the right to take the student's exam paper, and to implement any measures needed to restore an atmosphere suitable for the examination to proceed.

Repeating Courses

If a student fails a course or is barred from one, s/he will have only one opportunity to repeat it. This means that students cannot attempt the same course more than twice.

If a student fails a course twice, s/he will be asked to study FPEL0700 (for English), then sit the Exit Test or resit the final exam (for Mathematics and IT).

Skipping a level (English Language Only)

Students who get an A grade (or A-) in FPEL0120 or FPEL0230 courses are given a chance to sit a test (the Challenge Test) on the next course. If they score a grade C or above in this test, they can skip the course and proceed to the next one. For example, if a student gets an A or A- in FPEL 0120, s/he can sit the FPEL 0230 Challenge Test soon after the results are announced. If the student scores a 'C' or above in this Challenge Test, s/he can move directly to FPEH/S0450 (instead of taking FPEL0340).

Note, however, that Challenge Tests are available for students who score A or A- in FPEL 0120 and FPEL 0230 only.

It is worth noting here that a student can be exempted from the English Foundation Program if s/he obtains any of the following certificates:

- International Academic IELTS with an overall score of Band 5 and

a minimum of 4.5 in any of the four skills (Reading, Writing, Listening and Speaking).

- a TOEFL IBT with a minimum of 61 points.

Student Awards

The CPS FP may reward students for excellence in academic performance in all courses according to certain criteria which include academic achievement, discipline, commendable behavior and commitment.

Dress Code for Male & Female Students

The university dress code for male students for all lectures, examinations and university functions is a white dishdasha and turban or kuma.

The university dress code for female students for all lectures, examinations and university functions is modest dress.

Foundation Program Courses

The following table summarizes all the available FP courses:

Field	Course	University Program
English language	FPEL0120	English & Bilingual Programs (English-Arabic) (FPEH for Humanities FPES for Sciences)
	FPEL0230	
	FPEL0340	
	FPEH/FPES 0450	
	FPEH/FPES 0560	
	FPEH/FPES 0603	
	FPEL1025 FPEL 1026	(For courses in Humanities taught in Arabic)

	FPEH/FPES 0400 FPEH/FPES 0600 FPEL 0700 (Summer Courses)	
Mathematics	FPMT0106(Mathematics for Humanities)	(Arabic)
	FPMT0107 (Mathematics for Economics)	Economics (English language)
	FPMT0108 (Mathematics for Sciences)	Sciences (English language)
Information Technology	FPCS0101 (Basic Computing Skills in English)	English & Bilingual Programs (English-Arabic)
	FPCS0102 (Basic Computing Skills in Arabic)	Humanities colleges (Arabic language)

English Foundation Program

In the English Language Foundation Program, there are different courses that represent different levels. Each course lasts one semester and each week has 18 teaching hours (except for FPEH/S0603 which has 10 teaching hours). Students' results in these courses are not counted towards their GPA.

These courses are given to the students whose credit college courses are taught (fully or partially) in the English language.

These colleges are: Sciences, Engineering, Agriculture and Marine Sciences, Economics and Political Science, Medicine and Health Sciences, Nursing, Law, some majors in the College of Education (English, Science & Mathematics, Educational Technology, and Pre-

School Education). In addition to these, English Language and Literature, Translation, Tourism, Mass Media, Information Studies, Geography and Musicology in the College of Arts and Social Sciences require FP English.

Very Important Notes

- *All students who are doing the Foundation Program have to complete its requirements in no more than two academic years, that is from the beginning of the first fall semester to the end of the summer semester of the second academic year.*
- *In order for a student to move from one level to a higher level in FPEL courses, s/he has to pass with at least a grade of (C-).*
- *If a student scores Band 5 in IELTS (with a minimum of 4.5 per skill) or a total of 61 in TOEFL IBT, s/he can present the certificate to the IELTS Centre and the Registration Office in the CPS for the possibility of being exempted from completing the English Foundation Program. Students with lower scores are not allowed to ask for exemption.*

English Foundation courses:

FPEL 0120

This is a semester-long Foundation Program English Language (FPEL) course, which covers basic grammar, vocabulary and skills work on reading, writing, listening and speaking. Students are also introduced to the fundamental study skills necessary to succeed at university. Students are assessed through a combination of continuous assessment and formal exams at mid and end of semester.

FPEL 0230

This is a semester-long FPEL course which students enter at an elementary level of English proficiency. The course takes a skills-based approach, with a strong focus on language use in the writing lessons. Study skills are further developed and students give a presentation. Students are assessed through a combination of continuous assessment and formal exams at mid and end of semester.

FPEL 0340

This is a semester-long FPEL course which students enter at a pre-intermediate level of English proficiency. The course further develops all general English language skills and introduces students to basic note-taking while listening to lectures. Students give two presentations. Students are assessed through a combination of continuous assessment and formal exams at mid and end of semester.

FPEH/FPES 0450

This is a semester-long Foundation Program English Language (FPEL) course which covers the general basic skills of reading, writing, listening, and speaking. The course also continues to consolidate study skills which are necessary for college work. The second half of the course draws upon language-usage specific to students' specializations. Students are assessed through a combination of continuous assessment and formal examinations at mid and end of semester.

FPEH/FPES 0560

This is a semester-long Foundation Program English Language (FPEL) course which covers the skills of reading, writing, listening, and speaking in the context of students' specializations. The course also continues to consolidate study skills necessary for college work and equip students with skills crucial for writing a 500-word report. Students are assessed through a combination of continuous assessment and formal examinations at mid and end of semester.

FPEH/FPES 0603

This is taught for a whole semester and is taught 10 hours a week. It is a Foundation Program English Language (FPEL) course which covers the skills of reading, writing, listening, and speaking in the context of students' specializations.

The course also consolidates study skills which are necessary for college work, and equips students with skills crucial for writing a

500-word report. Students are assessed through a combination of continuous assessment and formal examinations.

Summer Courses:

FPEH/S 0400

This is a summer FPEL course, which students enter at a pre-intermediate level of English proficiency. The four main language skills, reading, writing, listening, and speaking are further developed in this course. Students give one presentation on a subject researched online. Students are assessed through a combination of continuous assessment and formal exams at mid and end of semester.

FPEH/S 0600:

This course is intended for those students who have completed FPEH/S 0450, or failed FPEH/S 0560 or FPEH/S 0603. It is taught in eight weeks and covers the skills of reading, writing, listening, and speaking in the context of students' specializations. The course equips students with a set of specific study skills crucial for writing a 500-word report as well as the study skills necessary for college work. FPEL 0600 is offered in summer.

FPEL0700:

This is taught in eight weeks during the summer period of each academic year. The course is the final opportunity for the students who have failed in the IELP foundation program and are at risk from the 2-year policy limit to study in the FP. It is a Foundation Program English Language (FPEL) course which covers the skills of reading, writing, and listening which is general in nature with no college specific specializations. Students are assessed through a combination of continuous assessment and formal examinations.

Mathematics Courses (FPMT)

The Mathematics courses were developed to ensure that students are equipped with the mathematical understanding and skills necessary to meet the cognitive and practical requirements of

degree programs in a variety of disciplines.

Mathematics Courses for the Foundation Program:

FPMT 0106, is offered in Arabic language and FPMT 0107, and FPMT 0108 are offered in English language.

Mathematics for Humanities: FPMT 0106 (Arabic)

Course Description:

This course in Mathematics is offered to the students in the Foundation Program (FP) from the college of Arts and Social Sciences, Economics and Political Sciences (except Economics majors), Law, Education (except Mathematics and Sciences streams), and Islamic Studies. It deals with algebraic expressions, equations and inequalities, basic functions, transformations of functions, trigonometric functions of real numbers and angles, and basic concepts of statistics and probability.

Course Objectives:

The main objective of the course is to study functions (polynomials, exponentials, logarithms, and trigonometric functions etc.) It also aims to focus on study skills and problem solving abilities, expose students to various applications of Mathematics in real world problems and to promote self-learning.

Mathematics for Economics : FPMT 0107 (English)

Course Description:

This course is offered to students of Economics Majors.

This course covers algebraic expressions, equations and inequalities, basic functions, transformations of functions, trigonometric functions of real numbers and angles, exponential and logarithmic functions, simple and compound interests along with present values, matrix algebra, linear systems of equations, Cramer's rule, linear inequalities in two variables and basic concepts on Statistics and Probability.

Course Objectives:

This course gives a background in basic mathematical techniques, which students will need to apply in their future academic courses.

Mathematics for Sciences : FPMT 0108 (English)

Course Description:

This course is designed for secondary school graduates with Pure Mathematics background. At SQU, students taking this course belong to the colleges of Agricultural & Marine Sciences, Engineering, Sciences, Medicine & Health Sciences, Nursing, and Education (Mathematics and Science majors).

Course Objectives:

The main objective of the course is to study elementary functions (polynomial, rational, exponential, logarithmic, and trigonometric) in preparation for calculus and higher Mathematics. It also aims to focus on study skills and problem solving abilities, expose students to various applications of Mathematics in real world problems and to promote self-learning.

The goal is to develop the student ability to read, write, think, and do Mathematics at the level required for success in calculus. The apparent content (algebra and trigonometry) may be vaguely familiar, but this course asks students to learn it, and understand it in a new way that will raise students to a far higher level of mathematical ability.

Information Technology (FPCS)

Course Description

This course is designed in English (FPCS 0101) and Arabic (FPCS 0102).

In this course students are exposed to the use of personal computers in preparing documents ,spreadsheets and presentations with the help of commonly used packages.

Course Objectives:

The objective of the Introduction to Information Technology course is to ensure that the students are equipped with the basic knowledge and necessary skills of computers to meet the cognitive and practical requirements of degree program in a variety of disciplines.

Study Period in FP

It should be noted by all students that the maximum time allowed for students to complete all the FP requirements is two consecutive academic years.

Study Postponement in FP

A student may be allowed to withdraw temporarily from the university by requesting a formal postponement of study, for one semester renewable for a second semester. Postponement may be granted upon approval by the Assistant Dean of the College in consultation with the Deanship of Admissions and Registration for the following reasons:

Health, psychological, pregnancy and family reasons or other compelling circumstances.

Supporting documentation from authorities such as the student's guardians/parents, the Counseling & Guidance Centre or a health clinic are required.

Extension of postponement beyond two semesters may be granted in exceptional circumstances. Postponement is not normally granted during the first semester.

If a student does not return to the University after the approved period, his/her enrollment may be withdrawn.

It is the responsibility of the student or his/her family to notify the University of any request for extension. Subsequent re-admission will be considered on an individual basis.

A student may rejoin the university only at the beginning of a semester under the customary procedures for registration. When a postponement has been approved, a special grade of 'OP' will be entered and the date of postponement noted on the transcript. Postponement will not be granted merely to avoid failing grades.

Transfer between Colleges

General Transfer Criteria between Colleges:

1. Students should complete the Foundation Program before being transferred.
2. Transfer between majors takes place within the college itself.
3. After all college transfer criteria are met, there will be a further

ability test before acceptance in Physical Education, Art Education, and, Musicology.

4. Students should have passed English Level 6 or its equivalent (IELTS Band 5 or TOEFL IBT) if they plan to transfer to any English-medium and bilingual program. Also, students from a humanity college who passed FPMT0106 or FPMT0107 must undergo and pass a test in FPMT0108 if they wish to transfer to any science college.
5. Students must consider the remaining duration of study at SQU when applying for transfer which should not exceed the maximum allowable duration (refer to the academic regulations).
6. Students are only permitted to select one transfer choice.
7. Students are only allowed to transfer once.
8. Approval for transfer depends on the number of available seats in the college. Students will not be transferred if seats are unavailable even if they have fulfilled all transfer requirements.

Important notes:

- After transfer, only credits that are equivalent to the student's new degree plan will be counted. Other credit hours may not be taken into account and that may lead to a delay in graduation for one or more semesters.
Students should bear in mind that conflicts in their timetable may arise due to transfer and that they will be responsible for resolving these.
- Transfer to the College of Medicine and Health Sciences is not allowed for scholarship students and staff children.

Final Examinations

The final exams are conducted in the 15/16th weeks of each semester for the Foundation Program courses (English, Mathematics and IT). The time and date of these exams are announced by the teachers in the Foundation Program, but they can also be found through the A&R website as well as SQU Portal.

Students can obtain their results of the FP final exams from the Admission and Registration website (student portal) about a week after the semester ends.

Final Examination Policy

Late Arrival

Depending on the exam, a student is allowed to enter the examination room up to and during the first 30 minutes from the start of the exam. However, no extra time will be given for its completion. Students arriving later than 30 minutes will not be allowed to sit the exam.

General Rules for Examinations

- Students must bring their national/university ID cards to all exams. Those who do not comply may not be allowed to sit the exams.
- Presentation of a sickness note cannot be accepted as a valid reason for absenteeism from an examination unless there was hospitalization or other evidence of extreme illness (the presentation of a sick note from a clinic is not accepted).
- Bereavement of immediate relatives (viz., parents, brothers, sisters, spouse or child) before the examination may be accepted as a reason for absenteeism subject to verification by official documents and provided that such bereavement took place not more than 4 days before the examination. Bereavement certificates will not be accepted for relatives of the second degree.
- Excuses such as not having transport, oversleeping, not knowing the examination venue are NOT acceptable and the student will be awarded a zero for that particular exam.
- Missing a final exam with no valid reason, would mean repeating the course.

Answer Sheets

- Students must ensure that they have transferred their answers to the answer sheet before the end of the exam. No extra time will be given at, or after the end of the exam, to transfer the answers. Answers that are not transferred to the answer sheet may not be marked.

Appeal of Final Grade

Students have the right to appeal against grades that they obtain within 2 weeks from the official announcement of the results.

The appeal process shall proceed strictly as follows:

1. Student must complete an online Grade Appeal Form available from the CPS website (Note there are different links for FP and Credit English, Mathematics and IT).
2. The online appeal goes to a departmental committee for follow up.
3. This committee reviews all spreadsheets and test papers.
4. The outcome of the appeal will be communicated to the student by email.
5. If there is a request for a change of grade, the committee will inform A&R.
6. **Students must accept the findings of the committee as final.**

One final word

University life is rich with various experiences and so it offers many opportunities for learning. Thus, students should make use of every opportunity to upgrade their level of academic and practical experiences. The FP office encourages all students to use all the available facilities to enhance their educational and learning outcomes.

Important Note

Please remember that the textbooks you receive are university property lent to you (not given) so do not misuse them by writing in them. You must keep them in good condition for other students to use after you. If you misuse a textbook, you will be asked to pay for its replacement when you return the book to the CPS bookstore.

Important Pieces of Advice to Improve Your English

1. Read in English: Read novels, books, newspapers, magazines and advertisements. Try to read for at least 30 minutes every day.
2. Listen to English: Listen to English programs on radio and recorded books. Watch useful English TV or video programs. Listen and comprehend what you are watching without resorting to the

Arabic subtitles. It is important to train yourself to use the linguistic context to guess the meaning of new words.

3. Speak in English: Try to speak in English with your teachers and friends. Specify at least one hour a week to meet with your friends and speak only in English. Invite, if you can, an English native speaker to one of these meetings. When you go shopping, instead of using broken Arabic with some foreigners here in Oman, speak in English.

4. Write in English: Try to make English a part of your cultural life. Learn to keep a diary and write it in English. Do your shopping list in English. Get the addresses of pen friends from magazines and radio programs and write to them.

5. Do your homework: Doing your homework helps you learn and retain information longer in your mind and makes learning a habit.

6. Learn new vocabulary : List the new words that you learn every day in a small notebook, preferably the memo-style notebooks that are designed for this purpose. You can get the memo-style notebooks from stationery shops. You can use these as personal dictionaries to quickly refer to words as needed. There are many phone apps now available to help you to learn vocabulary.

7. Enrich your language: Keep a small notebook to jot down whatever you come across which interests you, like new English vocabulary, proverbs, sayings and poems that you hear and read. Write the meanings of the words you list. English is all around you. It's everywhere.

8. Ask questions: Asking questions is a sign of intelligence, not ignorance. In order for you to learn, always ask your teachers and other well-informed people. As you learn more and more, your language acquisition becomes better and you get more interest in and satisfaction from learning it.

9. Use your vacation: The mid-year break and the summer holiday are quite long. If you do not use them to review what you have studied during the semester, you are bound to forget at least some of what you have studied. The breaks are also a good chance for

you to practise and use all of what you have learned in a study-free and relaxing atmosphere. By doing so, you will enjoy your holiday better and foster your self-confidence when the new semester starts. Create a study program for yourself to practise English, join a private institute, or if you can afford it, spend part of your holiday abroad.

10. Join ECA Clubs and the English Society: There are many clubs or societies offered by the CPS where you can practice your English. Join them. Also, the English Society is a student-formed group that organizes a lot of events and activities that help the students who join it to improve their English.
