



EDUCATION
RESEARCH
HEALTHIER COMMUNITIES
BRIGHTER FUTURES

Staff Handbook

— 2026–27 —

“A New Era of Medical Education in the Region”





Dhofar University

College of Medicine

Staff Handbook

2026-27

Contents

Dean’s Message	5
About Dhofar University	6
Vision.....	6
Mission.....	6
Core Values.....	6
Graduate Attributes.....	6
Campus Facilities.....	6
About the College of Medicine.....	7
Vision.....	7
Mission.....	7
Our Values	7
College of Medicine Organizational Structure	8
College Statement on Diversity and Equality	8
Welcome to the College of Medicine	9
Introduction.....	9
Dhofar University Staff Induction Policy	9
New Staff Orientation and Onboarding	10
Key College Contacts for New Staff.....	10
Dhofar University Policies.....	10
Staff Rights and Responsibilities	11
Confidentiality and Data Protection.....	11
Conflict of Interest and Outside Professional Activities.....	11
Academic and Professional Responsibilities of Faculty	12
Teaching and Learning Responsibilities	12
Course Coordination and Curriculum Responsibilities.....	12
Academic Advising and Student Support	12
Student Attendance and Academic Progress Monitoring	13
Assessment and Examination Responsibilities	13
Invigilation and Examination Integrity	13
Feedback to Students	13
Research and Scholarly Responsibilities	14
Faculty Participation in College Committees	14
Use of Moodle and University Academic Systems.....	14
Professional Conduct and Academic Integrity.....	15
Professionalism, Clinical and Digital Conduct	15
Ethical Use of Artificial Intelligence	15
Social Media and Online Professionalism	16

Professional Email Communication.....	16
Academic Freedom and Professional Responsibility.....	16
Confidentiality of Student, Patient and Institutional Information.....	16
College Facilities and Infrastructure	17
Current (Temporary) Facilities	17
Proposed New College of Medicine Building	18
Building Structure.....	19
Teaching and Learning Facilities.....	19
Simulation and Clinical Skills Facilities.....	19
Living and Working in Salalah	19
Location and Climate (current).....	19
The Khareef Season	20
Family Integration.....	20
Housing and Relocation Support	21
Staff Health, Wellbeing and Support	21
Staff Health Insurance.....	21
Staff Wellbeing and Work-Life Balance	22
Employee Welfare Program.....	22
Staff Development and Professional Growth.....	23
Staff Development and Support.....	23
Teaching and Medical Education Training.....	23
Annual Performance Evaluation and Appraisal.....	23
Health, Safety, and Emergency Procedures	24
Health and Medical Support	24
Fire Safety and Emergency Preparedness.....	24
Security and Surveillance	24
Cultural Sensitivity	24
Religious Observances and Their Impact on Work Schedules (Ramadan, Eid Holidays).....	25
Ramadan Work Adjustments	25
Eid Holidays and Work Resumption	25
Living in Salalah: Useful Information for Staff.....	25
Schools in Salalah	26
Healthcare Facilities in Salalah.....	26
Residential Areas Near Dhofar University	26
Shopping and Everyday Amenities.....	27
Transportation and Getting Around Salalah	27
Financial and Banking Information	27
Salary Payment Schedule and Procedures	27

Bank Branches Available.....	27
Bank Account Requirements	28
Leave, Recreation, and Work-Life Balance.....	28
Vacation and Leave: Staff Entitlement	28
The principal leave entitlements available to university employees are summarized below.....	28
Recreation Facilities on Campus or Nearby	29
Quick Access to University Systems and Resources	29
Frequently Used University Systems	29
Frequently Asked Questions (FAQs).....	30
Important Contacts and Emergency Directory.....	31
Emergency Contacts	31
University Clinic	31
College of Medicine.....	32
Deanship of Admission, Registration and Student Affairs (DARSA).....	32
Other Colleges and Centre for Preparatory Studies (CPS)	32
Support Centers.....	32
Dhofar University Map.....	34

Dean's Message



Welcome to the College of Medicine at Dhofar University

Dear Colleague,

It is with genuine enthusiasm that I welcome you to the College of Medicine at Dhofar University. By joining our university, you are beginning an important new stage in your career. We hope our institution's mission and values will help you grow, learn, and succeed professionally.

Our college represents more than just a workplace—it embodies a shared vision to transform medical education in Oman and the region. As a new member of our team, you bring valuable expertise, fresh perspectives, and unique talents that will enrich our collective efforts to prepare compassionate, skilled physicians for tomorrow's healthcare challenges.

The coming weeks will naturally involve a period of adjustment as you navigate new systems, forge relationships, and establish your place within our community. I encourage you to embrace this period with curiosity and openness. All colleagues stand ready to support your transition, but my door is always open should you need additional support or simply wish to share your insights.

We have carefully designed our onboarding process to provide the resources, connections, and knowledge you'll need to thrive. However, I recognize that joining a new institution—especially in a different country for many of our international staff, involves both professional and personal adaptation. Please do not hesitate to communicate your needs as they arise.

Our strength lies in our diversity of thought, experience, and background that each individual brings (see the College **Statement on Diversity and Equality**). I look forward to learning how your unique contributions will shape the future of our college and the healthcare professionals we educate.

Once again, welcome to our community. I look forward to working with you.

With warm regards,

Professor Muna Al Saadoon

Dean, College of Medicine
Dhofar University

About Dhofar University

Dhofar University (DU) is a private institution of higher education in Salalah, Sultanate of Oman, established in January 2004. The University formally commenced its operations in September 2004. DU has a Board of Trustees that represents its highest policy-making body.

Vision

Dhofar University aspires to occupy a distinct position among the leading institutions of higher education in the Arab Region.

Mission

To provide quality teaching and learning, conduct research in an inspiring environment conducive to creativity and innovation, and engage with the community.

Core Values

The core values of DU are:

- **Excellence** - Our commitment to excellence drives us to do better consistently.
- **Integrity** - We believe in honesty and coherence between our words and actions.
- **Responsibility** - We accept full responsibility for our actions all the times.
- **Commitment** - We are committed to give our best and deliver what we promise.
- **Transparency** - For us, transparency is the foundation of trust.
- **Adaptability** - We believe adaptability is the key to success in an ever-changing environment.

Graduate Attributes

DU prepares its graduates to:

- Master theoretical knowledge and practical skills in the student's chosen discipline commensurate with program level and objectives.
- Demonstrate capacity for effective communication, critical thinking, creativity and innovation.
- Exhibit honesty, discipline and accountability.
- Practice tolerance, humility, respect for differences and commitment to service.
- Practice life-long learning.

Campus Facilities

DU campus is designed to conform to local needs and cultural context while meeting both international design standards and those of the Ministry of Education (MoE). The campus includes: the administration building, colleges buildings, and the Centre for Preparatory Studies (CPS), central classroom buildings, library building, student activities center, conference hall, mosque, female student dormitories, housing for the senior administration, and an engineering workshop.



A detailed campus map is provided on the back cover of this staff handbook

About the College of Medicine

Vision

Dhofar University College of Medicine mission is to advance societal well-being and regional health by graduating future-ready, culturally sensitive physicians committed to lifelong learning and ethical practice through innovative medical education and conducting impactful research addressing priority health needs.

Mission

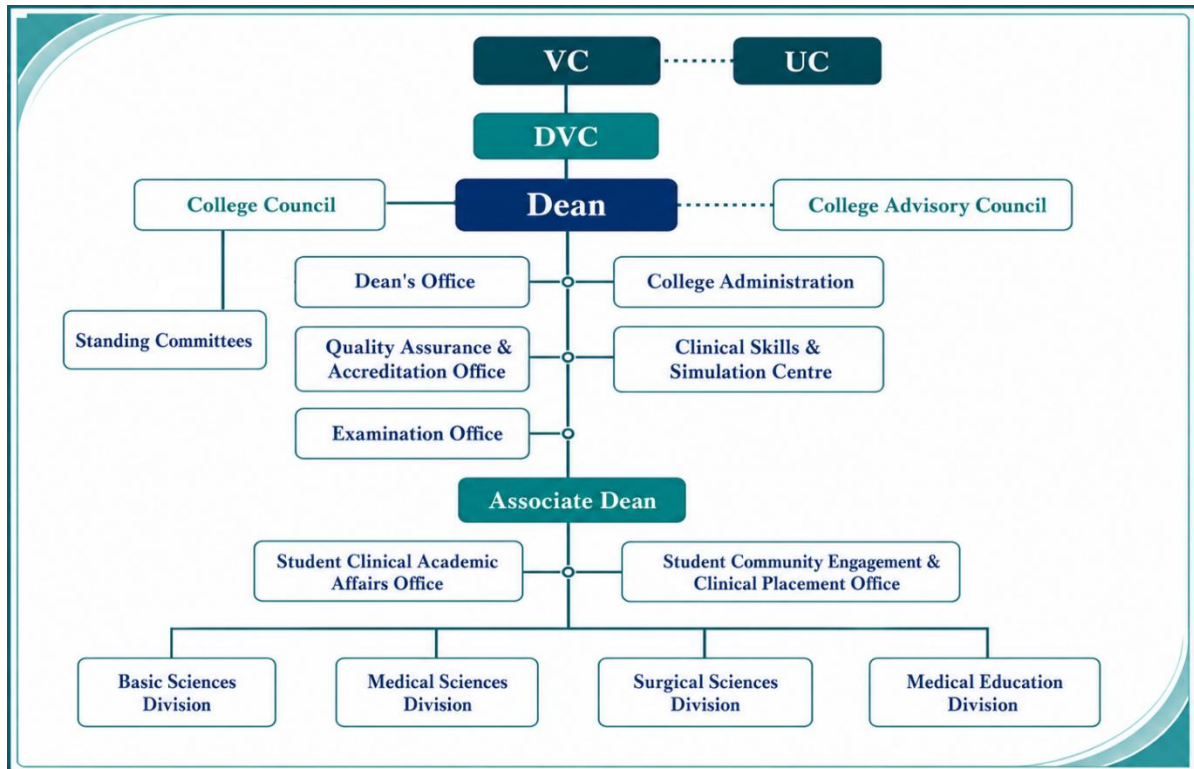
To become a leading regional medical school recognized for excellence in education, research impact, and meaningful contributions to community health and well-being.

Our Values

The core values of College of Medicine are:

- **Compassion** - Central to mission statement ("compassionate...doctors")
- **Competence** - Explicitly stated multiple times ("competent...doctors,")
- **Commitment** - Strong presence ("dedicated to improving health,")
- **Community Engagement** - Core to vision ("community-engaged...respond to global health challenges")
- **Inclusivity** - Entire diversity statement dedicated to this principle
- **Excellence** - Emphasized throughout ("model of excellence," "quality service")
- **Innovation** - Key vision element ("Promoting Innovation in Medical Education")
- **Integrity** - Implied through "ethical practice" and professional standards
- **Accountability** - Vision mentions "accountability-driven approach"
- **Cultural Humility** - Diversity statement emphasizes "cultural humility throughout curriculum"

College of Medicine Organizational Structure



College Statement on Diversity and Equality

At our College of Medicine, we recognize that excellence in healthcare education, research, and patient care can only be achieved through the meaningful inclusion of diverse perspectives and experiences. We commit to creating and sustaining an equitable learning opportunity as essential to our academic mission.

Our college is committed to applying equality amongst its students and staff to ensure that they are treated fairly, with dignity and respect. No one shall receive less favorable treatment on the grounds of age, disability, sex, race, tribe, religion, nationality and/or socioeconomic background. We actively reject discrimination in all its forms and work diligently to create systems that promote fairness and equal opportunity.

The College is also committed to providing an environment where its students and staff feel able to participate fully in college activities, and have an equal opportunity to achieve their full potential. We recognize that achieving this environment requires ongoing effort, accountability, and transparent processes for addressing concerns.

If any student or staff member feels discriminated against, harassed, or victimized, they shall submit a written complaint to the Dean, who will ensure a thorough and fair investigation. We take all reports of inequitable treatment seriously and are committed to prompt resolution of concerns while protecting individuals from retaliation.

Our commitment extends beyond words to actionable practices. We actively recruit, support, and advance students, faculty, and staff from all backgrounds. We integrate cultural humility throughout our

curriculum, research, and clinical training to prepare compassionate physicians capable of providing equitable care to diverse patient populations.

We measure our success not merely by representation but by creating a culture where differences are respected, where every individual has equitable access to opportunities, and where we continuously learn from each other's unique perspectives.

Through these commitments, we aspire to prepare medical professionals who will lead with integrity, advance health equity, and ensure that quality healthcare is accessible to all. Together, we build a community that reflects the diversity of the patients and communities we serve.

Welcome to the College of Medicine

Introduction

This Handbook aims to help staff adapt to the college environment quickly by providing information and familiarizing them with college functions and facilities. Also, to inform staff about the DU policies to enhance their understanding of duties, and highlight available support, including guidance from key college contacts. Among these is DU “Induction Policy”.

The College of Medicine (CM) acknowledges that the staff members who have joined are integral to its success. Consequently, all staff members must have access to essential information that can facilitate the performance of their respective duties. The college places significant importance on the procedures established for staff orientation, which help them feel welcomed and valued while assisting in stabilizing their responsibilities.

Dhofar University Staff Induction Policy

This policy states that all new staff (academic/non-academic) should be effectively introduced to DU, its structure, operations, and the local environment, facilitating faster adjustment to increase staff retention.

Therefore, it dictates the following protocol for new staff:

Stage 1: Before arrival

- Contact the new employee to discuss their arrival date arrangements.
 - Inform relevant staff of the new employee's arrival date and organize appointments with key contacts, flight details, and hotel accommodation (to be sent by the DU – HR Personnel)
- To inform new staff that “Staff Induction Handbook” is available online:
<https://www.du.edu.om/others/Staff-Induction-Handbook-2024-25.pdf>

Stage 2: Arrival day

First day:

- Upon arrival at Salalah International Airport, a representative from the Department of Public Relations Office will meet you and take you to your temporary hotel accommodation.
- Transportation for your visit to the university the next day will be arranged.

Second day:

- Report to the Dean’s office, College of Medicine.
- You will be directed to the following:
 - Public Relations Department – for conducting medical check (outside the university)
 - Human Resources office – for Work Commencement Form, visa/banking assistance, *etc.*

New Staff Orientation and Onboarding

This process starts with university induction and orientation processes to support their effective transition into the working environment to familiarize new staff with the University and College organizational structures, their immediate supervisors, duties and responsibilities, teaching and academic systems, relevant policies and procedures, available facilities and support services, health and safety requirements, and the local cultural environment.

For the College during its Orientation Day, newly appointed staff are also introduced to the MD curriculum, teaching and learning approaches, assessment processes, academic advising arrangements, college committees, clinical and simulation facilities, quality assurance requirements, and relevant academic support offices.

Key College Contacts for New Staff

The key academic and administrative offices are:

- Dean's Office
- Associate Dean's Office (to be appointed)
- Academic Divisions (currently, only Basic Sciences Division is established)
- College Administration Office (Quality Assurance and Accreditation Office, Curriculum and Assessment / Examinations Office, Student Affairs Office, other administrative offices will be established in due course)
- Clinical Skills and Simulation Lab/Centre
- University Human Resources Department, Computing and Networking Center, Technical Affairs, Library and Research support services and others.

Dhofar University Policies

Dhofar University established and implemented its Policy Management System (PMS) in November 2010 to ensure the systematic development, implementation, monitoring, and periodic review of university policies and related procedures. The PMS supports institutional governance and ensures compliance with the requirements of the Ministry of Education (MoE) and Oman Authority for Quality Assurance of Education (OAQAE).

The university has developed a comprehensive framework of 48 approved policies that govern its academic, administrative, human resources, and research activities. Staff are expected to comply with the current approved policies and associated procedures in carrying out their academic, professional, research, administrative, and service responsibilities.

The university policies are organized into the following four categories:

- Academic Policies
- Administrative Policies
- Human Resources (HR) Policies
- Research and Consultancy Policies

Staff are strongly encouraged to go through and familiarize themselves with all DU policies and regulations available through the policy management system. In particular, newly appointed staff should carefully read the "Faculty Handbook" and the "Staff Induction Handbook" as part of their induction and orientation.

- **Policy Management System (PMS):** <https://www.du.edu.om/policy-management-system/>

- **Faculty Handbook:** https://www.du.edu.om/images/Download_Section/Faculty/Faculty-Handbook-2024-25.pdf
- **Staff Induction Handbook:** <https://www.du.edu.om/others/Staff-Induction-Handbook-2024-25.pdf>

Staff Rights and Responsibilities

Faculty and staff of the College of Medicine are entitled to a professional working environment characterized by fairness, respect, equal opportunity, academic freedom within their respective roles, access to professional development, appropriate health and safety arrangements, protection of personal information, and access to established grievance procedures.

Faculty members are responsible for complying with university rules and regulations; performing assigned teaching, research, advising and service responsibilities; observing official working requirements; participating in committees and academic activities when assigned; maintaining professional and collegial relationships; protecting confidential information; and contributing to the university and the wider community.

(For more details, refer to DU-AC-014 Academic Freedom and Responsibilities Policy; DU-HR-010 Staff Grievance Policy)

Confidentiality and Data Protection

Faculty and staff must protect personal, academic, administrative, research and other confidential information accessed through their university responsibilities. Information should be accessed, used, stored and shared only for legitimate academic or administrative purposes and through authorized university systems.

Staff must take reasonable precautions to prevent unauthorized access, loss, alteration or disclosure of information, including student records, assessment results, staff information, research data and institutional documents. Passwords and access credentials must remain secure and must not be shared with unauthorized persons. Any disclosure of confidential university information must be appropriately authorized and consistent with university policy and applicable laws.

(For more details, refer to DU-AD-011 Data Protection Policy)

Conflict of Interest and Outside Professional Activities

Faculty and staff must avoid situations in which personal, financial or other interests may improperly influence, or appear to influence, their professional responsibilities, academic judgement, research, assessment, procurement, student supervision or other university duties.

Potential conflicts should be disclosed to the appropriate university authority. Staff must not use their position to obtain improper personal advantage for themselves or others, and gifts or benefits that could influence professional decisions should not be accepted. External professional, consultancy or academic activities must be undertaken only in accordance with university requirements and approvals and must not interfere with responsibilities to Dhofar University.

(For more details, refer to DU-RE-001 Consultancy Policy)

Academic and Professional Responsibilities of Faculty

Teaching and Learning Responsibilities

Faculty members are responsible for providing high-quality teaching and learning experiences aligned with the approved curriculum, course learning outcomes and program learning outcomes. Teaching responsibilities include theoretical, practical, clinical and technology-enhanced learning activities, preparation of course information and learning materials, appropriate use of educational technologies, scheduled student consultation/office hours, monitoring of student learning, and evaluation of achievement against approved outcomes.

Normal teaching load is governed by academic rank under the DU Academic Staff Teaching Load Policy. The DU Faculty Handbook 2024-25 states 12 credit hours per semester for Professor/Associate Professor, 15 for Assistant Professor and 18 for Lecturer, subject to approved load reductions and College/University arrangements.

- Deliver assigned theoretical, practical, clinical and other teaching activities within the approved workload.
- Prepare and communicate appropriate course information and learning expectations.
- Use appropriate teaching methods and educational technologies.
- Provide learning materials and resources needed to support student achievement.
- Maintain scheduled office hours and remain reasonably accessible to students.
- Promote active, respectful, inclusive and academically rigorous learning.
- Monitor student participation and academic progress.
- Evaluate student learning against approved learning outcomes.

(For more details, refer to DU-AC-014 Academic Freedom and Responsibilities Policy)

Course Coordination and Curriculum Responsibilities

Faculty serving as course or rotation coordinators shall coordinate academic delivery and assessment in consultation with contributing faculty. They should maintain the approved syllabus/course documentation, monitor delivery and assessment, align assessment methods with learning outcomes, coordinate item writing and vetting, support standard setting and post-examination review, summarize results, and prepare the required coordinator report with recommendations for improvement.

- Develop and update the course syllabus and course content in consultation with course instructors.
- Ensure alignment of course learning outcomes, teaching activities and assessments.
- Coordinate teaching activities among faculty contributing to the course.
- Monitor course delivery and assessment throughout the semester.
- Maintain the required course documentation and course file.
- Review course results and relevant student feedback.
- Prepare the required course/coordinator report and recommend improvements.

Academic Advising and Student Support

Academic advising is an integral faculty responsibility. Advisors should help students understand the curriculum and their academic responsibilities, monitor progress from entry to graduation, advise on course/academic requirements, recognize early warning signs, provide additional attention to students at risk or approaching graduation, refer students to appropriate support services when needed, respond to advisee communications, and maintain advising records in the approved University system.

Faculty should maintain regular office/consultation hours. The DU Faculty Handbook 2024-25 specifies at least two office-hour slots per week, each of at least one hour, in addition to availability by appointment; College-specific arrangements may supplement this requirement.

- Monitor students' academic progress and provide appropriate academic guidance.
- Give particular attention to students experiencing academic difficulties or identified as at risk.
- Refer students to relevant academic, counselling, disability or other support services where appropriate.
- Remain available for advising during designated times.
- Maintain appropriate advising records using approved University systems.

(For more details, refer to DU-AC-003 Academic Advising Policy; DU-AC-009 Learning Support Center Policy; DU-AC-010 Students at Academic Risk Policy)

Student Attendance and Academic Progress Monitoring

Faculty members are responsible for recording student attendance accurately and regularly through the approved University system and for monitoring students' participation and academic progress. Faculty should communicate concerns to students at an early stage, follow applicable University and College procedures for attendance warnings, and refer students experiencing academic difficulties to the appropriate academic advisor or support service.

(For more details, refer to DU-AC-003 Academic Advising Policy; DU-AC-010 Students at Academic Risk Policy)

Assessment and Examination Responsibilities

Faculty shall ensure that assessment is aligned with approved learning outcomes and is valid, reliable, fair, transparent, educationally sound and secure. In the MD Program, faculty responsibilities include contributing to assessment blueprints and item writing, participating in vetting and moderation, applying approved marking rubrics and standard-setting methods, maintaining assessment confidentiality, supporting item analysis and post-examination review, providing timely feedback, documenting assessment processes, and following approved procedures for remediation, re-examination and grade/result review.

- Develop assessments that appropriately measure stated learning outcomes.
- Follow approved assessment plans, schedules and methods.
- Ensure assessment instructions and expectations are clearly communicated.
- Participate in assessment moderation and review as required.
- Maintain confidentiality and security of examination and assessment materials.
- Mark assessments consistently against approved criteria.
- Submit grades and assessment information within prescribed timelines.
- Maintain required assessment documentation and follow approved procedures for reassessment and grade review.

(For more details, refer to CM Assessment, Examination, and Moderation Policy)

Invigilation and Examination Integrity

Faculty participating in examinations must maintain examination security, fairness and integrity and follow the College Examination Security Protocol. Course Coordinators normally do not invigilate their own examinations. The Senior Invigilator leads the invigilation team and ensures pre-examination collection of materials, required announcements, appropriate supervision, incident reporting and verified handover of examination scripts/materials. Staff supporting online examinations must be trained in the platform, apply the required security settings, and manage examination content in accordance with the approved protocol.

(For more details, refer to CM Assessment, Examination, and Moderation Policy; DU-AC-007 Academic Integrity Policy)

Feedback to Students

Faculty shall provide timely, constructive and confidential feedback that is clearly related to the learning outcomes and assessment criteria. Feedback should identify strengths and areas for improvement and support

remediation and continuing development. Under the College Assessment, Examination, and Moderation Policy, result and feedback processes should follow the approved turnaround times and quality controls for the relevant assessment modality.

- Relate feedback clearly to learning outcomes and assessment criteria.
- Identify areas of achievement and areas requiring improvement.
- Provide feedback within a reasonable timeframe.
- Give students an appropriate opportunity to clarify questions concerning their assessment.
- Maintain confidentiality of individual student performance.

(For more details, refer to CM Assessment, Examination, and Moderation Policy)

Research and Scholarly Responsibilities

Research is an integral component of academic work at Dhofar University. Faculty are expected to maintain research currency, contribute to credible and ethically responsible research, seek required approvals before commencing regulated research, protect research participants and data, comply with biosafety requirements where applicable, respect intellectual property and authorship, avoid fabrication/falsification/plagiarism, and undertake consultancy or externally funded work only through approved University procedures. The Department of Research, University Research Committee and University Research Ethics & Biosafety Committee provide institutional support and oversight.

- Maintain high standards of research integrity and responsible conduct.
- Obtain required ethical approval before commencing research involving human participants, animals or other ethically regulated activities.
- Protect participant rights, dignity, privacy and confidentiality.
- Follow approved biosafety procedures where biohazardous materials are involved.
- Respect intellectual property requirements and acknowledge authorship, funding and contributions appropriately.
- Avoid fabrication, falsification, plagiarism and other forms of research misconduct.
- Undertake consultancy and externally funded activities in accordance with University requirements.

(For more details, refer to DU-RE-001 Consultancy Policy; DU-RE-005 Research Ethics and Code of Conduct Policy)

Faculty Participation in College Committees

Participation in University, College activities and committees is part of staff service. Staff members assigned to committees should attend meetings, review relevant documents, contribute constructively to deliberations and decisions, complete assigned actions, maintain confidentiality where required, declare relevant conflicts of interest, and support implementation and follow-up of approved decisions. Committee service should contribute substantively to academic quality, institutional effectiveness and community/professional service.

Use of Moodle and University Academic Systems

Faculty shall use University-approved electronic systems responsibly and maintain accurate, timely and confidential academic information. Moodle supports course home pages, teaching schedules, study materials, references, discussions, quizzes, assignments, grades and announcements. The Student Information System (SIS) supports academic records, schedules, attendance, grades and advising functions. Faculty must protect credentials, use official systems for academic records and communication, and avoid sharing student or institutional information through unauthorized platforms.

- Maintain up-to-date course information and learning resources.
- Upload required attendance and assessment information accurately.
- Use approved systems for official academic communication and records.
- Protect account credentials and student information.

- Avoid sharing confidential information through unauthorized platforms.
(For more details, refer to DU-AD-007 Communication Policy; DU-AD-011 Data Protection Policy)

Professional Conduct and Academic Integrity

Professionalism, Clinical and Digital Conduct

Faculty and staff of the College of Medicine, Dhofar University are expected to demonstrate high standards of professionalism in all academic, clinical, administrative, community, and digital environments. Professionalism includes honesty, integrity, respect, accountability, compassion, punctuality, appropriate communication, confidentiality, and responsible conduct. Staff members must comply with university and college policies and regulations, maintain academic and professional integrity, respect colleagues, students, patients, and community members, and always uphold the dignity and reputation of the medical profession.

Professional conduct extends beyond classrooms, offices, and clinical settings to online platforms, email communication, social media, learning management systems, and all official university communication channels. Any conduct that may affect the reputation or integrity of the college, the university, or the medical profession may be reviewed and addressed in accordance with the relevant university and college policies.

(For more details, refer to DU-AC-014 Academic Freedom and Responsibilities Policy)

Ethical Use of Artificial Intelligence

Faculty and staff of the College of Medicine shall use Artificial Intelligence (AI) tools responsibly and transparently. AI may support teaching, learning, research and administrative work where permitted, but it must not compromise academic integrity, assessment security, professional judgement, confidentiality, data protection, intellectual property, or the reliability of academic and clinical information. Staff remain accountable for verifying AI-supported content and must not enter confidential student, patient, research, examination or institutional information into unauthorized AI systems.

In assessment-related work, faculty must additionally follow the College Assessment, Examination, and Moderation Policy and the Examination Security Protocol, particularly where independent student work, examination security, originality or prohibited AI use is relevant.

AI tools may be used to support teaching, learning, research, administrative work, and professional activities where appropriate. However, their use must not compromise academic integrity, professional judgement, assessment security, confidentiality, data protection, intellectual property rights, or the accuracy and reliability of academic and clinical information.

Faculty and staff remain responsible for reviewing and verifying AI-generated content before its use. Confidential student, patient, research, assessment, or University information must not be entered into unauthorized AI platforms. AI-generated information should not be relied upon for academic, scientific, or clinical decisions without appropriate verification from reliable and authoritative sources.

The use of AI in teaching, assessment, research, and scholarly work should be transparent and appropriately acknowledged where required, in accordance with relevant University policies and approved academic practices.

(For more details, refer to DU-AC-007 Academic Integrity Policy; CM Assessment, Examination, and Moderation Policy)

Social Media and Online Professionalism

Faculty and staff of the College of Medicine must use social media and online platforms responsibly and professionally. Online conduct should reflect the professional standards of the College, Dhofar University, and, where applicable, the medical profession. Respectful communication, cultural sensitivity, accuracy, confidentiality, and ethical judgement must be maintained in all digital spaces.

Faculty and staff must not post, share, forward, or comment on content that is discriminatory, abusive, offensive, misleading, defamatory, or harmful to others. Confidential or sensitive information relating to students, patients, colleagues, clinical settings, examinations and assessment materials, research, College matters, or internal University processes must not be disclosed through social media or other public digital platforms without appropriate authorization.

Personal opinions must not be presented as official views of the College or Dhofar University. Any use of the College or University name, identity, logo, photographs, or other institutional information in public digital spaces must be accurate, respectful, and consistent with University policies and approved communication practices.

(For more details, refer to DU-AD-007 Communication Policy; DU-AD-011 Data Protection Policy; DU-AC-014 Academic Freedom and Responsibilities Policy)

Professional Email Communication

University email is the official communication channel for faculty and staff of the College of Medicine. Staff members are expected to use their official university email accounts for work-related communication, check them regularly, and respond to official correspondence in a timely and professional manner.

Professional email communication should include a clear subject line, appropriate greeting, concise and accurate content, and a respectful tone. Faculty and staff should maintain confidentiality, use appropriate professional language, and avoid unnecessary copying or forwarding of emails and sensitive information.

Faculty and staff are responsible for regularly reviewing official announcements, academic and administrative communications, meeting notices, assessment-related information, policy updates, and other notifications communicated through university email or approved platforms such as Moodle. Failure to regularly check official communication channels does not normally exempt staff from their academic, professional, or administrative responsibilities.

(For more details, refer to DU-AD-007 Communication Policy; DU-AD-011 Data Protection Policy)

Academic Freedom and Professional Responsibility

Dhofar University recognizes academic freedom as the right of faculty members to study, discuss, investigate, teach, conduct research and publish as appropriate to their academic roles and responsibilities. Academic freedom is accompanied by professional responsibility. Faculty shall exercise this freedom with intellectual honesty, scholarly rigor and respect for applicable laws, University policies, approved curricula, academic standards, and the rights and dignity of others. Academic freedom does not exempt a faculty member from professional accountability, institutional responsibilities or ethical standards.

(For more details, refer to DU-AC-014 Academic Freedom and Responsibilities Policy)

Confidentiality of Student, Patient and Institutional Information

Faculty and staff must protect confidential information obtained through their academic, clinical, research and administrative roles. This includes student academic records and grades, advising and counselling information, examination questions and assessment materials, patient information and clinical records,

research participant information and data, staff information, and internal College or University documents and decisions.

Confidential information shall be accessed only when necessary for authorized duties and disclosed only to appropriately authorized persons. Patient and clinical information must additionally be handled in accordance with the requirements of the relevant healthcare institution and applicable laws.

(For more details, refer to DU-AD-011 Data Protection Policy)

College Facilities and Infrastructure

In its strategic and ambitious efforts to establish the Doctor of Medicine (MD) program, the college adopted a phased infrastructure development plan to ensure both timely implementation and long-term sustainability. As an interim measure, a temporary site was designated and equipped to host core academic activities, including teaching, learning, and administrative operations. This temporary arrangement allows the college to initiate the program without delay, maintaining academic continuity and institutional momentum.

Simultaneously, comprehensive plans were developed for a permanent, purpose-built facility designed to meet international standards in medical education. This state-of-the-art building is intended to function as a central academic nucleus for future expansion.

Current (Temporary) Facilities

To ensure the timely commencement of the MD program, a set of temporary facilities has been provisioned to support academic, clinical, and administrative functions until the permanent campus becomes operational. These facilities include:

1. **Anatomy Laboratories:** The anatomy unit comprises two dedicated laboratories. One houses essential equipment, including humidity-controlled cabinets for the storage of *von Hagens plastinated specimens*, along with infrastructure prepared for the installation and use of the *Anatome Table*. The second laboratory is designated for the storage and display of high-fidelity three-dimensional anatomical models from the SOMSO® collection.
2. **General Science Laboratories;** While the current general science laboratories do not contain dedicated computing infrastructure for the digital delivery of basic medical sciences content—as previously recommended (refer to Diagram 2)—Dhofar University has confirmed that such sessions can be effectively conducted within the existing IT laboratories, which are equipped with adequate computing resources.
3. **Computer Laboratories:** The institution provides computer laboratories with sufficient capacity and technical specifications to support instruction in medical informatics and other digital learning components of the curriculum.
4. **Small Group Teaching Rooms for Simulated Patient Encounters:** A series of small instructional rooms have been purpose-designed to facilitate clinical skills training through simulated patient encounters, supporting active learning and competency development.
5. **Team-Based Learning (TBL) Facilities:** Three dedicated TBL rooms have been configured to accommodate a combined total of 120 students. These spaces are equipped to support the interactive and collaborative nature of team-based instructional strategies.
6. **Lecture Theatres:** Lecture spaces with a minimum capacity of 120 seats are fully operational, providing flexibility in academic scheduling and accommodating cohort-based delivery of core curriculum components.
7. **College Management and Administrative Offices:** The administrative infrastructure includes a consolidated suite of management offices, faculty offices with designated secretarial support areas,

conference rooms, and two student-faculty consultation rooms—ensuring the necessary governance and academic support functions are in place during the transitional phase.

8. **Simulation Skills Laboratory:** A dedicated simulation skills laboratory has been established to support the acquisition and assessment of essential clinical competencies in a safe and controlled learning environment. The facility is equipped with task trainers, clinical examination equipment, and simulation manikins to facilitate hands-on training in procedural skills, basic and advanced life support, patient assessment, and other core clinical skills. The laboratory supports both formative and summative assessment activities and provides students with opportunities to develop competence and confidence prior to clinical placements.



College of Medicine Current Location: CAAS Building, Ground Floor (A detailed campus map is provided on the back cover of this staff handbook).

Proposed New College of Medicine Building

The new building of the College of Medicine represents a landmark achievement in educational architecture, successfully merging Omani cultural heritage with contemporary medical education requirements. The project establishes a new paradigm for culturally sensitive, climate-responsive institutional design in Oman. The building positions Dhofar University as a regional leader in medical education while creating a lasting architectural legacy that honors Omani traditions and addresses modern educational needs. It represents an ecosystem that promotes well-being, calm, and collaboration, echoing the values of medicine itself through culturally rooted, human-centered design.



Proposed New College of Medicine Building (A detailed campus map is provided on the back cover of this staff handbook).

Building Structure

The more than 18,000 m² facility efficiently organizes diverse educational functions across multiple floors to accommodate 1,600 students and staff through a comprehensive building that includes high-capacity Learning Galleries, teaching halls and an auditorium, an extensive specialized Clinical Skills and Simulation Center for practical training with high-fidelity medical training environments together with plentiful social space for students. The building complex also houses administrative offices for faculty and deaneries, as well as essential support services including a central library, cafeterias, and prayer facilities.

Teaching and Learning Facilities

The College provides a range of facilities to support contemporary medical education, including lecture theatres, Team-Based Learning (TBL) rooms, small-group teaching spaces, computer laboratories and student-faculty consultation rooms. These facilities support large-group, small-group, collaborative and technology-enhanced learning activities across the MD curriculum.

Simulation and Clinical Skills Facilities

The College provides dedicated facilities for clinical skills and simulation-based education. These include spaces for simulated patient encounters and a Simulation Skills Laboratory equipped with task trainers, clinical examination equipment and simulation manikins. The facilities support supervised skills training, patient assessment, procedural learning and formative and summative assessment before students progress to clinical placements.

Living and Working in Salalah

Location and Climate (current)

Being in Salalah, the University community enjoys the well-known geographic beauty of Dhofar Region and the mild weather throughout the year, particularly in the summer, which is locally known as Khareef. The temperature remains steady in the upper twenties, with occasional rise to mid-thirties. The long and clean

sandy shores of Salalah, one of the most beautiful in the world, are ideal for fishing and swimming. The nearby mountains are ideal for hiking.

Located in Salalah, Dhofar University benefits from the distinctive climate and natural beauty of the Dhofar Governorate. Salalah has a mild coastal climate compared with many other parts of Oman, with an annual mean temperature of about 26.5°C and average annual rainfall of around 99 mm. The city experiences three broad seasonal patterns: Khareef, Winter, and Summer.

Season	Months	Mean Temp	Key Characteristics
Khareef (Monsoon)	June to September	26.9°C	Monsoon clouds, mist, drizzle, cooler weather, 85% humidity. Green mountains.
Winter	October to February	25.3°C	Mild and pleasant. Perfect for outdoor activities like hiking, walking, and swimming.
Summer	March to May	28.0°C	Generally warm and relatively dry. Maximum temperature around 31.6°C.

Salalah's long sandy beaches, coastal setting, and nearby mountains provide students, staff, and visitors with a beautiful and comfortable living and learning environment throughout the year.

The Khareef Season

The Khareef season is a remarkable natural phenomenon that breathes new life into the typically arid landscape of Oman, especially in the Dhofar region. Occurring from late June to early September, this season brings monsoon winds from the Indian Ocean, ushering in cooler temperatures, gentle rain, and a dramatic transformation of the terrain.

- The coastal city of **Salalah** becomes the centerpiece of this transformation. What was once a dry desert turns into a lush, green paradise blanketed in mist and low-hanging clouds. The air is thick with moisture, and waterfalls cascade down rocky cliffs, while rolling hills and valleys burst into vibrant greenery.
- This unique weather shift offers a refreshing break from the sweltering summer heat typical of the Arabian Peninsula. As a result, Salalah becomes a major draw for both local and international visitors, eager to experience this rare desert monsoon. With its surreal landscapes, scenic drives, and cooler climate, the Khareef season showcases a different, almost mystical side of Oman's natural beauty.

Family Integration

Newly appointed staff with accompanying family members should consult the Department of Human Resources and the relevant government formalities/administrative offices for current guidance on residence, dependent documentation, medical requirements, and other formalities. Requirements may change according

to Omani regulations and individual circumstances; therefore, staff should avoid relying on outdated visa durations or eligibility assumptions and should confirm the current requirements before submission.

The College encourages new staff and their families to participate in appropriate University and community activities that support social integration and adjustment to life in Salalah.

- **Family visa and residency processes**

DU assist the staff in sponsor immediate family members (spouse, children under 21, and parents) for long-term residency in Oman.

Relationship Proof:

- Valid marriage certificate (for spouse)
- Birth certificates (for children)

- **Documents legalized as per Omani requirements**

Medical Tests: Required for some family members (check age and country-specific regulations).

- Validity and Renewal
- Visa Duration: Generally valid for 2 years.

Renewal: Can be done online through the ROP portal before expiry.

Social integration activities for college family members should aim to facilitate interaction and connection. This can be achieved through various activities, such as family gatherings, cultural events, and volunteering together.

By implementing a variety of engaging activities and fostering open communication, college family members can strengthen their bonds and create lasting memories.

Housing and Relocation Support

To support a smooth transition to Salalah, newly appointed staff are encouraged to explore available housing options before making long-term accommodation arrangements. When selecting accommodation, staff should consider factors such as proximity to the university, family requirements, transportation, schools, healthcare facilities, and access to essential services.

The university may provide guidance and information to assist newly appointed staff during their relocation, including:

- Process and timeline for securing permanent accommodation.
- Recommended residential areas near Dhofar University.
- Furniture and home furnishing stores in Salalah.
- Essential local services, including supermarkets, healthcare facilities, banks, schools, and shopping centers, etc.

Staff Health, Wellbeing and Support

Staff Health Insurance

Dhofar University arranges health insurance for eligible faculty. The DU Faculty Handbook 2024-25 states that faculty members, their spouse and up to two eligible children are entitled to private health insurance benefits, including medical outpatient, emergency and dental coverage, subject to the applicable policy terms and limits. The Staff Induction Handbook also confirms that DU arranges and pays for staff health insurance. Because insurer benefits, eligibility conditions, networks, co-payments and annual limits may change, staff should obtain the current insurance schedule/benefits booklet from Human Resources or the responsible University office before relying on specific coverage details.

The university provides comprehensive health insurance for all eligible staff members. This benefit is fully funded by the university and renewed on an annual basis.

Premium Coverage:

The university pays 100% of the annual insurance premium for each staff member.

- **Eligibility:** All full-time staff members are automatically enrolled in the plan upon meeting employment criteria.
- **Coverage Includes:**
 - **General Medical Services:** Doctor visits, specialist consultations, and diagnostic tests.
 - **Hospitalization:** Inpatient care including room charges, surgeries, and medications.
 - **Emergency Services:** Emergency room visits and ambulance services.
 - **Prescriptions:** Coverage for prescription medications (with co-pay or formulary limits if applicable).
 - **Preventive Care:** Annual checkups, screenings, and vaccinations.

Optional Add-ons (if available):

- **Dental and vision coverage:** Family or dependent coverage (may be partially or fully subsidized)
- **Claims and Reimbursement:** Claims are typically processed directly with the insurance provider. Reimbursement for out-of-network or upfront payments may require submission of documentation.

Staff are encouraged to review the full benefits booklet each year to understand any updates or changes. A dedicated insurance services unit at DU is available to assist with insurance-related questions or claims.

Staff Wellbeing and Work-Life Balance

Dhofar University recognizes that staff wellbeing contributes to effective teaching, research, and institutional performance. Faculty and staff are encouraged to maintain a healthy balance between their professional responsibilities and personal wellbeing and to make appropriate use of available university support services. Staff experiencing work-related stress or other wellbeing concerns are encouraged to seek appropriate support at an early stage through their supervisor, Human Resources, or relevant university support services. Professional concerns should be addressed respectfully and through the appropriate institutional channels.

Employee Welfare Program

Dhofar University is committed to promoting the health, well-being, professional growth, and overall welfare of its employees by providing a supportive, inclusive, and respectful working environment. The university recognizes that employee well-being contributes significantly to institutional effectiveness, job satisfaction, and the achievement of its strategic goals.

The university supports staff welfare through a range of initiatives and services, including:

- A safe and healthy working environment supported by occupational health and safety measures.
- Professional development opportunities including training programs, workshops, seminars, conferences, and continuing professional development activities.
- Fair employment practices, performance appraisal, recognition, and career development opportunities.
- Employee orientation and induction programs to facilitate successful integration into the university community.
- Access to leave entitlements and employee benefits in accordance with the applicable HR policies and personnel bylaws.

- Equal opportunity, diversity, and a respectful workplace, free from discrimination, harassment, and inappropriate conduct.
- Access to university facilities and services, including the library, information technology services, recreational facilities, and other resources available to employees in accordance with university regulations.
- Employee participation in university committees, academic activities, community engagement initiatives, and institutional events that promote collaboration and a positive workplace culture.
- Employees are encouraged to make full use of the support services and development opportunities available and to contribute actively to maintaining a healthy, collaborative, and professional working environment.

(For more details, refer to DU-HR-004 Professional Development Policy; DU-HR-009 Faculty Appraisal Policy; DU-AD-015 Non-Discrimination, Harassment and Modern Slavery Policy)

Staff Development and Professional Growth

Staff Development and Support

The Human Resources Department at DU is committed to fostering a supportive and inclusive work environment that promotes creativity, innovation, well-being, and professional growth. Staff development begins with induction and continues throughout employment, ensuring that employees have ongoing opportunities to enhance their skills, knowledge, and performance.

Academic staff are encouraged to participate in a range of professional development activities that strengthen teaching, assessment, research, academic advising, leadership, digital competence, and other areas relevant to their roles. The college identifies faculty development needs through performance appraisal, quality assurance activities, curriculum requirements, and emerging developments in medical education. By investing in continuous learning and development, the College aims to support staff in achieving excellence in their professional practice and contributing to the institution's strategic goals.

Teaching and Medical Education Training

Faculty are encouraged to participate in training that enhances the quality of teaching and medical education.

- Outcome-based education and curriculum alignment.
- Active learning and Team-Based Learning.
- Assessment design and moderation.
- Effective student feedback and academic advising.
- Inclusive teaching and support for diverse learners.
- Technology-enhanced learning.
- Clinical skills and simulation-based education.
- Curriculum evaluation and quality improvement.

Annual Performance Evaluation and Appraisal

All faculty members are subject to annual performance appraisal in accordance with university criteria and procedures. The appraisal process is intended to recognize achievement, identify areas requiring improvement and professional development, and provide documented evidence for relevant personnel decisions. The DU induction/faculty guidance describes appraisal as incorporating multiple perspectives (including student, peer, supervisor, and self-evidence) and considering the main domains of teaching & learning, research & scholarly achievements, and university & community service. Faculty should maintain appropriate evidence throughout the academic year.

(For more details, refer to DU-HR-009 Faculty Appraisal Policy, DU-HR-006 Academic Promotion Policy, DU-HR-001/B Non-Academic Staff Recruitment & Promotion Policy)

Health, Safety, and Emergency Procedures

DU in Salalah has established comprehensive health and safety protocols to ensure the well-being of its staff, students, and visitors. These measures align with Omani regulations and are implemented across various departments.

Health and Medical Support

- On-Campus Clinics: DU provides medical clinics in both the Student Affairs Building and the Female Students' Hostel. These clinics are staffed with on-call doctors and paramedics to address medical emergencies and health checks. In urgent cases, nurse-accompanied transportation to nearby public clinics is available.
- Medical Insurance: All non-Omani employees and their families are covered by medical insurance, facilitating access to medical services across Oman.

Fire Safety and Emergency Preparedness

- Fire Safety Equipment: The Health & Safety Section is responsible for maintaining all firefighting and safety equipment on campus, ensuring compliance with Civil Defense regulations.
- Training & Drills: Staff and volunteers receive First-Aid and CPR training in coordination with the DU Clinic staff. Regular mock fire drills and evacuation procedures are conducted to familiarize all employees and students with emergency protocols.

Security and Surveillance

- 24/7 Security Services: The Security Unit operates around the clock, providing a safe and secure environment within the university premises. All buildings are monitored by security cameras to prevent illicit activity. Trained security officers patrol the campus and are in continuous communication with the Command & Control Center.
- Emergency Response: Security officers are trained to efficiently react in emergency situations, ensuring the safety of staff and students.

Cultural Sensitivity

Always show respect for Omani customs and traditions, particularly in public spaces and religious sites. When visiting mosques, dress modestly: ensure shoulders and knees are covered, and women should also cover their heads. For the Salalah climate, dress code and local considerations for most of the year light, loose-fitting clothes, preferably cotton, are best suited. From December to March, a slightly warmer garment may be required during the evenings. Modest clothing is recommended, especially in rural or traditional areas.

As in the rest of the world, the holy month of Ramadhan is observed with fasting, prayers and abstinence. The expat staff are required to be extra cautious during this month and strictly avoid eating, drinking and loud expression of sentiments in the public during this period, so as not to hurt the sentiments of local Omanis. "Omanis are well mannered and refined people. Omani men always give priority to children, women and families. Hence, while getting into an elevator, boarding a flight or a bus, please bear this in mind".

Cultural Sensitivity and Conduct. In day-to-day classroom interaction and contact with students, staff members must exercise cultural sensitivity and show respect for the Omanis' traditions and values. Staff members need to be aware of societal norms, values and linguistic factors that determine, shape and affect student involvement and attitude. Misunderstood cultural assumptions can cause frustration, disappointment, lack of motivation, anger and even disputes with students and the local community.

Thus, staff members must avoid:

- Speaking or acting in a manner that impinges upon religious beliefs or smears the reputation of Dhofar University or that of the Sultanate of Oman.
- Expressing cultural disrespect when discussing ideas and concepts inside and outside the classroom.
- Possessing or showing pictures, movies or other communication media that violate the Islamic morals and/or those of the Omani society.

It is also forbidden for staff members to be involved in the following:

- Divulgence of confidential information known to the staff by virtue of his/her position.
- Exploitation of his/her position to gain favors for self and/or others.
- Acceptance of any gift from an individual or party if that would impact his/her work;
- Spreading rumors that could damage the University interests, public interests or the interests of others.
- Interruption of work without an authorized leave of absence.

Any violation of university rules and regulations and/or the laws of the Sultanate may be subject to disciplinary measures commensurate with such violations.

Religious Observances and Their Impact on Work Schedules (Ramadan, Eid Holidays)

Religious observances are an important part of life in Oman and may affect University working hours, class schedules and official holidays. Faculty and staff should follow the official DU academic calendar, Human Resources announcements and University circulars issued for Ramadan, Eid Al-Fitr, Eid Al-Adha and other official holidays. Where dates depend on official announcements or moon sighting, the University's confirmed schedule should be treated as authoritative.

Ramadan Work Adjustments

During Ramadan, staff should observe the working hours, teaching schedules and operational arrangements officially communicated by Dhofar University for that year. Faculty should plan teaching, assessment and student support activities according to the approved Ramadan schedule and remain attentive to cultural sensitivity in the workplace.

Eid Holidays and Work Resumption

Eid Al-Fitr and Eid Al-Adha are observed as official holidays in Oman. The exact University closure and work-resumption dates should be taken from the official DU calendar/circulars issued for the relevant year. Faculty should not rely on provisional dates when arranging teaching, examinations, leave or travel.

Living in Salalah: Useful Information for Staff

Salalah offers a range of residential areas, schools, healthcare facilities, shopping centers, and other amenities that may be useful to newly appointed staff and their families. The following information is provided as general guidance to assist staff in settling into Salalah.

Schools in Salalah

Salalah has several schools offering national and international curricula to meet the educational needs of local and expatriate families. Some of the schools include:

- **Salalah International School (SIS):** A Cambridge International School offering IGCSE and A-Level programmes.
- **Al Dhiya International School:** Offers an international curriculum together with a range of academic and extracurricular activities.
- **A'soud Global School (AGS) Salalah:** Offers the Cambridge International Curriculum and provides a range of academic, sports, and extracurricular facilities.
- **International Pioneers School (IPS):** A bilingual private school offering the Cambridge International Curriculum and the Oman Ministry of Education curriculum.
- **Indian School Salalah:** Affiliated with the Central Board of Secondary Education (CBSE), India, and provides education from kindergarten through Grade 12.
- **Pakistan School Salalah:** Follows the curriculum of the Federal Board of Intermediate and Secondary Education (FBISE), Pakistan, and provides education from primary through higher secondary levels.

Other schools offering different curricula are also available in Salalah. Staff are advised to contact individual schools directly for current information regarding admission requirements, fees, transportation, and seat availability.

Healthcare Facilities in Salalah

A number of public and private healthcare facilities are available in Salalah, including:

- **Sultan Qaboos Hospital, Salalah:** A major government hospital under the Ministry of Health offering general and specialized healthcare services.
- **Lifeline Hospital Salalah:** A private healthcare facility providing outpatient, inpatient, emergency, and specialist services.
- **Badr Al Samaa Hospital Salalah:** A private hospital providing a range of general and specialized medical services.

Staff should refer to their university health insurance arrangements when accessing private healthcare services.

Residential Areas Near Dhofar University

Several residential areas within Salalah may be convenient for university staff. The suitability of each area depends on individual preferences, family needs, transportation, and availability of accommodation.

- **Al Saadah (New Salalah):** Approximately 5–7 km from Dhofar University. It is a developed residential area with access to schools, shopping centers, healthcare facilities, restaurants, and other services.
- **Dahariz:** Approximately 8–10 km from the university. It is a coastal residential area known for its proximity to the beach and offers a range of villas and apartments.
- **Al Hafa:** Approximately 10–12 km from the university. It is a well-established area associated with traditional markets, local culture, restaurants, and coastal attractions.
- **Al Wadi:** Approximately 6–7 km from the university. It provides convenient access to residential and commercial facilities and other everyday services.
- **Awqad:** Approximately 7–9 km from the university. It is an established residential and commercial area with access to mosques, shops, restaurants, and other amenities.

Distances are approximate and may vary depending on the specific location and route.

Shopping and Everyday Amenities

Salalah has a wide range of shopping centers, supermarkets, traditional markets, restaurants, and other services. Major shopping destinations include:

- **Salalah Grand Mall:** A shopping and leisure destination offering retail outlets, restaurants, and entertainment facilities.
- **Salalah Gardens Mall:** Located in the Al Saadah area and offering retail, dining, and entertainment facilities.
- **Oasis Mall:** Located in the Awqad area and offering retail outlets, dining facilities, and a cinema.
- **Al Hafa Souq:** A traditional market known for local products, handicrafts, frankincense, perfumes, spices, and Omani souvenirs.

Transportation and Getting Around Salalah

Faculty and staff using private, public, or university vehicles must comply with university rules governing vehicle entry, exit, movement, and parking on campus and follow instructions issued by campus security and safety personnel. Staff using personal vehicles should ensure compliance with applicable Omani licensing, registration, insurance, and traffic requirements. Newly appointed staff may seek general guidance from the relevant university administrative offices regarding local transportation arrangements.

Financial and Banking Information

Salary Payment Schedule and Procedures

- **Monthly Payment:** Salaries are paid on a monthly basis.
- **Payment Date:** The standard salary disbursement occurs between the 23rd and 24th of each month. If this falls on a weekend or public holiday, payment is processed on the preceding working day.
- **Bank Transfers:** Salaries are transferred directly into employees' registered Omani bank accounts. Please ensure your account details are correct and up to date with the HR department.

Bank Branches Available

Here are several bank branches located near Dhofar University in Salalah, Oman, which you can visit for various banking services:

- **Bank Dhofar – Dhofar University Campus - Student Affairs Bldg. DU Branch**
This branch provides a range of banking services. Open Sunday to Thursday, 8:00 AM to 2:00 PM.
- **Bank Muscat – Salalah Branch**
Located on 23rd July Street, this branch offers comprehensive banking services. Open Sunday to Thursday, 8:00 AM to 2:00 PM.
- **Oman Arab Bank – Salalah Gardens Branch**
Ar Rubat Street, this branch provides various banking services. Open Sunday to Thursday, 8:00 AM to 2:00 PM; 4:00 PM to 9:00 PM.
- **Maisarah Islamic Bank – Al Wadi Branch**
Located in the Al Wadi area, this branch offers Islamic banking services. Open Sunday to Thursday, 8:00 AM to 2:00 PM.
- **Ahli Bank – Garden Mall Branch**
Situated within Garden Mall, this branch provides a range of banking services. Open Sunday to Thursday, 8:00 AM to 2:00 PM.

These branches are conveniently located and offer a variety of services to meet your banking needs. It's advisable to check with each branch for specific services and any requirements before visiting.

Bank Account Requirements

New staff should maintain an active Omani bank account when required for salary processing and should provide accurate banking information to the responsible University office. Human Resources may guide newly appointed staff regarding the university's administrative requirements for salary transfer and the general banking arrangements that form part of the induction process. Bank-specific documentation and account-opening requirements may vary and should be confirmed directly with the selected bank.

Leave, Recreation, and Work-Life Balance

Vacation and Leave: Staff Entitlement

Dhofar University recognizes the importance of maintaining a healthy work-life balance and provides a range of leave entitlements to support the personal, professional, and family needs of its employees. Academic and non-academic staff are eligible for various types of leave in accordance with the DU Personnel Bylaws, the Faculty Handbook, applicable Human Resources procedures, and the terms of their employment. All leave is subject to eligibility requirements, supporting documentation, operational needs, and the prescribed approval procedures.

The principal leave entitlements available to university employees are summarized below.

Type of Leave	Academic Staff	Non-Academic Staff
Annual Vacation	60 calendar days (normally during July/August or between semesters)	36 calendar days
Emergency Leave	Up to 6 days per year	As per DU Personnel Bylaws
Sick Leave	Up to 21 days per calendar year (subject to approved medical certification)	As per DU Personnel Bylaws
Conference / Seminar Leave	Up to 5 calendar days for approved scholarly activities	As applicable
Scientific Paper Discussion Leave	Up to 5 calendar days	Not normally applicable
Research Leave	Subject to eligibility, University service requirements, and approval	Not applicable
Pilgrimage (Hajj) Leave	Once during service, subject to eligibility	As per DU Personnel Bylaws
Maternity Leave	Up to 50 days, subject to eligibility and applicable regulations	As per DU Personnel Bylaws
Widowhood / Mourning Leave	As prescribed in the DU Personnel Bylaws	As per DU Personnel Bylaws
Leave Without Pay	Subject to approval and University regulations	Subject to approval and University regulations

Additional categories of leave, including those applicable to specific groups of employees, are governed by the **DU Personnel Bylaws** and **current Human Resources procedures**. Employees are encouraged to consult the Human Resources Department for guidance regarding eligibility, supporting documentation, and leave approval procedures.

(For more details, refer to DU Personnel Bylaws, Chapter 5 – Working Hours and Leaves)

Recreation Facilities on Campus or Nearby

DU offers a variety of on-campus and nearby recreational facilities to support student well-being and engagement. Here's an overview:

On-Campus Recreational Facilities

- **Swimming Pool:** Accessible at the adjacent Al-Saada Sports Complex
- **Art Exhibition Hall:** A space for students to display artwork, including modern and traditional Omani pieces, organized by clubs like the Painting and Photography Clubs.
- **Common Rooms:** Designated areas for social interaction and meetings, equipped with televisions for watching sporting events and films.

Nearby Recreational Facilities

- **Al-Saada Sports Complex:** A government-owned multi-use stadium adjacent to the DU campus, offering facilities such as a swimming pool, tennis courts, and sports halls. DU students enjoy a youth discount for access.
- **Al Nasr Club:** Located nearby, DU has an agreement to utilize their football field and gymnasium, providing additional options for sports activities.

Quick Access to University Systems and Resources

Dhofar University provides a range of secure online platforms and digital services to support teaching, learning, research, communication, and administrative functions. Employees are encouraged to use these systems regularly to access institutional information, complete administrative tasks, communicate with colleagues and students, and manage their academic and professional responsibilities.

The University systems can be accessed through the **MyDU Portal**: <https://mydu.du.edu.om/du-icons/>

Frequently Used University Systems

System	Purpose	Access
DU SIS (Student Information System)	To enable faculty to manage course schedules, student records, attendance, grades, advising, programme information, and other academic functions. Administrative staff use SIS to support academic and student services.	DU SIS
Moodle (Learning Management System)	The university's virtual learning environment used to deliver course materials, assignments, assessments, announcements, discussion forums, and online learning activities.	DU Moodle
Webmail (Microsoft Exchange)	Official university email service for faculty and staff, providing secure communication and access to institutional correspondence.	Through MyDU Portal
Petition System	Allows submission and tracking of approved academic and administrative petitions electronically.	Through MyDU Portal
Employee Self-Service (ESS)	Enables staff to manage leave requests, attendance records, payroll information, and other HR-related services.	Through MyDU Portal

System	Purpose	Access
Library	Provides access to electronic databases, e-books, journals, institutional repositories, and library services supporting teaching and research.	Through MyDU Portal
Academic Calendar	Provides important academic dates, registration periods, examinations, holidays, and semester schedules.	Through MyDU Portal
Downloads	Repository of University forms, user guides, manuals, regulations, and instructional resources for staff and students.	Through MyDU Portal
IT Support	Enables staff to submit technical support requests and obtain assistance with university systems and services.	Through MyDU Portal

Frequently Asked Questions (FAQs)

FAQ 1. Where can I access Dhofar University policies and regulations?

All approved University policies are available through the Policy Management System (PMS) on the Dhofar University website. Staff are encouraged to consult the latest version of the relevant policy before taking any administrative or academic action.

FAQ 2. How do I access my university email, SIS, Moodle, and other online services?

New employees receive their official University credentials during the onboarding process. These credentials provide access to university systems, including Webmail, Student Information System (SIS), Moodle, and other services through the **MyDU Portal**.

FAQ 3. Who should I contact if I experience IT or network problems?

For assistance with university email, SIS, Moodle, network connectivity, or other IT services, contact the CM IT team.

FAQ 4. How do I apply for annual leave or other types of leave?

Leave requests should be submitted through the university's approved procedures and must receive the required administrative approval from Dean's office before leave is taken. Eligibility and leave entitlements are governed by the DU Personnel Bylaws, as provided in section **"LEAVE, RECREATION, AND WORK-LIFE BALANCE"** of this handbook.

FAQ 5. What should I do if I am unable to attend work due to illness or an emergency?

Notify your immediate supervisor or Head of Department or Dean's office, as soon as possible and follow the University's absence reporting procedures. Where applicable, supporting documentation such as a medical certificate should be also be submitted through ESS.

FAQ 6. Where can I find the Academic Calendar and my teaching schedule?

The official Academic Calendar is published by the University (DARSA) and is available on DU website. Teaching schedules, course assignments, and class information can be accessed through the Student Information System (SIS) as well as, the Curriculum Office – CM also shares such updates on official email addresses.

FAQ 7. Who should I contact regarding teaching, curriculum, or course-related matters?

Academic matters should first be discussed with the Course Coordinator, Head of Department, or Head of the relevant Academic Division. Matters related to assessment, examinations, or curriculum implementation may be referred to the Curriculum and Assessment Office, as appropriate.

FAQ 8. How do I submit examination papers and student grades?

Assessment materials and grades should be prepared and submitted in accordance with the CM's Assessment, Examination, and Moderation Policy and the procedures issued by the Curriculum and Assessment Office.

FAQ 9. What should I do if a student requires academic or personal support?

Students experiencing academic difficulties should be referred through the college's academic advising process. Where appropriate, staff may refer students to the Learning Support Center (LSC), Student Counselling Center, Students with Disabilities Support Services, or the appropriate Student Affairs office.

FAQ 10. How do I obtain research support or ethical approval?

Research activities must comply with the University's research policies. Any research involving human participants or requiring ethical review must receive approval from the appropriate College Research and Ethics Committee before the study begins.

FAQ 11. How do I report maintenance or facility-related issues?

Maintenance requests relating to buildings, classrooms, laboratories, or other facilities should be reported to the Technical Affairs Department through the University's established reporting procedures.

FAQ 12. Who should I contact regarding payroll, employment benefits, visas, insurance, or other Human Resources matters?

Questions relating to employment, salaries, leave, visas, medical insurance, contracts, and staff benefits should be directed to the Human Resources Department. Matters relating to salary payments or financial transactions may also involve the Financial Affairs Department, where appropriate.

FAQ 13. What should I do in a medical or campus emergency?

Contact University Security immediately and, where necessary, the University Clinic or the appropriate national emergency services. Staff should also notify their immediate supervisor and Dean's office as soon as practicable and follow the University's emergency procedures.

FAQ 14. Where can I obtain the College of Medicine forms, SOPs, and academic templates?

The latest College forms, Standard Operating Procedures (SOPs), academic templates, and official documents are available through the college administration or the college webpage (<https://cm.du.edu.om/>). Staff should always use the most recent approved version of these documents.

Important Contacts and Emergency Directory

Emergency Contacts

- Emergency DU: Tel: 99496766
- Campus Security: Tel: 23237397
- Emergency (Police, Fire, Accident): Tel: 9999
- Sultan Qaboos Hospital – Emergency: Tel: 23211151
- Salalah Airport – Head Office: Tel: 23367461

University Clinic

- Female Clinic (Room A015, Ground Floor, Student Activity Center): Tel: 23237135

- Male Clinic (Room A004, Ground Floor, Student Activity Center): Tel: 23237136
- Female Dormitory Clinic (Ground Floor, Building No. 2): Tel: 23237131

College of Medicine

- Dean's Office: Tel: 23237601/7611
- Registrar: Tel: 23237615
- Curriculum and Assessment Office: Tel: 23237607
- Student Academic Affairs Office: Tel: 23237618
- Student Community and Clinical Engagement Office: Tel: 23237618
- College Address: POBox: 2509, Postal Code: 211, Salalah, Dhofar Governorate, Sultanate of Oman

Deanship of Admission, Registration and Student Affairs (DARSA)

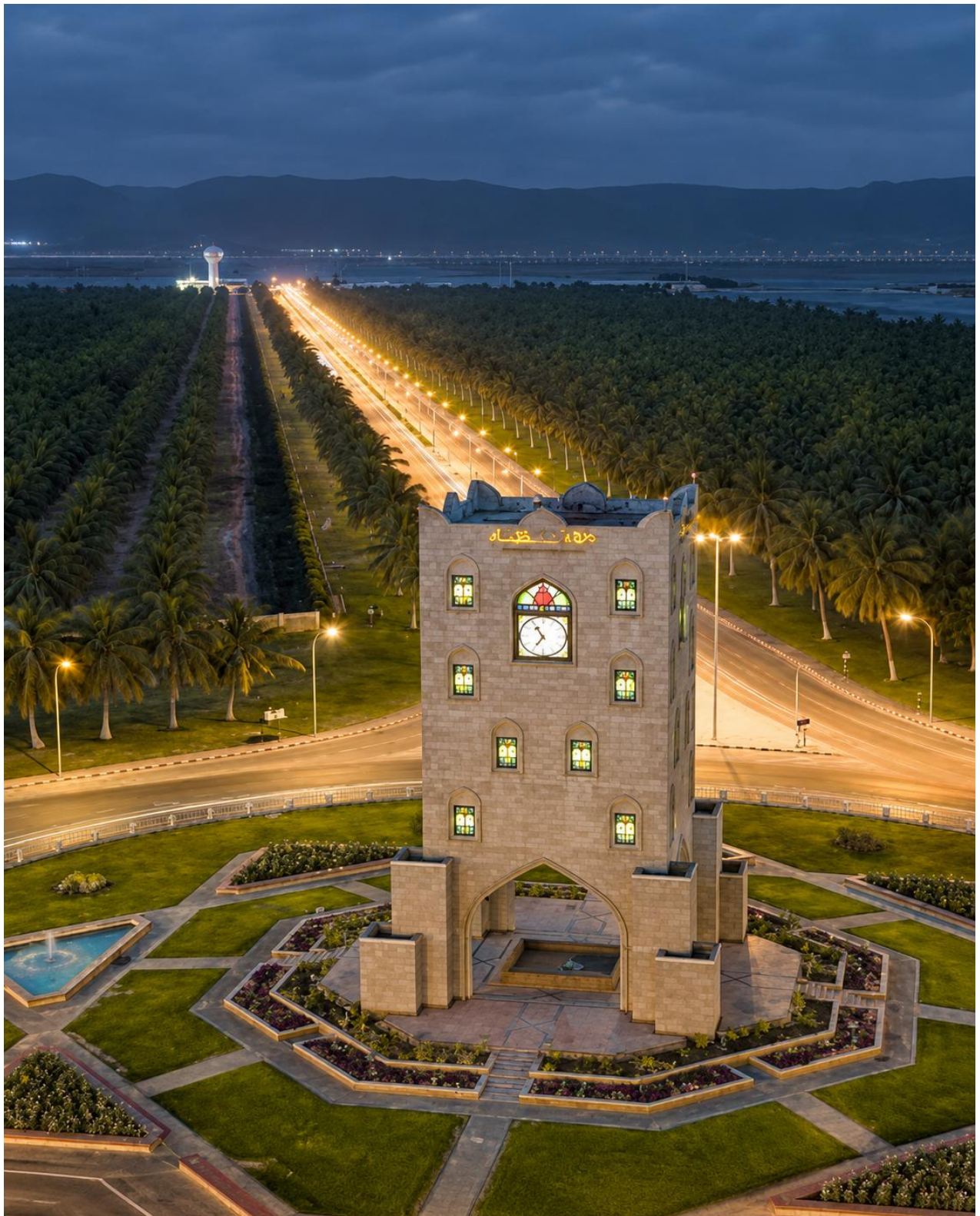
- Admission: Tel: 23237142/23237144
- Registration: Tel: 23237045/7046/7047/7048
- Scholarship Section: Tel: 23237049/7042/7043
- Department of Student Affairs: Tel: 23237137
- Department of Female Student Residency: Tel: 23237113

Other Colleges and Centre for Preparatory Studies (CPS)

- Centre for Preparatory Studies: Tel: 23237500 /7501/7502
- College of Arts and Applied Science: Tel: 23237201/7202
- College of Commerce and Business Administration: Tel: 23237401/7403
- College of Engineering: Tel: 23237301/7303
- College of Law: Tel: 23237171

Support Centers

- Computing and Networking Centre: Tel: 23237081/ 7082/ 7078
- Students with Disability Unit: Tel: 23237266
- Learning Support Center: Tel: 23237266
- International Students Support Services: Tel: 23237044
- Community Service & Continuing Education Centre: Tel: 23237161
- Centre for Career Services and Alumni: Tel: 23237470/7472/7474
- Centre for Student Counselling: Tel: 23237480/7488



*Burj Al Nahdha is one of the best-known landmarks in Salalah, Oman. Often referred to as the **Salalah Clock Tower**, it stands at the center of a major roundabout and serves as an iconic symbol of the city.*

Dhofar University Map

