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President's Welcome Letter

Dear Student,

On behalf of our staff, faculty and Board of Governors, it is my pleasure to welcome you to International Technical Female College at Makkah, operated by Niagara College Canada. We're pleased that you've chosen this as your pathway to success and we're committed to providing you with an unparalleled student experience.

Over the span of half a century, Niagara College Canada has become a leader in applied education and training, and we're consistently ranked among Ontario's top colleges for student satisfaction. We look forward to continuing this trend in Saudi Arabia.

I encourage you to make the most of your time at ITC Makkah Female; study hard, make new friends and get involved outside the classroom. Whether it's on-campus social activities, community engagement or volunteerism - these are the types of opportunities that will enrich your college experience.

Please accept my best wishes for a successful and memorable academic year at ITC Makkah Female.

Sincerely,



Dr. Dan Patterson

President,
Niagara College Canada

Principal's Welcome Letter

Welcome, students!

I am so pleased that you have chosen to start your post-secondary education with us at the International Technical Female College at Makkah, operated by Niagara College Canada. You're now part of an international institution recognized for providing quality education to students in both Canada and Saudi Arabia. Our vision is to enrich lives and fulfill dreams, and we look forward to working with you to help you achieve your academic and professional goals.

As a student at ITC Makkah Female it is important that you keep in mind certain guidelines that will help you succeed throughout your time at the College. I encourage you to maintain good attendance, participate in class, make friends, get involved in campus events and always find an opportunity to practice your English skills. If you commit to "attending everyday, all day, on time" you are sure to be successful.

Our staff and faculty are dedicated to providing you with engaging English classes, a practical and innovative vocational program and creating an environment that is fun, welcoming and culturally inclusive. We are committed to your academic and vocational success, and will support you along this journey. Dream big and set goals for your future; whatever your goals are, we will be there to help you achieve them.

I wish you all the very best this academic year and I look forward to meeting you!

Sincerely,

Zanab Saeed

Campus Principal,
ITC Makkah Female

About ITC Makkah Female

Our Vision

Enriching lives and fulfilling dreams.

Our Mission Statement

Providing outstanding applied education and training for a changing world.

Our Values

Our values form the guiding principles of all that we do – for our students, our employees, our communities.

Priority on student success and satisfaction

- Working as a community
- Respect for diversity and inclusivity
- Sustainability
- Fostering and demonstrating entrepreneurship
- Creating a culture of innovation in our programs, services, and our learning environments

Our Objectives

- To provide exceptional curriculum design and innovative delivery methodologies that will lead to student retention and success
- To help students achieve high level of math and computer skills and a minimum level English language proficiency equivalent to the Common European Framework Reference (CEFR) of A2 in one year
- To provide outstanding student support, including personal and academic counseling

Academic Calendar 2019 / 2020

| Semester 1 (16 weeks) | |
|------------------------------|----------------|
| Training start date | 1/9/2019 |
| Saudi National Day (Holiday) | 23/9/2019 |
| Training end date | 19/12/2019 |
| Exam week start | 22/12/2019 |
| Semester 2 (16 weeks) | |
| Training start date | 19/1/2020 |
| Ramadan Break | 10/5-31/5 2020 |
| Training end date | 30/5/2020 |
| Exam week start | 2/6/2020 |

Foundation Year Program



What is the Foundation Year program?

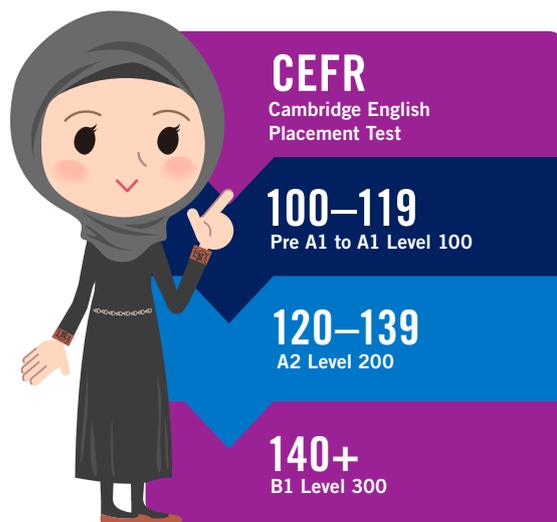
The purpose of the Foundation Year program is to give you the knowledge and skills needed to be successful in your post-secondary studies. After successfully completing this two semester program, you will move into year two of your post-secondary studies.

How will my English level be assessed for placement in the Foundation Year program?

The Cambridge English Placement Test is used to place students into an appropriate level in the Foundation Year program. Scores are based on a scale of 1 to 100 and determine the appropriate CEFR level.

What will I study in the Foundation Year program?

In addition to English language instruction, students will also take courses in employability skills, informational technology, mathematics and Islamic studies.



Course Spotlight

Foundation Islamic Studies

In this course, your foundation of faith and sense of belonging and responsibility will strengthen through studying the text of the Holy Quran and Hadith. This course will build your understanding of Islam as the practical code of life, and further develop your qualities as a Muslim for fulfilling your duties towards Allah and His creation. This is a required course of the Foundation Year program.

Small Business Management

The Business Management program provides students an opportunity to explore all areas of entrepreneurship including business development and management. This program is designed for students who thrive in fast-paced professional environments and wish to make a positive economic contribution to their community and beyond.



CURRICULUM HIGHLIGHTS

The Business Management program utilizes comprehensive learning activities that allow students to:

- Become familiar with the latest technologies, systems and software to support the daily functions of a business operation
- Practice time management skills to enhance personal productivity
- Apply creative problem-solving skills to identify and resolve conflict
- Build a solid foundation and develop a business career portfolio

PROGRAM BENEFITS

- Practical, on-the-job experience
- Accessible faculty with international experience in business management
- Modern curriculum that integrates professional development and career progression
- Opportunity to explore real decision-making, leadership and customer relations management cases
- Ability to utilize and strengthen entrepreneurial skills

Business Management Career Opportunities

Product marketing

Market planning

Sales promotions

Business-to-business sales

Retailing

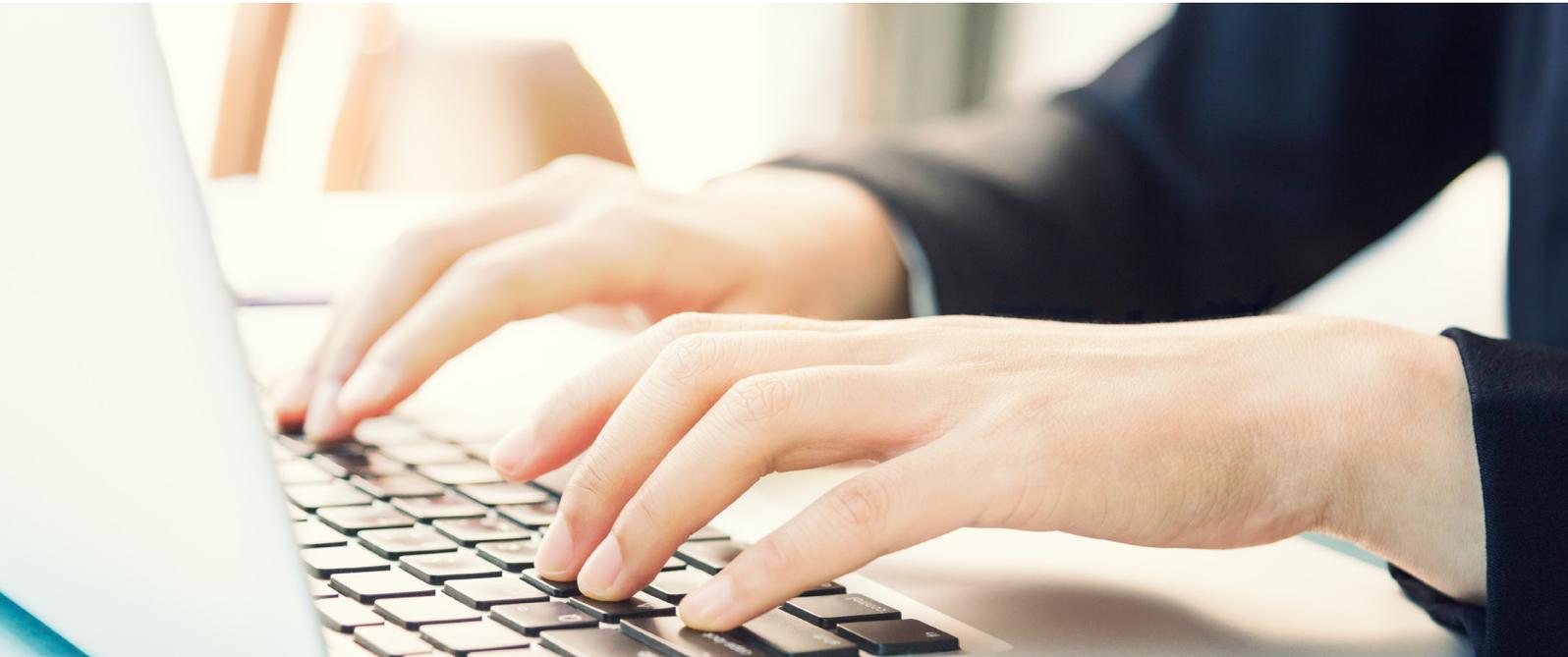
Front line supervision

Small business management

Customer care representative

IT Technical Support

Today's computer industry is rapidly growing and you could be part of it! The IT Technical Support program is designed to provide students with the skills and knowledge needed to excel in computer systems support, electronics, digital and data communications



CURRICULUM HIGHLIGHTS

The IT Technical Support program utilizes comprehensive learning activities that teach students to:

- Manage device security
- Provide first-level remote assistance support
- Configure desktops in a network environment
- Utilize support system software
- Identify and resolve software related problems

PROGRAM BENEFITS

- IT Technical Support specialists are in high demand
- Hands-on learning experiences with an emphasis on practical activities
- Modern curriculum that integrates professional development and career progression

IT Technical Support Career Opportunities

Help desk analyst

IT consultant

Network administrator

Technical support representative

Security analyst

Hardware support analyst

Event Management

The Events Management program provides comprehensive training, builds professional competencies and develops project management techniques for a multi-faceted event industry. This program is designed to prepare students for an exciting career in event management with transferable skills such as planning and logistics, marketing strategies and risk management procedures.



CURRICULUM HIGHLIGHTS

The Event Management program utilizes comprehensive learning activities that teach students to:

- Become familiar with the latest event management practices
- Practice and produce real events
- Build a knowledge of catering formats
- Learn useful organization and negotiation skills

PROGRAM BENEFITS

- Ability to utilize and strengthen entrepreneurial skills
- Hands-on learning experiences with an emphasis on practical activities
- Opportunity to explore real decision-making, leadership and customer relations management cases

Event Management Career Opportunities

Charitable organizations/non-profits

Community associations

Entrepreneurial and consulting enterprises

Meeting and convention planning

Tourism and economic development

Hotels and resorts

Convention centres

Government related

Guest Relations

Guest relations is all about providing a fantastic customer experience. This program provides a skill set that is globally recognized and applicable to hospitality, tourism, project management and communications, finance, business management and entertainment.



CURRICULUM HIGHLIGHTS

The Guest Relations program utilizes comprehensive learning activities that teach students to:

- Real-life scenarios in listening and resolving guest complaints
- Practical experience with guest relationship management software
- Learn needs assessment, quality standards and satisfaction evaluation techniques
- Hands on working experience in the hospitality industry

PROGRAM BENEFITS

- Industry expert instructors
- Industry on-the-job placement
- Technical and soft skill practice

Guest Relations Career Opportunities

Guest Services

Hotel Guest Relations officer

Front Office Executive

Front Office coordinator

Guest Relations Agent

On-the-job training (OJT)



WHAT IS ON-THE-JOB TRAINING?

On-the-job training (OJT) provides an opportunity to learn the skills, knowledge and competencies needed to perform a specific job within the workplace. As an important component of career success, ITC Makkah Female is proud to provide you with a complete understanding of your chosen industry by linking you to real-world opportunities in the workforce through OJT.

The OJT department is your pathway to employment and offers helpful resources, guidance and support. In helping students transition from school to work, the OJT department also contributes to the Kingdom's 2030 Vision to increase Saudi employment.

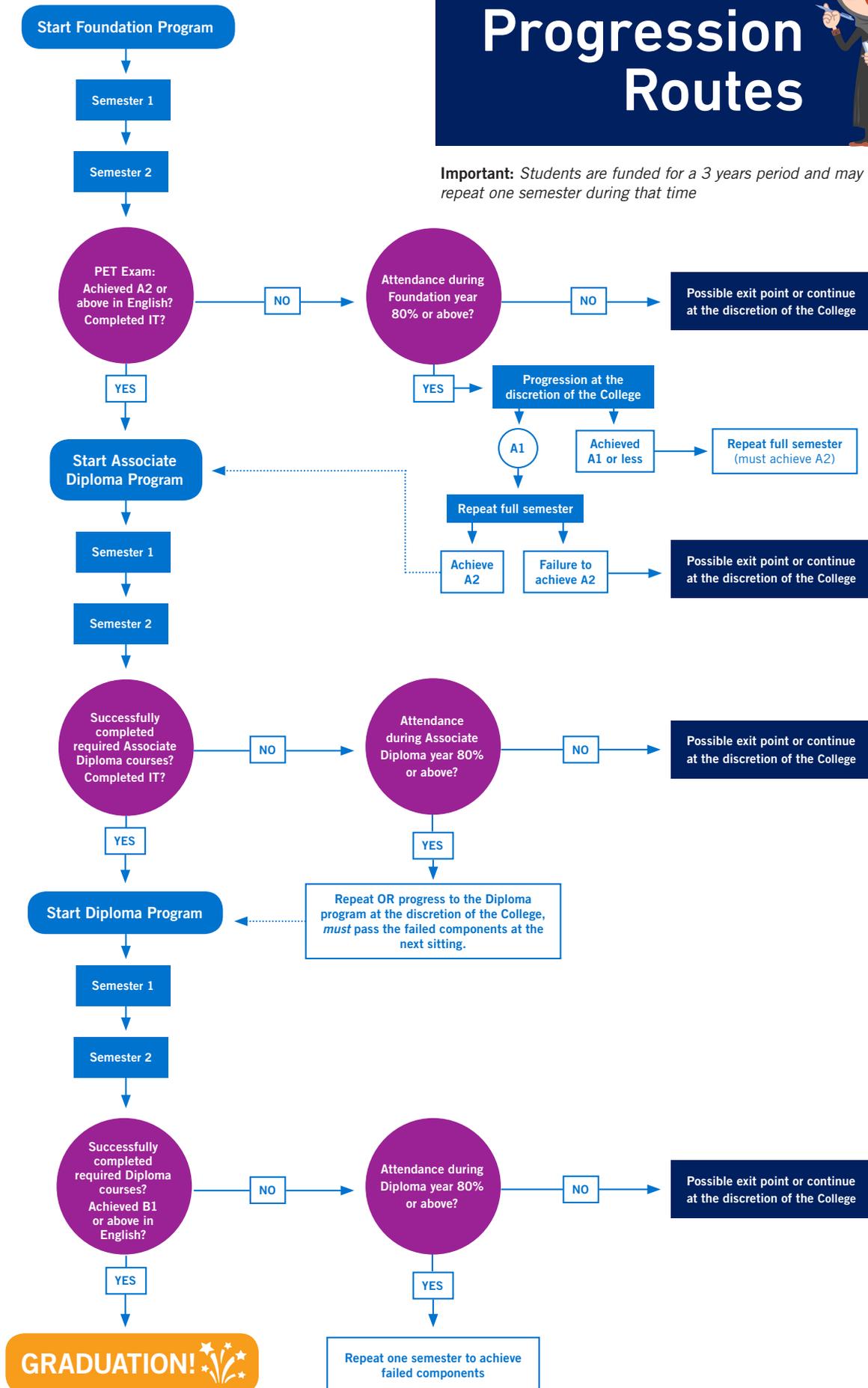
BENEFITS OF OJT

- Learn skills that will help you become work-ready
- Build valuable connections with reputable community organizations and employers
- Practice your English skills
- Strengthen your computer software skills
- Develop customer service skills

Progression Routes



Important: Students are funded for a 3 years period and may only repeat one semester during that time



ASSOCIATE DIPLOMA PROGRAM

How do I pass?

To graduate from any Associate Diploma program, you must complete the following requirements:

1

E-PORTFOLIO

15% of final grade (**No resit** - If you fail your e-portfolio you will not be able to continue your studies.)

2

CBT

35% of final grade

3

CAPSTONE

50% of your final grade

4

PET

Minimum A2 for Associate Diploma
Minimum B1 for Diploma

5

CIT

Students must pass **Word, Excel, PowerPoint and Database**

6

OJT

200 hours in real work settings, off campus



Student Schedule

Classes run from 7:30 to 15:45 Sunday to Thursday. Below is an example of what a typical student schedule may look like:

| Time | Sunday | Monday | Tuesday | Wednesday | Thursday |
|---------------|-----------|----------|----------|-----------|----------|
| 7:30 – 9:30 | Lesson 1 | Lesson 1 | Lesson 1 | Lesson 1 | Lesson 1 |
| 9:30 – 10:00 | Breakfast | | | | |
| 10:00 – 12:00 | Lesson 2 | Lesson 2 | Lesson 2 | Lesson 2 | Lesson 2 |
| 12:00 – 12:45 | Lunch | | | | |
| 12:45 – 14:45 | Lesson 3 | Lesson 3 | Lesson 3 | Lesson 3 | Lesson 3 |
| 14:45 – 15:45 | Lesson 4 | Lesson 4 | Lesson 4 | Lesson 4 | Lesson 4 |

Campus Life

Student activities and student council

Student activities are available to you throughout the academic year to help you learn, enjoy and further develop your skills. The student council also provides an opportunity for you to enhance your team building and leadership skills.

Student ID cards

Each student will receive an identification card which they are expected to carry at all times while they are on campus.

Recreation

We encourage you to take advantage of the recreational health and wellness activities on campus. There will also be opportunities to participate in on-campus bazaars and special events.

Student Support

Faculty

Faculty members are available for consultation before and after class for your learning needs. All students are encouraged to consult with faculty regarding any concerns pertaining to academic performance and achievement.

Student Life Advisor

A student life advisor is available to assist you with academic or personal counseling should you wish to seek it. The student life advisor promotes academic success, attendance and retention by helping you overcome any challenges you may encounter throughout your studies.

Tutoring

Tutoring sessions are provided for students in need of extra academic support. Class lectures may introduce general information; a tutorial will cover the material in greater detail. Tutorials are offered by departments on the day of class and/or on Thursdays.

Extra Classes

Should your attendance fall below acceptable levels in a given month, you must attend make-up classes. Make-up classes you attend will be applied to your previous month's attendance.

Student Rights and Responsibilities

This section outlines the code of conduct that all students are expected to follow as members of the NC college community. Adhering to this code of conduct will provide the best possible chance of success while in college and later in life. It is expected that all students behave and treat others as they would in a professional environment so that everyone has an equal opportunity to learn, do the best they can and feel safe and supported in class.

Our expectations

As an ITC Makkah Female student, you are expected to:

- Assume responsibility for managing your learning behaviour
- Attend all classes
- Be punctual
- Monitor and maintain your personal levels of motivation
- Actively participate in learning activities
- Complete all course work
- Come prepared to your classes
- Be respectful of faculty members and your peers
- Seek and use opportunities to speak English in and out of the classroom
- Meet all assignment deadlines
- Behave as you would in a professional environment

Help create a positive and supportive learning environment:

- Keep the college building and grounds clean and tidy
- Look after the college property and equipment
- Do not smoke on college grounds
- Keep noise and disturbances in and around classrooms to a minimum
- Turn off your mobile devices and put them away during class
- Do not eat in class or consume drinks in IT rooms
- Be polite and do not use offensive language
- Never bully or discriminate against others
- Never be violent, aggressive or purposely intimidate others
- Never put yourself or others at risk
- Act safely and responsibly at all times
- Follow instructions from staff and faculty regarding health and safety procedures
- Keep walkways, doorways and stairwells clear from obstruction
- Have your student ID card on you at all times and be ready to produce it when asked



**You are responsible
for your own success**

Attendance Policy



Regular attendance is mandatory. Upon admission, you will be required to sign the Attendance Commitment Contract which stipulates that:

- Students whose attendance is unsatisfactory will not be allowed to write final exams.
- Absences due to extenuating circumstances must be approved by the college.
- Punctuality is mandatory. Any student that arrives more than five minutes after the start of class will be marked late.
- Students that arrive more than 10 minutes late to class are considered absent.
- Students must attend all classes and attend make-up classes to improve attendance.

Attendance Commitment Contract

Where both parties recognize that academic success is most closely associated with attendance and engagement in student life.

- Attend all classes.
- Attend make-up classes should attendance fall below acceptable levels in a given month.
- Participate in one extracurricular activity that will enhance school spirit and help practice your English language skills.
- Participate in student counseling sessions as required.
- Acknowledge that if attendance is below 80% in the first two weeks of any semester, you will be suspended.
- Provide your parent's / guardian's contact information and know that he will be contacted on a second warning.

Students with a perfect attendance record of 100% during any given month are awarded a certificate of recognition at the monthly Perfect Attendance Ceremony.

| | Initial Communication | Official Warning #1 | Official Warning #2 | Official Warning #3 |
|--------|---|---|---|--|
| Cause | Student misses 5% of total classes | Student misses 10% of total classes | Student misses 15% of total classes | Student misses 20% of total classes |
| Action | SMS notice sent to student and parent/ guardian | 1. Phone call to parent/ guardian 2. Meeting with Student Success Advisor to discuss | 1. Phone call to parent/ guardian 2. Meeting with Associate Manager - Student Services | Dismissal meeting with Senior Manager and removal from courses |

Authorized Absence Policy

Unexpected events may legitimately result in missed classes. Please refer to the information below to see what constitutes as authorized absences. The authorized absence policy is a standard policy as per Colleges of Excellence (CoE) guidelines.

Medical circumstances

- A chronic condition that may prevent attendance for a period of time
- A short illness that may preclude attendance for a period of time
- An accident which may result in the inability to attend college for a time (e.g. broken limb)
- Hospital admission
- Medical treatment overseas
- Temporary mental illness

Required written documentation

- Doctor's certificate or letter at the beginning of treatment, not retrospectively
- Public hospital admission or release letter and doctor's certificate

Unauthorized absences

Short-term illness such as colds, toothaches, mild conjunctivitis and headaches cannot be offered as mitigating circumstances for absences. When unexpected events cause students to miss class, it is the student's responsibility to present the college with the appropriate documentation. Failure to present the required documentation to justify absence will result in an official warning or dismissal and removal from courses.

Pregnancy

The college will ensure to the greatest extent possible that any student who becomes pregnant will be accommodated to allow her to complete her programme of study.

Throughout the course of pregnancy, every effort will be made to give feasible care and attention to her health and wellbeing while maintaining academic standards.

It is highly recommended that students defer their studies to a later date with enrollment taking place within two weeks of a new semester. The student is allowed a maximum of two deferred semesters.

If the student wishes to continue her studies through her pregnancy the excused policy shall be implemented to accommodate any absences. Please note pregnancy does not warrant any additional absences therefore it is advised to defer studies.

The student is advised to disclose the pregnancy as soon as possible to the assigned student service member to ensure the health of both the mother and baby is not at risk.

As each pregnancy is different, it's advised you speak to your student services manager to understand your next course of action.



Dress Code Agreement

Consequences:

1

First:
verbal warning

2

Second:
calling your guardian

3

Third:
meeting with your guardian

Approved:

| |
|------------------------|
| Long skirt |
| Long sleeves |
| Three-quarters sleeves |

Not approved:

| | |
|-------------------|------------------|
| Short Sleeves | Short/Open Skirt |
| Cut sleeves | Trousers |
| Transparent shirt | Hats-Head Cover |



Student Dress Code Policy

The ITC Makkah Female dress code is:

- Full length skirt with flat comfortable shoes
- Full arm length blouses that are enclosed to the neckline
- No hats, caps or abayas worn during college hours
- All clothing must be in good repair and clean
- Students that do not conform to the dress code policy will not be allowed to enter classes and will be recorded as absent.

Disciplinary Policy

The office of the manager of student services will address discipline issues associated with inappropriate student behaviour occurring outside the learning environment. Examples of inappropriate behaviour include being disruptive, using offensive or abusive language and purposely intimidating someone, etc.

Practice on Student Discipline Associated with Disruptive Student Behaviour

- Routine disciplinary matters occurring within the learning environment (e.g. excessive lateness, talking during a lecture, disruptive behavior or breach of computer practice) will, in the first instance, be handled by the faculty/staff assigned to the learning environment. If this does not resolve the problem, the faculty/staff may choose to remove the student from the class. If a student refuses to co-operate when told to leave the classroom/lab by the responsible faculty/staff member, the faculty member will contact their designated immediate supervisor who will determine if security should be called to assist. Such incidents must then be considered non-routine and investigated as such, as per vi.
- The student should be taken by the faculty to the office of the manager of student services, to initiate a disciplinary process. If the student's behaviour is found to be unacceptable to the college environment, the manager will so advise the student. The discipline imposed may be either a verbal and/or written warning.
- Depending upon the seriousness of the complaint and/or incidence of previous behaviours requiring discipline, the disciplinary process may be taken to the college principal for investigation. In the event that the matter is to be presented to the college principal, the incident must be documented and presented to the principal prior to any meeting with student or staff. The discipline imposed may include suspension and/or expulsion from the college.
- Students who receive a verbal or written warning cannot return to class until the next teaching period, to avoid further disruption of the class.
- A student may appeal any disciplinary action taken by the faculty/staff assigned to the learning environment by filing a written notice of appeal to the office of the manager of student services within one week of notification of such action.
- Non-routine disciplinary matters involving students (e.g. threats, intimidation, or verbal abuse, etc.) will normally be addressed by the office of the manager of student services and when necessary, may include the use of on-campus security services.
- The office of the manager of student services will initiate an investigation process within one week of receipt of written notice from the complainant(s) and will include interviews with the complainant(s), respondent(s), and witnesses as well as a review of evidence. If the student's behaviour is found to be unacceptable to the college environment, the office of the manager of student services will so advise the student. The discipline imposed may range from a verbal and/or written warning and loss of privileges to suspension and/or expulsion, depending upon the seriousness of the complaint and/or incidence of previous behaviours requiring discipline.
- A student may appeal any disciplinary action taken by the office of the manager of student services by filing a written notice of appeal within fifteen working days from the date that the discipline decision was rendered.

Violation of the Criminal Code of Saudi Arabia

Student behavior that violates the Criminal Code of Saudi Arabia is to be reported directly to college administration who will advise Saudi authorities. To minimize interruption of the learning process, unless there is an immediate threat to the safety of students, faculty, or others, violations that occur within a classroom setting will be reported once the scheduled class adjourns.

CoE International Technical Colleges

Student/Trainee Code of Conduct

In accordance with policies and guidelines outlined by the Colleges of Excellence (CoE), NC KSA enforces the following Trainee Code of Conduct. This Code of Conduct is applicable to the on-campus behaviour of all registered trainees at NC KSA operated campuses and serves to define acceptable behaviour and performance, preserve the integrity of the academic community and promote an atmosphere that fosters student learning.

A. PURPOSE OF THE CODE OF CONDUCT

In accordance with the contract between the Colleges of Excellence (CoE) and providers, CoE strives to promote excellence in the ITC colleges, in accordance with national values and beliefs in Saudi Arabia.

B. SCOPE OF THE CODE OF CONDUCT

The Student Code of Conduct is applicable to the on-campus behavior of all registered students and trainees.

A student/trainee also falls within the jurisdiction of the code of conduct for off-campus conduct when he/she is engaged in projects, site visits and corporate field practice and any other activity supporting the pursuit of a diploma, certificate, degree or fulfillment of academic course requirements sponsored, organized and authorized by the ITC colleges.

C. INTELLECTUAL INTEGRITY

ITC colleges are academic institutions which abide by internationally recognized standards of intellectual integrity. All members of faculty staff as well as student/trainees are governed in their behavior by those demands. Specifically, students/trainees will in their behavior during testing and examination consider this framework. Cheating in examinations, plagiarizing researched papers or otherwise dishonest behavior, in academic matters or otherwise will be considered serious violations of the code and will result in disciplinary measures.

D. STUDENT/TRAINEE RESPONSIBILITIES AND DUTIES

1. Students/trainees must obey the laws of the Kingdom of Saudi Arabia. Violations of laws of the Kingdom of Saudi Arabia will be forwarded to the relevant authorities

2. Students/trainees are expected to adhere to Islamic ethics and values, commit to Islamic principles in all aspects of college and private life, and are not engaged in any activity that contradicts Sharia Law and the cultural conventions of the Kingdom of Saudi Arabia

3. All students/trainees are expected to attend all prayers in congregation on time in the mosque.

4. CoE expect students/trainees to follow strict discipline in the room of instruction (classroom, workshop, laboratory, auditorium or any other room or place used for instruction). This includes, but is not limited to:

4.1. Students/trainees who arrive at class after the trainer has started the lesson are not allowed to enter the room of instruction. An absent notice for the entire lesson will be entered in the attendance register.

4.2. Eating/Drinking is not allowed in those rooms of instruction where computers or machines might be harmed by it, this includes the library. In other rooms of instruction sealable water bottles are allowed. No bottles are allowed on the tables or the floors but only in trainees' bags. Students/trainees are not allowed to leave full or empty water bottles in the room of instruction or the library.

4.3. Students/trainees switch off cellphones and other items which may disturb the lesson.

4.4. Students/trainees bring their study documentations (binders with hand-outs, notes, etc.), appropriate station-

ary and calculators. Trainees may not be allowed to take part in the lesson if they do not have the required materials, equipment and resources.

- 4.5. Students/trainees will contribute to keep the rooms of instruction, workshops and the library clean at all times. After the end of a lesson students/trainees are expected to clean up their workplace in the instruction room before leaving.
- 4.6. Students/trainees will avoid excessive talking in rooms of instruction and the library.
- 4.7. Students/trainees will strictly follow all safety regulations when working with machines or other equipment in ITC colleges.
5. Smoking in any of the college premises and facilities, training rooms, workshops, laboratories, toilets, offices and other areas which fall within the perimeter of the college is strictly prohibited. Regular procedure will be applied to those who violate this, which will lead to suspension of training.
6. Students/trainees must carry and if required display the respective college ID-card
7. Male students/trainees must comply with the dress code which requires wearing the official ITC College uniform. This normally consists of a white shirt with the ITC college logo on the left, plain black trousers, black closed shoes, a black belt, and black socks. The wearing of sandals, bracelets, hats and caps is not permitted. Students/trainees in violation of the dress code found at the entrance gates will be refused entry to the ITC colleges by the security guards. Students/trainees found in class in violation of the dress code will be expelled by the trainer and sent to Student Affairs for further handling of the case.
8. Female students/trainees must comply with the dress code. This requires wearing skirt and blouse that are consistent with the disciplined training environment; the skirt to be loose and not tight with full coverage length and sewing. The blouse to be with long sleeves and not transparent.
9. The possession or use of weapons or items hazardous to health (including, but not limited to, firearms, explosive devices, knives and chemical substances and fireworks) is strictly prohibited.

10. Students/trainees will be held accountable for intentional and reckless conduct that causes damage to college property. Theft and unauthorized use of College property will be punished in line with this code and, where applicable, the case will be transferred to the authorities.
11. CoE expects students/trainees to treat their fellow students/trainees with respect and dignity. Offensive language, acts of verbal and physical violence are not permitted. Regular procedure will be applied to those who violate this, which may lead to suspension of training.
12. Students/trainees must not miss classes. Absences will be treated according to the Study and Examination Regulations and other relevant rules in force.
13. Students/trainees are not allowed to work in the public and private sector while enrolled at the ITC colleges, unless with relevant permission being granted.
14. Students/trainees are not allowed to resemble the opposite gender and behave in an abnormal or perform any harassment.
15. It is not allowed to not maintain books and training bags properly or throw them on the ground or in degrading places.
16. Female students/trainees are not allowed to use cellphones with cameras inside the college. Regular procedure will be applied to those who violate this, which will lead to confiscating the cellphone if proven to be used inside the college premises and facilities.
17. Female trainees are not allowed to leave the college before the end of the working hours, unless a written approval is been granted from Student Services with presenting the ID of who is picking her up.

E. DISCIPLINARY COMMITTEE

1. Structure

- 1.1. The Disciplinary Committee handles serious acts of misconduct of students and trainees (violations of the code of conduct and other college documents).
- 1.2. The Disciplinary Committee will meet on an ad-hoc basis when a case occurs.
- 1.3. Members of the committee are the Dean as Chairperson, the Head(s) of the department(s) in which the breach of the code of conduct occurred, and one representative

of the Student/Trainee Affairs Section of the College (Student Counsellor should be excluded).

2. Procedures

1. The college/trainer has the discretionary authority to expel students/trainees from class for disturbances of lessons. Students/trainees who disturb lessons repeatedly commit a serious act of misconduct and their cases will be transferred by the college/trainer(s) concerned to the Disciplinary Committee for further disciplinary action.
2. Serious acts of misconduct by the students/trainees as laid down in this code of conduct and other college documents have to be reported to the Disciplinary Committee by members of staff.
3. A student/trainee who commits a serious act of misconduct is required to appear before the Disciplinary Committee. The student/trainee will receive a written note outlining the case against him/her at least 4 working days in advance of the hearing. The student/trainee has the right to explain his/her view during the Committee meeting.
4. In the event that the student/trainee intentionally refuses to attend the Disciplinary Committee without a valid reason, the meeting may proceed and consider the case in the absence of the student/trainee.

3. Sanctions

- 3.1. The Disciplinary Committee under its discretionary authority may impose one or more of the following sanctions according to the severity of the act(s) of misconduct:
 - Disciplinary Warning Letter
 - No issue of certificate of behavior
 - Expulsion (permanent dismissal from the ITC colleges)
- 3.2. The colleges reserve the right to take additional disciplinary actions as it deems appropriate. The committee hears the trainee before making a decision.
- 3.3. In cases where there may be serious consequences, the trainee concerned has the right to appeal according to the college's complaint process and procedures.

Campus Safety and Security

At ITC Makkah Female, providing a safe environment for our students, staff and visitors is a top priority. An important part of achieving this goal is ensuring that everyone understands emergency roles and how to respond effectively and appropriately should an emergency arise.

Emergencies can happen at any time and it's our collective responsibility to be informed and prepared. Please take the time to review the information below.

IN AN EMERGENCY

1

FIRST CALL 999

From any COLLEGE PHONE

Dial 999 for POLICE or

Dial 998 for FIRE or

Dial 997 for AMBULANCE

2

THEN CALL HEALTH AND SAFETY OFFICE

anytime 24/7



Medical Emergency Procedure

- Call emergency responders
- **REMAIN CALM** – provide comfort to the sick or injured person
- **PROVIDE FIRST AID** if you are certified
- **FOLLOW DIRECTIONS** from emergency personnel and duty security guards



Lockdown/Imminent Threat

- **STOP WHAT YOU'RE DOING**
– immediately cease all activities
- **AVOID ALL OPEN AREAS AND FIN SHELTER** – go to the nearest room or office, preferably with computer or phone access
- **REMAIN CALM AND QUIET**
– encourage others to do the same
- **SECURE YOURSELF** and others where possible, close, lock and barricade the doors
- **TURN OFF CELL PHONE RINGERS**
- **TAKE COVER** behind walls or furniture stay away from windows or doors
- **COMMUNICATE** designate a person in your group to report any injury or threat to **emergency responders and to the Health and Safety office**
- **STAY WHERE YOU ARE** – Police or duty security guard will notify you when it is safe to evacuate your area



Fire Emergency Procedure

- When you detect smoke or fire, **YELL FIRE!**
- **PULL THE NEAREST FIRE ALARM**
- **LEAVE THE AREA** –close all doors behind you and assist anyone who needs help along the way
- **IF YOU HAVE A DISABILITY** go to a **SAFE AREA** and wait for emergency personnel to assist in evacuation
- **FOLLOW DIRECTIONS** from fire warden, emergency personnel and duty security guards
- **DO NOT RETURN TO THE CAMPUS BUILDING** until directed to by duty security guard

WHAT TO DO IF YOU HEAR THE FIRE ALARM:

1. **IMMEDIATELY EVACUATE THE BUILDING** using the most direct and safest route closing all doors behind you
2. **USE STAIRWELL EXITS ONLY.** Follow the directions given by emergency responders, fire wardens and duty security guards
3. **NOTIFY EVERYONE** that you encounter along the way to exit the building
4. **IF YOU HAVE A DISABILITY, GO TO A 'SAFE AREA.'** Contact **FIRE EMERGENCY** at 998 to report your location. Wait for emergency personnel to assist in evacuation
5. **DO NOT CONGREGATE BY THE STAIRWELL** – be ready to merge with other people evacuating the building
6. **REPORT TO YOUR FIRE WARDEN**
7. **REMAIN IN A SAFE LOCATION.** Do not re-enter any campus building until an 'all clear' signal is given by the fire wardens or duty security guard

DO NOT USE ELEVATORS. DO NOT RUN IN THE STAIRWELL
IF UNABLE TO EXIT THE BUILDING, GO THE NEAREST EXIT STAIRWELL OR SAFE AREA

CALL FIRE EMERGENCY AT 998 TO REPORT YOUR LOCATION

Jowhara Fahad
ITC AI-Ihsaa Graduate



Contact us:

If you would like to know more about us and our programs, please call us at: 0532529632 or visit our campus located at: Ibrahim Al-Khalil Road, near Secondary Industrial Institute, Makkah

Also find us on:

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