



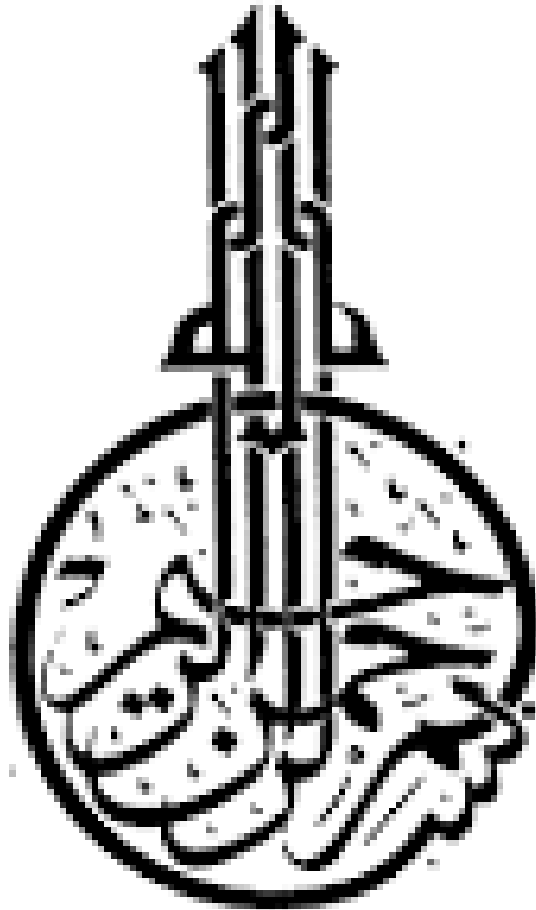
الجامعة الإسلامية بالمدينة المنورة  
ISLAMIC UNIVERSITY OF MADINAH

University Vice Presidency for Development  
Deanship of Quality and Academic Accreditation

**Manual of Conduct and Professional  
Practice at  
Islamic University of Madinah  
(1439AH/2017)  
(English Translation)**

دليل السلوك والممارسة المهنية في الجامعة الإسلامية  
1439هـ/2017م  
ترجمة باللغة الإنجليزية





**In the Name of Allah, the Most Gracious, the Most Merciful**

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## Statement of the University President

All praise is due and belongs to Allah, the Lord and Cherisher of the worlds. May His peace and benedictions be upon the seal of prophets and messengers, our Prophet, Muhammad, his family and companions in entirety.

In fact, building and application of quality systems and getting academic accreditation is a basic objective and necessary requirement to elevate universities in the Kingdom of Saudi Arabia to the ranks of global universities, which is an issue which the leadership of this kingdom headed by the Custodian of the two Holy Mosques, his Crown Prince and the Deputy Crown Prince, have been very ardent in achieving. This has been their key objective, which is also being followed up and monitored by His Royal Highness, Governor of Almadinah Almunawwarah Region and supported by the Ministry of Education, May Allah protect all of them and guide them to all that is good.

The Islamic University has published a number of manuals to complement its quality system, accomplish its activities, improve and enhance performance in its various activities.

It is my pleasure to present another new-fangled manual entitled " MANUAL OF CONDUCT AND PROFESSIONAL PRACTICE AT ISLAMIC UNIVERSITY " to contribute effectively to framing institutional work at the university.

I beseech Allah, the Most Purified and Exalted, to render it useful and beneficial and to serve as a guide for all employees of this blessed university taking it to an advanced level of quality education and excellence in its products viewing it and its various programs as the focus of attention of the Muslim world. It has indeed prospered with the honour of bearing the mission of Prophet Muhammad based on moderation and honour of

location in the holy city of the chosen Prophet of Allah, (May the blessings and peace of Allah be upon him), receiving students from all the nooks and corners of the earthly globe representing more than one hundred and fifty different nationalities, who come to enroll in its programs.

I am again very delighted to give profound thanks to all persons that have contributed to the accomplishment of this manual especially members of the Supreme Supervisory Committee on Quality Projects, the Deanship of Quality and Academic Accreditation and the work team that prepared it.

The end of our prayer is " All praise is due and belongs to Allah, the Lord and Cherisher of the worlds ".

**The University President.**

## First: Introduction

All praise is due and belongs to Allah. May His peace and benedictions be upon our master, Prophet Muhammad the messenger of Allah, his family and companions.

Work and professional ethics now have great significance in the career and professional conduct document of the rules and regulations of public office all over the world. Some countries like the United States of America have dedicated about five hundred (500) courses for it in its universities, established three periodic journals and sixteen research centres dealing with management ethics. This reflects the modern administrative tendency among leaders of institutions, companies and government sectors towards caring for their staff, objectifying their needs and appreciating their productivity, which is a sound tendency that is consistent with the principles and provisions of Islamic law (Shari'ah), because verses of the Qur'an and traditions of the Prophet lay emphasis on it as well as they imbibe the principle of justice and fairness in the individual and society.

When one ponders the noble Qur'an, he would find that about (105) of its verses dwell on work and profession, indicating the necessity to strike a connection between the principles of quality performance and the principles and values of Islam. Moreover, any breach of this relationship causes disruptions in the administrative values which consequentially gives rise to financial depression, destabilization of the labour community and poor productivity.

Moreover, preservation of the principles of ethical conduct at work and conservation of administrative values lead to improvement in work performance, safeguarding of the public right of the society when the staff executes his duty, and

creates positivity in him towards himself and his job, which is consistent with the public and private rights in the Islamic Law.

The lofty disposition of the university teacher devolves upon him a heavy burden and huge responsibility as it becomes a mandatory exercise for him to prove that he is eligible for such trust and dignity. He is also required to employ every possible and available effort, time and wealth to develop his scientific and research capacity, enlighten the minds of his students and provide them with all the understanding, analysis and capacity development tools. And viewing that the University student is like a lush plant that needs to be maintained through caring, counsel, guidance and direction and needs one to give him the opportunity to have good education and develop his scientific and career capacity and skills, it is incumbent on the state, university administration and teaching staff to ensure and guarantee the fundamental rights of the student and provide stimulating environmental conditions for learning and creativity. These are the two cornerstones for successful educational process.

Regarding the non-academic staff of the university, they are, in point of fact, the trustees who would ensure the regularity and validity of this process in the anticipated manner and levels of quality, efficiency and effectiveness. Therefore, guaranteeing their basic rights and according them the deserved respect, reverence and treatment whether by the students or teaching staff will serve as the best stimulant to do their job with utmost motivation, devotion and diligence. They are in turn required to play their roles in executing their tasks with devotion, trust and efficiency. When due respect is given to the teaching staff given that they constitute the columns of the academic edifice besides the care and guidance they give

to students, mutual respect, complementarity, compatibility and harmony between these parties where everyone is accorded his rights upon the other parties, is the only way to achieve an academic life characterized by sophistication and quality, where every party is allowed to play his part and execute his duties in the most ideal manner, thus elevating our country and nation to greater heights.

In an age where pure material considerations prevail, people anchor their concerns on things outside the world of values and ethics, ideals and morals, it is an incumbent that we exert all efforts to impress upon these values, ethics and norms in the minds of all parties involved in the educational process including officers, teachers, administrators, students, staff and workers and ensure that they are given the necessary consideration along with the rules and regulations governing the university work.

The university hereby issues this manual to serve as a perfect code of conduct between the university and its employees among teaching and administrative staff as it embodies a set of values, principles, general ethics and morals, and mutual rights and duties, which all and sundry ought to know and comprehend properly, adhere and abide by them with every satisfaction and conviction and to even disseminate and exhort one another in their regards, to achieve the mission and objectives of the university, realize the public interest, and render service to students and the society at large. This handbook is a recurrent flexible contract that can be updated when the need arises.



## Second: Importance of the Manual

Islam encourages perfection and creativity in work and optimum level of performance. Hence, a Muslim has to strive to rise to the grades of perfection and innovation in his works. The individual has to bolster his energy, talents and skills to perform, perfect and improve upon his work as that will bring about the love and pleasure of Allah, who said,

﴿ إِنَّا جَعَلْنَا مَا عَلَى الْأَرْضِ زِينَةً لَهَا لِنَبْلُوهُمْ أَيُّهُمْ أَحْسَنُ عَمَلًا ﴾

*Indeed, We have made that which is on the earth adornment for it that We may test them [as to] which of them is best in deed [Al-Kahf: 7]*

In the Hadith, Prophet Muhammad, (May the blessings and peace of Allah be upon him) said, (***Indeed, Allah loves that if anyone among you does a deed he should perfect it***)).

In addition, promoting adherence to the Shari'ah, staying away from irregularities and adhering to rules and regulations is a moral value.

The manual at hand derives its importance from the following:

1. Creates the appropriate atmosphere for employees and teaching staff to create and innovate and upgrade the quality of research and academic publications that are meant to realize the mission of the Islamic University.
2. Develops recognition of the importance of values, ethics and morals, upholds and disseminates them within the university through every possible means.
3. Develops the spirit of discipline and commitment among workers at the university.

4. Stresses fairness in dealing and transactions, assignment of work and distribution of rewards according to efforts exerted.
5. Enhances abidance to rules and regulations and keeping away from violations.
6. Creates firm rules for professional practice that support realization, development and success of the university mission.
7. Promotes good and sound practice and reforms bad practice in job performance.
8. Develops the sense of self-confidence, which reduces stress and leads to increased performance and productivity.
9. Emphasizes moral commitment in the university which significantly reduces crisis and risk.
10. The manual will serve as a reference authority for all in all their dealings within the university.
11. Creates a public opinion within the university that recognizes the importance of values, ethics and morals, sticks to it and publicizes it in and out of the university by all possible means.
12. Combats the phenomenon of indiscipline and lack of commitment to public order.

### Third: Objectives of the Manual

1. Enhance university ethics and traditions and pay attention to imbining them in all the parties to the educational, administrative and academic process.
2. Support and promote efforts of teaching staff in executing their teaching and research mission in the proper manner, create the appropriate atmosphere for them to innovate, and generate and improve the quality of published research and academic literature that aims to achieve the mission of the university.
3. Contribute to create the conditions and circumstances to compete on a global level in terms of the standard of education offered to students and consulting services offered to the community.
4. Contribute to the proliferation of community satisfaction among all segments within the university as a result of fair dealing and transactions and assignment of work, distribution of rewards according to efforts exerted.
5. Support a stimulating team work environment, which makes the workers and teaching staff to have self-confidence and that they stand on a solid, fair and honest ground, and reduces stress and leads to increased performance and productivity in a useful manner.
6. Support other important programs such as Human Development programs, Total Quality programs, and Strategic Planning programs which will support, develop and make the university succeed in achieving its mission.
7. Contribute to adherence to the rules of professional practice, spur people with transactions to resort to committed authorities, which results in the success of good or sound practice and get rid of bad practice from the working arena.

#### Fourth: Definitions (Functional Terms)

- ❖ **Profession:** It is a set of interrelated works and skills done by an individual. It is also defined as a set of works requiring certain skills, which is executed by an individual through practical practices.
- ❖ **Duty:** Any situation that requires the exertion of human effort to achieve a particular mission.
- ❖ **Job (Function):** A set of duties and responsibilities that requires assigning an individual to execute in a continuous manner.
- ❖ **Employee:** A person that is legally appointed by a competent authority according to specified terms and regulations to perform the duties and responsibilities of a particular job against the rights of that job.
- ❖ **Grade:** Career level on which the employee is placed after the fulfilment of a set of required terms of appointment.
- ❖ **Salary:** The wage received by an employee at the end of every month against the work he does while in service.
- ❖ **Level (Rank):** The level (category) based on which an employee's salary is determined within a career grade.
- ❖ **Premium:** A sum of money added to the regular salary of an employee periodically, and is calculated as part of the basic salary.
- ❖ **Credentials:** Educational and training certificates, practical expertise, and capacity and skills necessary to execute a job.
- ❖ **Allowances:** Sums of money paid to an employee against some extra work load assigned to him, whether in or outside his place of work.
- ❖ **Work:** A set of similar functions and duties which an individual can perform when necessary. However, this

term can also be defined as the productive activity a person does in a job, profession or craft.

- ❖ **Craft:** Any work one does based on expertise and perfection and it is usually a continuous means of livelihood.
- ❖ **Conduct:** An enduring praiseworthy or blameworthy character in a person that affects one's behavior.
- ❖ **Ethics:** A set of abstract rules and principles described as good or ugly, to which a person is subjected in his actions and resorts to them in assessing his behavior.
- ❖ **Work (job) ethics:** Principles and criteria considered as the basis of required conduct from professionals and which the society uses to assess their performance positively or negatively or a set of interrelated works and skills performed by an individual.
- ❖ **The Concept of Professional Practice (Professional ethics):** A set of rules and regulations derived from the Islamic Law and Positive Law that govern work, which employees should adhere to and serves as a reference authority for the evaluation of their behavioral and professional practices.

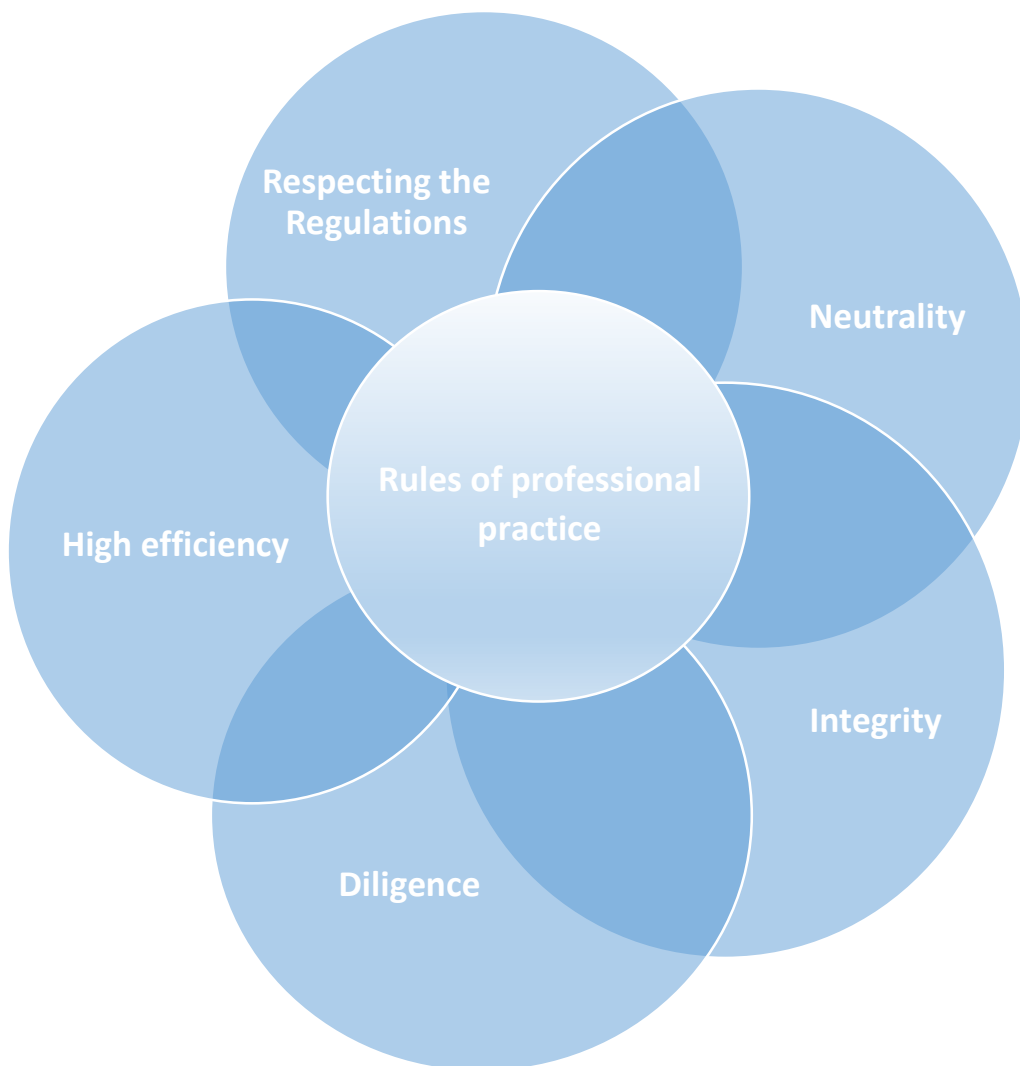
## **Fifth: Basic Principles of the Manual of Conduct and Professional Practice**

The excellent system of civil service and higher education is based on the existence of competent staff (academic and non-academic) and requires the availability of the following rules:

1. Select and promote staff based on their capacity, knowledge and skills.
2. Treat all staff fairly from the administrative perspective.
3. Availability of integrity and ethics among employees and taking into account the public interest.
4. Harness staff abilities effectively with sufficient means of motivation and appreciation.
5. Retain outstanding staff and correct performance of those who are not outstanding in their job performance and are below the required level of efficiency and hold to account those who cannot upgrade their performance and apply the rules and regulations to those who default.
6. Develop skills of staff by allowing them to achieve continuous education and effective professional development.
7. Avoid arbitrariness in treating the staff and keep them aloof from the interference of one's personal inclinations.
8. Prevent staff from using their authorities or influence to interpose or influence services or management or state resources in a manner that can be deemed an abuse of power.
9. Keep the confidentialities of work.
10. Protect staff against harm because of giving information legally, which is against the laws, rules and regulations.

11. Support the vigilance of the administration to avoid wastage of public funds, and risks affecting public health and public security.

## Rules of Professional Practice



Professional practice rests upon five rules correlating with imposed duties while executing one's functional service and they are as follows:

1. **Respecting the Regulations:** By obeying the rules regulating work in accordance with the laws, rules and regulations issued thereunder.
2. **Neutrality:** It refers to fair disposition in line with the dictates of strictly substantive aspects for the staff and to render services and advice to beneficiaries.
3. **Integrity:** It refers to nonpartisanship and freedom of human conduct from any purposes, intents or suspicions particularly when serving beneficiaries in order to maintain their trust and to demonstrate integrity in the public administration and to promote the public interest of the community.
4. **Diligence:** It is an employee's general enthusiasm to perform his duties with every solemnity, prudence and diligence and to strive towards attaining the highest grades of efficiency in the public office in serving the beneficiaries and to abide by the required procedural justice in managerial decision making and to give a wide berth to behavior that indicates negligence in work.
5. **Efficiency and effectiveness:** This is achieved when an employee does not abuse or dissipate public funds when executing his duties and his keenness to manage while using all forms of public resources such as human and material resources and to rationalize spending in a way that preserves public property and revenues without affecting the efficiency, effectiveness and high quality level of service delivery.



## Sixth: Reference Authorities of the Manual

This manual was prepared in the light of the following basic references:

1. Workers regulation in the Kingdom of Saudi Arabia (Public Service Ethics).
2. Administrative regulations in the system of the Ministry of Civil Service.
3. Higher Education System in the Kingdom of Saudi Arabia (Regulation of Universities and Higher Education Council and its byelaws of 1436AH/2015).
4. Trends of international organizations regarding the rules of professional practice.
5. Blogs and experiences of a large number of Arab and foreign universities and ministries.

## Seventh: Areas Manual is Applicable

- 1) Rules enshrined in this manual of professional practice are to be applied to the staff serving in the following jobs:
  1. Academic university leaders (University President, University vice presidents, deans of colleges and supporting deanships, vice deans of colleges, heads of academic departments).
  2. Faculty members and the like in Islamic University.
  3. Administrative body of the Islamic University.
- 2) This manual shall be deemed the general approach to professional practice according to the nature of the job within the Islamic University.
- 3) The manual contains binding rules to enable it play the expected role of being an important step in promoting proper performance, sound practice, integrity and transparency.

## Eighth: General Provisions

1. This manual shall be called "***Manual of Conduct and Professional Practice***" and shall be acted upon from the date it is endorsed by the University Senate.
2. The manual relies on the definitions stated in the Civil Service System in force in the Kingdom of Saudi Arabia.
3. Provisions of the manual are applicable to all staff and faculty members operating in Islamic University.
4. Every employee of the university must sign an undertaking indicating compliance with this manual upon employment, promotion and before beginning service.
5. The manual rests on the basis and principles of justice with respect to equality of opportunities, transparency, accountability, professional integrity and impartiality and sense of belonging to the Saudi Arabian homeland and the Islamic University, and achievement of its mission and objectives, and assumption of functional and educational responsibility. The staff has to comply with the provisions of this manual in addition to the basics and principles upon which it rests.
6. Any violation of the provisions of this manual attracts accountability and taking of disciplinary measures and punishments in accordance with the provisions of the Regulation of Universities and Higher Education Council and its byelaws.
7. The manual establishes the following:
  - a) Application and enhancement of the basic rules and principles of the ethics of public office and high professional values and culture of the civil service staff.
  - b) Promote compliance with the standards, rules and values of public office.

- c) Consolidate the foundations of governance and good practices, through enlightenment and guidance of university employees towards sound functional ethics and self-discipline frameworks governing the functioning of the university and consistent with applicable laws and regulations.
- d) The manual defines the functional duties and responsibilities of employees and their role in improving the offered administrative and educational services and enhances the credibility of Islamic University graduates.
- e) Enhance the confidence of service recipients at the university and increase respect and appreciation for its role in providing educational services in the best possible way.

## **Ninth: Duties of a non-Academic staff**

The rules of professional practice and career behavior rest on basic principles that are closely related to the duties imposed during service through respect for the rules of law, application of neutrality, working open-mindedly, diligence, efficiency and effectiveness in all works assigned to the employee wherever he is within the Islamic University. The criteria are divided into two main parts: duties and rights.

### **a- The staff must execute his career responsibility through commitment to the following:**

- 1- Execute his career duties and tasks assigned to him with distinction, honesty, integrity, accuracy, professionalism, impartiality and maximum potential.
- 2- Serve and pursue the aims and objectives of the university according to its published mission.
- 3- To be aware of the laws and regulations in force and apply them without any excess, violation or negligence.
- 4- Dedicate official working hours to execute his duties and tasks and avoid engaging in any activity outside his official duties.
- 5- Make continuous efforts to develop and upgrade his professional capacity and learn about the latest developments in his field of specialization and the work of the administration in which he operates.
- 6- Make recommendations to improve and promote work methods and boost administrative and academic performance standard.
- 7- To be an active element in the provision of a safe and healthy working environment inside the university.

- 8- To always display behaviors, practices and actions that are consistent with the morals and ethical conduct.
- 9- Facilitate administrative procedures and inspection conducted by competent authorities by all possible means and to give the information in his possession and respond to inquiries of staff responsible for investigation and inspection tasks in accordance with the laws and regulations in force within the university.
- 10- Adhere to the approved grievance methods guaranteed by the approved rules and regulations and avoid any other method that may disrupt work progress.
- 11- Preserve the public funds and state interests and property and avoid neglecting any of its rights and to immediately notify his direct boss of any violation that harms the public wealth or interest and any negligence or conduct that affects the public interest.
- 12- Desist from using state property to earn private gains or to advertise goods or services for his personal or third party benefits.
- 13- **Any staff that has been given a computer must consider the following:**
  - a) Take all necessary measures to protect the computer under his custody.
  - b) Not to download software on the device until after consulting the university's IT department.
  - c) Ensure to switch off the device before leaving the place of work.
  - d) Protect the confidentiality of the information available in the device by means of a personal password which must be kept secret from others.

- e) Avoid using the device for fun or downloading games and entertainment programs.
- f) Avoid logging into others' devices to get some information.
- g) Make use of the device to develop skills and capacity in accordance with the interests of the work.
- h) Avoid using the device to carry out personal works.
- i) Rationalize the use of printers as much as possible.

**14- Any staff that has access to the Internet must take note of the following:**

- a) Use it for the purpose of work including development of the skills and capacity related to the nature of his work and in the interest of the work.
- b) Abide by the terms and requirements of the intellectual property rights of the files and programs and take note of their license conditions.
- c) Seek advice of the unit responsible for information systems in the university or his college or subsidiary department immediately on noticing any abnormalities while using the Internet.
- d) Avoid downloading texts and images that contain illegal materials.
- e) Avoid downloading files that are not directly related with the nature of his work such as videos, multimedia files, movies or songs or music and the like.

f) Avoid using the device and the Internet to try gaining access to other devices and networks nor use the Internet to send secret or political materials or such stuff as will threaten and harass others.

**15- The staff who is given a special e-mail for his work must take note of the following:**

- a) Avoid using the e-mail for purposes besides his work.
- b) Avoid forwarding messages received if they contain jokes, pictures or movies and image files.
- c) Avoid forwarding messages received which might contain viruses or files suspected of being viruses. In this case he must seek the help of the unit concerned with information technology systems in the university.
- d) Take into account that there exists no privacy with regards to messages received or sent by any staff via the e-mail system.
- e) Avoid opening unexpected messages received from known or unknown sources nor opening or downloading any attached files, whose source is questionable.
- f) Use the e-mail for the work interest to develop capacity and skills in accordance with work requirements.

**b- Duties of dealing with others:**

- a. **In the area of dealing with service recipients,** he must abide by the following:
  - 1- Respect the rights and interests of others bar none or any kind of discrimination.



- 2- Seek to win the trust of others through one's integrity, response and sound conduct in all works as consistent with regulations and instructions.
  - 3- Accomplish required works quickly and precisely within the area of jurisdiction, respond to enquiries and complaints of service recipients with accuracy, objectivity and rapidity and give reasons in case their transactions are rejected or delayed.
  - 4- Provide information relating to activities and operations of his department required by service recipients, precisely, swiftly and with honesty and professionalism. He should guide them to the mechanism of lodging complaints in case they need to do that at certain departments.
  - 5- Give service priority to the physically challenged and assist them.
  - 6- Deal with documents and personal information of persons dealing with one with full confidentiality according to the regulations in place. He should not exploit this information for any private or public purpose without prior permission of the responsible authorities in accordance with the rules and regulations in force.
- b. **The staff must abide by morals in dealing with his superiors and protect their rights in the career and vocational area by complying with the following:**
- 1- Comply and execute their instructions and directives according to the academic and administrative stratum or sequence provided they do not violate the rules and regulations in

force. He must refuse to execute instructions that may expose him to violations punishable under the law and regulations.

- 2- Deal with superiors with respect and avoid getting some preferential treatment through methods of flattery or deception or mediation and nepotism.
- 3- Avoid deceit or hide information regarding one's work in order to impact decisions taken or frustrate the progress of work.
- 4- Cooperate with his superiors, share one's opinion and expertise with them objectively and honestly and disclose to them the information under one's custody as will serve the interest of work.
- 5- Inform his boss (all in their respective fields) of any excess, breach or difficulties encountered in the field of work.
- 6- When the boss is changed, the employee has to allow the new boss full and precise access to previous and current issues and documents relating to work performance including pending issues to ensure continuation of work.

**c. In the area of dealing with colleagues:**

The staff must keep up excellent communal performance of the functions assigned to his department by abiding by the following:

- 1- Deal with respect, courtesy and honesty with his colleagues, keep up sound and friendly relationship with them without discrimination. He must be keen to respect their privacies and

avoid exploiting any information about their private affairs to hurt them.

- 2- Collaborate with colleagues and share views with them with high professionalism and objectivity, assist them as much as possible in solving the problems facing them in the area of work.
- 3- To be keen to spread positive trends among colleagues to help promote work performance, improve work environment and stress sound institutional culture in the workplace at the university.
- 4- Avoid any unethical behavior or practice or activity that may violate common morals and proper behavior.

**d. In the area of dealing with subordinates:**

When a staff assumes some leadership function, he must perform his duties in light of the following:

- 1- Develop the capacities of his subordinates, assist and encourage them to improve their performance. He should be their role model by abiding by the rules and regulations.
- 2- He should transfer the knowledge and expertise he has acquired to his subordinates and inspire them to increase the exchange of information and transfer of knowledge among one another.
- 3- Supervise his subordinates and question them about their works, evaluate their performance with objectivity and impartiality and strive to provide opportunities for them to build and

develop their capacities in accordance with related rules and regulations.

- 4- Respect the rights of his subordinates and collaborate with them with high professionalism far from favoritism or discrimination.
- 5- Whenever he receives a written notice from his subordinates that his orders or instructions infringe upon the rules and regulations, he should ensure to reply them in black and white also.

**e- In the area of confidentiality and mechanisms of divulging information the staff must act as follows:**

- 1- He must not disclose any official information or documents and credentials in his custody or might have gotten while executing his duties.
- 2- He must not comment or reveal or intervene but has to refer that to the competent department (Media management) responsible for that.
- 3- He shall only completely and precisely disclose all official information that need to be revealed by virtue of his job.

**f- In the area of accepting or asking for gifts, privileges and other benefits, the staff must act as follows:**

- 1- He should not accept or ask for gifts or entertainment or other benefits of any kind be it direct or indirect, which might directly or indirectly affect his objectivity in executing his functions or impact on his decisions.
- 2- When a staff is in a position where he cannot reject gifts or entertainment or other benefits which are not subject to the circumstances stipulated in paragraph (a) of this article or when he believes that accepting certain kinds of gifts will fetch some good benefits to

the institution, then the staff must inform his immediate boss of such in black and white. His immediate boss should inform the staff in writing also if he must reject the gifts or entertainment or other benefits or keep them or donate them to a charity organization, or dispose them or keep them with the concerned staff.

- 3- The University Administration should open a special record for gifts offered as in paragraph (b) of this article and how to deal with them either by keeping them in the university or donating them or keeping them with the staff concerned.

**g- In the area of conflict of interests, the staff must act as follows:**

- 1- He shall not use his office directly or indirectly to earn financial gains or any valuable thing for his own private or family interest.
- 2- He must avoid any activity that may give rise to real or virtual or potential conflict between his own personal interests on one part and his responsibilities and job functions on the other.
- 3- He must avoid any activity that does not get-up with his objective and sincere execution of his duties or which can lead to preferential treatment for normal or prestigious people in their dealings with the government or that might defame the university or expose its relations with others to some danger.
- 4- He should immediately inform his immediate boss in writing in case his interests conflict with anybody in his dealing with the government or when there is a conflict of interest between his personal interest and the public interest or when he is under a stress that runs against

his official duties or raises doubts about his objectivity in dealing, stating the nature of the relationship and how there is a conflict of interest. His immediate boss must take the necessary actions to deal with that. In all circumstances, he must consider the public interest while dealing with this conflict.

- 5- He should not use the information gotten while executing his duties for himself or third parties directly or indirectly or use them to abuse third parties. He must not divulge the information in order to give unfair or unreasonable privilege to third parties.
- 6- He should get the necessary approvals and authorizations in case he is interested in partaking in the collection of donations, prizes or contributions in kind to charities.
- 7- He should avoid relating with individuals or institutions whose interests mainly depend on their decisions or those of their management.

**h- In the area of merit, competence, competitiveness and justice, the staff must act as follows:**

- 1- He should take the actions concerning him regarding choosing or appointing the staff or promoting or training or rewarding or evaluating or transferring or delegating or loaning them or any action relating to their works with absolute transparency and integrity far from any considerations relating to kinship or friendship or utilitarian concepts and without discrimination based on gender or age, and to follow the principles of merit, competence, competitiveness and full compliance with the adopted powers and procedures.

- 2- He should report to his immediate boss in writing of any violation of the rules and regulations in force, which he might get to know in the course of his work in the chosen field or area of appointment, promotion, training, performance evaluation, and the like. The immediate boss should validate the veracity of the report and take the necessary actions with the concerned authorities to ensure correction of the situation according to the adopted rules and regulations.
- 3- Completely avoid any preferential treatment directly or indirectly to any person through nepotism or favoritism.

## **Tenth: Professional and Academic Duties of the Faculty Member and the like**

Universities and academic institutions are indisputably the basic means of instilling values, forming minds and producing knowledge. Therefore, their major role is not limited to giving students a set of facts or ready-made information because students can get these facts and information from various sources especially after the modern information revolution.

The university mission is basically to refine students' capabilities of understanding, analyzing and criticizing deeply and firmly with knowledge, and to absorb the different approaches of knowledge and use them to understand and produce knowledge and science.

Moreover, the university teacher is a role model for the students. He is a sincere guide and counsellor to students and researchers in order to assist them in self-education, develop their mental abilities and practical skills and shape their personalities and maturity in various dimensions and aspects. He is a bearer of noble and sublime message in the building of future generations that bear the responsibility of the community, promote scientific research and contribute to the progress and renaissance of the society.

It is mandatory for the society and all its members including the students to respect the university teacher. It is incumbent on them to accord him the due respect and honour because learned scholars are the heirs of the Prophets. Any disrespect to them is a disregard for knowledge itself. The university administration's keenness to respect its teachers, appreciate their status and protect their intellectual independence leads to the university elevation and greatness.



**First: Personal Duties:**

1. Honesty and good morals.
2. Compliance with regulations, instructions, codes of conduct and ethics.
3. Avoid all that breaches the prestige of office.
4. Full devotion to work at the university and must not work off campus unless after getting a prior approval according to the rules and regulations.

**Second: Academic and Research Duties:**

1. Follow up what's new in his field of specialization.
2. Contribute through his academic activity to develop his specialty.
3. Transfer to his students the most recent breakthrough in his specialty and raise in them the love for science, knowledge and sound scientific thinking.
4. Take charge of maintaining order in the classroom and laboratories and report any incident that might violate order and decorum.
5. Execute his teaching load according to his academic level, have professional ethics in evaluating students in each work they do and present the results of the evaluation to them transparently.
6. Lead his office hours in accordance with the schedule and quorum prepared by the department.
7. Perform his general weekly work load according to the regulations.
8. Participate actively in academic research activities at the academic department, faculty, university and community levels according to the regulations, plans and programs in place in the university.

9. Perform his duty to guide students academically in accordance with the mechanisms in place in the university.
10. Submit an annual report on his academic, research and community service activities to the head of department.
11. Partake effectively in administrative works assigned to him by the competent authorities in the university.

**As for the expatriate staff the following are additional:**

- a- Compliance with the rules and regulations in force in the Kingdom.
- b- The expatriate staff and his dependents must respect the customs and norms of the Kingdom and must not disrespect the religion or interfere in politics.

### **Third: Duties of Faculty Members in Achieving Quality and Accreditation Requirements**

The faculty member is considered one of the major foundations and components of the university structure due to the significant role and responsibility he undertakes in the three key aspects of university activity: teaching, research and community service. Therefore it is not surprising that he is the point of focus in the standards of quality and accreditation for all bodies, organizations and accreditation authorities all over the world .

Considering the accreditation standards issued by the National Commission for Assessment and Academic Accreditation in the Kingdom of Saudi Arabia, we observe that great concern and clear-cut emphasis have been laid on the faculty member and the quality of his performance, the need to make a prudent

selection of the faculty member, his preparation and rehabilitation for academic work and the importance of keeping pace with the events of global developments in the field of university education. You can hardly find any of the eleven standards or sub-standards or subsidiary practices that does not involve the faculty member, the roles he is required to play and the practices he needs to execute effectively and continuously toward the students, academic department, college, university and the community.

Below are the key points and practices that demonstrate the role and obligations required of the faculty member in order to achieve the quality and accreditation standards of his university:

### **1)- Administrative and organizational sphere**

- 1- The need to access the rules and regulations, policies and procedures related to his work as one of the members of the institution.
- 2- Effective participation in the strategic planning operations of the program, academic department, college, and the university.
- 3- Compliance with the code of conduct relating to ethical practices in teaching, evaluation, research and all administrative and service works he does.
- 4- To avoid any conflict of interest in all the activities and transactions he performs.

### **2)- Quality assurance activities sphere**

- 1- Effective participation in the self-evaluation processes.

- 2- Constructive and fruitful cooperation in reporting processes and performance improvement in his field of activity.
- 3- To cooperate with the Deanship of Quality and Academic Accreditation at the university and the Quality Assurance Unit in his college and partake effectively in their activities to achieve the mission, objectives and strategic plan of the institution.
- 4- Active participation in the opinion polls conducted by the university or college to measure the quality of performance.

### **3)- Learning and teaching sphere**

- 1- Undergo training and master modern and effective teaching strategies and use the suitable ones among them in teaching his courses.
- 2- Undergo training and master modern and effective evaluation methods and strategies and use the suitable ones among them in teaching his courses.
- 3- Inform students in advance at the beginning of each semester of the course specification and elements he is going to teach, and its requirements, teaching strategies and evaluation procedures to be applied.
- 4- Full compliance with the course specification, including its specific contents, teaching strategies and evaluation strategies.
- 5- Commitment to justice and objectivity in assessing students.
- 6- Give students feedback on their performance and evaluation results constantly.

- 7- Commitment to prepare the course file and its contents including the requirements, reports and specific data.
- 8- Play his part in the area of student academic counselling, which requires that he should be available at times and places designated for that.
- 9- Have adequate knowledge of the types of services offered at the university to support students, in order to guide them to capitalize on them.
- 10- Active participation in the preparation and training programmes organized by the university in various aspects of professional development for faculty members, to boost their capacity and quality experience.
- 11- Participate on a continuous basis in the scientific and research activities to ensure constant familiarity with the latest developments in his field of specialization to be able to inform students of them.
- 12- Respond to the various forms of performance evaluation operations and optimization recommendations submitted to him to raise his efficiency and develop him professionally.

#### **4)- Learning resources, facilities and equipment sphere**

1. Contribute by giving advice on a regular basis on the learning resources and instructional materials needed to support teaching and learning process and quality assurance.
2. Give advice on the process of purchasing basic equipment to ensure their suitability for the current and projected needs.

3. Participate in the surveys of users' views about the adequacy and quality of learning resources and services and the extent to which they are taken advantage of.

#### **5)- Research sphere**

1. Effective contribution to the research and scientific activities executed by the department, college and university to achieve their mission in teaching, research and community service.
2. Cooperate in the preparation and implementation of research projects with the participation of graduate students.
3. To include relevant information relating to his research and scientific activities in the courses he teaches.

#### **6)- Community service sphere**

Effective participation in the activities, lectures, seminars and other community events such as research, studies and conferences executed by the department, college and university to serve the community.

1. Ensure preparation of educational programs with a methodology that is of maximum benefit to the society.
2. Ensure development of practical research and link it with the labour market.
3. Work on boosting relations with production and service institutions in the labour market.
4. Work on preparing and developing the human capacity that the society needs.

5. Ensure encouragement of students on community involvement and awareness in community service and environmental development.
6. Ensure respect for society's rules and regulations, customs, traditions, history and solving its problems and the rule of desired societal values and commitment to them.
7. Pioneering interaction and its positive role in the work of community institutions to achieve the university goals.
8. Full awareness and realization that the university is general for all but the college is specifically meant to serve the community. Therefore, he should maintain their lofty position and the level of community services they offer and employ them in their lives and society.
9. Have the initiative to do good for the community and protect it from its threats.
10. Give students full enlightenment on improving the surrounding environment and paying attention to environmental ethics.
11. Active participation in various activities that relate to community service such as research, studies, conferences, lectures, symposia and other community activities.
12. Furnish the Quality Assurance unit and department at the college with all his community service activities to ensure that his curriculum vitae is continuously and timely updated in the field of community service.

## Eleventh: Rights of Staff

The university is committed to justice and equity in the application of human resource policies and values and protection of the rights and privileges of employees by virtue of these policies by providing for its staff a working environment through which its mission and objectives can be achieved according to the following:

1. Clearly identify the functions and responsibilities of the staff and the achievement expected from him.
2. Deal with the staff in all that relates to his functional conditions on the basis of merit, competence, competitiveness and equal opportunities.
3. Provide him with good and safe working conditions and ensure that he is not discriminated in the working site.
4. Provide him with appropriate and continuous training opportunities to promote his progress opportunities and career path in line with the stipulations of Civil Service and adopted rules and regulations.
5. Guarantee him freedom of opinion and expression as will not violate the Islamic Law and the rules and regulations in force.
6. Guarantee his right to grievance and complaint against any wrong decision taken against him and in accordance with the provisions of the law.
7. The university should provide a stimulating work environment for all its personnel.
8. With respect to the university non-academic staff, reference shall be made to the general rules in this regard. Having perused paragraph (4) of Article (8) of the prosecution act of the Grievance Board passed via a Royal Decree no. m/3 on 22/01/1435AH, it is clear that the law



made it compulsory to take appeal against a decision taken by any government department within sixty days of knowing about such decision (in issues in which there is no specific stipulation). This shall be deliberated upon within the following sixty days after submission and if a decision of rejection is passed it must be a reasonable one. Failure to consider an appeal shall also be considered a kind of rejection of the appeal. Therefore, the victim should after this appeal to the administrative court in a lawsuit to overturn the decision passed against him.

## **Twelfth: Rights of Faculty Members and the like**

### **First: Salaries and Premiums**

That is done in line with the salary and Premium scale of faculty members and the like and any amendment occurring therein.

### **Second: Allowances:**

Besides the approved allowances for State staff in general, a faculty member is entitled to the following additional allowances:

- a- University education allowance according to the prescribed percentage and conditions.
- b- Scarcity allowance according to the prescribed conditions.
- c- Computer allowance according to the prescribed conditions.

### **Third: Rewards:**

Besides the approved rewards for State staff in general, a faculty member is entitled to the following additional rewards:

- a- Rewards for undertaking administrative (leadership) works , such as being university vice presidents, deans, vice deans, heads of academic departments, secretary to the scientific council.
- b- Rewards for membership in permanent councils and committees such as: university senate, scientific council, post-graduate council, academic research council, college councils, academic department councils and permanent committees.
- c- Rewards for taking extra teaching units besides the basic teaching work load.
- d- End of service rewards.

e- Special rewards for faculty members working in health field.

#### **Fourth: Compensations:**

Besides the approved compensations for other government staff in general, a faculty member is entitled to additional compensation for working during the summer holiday provided the period of assignment shall not exceed his net salary for two months.

#### **Fifth: Holidays:**

Besides the official holidays enjoyed by government staff such as the two eids holidays and the National Day, a faculty member is entitled to additional holidays as follows:

- a- Summer leave which is considered the annual holiday of a faculty member and the like though the university president may interrupt or postpone it.
- b- Full-time sabbatical leave according to the stipulated conditions and procedures.

#### **Sixth: Promotions:**

This is according to the stipulated conditions, rules and procedures in the faculty members' byelaws.

#### **Seventh: Delegation and Secondment**

This is according to the stipulated conditions and rules in the faculty members' byelaws.

#### **Eighth: Scientific consultation:**

A faculty member may work as a freelance consultant in the government department or private firm or regional or international organizations approved by the Kingdom of

Saudi Arabia according to the stipulated conditions and rules.

**Ninth: Attending conferences and symposia:**

A faculty member is allowed to participate in local and international conferences and symposia according to the rules sanctioned by the university.

**Tenth: Delegation in a scientific mission outside the Kingdom:**

This shall be based on the decision of the university senate according to the stipulated conditions and rules in the faculty members' byelaws.

**Eleventh: Designation to teach outside the Kingdom:**

This shall be based on the decision of the university senate according to the stipulated conditions and rules in the faculty members' byelaws.

**Twelfth: Travel to conduct research outside the Kingdom during the summer holiday:**

This shall be based on the decision of the university senate and according to the stipulated conditions and rules.

**Thirteenth: Transfer from one academic department to another within the college or from one college to another within the university or from the university to another function outside the university according to the stipulated conditions and rules in the faculty members' byelaws.**

**Fourteenth: Resignation or early retirement:**

This is according to the stipulated conditions and rules in the faculty members' byelaws.

Fifteenth: If a faculty member is an expatriate on contract, he shall have the following additional rights and privileges:

- a- Salary increase while drafting the contract according to the stipulated percentages and conditions of the contracting byelaws.
- b- Calculation of years of previous experience which shall not exceed five years at the maximum though the university senate may make exception in that to a maximum of fifteen years.
- c- Scarcity allowance according to the stipulated percentages and conditions of the contracting byelaws.
- d- Travel tickets according to the stipulated rules and conditions of the contracting byelaws.
- e- Accommodation or accommodation allowance according to the stipulated rules of the contracting byelaws.
- f- Children education expenses according to the stipulated rules and conditions of the contracting byelaws.

#### **Sixteenth: Legal Affairs and Discipline:**

This is according to the stipulated conditions and rules in the faculty members' byelaws as follows:

1. The university implements the stipulated procedures in Articles (82-91) of the regulation and byelaws of the Council of Higher Education and Universities and determines the disciplinary responsibility in light of the outcomes of investigation according to the civil service bylaws of disciplining staff and faculty members and the likes when they violate the issued directives or neglect work or behave improperly.
2. 1. The university implements the disciplinary actions to be taken to discipline a faculty member and the like according to the stipulation of Article (83) of the

regulation and byelaws of the Council of Higher Education and Universities.

3. The university president assigns one of the deans to investigate with a faculty member who is believed to have neglected his responsibilities and give report on the investigation according to the stipulation of Article (83) of the regulation and byelaws of the Council of Higher Education and Universities.
4. Violation case and the outcome of investigation are together with the report referred to the Permanent Committee on Violations.
5. The procedures stipulated in Article (83) in respect of a case of violation referred to the disciplinary committee will be executed.
6. In case of dispute between two conflicting parties, reconciliation methodology shall be the first step to solve the problem according to the university norms derived from the Islamic Shari'ah.
7. The direct head of a department or unit tries to settle little disputes based on his responsibility to manage the administrative and financial affairs as stipulated in Article (44) of the regulation and byelaws of the Council of Higher Education and Universities.
8. Disputes that cannot be settled by the head of department should be referred to the college or deanship dean for consideration, which is part of his responsibility that is assigned to him by the regulation of the Council of Higher Education and Universities. However, if the dispute persists without any solution, it should be referred to the competent university vice president and then to the university president.

9. When a faculty member or convicted staff who is to be disciplined is under investigation, he shall have his full rights in all procedures of the university and the university president will refer his case to a competent committee taking into consideration the gravity of the offense committed by the staff or until he is vindicated.
10. When a faculty member is stopped from working or is under investigation or he has been penalized with a penalty other than dismissal, he shall be paid all his salary in full provided the department that set the penalty has not decided in contrary to that.
11. Any faculty member being penalized and has been given the list of accusations directed to him, shall be given adequate time (fifteen days at least) to attend the judgment hearing and shall have the right to know the investigations carried out on him.
12. The faculty member under disciplinary action has the right to take appeal within a period of thirty days.
13. Serious disputes that rise to the level of lawsuits shall be handled by other bodies in the State according to competence and jurisdictions. Disciplinary action does not affect other lawsuits arising from the same incident.

## Thirteenth: Guarantees of Application

In order for this manual to achieve its aims and objectives of development and promotion of the functional conduct of the staff in general, it requires activation of different items in it. This places many responsibilities and multiple consequences on the shoulders of officials and specialists in the higher administrative departments of the university. These responsibilities are as follows:

1. The training schedule of all colleges and administrative units must involve a special training program for new staff on the contents of the manual to introduce its aims and objectives, significance, importance and scope of commitment to its rules.
2. Close linkage between the scope of commitment to the rules and articles of this manual, the method and means of application, procedures of evaluating the partial and overall performance and while preparing the annual performance adequacy reports at all levels.
3. When deciding on any material incentives and rewards, the outcomes of applying this manual must be put into consideration.
4. The manual should be published and uploaded on the university website.
5. Implement the rules and regulations stipulated in the manual after endorsement and prepare an annual report on the scope of commitment of departments to its implementation.
6. It must be known to everyone that all service recipients within or outside the university campus have the right to report any staff that is found not abiding by the rules of the manual.



7. The method of monitoring application of the manual should be illustrated so that everyone can be sure of the extent to which it is being implemented.