

LONDON INSTITUTE MUSCAT

LEARNER GUIDE

Learner Handbook

Your guide to studying at London Institute: what we expect, how assessment works, and where to find help.

VERSION 1.0 | EFFECTIVE 6 NOVEMBER 2026

DOCUMENT	LONDON INSTITUTE VERSION	INTERNAL APPROVAL	EFFECTIVE DATE
Learner Handbook	1.0	Mr. Issa Al Azri, Head of Centre	6 November 2026
POLICY OWNER	**AUDIENCE**	**NEXT REVIEW**	**CENTRE**
Head of Centre	Learners, parents and staff	November 2027	Al Nahda Training Institute LLC, trading as London Institute

01 Welcome

Welcome to London Institute. This handbook explains how your programme works, what we expect from you and what you can expect from us. Please keep it and refer to it throughout your studies.

02 About the centre

London Institute is operated by Al Nahda Training Institute LLC (Commercial Registration No. 1008282), trading as London Institute. Our campus is at Al Araimi Boulevard, Seeb, Muscat, Sultanate of Oman.

Programme availability, intakes and entry requirements are confirmed by Admissions. The awarding organisation for each programme sets the qualification rules and quality-assures our assessment.

03 Programmes

PROGRAMME	SUBJECTS
Foundation Programme	A one-year pathway that builds English, study and digital skills for progression.
Diploma	Business or Information Technology.
Extended Diploma	Business or Computing / Information Technology.
Higher Diploma and Advanced Higher Diploma	Business, and Digital Technologies.

04 Key contacts

ROLE	NAME	CONTACT
Head of Centre	Mr. Issa Al Azri	issa@london.edu.om
Quality Nominee	Mr. Mohamed Attia	mohamed@london.edu.om
Examinations Officer	Mr. Eslam Sayed	eslam@examhub.me
Designated Safeguarding Lead	Mr. Mohamed Attia	mohamed@london.edu.om

General enquiries and Admissions: +968 8008 7777 (call) or +968 8008 6666 (WhatsApp).

05 What we expect from you

- Attend every session on time. We expect attendance of at least 90%. Tell your tutor before the session if you cannot attend.
- Treat staff and other learners with respect and courtesy, in person and online.
- Meet deadlines and submit work that is your own.
- Look after the campus and its equipment, and follow health and safety instructions.
- Use the centre's IT systems responsibly. Do not share passwords or access inappropriate material.
- Respect the laws and culture of the Sultanate of Oman.

06 What you can expect from us

- Well-planned teaching by qualified staff.
- Clear assignment briefs with deadlines published in advance.
- Written feedback on assessed work, normally within 15 working days.

- A personal tutor and regular progress reviews.
- Fair, confidential handling of any concern you raise.

07 How assessment works

- Most units are assessed through assignments marked against published criteria (Pass, Merit, Distinction).
- You get one formal submission per assignment, with a signed declaration that the work is your own.
- If you need more time for a valid reason, ask for an extension before the deadline.
- Late work without an agreed extension is marked, but you lose the chance to resubmit.
- You may be allowed one resubmission within 15 working days of feedback, if you met the deadline. On Higher Diploma and Advanced Higher Diploma programmes, resubmitted units are capped at Pass.
- Full details: Assessment Policy.

08 Academic integrity and AI

Your work must be your own. Reference every source. Use AI tools only where the assignment brief allows it, acknowledge how you used them, and keep your prompts and outputs. Plagiarism, collusion and AI misuse are malpractice and can lead to sanctions. Full details: Academic Integrity, Plagiarism and AI Use Policy.

Referencing

Use Harvard referencing: cite the author and year in the text, for example (Smith, 2024), and list full details of every source in a reference list at the end of your work.

09 Appeals and complaints

IF YOU…	USE	FIRST STEP
disagree with an assessment decision, grade or malpractice decision	Academic Appeals Procedure	Talk to your assessor within 5 working days of feedback.
are unhappy with a service or how you were treated	Learner Complaints Procedure	Talk to your tutor or Admissions.

10 Support

Your personal tutor is your first point of contact for any problem. Academic, wellbeing, careers and practical support is described in the Learner Support Policy. If you have a disability or need adjustments to assessment, tell us as early as possible: see the Reasonable Adjustments and Special Consideration Policy.

11 Safeguarding

Everyone at London Institute has a duty to keep learners safe. If you are worried about your own safety or someone else's, speak to any member of staff or contact the Designated Safeguarding Lead, Mr. Mohamed Attia (mohamed@london.edu.om). In an emergency, call the Royal Oman Police on 9999.

12 Your information

We hold your personal information to deliver your programme, register you with the awarding organisation and keep you safe. It is stored securely and shared only where necessary, in line with Oman's Personal Data Protection Law (Royal Decree No. 6/2022).

13 Learner declaration

To be signed at induction

- I have received and read the Learner Handbook, and I understand the Assessment Policy, the Academic Integrity, Plagiarism and AI Use Policy, and the Academic Appeals and Learner Complaints Procedures.
- Learner name: _____ Signature: _____ Date: _____

DOCUMENT HISTORY	Version 1.0 — internally approved by Mr. Issa Al Azri, Head of Centre. Effective 6 November 2026.