

RITI Rules & Regulations



Building Through Learning ...

REGIONAL IT INSTITUTE

2007

This document contains information and details of Rules and Regulations for the year 2007. No part of its contents may be used, copied in any manner whatsoever without prior written permission from the Regional IT Institute, however all RITI participants should carefully read it and follow its provisions.

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Table of Content

1. Framework.....	3
A. Overview	3
B. Scope of Activity.....	3
C. Mode of Study	3
D. Administrative Information.....	3
1. Postal RITI Address.....	3
2. Electronic Web site	3
3. Telephone	3
4. Fax.....	3
5. Mobile.....	3
6. E-mail	3
7. The working hours	4
E. Facilities and Services	4
1. Computer Labs	4
2. Library	4
3. Parking Facility.....	4
4. Cafeteria.....	4
3. General Regulations	5
A. Equal opportunity	5
1. Policy	5
2. Procedures	5
B. Attendance.....	6
C. Withdrawal.....	6
D. Written Coursework/ Project.....	6
4. Participant Complaints and Grievance Procedures	7
A. Introduction.....	7
B. Principles which underpin the general Participant complaints procedures	7
C. Procedures	7
5. Participant Responsibility	7
6. Participant Conduct and Discipline	8
A. Introduction.....	8
B. General Regulations	8
C. Definition of misconduct	9
D. Procedures	10
7. Smoking.....	10
A. Policy	10
B. Procedures	10
8. Security and Privacy	10
A. Policy	10
B. Procedures	10
Appendices	12
Appendix # 1- List of Academic Degree Programs	12
Appendix # 2 - List of Training Development Programs	13

1. Framework

A. Overview

This document is stating the Rules and Regulations of the Regional IT Institute, herein after “RITI”.

RITI regulations defined herein are those in force for all participants following both the Academic and Training Development Programs during the current calendar year.

Changes to RITI regulations are implemented at the start of a calendar year, and normally become effective for all participants from that point onwards.

B. Scope of Activity

Full lists of Academic Degree programs and Training programs are mentioned in both Appendix # 1 and # 2

C. Mode of Study

The study at RITI can be either full training day (8 hours per day) or could be part-time (3 or 4 hours per day)

The mode of study is decided according to the nature of the program.

For the tailor made program, the mode of Study is settled according to both the preference of the client and the nature of the program.

D. Administrative Information

1. Postal RITI Address

11A Hassan Sabry St., Zamalek, 11211 , Cairo, Egypt

2. Electronic Web site

- **General Web site:** <http://www.riti.org>
- **Web site of Academic Programs:** <http://www.riti.org.eg>

3. Telephone

+202 737 6006 - +202 737 5206/7

4. Fax

+202 739 1380

5. Mobile

+2 010 668 8959 - +2 012 174 4682

6. E-mail

- **For General Information:** info@riti.org
- **For Training Development Program:** tdp@riti.org
- **For Quality Programs:** Juran@riti.org
- **For Comments, Suggestions and Complaints:** comments@riti.org

7. The working hours

- **The Academic and Training Staff:** from Sunday to Thursday every week from 10:00 to 18:00.
- **The Financial Department:** From Sunday to Thursday from 10:00 to 20:00.
- **The Library:** From Sunday to Thursday from 12:00 to 20:00
- RITI's weekly holiday is on Fridays and Saturdays.
- RITI is off on the National Holidays

E. Facilities and Services

1. Computer Labs

Computers are available for participant's use in two labs:

1. The Main Lab; with 16 computers, located on the first floor in the Annex Building
2. The Media Lab; with 14 computers, located in the Basement of the Palace.

The computers are only available for use outside lecture hours. This will be coordinated with the Technical Support Specialist.

Participants can also use the wireless network at any place whether in the main campus or the Annex Building.

2. Library

The library supports the education activities of RITI through provision of books, journals, periodicals.

1. The participants of the Academic programs can borrow the books according to the rules and regulations of the library.
2. The participants of the Training Development Programs can use the library for on-site reviewing only.

3. Parking Facility

All Participants and visitors can use the parking areas. They have to make sure that they use it in a proper way. Participants are not allowed to use the areas outside the entrance of the buildings.

4. Cafeteria

Participants can use the cafeteria for refreshment. The working hours of the cafeteria are from Sunday to Thursday every week from 16:00 to 21:00. The Cafeteria is off on the national holidays.

3. General Regulations

A. Equal opportunity

1. Policy

RITI is committed to provide equality of opportunity to all participants and applicants for Academic and Training Programs. Access to training opportunities will not be affected by gender, sexual preference, marital status, disability, religion, culture, racial origins, political preference, pregnancy or age.

RITI is committed to achieve the following objectives:

- To ensure that participant selection procedures are non-discriminatory.
- Selecting participants on the basis of merit (i.e. skills, ability and experience)

2. Procedures

- 1 The responsibility for ensuring Equal Opportunity lies with every staff member who has direct or indirect involvement with participants and applicants.
- 2 The Admission Coordinator/Program Manager is responsible for monitoring the implementation of the Equal Opportunity Policy.
- 3 If an applicant feels that s/he is subject of an unequal opportunity case he can raise his complaint. It will be progressed through two stages- an informal stage and, if necessary, a formal stage.
- 4 Informal Stage
 - 4.1. Most complaints can be resolved informally. The applicants should normally raise the matter within 10 working days of the action causing concern.
 - 4.2. In the first instance, the matter should be raised in writing or by email with the appropriate Program Manager who will respond within 5 workings days maximum.
- 5 Formal Stage
 - 5.1. If the complaint is not resolved to the satisfaction of the applicant through this informal means, the complainant should then write formally to the Operations Manager below:

Operations Manager

Eng. Hisham Mostafa

Hisham.mostafa@riti.org

11A Hassan Sabry St., Zamalek- Cairo 11211 – Egypt

The letter must contain copies of the previous correspondence; explaining why the applicant remains dissatisfied and what s/he hoped the outcome would be.

5.2. The Operations Manager shall investigate the complaint fully with relevant staff and/or a third party if it is deemed necessary, and reply in writing within 5 working days.

5.3. The decision of the Operations Manager shall be considered final.

B. Attendance

For the Academic Degree programs, every participant should conform to the Rules and Regulations of the Academic Program in which s/he is enrolled. The Handbook of Rules and Regulations is given to the participant on the Orientation session. The participant also can have full details about the Rules and Regulations of the Academic program from the appropriate Program coordinator.

For the Training Development Programs, every participant must attend minimum 75% of the total duration of the training development program and undertake any assignment as specified in the regulations governing the training program to be eligible to be awarded a Certificate of Attendance of the program.

Any participant who was absent less than 25% of the program duration for health reason or work commitment must submit a formal document stating that reason to the program coordinator. The program coordinator shall allow her/him to attend the missing sessions during the next round of the same training program.

C. Withdrawal

For the Academic Degree programs, every participant should conform to the Rules and Regulations of the Academic Program in which s/he is enrolled. The Handbook of Rules and Regulations is given to the participant on the Orientation session. The participant also can have full details about the Rules and Regulations of the Academic program from the appropriate Program coordinator.

A participant who wishes to withdraw from a training program after paying the fee, and before completion of the program shall give notice in writing to the program coordinator and submit a formal document stating the reason of withdrawal. S/he will be allowed to attend the next round of the program, if the Program Manager approved the documents submitted. The participants can do only one withdrawal.

D. Written Coursework/ Project

1. Written course work must be submitted no later than 5:00 PM on the deadline specified by the instructor.
2. Coursework and project must be submitted to the program coordinator. It is not allowed that the course work be submitted to the instructor directly.

3. All course work/project must be submitted in hard copy unless submission in electronic format is explicit requirement.

4. Participant Complaints and Grievance Procedures

A. Introduction

These procedures seek to ensure that complaints against RITI made by participants are treated seriously and, if found to be valid, are acted upon to ensure that the participant's interests are not affected.

It should be noted that these complaints are not designed to deal with problems such as; missing course work; unexplained absence of an instructor, except in so far that such concerns are not resolved through simpler procedures or are persistent.

B. Principles which underpin the general Participant complaints procedures

The guiding principles of these procedures are that complaints shall be:

- Treated seriously and with fairness
- Dealt with quickly, simply as far as possible.
- Treated consistently across RITI

C. Procedures

1. Participant of the Academic Degree Programs can use the "General Remarks, Requests and Recommendations" form available in the academic forms rack at the entrance of the main campus.
2. Participant of the Training Development Programs can use the "Suggestion/Comments/Complaints Form", available in the Academic Forms Rack at the entrance of the main campus.
3. There are three "Complaints/Suggestion" boxes which are made available for the participants. The boxes are in accessible locations. The first one is on the entrance of the main campus (RITI villa), the second one is in the entrance of the Annex Building, and the last one is in the Financial Department.
4. The keys of these boxes are only with the operations manager. The boxes are checked on a daily basis.
5. A necessary corrective action is taken in coordination with the appropriate staff.
6. These files are archived.
7. Complaints, suggestions can be also sent via email to comments@riti.org. This email address is accessed by the Operations Manager.

5. Participant Responsibility

It is the responsibility of the participant to do the following:

- To register before the deadline announced by RITI.
- To provide a clear and up-to-date personal and employment records so the training coordinator can contact him/her easily.

- To notify the program coordinator of any change in the contact address or email address.
- To pay all fees in advance or, by arrangement, in installments, except where the participants produce written evidence, satisfactory to RITI, that they are holders of scholarship. Only evidence certified by, or on behalf of, the scholarship donor or the sponsor will be accepted.
- To observe RITI's Code of Participant Conduct and Discipline.
- Participant who fails to observe the Code of Conduct and Discipline will be penalized according to the severity of the offence.
- To attend scheduled classes and prescribed activities for the training programs they are registered in.
- Where a participant's attendance fails to meet the minimum requirements to meet the learning outcomes or the minimum attendance hours of a training program, s/he will not be entitled to receive the certificate of attendance of this program.
- To be on time in the classes.
- To submit the course work /project /assignment by the deadline previously notified to them.
- To keep a copy of his/her course work. The marked copy will not be returned to the participant, so retention of a copy is important so that s/he relates feedback to his/her work.
- To check his/her email regularly to know any updates and material sent by the program coordinator.

6. Participant Conduct and Discipline

A. Introduction

These rules are intended to provide fair and properly procedures for maintaining reasonable participant conduct and behavior while enrolled with any Training or Academic programs in RITI.

The rules will be used so as to protect the right of all participants to pursue argument, discussion and activities proper to their study in RITI.

The Rules are set out in clear stages so as to be a guide to participants and to Staff. Except in the case of serious offences, the penalties are intended to operate as a series of warnings, with the authority to suspend or expel a participant from RITI being nominee from the Academic Advisor.

B. General Regulations

1. Participants are accepted subject to their enrollment in any of RITI programs that they comply with The code of conduct, the rules of discipline, or such lawful regulations or directions as may at any time be made or given on behalf of RITI's Executive Manager or Operations Manager with reference to the conduct or management of RITI, either notified to participant individually or displayed within RITI wherever general notices to participants are usually displayed.
2. Participants shall observe all lawful regulations or directions in relation to their attendance and their studies which may be given by RITI staff or instructors.

3. Participants shall observe all lawful regulations or directions in relation to the effective organization and management of RITI, which may be given by RITI Staff by authority of the Executive Manager (for example, regulations or directions in relation to Safety, Car Parking, the use of Library, the use of Facilities for Computing, refreshments, and the payment of fees and charges)

C. Definition of misconduct

The following shall constitute misconduct:

1. Disruption of, or improper interference with, the training, administrative or other activities of RITI whether on RITI premises or elsewhere.
2. Obstruction of, improper interference with, the functions, duties or activities of any participant, member of RITI staff.
3. Violent, indecent, disorderly, threatening, defamatory or offensive behavior or language whilst on RITI premises
4. Fraud, deceit, deception or dishonesty in relation to RITI or its Staff or in connection to being participant in RITI Programs.
5. Action which cause or is likely to cause injury or impair safety on RITI premises
6. Any form of harassment of any participant, member of RITI staff, Instructor whether in person, in writing, by email or otherwise.
7. Breach of the provisions of the following policies and Codes of Practices of RITI:
 - Equal opportunities in relation to the participants
 - Discrimination
 - Harassment
 - Smoking Policy
 - Such other codes, Rules and Regulations as RITI Executive Manager may determine.
8. Misuse or unauthorized use of RITI premises or items of property including computer misuse
9. Damage to, or defacement of, RITI property caused intentionally or recklessly or by negligence and misappropriation of such property.
10. Behavior which brings RITI to disrepute.
11. Failure to comply with a previously-imposed penalty under this code or any other RITI regulation or code.
12. Being under the influence of alcohol or other drugs within RITI premises or during an activity which forms part of a RITI course of study.
13. Being found guilty of criminal offences affecting RITI.
14. Serious cases of plagiarism.

Example of Plagiarism

- Material paraphrased from text without acknowledgement of source.

- Material copied from another participant's assignment with the knowledge of the other participant.
- Material copied verbatim from text without acknowledgement of the source.
- Same assignment submitted more than once for different courses.
- Assignment written by a third party and represented by student as own work.
- Assignment copied from another student's assignment or other person's paper without the person's knowledge.

D. Procedures

1. Disciplinary action may be taken if deemed necessary. Usually, a verbal warning will be given for the first case of inappropriate conduct, a written reprimand for the second. A third instance may be cause for dismissal. However, if an infraction is considered severe these warning steps do not have to be observed.
2. RITI may terminate the enrolment of a participant at any time for serious breach of discipline or grave misconduct.

7. Smoking

A. Policy

All buildings owned and occupied by RITI, are designated as smoke-free. Smoking is generally permitted outside the prescribed limitations noted above, provided that these areas are located far enough away from entryways, windows and ventilations systems to prevent smoke from entering enclosed buildings and facilities.

B. Procedures

Building entries as well as each classroom will be signed declaring the smoke-free designation.

8. Security and Privacy

A. Policy

The personal and employment information of any of RITI participant, Alumna, or applicant who withdraws from any academic or Training program is kept private from any third party.

- RITI uses the personal and employment information of the participants/alumni or applicants, to send them promotional material relevant to their scope of work or background.
- RITI limits access to personal and employment information about the participants to RITI employees who reasonably need to come into contact with that information to programs or services to the participants.

B. Procedures

The employment and personal information of any of the participant mentioned either in his/her registration form or in the internal online Participants Database is kept secure and private. It is the responsibility of the program coordinator and

the admission coordinator to secure the privacy of the information of any participant.

In case a third party asks for information about any of the participant, a formal document must be sent to the participant asking his/her permission to reveal his/her information to a third party.

The program coordinator must receive a written acceptance document from the participant to be allowed to make his/her information known.

Appendices

Appendix # 1- List of Academic Degree Programs

Maastricht School of Management, the Netherlands:

1. Master of Business Administration, with a focus in International Business.
2. Master of Business Administration, with a focus in Marketing Management.
3. Master of Business Administration, with a focus in Finance & Banking.

Middlesex University, United Kingdom:

1. Master of Science in Business Information Technology.

University of Louisville, United States:

1. Master of Science in Computer Science.

Appendix # 2 - List of Training Development Programs

I. List of Business Training Programs

Program Title	Duration (hours)
RITI Certified Program	
Long Term Programs	
ICM: Investment & Capital Market Program	160
MMD: The Art of Marketing Professional Diploma	120
RAMP: RITI Advanced Management Program	120
PMD: Project Management Diploma	90
TOT: Train the Trainer Professional Diploma	64
Short Term Programs	
Essential Business Development Skills (EBDS)	
EBDS01: Professional Proposal & Business Writing Skills	16
EBDS02: Effective Presentation & Communication Skills	12
EBDS03: Effective Negotiation Skills	12
Management Development (MD)	
MD01: Management Fundamentals	20
MD02: Introduction to Organizational Development	16
MD03: Project Management with Application	30
MD04: Real Management By Results	16
MD05: Supervisory Management	12
MD06: Delegation and Empowerment	16
MD07: Office Etiquette	12
Advanced Management Development (AMD)	
AMD01: Learning Statistics Through SPSS	32
AMD02: Effective Time Management	16
AMD03: Effective Team Building	16
AMD04: Conflict and Stress Management	12
AMD05: Creative Thinking & Effective Problem Solving	16
AMD06: Systems Thinking and System Dynamics with Business Application	32

Program Title	Duration (hours)
RITI Certified Program	
AMD07: Leadership	16
AMD08: Strategic Planning	32
AMD09: Mentoring and Coaching	16
AMD10: Crises Management	16
AMD11: Change Management	16
AMD12: Organizational Culture	16
AMD13: Business Planning Course	30
AMD14: Customer Service Excellence	20
AMD15: Building a winning Business Case	16
Marketing Management (MM)	
MM01: Principles of Marketing	12
MM02: Principles of Successful Advertising	8
MM03: Marketing Research	30
MM04: Integrated Marketing Communication	20
MM05: CYBER Marketing	12
Sales Management (SM)	
SM01: Selling Techniques for the New Salesperson	16
SM02: Introduction to Sales Management	16
SM03: Effective Sales Management	12
SM04: Professional Tele-Sales	12
SM05: Customer Relationship Management	16
Human Resource Management (HRM)	
HRM01: Fundamentals of Human Resources Management	28
HRM02: Meeting the Key Human Resource Challenges	16
HRM03: Recruiting, Interviewing and Selecting Employees	12
HRM04: Training the Trainer	12
HRM05: Linking Strategic Planning & Human Resource Management	12

Program Title	Duration (hours)
RITI Certified Program	
Finance and Accounting (FA)	
FA01: Fundamentals of Finance for Non-Financial Executives	16
FA02: Principles of Financial Accounting	20
FA03: Management Accounting for Non-Accountants	20
FA04: Financial Statements Analysis	30
FA05: Understanding Contemporary Financial Reporting	12
FA06: Financial Planning & Control	12
FA07: Budgeting	24
FA08: Securities & Capital Markets	24
FA09: Managing Your Portfolio	30
FA10: Feasibility study	32
FA11: Exploring Corporate Finance	28
FA12: Financial Markets and Institutions	24
FA13: Economic and Industry Analysis	24
FA14: Corporate Finance	32
FA15: Financial Statement Analysis & Valuation	48
FA16: Portfolio Theory & Asset Management	32
Certified Program	
PMI Certified Programs	
PM: PMP- Exam preparation Course	36
Juran Certified Programs	
JC01: Breakthrough Results	16
JC02: Facilitating and Leadership Quality Improvement Teams	32
JC03: Quality Improvement Tools	24
JC04: Team Building	16
JC05: Facilitation Skills	16
JC06: Executive Briefing	16

Program Title	Duration (hours)
Certified Program	
JC07: Champion workshop	24
JC08: Yellow Belt	32
JC09: Green Belt	64
JC10: Black Belt	128
Celemi Certified Programs	
LBD: Learning by Doing Program	80

II. List of IT Training Programs

Program Title	Duration (hours)
RITI Certified Program	
Long Term Programs	
PWD: Professional Web Development Diploma	120
Short Term Programs	
Information Systems (IS)	
IS01: Principles of Information Systems	28
IS02: Executive Information Systems	16
IS03: Management Information Systems	16
IS04: Geographical Information Systems	16
IS05: Environmental Information Systems	16
IS06: Management Support Systems	30
IS07: Decision Support Systems	20
Professional Web Development (PWD)	
PWD01: Hyper Text Markup Language (HTML)	12
PWD02: Java script	16
PWD03: Database Concept & Design	12
PWD04: Active Server Pages (ASP)	20
PWD05: ASP.NET	20
PWD06: DreamWaver MX	12
PWD07: File Transfer Protocol (FTP)	8
PWD08: Web Administration	8
PWD09: Extensible Markup Language (XML)	12
Computer Science and Software Engineering (CSSE)	
CSSE01: Object Oriented Analysis and Design	32
CSSE02: Systems Analysis and Design	32
CSSE03: Software Project Management	30
Programming Languages (PL)	
PL01: Programming Concept	12

Program Title	Duration (hours)
PL02: System Administration for MS SQL Server	24
PL04: SQL Programming	21
PL05: Visual Basic.Net	30
Multi-Media Development (MMD)	
MMD01: Multimedia Concept & Design	12
MMD02: Adobe Photoshop	24
MMD03: Adobe After Effects	16
MMD04: Adobe Premiere	20
MMD05: Macromedia Flash MX	20
MMD06: 3D Studio Max (Beginner Level)	24
MMD07: 3D Studio Max (Advanced Level)	20
Office Automation (OA)	
OA1: Basic Concepts of Information Technology	8
OA2: Using Computer & Managing Files	12
OA3: Word Processing	12
OA4: Spreadsheets	12
OA5: Database	16
OA6: Presentation	12
OA7: Information and Communications	12