



مركز النخلة الإسلامي
An-Nakhlah Institute

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

An-Nakhlah Institute General Terms & Conditions

These terms together with those terms contained in the offer letter (together the "Terms and Conditions") set out the contractual terms which apply between An-Nakhlah Institute and students ("Students") in relation to the Alimiyyah Programme and/or academic programmes and any other An-Nakhlah Institute courses.

Once an enrolment is accepted by An-Nakhlah Institute, these Terms and Conditions become legally binding. All students agree to be bound by the regulations, policies and procedures of An-Nakhlah Institute (paper copies are available on request).

1. Force Majeure

Policy Statement

An-Nakhlah Institute recognises that unforeseeable events or circumstances, commonly referred to as "force majeure" events, may disrupt or prevent the normal operation of the university. This policy outlines the procedures and responsibilities in the event of a force majeure situation.

Scope

This policy applies to all students, faculty, staff, contractors, and stakeholders of An-Nakhlah Institute.

Definition

"Force Majeure Event" refers to an extraordinary and unforeseeable event or circumstance beyond the control of the university that significantly hinders its ability to fulfill its contractual or academic obligations. Force majeure events may include, but are not limited to, natural disasters, pandemics, government-imposed restrictions, civil disturbances, or other acts of nature or man-made disasters.



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Policy

1.1. Declaration of Force Majeure:

- Only the President, Vice President or a Shura Member of An-Nakhlah Institute has the authority and responsibility to declare a force majeure event if it significantly impacts the ability of the university to operate effectively.
- The declaration shall be communicated to all relevant students and clients through official university channels.
- An-Nakhlah Institute will not be held responsible for any events outside its reasonable control which may cause the closure of part or all of the School and the cancellation of any classes, courses or other services or materials we provide.

1.2. Suspension of Activities:

- In the event of a force majeure event, An-Nakhlah Institute may suspend or modify its academic, administrative, and operational activities as necessary to ensure the safety and well-being of its community members.
- The university will take steps to mitigate the impact on academic progress and administrative functions to the extent possible.

1.3. Tuition and Fee Adjustments:

- In the case of a force majeure event that leads to a significant disruption of educational services, An-Nakhlah Institute will assess the need for tuition and fee adjustments for affected students.
- Adjustments will be made on a case-by-case basis, taking into consideration the nature and duration of the disruption.

1.4. Communication and Transparency:

- The university will maintain transparent communication with students, faculty, staff, and other stakeholders regarding the force majeure event, its impact, and any changes to university operations.
- Regular updates will be provided through official university communication channels.

1.5. Contingency Planning:

- An-Nakhlah Institute will develop and maintain contingency plans to prepare for and respond to potential force majeure events, including strategies for remote learning, remote work, and emergency response.



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1.6. Review and Revision:

- This force majeure policy will be reviewed periodically to ensure its effectiveness and relevance in responding to unforeseen events.
- Necessary revisions will be made based on lessons learned from past events and changes in circumstances.

1.7. Compliance:

- All members of the university community are expected to comply with this policy and any related procedures or directives issued during a force majeure event.

1.8. Legal and Contractual Obligations:

- An-Nakhlah Institute will make reasonable efforts to meet its legal and contractual obligations during a force majeure event, but it may not be held liable for damages or penalties resulting from circumstances beyond its control.

1.9. Contact Information:

- Contact information for relevant university offices and emergency response teams will be made available to all stakeholders for inquiries and assistance during a force majeure event.

2. Booking & Payment of Fees

Introduction

This policy outlines the procedures and regulations related to booking, payment fees, late payments, and termly payments at An-Nakhlah Institute. All students are expected to adhere to these guidelines.

Policy

2.1. Course Registration:

- All students must complete the course registration process within the specified deadlines.
- Students must send a completed application form to info@an-nakhlah.com to show interest for their choice of course/program.



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2.2. Deposit Requirement:

- A non-refundable deposit is required to secure a place in a course.
- The deposit serves as a commitment from the student to enrol in the course, and it ensures a seat is reserved.

2.3. Deposit Amount:

- The specific amount of the non-refundable deposit for course registration will be determined by the university and communicated to students during the application process.
- The deposit amount may vary based on the type of course and other relevant factors.

2.4. Deposit Time:

- The course registration deposit is payable at the time of application or registration.
- Failure to pay the deposit may result in the application or registration being considered incomplete.

2.4. Non-Refundable Nature:

- The course registration deposit is entirely non-refundable, regardless of whether the student ultimately enrolls in the course or not.

2.5. Exceptions:

- Exceptions to the non-refundable deposit policy may be made only in cases of documented extreme and unforeseen circumstances. Such exceptions will be evaluated on a case-by-case basis by An-Nakhlah's head of finance and/or An-Nakhlah's shura team.

3. Payment Fees

Introduction:

This policy outlines the procedures and regulations related to payment fees, late payments, and termly and yearly payments at An-Nakhlah Institute. All students, staff, and individuals associated with the university are expected to adhere to these guidelines.

Policy:

3.1. Tuition Fees:

- Tuition fees are payable on a termly or yearly basis.



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Detailed tuition fee schedules and amounts can be found on the An-Nakhlah website and/or student acceptance letters.

- Payment methods accepted include bank transfers, and other methods as specified by the university.

3.2. Submitting Tuition Fees & Financial Hardship:

- Termly or yearly payments are due before the commencement of each academic term or year.
- An-Nakhlah will not accept payments for terms during the term itself. All payments, whether full or instalment, must be made before the start of the respective academic term.
- Students may request financial aid or payment plans in accordance with the university's financial assistance policies.

3.3. Payment Options:

- Students are provided with two options for fee payment:
 - Option 1: Full Yearly Payment:* Students can choose to pay the full fees before the beginning of an academic year. This option will be discounted to £1100.
 - Option 2: Instalment Termly Payment:* Alternatively, students can opt for instalment payments. They are required to pay a total of £1200, with £500 before the beginning of the first term, £400 before the beginning of the second term and £300 before the beginning of the third term.

3.4. Late Payments:

- Late payment of tuition fees will result in penalties as specified in the fee schedule.
- Failure to pay outstanding fees may lead to academic restrictions, including the withholding of transcripts and graduation.

3.5. Dispute Resolution:

- Any disputes related to payments, fees, or bookings should be submitted in writing to the university's finance or booking department for resolution.

3.6. Policy Compliance:

- Non-compliance with this policy may result in disciplinary actions, financial penalties, or loss of privileges, as determined by the university administration.

3.7. Review and Amendments:



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- This policy will be periodically reviewed and updated as necessary. Any amendments will be communicated to the university community through official channels.

4. Under-16 Students

4.1. Parental Consent:

- When a Student is under 16 years of age at the start of their course at An-Nakhlah Institute, their parents or legal guardians must sign a parental consent form. Confirmation documents will not be issued and the student will not be accepted on to a course unless the parental consent form is returned signed.
- In case of Students who are under 16 years of age, any reference in these Terms and Conditions to liability of Students shall also infer liability on the parents or guardian of the Student and such liability is joint and several.

5. Classroom Policy for Students

5.1. Attendance:

- Regular Attendance: Students are expected to attend all scheduled classes regularly and punctually.
- Signing In: At the beginning of each class, students must sign their names on the attendance register provided by the instructor.
- Late Arrivals: If a student arrives late to class, they must still sign in on the attendance register. Students are expected to be punctual to all classes. Constant latecomers will be considered as absent for the respected class/session.

5.2. Minimum Attendance Requirement:

- Minimum 70% Attendance: To successfully be eligible to sit the exams, students must maintain a minimum attendance rate of 70%.

5.3. Review by Administration:

- The administration will conduct monthly reviews of student attendance records. If a student's attendance falls below 70%, they will be contacted by the administrative team to discuss their situation and develop an action plan.

5.4. Conduct and Behaviour:

- Respectful Conduct: Students are expected to maintain a respectful and courteous demeanour at all times during class. Disruptive behaviour, including but not limited to talking loudly, using electronic devices for non-academic purposes, and engaging in disrespectful or offensive language, is not tolerated.



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5.5. Academic Integrity:

- Honesty: Students are expected to maintain the highest standards of academic integrity. Any form of cheating, plagiarism, or dishonesty will be subject to disciplinary action, which may include course failure.
- Notifications: Students must inform the instructor and administrative office in advance if they are unable to attend class due to exceptional circumstances.

5.6. Dress Code & General Guidelines:

- Students must maintain appropriate clothing and manners within class, showing respect for the learning environment and fellow students.
- Students are responsible for their personal belongings. The school is not liable for any loss or damage to personal items.
- Students must maintain the cleanliness of the classroom and common areas by disposing of trash properly.

5.7. Gender Interaction:

- There shall be absolutely no interaction between non related male and female students within the institute premises or during class sessions.
- Any student found breaching this rule will face immediate disciplinary action, as per the institute's disciplinary policy.

5.8. Disciplinary Measures:

- Violation Consequences: Violation of any of these classroom policies may result in disciplinary action, which may include verbal warnings, written warnings, probation, suspension, or expulsion, depending on the severity of the violation.

5.9. Review and Amendments:

- Policy Updates: This classroom policy is subject to review and amendments as deemed necessary by the institution. Any changes will be communicated to students in a timely manner.

6. Holiday Request Policy for Students

Holiday Request Procedure & Policy:

6.1. Submission of Request:

- Students who wish to go on holiday during the academic term must submit a formal request to the academic administration office at least four weeks in advance of the intended holiday period.



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- The request must be made in writing with "Request for Holiday " as the subject of the email. The request/email should include the following information:
 - Name and student ID
 - Dates of the intended holiday
 - Reason for the holiday
 - Contact information during the holiday

6.2. Holidays and exams:

- It is incumbent on every student to ensure that any intended travel during the academic year does **not** conflict with or prevent them from sitting any exam(s) they are required to take. For the avoidance of doubt, where a student misses an exam as a result of a holiday (whether pre-booked before the exam dates were known or otherwise), this will constitute a failed attempt and no mitigating circumstances with respect to the absence will be accepted by the institute.

6.3. Approval Process:

- The request will be reviewed by the academic administration. Approval will be granted based on the validity of the reason, the timing of the holiday, and its potential impact on the student's academic progress.

6.4. Notification:

- Students will be notified of the approval or denial of their holiday request within fourteen days of submission.

6.5. Online Study Request:

- Students requesting to study classes online due to extenuating circumstances must submit fees for the entire remaining year of study upfront. Approval will be granted on a case-by-case basis.
- Students granted permission to study online must attend the exam on its given dates in person. (Please see policy number 13)
- Students who do not attend their initial exams without approval from the administration will have their grades capped at 51% when sitting the exam at its retake date
- Students that are absent for both exams will be moved to the non-degree programme

7. Services

7.1 Changing advertised services:



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- An-Nakhlah Institute reserves the right to change details of its advertised services, courses, facilities and course dates where circumstances beyond the academies control necessitate such changes or where the number of enrolment's is not enough to operate a course viably.
- In the unlikely event that An-Nakhlah Institute is unable to deliver your course in full, you may be offered enrolment on a suitable alternative course at no extra cost. You have the right to choose whether you would prefer to cancel the course (terms and conditions apply), or to accept a place on another course. A minimum of 40 students are required for courses to run. If there are fewer than 40 students, alternative arrangements may be made. This may mean reduced hours, or the class may be merged with another class.

8. Course Entry Requirement

8.1. Course Entry Requirements:

- All courses at An-Nakhlah Institute have entry requirements including minimum age, hifdh, prior arabic study, ability to read the Quran etc - see each course for details.
- If any information provided in the application is incorrect, An-Nakhlah Institute reserves the rights to make the necessary changes to the student's enrolment at the student's expense and if necessary, ask the students to leave their course without any refunds.

9. Student Cancellation and Refund policy

9.1. Withdrawal from Course:

- Students must inform the university administration if they intend to drop out or withdraw from their academic program.
- Students who drop out after the commencement of an academic year are liable to complete all payments for that academic year, even if they have not attended any lessons during such year. This includes tuition fees, book fees and any other financial obligations owing to the university.
- It is the responsibility of the student to communicate with the university's financial office to arrange for the settlement of these outstanding payments.

9.2 Refunds:

- Under no circumstances will refunds be issued once fees have been tendered



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10. Liability

10.1. Liability on An-Nakhlah Institute

- An-Nakhlah Institute and its staff and representatives will not be liable for loss, damage or injury to persons or property however caused, except where liability is expressly imposed by law.
- An-Nakhlah Institute will not be liable in the event of any service contracted by An-Nakhlah Institute becoming impossible to supply for any reason or any cause outside our control.

10.2. Liability on Students of An-Nakhlah Institute

- Students will be liable for any damage to the property or facilities of An-Nakhlah Institute and will be required to compensate An-Nakhlah Institute against any loss.
- Students will be liable for any harm caused to another student, member of An-Nakhlah Institute staff or external staff contracted to provide services on behalf of An-Nakhlah Institute and will compensate An-Nakhlah Institute accordingly.

11. Increase in cost of fees payable by students

11.1. Price Adjustment Consideration:

- To ensure the continued quality of education and services, the university may need to adjust tuition and fee rates in response to inflationary pressures.

11.2. Notice of Price Increases:

- An-Nakhlah Institute is committed to transparent communication with students and their families regarding any potential price increases.
- The Institute will inform all students of any planned price increases for the following academic year prior to the start of the third term of the current year.

11.3. Price Increase Implementation:

- Price increases will be proposed, reviewed, and approved through appropriate university channels.
- Approved price increases will take effect at the beginning of the next academic year.

12. University Financial Hardship & Scholarship Policy

Introduction



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This policy outlines the guidelines and procedures for addressing financial hardship among students at An-Nakhlah Institute. We are committed to supporting students facing financial challenges and ensuring that their access to education is not unduly compromised.

12.1. Financial Hardship Assessment:

- Financial hardship assistance will be assessed on a termly basis, considering each student's unique circumstances.

12.2. Eligibility & Application Process:

- Students must submit a formal request for a payment plan to the financial aid office, providing relevant financial documentation.
- Eligibility for financial hardship assistance will be determined by the university's financial aid office, based on the following criteria:
 - i) Demonstrated financial need
 - ii) Availability of university resources
- The financial aid office will assess the student's request and financial situation to determine the most appropriate payment plan.

12.3. Payment Plans - Flexible Payment Plans:

- Students facing financial hardship may request to enrol in a flexible payment plan, which can include extended payment deadlines, smaller instalment payments, or other arrangements.

12.4. Fee Waivers:

- In cases of severe financial hardship, certain fees, such as registration fees or course material fees, may be partially or fully waived.
- Students wishing to apply for this must submit a fee waiver request to the financial aid office, along with supporting documentation detailing their financial hardship.
- The financial aid office will assess the student's request and financial situation to determine the eligibility for fee waivers.

12.5. Confidentiality:

- The university will maintain the privacy and confidentiality of all financial information provided by students during the financial hardship assessment process.

12.6. Renewal and Reassessment:

- Financial hardship assistance is subject to yearly review. Students must reapply for assistance each academic year.



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12.7. Change in Circumstances:

- Students are encouraged to notify the financial aid office promptly if their financial circumstances change during the academic year.

12.8. Appeals:

- Students have the right to appeal any decisions related to financial hardship assistance. Appeals should be submitted in writing to the financial aid office.

13. University Examination Policy

Introduction

This policy outlines the rules, regulations, and procedures governing examinations at An-Nakhlah Institute. Examinations are an essential component of the academic assessment process, and all students are expected to adhere to these guidelines to maintain the integrity and fairness of the examination system.

Policy

13.1. Examination Schedule and Venue:

- The university will publish a comprehensive examination schedule well in advance of the examination period.
- Students are responsible for checking the schedule and ensuring they are aware of the date, time, and venue of their examinations.
- Students must report to the designated examination venue on time.
- Valid student identification must be presented upon entry to the examination venue.

13.2. Academic Integrity:

- All students are expected to uphold the highest standards of academic integrity during examinations.
- Any form of cheating, plagiarism, or dishonesty is strictly prohibited and will result in disciplinary action.

13.3. Prohibited Items during examinations:

- Students are not allowed to bring any unauthorized materials, electronic devices, or communication devices into the examination venue, as specified by the examination guidelines.



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13.4. Exam Attempts:

- Students will only be given a maximum of two opportunities to take an exam. The first opportunity will be on the original exam date (the "**First Exam Date**"). The second opportunity will be on the very next date on which the missed exam is held by the institute (the "**Second Exam Date**").
- For the avoidance of doubt, students who miss the First Exam Date even with a valid extenuating circumstance will only have one further opportunity to resit the exam i.e. on the Second Exam Date. Failure to sit the exam on this date will result in such student(s) being transferred onto the non-degree programme.
- Students who miss the First Exam Date and then fail the exam on the Second Exam Date will also be transferred onto the non-degree programme.
- No students in any circumstance will be afforded a third opportunity to take an exam after the Second Exam Date has passed.
- Where students fail to sit the exam on the First Exam Date without valid reason or fail the exam on the First Exam Date their results on their second attempt will be capped at 51%.

13.5. Missed or Failed Exams:

- Students who miss both exam dates (even with extenuating circumstances) or fail both attempts, will be transferred to the non-degree programme.

13.6. Attendance and Punctuality:

- Students must attend examinations punctually and remain in the examination venue until they have completed the examination.
- Late arrivals will not be granted additional time.

13.7. Special Accommodations:

- Students with documented disabilities may request reasonable accommodations for examinations through the university's Office of Student Accessibility Services. All requests must be submitted 6 weeks prior to an exam sitting.

13.8. Mitigating circumstance

- All mitigating circumstances requests must be submitted to the institute's administration team (i) in writing; (ii) immediately upon the mitigating circumstance event becoming known to the student; and (iii) supported by documentary evidence. E.g. medical records.
- Mitigating circumstance requests submitted after an exam is missed will automatically be rejected.



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- The decision on whether to accept a mitigating circumstance will be made by the institute in its **absolute discretion** taking into account:
 - (i) the nature and severity of the mitigating circumstance/mitigating event;
 - (ii) the proximity of such event to the exam(s). Please note, the longer the gap between such circumstance arising and the examination date, the higher the likelihood of such request being rejected;
 - (iii) previous mitigating circumstance requests applied for by such student; and
 - (iv) the nature and quality of the evidence provided in support.
- The institute will communicate their decision regarding mitigating circumstance requests with students as soon as possible. For the avoidance of all doubt, students must proceed on the basis that the request has been rejected unless they receive written confirmation that the request has been approved.
- Notwithstanding acceptance of a mitigating circumstance/deferral request, the missed exam will constitute a "First Exam Date" and such students will only have 1 (albeit uncapped) opportunity to resit the missed exam on the very next exam date. I.e., on the Second Exam Date.
- Failure to attend the Second Exam Date or failing the exam on such date will result in such student being transferred onto the non-degree programme.

13.9. Examination Evaluation and Grading:

- Examination grading will be conducted in accordance with established university policies and guidelines.
- Student grades and results will be published on the Universities appropriate channels of communication

13.10. Examination Misconduct and Violations:

- Suspected examination misconduct or violations will be thoroughly investigated, and appropriate disciplinary actions will be taken.

13.11. Retention and Release of Examination Scripts

- Examination scripts may be retained by the university for a specified period as required by academic policies.
- Students may not have the opportunity to review their examination scripts

14. Maternity Policy for Students

Definition of Maternity Student



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A maternity student is defined by An-Nakhlah Institute as a student who is in her final month of pregnancy, has recently given birth and/or within her post-natal bleeding period, and/or who has delivered a baby within a three-month period.

Policy

14.1. Rights:

- An-Nakhlah Institute prohibits discrimination or harassment based on pregnancy, childbirth, or related conditions.

14.2. Privacy:

The privacy and confidentiality of maternity students discussed with the admin will be respected.

14.3. Parental Leave:

- Maternity students are eligible to take parental leave at a total of 3 months off after childbirth, along with the final month of their pregnancy.
- During this time, maternity students are expected to study online and to keep up with their studies. Their absence from in-person classes will however be overlooked.

14.4. Examinations for Maternity students:

- Maternity students are required to attend examinations unless they are in the final two weeks of pregnancy or within the postnatal period (up to 4 weeks after childbirth).
- Missing exams during these specific periods will not result in exam capping for the next attempt, however such students must ensure the missed exam(s) are sat at the earliest opportunity available. Such students will not be permitted to defer their exam resits beyond this point.
- For the avoidance of doubt, such exam sitting will constitute a "Second Exam Date" for the purposes of 13.4 above and thus represents such students only attempt to (re)sit the missed exam(s).

14.5. Childcare Services:

- An-Nakhlah Institute are unfortunately unable to provide or facilitate access to childcare services for maternity students to support their academic pursuits.
- Maternity students must plan in advance to arrange childcare during exams dates and times. An-Nakhlah Institute will not accept extenuating circumstances pertaining to childcare issues.



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14.6. Open Dialogue:

- An-Nakhlah Institute expects open communication between maternity students and university staff. Feedback and concerns should be addressed through the appropriate university channels.
- Maternity students must communicate with the institute's administration prior to being absent from classes or exams so appropriate and necessary arrangements can be afforded to them during this time. Failure to do so will result them in not receiving the appropriate exemptions normally offered.

14.7. Fees:

- Given students are expected to continue with their studies during their maternity leave and will have access to all materials and lesson recordings, fees are expected to be tended as per normal.

15. Courses at An-Nakhlah Institute

15.1. Cancelling Courses:

- An-Nakhlah Institute reserves the right to change or cancel an advertised course.
- In the event of a course being cancelled by An-Nakhlah Institute, the student will be offered an alternative course and/or course dates.
- If the student chooses not to accept this alternative, in cases where the course has not already started, they will receive a full refund for the course.
- If the student has already started the course, they will receive a refund covering the remaining period of the course.

15.2. Offsite Classrooms:

- An-Nakhlah Institute reserves the right to use off-site classrooms of a suitable standard.

15.3. Changing Student Timetables/Instructors:

- An-Nakhlah Institute reserves the right to change student timetables and instructors as required.

15.4. Monitoring Students Progression

- An-Nakhlah Institute monitors students' progression and places students in classes appropriate for their level.
- Progression to another level is at the discretion of An-Nakhlah Institute based on their assessments.



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16. Expulsion and Suspension

16.1. Suspension:

- A reasonable standard of conduct is expected on all programmes. A student may be suspended or expelled without refund in case of illegal, anti-social or dangerous behaviour. An-Nakhlah Institute will not accept:
 - Poor attendance (lower than 70%);
 - Disrespect to members of An-Nakhlah Institute staff or other students;
 - Foul, inappropriate or abusive language, violence, intimidating or insulting behaviour, bullying, any form of discrimination or
 - Any other act or behaviour that does or may bring An-Nakhlah Institute into disrepute or cause any harm or suffering to staff, other students or members of the public.

16.2. Further Action:

- If a student has unacceptable conduct, At-Nakhlah reserves the right to expel them. An-Nakhlah may also take any further action it deems appropriate including informing the students parent(s) or guardian (if they are under 16 years of age), local Imams or spouses.

16.3. Refunds:

- In the event of expulsion due to inappropriate conduct, there will be no refund of fees and any outstanding fees will become payable immediately.

17. Cleanliness & Hygiene:

17.1. Students are expected to maintain cleanliness and hygiene standards on university premises. This includes:

1. Cleaning up after themselves in common areas, including disposing of food waste in designated bins.
2. Keeping restrooms and other shared facilities clean and tidy after use.
3. Adhering to waste disposal guidelines and recycling practices as established by the university.
4. Reporting any facility-related issues or maintenance needs promptly to the appropriate university personnel.

18. Privacy Policy & Data Protection:

18.1. Date Storage:



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- By submitting an application to An-Nakhlah Institute, the Student agrees to the storage of their personal details, including sensitive personal data, in An-Nakhlah Institute's administrative systems, whether on paper, computer or any other medium and to the usage of that information for An-Nakhlah Institute's purposes only.

18.2. Processing Personal Information:

- An-Nakhlah process personal information to enable us to provide education and training, welfare, safety and educational support services, to administer school property, to maintain our own accounts and records, for administration and the organisation of events. Our processing also includes the use of CCTV to maintain the security of the premises and for preventing and investigating crime.
- Personal information about Students processed by An-Nakhlah Institute will include their full name, contact details and, where appropriate, those of their parents or guardian.
- An-Nakhlah will keep this information secure at all times as necessary to run its business, deliver their education and ensure their welfare and safety.

18.3. Sharing Information:

- An-Nakhlah will sometimes need to share the personal information it processes with other organisations in the UK. An-Nakhlah will only share all or part of a Student's personal information when:
 - It is legally required or lawful to do so.
 - In the event of a medical emergency if it is necessary to protect their health or the health of others.

18.4. Consents:

- The student consents to their personal data being stored, processed and shared by An-Nakhlah Institute in this way. They consent to their sensitive personal data including health, welfare, nationality, ethnicity, religious and other data being stored, processed and shared by An-Nakhlah Institute.

18.5. Records Available to Parents:

- Students under the age of 16 agree that copies of their regular reports on their academic progress and performance (including attendance and absence records) can be supplied to parents without prior notification.

18.6. Amendments to Personal Information:



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- An-Nakhlah will ask its students to provide certain specific personal information. It is the student's responsibility to advise An-Nakhlah Institute of any amendments to that information while they are enrolled with An-Nakhlah Institute.

18.7. Filming:

- An-Nakhlah Institute may take photographs and films of students for promotional and marketing purposes (printed and online) without written consent or notification. Students, and their parents or guardians where applicable, must let us know if they do not wish to be photographed or filmed.

18.8. Data Protection Act 2018:

- An-Nakhlah Institute will process and share personal information provided by Students in accordance with the Data Protection Act 2018 and any other applicable data protection legislation.

19. Equal Opportunities

Introduction

An-Nakhlah Institute is committed to providing equal opportunities for all students, employees, and stakeholders regardless of race, colour, gender, disability, age, or other characteristics protected by applicable Islamic law. This policy reaffirms our commitment to fostering an inclusive and diverse environment.

19.1. Equal Opportunities Principles:

- Discrimination or harassment of any kind, including but not limited to race, colour, gender, disability, age, or other protected characteristics in Islamic law, will not be tolerated within the university community.

20. Complaints Policy

Introduction

An-Nakhlah Institute acknowledges the importance of providing a transparent process for addressing complaints related to discrimination, harassment, or other inappropriate behaviour. This policy outlines procedures for lodging and resolving complaints.

20.1. Complaint Categories:



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20.1.1. Discrimination:

- Complaints related to discrimination based on race, colour, gender, disability, age, or other protected characteristics.

20.1.2. Mannerisms and Rudeness of Staff:

- Complaints regarding inappropriate or unprofessional behaviour, mannerisms, or rudeness displayed by university staff.

20.2. Complaint Procedure:

20.2.1 Complaint Submission:

- Any individual who believes they have experienced discrimination, inappropriate behaviour, or rudeness should submit a written complaint to the university.

20.2.2. President or Vice President:

- Complaints related to discrimination, inappropriate behaviour, or rudeness by university staff should be directed to the President or Vice President of the university.

20.2.3. Investigation:

- The university will conduct a thorough investigation of the complaint, ensuring confidentiality and impartiality.

20.2.4. Resolution:

- Upon completion of the investigation, appropriate actions will be taken to address the complaint, which may include disciplinary measures, counselling, training, or other remedies as deemed necessary.

20.3. Non-Retaliation:

- Retaliation against individuals who file complaints or participate in the complaint process is strictly prohibited and will result in disciplinary action.

20.4. Email:

- For complaints, please refer to the headteacher or email info@an-nakhlah.com

وصلى الله وسلم على نبينا محمد، وعلى آله وصحبه أجمعين.



Shaykh Abu Khalid Imran
Dean of Alimiyyah Programme



Shaykh Abu Muhammad Saleh
Dean of An-Nakhlah Institute