



KCO Regulations- 2021



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Introduction

The regulations of the Kuwait Cultural Office – London (KCO) are based on a combination of the work regulations of the Ministry of Higher Education and the work regulations of the Ministry of Foreign Affairs in Kuwait. The following guidelines will define an employee's role at the KCO and provide clarification of what is expected of them. They are also set to help employees in understanding the rules of the KCO and to provide them with a structure of how to work with each other unanimously.



Office Structure

The office structure is arranged accordingly with the workflow of the office, as all Departments are linked to each other. It is designed in a hierarchical way in which all Departments are divided based on the nature of the work.

The KCO manages the scholarships of Ministry of Higher Education, as well as other sponsors. This includes managing relations and agreements with UK institutes.

To accommodate this, there are two main facets of the work: Academic and Financial. Both are led by the Head of the Cultural Office and under his direct supervision as well as all other divisions including Private students & Certification, IT, Reception, and the Office drivers.

Head of Office

The Head of Office is at the top of the hierarchy as he/she oversees all the work of the Cultural Office. The Head of Office must be aware of all occurrences therefore all Directors & Heads of Units are required to report to him/her regularly. However, there are roles directly supervised by the Head of Office which means that they only report to the Head of Office. These roles are:

- Director of Academic Affairs
- Director of Financial & Administrative Affairs
- Secretary
- Information Technology Unit
- Authentication & Private Students Unit

Division of Academic Affairs

This division will be supervised directly by the Director of Academic Affairs. All matters that are related to this division will be overseen and managed by the Director of the Division, whilst reporting to the Head of Office regularly.

This division consists of several units responsible for MOHE scholarships and other government sponsors scholarships. Each unit is led by a Unit Head who report to the Director of Academic Affairs.

The Director of Academic Affairs is also a leading member of the committee. He/she attends academic related meetings and manages correspondence between the Cultural Office and sponsors before it is approved by the Head of Office.

Division of Administrative & Financial Affairs

This division will be supervised directly by the Director of Administrative and Financial Affairs. All matters that are related to this division will be overseen and managed by the Director of the Division, whilst reporting to the Head of Office regularly.

The Division includes two units:

- 1- Administrative Affairs Unit handles Human Resources, Office contracts, purchasing, Office maintenance, and the logistics of the office.
- 2- The Finance Unit handles all financial related work in the Cultural Office, including all sponsors' funds, incoming and out-going payments, and the Office correspondence with external bodies i.e., sponsors, bank, etc.

Regulations



Local Employees' Duties

The employee shall:

- Abide by work schedules; do their own work with utmost accuracy and honesty; and dedicate working time to performing their duties.
- Carry out the orders and instructions prescribed by the management.
- Be of good behavior and treat their superiors, colleagues, and clients respectfully.
- Maintain the Embassy of the state of Kuwait & Cultural Office's interests, reputation, documents, and confidentiality; and
- Maintain the Kuwait Cultural Office property; use none of such property for personal purposes; and use none of the Kuwait Cultural Office's documents, papers, or seals for personal correspondence or any such purposes.

Regulations



Attendance & Punctuality

Kuwait Cultural Office working hours are from 9:00am to 4:00pm Monday to Friday.

- Appropriate, regular, and timely attendance is vital and is an indication of performance for all Kuwait Cultural Office employees. In order to ensure adequate staffing, maintain positive employee morale, and to meet expected productivity standards within the office, employees are responsible for following the office schedule.

- In the event an employee is unable to meet this expectation, he/she must gain approval from their supervisor in advance of any requested changes in the schedule. This approval includes requests to use appropriate accumulations, as well as late arrivals to work or early leave from work. Management have discretion to evaluate extraordinary circumstances of lateness, absence, or failure to clock-in or clock-out and determine if the incident will be counted as an occurrence.

Absence

An employee is considered absent when he/she is unavailable for work as scheduled and such time off was not approved in advance as required. Employees must request leave upon absence by applying on the office HR system which can be accessed via

<http://www.kcouk.org/hr/>

If a staff member fails to show up without permitted leave for 15 days consecutively or for 30 days intermittently within twelve months, it will be regarded as an act of resignation. In this case, the Head of Office can either accept such resignation or accept that the employee return to his/her duties given the reason that is provided by the employee.

Absent employees should expect to be subjected to deductions made from their salary based on the duration of their absence and shall be deprived of all the privileges related to such periods, including the end-of-service benefits, etc.

Regulations



Clock IN/OUT

A missed clock in/out is a violation of this policy and includes:

- Failure to clock in/out on their designated time clock at the beginning and/or end of their assigned shift.
- Failure to accurately and timely, report time worked.
- All Staff members are responsible for tracking and maintaining their individual portals on the HR System, Staff members are encouraged to contest any penalties applies to their salary should they have a valid reason to avoid deductions.

Therefore, employees are obligated to comply with the established guidelines for recording their actual hours worked.

Annual Leave

Employees receive 30 working days per calendar year, if any of these days are not taken during the year, they will roll over to the following Gregorian Calendar year. The maximum reserved holiday days is 60 days.

Applying for holidays must be organised well within each unit, as there can be no less than 75% of total staff working in the entire Office, at any time, to ensure that the work's needs and requirements are fulfilled during the absence of the employee who is on leave.

To apply for holidays, employees must go through the following steps:

- 1- Liaise with their Unit Heads (if applicable otherwise liaise with the Department Director) giving at least 10 days' notice and gain approval to make sure that there will be sufficient cover during absence. The maximum holiday duration is 21 working days consecutively.
- 2- Requests should be made in no less than 10 days prior to their leave.
- 3- Submit application through the Office HR system.
- 4- Heads of Units will approve/disapprove the request (taking into consideration the 75% attendance requirement)

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5- Director of Academic Affairs and Director of Administrative & Financial Affairs are solely responsible for finalising their staff holiday approvals.

6- Other Units that are directly supervised by the Head of Office must gain the final approval from the Head of Office before taking their leave.

7- The Head of Units must liaise with Director of Academic Affairs and Director of Administrative & Financial Affairs, giving at least 10 days' notice and gain approval to make sure that there will be sufficient cover during absence.

The employee will receive a confirmation email once their holiday application has been approved/unapproved.

Note: Kuwait Cultural Office employees are not permitted to go on holiday prior to gaining approval from the office management. Doing so is a breach of regulations and would incur disciplinary action, and possibly termination of employment.

§Employees are also expected to make sure that their work is up to date and easy to access so that their work can be covered easily, prior to their leave.

Sick Leave

All staff members are entitled to fifteen "full pay" sick leave days, fifteen "half pay" sick leave days, fifteen "quarter day" pay, and another fifteen "no pay" sick leave days.

- Please note that unused sick leave cannot be carried over to the next Gregorian calendar year.
- The first 3 days of the sick leave are exempt from providing any supporting documents. As for the rest of the sick leave entitlement a supporting document is needed.
- For the first three days of the sick leave and after returning to work, the employee needs to confirm have been off sick. This is called (self-certification). The employee needs to fill in a form or send details of their sick leave by email.
- The sick leaves are merely for health issue and cannot be taken in advanced.

If the employee uses all their sick days and they are rendered not fit for work, their services will be terminated with his/her rights of the end of service gratuity is preserved if they are entitled/ in accordance with the signed contract/in accordance with the regulations.

Regulations



Part of the day leave

Part of the day leave is an allowance of one hour leave from a full working day. Employees are entitled 12 hours per annum, and it can be applied for via the Office HR system, to be approved by management. If it is taken without management approval a deduction will automatically apply and incur a disciplinary action.

Half Day Leave

Half day can be applied for in the morning or afternoon hours and must be applied for at least 24 hours in advance. It is counted as annual leave and will be deducted on that basis. The morning half of the day leave will start from 9:00am until 12:30pm, and the afternoon half of the day leave will be from 12:30pm until 4:00pm.

Please note that the afternoon shift does not include the lunch break. Employees are entitled 6 half day leaves per annum.

Maternity Leave

Maternity leave allowance is two months, provided that the staff member presents a written confirmation from the hospital of which day she gave birth. She shall submit the incident-evidencing statement or report issued by a medical board or authority approved by the management.

Regulations



Official Visits

Academic Advisors must apply for "official leave" if they plan a visit to a University/Institute to meet their students or members of staff at the University/Institute. Entitlement includes full pay for the day as well as lunch allowance and transportation.

Ramadan Working Hours

During the holy month of Ramadan, the hours of work are reduced. An Internal Memorandum is issued to inform staff members of the hours they are expected to work during this month.

Working after hours

Staff members are permitted to stay after working hours to complete unfinished work. However, all staff must vacate the building before 19:00 for security purposes.

Staff Conduct

Most offices are shared by several members of staff, some office more so than others and therefore consideration of each other's workspace is vital to not cause any discomfort to one another. To accomplish this, employees must:

- Keep their workspace tidy and organized
- Watch the volume of their voice - whether they are on the phone, talking to a colleague, or reading an email, please remember that other people are trying to work, and a loud voice may be distracting. If you have something to discuss, please do it with a low voice and remember that a Loud voice can obstruct productivity.

The KCO aims to maintain a friendly productive environment.

Regulations



Incoming telephone calls

It is required for phone calls to be answered during working hours. If staff members are unavailable to answer the phone and a message is left by the caller, they must respond to the enquiry via phone or email as soon as they can.

Some callers may be difficult and in such cases the member of staff can then refer the case to their Head of Unit.

Urgent calls must be responded to immediately.

Dress Code

How employees dress represents the Office therefore employees should take care in their attire and their appearance to achieve a professional representation of the Office. Employees are expected to follow a dress code that is simply formal and modest.

Casual Fridays

The usual dress code does not apply on Casual Fridays. However, employees must adhere to maintaining a professional appearance and therefore must refrain from wearing T-shirts, ripped jeans, shorts, caps, etc.

Kitchen Rules

The kitchen is available to all staff members, for accessing food and beverage during working hours. However, the kitchen must always be kept clean and tidy. Staff members are not to loiter in the kitchen during working hours, doing so may incur disciplinary actions.

Regulations



Data Protection & Confidentiality Policy

The Kuwait Cultural Office operates as part of The Embassy of the State of Kuwait – Diplomatic Mission.

Kuwait Cultural Office information is confidential and a valuable commodity and should be treated fairly, responsibly, and with respect. Therefore, staff members are expected to take the utmost care and consideration when handling information related to the Embassy of the State of Kuwait and the Kuwait Cultural Office.

The Cultural Office data protection requires that a staff member must not disclose any information to a third party or external bodies.

Employees who breach data protection requirements will face disciplinary action.

Prohibitions for Employees

An employee at The Embassy of the State of Kuwait and Kuwait Cultural Office shall NOT:

- Perform any work for his or her own interest or for a third party, with or without salary/benefit, even if not in the official working hours of the Kuwait Cultural Office.
- Have, whether by him/herself or through a mediator, a relationship or interest with regards to a contract related to the Kuwait Cultural Office or The Embassy of the State of Kuwait.
- Keep for him-/herself an original document or a copy of any work-related documents.
- Disclose information to which he or she has access by virtue of his or her post or publish information or news about the Kuwait Cultural Office or The Embassy of The State of Kuwait, whether in newspapers or in any other media.
- Engage in a religious or political discussion while at work; raise funds or collect donations; or distribute leaflets or any such publications; or
- Receive from any person transacting with The Embassy of the State of Kuwait and/or Kuwait Cultural Office a reward or gift of whatever kind.

Regulations



Disciplinary Sanctions

Employees at The Embassy of the State of Kuwait and Kuwait Cultural Office may be subject to any of the following disciplinary sanctions:

- Warning in writing.
- Deduction from salary, not exceeding half of the salary in one month, and not over two months' salaries in one year; and
- Dismissal without prior notice or warning period, in any of the following cases:
 - a.** If an employee commits an offence with which his or her employment is detrimental to The Embassy of the State of Kuwait and Kuwait Cultural Office.
 - b.** If he or she, by an omission, causes loss or damage to valuable objects, resulting in material or moral damage to The Embassy of the State of Kuwait and Kuwait Cultural Office.
 - c.** If he or she violates the obligation to maintain The Embassy of the State of Kuwait and Kuwait Cultural Office's interests, documents, or confidentiality.
 - d.** If he or she commits an act that is contrary to morality or prejudices The Embassy of the State of Kuwait and Kuwait Cultural Office's moral reputation.
 - e.** If he or she commits again an offence against which he has been warned more than twice, or for which part of his or her has been deducted for more than once; or if he or she rejects to carry out the work-related instructions ordered by the Head of office or any of his or her superiors.

No employee may be disciplinarily sanctioned unless his or her violation is investigated in writing, his or her statements are recorded and his or her defense examined. Findings of the investigation, with the opinion of The Embassy of the State of Kuwait and Kuwait Cultural Office head, shall be submitted to the Ministry to decide as it deems appropriate regarding such violation and the sanction to apply.