

GAP Policy Handbook

2026

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Chapter 1: Introduction to the Gulf Arabic Program

1.1 Program Scope

The Gulf Arabic Program (GAP) is an online language program designed to equip students to:

- 1) function conversationally in the Gulf dialect of spoken Arabic; and
- 2) be competent in the fundamentals of Modern Standard Arabic (MSA).

The courses taught at GAP are not appropriate for those seeking to learn Arabic for the purposes of reading or memorizing the Qur'an.

Core dialect and fluency classes focus mainly on listening and speaking skills, although students will also learn to function in reading and writing tasks such as texting, which is one of the few contexts where dialect is written. Core dialect classes focus on grammar and vocabulary. MSA classes emphasize reading and writing skills. Students will extend their vocabulary and focus on MSA-specific grammar.

The introductory levels of the program are appropriate for absolute beginners. If you have studied Arabic elsewhere, our staff will place you in the correct level.

1.2 Program Goals

After completing all courses, a student at GAP can expect to communicate in Gulf Dialect and Standard Arabic at an intermediate level. However, each student is on a unique learning journey, and the level they reach will depend on how much time they spend in Arabic outside of class with their Gulf Arab friends, tutors, and in private study.

Chapter 2: Student Code of Conduct

By choosing to enroll in GAP classes, our students agree to abide by the following code of conduct:

2.1 Respect

The classroom culture of the Gulf differs markedly from that which many students will have previously experienced. The students must respect the teacher at all times. To contradict or disagree with a teacher is considered disrespectful. If the student does not like something that



is being done in class or would like to make a suggestion, this should be discussed with the Operations Manager, *not* the teacher. During the course of language learning students may feel frustrated, annoyed, confused, etc. However, it is understood that students will not allow these emotions to result in any rudeness or other negative interaction with the teacher. The Operations Manager is available for those who wish to make suggestions or express frustration.

Students are also expected to be mature, considerate, and respectful in their interactions with one another. A friendly and encouraging atmosphere supports effective learning.

2.2 Sensitive Topics

Our teachers and students are from different cultures, and some conversational topics that may be normal for students might be uncomfortable for teachers, especially when asked to share their personal views. This is particularly true for topics like religion and politics. These topics are not completely off-limits, but there are appropriate and inappropriate ways to ask questions about these topics. For example:

Appropriate:

- What do you do at Eid?
- What do you do on Hajj?
- What phrases should I use at a funeral?

Inappropriate:

- What do you think of the government?
- Tell me about the different Islamic sects. What sect do you belong to?

2.3 Clothing

Our Gulf Arab teachers come from a culture that has certain expectations about how men and women should dress. Out of respect for them, we ask that female students wear tops that cover the chest and shoulders, with sleeves that come past at least the elbow. If at any time a student's full body will be in view during the online class we ask both genders to ensure that their skirt or trousers cover the leg down to the ankle.

2.4 Classroom Etiquette

During a live session, it is expected that students will remain seated in front of the camera. It is the student's responsibility to ensure that their learning environment is not disruptive to their



class or teacher (e.g. appropriate background noise levels, lighting, free from distractions). Students will ensure that their phones are turned off or switched to silent, and will refrain from using phones during class or live sessions except for study purposes. Students will also refrain from eating during online sessions. During Ramadan, please refrain from both eating and drinking during live sessions.

2.5 Use of Artificial Intelligence (AI)

Students must not use AI while completing homework assignments or during their classes, unless instructed by a teacher to do so. In addition to the risk of students' using AI in ways that do not encourage learning, GAP teachers need to see students' original work so that they can assess student learning and adjust their teaching accordingly. GAP *does* encourage the use of AI during personal learning time (i.e. learning time *not* spent on GAP assignments), but strongly encourages students to first read the GAP guidelines for using AI for language learning (to be published March 2026).

2.6 Preparation

Students are expected to prepare thoroughly before online lessons with their GAP teachers.

- Study grammar points

Students should have reviewed/studied the appropriate grammar points in Moodle. If a student does not understand something, they should make a note to ask the teacher about it during the next lesson.

- Memorize required vocabulary

All vocabulary should be memorized and practiced before class. This can be done using Anki and/or Moodle. The student may want to print the vocabulary lists and take notes on them, as teachers will often comment on the pronunciation and usage of the words, or add synonyms during class.

- Gather any “props” required for the lesson ahead of time

Some lessons require physical props that the student can point to or touch. If a lesson has a list of these props, gather them ahead of time so class time is not wasted trying to locate them.

- Test technology and gather study materials

Students should test all technology before the lesson, and make sure they have a good internet connection, with a low level of background sound. Gather all study materials (notes, questions, documents, writing materials) before the session starts.

- Finish and submit all homework assignments from the previous section. Review corrected homework beforehand.

If a lesson goes poorly because you did not prepare, it is not the teacher's fault!



2.7 Self-motivated Learning

In a physical classroom, students are often motivated by their classmates to study or participate in discussions. Some students even enjoy a sense of “classroom competition” with their friends that pushes them forward. But in an online class, students are expected to be self-motivated learners. Students must challenge themselves, especially in self-guided or blended courses. Being a self-motivated student means taking responsibility for one’s own learning journey. A student must find learning strategies that work for them and use them.

2.8 Time Commitment

If a student is taking the GAP online program as a full-time two-year course, it is expected that they will devote the same amount of time to the courses as they would to a full-time job. This includes live sessions, interactions with Moodle materials, vocabulary study, independent study, sessions with language helpers, and time spent practicing Arabic with local friends.

Chapter 3: Policies

3.1 Enrollment

Students who meet the language prerequisites for enrollment will be taken on a first come, first served basis. Priority will be given to full-time students over part-time students.

Group Classes

Students can register for a group class in an upcoming semester. The full amount will need to be paid by the due date to secure a place in a group class. Group classes need a minimum of 3 students and will be limited to 7 students. In cases where there are less than 3 students, the institute will work with students to explore alternative schedules.

Private Classes

The schedule for each week is locked in on Thursday noon of the week prior.



3.2 Attendance

Group Classes

Students in group classes are required to attend all sessions so as not to disrupt the progress of the group. If you are unable to attend class due to illness or bereavement, please notify the teacher. It is your responsibility to arrange to catch up on any missed work and complete any homework before the next lesson. Students that miss a week or more of classes during the semester will be required to complete a brief oral interview with a teacher to demonstrate that they are capable of continuing with the semester without holding back their classmates.

Private Classes

If you know that you are going to miss a registered session, please notify the Operations Manager as soon as possible, as other students may be waiting for a time slot.

3.3 Lesson Cancellations

Group Classes

Group class students pay the full semester tuition by the published enrollment deadline in order to be scheduled.

If a group class is canceled in its entirety by the institute, all enrolled students will receive a full refund of all tuition paid. Lessons canceled by a teacher will be rescheduled.

Students who choose to withdraw from a group class within two weeks before the semester begins or during the first three weeks of the semester are eligible for a 50% refund. After the third week of the semester, refunds are no longer available.

Private Classes

Scheduling and Schedule Changes

Once private lesson schedules are determined for the semester, students must notify the scheduling coordinator of any requested schedule changes by **Thursday at 12:00 PM (noon)** for changes to take effect the following week. Requests made after this deadline cannot be accommodated.

Anticipated missed lessons may be rescheduled if notice is given by the Thursday noon deadline. In this case, students will be charged a **\$10 change fee** to reschedule a lesson and **\$3 for each additional lesson** rescheduled within the same request. Alternatively, students may send another GAP student in their place for a private lesson.

Lessons canceled by GAP (due to teacher illness, etc.) will be rescheduled at no charge. If rescheduling is not possible, the lesson will be refunded.

Scheduling Priority



Scheduling priority is given in the following order:

1. Group class students
2. Private lesson students who commit to the full semester
3. Students requesting private lessons for only part of the semester

3.4 Act of God

Acts of God include, but are not limited to: extreme weather situations, Zoom outages, area-wide internet outages, or any event that results in the cancellation of lessons for reasons that are beyond GAP's control. In these situations, GAP reserves the right to:

- Reschedule lessons with whichever teacher is available.
- Cancel group lessons that prove difficult to reschedule without crediting the accounts of affected students. Fees for group lessons are lump sum.
- Cancel private lessons that prove difficult to reschedule and credit the accounts of affected students. Fees for private lessons are per-lesson.

3.5 Assessment

Spoken Gulf Dialect

Students' speaking and listening skills are assessed with a written test of listening skills and dialect grammar and a very brief oral exam at the end of each unit. The final exam will consist of an individual oral exam at the end of each semester. Students are required to pass this assessment before progressing to the next level.

Modern Standard Arabic

Student's reading and writing skills are assessed with written tests at the end of each unit. There is a final written exam at the end of the semester. 50% and above constitutes a pass in the end of semester exam. Students are required to pass this assessment before progressing to the next level.

3.6 Failed Classes

Students who fail a class will discuss options for further study with the Operations Manager. It may be suggested that they repeat the class or that they embark on a course of private tuition in order to catch up with their peers. Students who feel they are lagging significantly behind their peers are encouraged to seek advice and support early in the semester.



3.7 Moodle Accounts

All enrolled students, including private lesson students, will be registered within Moodle and enrolled in the appropriate Moodle courses each semester. At the conclusion of each semester, the Moodle accounts of students who have indicated they will continue with GAP the following semester will remain active. For students who will not be continuing the following semester, whether in a class or private lessons, their Moodle accounts will be deactivated two weeks after the semester end date.

Anyone who withdraws from classes (or private lessons) before the end of the semester will have their Moodle accounts deactivated two weeks after their final date of attendance.

3.8 Payment

Students can register for a group class in an upcoming semester with a \$500 non-refundable deposit. Full payment for a semester group class is due on the first day of classes.

3.9 Violations of Code of Conduct

In the case of a code of conduct violation, the Operations Manager will address the situation with the student. In most situations, this will be an opportunity for behavior change with no further action required. In the case of multiple violations or a severe violation, the administration reserves the right to remove students from the program without a refund.

3.10 Non-Discrimination Policy

The Gulf Arabic Program admits students of any race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate on the basis of race, color, national and ethnic origin in administration of its educational policies, admissions policies, scholarship and loan programs, and athletic and other school administered programs.

