

ZENITH UNIVERSITY COLLEGE



STUDENT HANDBOOK 2013 - 2014

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STUDENT HANDBOOK



1.0 WELCOME ADDRESS

You are warmly welcome to Zenith University College, Ghana's most Contemporary Private University College. As you take this ambitious step of laying a career path with Zenith University College, we assure you of our support throughout your studies with us.

You will find at Zenith University College a serene atmosphere, conducive to teaching and learning. Most of our lecture rooms are air-conditioned for your comfort. Our library is well stocked with up-to-date books and other learning materials and tools. The College boasts of a modern computer laboratory with more than 150 computers with full internet access. It also has an 800 seating capacity modern auditorium for college activities.

Your health is of prime concern to us while you study with us. A College first aid team is on campus to provide first aid attention to you. Our College cafeteria provides meals and snacks at reasonable prices. The Dean of Students and the College Counsellor are always available to listen to you and address all your concerns.

Once again we welcome you to Zenith University College and wish all our valued students success in their various academic endeavours during their stay with us.



Mr. Gibrine Adam

President
(Zenith University College)



2.0 HOW TO USE THE HANDBOOK

- i. This Handbook is to be used by students, lecturers and staff. It has been designed to help you to understand the rules and regulations guiding teaching, learning and standard of behaviour expected of Senior and Junior Members of Zenith University College.
- ii. Generally all aspects of students' life on campus are covered in this Handbook. Key areas covered, among others, are:
 - Programmes we run
 - Administrative structure
 - Disciplinary issues
 - Examinations
 - Basic Policies (Fees, Deferral, Complaints, Environment, etc)

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It is of great importance that the user makes it a responsibility to keep abreast with current requirements of his/her particular interest under the rules and regulations herein provided. Supplementary information is available on our website: www.zenithuniversitycollege.org

3.0 BACKGROUND INFORMATION

3.1 INTRODUCTION

The Ghana Government's plan of expanding the educational programmes for basic and senior secondary schools embarked upon in the early 1987 has over the years produced and continues to produce huge numbers of students qualifying for entry into various Tertiary Educational Institutions (TEIs) in the country. It is an established fact that, year in year out, less than

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40% of qualified students gain admission into the public universities and polytechnics. The existing infrastructure for public institutions is woefully inadequate and dangerously overstretched tremendously, affecting the quality of products in some cases. For the past ten years private Universities have emerged to close the yawning gap in the provision of quality options for students. At present, both the private and public universities together face severe pressures on admissions. The problem gets much bigger with regard to postgraduate education particularly in the area of Business Administration, Research and Science education. Very few institutions in the country currently offer such degrees.

The provision of formal training programmes for professional accountancy, marketing and business students is equally fraught with problems associated with inadequate teaching facilities and resources such as quality textbook, library books and IT support systems.

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3.2 ZENITH UNIVERSITY COLLEGE

The University was established in December 2001 and placed in a unique position in the private tertiary education industry with a philosophy of providing borderless higher education to contribute its quota in tackling the problems that beset our TEI at present.

Zenith University College took off as a tertiary institution in November 2005 providing tuition mainly for professional programmes and got affiliated to the University of Cape Coast to run Bachelor's and Master's Degree programme in Business Administration in 2008.



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1. The University is Ghana's most Contemporary Private University with the most up-t-o-date teaching and learning facilities in the country. Unity in diversity and flexibility in studies are very much encouraged with a common objective of pursuing academic and professional excellence in the wide range of programmes offered.

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2. The various programmes on offer by the University are specially designed to:
 - Develop areas of study relevant to particular professions.
 - Update and broaden students' knowledge and skills.
 - Help students acquire valuable skills or develop new careers.
 - Enhance students existing professional qualifications.



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3.3 OUR PHILOSOPHY

Zenith University College believes in the philosophy of borderless higher education that should be easily accessible to all students with higher academic potential. Students should be able to pursue programmes of their choice irrespective of the part of the world they are or come from.

We believe this is the way forward if students are to acquire knowledge that prepares them to face the challenges of today's global economy and the multifaceted political, social and cultural setting that continuously shape our local, national and international environment.

3.4 MISSION STATEMENT

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Zenith University College aims at providing high quality education of international standard and recognition by creating an environment that stimulates and challenges students to fully explore their intellectual and human potential.

Zenith University College further aims at equipping students with skills and attitudes that will assist them to apply the knowledge they acquire in meeting challenges posed by the global economy, poverty in developing countries and developmental issues. It is our mission to make our students function in a competitive global economy.

3.5 OUR VISION

Zenith University College vision is to become one of the leading regional universities in Africa for research, knowledge creation and dissemination.

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3.6 PURPOSE

In pursuance of its mission and vision, Zenith University College hopes to achieve the following objectives:

1. Provide training programmes aimed at developing middle and top level human resource for commerce, industry and the public sector.
2. Ensure that high quality tertiary education reaches a larger number of qualified students.
3. Offer quality tuition at reasonable cost.
4. Offer programmes that are appropriate to the needs of full time workers.
5. Offer programmes with international reputation that could provide graduates with wider range options, flexible enough to delocalise employment opportunities.
6. Promote research in collaboration with industry, government Ministries, Departments & Agencies (MDAs) as well as other local and international agencies.

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3.7 ACCREDITATION

Zenith University College is accredited by the Ghana National Accreditation Board to operate as a tertiary institution and offer Diploma, Undergraduate and Postgraduate Degree programmes in Ghana.

3.8 INSTITUTIONAL RECOGNITION

Zenith University College is registered with the following external and local professional Institutions and granted permission to offer their programmes:



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- Association of Chartered Certified Accountants (ACCA)
- Chartered Institute of Marketing (CIM)
- Chartered Institute of Management Accountants (CIMA)
- Association of Business Executives (ABE)
- Institute of Chartered Secretaries and Administrators (ICSA)
- Chartered Institute of Purchasing and Supply (CIPS)
- Confederation of Tourism and Hospitality (CTH)
- Chartered Institute of Taxation (CIT) Ghana
- Association of Certified Chartered Economists (ACCE)

4.0 CURRENT PROGRAMMES AND SERVICES

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4.1 ACADEMIC PROGRAMMES

The following undergraduate and postgraduate degree programmes are run in affiliation with the University of Cape Coast:

- (1) *Bachelor of Business Administration (BBA)*
- (2) *Master of Business Administration (MBA)*

BBA – OPTIONS

- Financial Management
- Marketing
- Human Resource Management
- Management Studies
- Business Information Systems
- Hospitality Management
- Tourism Management



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MBA

- General Management
- Marketing
- Human Resource Management
- Finance and Banking

We also run **University of London International LLB and Diploma in Law Programmes**



**UNIVERSITY
OF LONDON**

INTERNATIONAL PROGRAMMES | REGISTERED
CENTRE

4.2 PROFESSIONAL PROGRAMMES

Zenith University College provides academic support and tuition for students offering the following professional programmes.

ABE (UK)	Association of Business Executives
ACCA (UK)	Association of Chartered Certified Accountants
CIM (UK)	Chartered Institute of Marketing
CIPS (UK)	Chartered Institute of Purchasing & Supply
CTH (UK)	Confederation of Tourism & Hospitality Management
CIT (GH)	Ghana Chartered Institute of Taxation
ACCE (USA)	Association of Certified Chartered Economists



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4.3 CONSULTANCY SERVICES:

The University has a consultancy unit called Zenith Executive Development Centre (**ZEDEC**). It provides consultancy services to external organizations. **ZEDEC** also supports staff and student training and development programmes of the University.

5.0 GENERAL INFORMATION

5.1 ADMINISTRATIVE STRUCTURE AND PRINCIPAL OFFICERS

GOVERNING COUNCIL

- The Governing Council is made up of eminent scholars, businessmen and women, professionals and statesmen/women with impeccable track record and experience in their various trades and professions. It is the highest decision making body of the University.

PRESIDENT

- The President is the Founder of Zenith University College. He provides advisory services and is a member of the Governing Council in his capacity as the President of the University.

RECTOR

- The Rector is appointed by the Governing Council upon the recommendation of the President and his Advisory Committee. He is the Head of Academic Affairs and Programmes. He also has oversight supervisory role on the administration of the University.

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DEPUTY RECTOR

- The Deputy Rector is appointed by the Governing Council upon the recommendation of the President and his Advisory Committee. The Deputy Rector is the Head of Professional Programmes.

REGISTRAR

- The Registrar is appointed by the Governing Council upon the recommendation of the President and his Advisory Committee. The Registrar is principally responsible for the implementation of the University's administrative policies. The Registrar is also the Head of the administration of the University College.

DEPUTY REGISTRAR

- The Deputy Registrar is appointed by the Governing Council. He/she supports the Registrar and the Rector in the discharge of their respective functions and roles.

FINANCE MANAGER

- Finance Manager is appointed by the Governing Council; he/she manages the financial affairs of the University.

LIBRARIAN

- He/she is responsible for managing the library and the textbook, journal and reference material needs of students and staff.





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5.2 REGULATIONS FOR JUNIOR MEMBERS

PREAMBLE

The term "**Junior Members**" shall apply to **persons who are enrolled in Zenith University College for approved course of study.**

REGULATIONS

- Regulations affecting Junior Members shall be made from time to time by the Academic Board in accordance with the Regulations of the University and promulgated by the Governing Council.
- These regulations shall apply to all Junior Members.
- Copies of the regulations shall be deposited with the Registrar, Dean of Students and Heads of Department (HODs) and shall be brought to the attention of all Junior Members.

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Ignorance of Regulations or of any Public Notice shall not be accepted as an excuse for any breach of discipline. Accordingly, every student on enrolment shall be required to obtain a copy of such University and other Regulations relating to his/her condition and are for the time being in force;

- University Notice Boards should be used on day-to-day basis by all Junior Members to receive important communication from the University.
- Junior Members shall conduct themselves in a sober and orderly manner and shall pursue their studies with all diligence.

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- ❑ All Junior Members are expected to conform to all such regulations and orders as may be made for the good management of the University.
- ❑ The operation of these Regulations is without prejudice to the application of the general laws of Ghana which apply to all persons in the University.
- ❑ The officers of the University who have special responsibilities under the Rector for the discipline of Junior Members are the Dean of Students and Heads of Department (**HOD**). It shall be an offence to disobey these officers and all others in the discharge of University duties.

6.0 ADMISSIONS AND DIRECTIONS FOR REGISTRATION

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6.1 TERMS AND CONDITIONS OF ADMISSION

The offer of admission is made to students subject to the University's Terms and Conditions. The full text of the terms and conditions together with other Policies of the University that all students must abide by are stated in the Students Handbook and can also be found at the Admissions Section of our website. All students should make sure they read and understand them.

THE KEY POINTS OF THE TERMS AND CONDITIONS

- 1) An offer of admission is made to any student on condition that the information he/she provided in his/her application is true and complete.



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- 2) Full payment of fees must accompany the student's letter of acceptance. Full payment must be made before the commencement of lectures and in any case not later than 30 days after the offer of admission.
- 3) All fees paid **EXCLUDE** amounts payable to the professional bodies for student registration, subscription, exemptions and examination fees with the example of **ABE** and **CTH** programmes.
- 4) No part of the fees paid shall be refunded once lectures begin.
- 5) A Junior Member who does not hold an award granted by the Government, or by an institution recognized by the University, shall be required to pay all approved fees on or before registration.
- 6) A Junior Member whose account is in arrears and unpaid at the beginning of an academic year shall not normally be allowed to attend lectures until his/her outstanding account has been settled.
- 7) Semester dates are announced on University Notice Boards.
- 8) Junior Members admitted to the hostel are required to register and continue attending lectures until the last day of the semester unless permission is granted for temporary absence.
- 9) The University reserves the right to dismiss any student at any time for non-payment of fees. No refund will be made for any part of fees already paid.
- 10) All students are responsible for the purchase of their textbooks. The University reserves the right to reschedule or cancel a programme during a particular semester if a

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minimum of fifteen students per class are not obtained or if, in the opinion of the University, such an action is necessary. In the event of a course not being available during a particular semester, students will be counselled to enrol on a related course or to defer the course to the following semester.

- 11) The University's Hostel offers preference to fully paid-up students of the University. Students admitted to the Hostel must abide by all hostel regulations and must in particular:
 - Not entertain visitors in their rooms beyond 10 pm.
 - Avoid fighting and not to disturb the peace in the Hostel.
 - Not bring to their room any banned equipment or substances.
- 12)
 - i) Students are fully liable for any costs arising from undertaking any practical assignments or projects such as tours.
 - ii) Students are Junior Members of the University and all rules in the Students Code of Discipline and Handbook apply to them (Copy available on Admission). The following standards, among others, cannot be compromised:
 - Respect for authority;
 - Decency in attitudes, '**NO SMOKING**' Policy is not negotiable;
 - Decency in dressing, speech and actions with high regard for each other's rights. (This is enforceable in all aspects of life on campus at all times);
 - Freedom of religion and respect for each other's culture;
 - Drug or narcotic-related offenders face the severest sanctions including instant dismissal.
 - iii) Zenith University College strives towards achieving the highest quality in everything it offers in accordance with its Mission Statement and demands same from its students.



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- iv) Students should be familiar with the Fees Policy as indicated in this Handbook.
- v) Students should read general, departmental and hostel notices daily.
- vi) All redress to be sought must follow laid-down procedures in the Students Handbook under Welfare and Discipline and in the Code of Discipline.
- vii) All other circumstances, acts of omission and commission militating against peaceful co-existence and high academic attainment shall face severe sanctions.

REGISTRATION PROCEDURES

- 1) Using your Admission letter, pay your school fees at the Zenith University Finance Office.
- 2) Pick and complete two of Zenith University registration forms from the Students Support Centre
- 3) Return the completed registration form to the Centre and obtain a Zenith University Student ID number
- 4) Register with a passport-sized photograph for your new/replacement Student ID card
- 5) Remember also to register for External Examinations at the appropriate time. (i.e. Professional UK examinations – ABC, CIPS, CTH, ACCA, LLB, Dip. Law and CIM)

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70 APPROVED NAMES OF JUNIOR MEMBERS

For the purposes of identification, Junior Members of the University are known only by the names which they have signed in the Register of Matriculation and are known by those names

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only in the sequence in which they were signed (that is, first name, middle name(s) and surname).

PROVIDED THAT:

Where a female Junior Member gets married, she may apply to have her name altered to include the surname acquired by marriage, followed in parenthesis, by the word "nee" and her former surname. In such cases, proof of marriage will be required before the official change is made.

A Junior Member may apply to the Dean of Students for recognition by the University for a change of name, and if the Dean of Students is satisfied that the legal requirements have been met, he/she shall submit an application to the Registrar who, on approval of the said application, shall authorize the change.

8.0 LECTURES AND EXAMINATIONS

8.1 ATTENDANCE AT LECTURES AND EXAMINATIONS

Junior Members are required to attend lectures, tutorials and practical sessions specified for their programmes of study, and all such examinations as the University or the Departments may, from time to time, require. They shall perform all written and practical work prescribed for them.

8.2 NON-ATTENDANCE AT LECTURES, TUTORIALS & PRACTICAL CLASSES

Junior Members who are absent from lectures, tutorials and practical classes for a cumulative total of 28 days or more in any



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one semester will be deemed not to have satisfied the attendance requirements of the semester. Such Junior Members shall be required to withdraw from the University.

For each course, there shall be at least 2 internal assessments before the end of each semester. These assessments shall be compulsory under our Continuous Assessment Scheme (CAS) In case of absence involving non-attendance at lectures, tutorials, practical, or examinations, a written permission to the Department concerned must be obtained by the Junior Member affected.

8.3 FAILURE TO WRITE EXAMINATIONS

Additionally, any student who fails to register and write the internal or external examinations for which he or she was formally enrolled after two successive semesters of instructions shall be asked to withdraw unless he or she provides tangible reasons for his or her action. Similarly, failure to take part in our continuous assessments without permission could lead to dismissal from the University.

8.4 REFERRALS

Any student referred in one or more subjects may qualify for a special dispensation to re-sit the referred paper(s) before progressing to the next level.

8.5 EXAMINATION MALPRACTICES OR OFFENCES

- 1) Examination offences shall be understood to include the following:
 - any attempt on the part of a student to gain an unfair advantage, and

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- any breach of the Examination Regulations and Instructions by a student including, refusal on the part of the student to occupy an assigned place in an examination room,
 - any form of communication with another candidate, use of mobile phones, possession of a book, paper or written information of any kind except as required by the rules of a particular examination, smoking, leaving an examination room without permission of the invigilator, or refusal to follow instructions.
- 2) The Chief Invigilator or any Examiner shall report to the Registrar as soon as practicable any breach of Examination Regulations. In respect of offences occurring outside the precincts of an examination room, the Dean of Students shall cause an enquiry to be made into any reports that reach him and submit his/her findings to the Registrar.
- 3) The Examination Committee shall review all reports received in connection with an examination malpractice or offence. On the basis of its findings, the Committee may invoke/apply any of the following sanctions:
- Loss of marks in a particular Paper.
 - A grade of Z shall be awarded wherever it is established that a candidate had attempted to gain an unfair advantage in an examination be it in a principal subject or an ancillary or any other paper.
 - Such a candidate may be debarred from taking University examinations for a stated period or indefinitely or expelled from the University.

In all instances of examination malpractices or offences, a formal report shall be made to the Academic Board as soon as practicable. The Academic Board may review all such reported cases and may vary the sanctions as it deems fit.



9.0 VITAL INFORMATION FOR STUDENTS - SCHOOL OF BUSINESS

CLASSIFICATION OF STUDENTS' ACADEMIC STATUS

9.1 PROGRESSION FROM ONE LEVEL TO ANOTHER

These provisions apply to Levels 100, 200 and 300 students: that is progression from level 100 to Level 200; Level 200 to Level 300 and Level 300 to Level 400.

For a student to move from one level to the next, he/she must meet the following conditions:

- Pass all twelve (12) courses (core and electives) taken
- Attain a minimum Cumulative Grade Point Average (CGPA) of 1.0

A student who obtains a CGPA of 1.0 – 1.5 at the end of each semester shall be cautioned and counselled.

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9.2 SUPPLEMENTARY EXAMINATIONS

A student, who fails one (1) to three (3) courses either in the first or second semester or in both semesters combined, shall be given one opportunity to write a supplementary examination conducted during the long vacation. If the student is unable to pass all the failed courses in the supplementary examinations, he/she shall be required to:

- a) Proceed to the next level (if he/she failed only one of the failed courses taken in the supplementary examinations) and repeat the failed course in the following semester in addition to the normal course load.
- b) Repeat that level (if he/she failed two/three of the failed courses taken in the supplementary examinations) and register to take only the failed courses and pass all these

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courses before proceeding to the next level. Such students shall be classified as being on **PROBATION**.

- c) A student on **PROBATION** must pass the failed courses at one sitting only; if he/she fails to pass them, he/she shall be asked to withdraw for poor academic performance.

A student can be on **PROBATION** only once during his/her undergraduate studies.

Alternatively where failed student numbers are few, resit examinations can be conducted alongside the normal Semester Examination session.

9.3 REPEAT OF LEVEL

- 1) A student who fails four (4) or more courses at any level, either in the first or second semester or in both semesters combined shall be required to REPEAT the level and register to retake all the courses offered at that level (including those he/she passed).
- 2) A repeating student must pass all the courses at the relevant level (100, 200 or 300) before proceeding to the next level. If he/she fails to pass, then he/she shall be asked to withdraw for poor academic performance.
- 3) A student can REPEAT only once during his/her undergraduate studies.

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9.4 COMPUTATION OF RESULTS FOR REPEAT/PROBATION STUDENTS

If a student passes a repeated course, both the failed and passed grades(s) will appear on the student's transcript and will be used in the computation of his/her CGPA.



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9.5 CLASS ATTENDANCE POLICY

Zenith University College attaches great importance to adequate exposure of students to course content and the benefits of classroom interaction among lecturers and students. Accordingly students are required to attend all classes and laboratory practical sessions.

To obtain a grade for a course, the student shall not absent himself/herself for more than the equivalent of three weeks contact hours for the course. For a three credit course, the number of classes missed shall not be more than three (3).

A student who fails to meet this requirement will not be allowed to write the end of semester examinations. If for medical reasons, a student cannot meet the class attendance requirement, he/she is advised to withdraw voluntarily from the course through the due process. To get approval for voluntary withdrawal, the student must submit a medical report.



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9.6 GRADING SYSTEM

1) STUDENT ASSESSMENT SYSTEM

The University operates a combination of Continuous Assessment and End-of-Semester Examination system with the following weighting:

CONTINUOUS ASSESSMENT	40%
END-OF-SEMESTER EXAMINATION	60%

The Continuous Assessment component consists of the following:

- Take home assignments** (individual/group)
- Class quizzes and tests**
- Term papers**
- Project work**

This component gives students the chance to demonstrate their abilities in a wider variety of learning tasks and work environments than is possible under formal examination conditions. For example, through continuous assessment, students can learn the value and processes of teamwork, plan and solve real-life problems.

2) DURATION OF END-OF-SEMESTER EXAMINATION

The duration of end-of-semester examination is determined by the credit weighting of the course rather than the pattern/form of the examination. The durations are as follows:



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One credit course	1-1 ½ hours
Two credit course	1 ½ - 2 hours
Three credit course	2 – 3 hours

Since all Zenith University College courses are 3 course credit (as at now), the duration of our end of semester examinations shall be from 2-3 hours.

3) GRADING SCALE

Zenith University College uses letter grades and numerical weightings corresponding to the letter grades. The numerical weightings reflect the quality of the student's performance. Total raw scores (combination of continuous assessment and end-of-semester examination) are converted according to the following scheme.

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RAW SCORE	GRADE	CREDIT VALUE	INTERPRETATION
80-100	A	4.0	EXCELLENT
75-79	B+	3.5	VERY GOOD
70-74	B	3.0	GOOD
65-69	C+	2.5	AVERAGE
64-60	C	2.0	FAIR
55-59	D+	1.5	BARELY SATISFACTORY
50-54	D	1.0	WEAK PASS
BELOW 50	E	0	FAIL

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**4) DEGREE CLASSIFICATION**

The degree classification of the bachelor's degree is as follows:

CLASS OF DEGREE	CGPA
1ST CLASS	3.6 – 4.0
2ND CLASS (UPPER DIVISION)	3.6 – 3.5
2ND CLASS (LOWER DIVISION)	2.5 – 2.9
3RD CLASS DIVISION	2.0 – 2.4
PASS	1.0 – 1.9
FAIL	LESS THAN 1.0

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5) REQUIREMENT FOR GRADUATION

A candidate is eligible for a degree if he/she has satisfied the following requirements:

1. Pass all courses offered (core and electives)
2. Accumulate a minimum of 144 credits for a 4-year programme, 108 credit for a 3-year programme and 72 credits for a 2-year programme.
3. Attain a minimum CGPA of 1.0
4. Settle all financial and other obligations to the University.
5. Should be in good standing; not barred for disciplinary reasons.



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6) THE LIMITS FOR COMPLETION OF PROGRAMMES

Four-year programme	Minimum of four (4) years, maximum of five (5) years
Three-year programme	Minimum of three (3) years, maximum of four (4) years
Two-year programme	Minimum of two (2) years, maximum of three (3) years

A student who is unable to complete the degree programme within the time limit will be withdrawn by the University.

7) DATE OF AWARD OF DEGREE

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For the BBA programme the date of award of the degree shall be the last day of the semester on which the final examination/paper was written.

10.0 STUDENTS FUNCTIONS/ACTIVITIES

10.1 PERMISSION TO ORGANIZE PUBLIC FUNCTIONS

Students who wish to organize any public function within or outside the University College shall obtain permission from the Dean of Students as appropriate. The Dean of Students shall in turn inform the Registrar.

An application for permission to organize a function should be provided in a proposal format detailing, among other things, the following information:

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- (i) Purpose and benefits of function
- (ii) Target audience
- (iii) Persons involved in organizing function
- (iv) Financial matters involved
- (v) Date and time of the function
- (vi) Place where the function is to take place
- (vii) Names and description of Lecturers, Speakers or Performers at the function
- (viii) Security arrangements

10.2 FORMATION OF GROUPS/CLUBS

The following groups shall be formed:

1. **Students Representative Council (SRC)**
2. **Junior Common Room (JCR)**
3. **Amalgamated Clubs**

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A formal application for permission to form any of these groupings shall be submitted to the Dean of Students as appropriate.

10.3 PROCESSIONS AND DEMONSTRATION

- 1) Any student or group of students wishing to organize a procession/demonstration in the University College shall notify the Dean of Students in writing with a copy to the Registrar at least five days before the procession/demonstration is due to begin.



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- 2) The notification shall state the purpose of the procession/demonstration and the name(s) of the organizer(s).
- 3) The Dean of Students may prescribe special conditions, limitations or restrictions as may be considered appropriate in the circumstances.
- 4) The procession/demonstration shall follow an approved route and all traffic rules shall be observed.
- 5) The procession/demonstration shall be held between the hours of 6.00am and 6.00pm.
- 6) During the procession/demonstration, nothing should be done or said that may occasion violence or cause a breach of the peace.
- 7) If, in the opinion of the Dean of Students, the procession/demonstration is likely to lead to a breach of the peace or cause serious interference with the work of the University College, he/she may so advise the Deputy Rector to take appropriate action.
- 8) If any acts of violence and/or breach of University or other regulations occur during a procession/demonstration or other mass action, the perpetrators as well as the organizer(s) shall be held jointly and severally responsible.
- 9) The fact that a procession/demonstration is not prohibited in any way does not imply that the University College has either approved of or is sympathy with its objectives.
- 10) For procession/demonstrations outside the University, the organizer(s) shall, in addition, seek prior permission from the Ghana Police Service.

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10.4 PUBLICATIONS

- 1) The Registrar should be informed of any intention to produce a student publication within the University College and his approval in writing shall be obtained for such a publication.
- 2) Copies of each issue of the publication shall be lodged with the Rector, Deputy Rector, Registrar, Dean of Students and the University Librarian on the day of publication.
- 3) Each issue shall state the name of the Editor, the membership of the Editorial Board, and the Publisher.
- 4) The members of the Editorial Board shall be held jointly responsible for the full contents of each issue of the publication.

10.5 FREEDOM OF WORSHIP

Zenith University College is a community of students from different parts of Africa and beyond. Therefore, there shall be freedom of worship and respect for each other's culture.

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11.0 USE OF VEHICLES AND DRESS CODE

11.1 USE OF VEHICLES

Any Junior Member may use a vehicle on the University campus. However, the University College reserves the right to sanction students for careless driving. Furthermore, the University College accepts no responsibility for any damage caused to vehicles by owners, drivers or passengers. Owners shall, however, be held liable for any damages caused by their vehicles to University College property (Vehicles include cars, trucks, motorbikes, bicycle.)



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11.2 DRESS CODE

Courtesy demands decency in dressing, speech and actions. Students are advised to dress decently so as not to infringe on the (moral expectations) of the University and society at large.

12.0 OTHER REGULATIONS

(a) It shall be an offence for a Junior Member to:

- i) Steal or be an accomplice or abetment to any crime.
- ii) Cultivate, possess, use or peddle narcotics and other drugs as listed in the Second Schedule, Part 11, of the Drugs and Pharmacy Act, 1961 (Act 64).
- iii) Wilfully cause damage to University property or the good name of the University College and/or incite others to cause such damage.
- iv) Publish defamatory material on the campus
- v) Smoke on campus.
- vi) Cause unnecessary harm to infringe on the liberties of any person on campus.
- vii) Possess firearms on campus.
- viii) Make undue noise within the University College precincts. In particular, the hours between 10.00p.m and 5.00am are to be regarded as hours of quiet. This rule shall not apply where permission to organize a function has been granted by the Registrar through the Dean of Students.

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13.0 WELFARE AND DISCIPLINE

13.1 THE DEAN OF STUDENTS

The Dean of Students is responsible for the welfare and discipline of students. The Dean works in close collaboration with the Students Representative Council and the Amalgamated Clubs.

13.2 DISCIPLINARY PROCEDURES

A student, who violates any University regulations, shall be reported to the Dean of Students. The Dean of Students shall cause an investigation into the matter. The report of the investigation with recommendation, shall be submitted to the Registrar.

13.3 SANCTIONS

Any student who does not observe the rules and regulations or commits any act subversive of discipline or good order or tending to bring discredit upon the University, or neglects his duties may be punished by warning or reprimand or withholding of results of examination or rustication or outright dismissal. Sanctions which involve temporary or permanent removal from the University shall be implemented only with the concurrence of the Registrar.

13.4 COUNSELLING SERVICES

Counselling services are available at all departments. Any complaints on academic matters can be lodged at the Office of the Coordinator or Head of Department for redress. Students requiring spiritual counselling can contact their Pastors or Imams outside the College where necessary. For any other issues,



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students can contact the Dean of Students, through the SRC and its affiliates.

13.5 APPEAL

Any Junior Member who is aggrieved by any disciplinary sanction may appeal to the Registrar through the Dean of Students for a review within 7 days of the notification to him/her of the sanction imposed on him/her. The Registrar, on receipt of a report from the appropriate source, may request a review of the sanctions so imposed. When carrying out a review, the Registrar may act on the advice of a body or committee on which student interests are represented.

14.0 MEMORANDUM FOR STUDENT WRITERS

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14.1 THE LAWS OF GHANA

All student publications, even though they may be circulated only within the University College, are subject to the laws of Ghana. This memorandum is intended to give them general information about their legal liabilities. It is not a substitute for professional legal advice, and it only deals with those parts of law which are most likely to concern students' publications. But a writer, who uses his common sense and the information given here, should not run into legal difficulties.

14.2 THE CIVIL LAW OF LIBEL

Everyone concerned with a publication runs the risk of being sued and made to pay damages if the publication libels anyone. Material published is libellous, for example, if it suggests that the person has committed a crime, or is dishonest, or immoral, or

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not to be trusted or has misconducted himself/herself in office. It does not have to refer to the person by name; it is sufficient if ordinary people would understand what is published as referring to the person who brings the action.

The liability is not confined to the author of the libellous articles or picture; everyone on the editorial committee would also be liable, and even those who take part in typing or distributing the publication may be liable as well. So if you take any part in a publication, it is wise to realize that you are legally responsible for what is included in it, and normally it makes no difference whether you took the trouble to read the copy or not.

You also have a defence (called "fair comment") which allows you to comment upon matters of general public concern, and express opinion and voice out criticism upon such matters. To come within this defence, you must confine your opinion to matters which are of concern and interest to the public generally (though, normally, a person's private character in not of public interest).

You must also avoid making false factual statements; the law allows you to express your opinions, but not to tell untruths. But there is nothing against you expressing your opinions on matters of public concern in a vigorous way, though if you express them in an indecent way then you must expect a court to doubt your good faith.

14.3 THE CRIMINAL LAW OF OBSCENITY

You can be fined or imprisoned if you publish obscene material whether it takes the form of writing or pictures. Common sense is the best guide as to what the court is likely to regard as "obscene".



14.4 COMMENTS ON JUDICIAL PROCEEDINGS

It is possible to commit offences by commenting upon legal proceedings; it is prudent to seek advice before doing so.

150 RESTRICTIONS ON NARCOTICS

15.1 PHARMACY AND DRUGS ACT, 1961 (ACT 64)

The following are listed as narcotic drugs under this act;

- 1) Indian hemp
- 2) Coca leave, cocaine (including synthetic cocaine) and ecgonine and their respective salts, the esters of ecgonine and their respective salt, any solution or dilution of cocaine or its salts in an inert substance (whether liquid or solid) containing not less than one-tenth per cent of cocaine or any proportion of ecgonine.
- 3) Any product obtained from any of the ecgonine alkaloids of the coca leaf, not being a product which, on the 13th July, 1931, was being used for medical or scientific purposes.
- 4) Raw opium, medicinal opium and opium prepared for smoking.
- 5) Any product obtained from any of the phenanthrene alkaloids of opium, not being a product which, on the 13th July 1931, was being used for medical or scientific purposes.

Morphine and its salts, and any solution or dilution of morphine or its salts in an inert substance whether liquid or solid containing any proportion of morphine, and any preparation, admixture, extract or other substance (not being such a solution or dilution as aforesaid) containing not less than one-fifth of one percent of Morphine.

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15.2 INTERPRETATION OF ACT 64

- i) "Coca leaves" means the leaves of any plant of the genus of the erythroxylaceae from which cocaine can be extracted either directly or by chemical transformation;
- ii) "ecgonine" means levoecgonine and includes any derivatives of ecgonine from which it may be recovered industrially;
- iii) "medicinal opium" means raw opium which has undergone the processes necessary to adapt it for medicinal use in accordance with the requirements of the authorized pharmacopoeia, whether it is in the form of powder or is granulated or is in any other form, and whether or not it is mixed with neutral substance;
- iv) Raw opium includes powdered or granulated opium, but does not include medicinal opium, and
- v) For the purposes of this part of this Schedule, percentages, in the case of liquid preparations, shall, unless regulations otherwise prescribed, be calculated on the basis that a preparation containing one percent of a substance means a preparation in which one gram of the substance, if a solid, or one millilitre of the substance, if a liquid, is contained in every one hundred millilitre of the preparation, and so in proportion for any greater or less percentage.

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15.3 FURTHER RESTRICTIONS ON NARCOTICS

15.3.1 (POSSESSION OF NARCOTICS. AMENDED BY ACT222{C})

No person shall have in his/her possession without lawful excuse, proof of which shall be on him/her, any opium or Indian hemp of any species or description whatsoever or any residue from the smoking thereof.



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15.3.2 SMOKING OF OPIUM OR INDIAN HEMP

No person shall -

- a) Smoke opium or Indian hemp or frequent any place used for the smoking thereof; or
- b) Permit premises owned or occupied by him/her to be used by persons smoking opium or Indian hemp.
- c) Have in his/her possession pipes or other utensils for use in connection with the smoking of opium or Indian hemp.

ANY STUDENT FOUND SMOKING ANY BANNED DRUG OR FOUND WITH ANY BANNED DRUGS/OR SUBSTANCE SHALL BE INSTANTLY DISMISSED

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15.3.3 ALCOHOLIC BEVERAGES

Use of alcoholic beverages is banned from the University. Drunken Students shall face instant disciplinary sanctions.

16.0 PHYSICAL FACILITIES

The University College's physical facilities meet the highest international standards. An effective policy for regular maintenance of our facilities is in place to ensure that standards are not compromised at any time.

16.1 LIST OF FACILITIES

The physical facilities of the University College are grouped as follows:

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BLOCK ONE:

This block houses the following facilities:

- ❑ 10 lecture rooms
- ❑ One Library
- ❑ One Computer Laboratory
- ❑ One Audio Visual Centre
- ❑ Administrative Offices
- ❑ Offices for Lecturers

BLOCK TWO:

This comprises a 4-storey multipurpose complex facility. This facility provides the following additional facilities:

- ❑ Registry - Zenith University College
- ❑ Offices for Academic Staff
- ❑ 15 extra classrooms
- ❑ 800-seater Auditorium





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BLOCK THREE:

This also houses lecture and examination rooms



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ZENITH HOSTEL FOR STUDENTS

The following are categories of hostel accommodation available for students on campus.

- 1) **Shared Residence** - four students per room with all other residential amenities.
- 2) **Shared Residence** - two students per room with all other residential amenities.
- 3) **Self-Contained** – flat for an individual, and/ or family.



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PRIVATE HOSTELS

Private hostels are available in the Communities around the College. Students, however, rent these facilities at their own risk. Students are to be very careful in deciding where they wish to stay. Private hostel fees may be higher than the average rent in communal houses.



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SECURITY ON AND OFF CAMPUS

Students are advised to be security conscious at all times. Police night patrols are available but students are to ensure that laptops, mobile phones and other personal belongings are kept securely on and off campus. For emergency please call: 191 or 18555 for police assistance.

BLOCK FOUR:

This facility houses

- The College Cafeteria
- The College Clinic
- Zenith Business Centre
- Security Department



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BLOCK FIVE:

This also houses the following facilities:

- 8 examination halls
- 8 large lecture rooms

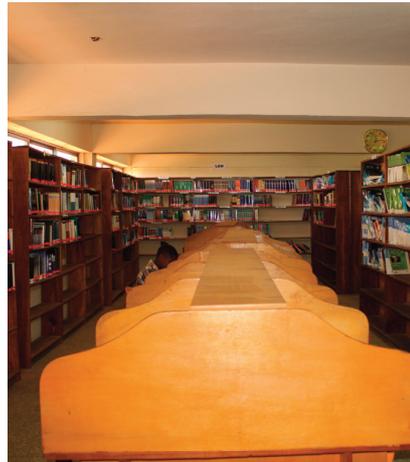
STUDENT HANDBOOK



LIBRARY SECTION

The library is currently holding more than 10,000 books on a wide range of subjects. Some of the subject areas covered are:

- Accountancy
- Financial Management
- Economics
- Marketing
- Finance
- Purchasing and Supply
- Sociology
- Philosophy
- Tourism & Hospitality
- Strategic Management
- Organizational Behaviour
- Public Administration
- Law
- Information Technology
- Mathematics & Statistics
- Psychology
- Political Science
- Human Resource Management



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There is also a section for major reference collections such as the Encyclopaedia Britannica, Compton's Encyclopaedia and others. There is also a good collection of journals and magazines. Other required materials can be accessed from the internet facilities available.

A section of the library is dedicated to publications from:

- The World Bank
- The IMF
- The British Commonwealth
- Other Economic Groupings



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AUDIO VISUAL LABORATORY:

Provisions have been made for an Audio-visual Laboratory equipped with modern equipment, including:

- ❑ Video Decks
- ❑ TV Sets
- ❑ Radio Cassette and CD/DVD players
- ❑ Computers with Internet connectivity and CD ROM
- ❑ Video Conferencing facilities
- ❑ Projectors
- ❑ Public Address system

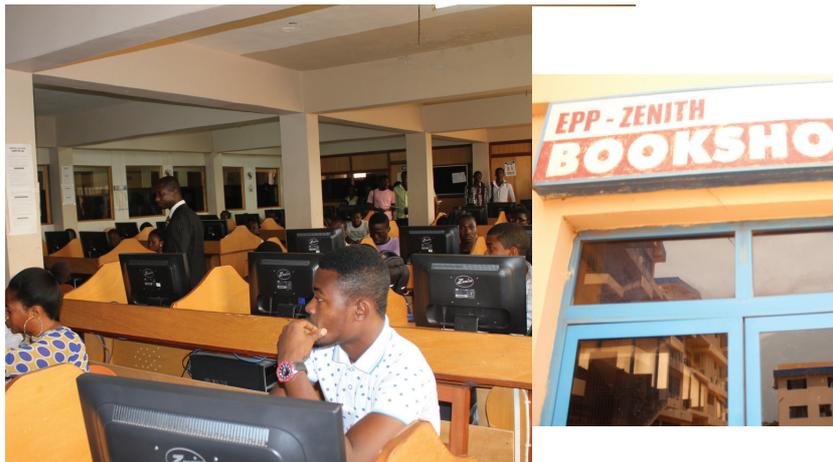
COMPUTER LABORATORY

The current computer laboratory is well equipped with 150 computers with broadband internet connectivity. Wireless internet connectivity is also available on campus.

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ZENITH UNIVERSITY COLLEGE BOOKSHOP

A bookshop is available on campus. Students, Lecturers and other staff enjoy special discounts on the sale of books. Your student/staff ID card will be needed in this regard.



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17.0 FEES

17.1 INTRODUCTION

The Fee Policy of Zenith University College sets out guidelines for the payment, and part or full refund of monies paid by students in exchange for our tuition and/or any other services that may be applied or requested for.

17.2 OBJECTIVES

- 1) To set out a uniform process in payment of monies and refund of monies to students
- 2) To outline tuition and other services at the University that attract fees and other monetary consideration.
- 3) To provide a basis for settling any fee dispute that may arise between students and Zenith University College.

17.3 INITIAL PAYMENTS

- 1) Application Forms: Approved non refundable fee.
- 2) Registration processes: Students shall pay a non-refundable fee to commence the semester programmes as administrative charges.
- 3) Other services: All other services to be provided to students shall attract a non-refundable service charge as and when necessary.

17.4 TUITION FEES

- 1) Shall be varied as and when necessary.
- 2) Shall fall due when a student is enrolled for any programme at the University.
- 3) Shall be paid in full before or on the day of registration. The University reserves the right to charge additional fees as penalty for late registration.



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- 4) The University reserves the right to dismiss any student at any time for non-payment of fees.

ALL OTHER SERVICES TO BE PROVIDED TO STUDENTS SHALL ATTRACT A NON-REFUNDABLE SERVICE CHARGE AS AND WHEN NECESSARY.

17.5 REFUNDS

- 1) Full refund of fees will be made to students who withdraw from the College before the beginning of lectures.
- 2) However, 15% of the total tuition fees shall be deducted to offset processing and administrative expenses.
- 3) No part of fees paid shall be refunded once lectures begin.

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17.6 SCHOLARSHIP

A number of scholarships are available for brilliant but needy students

17.7 APPEAL PROCESS

Any aggrieved student(s) shall appeal through the Dean of Students to a Special Investigation Committee appointed by the University Academic Board for settlement. This Committee shall include:

1. Dean of Students or his/her representative
2. Finance Manager or his representative
3. Registrar
4. College Legal Adviser

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17.8 DEFAULTING STUDENTS

Students who default in the payment of any fees shall be sanctioned by the University.

17.9 OTHER SOURCES OF FUNDS

The Ghana Student Loan Trust has a loan facility for interested Ghanaian Students. Their office is located on Zenith University campus in the cafeteria building.

18.0 DEFERMENT OF STUDY PROGRAMME

18.1 INTRODUCTION

There are and will always be situations in which a student may not be able to continue with a chosen programme of study due to circumstances beyond his/her control. This policy document is designed to outline conditions that should prevail to warrant a deferment of programme by a student.

18.2 OBJECTIVES

- 1) To provide guidelines to students and policy makers alike as to what requests would be acceptable for deferment of a programme;
- 2) To outline the extent to which a deferment could be allowed
- 3) To clarify any sanctions or remedies that may exist to address conflicts or disagreements



18.3 CIRCUMSTANCES REQUIRING DEFERMENT

1. HEALTH REASONS

Where a report of a professional medical doctor or hospital recommends that a student could not continue his/her studies in a particular state of health, a deferment could be considered. This would be subject to the changing conditions that could be classified as incapacitated on health grounds.

2. IMPOSSIBLE CIRCUMSTANCES

This describes a condition that could not have been predicted at the time of applying to the University College to pursue a programme of study. There is the need to prove this condition beyond all reasonable doubt.

3. EMERGENCY CIRCUMSTANCES

Where a condition needed a quick decision to resolve a life threatening or an adverse economic situation the condition is classified as emergency. We have to consider scenarios that best solve the problem on hand at minimum cost to the University College and the student.

4. ANY OTHER SITUATIONS

An assessment of merit on a case-by-case basis and the decision could be at the discretion of the University and such a decision should be in the best interest of the student and the institution.

PROCEDURE TO FOLLOW:

STEP 1: A letter for deferment must be addressed to the Registrar, stating:

- 1) Student's admission code as reference;

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- 2) Type of programme/course and level/part reached/session attending;
- 3) Next possible external/internal examination date;
- 4) Duration of deferment required (from what to what date).
- 5) Reasons for the request with supporting documents where necessary;
- 6) Copy of letter must be sent to the Head of Department.

STEP 2. Confirmation note from Head of Department:

- 1) Registrar to request for clearance note from the Head of Department
- 2) Check on how much fees have been paid and/or balance outstanding;

STEP 3. Approval stage:

A sub-committee of the Academic Board shall meet and decide on whether or not request by the student should be allowed. The Committee shall comprise of;

- 1) Registrar or his representative
- 2) Head of Department

STEP 4. Response to request by committee

Registrar to reply to the request stating what has been agreed upon by the committee.

LETTER TO COVER:

- Duration of deferment agreed upon (not more than 2 semesters)
- Dispensations allowed
- Possible sanctions for default



190 QUALITY ASSURANCE & ETHICS

19.1 INTRODUCTION

In line with our mission that ensures total quality as a trademark that permeates all aspects of our operations at Zenith University College, this document provides the framework for the enforcement of the highest standard of performance. Ethical guidelines set out here are normally basic attitudinal and behavioural responsibilities that are established norms in the tertiary education industry.

OBJECTIVES

1. To promote a high standard of performance in all areas of teaching, learning, academic support services and administration.
2. To ensure effective and efficient feedback and monitoring processes in all areas of operation at the University.
3. To excel in all areas of academic endeavour in accordance with the vision, mission and the philosophy of Zenith University College.
4. To promote professionalism in work ethics and ensure strict adherence to international standards with due regard to quality at all levels of performance.

19.2 QUALITY ASSURANCE BENCHMARKS

19.2.1 ATTENDANCE AT LECTURES

The aim of this provision is to ensure compliance with high level of attendance at lectures and maximum output by lecturers and students.

The following processes are in place:

- Before the start of classes, each class representative (to be

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elected by each class) is served with class attendance sheets containing names of all registered students for that subject. The class representative is to mark students as present/absent.

- The attendance sheets have a column reserved for the class representative and lecturer to append their signatures after each lecture.
- At the end of the lecture the class representative returns the attendance sheet to the course/programme Coordinator at the Registry.
- Time sheets are completed and signed by the lecturer, counter-signed by the representative and the Head of Department. The completed sheets are to be sent to the Finance Manager's office. Any overtime or part-time payments will be based on the information provided on the time sheets.

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19.2.2 CONTINUOUS ASSESSMENT

The Continuous Assessment Scheme (CAS) is compulsory for all students. Each department has to comply with the criteria set out by the Academic Board.

The aim of this policy is to ensure adequate focus on teaching and learning processes and prepare students adequately for their final examinations and professional training.

The scheme requires that at least three (3) assessments (two assignments and a mid-semester examination) shall be recorded to form part of the Continuous Assessment Scheme (CAS). The credit marks on the CAS form 40% of the final assessment marks for all internally assessed courses. These records will also be used for testimonials among other things for students.



19.3 STUDENTS' ASSESSMENT OF LECTURERS

To achieve and sustain quality standards in the delivery of lectures to enhance effective teaching and learning for students, performance of lecturers is evaluated once a semester. The following are indicators used and how they are applied in the assessment processes.

- Areas covered are; (i) Course content; (ii) Mode of delivery; (iii) Attendance; (iv) Assignment.
- Lecturers are assessed on their strengths/weaknesses and use of teaching aids.
- The final assessment points are in percentages.
- Low grade lecturers are advised to improve upon performance during the following semester or resign.
- The Assessment Committee presents its report to the Academic Board for decision making.

19.4 SEMESTER REPORTS FROM HEADS OF DEPARTMENT

For the purpose of effective monitoring of lecturers for career development and continuous improvement in departmental and academic assignments such as publications and research, Heads of Department are to report on individual lecturers at the end of each semester.

19.5 STUDENTS' ASSESSMENT OF ADMINISTRATIVE STAFF

Students are given assessment form to assess the quality and standard of performance of administrative staff of the University and the staff involved in the day-to-day running of the institution.

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19.6 PROVISION OF SUPPORT SERVICES

Our academic and administrative support systems are IT – based and upgraded regularly to meet the latest standards of performance and efficiency.

19.7 GUIDELINES ON ETHICAL CONDUCT

The University College recruits and retains staff with high academic and professional competence. The conditions of their service set out clear guidelines on the standard of professional attitudes and also behaviour required of them in their employment at Zenith University College.

19.8 ETHICS ON RESEARCH AND PUBLICATIONS

Research materials or writings are expected to be professionally sourced, gathered and independently packaged for publication purposes. Plagiarism or similar acts of reproducing writings or publications of others without due regard to copyright laws of Ghana constitute a very serious offence and tantamount to intellectual dishonesty. Any student or lecturer who contravenes this clause shall suffer sanctions that could lead to the withdrawal of credits and/or letters for the academic awards that this relates to.

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20.0 INTERPERSONAL RELATIONSHIPS

20.1 STUDENT TO STUDENT RELATIONSHIPS

In compliance with Clause 11.2 or 6.12 of the terms and conditions of admission, students are to exhibit “decency in dressing, speech and actions with high regard for each other’s



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rights". Students are to show a high degree of respect for each other regardless of creed, race, gender, or religion and that all students are equal before the rules and regulations of the University College.

20.2 STUDENT TO STAFF RELATIONSHIPS

This supplements Clause 6.10 above. All student-staff relationships should be cordial and conducive to excellent understanding and cooperation. All parties, however, should take full responsibility for their actions in compliance with the standard rules, regulations and laws of Ghana. Any abuse of the individual's right and freedom shall be treated in a manner deterrent enough to reduce its re-occurrence.

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21.0 SANCTIONS IN BREACH OF RULES AND REGULATIONS

Students/lecturers in breach of these procedures or processes normally face sanctions prescribed by the Academic Board.

21.1 RESOLUTION OF DISPUTES

An aggrieved lecturer or staff could direct a letter stating specifically what his/her grievances are to the Registrar. Issues raised will be discussed and resolved within 24 hours. In extreme cases, however, the matter would be referred to a special committee for resolution within 48 hours.

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22.0 COMPLAINTS & COMPLAINT HANDLING PROCEDURES

22.1 INTRODUCTION

This section deals with types and nature of complaints and how they are handled. Complaints do not necessarily come from students alone. Stakeholders in the educational sector such as government and its agencies, financial institution press, workers, parents, visitors and even the general public at large could lodge complaints on the entire operations of the University to draw the attention of the authorities to actions and measures being followed and pursued that could affect the interest of the University itself, welfare of students & staff and the community into which the University fits.

22.2 OBJECTIVES

- 1) To provide a participative process through which complaints of all sorts, positive and adverse, reach the appropriate destination timely, accurately and relevant for its purpose.
- 2) To open a clear, simple and responsive feedback and an interactive process vital in decision making.

22.3 TYPES OF COMPLAINTS

Complaints could cover the following areas:

- a) **ADMINISTRATIVE:**
 - Campus facilities, structures etc.
 - Relationships among individuals and groups
 - Support services available and on offer
 - Fees policy
 - Disciplinary issues



b) **ACADEMIC**

- Course delivery quality by lecturers
- Time-tabling
- Syllabus/Curriculum
- Examinations

c) **STUDENTS**

- Compliance with rules and regulations
- Sanctions and appeals
- Conflicts and their resolution
- Inter-personal relationships

22.4 MEDIUM FOR COMPLAINTS

- 1) Oral and conversational
- 2) Use of Complaint/Suggestion Boxes placed at vantage points
- 3) Use of complaint lodgement books at Registry
- 4) Correspondence, public complaints through media announcements and publications

22.5 PROCEDURE TO ADDRESS COMPLAINTS

Through Complaints/Disciplinary Committee which comprises the following:

- Registrar
- Dean of Students
- Secretary (as appointed)
- College attorney (advisory role)
- Any senior member invited to assist the Committee

TYPE 1 Complaint :

NATURE OF COMPLAINTS

Such complaints are oral and conversational in nature. They attract as much attention as the more formal ones and often demand instant responses.

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PROCEDURE FOLLOWED TO ADDRESS COMPLAINTS:

Any senior staff or lecturer who receives complaints of this kind is expected to expedite action immediately by leading the complainant to the direct source where quick answers could be given. The senior officer, thereafter, records the complaint in the complaints book. Where complainant is not happy with the responses obtained, the complaint may be referred to the Complaints Committee for redress.

TYPE 2 Complaint :

NATURE OF COMPLAINT

This involves the use of complaint/suggestion Boxes. This type of complaint is open to students, lecturers, staff and the general public.

PROCEDURE FOLLOWED TO ADDRESS COMPLAINT :

Complaint / Suggestion Boxes are checked daily and complaint in the boxes are screened into those that require immediate response and those that require attention at a committee level. Those requiring instant response could be handled by the Registrar and/or the Dean of Students. Those requiring more detailed responses and further clarifications by Council should be referred to the Committee. Response should be given within **7 days** of receipt of complaints.



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TYPE 3 Complaint :

USE OF COMPLAINTS LODGEMENT BOOK AT REGISTRY

Information required in the complaints book covers the following:

- Date and Time
- Name of complainant
- Status of complainant
- Issue complained about
- Action taken
- Who took action and signature

TYPE 4 Complaint :

CORRESPONDENCE / PUBLIC COMPLAINT

Such complaints are usually from the public, or other stakeholders outside the internal University College structure usually through correspondence, media announcements, publications and/or adverts.

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PROCEDURE FOLLOWED TO ADDRESS COMPLAINT

Disciplinary Committee has to sit on such complaints immediately and either issue a press statement or write a rejoinder to the complaining organization to clarify the University College's position on the issue raised. Complaints shall be referred to the Registrar for attention.

22.6 REPORTING RESPONSES TO COMPLAINTS

Responses to complaints are catalogued and published on the notice boards monthly. This resultant data base could be used in policy review exercises of the College.

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230 HEALTH, SAFETY AND SANITATION

23.1 INTRODUCTION

Health and Safety Policy is one of the most important policies in any organization. The processes below outline the position of Zenith University College with regard to measures put in place to protect lives and property against any hazards and the management of such events when they do occur.

OBJECTIVES

- i) To inform University Community of how potential hazards do occur and what is expected of them with regard to their lecturers and administrative staff on its prevention where possible.
- ii) To establish processes to follow when there is any hazard that poses a threat to anyone on campus.

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23.2 OFFICER IN-CHARGE OF HEALTH, SAFETY AND SANITATION

There is a technical officer who oversees all issues concerning health, safety and the maintenance of a clean environment.

TYPES OF HAZARDS

- i) Artificial and natural hazards
- ii) Accidents
- iii) Other forms of incidence giving rise to physical and/or emotional injuries

ARTIFICIAL AND NATURAL HAZARDS

These cover floods, earthquakes, storms, lighting from thunder etc. In the event of any of these occurring, the following steps are to be followed.



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EARTHQUAKE/EARTH TREMOR

Internal evacuation procedures to commence using laid down regulations. When the tremor is heard:

- i) Do not panic
- ii) Hide under a strong table or shelf to avoid falling debris
- iii) Make effort to move to a nearby open space which should be a reasonable distance from any structure with height
- iv) Do not take any of your belongings with you
- v) Join the emergency rescue team, where possible, after the tremors have subsided
- vi) As quickly as possible contact the emergency numbers below:

STORMS AND FLOODS

- a) Shut all windows and stay in a water-tight compartment if you are below the water table
- b) Escape to the highest point of the building or ground, considered very safe, where possible
- c) Contact the emergency numbers below:

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Police	191 or 18555
Fire Service	192

FIRE

As an emergency cover, all students will have to take necessary steps to protect life as much as possible. In case of fires resulting from, arson; negligence; electrical faults; faulty appliances, gas explosions, etc., the following processes should be followed:

- i) Do not panic
- ii) Shout Fire! Fire!!
- iii) Use fire extinguishers placed at vantage positions

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- iv) Do not take any personal effects
- v) Follow the exit routes indicated orderly to a safe location (**MEETING POINT**)
- vi) Take instructions from security and emergency officers available

ACCIDENTS

Victims of any form of accident should be given instant first aid by our resident nurse where possible before taking them immediately to La General Hospital for treatment.

PHYSICAL AND EMOTIONAL INJURIES

Victims of physical and emotional injuries should be given first aid before they are taken to the La General Hospital (or the nearest hospital)

VISITS TO CONSTRUCTION SITES

All visitors to any construction site should wear a protective helmet. All students, lecturers, staff and visitors should stay away from construction sites as much as possible.

SANITATION

The University has employed workers who are to ensure that the whole campus is clean, secured and very tidy at all times.



LIABILITY OF THE COLLEGE FOR INJURIES ON CAMPUS

Zenith University College is not liable for any injuries suffered on campus. However, emergency support is available to ensure that anybody who is struck down by any ailment or suffers any injuries is quickly and immediately sent to the nearest hospital (either La General Hospital or 37 Military Hospital) for treatment.



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FIRST AID FACILITY

First Aid facilities are available at the following locations:

- (1) **Hostel:** at the Hostel Manager's Office
- (2) **SRC** Office
- (3) **BBA** General Office
- (4) **Administration:** at the Registry



24.0 INTERNSHIP SCHEME

24.1 INTRODUCTION

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Zenith University College seeks to produce an individual who, not only is academically prepared to pass his/her final examination with top grades but could also be versatile enough (to engage listening skills) to meet challenges in various roles as middle level or top level manager in industry, commerce and the public service. In line with this policy, a Career Centre has been established to look for placements for our students in which course of the public sector.

24.2 OBJECTIVES

- 1) To expose students to true challenges in the work environment and prepare them for a more effective working life.
- 2) To assist students in their studies by relating theory to practice and facilitating their understanding of the relationship between theory and practice.

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- 3) To develop their leadership, inter-personal & professional skills and abilities to take independent decisions at the workplace.

24.3 INTERNSHIP OPTIONS AVAILABLE

- Vacation attachments
- Temporary job assignments
- On-the-job training
- Full-time assignments
- Contract engagements

24.4 WHO QUALIFIES

All bona fide students of Zenith University College undertaking full-time study qualify to benefit from the scheme. A bona fide student, for the avoidance of any doubt, is one who has:

- i) Registered as a full-time student
- ii) Paid fees in full
- iii) Has a Zenith University College ID card
- iv) Been in the University College for at least one (1) semester

24.5 HOW TO APPLY FOR INTERNSHIP

A student should complete an application form with relevant attachments. (Student ID, receipts etc)

24.6 INTERNSHIP ORIENTATION

Successful applicants will go through an internship orientation programme. This programme would:

- i. Explain the rationale behind the Scheme



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- ii. Assist beneficiaries to complete Scheme Monitoring and Evaluation (SME) Forms
- iii. Sign an undertaking to comply with terms and conditions under the Scheme

24.7 COURSE RULES AND REGULATIONS

24.7.1 INTRODUCTION

This document provides guidelines to course rules and regulations including enrolment and cancellation policy of Zenith University College in its comprehensive form.

OBJECTIVES

The Course Rules and Regulations:

1. Seek to bring together all processes guiding students to ensure their full engagement as bona fide students of Zenith University College.
2. Provide guidelines for course placements, withdrawals and cancellations.
3. Outline any redress procedures that may exist for students.

24.7.2 COURSE ENROLMENT PROCEDURES:

STEP 1: ADMISSION INTO ZENITH UNIVERSITY COLLEGE

All applicants are to purchase a Zenith University College's admission form and a student prospectus. There are four types of forms.

These are:

- 1) **PROFESSIONAL (ABE, CIPS, CTH, CIM, ACCA)**
- 2) **BBA (Bachelors Degree)**

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- 3) **MBA (Masters Degree)**
- 4) **LLB, DIP. IN LAW (UNIVERSITY OF LONDON INTERNATIONAL PROGRAMME)**

The forms are to be completed in duplicate, following the instructions provided.

STEP 2: INITIAL SCREENING PROCESS:

Application for admission follows a screening process when the completed admission form is submitted to the College. The screening involves the verification of the applicant's eligibility for the chosen programme of study. The process includes checking that:

- i) Copies of academic/professional certificates enclosed are authentic;
- ii) Grades from results slips and/or transcripts meet the minimum standard required;
- iii) Applicant is given provisional admission on the strength of his/her application or advised otherwise.

STEP 3: REGISTRATION WITH PROFESSIONAL BODY OR INSTITUTE:

Zenith University College may provide assistance and secretarial support to students in their registration processes.

STEP 4: PAYMENT OF TUITION FEES AND COMMENCEMENT OF LECTURES:

Applicant is given a confirmed admission to the chosen programme of study on condition that he/she meets the requirements of Steps 1 and 2 above, and paid Tuition Fees. Copies of his/her student membership documentation and an acceptance letter are demanded before the applicant is asked to



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pay his/her College tuition, register as Zenith University Student and given an ID card. The applicant is allowed to attend lectures when all these procedures have been completed.

24.7.4 COURSE CANCELLATION PROCESS:

- 1) An applicant who does not go through steps 1 and 2 is not a bona fide student of Zenith University College; his/her enrolment is therefore void.
- 2) Where an applicant satisfies steps 1 and 2 but not step 4, his enrolment could be void and cancelled.
- 3) Furthermore, a student could face cancellation of programme of study and subsequent withdrawal from the University College if any of the admission conditions enshrined in this Handbook for students is breached.

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These cover:

- i) Admissions
- ii) Attendance at Lectures and Examinations
- iii) Failure to write Examinations;
- iv) Examination malpractice or offence
- v) Use of fictitious certificates

24.7.5 DISCIPLINARY PROCESS:

A student who violates any of the University rules and regulation will have to face disciplinary measure/sanction ranging from fines to outright dismissal from Zenith University College. Dismissal, however, depends on the gravity of offence committed.

The final decision on any sanction recommended by the Dean/Committee shall rest on the Governing Council unless otherwise stated in the terms of reference.

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**24.8 ACADEMIC AND SEMESTER SESSIONS*****Academic Sessions***

Lectures are in three sessions and planned as follows:

No.	SESSION	COMMENCES	ENDS
1.	Day	07.30 hrs	16.00 hrs
2.	Evening	18.00 hrs	20.00 hrs
3.	Weekend	Thursday/Friday: 18.00 hrs Saturday: 09.00 hrs	Thursday/Friday: 20.00hrs Saturday 18.00hrs

Semester Sessions

Under the Academic Calendar, there are two semesters in an academic year.

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The schedule is as follows:

No.	SEMESTER	COMMENCES	ENDS
July intake	First	Second Monday in July	Second Friday in December
	Second	Second Monday in January	Second Friday in June
January intake	First	Second Monday in January	Second Friday in June
	Second	Second Monday in July	Second Friday in December



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Academic Years

Under the professional programmes calendar, the semester schedule above still applies. However, the two examination dates in November/December and May/June in a calendar year have made it necessary to plan a two-tier enrolment.

The Schedule is as follows:

No.	TIER	COMMENCES	ENDS
1.	First	First Monday in July	Second Friday in June
2.	Second	First Monday in January	Second Friday in December
3.	Third	First Monday in April	Second Friday in December
4.	Fourth	First Monday in September	Second Friday in June