

GREAT ZIMBABWE UNIVERSITY
STUDENT AFFAIRS DIVISION PROCEDURE MANUALS

1. UNIVERSITY ORDINANCE 2

RULES OF GREAT ZIMBABWE UNIVERSITY STUDENT CONDUCT AND DISCIPLINE ORDINANCE, 2004, ORDINANCE NO. 2

In terms of Section 27 (1) of the Great Zimbabwe University (Act 11 of 2007), the Council of the Great Zimbabwe University, with the approval of the Minister of Higher and Tertiary Education, makes the following Ordinance:

1. The Ordinance may be cited as “the Rules of Great Zimbabwe University Student Conduct and Discipline Ordinance, 2004, Ordinance No. 2”.
2. The rules of Student Conduct and Discipline set out in the Schedule to this Ordinance shall come into effect from 1 January 2004.
3. In terms of Section 27 (1) of the University Act, the Student Disciplinary Committee hereby delegates to the officials referred to in the Rules and Student Conduct and Discipline the power of investigating and exercising disciplinary authority in respect of misconduct by any student to the extent and in the manner set out in the Rules of Student Conduct and Discipline.
4. In terms of Section 27(4) of the Great Zimbabwe University Act, the Student Disciplinary Committee may:
 - 4.1 order a student to pay to the University the amount of any financial loss caused to the University by such a student;
 - 4.2 after reference to the Vice-Chancellor, impose any penalty on a student which in the circumstances of a particular case it deems appropriate.

SCHEDULE

RULES OF STUDENT CONDUCT AND DISCIPLINE

1. INTERPRETATION

The University officers charged with the administration of these rules will at all times seek to implement the letter and spirit of the Great Zimbabwe University Act and will in particular have regard to the following principles:

- 1.1 Great Zimbabwe University is a community in which high standards of communal life must be established and maintained for the benefit of both present and future members of the University.
- 1.2 a high level of personal integrity and a developed sense of responsibility towards others are as important to the University as outstanding scholastic achievement.
- 1.3 a proper concern for the reputation of the University and what it ought to stand for makes it incumbent upon its members to live decent and ordered lives.

1.4 individual or collective action by members of the University which constitutes a breach of these rules may require to be punished notwithstanding that the motive or goal of such action was a commendable one in the belief of such members.

2. **UNDERTAKING AT REGISTRATION**

When registering as a member of Great Zimbabwe University a student shall be given a copy of these rules and shall sign a statement in which s/he acknowledges that s/he has been furnished with the rules, and s/he undertakes to conduct himself/herself while a student of the University in accordance therewith and with any amendments duly made thereto.

3. **STUDENT CONDUCT**

3.1 No student of the University shall:-

- 3.1.1 use the University premises contrary to University regulations, residence, faculty or departmental rules or do any act reasonably likely to cause such misuse;
- 3.1.2 damage or deface any property of the University or do any act reasonably likely to cause damage or defacement thereto;
- 3.1.3 disrupt teaching, study, research or administrative work, or prevent any member of the University or its staff from carrying on his/her study or work, or do any act reasonably likely to cause disruption or prevention;
- 3.1.4 Engage in any conduct whether on or off campus which is or is reasonably likely to be harmful to the interests of the University, members of the University staff or students.

3.2 The following would be regarded by the University as instances of breaches of the rule contained in 3.1 above:

- 3.2.1 displaying violence by word or act towards any member of the University, whether academic or administrative staff or student, or a guest of the University, or any visitor to the University or in any way intimidating or obstructing the free movement of such member, guest or visitor;
- 3.2.2 disrupting or seeking to disrupt any proper function of the University whether it be an official function, Council meeting, Senate meeting, faculty or committee meeting, lecture, teaching session, the function of any University society or day to day administrative activity;
- 3.2.3 seeking to prevent a speaker invited by any section of the University community from lawfully expressing his views.

3.3 **Students are informed that:-**

- 3.3.1 if a group of students forms a common intention to commit certain acts to assist each other in their commission, and in due course a breach of these rules is committed by one or some of the group, then each member of the group may be held to have committed that breach of the rules, who foresaw

that the breach would occur, or who must, in the view of the Student Disciplinary Committee, have foreseen that it would occur. A member of such a group can avoid this happening to him/her by taking clear and unequivocal steps, before such a breach is committed, to show that he/she dissociates himself/herself from the acts of the group with whom he/she has so far been associating;

3.3.2 where a number of students have committed a breach of these rules and only one or more of these students can be identified, the University will not hesitate to take disciplinary action against those students who can be identified and against whom there is sufficient evidence to warrant investigation;

3.3.3 where a student commits an act which is both an offence according to the laws of the country and one which after investigation appears to be breach of the disciplinary rules of the University, the University may punish such a student notwithstanding that he/she is prosecuted and/or punished by the courts of the country.

3.4 A student shall obey any rules made from time to time by the Vice-Chancellor and shall further obey all instructions given by the Vice-Chancellor, the proctors, and all those persons whom the Vice-Chancellor has charged to assist him in the maintenance of discipline, and in this regard:

3.4.1 any Dean, Deputy Dean, Chairman of Department, Librarian, Deputy Librarian or member of the senior administrative staff may order any member of a gathering of students which is committing, or whose activities are likely to lead to a breach of Rule 3 (above), to disperse, and may further order any such member to furnish his/her full name or to accompany the member of staff to the Vice-Chancellor or a proctor, or give both such orders. For the purposes of this section 'Senior Administrative staff' shall include the Registrar, the Bursar, Deputy Registrar Academic, Deputy Registrar for Administration and Personnel, Director, Accommodation and Catering Services, Director of Works and Estates, Dean of Students, Deputy Dean of Students, Assistant to the Vice-Chancellor, Deputy Bursar, and Wardens of Halls of Residence.

3.4.2 If a student misbehaves in a lecture or teaching session or interferes with the conduct of a lecture or teaching session the member of staff conducting such lecture or teaching session may order the student to leave or to cease such interference.

3.4.3 Failing to comply with any order given as above constitutes a serious offence.

4. THE POWER OF UNIVERSITY PROCTORS

4.1 The Vice-Chancellor shall from time to time appoint as many proctors as he deems necessary from among the academic staff who are not members of the Student Disciplinary Panel or wardens. One proctor shall be known as the Senior Proctor with responsibility for organising and supervising the work of the other proctors.

- 4.2 A proctor shall be charged with ensuring the proper observance of these rules by students on or off the University campus and to this end shall, in addition to his/her powers under Rule 3.4 have the following additional powers to:
- 4.2.1 receive and investigate reports of student misconduct;
 - 4.2.2 summon any student to appear before him/her either to answer a charge or complaint against him/her or to answer questions in regard to any matter under investigation by him/her.
 - 4.2.3 proceed with the hearing in the absence of a student who in the opinion of the proctor has been duly summoned but has failed to appear;
 - 4.2.4 recommend to the Registrar that a student be summoned to appear before the Student Disciplinary Committee to answer a charge or complaint against him/her or to answer questions in regard to any matter under investigation by the Student Disciplinary Committee or proctors;
 - 4.2.5 reprimand a student;
 - 4.2.6 impose a fine on a student not exceeding \$10 000-00 (subject to review from time to time);
 - 4.2.7 order a student to pay to the University the amount of any financial loss caused to the University by such student;
 - 4.2.8 withdraw an existing student privilege, other than residence, for a period not exceeding one semester.
- 4.3 When a report is made to a proctor of alleged misconduct by a resident of a Hall of Residence the proctor shall communicate such a report to the warden of the Hall of Residence concerned before taking action against the resident.

5. **POWER OF WARDENS**

- 5.1 A warden of a Residence shall have the power to investigate any breach of these rules by a student of his Hall of Residence committed within any Hall of Residence and to make any of the following orders in respect of such student adjudged by him to have committed a breach of these rules:
- 5.1.1 to reprimand a student;
 - 5.1.2 to withdraw an existing resident student privilege, e.g. exeat;
 - 5.1.3 to impose a fine not exceeding \$5000.00 (subject to review from time to time);
 - 5.1.4 to order a student to pay to the University the amount of any financial loss caused to the University. Such an order may be made on the person or persons who caused the loss or, where identity cannot be established, on members of the residence in which the loss was sustained;
 - 5.1.5 to suspend a student from his/her Hall of Residence;

- 5.1.6 to expel a student from his/her Hall of Residence for a period not exceeding two semesters.
- 5.2 Where a warden wishes to impose penalties 5.1.5 or 5.1.6 above, he/she shall first furnish the Senior Proctor with a full report concerning the alleged offence and the proposed penalty. On receipt of this report the Senior Proctor may, either:-
- 5.2.1 confirm the proposed penalty and order of the warden and in the event of variation, order the warden to execute such varied order; or
- 5.2.2 institute a further investigation of the matters before making such an order at the conclusions as he/ she deems fit; or
- 5.2.3 recommend to the Registrar that a Student Disciplinary Committee be convened to examine the case.
- 5.3 A warden of a Hall of Residence and the warden of non-resident students shall have the power to report any matter of student conduct to the proctors or through the Registrar to the Student Disciplinary Committee.
- 5.4 Where a warden has imposed any of the penalties set out in Section 5.1.1 to 5.1.4 above on a student he shall submit a report to the Senior Proctor, Registrar and Dean of Students.

6. RULES FOR HALLS OF RESIDENCE

6.1 General

A resident shall obey all rules made and instructions given by the Dean of Students, accommodation officer, warden, deputy and sub-wardens of the residence and shall refrain from conduct which:

6.1.1 may bring discredit upon his/her Hall of Residence; or

6.1.2 is prejudicial to the welfare of other residents of the Hall.

6.2 Powers of Hall Committee Members

Members of Hall Committees shall have the power to investigate and if necessary reprimand residents for any infringement of the rules contained in this section, and to report such investigation or reprimand to the warden.

6.3 Damage to Hall Property

A resident shall be liable to compensate the University in full for any damage caused by him/her to University property. Damage caused to a study-bedroom shall be presumed to have been caused by the resident to whom such a room has been allocated unless the contrary is proved.

6.4 Fire

A resident having knowledge of the outbreak of fire in, or adjacent to, Hall premises shall as soon as possible:

6.4.1 inform the warden, deputy or sub-warden;

- 6.4.2 summon the municipal fire-brigade;
- 6.4.3 inform the Director of Works and Estates.

6.5 Vacation Residence

- 6.5.1 A resident may not occupy a study-bedroom during University vacations save with the prior written authority of the Dean of Students, accommodation officer on the recommendation of the Dean of Students Affairs, and, the warden. Applications for vacation residence must be submitted through the prescribed channels and on the prescribed form.
- 6.5.2 A resident granted leave to reside in a Hall of Residence on vacation, who no longer wishes to avail himself /herself of this privilege, shall furnish the Dean of Students or accommodation officer within at least three days' written notice of such fact. Omission to do so will render such resident liable to a monetary penalty as will be decided from time to time.

6.6 Exeats

A resident may not absent himself/herself from a Hall of Residence overnight, save on Saturday nights, without previously informing and obtaining the permission of the warden. To be absent from a Hall of Residence for two or more consecutive nights, he/she requires permission of the Dean of his/her faculty in addition to that of the warden. A resident of a hall may be required to be in the hall every night by such time as may be laid down in Hall Regulations unless prior permission has been granted by the warden or a sub-warden to return to the Hall at a later hour.

6.7 Visitors

- 6.7.1 Resident students' parents may visit them in their rooms from 1000 hours to 2230 hours.
- 6.7.2 Male students may be entertained in rooms in female halls and female students may be entertained in rooms in male halls between the following hours:

Monday to Friday	1200 to 2230
Saturday	1200 to 2400
Sunday	1030 to 2230
- 6.7.3 Outside the prescribed visiting hours, all parts of the halls except the common rooms and entrance foyers are out of bounds to members of the opposite sex.
- 6.7.4 Special arrangements may be made by application to the warden of the hall concerned.
- 6.7.5 These provisions apply to all students undergraduate and postgraduate.
- 6.7.6 No visitor or non-resident student may make unauthorised use of accommodation or dining facilities in Halls of Residence. Students bringing visitors or non-resident students to the hall may be held responsible by the wardens for the conduct of such visitors, and non-resident students making unauthorised use of the hall facilities shall be guilty of misconduct.

6.8 Withdrawal from Residence

If a student should leave the University or withdraw from residence before the end of the session for which he has been admitted, fees already paid by him/her are not refundable and the balance of all fees for that session not yet paid become immediately payable, except that a student who gives proper notice before the end of a semester that he/she wishes to vacate residence for the remainder of the session may be refunded the balance of residence fees in respect of the remaining whole semester of the session.

6.9 Loss of Valuables

A resident shall report as soon as possible to the warden, deputy or sub-warden the loss of any article from hall premises in circumstances raising a suspicion of theft.

6.10 Relationship of Resident and Staff

A resident shall not require a member of the Accommodation Department staff to perform a service outside the scope of his normal employment duties.

6.11 Illness

A resident who is confined to bed shall, so far as s/he is able, ensure that his/her illness is reported to the university's Student Health Services centre.

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RULES FOR THE USE OF VEHICLES

7.1 A student wishing to keep or use a motor vehicle including a motor cycle, motor scooter or motorised bicycle within the boundaries of the University site shall previously notify the Registrar in writing on the form prescribed.

7.2 Save with the prior written permission of the Registrar, a student shall not, within university grounds:

7.2.1 park a vehicle in a parking place marked "for staff and visitors only";

7.2.2 park a vehicle in any place at which parking by any persons has been prohibited;

7.2.3 bring a vehicle within any university building;

7.2.4 ride or drive a vehicle on any part other than roads, tracks or parking places;

7.2.5 leave a vehicle in an unusable condition for a period longer than is reasonably required to effect necessary repairs or have the vehicle towed away.

7.3 Whenever a vehicle registered with the university is driven, ridden or parked in contravention of the rules set out in Section 7.2 it shall be presumed that it was so driven, ridden or parked by the persons in whose name the vehicle has been registered with the university unless the contrary is proved.

7.4 Penalties

7.4.1 The wardens, proctors and such other persons so authorised by the Vice-Chancellor shall have power to investigate breaches of the rules contained in this section and to impose the following penalties:

7.4.1.1 for a first offence, a fine of \$50.00 (subject to review from time to time);

7.4.1.2 for a second offence, a fine of \$100.00 (subject to review from time to time);

7.4.1.3 in the case of a third or subsequent offence the name of the offender, with particulars of his/her previous offences under this section, shall be reported to the proctors, who shall exercise appropriate authority in terms of Rule 4 above.

8 RULES OF PROCEDURE IN DISCIPLINARY PROCEEDINGS BEFORE THE STUDENT DISCIPLINARY COMMITTEE

8.1 The Chairman of the Committee shall regulate proceedings in a manner as simple and informal as possible which is, notwithstanding, best fitted to do substantial justice and at all time in accord with the principles of natural justice. More particularly a student charged with a breach of the Rules of Student Conduct and Discipline shall at any investigation thereof before the Committee and with no derogation of his/her rights in terms of Section 27(3) of the University Act: -

8.1.1 be furnished with a full and fair opportunity to see such allegations if he/she so desires;

8.1.2 be permitted to present any relevant facts or call any witnesses capable of giving testimony relevant to the investigation;

8.1.3 be permitted to put questions to witnesses save those which are irrelevant, frivolous or vexatious;

8.1.4 be permitted to be present at all times save when the Committee is deliberating upon its decision of the matter;

8.1.5 be advised as fully and clearly as possible of the Committee's decision or recommendation and of its reasons for arriving at that decision or recommendation.

8.2 The proctors and wardens shall conduct any proceedings before them in accordance with Rules 4 and 5 above respectively,

8.2.1 save that the provisions of Section 27(3) of the University Act will not be applicable.

8.3 In the event of the university engaging its lawyer to conduct an investigation before the Student Disciplinary Committee it shall be his/her duty: -

8.3.1 to elicit all evidence brought to his/her attention which is relevant to the investigation and admissible, whether favourable to or prejudicial to the student whose conduct is the subject thereof;

- 8.3.2 if so required by the Committee, to advise the Committee as to the issues which they have to decide and as to any point of law or procedure so as to ensure that the conduct of the investigation is consistent with the principles of natural justice;
- 8.3.3 to be absent at all times from the deliberations of the Committee upon its final judgments.
- 8.4 A notice to a student summoning him/her to appear before the Committee for investigation of an alleged breach of the University Rules of Student Conduct and Discipline shall be contained in a letter addressed to him/her and advising him/ her of: -
- 8.4.1 the place at which he/she is to attend;
- 8.4.2 the date and time at which he/she is to attend provided that such date shall be not less than five days after the date upon which such notice is received;
- 8.4.3 the rule which he/she is alleged to have contravened and full particulars of his/her alleged contravention;
- 8.4.4 his/her right to make any relevant statement he/she wishes to the Committee;
- 8.4.5 his/her right to call witnesses to attend and give any relevant testimony on his/her behalf before the Committee;
- 8.4.6 his/her right to be accompanied and represented before the Committee by a legal practitioner;
- 8.4.7 the right to furnish to the proctors in advance of the investigation any information which he/she deems relevant to the investigation and which he/she wishes to have given due consideration.
- 8.5 A member of the Committee who has acquired, other than in the course of his university life, knowledge of evidence in held before the Committee, shall not participate in such investigation.
- 8.6 The Committee shall only find a student to have committed a breach of the Rules of Student Conduct and Discipline when it is satisfied beyond reasonable doubt that the student has committed such breach.
- 8.7 In the event of the Committee finding a student to have committed a breach of the rules, either on the student's own admission or at the conclusion of an investigation, it shall, before determining the punishment it should impose or the terms of its recommendation to the Vice-Chancellor, avail to such a student an opportunity to make a statement or produce evidence which he/she wishes to be taken into consideration in mitigation of his/her punishment.
- 8.8 The Chairman of the Committee shall keep full notes of any proceedings before it but these need not be a verbatim record.
- 8.9 As soon as possible after the conclusion of a Student Disciplinary Committee hearing the Chairman shall convey a full report to the Registrar who shall after consulting with the Vice-Chancellor inform the student involved of the Committee's judgment.

9.0 The Vice-Chancellor may accept or vary the recommendations of the Students Disciplinary Committee.

2. ACCOMMODATION POLICY

PREAMBLE

This document shall be used in conjunction with Ordinance No.2 of student's discipline and conduct of Great Zimbabwe University. Accommodation services aim to create a vibrant living and learning experience for students and other guests. Through a multi-tiered programme, the Section shall work to help students to experience, connect and engage in diversity living and learning inter-cultural experiences. The Section comprising of Administrators, Campus and Off Campus Residence Officers, Residence Assistants and Residents Committee Members shall be highly committed to creating and maintaining a conducive living and learning environment that foster and facilitates personal growth, responsible citizenship and community involvement within the residences and beyond. Residence staff shall work collaboratively with other departments both within and outside the Division of Student Affairs to ensure that the residential living experience prepares students to be productive citizens and develop a lifelong commitment to learning and personal wellness.

1. SCOPE

This document is a University wide policy on student accommodation on and off-Campus.

2. PURPOSE

The Accommodation Section is guided by the need to:

- promote efficient, effective and transparent allocation of accommodation.
- allocate rooms and residence assets
- reduce incidences of vandalism, sexual harassment and all forms of intolerance.
- develop mature and responsible students who are sensitive to and respect rules and regulations that foster conducive atmosphere for their studies.
- enforce rules and regulations as stipulated in Ordinance No. 2 of Great Zimbabwe University in both campus and off campus residences.
- assist students to secure decent accommodation.

3. DEFINITION OF TERMS

3.1 University Accommodation

This is accommodation which is provided by the University on Campus.

3.2 Squatting

A squatter is someone who resides in a (hostel) room that he or she does not own. Squatting is an act of occupying a room which has officially been allocated to another

student, either of the same sex or different sex, outside prescribed visiting hours and without due permission from the responsible University authorities.

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3.3 On-campus resident students

Being a student who resides on the campus where there is University owned accommodation.

3.4 Off-campus resident students

Being a student who resides in a room/house or any living space which is not provided by the University.

3.5 Termination of on-campus accommodation

An act of ending a student's tenancy on the basis of breaching/violation or disrespect of on-campus residential rules and regulations.

3.6 Residence Assistants

These are mature and responsible students who are appointed annually by the University to assist with the general enforcement of rules and regulations on and off campus on behalf of the University.

3.7 Residence Officers

Residence Officers are full-time University employees who are the custodian of students and University property in residence.

3.8 Housing Maintenance Officers

These are employees responsible for accommodation welfare and receiving job requests and facilitating maintenance.

3.9 Residence Office Attendants

Residence Office Attendants are full time University employees who are responsible for assisting with general campus and off campus student housing administrative responsibilities and generating correspondences as assigned by the Director Housing. They also assist in the management of off campus and on campus online booking system.

3.10 Deputy Director Student Housing

Deputy Director Student Housing is responsible for the operation of student residence. The Deputy Director is charged with shaping the environment and experiences of residential students by providing services and programs. This position reports to the Director Student Housing.

3.11 Director Student Housing

The Director Student Housing is a full-time, professional staff member. The position includes community building and administrative management responsibility of campus and off campus residences, staff supervision, training and development, programming, student leader advertisement and enforcing University rules and regulations. The Director Student Housing should also demonstrate a commitment to multiculturalism and social justice. The Director Student Housing serves on various student life committees, and coordinates a comprehensive educational programming effort on campus and off campus residence.

3.12 Executive members of the Student Representative Assembly (SRA)

The Chairperson, Secretary, Vice Secretary and Treasurer are the top four members of the SRA.

3.13 Executive Board of Students Executive Council (EBSEC)

This is a student board comprising of members who are elected by students to represent other students.

3.14 Residence Student Committee

These are trained student peer leaders who are elected on and off campus to assist in the general welfare of other students and to enforce rules and regulations on behalf of the University. They can be appointed as Acting Residence Assistants in the event that a Resident Assistant fails to complete a term of Office.

4. ACCOMMODATION CRITERIA

Limited campus accommodation shall be offered using the following criteria:

- 4.1 Students' accommodation shall be booked online using the first come first serve index upon payment of full fees and is subject to good behavior.
- 4.2 Students with disabilities shall be given priority for allocation of accommodation after payment of full fees and completion of the registration process.
- 4.3 Students with special ailments shall also receive priority of allocation of accommodation upon producing a doctor's evidence and fulfilling the full fees payment requirement and registration demands.
- 4.4 The EBSEC President shall be privileged to meet half the price of the accommodation fees after completing the full fees payment and registration process. The rest of the EBSEC and SRA members shall book online after paying the required full fees or shall have their accommodation reserved after the approval of their request by the Dean of Students' approval.
- 4.5 All students on work-related learning (attachment) shall not stay in on-campus accommodation with an exception of those who have received approval from the University management.
- 4.6 Both local and international students shall stay in recommended boarding houses if campus accommodation is fully occupied.

- 4.7 The University shall provide students with landlords' database information on available recommended houses through the Website, Face book page and Student Portals. Students interested in taking off campus houses shall contact landlords to make payment arrangements. Accommodation for part time students shall only be considered after full time students have been provided and during vacations.
- 4.8 Overnight accommodation is charged and varies from time to time as determined by the Fees Revision Committee.
- 4.9 Vacation accommodation shall be offered to both local and international students after getting approval from the Dean of Students and upon payment of a USD\$200 fixed charge which shall be subject to review from time to time.
- 4.10 Students wishing to come with their babies are advised to make their own off-campus arrangements. The University does not provide residence facilities for couples and families, until such facilities are available.
- 4.11 Students who may come in or attain expectant status while on campus will be expected to leave campus residence two months before Delivery. The University shall not retain the bed space and semester accommodation fees are non-refundable.
- 4.12 Residence Assistants are entitled to free accommodation and meals. Their term in Office expires after a year's period and is subject to good behavior.

5. CAMPUS AND OFF CAMPUS ACCOMMODATION OPERATIONS AND SERVICES

The following operations and services shall be provided:

- Provide quality customer service and housing facilities to students and other guests.
- Check in and check out students and other guests
- Records, assets and system management
- Approving of the quality of assets and fittings to be procured in residence
- Incident reporting: - Maintenance issues
- : -Medical and non- medical emergencies
- : -Misconducts
- Integrate local and international; students to promote diversity
- Achieve revenue and target profits through hiring out accommodation (with or without linen)
- Refer needy misconduct and psychologically suffering students for counselling
- Hold entertainment and edutainment programs for students
- Engage in residence cleaning campaigns
- Engage in periodical raids to enforce rule and regulations
- Issue cleaning material and tissue papers through Residence Assistants to promote ambience
- To take disciplinary action and recommend for disciplinary hearing committee any form of misconduct

- Intertwine with other support sections and departments to provide wide range student life support programs.
- Ensure that there is excellent Wi-Fi, back up electricity and water services
- Ensure decent off-campus accommodation for students hence interlinking with external stakeholders

6. ADMINISTRATIVE STRUCTURE

The structure of the Accommodation Section is reflected on the Organogram below:



7. RESIDENCE ASSISTANCE

CAMPUS

Their major duties are to:

- help enforce regulations and manage residence;
- investigate, reprimand and report breach of regulations to the Residence office
- inspect rooms and the outside area of residences for cleanliness;
- monitor activities within and outside residences;
- assist the Residence Office to distribute tissue and cleaning material;
- ensure correct use of assets in the residence and;

- implement all other duties as given by the Director Student Housing and Residence Office.

OFF CAMPUS

Their major duties are:

- ensure that students' social, academic and personal needs are met
- -act as a link between the University and Community
- -report any ill health cases or emergencies
- responsible for the general welfare of non-resident students;
- coordinate and monitor off-campus residence activities;
- attend meetings organized for non-resident students;
- enforce rules and regulations pertaining to accommodation at boarding houses;
- investigate and recommend disciplinary action against students who bring the name of the institution into disrepute;
- establish non-resident committees with the assistance of the Administrators and non-Residence Officers.

7.1 Appointment of Residence Assistants.

The following procedures are done:

1. Advertise on local notice boards, social media and University website.
2. Shortlisting of qualifying candidates
3. Interviewing shortlisted candidates.
4. Induction of successful candidates.

7.2 Termination of Residence Assistants Appointment

The appointment can be terminated at any time by the Student Accommodation Sub Committee if the appointee fails to perform to expectation.

7.3 Privileges of Residence Assistants

They are entitled to the following:

1. On-campus
 - Accommodation fees exemption.
 - Free meals.
2. Off- campus
 - For rentals they receive amount equivalent to 100% on-campus accommodation fees.
 - Free meals.

8. RESIDENCE OFFICERS (JANITORS)

8.1 ON-CAMPUS

They work in collaboration with the Administrators, Housing Maintenance Officers, Residence Assistants and Student Committees. The Residence Officers responsibilities are:

- to allocate rooms to students accepted for the University accommodation;
- to keep a clean record of all students who have been offered accommodation;
- to help enforce rules and regulations in the residence;
- to be the custodian of all University property in the residence;
- check cleanliness in rooms, corridors and the area outside the residence;
- to report breakages, blockages, leakages and fire outbreaks;
- to keep a record of all assets in the residence;
- to keep a register of all visitors in residences;
- to issue received materials to students on routine basis and;
- to initiate fundraising activities in the residence.

8.2 OFF-CAMPUS

- ensure that students' social, academic and personal needs are met
- -act as a link between the University and Community
- -report any ill health cases or emergencies
- responsible for the general welfare of non-resident students;
- coordinate and monitor off-campus residence activities;
- attend meetings organized for non-resident students;
- enforce rules and regulations pertaining to accommodation at boarding houses;
- investigate and recommend disciplinary action against students who bring the name of the institution into disrepute;
- establish non-resident committees with the assistance of the Administrators.

8.3 Privileges of Residence Officers

8.3.1 Uniforms

8.3.2 Washing Soap

8.3.3 Free Meal

9. RESIDENT AND NON-RESIDENT STUDENT COMMITTEE

Shall comprise of Chairperson, Vice Chairperson, Treasurer, Secretary for Properties, Health, Information, Publicity, Sports Recreation and Entertainment. The posts for residence committees are advertised during the first week of the semester. Their term of office expires at the end of every semester.

9.1 Responsibilities of the Committee include:

- enforcing of rules and regulations;

- providing such services as determined by the portfolios;
- reprimanding other students who breach rules and regulations with the concurrence of Administrators;
- reporting emergencies and faults
- Protecting University property in the residences.

10. DISCIPLINARY PROCEDURES

10.1 A student who is alleged to have committed an act of misconduct/ breached residence regulations on or off-campus shall complete a misconduct record in duplicate and retain a copy.

10.2 Depending on the nature and gravity of the case, the Director Student Housing or the Administrators may:

- recommend disciplinary hearing for the campus or off campus residence students in line with Ordinance No. 2 of Great Zimbabwe University;
- reprimand the student;
- expel the student on the spot from residence as per the requirements of the ordinances.
- recommend that the student pay a fine as in the ordinance.
- Suppress student results or charge students for improper checking in and checking out.
- Suppress results of off-campus residence students who fail to pay landlords their rental charges including those of utility bills.
- Suppress results of off-campus residence students for the breakages/damages/loss caused to the privately owned accommodation.

If the Residence agreement is terminated for conduct reasons the resident shall be liable for the full amount of residence fees and shall not be entitled to a refund of any part thereof.

11. OFF-CAMPUS HOUSING EXPECTATIONS

The University shall assist students to secure off-campus decent accommodation and will educate students about University policies and local ordinances continue to build and strengthen neighborhood relations by facilitating dialogue; and promote civic citizenship to create a positive quality of life for everyone living in the neighborhood.

11.1 University employees shall not become involved in any transactions, disagreements, exchanges, payments, dictation of terms of leases or rental agreements, or communications between landlords and tenants or landlords and prospective tenants. Students or landlords having complaints against the other shall be directed to address them to the appropriate local or state agency and the University shall maintain a minimum amount of involvement.

11.2 Both local and international students shall live in off-campus accommodation when on-campus accommodation is fully booked.

11.3 The student has sole responsibility for choosing the preferred recommended boarding house, negotiating with the landlord and making a payment plan

arrangement. The University is only involved in outsourcing and recommending off-campus accommodation, providing residential life services for those living off campus and supervising off campus resident students.

11.4 The student will abide by all University rules and policies regarding student conduct, all applicable laws (local, state, and federal), especially those regarding noise, alcohol, and parties.

11.5 The students will attend any mandatory meetings or activities organized by the University.

12.0 TERMINATION OF CAMPUS/OFF-CAMPUS RESIDENCE

12.1 The privilege of campus or off-campus accommodation can be withdrawn on the basis which includes the following breach of residence rules and regulations:

- malicious damage to property including defacing walls;
- all forms of cooking within the study rooms if cooking is prohibited;
- being in possession, processing, distributing, selling or consumption of alcohol or illegal drugs in residence;
- allowing non-resident students and non-student guests to use residential facilities without due permission;
- remaining in the study rooms of the same sex or opposite sex outside prescribed visiting hours as well as overstaying beyond curfew time in someone's room during inter-hostel visitations.
- being a nuisance thereby disturbing the peace of other students;
- Stealing;
- Fighting;
- Possession or accompaniment of animal pets in any University building e.g. dogs, birds etc.
- Possession of illegal weapons;
- Failure to report on room misconducts of a student or group of students that clearly conflict with the residence rules and regulations as well as University's interests and mission, including, but not limited to, patterns of behavior that put the health and safety of others at risk or show disregard for the policies of the University.
- Abusing others physically or emotionally.

NB: The Accommodation fees amount charged for a specific period shall be non-refundable for all misconducts.

13. CHECKING IN STUDENTS INTO CAMPUS RESIDENCE

13.1 A student can only be admitted into residence after:

- appearing on the accommodation on-line list;
- paying a required amount of tuition and accommodation fees;
- signing a commitment form for acceptance of rules and regulations and;
- signing an inventory form of assets in the room.

14. CHECK OUT PROCEDURES

- 14.1. The checking out process shall strictly stretch to the end of semester. International Students who wish to prolong their stay on campus shall be charged vacation residence fees and requested to sign new check in and room condition forms.
- 14.2. Students must return study room keys in good working condition to Residence Officers after they have checked the rooms against the inventory list.
- 14.3. Students should remove all their personal belongings from rooms and leave the rooms tidy.
- 14.4. Local students on University business should stays on campus during the approved period.

15 WITHDRAWAL FROM RESIDENCE

- 15.1. Fees paid by students for admission in residence are not refundable unless if proper notice is given within the University registration period.
- 15.2. A campus resident or non-resident student who is unable to continue living in campus or off-campus residence due to medical reasons, and/or exceptional circumstances beyond their control, may submit a written application, along with any applicable supporting evidence including medical documentation, to the University or privately owned accommodation providers to request change of accommodation or pro-rated refund of their residence fees. The application must be submitted within thirty (30) days of the Resident's withdrawal from Residence. Applications will be considered and determined by the University and private accommodation service providers in their sole and absolute discretion.

16 VACATION RESIDENCE

- 16.1. Accommodation shall be hired out to organizations, individuals and block release students by the Division of Student Affairs Residence Office during vacations and funds raised shall be used to maintain and develop student residences.
- 16.2. Permission for vacation residence should be sought in writing through the Dean of Students' Office and authority should be granted upon approval by the Vice Chancellor.

17. SOCIAL ACTIVITIES

All students are encouraged to participate in at least one University recommended Social activity.

STUDENT ACCOMMODATION MANUAL OPERATION PROCEDURE DOCUMENT

1.0 PREAMBLE

This document shall be used in highlighting the processes or procedures of GZU Housing application process, payment logistics, operational ethics, policies/guidelines, roles and responsibilities of the Housing Office and student residence options. Housing Section shall have extensive collaborative and cooperative partnership with a wide an array of executives, professionals, academic, administrators, external stakeholders, individuals within the University and community to maximize student residences as an extension of the classroom in order to contribute to the efforts of student learning and success.

1.1 SCOPE

This document covers Conventional and Block Release students in the University owned residences.

1.1.1 PURPOSE OF THE SECTION

The Accommodation Section is guided by the need to:

- promote efficient, effective and transparent online allocation of rooms.
- guide the student on how to make room reservation.
- reduce manual booking system in the Section.
- extract administrative reports (**resident's statistics, amount paid, receipt number, vacant beds, and suppressed students**)
- develop mature and responsible students who are sensitive to and respect rules and regulations that foster conducive atmosphere for their studies.
- enforce rules and regulations as stipulated in Ordinance No. 2 of Great Zimbabwe University in both campus and off campus residences.
- assist students to secure decent off campus accommodation.
- guide Auditors through the online booking procedure.

1.1.2 VISION

Our vision is to be the centre of excellence in the provision of both campus and off-campus residence for learning and cultural immersion.

MISSION

The Housing and residence life program exists as an integral part of the educational program and academic support services of the institution.

The mission of the Section includes:

1. To fairly and transparently provide secure, supportive and conducive communities designed to contribute to the independent search of knowledge, personal growth and experience through all forms of interaction among students of diverse cultural backgrounds.
2. Providing reasonably priced living environments that are clean, attractive, well maintained, comfortable, sustainable, and which include contemporary safety features supported by systematic operations.
3. Ensuring the orderly and effective administration of the residence assets through sound management.
4. Providing an environment, including programs and services, that promotes learning in its broadest sense, with an emphasis on academic support, diversity, sustainability, success, entrepreneurial and community engagement.

1.1.3 OPERATIONAL ETHICS

Ethical standards guide the behaviour of housing professionals, students, stimulate concern for the ways they operate, and serve to direct their conduct and discipline. These standards should recognize the following:

- Help new students to connect with their institution by connecting them to other senior residents and staff and developing a sense of personal comfort.
- Introduce and orient residents to community expectations, facilities, services, emergency and safety protocols.
- Provide residence environments that reinforce the need for self-respect, respect of others and property.
- Encourage residents to exercise responsibility for their community through confrontation of inappropriate, threatening, or disruptive behaviour.
- Provide assistance and encourage residents to participate in mediating conflict within their residence community through dialogue and discussions as well as engaging third or neutral parties in order to arrive at informed and constructive conflict management resolutions.
- Provide opportunities for students to learn how to minimize detrimental impacts on the community environment.
- Encourage residents to learn about their rights and responsibilities as students, tenants, residents and consumers.
- The need to respond appropriately to issues of confidentiality.

- Providing safe, affordable, attractive, clean, comfortable, sustainable, and well-maintained living environments that are responsive to the needs of present and future residents.
- Having an obligation to understand the educational goals and academic mission of the institution and to aid in support and realization of these goals through residence hall programming, alternative living options, leadership training, student governance, school involvement, and sound fiscal management.
- Accepting students as individuals, each with rights and responsibilities, each with goals and needs and, with this in mind, seeks to create and maintain a community living environment in which optimal learning and personal development can take place.
- Fostering a residential environment that encourages members of that environment to consider the impact that their behaviours can have on larger environmental, social and economic systems.
- Developing and maintaining staff relationships in a climate of mutual respect, support, trust, and interdependence while recognizing the strengths and limitations of each colleague, develops lines of communication within the campus community so that programs, services, policies, and procedures support and reinforcement are consistent with the mission and goals of the institution
- Planning and using assessment tools and seeking other means of evaluation on a regular basis in order to focus on continuously improving services, programs and procedures.
- Committed to incorporating technology into the residential environment for the benefit of residents and staff and identifying strategies to promote appropriate use of technological resources.
- Recognizing both formal training and practical experience as important ingredients in the preparation of any person for effective full-time work in a higher education institutional setting.
- Believing in the educational value of professional associations and encouraging staff members to attend appropriate regional, national, and international meetings.
- Being aware of the political implications of housing as an integral part of higher education and obligated to maintain effective relationships with the global community so that programs, policies, and procedures are fully understood.
- Encouraging students to participate in comprehensive student engagement programs and leadership experiences in order to enrich their campus or off-campus experiences.

1.1.4 POLICIES AND GUIDELINES

1. ACCOMMODATION FEES AND PENALTY CHARGES

The Housing Section should have its own separate Account in order to reduce inconveniences caused by paying tuition and accommodation fees in same accounts. Housing penalty charges for breakages/loss or damages caused to University property should be deposited in the Housing Section Account for repairs and maintenance activities.

2. HOUSE KEEPING PROCESSES

2.1 Available – this is when a room is free to be booked online by students

2.2 Reserved – this is when a room is not available for booking

2.3 Exempted – this is when a room is booked by the residence administration

2.4 Pending – this is the status that appears on the student portal after the booking is successful awaiting payment.

2.5 Confirmed – this is the status that appears on the student portal after the reflection of the accommodation fees in the student's portal.

3. ACCOMMODATION ONLINE BOOKING SYSTEM

Is a method of online booking or reserving a room by a student? Rooms shall be reserved for a maximum of one weeks.

4. ACCOMMODATION TYPES

The University offers single, double and trio study bedded rooms on campus depending on the size of the room.

1.1.5 OPERATIONAL PROCEDURES

1. BOOKING PROCESS

- Accommodation booking notices are uploaded on the University Website and Face book platforms specifying the booking dates and procedures.
- Campus accommodation can be booked by any student online through the Student Portal before the beginning of each academic semester.
- Booking is done on a first-come, first-served basis **after payment of full tuition fees (100%)**.
- A student must be registered.
- A student must read and understand Accommodation guidelines before booking accommodation.
- Book online and have a pending status (**a student is permitted to make a maximum of two alterations only before room confirmation**)
- Pay the required accommodation fees.
- Booking must be confirmed electronically.
- The Online booking gives students the privilege to view and change their roommates.
- Sponsored students, staff exemptions, differently abled students and ill-health students are booked online with the Accommodation Administration on Campus on first come first serve index after producing proof of their status. The student and the Accommodation Administration can initiate the booking process.

- Sub Wardens are privileged to free Accommodation after completing the full fees payment and registration process. The EBSEC President shall meet half price of the Accommodation Fees after fulfilling all the booking and registration requirements. The rest of the EBSEC and SRA members shall book online after paying the required full fees or shall have their accommodation reserved after the Dean of Students' approval.
- All students on work-related learning shall not stay in on-campus accommodation unless if authorised to do so by the Dean of Students in collaboration with the University management.
- Both local and international students shall stay in recommended boarding houses if campus accommodation is fully occupied.
- Overnight accommodation is charged and varies from time to time as determined by the Fees Revision Committee.
- Vacation accommodation shall be offered to both local and international students after getting approval from the Dean of Students and upon payment of a fixed charge which shall be subject to review from time to time.
- Students wishing to come with their babies are advised to make their own off campus arrangements. The University does not provide residence facilities for couples and families, until such facilities are available.
- Students who may come in or attain expectant status while on campus will be expected to leave campus residence two months before Delivery. The University shall not retain the bed space and semester accommodation fees are non-refundable.

NB: The Accommodation Section will not offer accommodation to students who are carrying or repeating modules. Blacklisted students and students with pending disciplinary issues are not liable for campus accommodation.

2. CHECK- IN PROCEDURES

Check-in is done a day before the University Official Opening date.

A student can only be admitted into residence after:

- 2.1. Appearing on the confirmed accommodation student list;
- 2.2. Signing a commitment form for acceptance of rules and regulations and;
- 2.3. Inspection of the room, completion and signing an inventory form of assets in the room with the student
- 2.4. Signing for the keys issued.
- 2.5. Completion of room condition form.

3. CHECK OUT PROCEDURES

- 3.1. Inspecting the room condition.
- 3.2. Completing room inventory form.
- 3.3. Signing out and returning keys.

The checking out process shall be done: -

- 3.1.1. Immediately after the student has been evicted for misconduct.
- 3.1.2. For any other reason that may cause the student to vacate from residence before the end of the semester

3.1.3 At the end of the Semester

3.1.4 International Students who wish to prolong their stay on campus shall be charged vacation residence fees and requested to sign new check in and room condition forms.

4. SUPPRESSION PROCEDURE

4.1. Identify reasons for suppression

- Vandalism of University property- a fee is charged in accordance to the value of the damaged asset.
- Loosing keys or key tag.
- Accommodation fees arrears – owing to the full amount required for residence.
- Improper checking out – not following the proper checking out procedures.
- Any other reason deemed necessary by the Accommodation Subcommittee including off-campus residence students' misconducts.

4.2. Capture into accommodation system and forward the names to the Accounts Section for invoicing.

5. UNSUPPRESSION PROCEDURE

5.1 The student should pay the amount invoiced.

5.2 Record release is done online since the Housing system is automated to the Students Accounts and Records system.

6. ROLES IN THE BOOKING SYSTEM

ROLE	DESCRIPTION
Residence Officers	Checking in and checking out Students
Director Student Housing	Room reservation, suppression and revoking of students in the system, manual exemption allocation, authorise swops, generate online booking notices
Campus Directors	Operations
Cash office	Reconciliation of transactions and accommodation fees, invoicing
Students	Creating portal, registering, booking accommodation online and accommodation fees payment

1.1.6 ROLES AND RESPONSIBILITIES OF THE OFFICE

The following operations and services shall be provided:

- Provide quality customer service and housing facilities to students and other guests.
- Check in and check out students and other guests.

- Records, assets and system management.
- Recommending the quality of assets and fittings to be procured in residence.
- Incident reporting: - Maintenance issues, Medical and non- medical emergencies.
- Recording all misconducts, reprimanding students and/or recommending disciplinary hearings.
- Make referrals when specialized skills are needed.
- Integrate local and international students to promote diversity.
- Achieve revenue and target profits through hiring out accommodation (with or without linen).
- Hold entertainment and edutainment programs for students.
- Engage in periodical raids to enforce rule and regulations.
- Issue cleaning material and tissue papers through Residence Assistants to promote ambience.
- Intertwine with other support Sections and Departments to provide wide range student life support programs.
- Ensure that there is excellent Wi-Fi, back up electricity and water services
- Ensure decent off-campus accommodation for students hence collaborating with external stakeholders

1.1.7 ROLES AND RESPONSIBILITIES OF THE HOUSING STAFF MEMBERS

Director Student Housing

The Director Student Housing is a full-time, professional staff member. The position includes community building and administrative management responsibility of campus and off campus residences, staff supervision, training and development, programming, student leader advertisement and enforcing University rules and regulations. The Director Student Housing should also demonstrate a commitment to multiculturalism and social justice. The Director Student Housing also serves on various student life committees, and coordinates a comprehensive educational programming effort both at on campus and off campus residences.

Deputy Director Student Housing

Deputy Director Student Housing is responsible for the operation of student residence. The Deputy Director is charged with shaping the environment and experiences of residential students by providing services and programs. This position reports to the Director Student Housing.

Residence Office Attendants

Residence Office Attendants are full time University employees who are responsible for assisting with general campus and off campus student housing administrative responsibilities and generating correspondences as assigned by the Director Housing. They also assist in the management of off campus residents and on campus online booking system.

Housing Maintenance Officers

These are employees responsible for accommodation welfare and receiving job requests and facilitating maintenance and renovations.

Residence Officers

Residence Officers are full time University employees who are the custodian of students and University property in residence. They are also responsible for executing housing frontline duties such as ensuring that room keys are in order, inspecting the cleanliness of rooms, issuing keys to students during check-in, completion of room condition forms in their presence during check in and check out processes as well as reporting all emergencies and misconducts to relevant authorities.

Residence Assistants

These are mature and responsible students who are appointed annually by the University to assist with the general enforcement of rules and regulations on and off campus on behalf of the University.

Residence Student Committee

These are trained student peer leaders who are elected on and off campus to assist in the general welfare of other students and to enforce rules and regulations on behalf of the University.

1.1.8 BUSINESS PROCESS FUNCTIONS (FLOW)

Administration of the campus/off campus housing is designed to make the physical environment attractive, conducive to academic success and other learning opportunities functional, in compliance with codes, and adequately provided with safety features.

The management functions performed by the Housing Section fall into the following categories:

- Planning.
- Property management.
- Marketing campus/off-campus available residential options on the University Website, Facebook Page and Student Portals.
- Management of the online booking system.
- Maintenance and renovation, equipment replacement, custodial care and energy conservation.
- Recommend preventive maintenance programs designed to realize or exceed the projected life expectancy of the equipment and facilities.
- Ensure that facilities are accessible to persons with disabilities and in compliance with relevant national and local standards and laws and local health and safety requirements.
- In campus operations where food service is a part of or related to the housing program, the purposes of food service are to provide high quality, nutritious meals at a reasonable cost and to support the educational mission of the campus. When

possible partnerships with organic and local vendors should be established to improve quality, reduce transportation cost and support the local economy.

1.1.9 RELATED POLICIES, STATUTES AND STANDARDS

1. DISCIPLINARY PROCEDURES

A student who is alleged to have committed an act of misconduct/ breached residence regulations on or off-campus shall complete a misconduct record in duplicate and retain a copy. Depending on the nature and gravity of the case, the Director Student Housing or the Administrators may:

- recommend disciplinary hearing for the campus or off campus residence students in line with Ordinance No. 2 of Great Zimbabwe University;
- reprimand the student;
- expel the student on the spot from residence as per the requirements of the ordinances.
- recommend that the student pay a fine as in the ordinance.
- suppress student results or charge students for improper checking in and checking out.
- Suppress results of off-campus residence students who fail to pay landlords their rental charges including those of utility bills.
- Suppress results of off-campus residence students for the breakages/damages/loss caused to the privately owned accommodation.

NB: If the Residence agreement is terminated for conduct reasons the resident shall be liable for the full amount of residence fees and shall not be entitled to a refund of any part thereof.

2. OFF-CAMPUS HOUSING EXPECTATIONS

The University shall assist students to secure off-campus decent accommodation and will educate students about University policies and local ordinances in order to continue to build and strengthen neighbourhood relations by facilitating dialogue; and promote civic citizenship to create a positive quality of life for everyone living in the neighbourhood.

- 2.1 University employees shall not become involved in any transactions, disagreements, exchanges, payments, dictation of terms of leases or rental agreements, or communications between landlords and tenants or landlords and prospective tenants. Students or landlords having complaints against the other shall be directed to address them to the appropriate local or state agency and the University shall maintain a minimum amount of involvement.
- 2.2 Both local and international students shall live in off-campus accommodation when on-campus accommodation is fully booked.

- 2.3 The student has sole responsibility for choosing the preferred recommended boarding house, negotiating with the landlord and making a payment plan arrangement. The University is only involved in outsourcing and recommending off-campus accommodation, providing residential life services for those living off campus and supervising off campus resident students.
- 2.4 The student will abide by all University rules and policies regarding student conduct, all applicable laws (local, state, and federal), especially those regarding noise, alcohol, dressing and parties.
- 2.5 The students will attend any mandatory meetings or activities organised by the University.

3. TERMINATION OF CAMPUS/OFF-CAMPUS RESIDENCE

The privilege of campus accommodation can be withdrawn on the basis of which a student breach rules and regulations stipulated in the Ordinance No.2 such as:

- malicious damage to property including defacing walls;
- all forms of cooking within the study rooms if cooking is prohibited;
- being in possession, processing, distributing, selling or consumption of illegal drugs in residence;
- allowing non-resident students and non-student guests to use residential facilities without due permission;
- remaining in the study rooms of the opposite sex outside visiting hours;
- being a nuisance thereby disturbing the peace of other students;
- Stealing;
- Fighting;
- Possession or accompaniment of animal pets in any University building e.g. dogs, birds etc.
- Possession of illegal weapons;
- Activities of a student or group of students that clearly conflict with the University's interests and mission, including, but not limited to, patterns of behaviour that put the health and safety of others at risk or show disregard for the policies of the University.
- Abusing others physically or emotionally.

ACCOMMODATION POLICY (EXTRACT)

OPERATIONAL RULES AND REGULATIONS FOR RESIDENT STUDENTS (CAMPUS AND OFF-CAMPUS ACCOMMODATION)

1. Students should make beds and sweep rooms before 7.00am every day.
2. Students should avail themselves whenever requested to do so by University authorities e.g. Counselling, Discipline and Conduct, Registration etc.
3. Students should not pour out water and throw litter through windows.

4. Students should not hang wet socks and other clothes on windowsills, burglar bars or wardrobes to dry.
5. Non-student visitors/Guests shall be entertained in student rooms.
6. Students of opposite sex or same shall not sleep over or use a student room allocated to someone beyond curfew time unless if authorised to do so by the Dean of Students or Accommodation Officer
7. Students should wear face masks in public settings.
8. Screening shall be done twice a day.
9. Students shall clean regularly all high-touch areas within their rooms as well as their surroundings.
10. No posters shall be stuck on the walls using paste that deface walls.
11. Refuse should be well disposed in bins.
12. Books and clothes should be packed orderly.
13. Clothes, socks and shoes should be washed regularly to avoid unpleasant smells.
14. If used, condoms should be correctly disposed.
15. Accommodation Officer, Wardens, Sub-Wardens or Janitors can inspect hostel rooms at any given time.
16. Female students should correctly dispose their sanitary materials; do not flush down the toilets.
17. Doors should be blocked at all times.
18. Avoid keeping large sums of money in your study rooms.
19. Open up doors for Security and Wardens for spot checks whenever requested to do so.
20. Do not leave cell phones in unclosed doors.
21. Switch off all lights and other electrical Gadgets when not in the room.
22. Students shall surrender all keys when leaving for vacation.
23. Leave all tapes closed all times.
24. Clean tubs or bathrooms after bathing.
25. Keep your own bucket for bathing if need be.
26. Everyone shaving within the bathrooms should clean sinks thoroughly.
27. Collect tissue material on periodic intervals. Do not use other materials.
28. Flash toilets after your calls.
29. Do not wash your clothes in the tubs.
30. In door games which are noisy should be played during weekends.
31. Volume should be kept low at all times. Noise gadgets shall be confiscated and collected at the end of semester upon payment of a penalty fee.
32. Do not temper with the switches and the cabinets.
33. Sub wardens and Residence committee members are responsible for switching on and off the Television.
34. Any form of illness should be reported immediately.
35. A student who leaves for treatment back home shall leave a notification letter to the responsible authorities.
36. For minor illness, patient should seek treatment during the day.
37. Promiscuity is a very serious suicidal activity, be responsible and fight against this practice and avoid contraction of HIV.

38. If you cannot avoid abstinence, do not indulge in unprotected sex. Unwanted pregnancies and STDs are a source of stress, failure, ill health and failure to achieve career goals.
39. Students who wish to keep vehicles on campus shall register the vehicle with the Security Department. The vehicles shall be parked in designated areas only. Non-student vehicles e.g. taxis, are not allowed at student residences unless on emergency conditions as approved by the Security Department or Accommodation Unit.
40. All students should register for at least one sporting activity/social club and actively participate.
41. Report any form of sexual harassment regardless of who the perpetrator is.
42. Spot checks are carried out any time to enforce regulations.
43. Where there is evidence of breakage/loss/vandalism of University property, students should replace.
44. Penalty fee shall vary from time to time depending on the gravity of the situation and shall be determined by the relevant University Departments and Committees.
45. The **visiting times** shown below should be **strictly adhered to**:
Sunday to Saturday 1000Hrs – 2200Hrs

NB: Off-campus residence visiting times guidelines shall be given by the property owner.

STUDENTS SHOULD NOT

1. Fix plugs, keys and work on any fittings in the rooms.
2. Damage Property.
3. Get involved in fraudulent activities e.g. using out-dated receipts/other students' receipts for checking in purposes.
4. Use unlicensed radios, Television, laptops and other significant gadgets. These should also be registered with Security and Janitors.
5. Leave electrical gadgets on.
6. Leave lights on when one is away.
7. Use abusive language within the campus/off campus residence.
8. Play their radio to the extent of disturbing others, noisy radios can be confiscated.
9. Use undesignated places for prayers or hold prayer meetings outside the knowledge of the University Chaplain.
10. Hold parties in their rooms without permission from Wardens e.g. birthday parties, union parties etc.
11. Harass other students sexually.
12. Cook in the study rooms/keep cooking gadgets in residences.
13. Sub-let a room, nor squat with either a student of the same sex/opposite sex.
14. Display pornographic pictures in their rooms.
15. Fondle or touch anyone against their will.
16. Abuse other students physically.
17. Process, Distribute, Import, Sell or Consume alcohol in residences.
18. Smoke within corridors and rooms.

19. Sell goods in the hostels without written authority from the Accommodation Officer.
20. Throw food left overs, wash relaxed or shaved hair in sinks, for they can block pipes.
21. Use curtains for wrong purpose e.g. wiping hands or utensils, cleaning shoes etc.
22. Swap rooms without approval from the Accommodation Officer.
23. Move furniture to and from rooms without approval from responsible authorities.
24. Display violent/disrespectful behaviour on or off campus.
25. Take University canteen plates into study rooms.
26. Steal.
27. Offer commercial photocopying, typing/printing services in residences.
28. Use illegal entrances/shortcuts to access student residences.
29. Park their vehicles in undesignated parking places.
30. Drive their motor cycles/vehicles using undesignated residence roads.
31. Check out improperly.

3.SPORT AND RECREATION SECTION

1.0. Preamble

Great Zimbabwe University Sport and Recreation section endeavors to ensure promotion and development of sport and recreation activities for pursuance by all the University stakeholders. The policy covers University students, special contract participants and to some extent, the University staff members.

2.0 Title

The policy shall be called the ***Student Great Zimbabwe University Sport and Recreation Policy***.

3.0 Parameters

The policy shall work within the limits set by itself, the University statutes and policies (mainly Ordinance Number 2) as well as government policies and regulations. The policy shall also comply with the relevant Sport and Recreation national and international laws and policies.

4.0. Goals

- 4.1 To make sport and recreation accessible to all University stakeholders.
- 4.2 To provide required standard infrastructures for sport and recreation at all residential campuses and their maintenance.
- 4.3 To ensure the existence of sport and recreation programmes that develop the potential in University stakeholders especially students.
- 4.4 To co-ordinate the involvement of the University departments and other sister organizations and ensure a conducive environment for sporting and recreational activities are created.
- 4.5 To create partnerships with the corporate world for purposes of sharing technology, skills and resources required for the sustenance of sport and recreation at the University.

5.0 Definition of Terms and Abbreviations

- 5.1 *Sport Code* means any activity with a set of rules and regulations to which a club can participate in.
- 5.2 *Sports levy* means funds contributed by every GZU student towards sport and recreation activities and programmes.
- 5.3 *National Sport Association* means a group or body of persons governing a particular sport code.
- 5.4 *Professional* means expert in various sport codes who assist in monitoring and assessing the standards of sport programmes.
- 5.5 *Sport Patron* means someone who protects or champions a club or clubs' affairs.
- 5.6 *University* means Great Zimbabwe University.
- 5.7 *Sanction* means a penalty for disobeying a regulation or permission or approval for any action or behavior.
- 5.8 *Stakeholder* means anyone on University business.
- 5.9 *A Board of Directors* means a board of appointed or elected members who oversee the sport and recreation activities of the University.
- 5.10 *Special Contract Participant* means any player hired by the University but not a student.
- 5.11 *Infrastructure* means sporting and recreation facilities.
- 5.12 *ZUSA* means Zimbabwe Universities Sports Association.
- 5.13 *ZTISU* means Zimbabwe Tertiary Institutions Sports Union.
- 5.14 *CUCSA* means Confederation of Universities and Colleges Sport Association.
- 5.15 *FASU* means African Universities Sports Federation.
- 5.16 *FISU* means International Universities Sports Federation.
- 5.17 *ZIZAMA Games* means Zimbabwe-Zambia-Malawi games.
- 5.18 *Bona-fide student / Student* mean a person registered with Great Zimbabwe University for a particular semester to pursue an area of study to attain an educational qualification.

6.0 Overview

The policy guides the Section and other stakeholders on the management of the University's sport and recreation activities. To achieve its mandate, the department works hand in glove with several internal and external structures inter-alia;

6.1 Bodies and Mandate

6.1.1 Great Zimbabwe University Sports and Recreation Committee

6.1.1.1 Composition

- Chairperson as appointed by the Vice Chancellor.
- Dean of students
- Director of works
- Registry Representative
- Bursary Department Representative
- Director of Information and Public Relations
- Information and Technology Director
- Nursing sister
- Two Students Executive Council Representatives (sport minister and a student representative assembly)
- Sports Director
- Assistant Sports Director
- Sports Officers

6.1.1.2 Responsibilities

- Ensuring co-ordination and development of Sport and Recreation Section through strategic planning.
- Ascertaining growth and development among students through affiliating almost all sports disciplines to associations and exposing them to trials with professional teams.
- Guaranteeing transparency in the day to day running of the Sport and Recreation section through involvement of personnel from other departments.
- Promoting self-reliance in the Section through the creation and establishment of revenue generating activities.
- Sanctioning misbehaving coaches and students.

6.1.1.3 Powers

Recommending and approving University Sports and Recreation plans and policies.

6.2 National Sports Association and Professionals

6.2.1 Sports and Recreation Commission.

6.1.2.1 Composition

- As provided by the Sports and Recreation Commission Act.

6.1.2.2 Responsibilities

- Registering national associations.
- Facilitating the accessibility of sport and recreation programmes to the associations.

6.1.2.3 Powers

- Regulatory authority.

6.3 ZUSA

6.3.1 Composition

- All Zimbabwean Universities.

6.3.2 Responsibilities

- Managing Zimbabwe Universities' sport and recreation activities.
- Affiliating itself to ZTISU, FASU and FISU.

6.3.3 Powers

- Sanctioning Zimbabwe Universities' tournaments.

6.4 ZTISU

6.4.1 Composition

- All Zimbabwe Universities, Polytechnics and Teachers' Colleges.

6.4.2 Responsibilities

- Managing Zimbabwe tertiary institutions sport and recreation activities.
- Affiliating itself to ZIZAMA and CUCSA.

6.4.3 Powers

- Sanctioning Zimbabwe tertiary institutions tournaments.

6.5 CUCSA

6.5.1 Composition

- All Southern Africa countries' Universities and Colleges

6.5.2 **Responsibility**

- Managing Southern Africa countries' Universities and colleges sport and recreation activities.

6.5.3 **Powers**

- Sanctioning Southern Africa universities sport and recreation tournaments.

6.6 **FASU**

6.6.1 **Composition**

- All African Countries Universities.

6.6.2 **Responsibilities**

- Managing African Countries University sport and recreation activities.
- Affiliating itself to FISU.

6.6.3 **Powers**

- Sanctioning African Countries Universities' sport and recreation tournaments.

6.7 **FISU**

6.7.1 **Composition**

- All international universities.

6.7.2 **Responsibilities**

- Managing international universities' sport and recreation activities.

6.7.3 **Powers**

- Sanctioning International Universities' sport and recreation tournaments.

6.8 **The University's Mandate**

Includes:

6.8.1 Staffing and capacity building of the recruited staff.

6.8.2 Developing and maintaining sport and recreation facilities.

6.8.3 Provision of sport and recreational equipment to registered students.

6.8.4 Provision of transport to students and officials during training sessions and sport trips.

6.8.5 Provision of food and accommodation allowances during sport trips.

6.8.6 Provision of basic medical services to injured students and staff during sport interactions and trips. Students and officials needing special medical attention shall seek these from medical service providers using their medical aid facilities. Students injured through accident during sport interactions or trips shall also be compensated by the accident insurance cover in accordance with the University accident cover policy.

6.8.7 Rewarding outstanding sportspersons including giving bursaries to outstanding students, annually.

6.8.8 Affiliating various University sport clubs to provincial and national leagues in accordance with national regulatory statutes.

6.8.8 Sanctioning misbehaving students and staff in line with the University Code of Conduct and other statutes.

6.9 **The Student's Mandate**

Include:

- 6.9.1 Payment of sports and recreation levies semesterly.
- 6.9.2 Registering to a sport and recreation club of his or her choice.
- 6.9.3 Abiding by the Club Constitution and Code of Conduct (Ordinance 2 shall be applied on student conduct during sport interactions). Misbehaving students shall be dealt with at Sectional level and if the case is serious, the Section shall recommend that the student goes for disciplinary hearing before the Senior Proctor.
- 6.9.4 Running club business e.g. Conducting club meetings according to the Club constitution and marketing their respective club activities.
- 6.9.5 Safe keeping of sporting equipment and uniforms as well as safe use sporting facilities.

6.10 Club Patron's Mandate

Assisting the Sports and Recreation Section and specific clubs in sourcing sponsorship to support the sport and recreation programmes.

6.11 Staff Board and Mandate

6.11.1 Composition

- Director of Sports.
- Assistant Sports Director.
- Sports Officer.
- Grounds supervisor.
- Sports Technician.
- Sports Attendants.
- Secretaries.
- Medics.
- Messengers
- Hired / volunteer coaches – these shall be contract volunteer coaches who shall be recruited by the Section to coach various clubs and given a token of appreciation decided upon by management from time to time. The token shall be given at the end of each semester.

6.11.2 Responsibilities

- Managing all University student sport and recreation activities. The Section staff also gives technical advice and other logistical support to the University Staff Sports Association. The Director shall also be an Ex- Officio member to the Staff Sports Association.

6.11.3 Powers

- Sanctioning the University sport and recreation clubs' activities.

6.12 Student Clubs Board and Mandate

6.12.1 Composition

- Sports Minister (who shall be a Student Executive Council member).
- Club Captains and Vices.
- Club secretary.
- Club Development Officer.
- Club Equipment Manager.
- Club First Aider.

6.12.2 Responsibilities

- Managing individual sport and recreation club activities as well as ensuring safe upkeep of University equipment.
NB; It is the duty of the Club Captain to sign for equipment for use by his/ her club during the semester and return it at the end of each semester. All equipment lost shall be replaced **by the physical item of the same quality and not cash**. Failure by the Captain, his/ her club member to replace the equipment shall result in his/her results suppressed until the replacement is done.
- Discipline fellow athletes for misbehaving. This includes such a member from pursuing club activities and / reporting him/her to the Sports Administrators.

6.12.3 Powers

- Sanctioning their Club's sport and recreation activities.

6.13 Board of Directors

6.13.1 Composition

- Vice Chancellor / University Sport Patron.
- Bursar.
- Dean of Students.
- University Sports and Recreation Committee Chairperson.
- Director of Sports.
- Director of Information and Public Relations.
- One Technocrat in Sports (External member).
- One major University business partner (Supplier).
- Resident Minister for the Province in which the University is located.
- The University Legal Practitioner.
- The University Chief Security Officer.

6.13.2 Responsibilities

Include:

- Guiding the University on the professional management of sport and recreation activities.
- Ensuring adequate financial resources for the University's sport and recreation activities.
- Assisting the University in contracting, loaning and selling players.
- Provision of security and safety to sportspersons.

6.13.3 Powers

- Governing the University's sport and recreation activities.

7.0 Eligibility

For one to be eligible, one should be a bona-fide student or special contract participant who shall always observe the University statutes and policies.

8.0 Sanctions

Failure to abide by this policy will call for a redress.

9.0 Conclusion

The Section shall remain dedicated and committed to the provision of a variety of sporting and recreation programmes to all students irrespective of their backgrounds through the guidance of this policy.

4.UNIVERSITY CHAPLAINCY AND ECUMENICAL SERVICES PROCEDURE MANUAL

Purpose

The University Chaplaincy and Ecumenical Policy aim to provide spiritual support, guidance, and resources to students, faculty, and staff of diverse religious and spiritual backgrounds. The policy promotes interfaith dialogue, fosters a sense of community, and ensures that chaplaincy services are inclusive and accessible to all members of Great Zimbabwe University Community.

Vision

To be a God fearing Great Zimbabwe University Community that upholds love, peace, respect and integrity.

Mission

To support the vocation of Great Zimbabwe University by tending to matters of the heart and spirit, support students and staff with religious and spiritual matters.

Chaplaincy

The Chaplaincy Department of Great Zimbabwe University is run by the Senior Ecumenical Chaplain, a religious qualified leader who offers general support and guidance while also drawing attention to the spiritual values within the various faiths. The services of the Chaplaincy are open to the entire University. Some of the services include counselling, conducting of religious such as burials and cetera.

1. Roles and Responsibilities:

The chaplaincy team consists of qualified chaplain(s) representing various religious traditions. They are responsible for providing pastoral care, leading religious services, organizing interfaith events, and offering counselling and support to individuals in need.

2. Qualifications and Selection Process:

Chaplain(s) are selected based on their religious training, experience in pastoral care, and ability to work in a diverse and multicultural environment. The selection process includes interviews, reference checks, and approval by the University Administration.

3. Code of Conduct and Ethics:

Chaplain(s) are expected to adhere to a code of conduct that promotes respect, confidentiality, and professionalism in their interactions with students, faculty, and staff. They must uphold ethical standards and avoid imposing their beliefs on others.

Services Offered

1. **Religious Services:** The chaplaincy organizes regular religious services, including worship gatherings, prayer sessions, and do prayers on University gatherings/meetings. These services are open to all members of the university community, regardless of their religious affiliation.

2. **Counselling and Support:** Chaplaincy provide confidential counselling and emotional support to individuals facing personal, spiritual, or ethical challenges. They offer reflective non judgemental listening to people going through difficult time, a listening ear, spiritual guidance, and referrals to professional services when needed.

3. **Community Outreach Programs:** The chaplaincy engages in community outreach programs, such as volunteering, interfaith service projects, and partnerships with local religious organizations. These initiatives promote social justice, compassion, and solidarity within the university and beyond.

Interfaith and Ecumenical Initiatives

1. **Interfaith Dialogue and Collaboration:** The university promotes interfaith dialogue and collaboration among different religious groups on campus. Chaplaincy facilitate conversations, workshops, and events that promote understanding, respect, and cooperation among diverse faith traditions.

2. **Multipath Events and Programs:** The university organizes multipath events, such as interfaith prayer services, panel discussions, and cultural celebrations. These programs celebrate religious diversity, promote mutual learning, and enhance interfaith relations on campus.

3. **Ecumenical Services:** The chaplaincy offers ecumenical services that bring together members of different Christian denominations for worship, fellowship, and spiritual growth. These services emphasize unity, diversity, and the common values shared by Christian traditions.

Compliance and Ethics

1. **Compliance with University Policies:** The chaplaincy must comply with university policies, including those related to non-discrimination, harassment, and confidentiality. Chaplaincy is expected to uphold the values of the university and promote a welcoming and inclusive environment for all.

2. **Confidentiality and Privacy:** Chaplaincy is bound by confidentiality requirements and must respect the privacy of individuals seeking their support. Information shared during counselling sessions or religious services should be kept confidential, unless there is a risk of harm to oneself or others.

3. **Conflict Resolution Procedures:** In the event of conflicts or disagreements related to chaplaincy services, individuals are encouraged to follow the university's conflict resolution procedures. Mediation, dialogue, and respectful communication are promoted as ways to address conflicts and find mutually agreeable solutions.

Conclusion

The University Chaplaincy and Ecumenical Policy affirm the university's commitment to providing spiritual support, promoting interfaith dialogue, and fostering a sense of community among its diverse members. Chaplain play a vital role in offering pastoral care, organizing religious services, and facilitating ecumenical initiatives that enrich the spiritual life of the university community. By upholding the principles of inclusivity, respect, and ethical conduct, the chaplaincy team contributes to the holistic well-being and spiritual growth of all individuals associated with the university.

4. HIV/AIDS AND LIFE SKILLS SECTION PROCEDURE MANUAL



A COORDINATED RESPONSE TO HIV & AIDS ISSUES

1.1.1 PURPOSE OF THE DEPARTMENT

The Great Zimbabwe University HIV&AIDS and Life Skills Section is mainly focused on HIV& AIDS prevention and intervention activities for students, staff members and the surrounding community. The prevailing of HIV/AIDS pandemic is no longer merely a health issue or a scientific problem, but a multidimensional human crisis with social, economic, cultural and psychological dimensions. The impact of the HIV/AIDS pandemic is so significant that it demands response from all sectors of the Zimbabwean society. Great Zimbabwe University (GZU) as one of the institutions that is set to play a fundamental role in developing leaders who will shape the country's economy and communities, as well as national and global governing bodies, has much to contribute to current HIV/AIDS prevention of transmission, care and support strategies. With a student population that is representative of the high – risk age category, GZU, has the ideal opportunity to utilize a variety of support and educational resources to encourage good health-seeking behaviors.

GZU is therefore committed to creating an environment in which the principles of equality and human dignity are prioritized, in which all forms of discrimination are condemned, and in which proactive attention is given to sensitize support services to the specific needs of vulnerable students and staff. In addition, GZU will ensure that students graduate equipped with essential HIV/AIDS response, as agents of change within their family, community and workplace. By empowering students and staff at GZU, we shall help to ensure an impact that extends beyond the boundary of GZU. Furthermore, the university has the responsibility of providing leadership in the response to HIV & AIDS and of undertaking research to enhance and strengthen the broader societal response to HIV & AIDS. It is in this light that the institution has found it necessary to come up with an HIV & AIDS procedure manual to address the needs of both its students and employees. Great Zimbabwe University fully supports and embraces the national, SADC and international policies on HIV & AIDS and this procedure manual was formulated on principles congruent with these policies.

1.1.2 VISION

To be the Centre of excellence in HIV & AIDS prevention initiatives and interventions

MISSION

To provide quality, comprehensive and effective programmes and activities through best practices in the fight against the spread of HIV & AIDS and to create opportunities in search of new knowledge by university staff and students in the field of HIV & AIDS.

1.1.3 OPERATIONAL ETHICS

1. Ubuntu
2. Integrity,
3. Human rights
4. Equity preservation
5. Responsibility and team work oriented

1.1.4 POLICIES AND GUIDELINES

1. Prevention is central to all efforts in combating HIV & AIDS. A holistic, comprehensive, proactive and practical approach to HIV&AIDS prevention is to be adopted. Management, employees and students should be provided with information and adequate education to ensure behavior change. The Section therefore commits itself to research and education programmes that address HIV & AIDS and issues associated with the epidemic.
2. Human rights and dignity should be observed irrespective of one's HIV status. Co-employees, co-students, clients and management at the institution should protect people living with HIV & AIDS against stigmatization, victimization and discrimination. The Section rejects all forms of discrimination against those who are HIV positive and those who have AIDS.

1.1.5 OPERATIONAL PROCEDURES

1. Guide and direct the processes of dealing with HIV & AIDS at Zimbabwe University at all levels.
2. Provide the framework in which the university could marshal resources, design, implement, monitor and evaluate practical and proactive HIV & AIDS programmes and activities at the institution and outreach activities.
3. Develop a coordinated response and participation in HIV and AIDS programmes by all university faculties, departments and all individuals who make up the Great Zimbabwe University community.
4. Promote healthy life- styles and personal well-being with particular emphasis on behavior change and the promotion of sound reproductive health and care.
5. Integrate/mainstream systematically HIV & AIDS Life Skills issues into all university policies, plans, and degree programmes and staff development programmes.
6. Develop and implement programmes and interventions on HIV &AIDS Life Skills.
7. Reduce the spread of STIs and HIV amongst staff, students and the community;
8. Promote research and dissemination of information on HIV &

AIDS to the community.

9. Intensify behavior change communication interventions to reduce the vulnerability of the young graduates and staff.
10. Gender equality should be promoted in respect of the institution's preventive and care programmes and different needs of both men and women should be addressed in all programmes. Policies and programmes should take cognizance of the fact that women are more vulnerable to HIV & AIDS due to their biological make-up, socio-economic and cultural factors.
11. Destigmatize HIV/AIDS.
12. Ensure that people living with HIV & AIDS are represented in all university structures and programme planning, implementation and monitoring and evaluation.

1.1.6 ROLES AND RESPONSIBILITIES OF THE OFFICE

The office responsible for:

1. Coordinating the implementation of the procedure manure
2. Mobilizing resources for smooth running of activities and programmes of the Section
3. Monitoring and evaluation of HIV/AIDS activities on and off campus activities
4. Chairing all meetings of the HIV/AIDS and preparing a yearly budget for university HIV & AIDS programmes and activities;
5. Promoting and sharing of knowledge, experiences and expertise at the university at local, provincial and national level.
6. Ensure periodical training peer educators ensuring a sufficient number of men, women and youths for both students and staff are given equal access.
7. Provide peer educators with information packages and make them participate in peer education lead dialogues.
8. Conduct awareness programmes to encourage employees and students to undergo HIV counselling and testing
9. Conduct life skills programmes on HIV & AIDS with students, employees and the community.
10. Establish HIV and AIDS clubs at all University campuses.

11. Conduct HIV & AIDS research seminars for students and staff at least once per semester.

1.1.7 ROLES AND RESPONSIBILITIES/DUTIES OF THE HEAD OF

DEPARTMENT

The head of the department: -

1. Is responsible for the management of the HIV/ AIDS & Life Skills budget.
2. Is the overseer of HIV/AIDS & Life Skills programmes and activities for both students and staff.

1.1.8 BUSINESS PROCESS FUNCTION (FLOW)

1. Fundraising programmes through creative Arts.

1.1.9 RELATED POLICIES, STATUTES AND STANDARDS

1. It is based on the Zimbabwe National Policy on HIV&AIDS for the Republic of Zimbabwe (1999), the Statutory Instrument 105 of 2014, Labor Relations (HIV and AIDS) Regulations, 2014, the Labor Act, Chapter 28:01, the Ministry of Higher and Tertiary Education HIV & AIDS Policy (2002), the Code of Conduct on HIV&AIDS and Employment in the SADC, the ILO Code of Practice on HIV&AIDS and the World of Work, Great Zimbabwe University Act and Ordinance 2 of 2004.
2. Zimbabwe has ratified the following ILO conventions among some of the labor related issues:
 - i. Discrimination (Employment and Occupation) Convention, 1958, No. 111).
 - ii. Employment Injury Benefits Convention, 1964 (No. 121).
 - iii. Collective Bargaining Convention, 1981 (No. 154).
 - iv. Occupational Safety and Health Convention, 1981 (No. 155).
 - v. Occupational Health Services Convention, 1985 (No. 161).

5.COUNSELLING AND ADVISORY SERVICES SECTION PROCEDURE MANUAL

1.1.1 PURPOSE OF THE DEPARTMENT:

The Great Zimbabwe University Counselling and Advisory Services Section strives to enhance students' academic and life-long success by providing high quality counselling services, introducing diversity and promoting development of healthy life styles and relationships. GZU staff and significant others are also given due attention. The Counselling and Advisory Services Section compliments other Sections and Departments within the university in the delivery of services that facilitate students' social, personal and educational growth and development during their stay and after they have left the institution.

The Counselling and Advisory Services policy becomes a fundamental principle, framework and guideline to counselling operations at Great Zimbabwe University.

1.1.2 VISION, MISSION

- ❖ Our vision is to be the Centre of excellence in the provision of counselling and advisory services to the University community.
- ❖ Our mission is to excel in the provision of on and off campus counselling and advisory services that are readily accessible and sensitive to the diverse needs of our students and staff.

1.1.3 OPERATIONAL ETHICS

- ❖ Being trustworthy
- ❖ Autonomy
- ❖ Beneficence
- ❖ Non-maleficence
- ❖ Justice
- ❖ Self-respect

1.1.4 POLICIES AND GUIDELINES

The student should be able to:

- ❖ freely make choices as he/she sees fit and take responsibility of self in managing finances, resources, relationships, time etc.;
- ❖ make informed decisions/take charge of own, on any issues, be they social, health, academic etc. and
- ❖ apply counselling benefits in daily life.

1.1.5 OPERATIONAL PROCEDURES.

- ❖ Identifying and assisting students in decision making and career direction.
- ❖ Helping students to understand and comply with institutional requirements.
- ❖ Providing clear and accurate information regarding institutional policies, procedures and programmes.
- ❖ Selectively employing various modalities in combination with individualized treatment programmes for clients.
- ❖ Providing outreach services to traditional and under - served student populations including efforts to assist them to cope with typical developmental and institutional issues.
- ❖ Offering programmes for the promotion of a healthier campus environment.
- ❖ Operating a confidential, after-hours telephone help-line, electronic media platform or referral service to assist students in crisis when no face-to-face counselling is available.
- ❖ Ensure that there is a statement of consent before chatting on electronic media platforms.
- ❖ Conducting group counselling programmes on common themes.
- ❖ Preparing explicit and informed contracts with clients concerning clearly acknowledged boundaries, data protection issues and commitment to privacy and confidentiality.
- ❖ Having available a clear referral system that is accessible to all students who may wish to make contact themselves or who may be referred by others.
- ❖ Offering advocacy on behalf of students who receive counselling when extenuating circumstances may have an adverse effect on study and assessment or examination results.
- ❖ Participating in student induction and welcoming programmes.
- ❖ Providing developmental and preventative workshops throughout the academic year in response to student needs including such examples as transition from culture to culture, assertiveness training, stress management and time management.
- ❖ Offering liaison and consultancy to tutors and others concerned about a particular student's personal or academic situation.
- ❖ Contributing to institutional, School and Departmental planning, policy and developments through participation in university committees and work-groups.
- ❖ Offering feedback to Schools or staff on factors that promote or hinder learning.
- ❖ Continuously monitoring and evaluating the work of the counselling service through identified quality assurance systems and client research.
- ❖ Establishing a Peer Counselors' club. Train the peers so that they can provide first aid counselling to other students in boarding houses, hostels and centers of learning. They will in turn be expected to report to the Counselling and Advisory Services Section on how they will have rendered the service.

1.1.6 ROLES AND RESPONSIBILITIES OF THE OFFICE

The counselor should:

- ❖ be a registered practitioner with relevant qualifications;
- ❖ adhere to all professional and ethical standards of the profession;
- ❖ provide clients with the code of practice and consent forms to complete and sign at the first session;
- ❖ conduct appropriate research and report findings in a manner consistent with acceptable educational and psychological research practice;
- ❖ make appropriate referrals to others with expertise that he/she does not possess;
- ❖ seek to promote integrity through honesty, fairness and respect for others and avoid familiarity with clients;

- ❖ have responsibility to both the individual and the institution within which counseling services are performed;
- ❖ dress professionally.

1.1.7 ROLES AND RESPONSIBILITIES OF THE OFFICE

The Head of the Department must ensure that counsellors in the section:

- ❖ are registered practitioners with relevant qualifications;
- ❖ adhere to all professional and ethical standards of the profession;
- ❖ provide clients with the code of practice and consent forms to complete and sign at the first session;
- ❖ conduct appropriate research and report findings in a manner consistent with acceptable educational and psychological research practice;
- ❖ make appropriate referrals to others with expertise that he/she does not possess;
- ❖ seek to promote integrity through honesty, fairness and respect for others and avoid familiarity with clients;
- ❖ have responsibility to both the individual and the institution within which counselling services are performed;
- ❖ dress professionally.

1.1.8 BUSINESS PROCESS FUNCTIONS (FLOW)

Important elements in capturing the essence of *flow* during peak moments of therapy are:

- ❖ experience of bonding and connectedness;
- ❖ intense concentration on a challenging task
- ❖ immediate/ ongoing feedback
- ❖ altered sense of time;
- ❖ growth promotion.

1.1.9 RELATED POLICIES, STATUTES AND STANDARDS

- ❖ Allied Health Practitioners Council of Zimbabwe section 77(2) of the Health Professions Act {Chapter 27:19}
- ❖ Mental Health Act 2007{Chapter 15:12}

6.CLUBS AND STUDENTS ACTIVITIES PROCEDURE MANUAL

1.0 Definition of terms and Preamble

1.1 **Student.** A student at Great Zimbabwe University means a registered student.

- 1.2 **Activities:** An activity refers to any form of student event or occasion that is within the jurisdiction of the University operation.
- 1.3 **Students clubs** refers to those club organizations that do not have a direct bearing to the classroom curriculum but much to do with participation and involvement in the University and outside. These clubs in most cases they engage into Social responsibility activities of the University.
- 1.4 **Academic Clubs** refers to clubs which have a strong bearing for the academic curricular. The clubs have a strong bearing to academic pursuance. Students from other Schools / Faculties and departments so that they understand their areas of study.

3.0 STUDENTS CLUBS REISTRATION AND PROCEDURE.

Student Activities Values Statement

The Great Zimbabwe Student Activities endeavor to practice and promote...

- All-inclusiveness - we create a welcoming environment that celebrates individual differences and commonalities within a context of mutual respect
- Knowledge management / Exploration - we support individuals through the process of discovering knowledge about themselves, others, and the world
- Accountability and Responsibility - we challenge individuals to uphold shared expectations and recognize how their decisions impact others
- Innovation - we embrace creativity while honoring tradition through the University culture of Ubuntuism
- Collaboration - we share information, resources, and ideas in a mutually beneficial way among students and all the stakeholders.
- Leadership - we empower individuals (students) to serve and to inspire others for the betterment of Masvingo community, Zimbabwe, Africa and the world at large.
- Integrity - we encourage individuals to live in a way that is consistent with their values and beliefs

4. Conditions of GZU Club Endorsement/Registration.

In order to be endorsed by GZU, Student Affairs, a club must meet the following conditions:

- The clubs aim and objectives must not conflict with those of Great Zimbabwe University.
- The club does not duplicate the activities of an existing club.
- The club must start with a minimum of 20 registered students as members.
- Within 2 months of acknowledgement by Students activities coordinator, the club must hold an AGM where it must adopt constitution GZU endorsement requirements and elect an executive Committee as per the guidelines established in that constitution.
- The Club must submit a copy of constitution, a copy of AGM minutes and a contact listing for all elected Executive Committee members to Students Affairs.
- Once these documents have been submitted and approved by the Dean of Students, SEC and Students Activities Coordinator, the club will be eligible to receive financial

assistance, hire equipment and space and be afforded all other privileges available to GZU clubs.

- All clubs should have a patron, approved by the Students activities coordinator or his/her superiors.

Duties of a Patron.

- Patrons are club stewards –they guide, protect and inspire club members.
- Patrons are there to act ex-officio members in the club meetings
- Patrons should come up link the club with the corporate world by allowing the club to engage in the national relevant events.
- Patrons should ensure that the club is doing projects not only to concentrate on travelling.

5. Application for an Event/Trip/Activity

- Communicate with SEC. If it is a trip present supporting documents of invitation, programme and all other relevant documents.
- SEC should act and make recommendations on the document within 48 hours and submit the papers to the student activities coordinator for action.
- If clubs only require venue and transport, a formal communication shall be done 7 days before the event. The papers are to be sent to the student activities coordinator for action
- Please state whether transport, food or accommodation will be needed.
- Present a list of students who will be going for a trip 3 working days before the trip.
- Indicate date of the trip and returning date.
- All trip applications shall be done 2 at least 2 (two) weeks before date of travel.

NB. If clubs feels that justice was not done by both SEC and student activities coordinator, the club president is free to approach the Dean of students or the Deputy dean.

6. Expectations from clubs, club members and potential club members

- All clubs **must** be registered.
- Clubs must have clear policy on finance management.
- Clubs must participate within and make impact in the University not just focusing on trips.
- Clubs must be officially launched so that they are linked with the corporate world and recognized by senior management.
- Clubs should hold quarterly meetings and present soft copies to the Students Activities coordinator.
- Clubs should come up with initiatives to fund raise; funds raised must be consistent with club finance policy.
- All clubs should have joining fee and subscription fee clauses.
- All clubs should have T-shirts regalia that identifies with their niche'

7. Travelling

Students are advised that during their travels:

- Only registered students are eligible to travel, this is done mainly for medical Aid reasons.
- Students without medical aid cards will not be allowed to travel.
- All administration shall be handled by an assigned member of staff
- Students should sign in acknowledgement of receiving travelling allowance
- No liquor shall be tolerated in any University vehicles-those who shall do so will be brought to a disciplinary hearing
- No vulgar, abusive language shall be tolerated in University premises or vehicles, those who shall so do will be disciplined
- No university regalia to be used in an abusive or degrading manner to the university image
- Those who will put University name into disrepute shall be terminated from club membership and be disciplined in accordance with the University disciplinary procedure
- Communication should be done in a formal manner observing the club executive existence.
- Students shall be under the guardian of staff member at all times, any other activity that is not part of the trip shall be consulted the staff member

7.DISABILITY RESOURCE OFFICE PROCEDURE MANUAL

1.1.1 PURPOSE OF THE DEPARTMENT

Great Zimbabwe University, through the Disability Resource Office is committed to warranting that disability does not inhibit students from full participation and accessing learning facilities, as well as other University services. The University supports an approach that entails active consideration of access to teaching and learning services and facilities to ensure reasonable adjustments are made for students with disabilities. Great Zimbabwe University is also committed to ensuring inclusion. The University is also invested in addressing organizational, structural, cultural and attitudinal barriers to inclusion. This will thus ensure that all schools and services will apply inclusive practices and reasonable adjustments to take away inhibiting effects to full participation by students with disabilities.

1.1.2 VISION, MISSION

- The vision of the section is to assist staff and students with the disabilities to comfortably access university facilities.
- The mission is striving for the successful completion of studies and tasks for staff and students with disabilities within the University.

1.1.3 OPERATIONAL ETHICS

- Ensuring accessibility of University facilities
- Supporting persons with disabilities
- Empowering staff and students with disabilities

1.1.4 POLICIES AND GUIDELINES

The procedure manual aims to enable staff and students with disabilities to:

- actively participate in University activities
- enable staff and students with disabilities to achieve academic goals with access to reasonable adjustments

1.1.5 OPERATIONAL PROCEDURES

The student with disability shall be able to:

- register his/her disability with disability resource office
- register and access University services for one academic year on credit, if they are being sponsored
- access the disability resource Centre
- access accommodation adjustments
- access examination adjustments
- Upon application for enrolment with the University, an individual will be expected to indicate whether they have a disability.
- The decision to disclose a disability belongs entirely to the student. Where one decides not to disclose their disability, the University will not be able to offer them individual adjustments and support.
- The timeframe allocated to disclose a disability will span from application for enrolment to student orientation period.
- Upon disclosing a disability, the student will be required to state:
 - Whether or not they are being sponsored for fees.
 - The nature of disability
 - The whether the disability is temporary or permanent
 - The reasonable adjustments that would be required for accommodation, lecturers, and examinations.

Application for Fees Payment Schemes

- A Student who has registered their disability may apply to the office of the Registrar, for fees payment schemes if they are being sponsored by a government or private institution.
- The Application will allow the student to have leeway to register for one academic year, (two consecutive semesters) on credit.
- The application should be made eight (8) weeks before the academic year commences.
- Students will be expected to wait for acceptance of applications from the office of the registrar before starting the academic year.

- The purpose of the application for fees payment schemes is to allow students with disabilities to proceed with University activities, without challenges, while their sponsoring institutions process and clear their respective fees arrears.
- Students will **not** be granted acceptance for another fees payment scheme until and unless their sponsoring institution has cleared previous fees arrears.
- Applications must have attached on them commitment documents from respective sponsoring institutions, indicating the sponsors' commitment to clear all fees arrears in the stipulated period of one academic year.
- Students who would have received acceptance from the office of the Registrar will be required to forward their acceptance correspondence to the Disability Resource Office, fourteen (14) days before registration commences.
- The Disability Resource Office will then compile a list of accepted students and forward to relevant departments that are responsible of offering University Services to students.
- Accepted applicants will be allowed to access the following University Services on credit for one academic year:
 - Registration
 - Accommodation
 - Meals
 - Tuition
 - Examinations
 - Results publication
 - Disability resource Centre
 - Health services

1.1.6 ROLES AND RESPONSIBILITIES OF THE OFFICE

As the University aims to improve on inclusion in teaching and learning, the Disability Resource Office will priorities the provision of reasonable adjustments in the following areas:

- (a) **Accommodation:** Students with disabilities will be required to write to the Disability Resource Office, fourteen (14) before registration commences, requesting reservation for accommodation with reasonable adjustments. The Disability Resource Office will in turn forward the requests to the Accommodation Office.
- (b) **Disability Resource Centre:** A facility where students with disabilities will access information, equipment and support to enable them teaching, learning and social accessibility in the university.
- (c) **Examinations:** where a student with disability requires reasonable adjustments for assessment purposes, they should communicate, in writing, to the Disability Resource Office Fourteen (14) days before examinations commence. The Disability Resource will facilitate the adjustments in collaboration with the Examinations Office. Adjustments may include:
 - Examination duration extensions

- Use of assistive technology
- Alternative formatting of examination question papers
-

1.1.7 ROLES AND RESPONSIBILITIES OF THE HEAD OF SECTION

- Facilitating the provision of user friendly services and equipment for students and members of staff with disabilities and conditions.
- Supporting the full integration and realization of students with disabilities and conditions potential through the provision of high quality advisory services
- Helping students with documentation to form appropriate professionals including school records
- Facilitating the provision of counselling services to students with disabilities, and to students who become permanently or temporarily disabled during the course of their studies with the University
- Assisting students who become temporarily disabled for a specified period
- Liaising with academic and academic related departments to ensure the consistency of support for students with disabilities and conditions
- Providing high quality information, advice and guidance to students with disabilities, and to staff working with students with disabilities
- Advising the Dean of Students in complex student cases
- Preparing reports in relation to service delivery or individual student cases
- Preparing training on disability issues to staff and students as required and,
- Undertaking any other duties commensurate with the position as assigned by the Dean of Students

1.1.8 BUSINESS PROCESS FUNCTIONS

The Section will have a business flow as indicated below:

- Prepare for the semester by compiling and updating a database of staff and students with disabilities.
- Engaging the staff and students have them communicate their requirements
- Delivering services to staff and students with disabilities as according to their requirements
- Monitoring and maintaining service delivery

1.1.9 RELATED POLICIES, STATUTES AND STANDARDS

- Mental Health Act 2007
- National Disabled Persons Act 1992
- National Disability Policy
- The Great Zimbabwe University Counselling and advisory Services Procedure Manual
- The Great Zimbabwe University Accommodation Services Procedure manual
- The Great Zimbabwe University Health Services Procedure Manual

DISABILITY RESOURCE OFFICE BROCHURE

The Disability Resource Office is committed to warranting that disability does not inhibit students from full participation and accessing learning facilities, as well as other University services by ensuring that reasonable adjustments are made for students with disabilities. The section assists students with permanent and temporary disabilities. The Disability Resource Office is also invested in addressing organizational, structural, cultural and attitudinal barriers to inclusion. This will thus ensure that all schools and services will apply inclusive practices and reasonable adjustments to take away inhibiting effects to full the participation by students with disabilities. The section will seek to effectively facilitate the following to students with disabilities:

- Access to applying for sponsorship within the university and externally
- Access to reasonable on campus accommodation
- Opportunity to participate in extracurricular activities
- Access to medical attention in relation to his/her disability
- Access to examination adjustment in relation to additional time, font type and size, adjustable venue and furniture
- Other approved support material.

9.University Canteen Procedure Manual

Purpose

The University Canteen Policy aims to establish guidelines and standards for the operation of the university canteen, ensuring the provision of healthy, diverse, and affordable food options for students, faculty, and staff. The policy promotes food safety, sustainability, and customer satisfaction while supporting the university's commitment to student well-being and campus sustainability.

Canteen Operations

1. Operating Hours: The university canteen will operate during regular business hours to accommodate the needs of students, faculty, and staff. Additional hours may be considered during peak times or special events.

2. Menu Selection: The canteen will offer a diverse menu with a focus on healthy and balanced food options, including vegetarian, vegan, and gluten-free choices. The menu will be regularly updated to cater to the preferences and dietary needs the university community.

3. Food Safety and Hygiene: The canteen staff must adhere to strict food safety and hygiene practices to the preparation and serving of safe and high-quality food. Regular inspections and will be conducted to maintain compliance with health and safety regulations.

Safety and Environmental Practices

1. Waste Reduction: The university canteen will implement waste reduction strategies, such as using biodegradable packaging, reusable containers, and minimizing food waste through proper portion control and recycling practices.

2. Local Sourcing: Whenever possible, the canteen will ingredients and products from local suppliers to support the community, reduce carbon footprint, promote sustainable food production practices.

3. Energy Efficiency: The canteen will strive to minimize energy consumption by using energy-efficient appliances, implementing lighting, and adopting other sustainable practices to reduce environmental impact

**Customer Service Feedback

1. Customer Satisfaction: The canteen staff will provide and efficient customer service to ensure a positive dining experience for all patrons. and suggestions from customers will be welcomed and considered for continuous improvement.

2. Complaint Resolution: In the event of customer complaints or concerns, threaten management will address issues promptly and professionally, seeking to resolve conflicts and customer satisfaction.

Promotion of Healthy Eating

1. Nut Information The canteen will display nutritional information for menu items to help make informed choices about their food selections and promote healthy eating habits.

2 Promotion of Wellness: The canteen will collaborate with university health wellness initiatives to promote healthy eating, physical activity, and overall well-being students, faculty, and staff.

Compliance and Ethics

1. Compliance with Regulations: The university canteen must comply with all health, safety, and food service regulations to ensure the well-being of customer's staff.

2. Ethical Practices: The canteen staff expected to uphold ethical standards in their interactions with customers, suppliers, and colleagues promoting honesty, integrity, and respect in all aspects of their work.

Conclusion

The University Canteen Policy outlines the guidelines and standards for the of the university canteen, emphasizing the provision of healthy, diverse and food options for the university community. By promoting food safety, sustainability customer satisfaction, and ethical practices, the canteen contributes to the-being and overall campus experience of students, faculty, and staff. Continuous improvement feedback mechanisms, and compliance with regulations are essential components of the policy to the successful operation of the university canteen and the promotion of a healthy and inclusive dining environment on campus.

University Canteen Procedure Manual

Introduction

The University Canteen Procedure Manual provides detailed guidelines and instructions for the operation and management of the university canteen. This manual aims to ensure consistency, efficiency, and quality in canteen operations, while upholding the university's standards for food safety, customer service, and sustainability.

Canteen Operations

1. Operating Hours

- The canteen will operate from [insert operating hours] on [days of the week].
- Additional hours may be considered during peak times or special events.

2. Menu Selection

- The menu will include a variety of healthy, balanced, and diverse food options.
- Vegetarian, vegan, and gluten-free choices will be available.
- Menu updates will be conducted regularly based on customer preferences and feedback.

3. Food Safety and Hygiene

- All canteen staff must undergo food safety training and adhere to strict hygiene practices.
- Regular inspections will be conducted to ensure compliance with health and safety regulations.

4. Staff Responsibilities

- Staff roles and responsibilities, including food preparation, serving, and cashier duties, will be clearly defined.
- Staff must maintain a clean and organized workspace and follow proper food handling procedures.

Sustainability and Environmental Practices

1. Waste Reduction

- Implement waste reduction strategies, such as using biodegradable packaging and promoting recycling.
- Encourage customers to use reusable containers and practice portion control to minimize food waste.

2. Local Sourcing

- Source ingredients and products from local suppliers whenever possible to support the community and promote sustainability.

3. Energy Efficiency

- Use energy-efficient appliances and lighting controls to minimize energy consumption.
- Implement sustainable practices to reduce the canteen's environmental impact.

Customer Service and Feedback

1. Customer Satisfaction

- Provide friendly and efficient customer service to ensure a positive dining experience.
- Address customer inquiries and requests promptly and professionally.

2. Complaint Resolution

- Resolve customer complaints or concerns in a timely and respectful manner.
- Document complaints and follow up with customers to ensure satisfaction.

3. Feedback Mechanisms

- Establish feedback mechanisms, such as suggestion boxes or online surveys, to gather customer input.
- Use feedback to make improvements and enhance the overall customer experience.

Promotion of Healthy Eating

1. Nutritional Information

- Display nutritional information for menu items to help customers make informed choices.
- Educate customers about healthy eating habits and balanced nutrition.

2. Wellness Promotion

- Collaborate with university health and wellness initiatives to promote healthy eating and overall well-being among the university community.

Compliance and Ethics

1. Regulatory Compliance

- Ensure compliance with all relevant health, safety, and food service regulations.
- Maintain accurate records and documentation for inspections and audits.

2. Ethical Practices

- Uphold ethical standards in all interactions with customers, suppliers, and colleagues.
- Promote honesty, integrity, and respect in all aspects of canteen operations.

Conclusion

The University Canteen Procedure Manual serves as a comprehensive guide for the efficient and effective operation of the university canteen. By following the guidelines outlined in this manual, canteen staff can maintain high standards of food safety, customer service, sustainability, and ethical conduct. Continuous training, feedback mechanisms, and compliance with regulations are essential for the successful management of the university canteen and the promotion of a healthy and inclusive dining environment on campus.

10.HEALTH SERVICES SECTION PROCEDURE MANUAL.

1.0. PREAMBLE.

The health services department aims to provide comprehensive Primary health care package to all patients/clients, so as to enhance student academic success.

The health services procedure manual provides a framework and guideline to provision of health services at Great Zimbabwe University.

2.0 Definition of Terms.

2.1 Patient – A Great Zimbabwe University registered student and any other emergency cases who is seeking medical assistance or advice from the university clinics and or from healthcare personnel.

2.2 Consultation--- any visit to the institution healthcare facility or healthcare provider seeking information or physical body examination.

2.3 Treatment --- Provision of medicines and or medical supplies and counselling services to a patient/client.

2.4 Privacy---- Maintaining the dignity of the client/patient by not exposing their personal information or physical body.

2.5 Confidentiality-- the state of being secretive over patient/clients health status.

2.6 Referral--- directing a patient/client to the next level of care.

2.7 Consent---- verbal, nonverbal or implied permission or agreement to treatment or medical interventions.

2.8 Shared confidentiality--- sharing of a patient or client's information among professionals for the good of the patient/client.

3.0 Entitlement.

3.1 Health services are available to all registered Great Zimbabwe University students.

3.2 Each patient or client is entitled to unlimited visits as long as they produce valid student ID cards.

3.3 Every patient/client who prefers to see the doctor may access the university sessional doctor, family doctor or any other doctor of their if the practitioner accepts the student medical aid card of the beholder.

3.4 All registered students are free to seek medical services from any of the university clinics.

3.5 All students to ensure that upon registration they also get a valid registration with the medical aid scheme acceptable to the university.

4.0 HEALTH SERVICES GOALS.

4.1 To provide preventive, promotive and curative services to patients/clients

4.2 To provide counselling and psychosocial support to students experiencing psychological problems that could affect their academic performance/achievements.

4.3 To care, support and promote health in all aspects, advocate and facilitate the provision of quality health care services.

5.0 OBJECTIVES.

5.1 Freely make choices as to how, where and when to get healthcare services.

5.2 Make informed decisions on health issues be it treatment, prevention, referral or transfer to a better healthcare facility

5.3 Take charge of own health practices, alter own behaviour and produce desirable consequences.

6.0 THE HEALTH PROVIDER ROLE.

6.1 To provide every student with equitable access to a comprehensive primary healthcare package.

6.2 Helping students to understand and comply with institutional health requirements.

6.3 Providing clear and accurate information regarding health issues and programmes.

6.4 Operating a 24hr health service in cases of emergencies.

6.5 Ensuring maintenance of privacy and confidentiality in all health issues to all students.

6.6 Providing a clear referral system for students.

6.7 Advocating on behalf of all needy students in context of health and which may have a bearing on academic outcomes.

6.8 Participating in student induction and orientation programmes.

6.9 Continuously monitoring and evaluation of the work of the health services through identified quality assurance systems and community diagnosis.

6.10 Make appropriate referrals to others with expertise that one does not possess.

6.11 Seek to promote integrity through honesty, fairness and respect for others.

6.12 Be responsible for both the individual and the institution within which health services are offered.

6.13 Be responsible for one's physical safety, effectiveness, competence and conduct.

6.14 Recognize one's boundaries and limitations of competence and provide services, skills and techniques for which one is qualified.

7.0 PROFESSIONAL PRACTICE

The health care provider should;

7.1 Be registered with the relevant authorities and have the relevant qualifications on position held.

7.2 Adhere to all professional and ethical standards of professionalism.

7.3 To develop high level of professionalism, to ensure high quality health delivery services.

7.4 Attending relevant health professional developmental workshops/conferences and activities related to best practices.

7.5 Dress professionally.

7.6 Proper documentation and record keeping.

8.0 CONSENT.

The Health Provider should;

8.1 Obtain the patient/clients verbal or implied consent prior to consultation and treatment.

8.2 Inform patients or clients about the nature of their illnesses and that they have adequately understood all issues involved in their treatment or management.

9.0 PRIVACY AND CONFIDENTIALITY.

The health provider to ensure privacy and confidentiality by;

9.1 Keeping information confidential unless shared confidentiality is required.

9.2 Maintain privacy during consultation and treatment of patients/clients.

10.0 STUDENTS RESPONSIBILITY.

The student will be responsible for;

10.1 Availing self for consultation and treatment at any given time.

10.2 Making an appointment to see the doctor.

10.3 Ensuring that he or she turns up for an appointment at the correct time.

10.4 Subscribe to a medical aid scheme as required.

10.5 Have a primary obligation to the student who is to be treated with respect as a unique individual.

10.6 The health care provider should respect the student's norms, values, beliefs and religion.

10.7 Be acknowledgeable of student's health rights as well as national charter.

The student should be able to;

10.8 Freely make choices as to how, where and when to get health care services.

10.9 Make informed decision on health issues be it treatment, prevention, referral or transfer to better facilities.

10.10 Take charge of own health practices, alter own behaviour and produce consequences.

11.0 SANCTIONS.

11.1 Failure to abide by the Great Zimbabwe University rules as well as of the HEALTH PROFESSIONS AUOTHORITY OF ZIMBABWE and the allied the health personnel will attract disciplinary actions.