



*Aspire, Acquire, Prosper*

# **ZAMBIA CENTRE FOR ACCOUNTANCY STUDIES**

**STUDENT HANDBOOK**



## **CONTENTS**

	Page
1. Programmes offered	5
2. General Information	6
3. Enrolment and Registration	8
4. Registration with Professional Bodies	9
5. Computer Laboratories	9
6. Resource Centre Membership and Rules	11
7. General Conduct	12
8. Fire and Safety Provisions	14
9. Quality Assurance	16
10. Rules Governing the Payment of Tuition Fees	16
11. Accommodation Rules and Regulations	19
12. What do you know about HIV/AIDS	24
13. Student Welfare Policy	25
14. Student Discipline and Communication	27

Dear Student,

Welcome to the Zambia Centre for Accountancy Studies (ZCAS), a premier institution of higher learning in sub-Saharan Africa providing quality tuition in internationally recognized Accounting and Finance, Economics, Business, Law and Information Technology programmes.

You will find that the facilities at ZCAS are excellent and we all want to ensure that they remain that way. In this regard, we expect every student to make a contribution by helping to keep the premises clean and tidy and using equipment, hostels and classrooms with proper care.

The programmes ZCAS offers are very demanding in terms of your time and energy. Passing the examinations first time requires a tremendous amount of commitment and hard work. Management will provide qualified and experienced Lecturers, the best and most recently updated study materials and other important facilities such as computers and the library in order to afford you every opportunity to succeed.

ZCAS has an international reputation for the quality of its programmes. The pursuit of excellence has always been a hallmark of ZCAS. Since its founding in 1989, the Centre has played a major role in training accounting, business and information technology professionals.

However, we do not want to be complacent. We want to continue to excel and therefore strongly believe in continuous improvement. We attach a lot of importance to feedback from students on programme delivery and adequacy of student support services. We have established a system of regular programme meetings attended by your elected representatives so that your opinions as students can be heard. Please make sure that your Programme Representative is aware of your views. Further, the Executive Director also meets Hostel Representatives and Programme Representatives separately once every semester to discuss any issues relating to the adequacy and quality of the student support services.

I wish you a wonderful and fruitful time at ZCAS and hope that you will be an active and vibrant participant of the rich and continuing tradition of quality education.

Alvert Namasamu Ng'andu (Dr)  
**EXECUTIVE DIRECTOR**

## **1.0 PROGRAMMES OFFERED**

- 1) Association of Chartered Certified Accountants (ACCA), UK
- 2) Foundation in Accounting (FIA) of ACCA, UK
- 3) Chartered Institute of Management Accountants (CIMA), UK
- 4) Certificate in Business Accounting (CBA) of CIMA, UK
- 5) Chartered Institute of Purchasing and Supply (CIPS), UK
- 6) BSc (Hons) in Computing (Greenwich University)
- 7) Bachelor of Business in Applied Accounting, Athelon Institute of Technology
- 8) Zambia Institute of Chartered Accountants (ZICA)
- 9) International Certificate, Diploma and Advanced Diploma in Computer Studies, NCC, UK
- 10) Diploma and Certificate in Banking (Zambia Institute of Banking and Financial Services)
- 11) Chartered Institute of Marketing (CIM), UK
- 12) Zambia Institute of Marketing (ZIM)
- 13) Association of Business Executives (ABE), UK
- 14) Diploma in Project Management
- 15) Bachelor of Arts (Hons) in Business Studies, University of Greenwich
- 16) Bachelor of Arts (Hons) in Marketing, University of Greenwich
- 17) Bachelor of Arts (Hons) in Procurement, University of Greenwich
- 18) Bachelor of Arts (Hons) in Economics, University of London
- 19) Bachelor of Arts (Hons) in Accounting and Finance, University of London
- 20) Bachelor of Arts (Hons) in Business Studies, University of London
- 21) Bachelor of Laws (Commercial Law), University of Zambia
- 22) Bachelor of Accounting with Education, University of Zambia
- 23) Bachelor of Computing with Education, University of Zambia
- 24) Bachelor of Arts in Financial Services, University of Zambia
- 25) Bachelor of Business Administration, University of Zambia
- 26) Bachelor of Business Entrepreneurship, University of Zambia
- 27) Bachelor of Accountancy, University of Zambia
- 28) Bachelor of Accounting and Finance, University of Zambia
- 29) Bachelor of Economics and Finance, University of Zambia
- 30) Bachelor of Science in Marketing Management, University of Zambia
- 31) Bachelor of Business Computing, University of Zambia
- 32) Post Graduate Certificate in Information Systems Management, University of Greenwich
- 33) Master of Science in Information Systems Management, University of Greenwich
- 34) Master of Business Administration, International Business, University of Greenwich
- 35) Master of Arts, International Business, University of Greenwich

## 2.0 GENERAL INFORMATION

### 2.1 Notice Boards

Notice boards for each programme can be found adjacent to rooms as shown below. **Please ensure that you look at them regularly because they are an important way for Lecturers and Student Administration to communicate with you.** They will also have information from professional bodies or letters from employers regarding job vacancies.

FIA	034 George Sokota Building
ACCA	035 George Sokota Building
CIMA	010 George Sokota Building
ZICA	011 George Sokota Building
NCC/BSc	007/008 Levy Mwanawasa Building
UNZA Degree Programmes	126 George Sokota Building and 005/006 Levy Mwanawasa Building
ABE	102/103 Levy Mwanawasa Building
CIM/CIPS	010 George Sokota Building
BA/BSc	005/006 Levy Mwanawasa Building
MA/MBA	102/103 Levy Mwanawasa Building

In addition, you will find a notice board for sport and club activities located in the poolroom (at the entrance to the Gymnasium) and general information notice boards at the entrance, at the reception and next to room 011.

Do not place any notice/advertisement on the notice boards or other locations (such as walls, or doors) without authority from Management.

### 2.2 The Canteen, Student Shop, Business Centre and Laundry

The Canteen, Student Shop, Business Centre and Laundry are outsourced.

The outside caterers who operate the Canteen have full responsibility for the food, drinks and service offered. Normal opening hours are as follows (subject to regular review):

Breakfast	0700 – 1030
Light snacks	1030 – 1200
Lunch	1200 – 1500
Light snacks	1500 – 1800
Dinner	1800 – 2000

There is also a student shop in the atrium, which sells light refreshments, groceries, stationery and so on.

The Business Centre which offers various business services including printing, internet and money transfer is located on the ground floor of the Levy Mwanawasa Building. Students can use this facility for their printing and photocopying.

The Laundry is located in the Student Centre and provides cleaning services for clothes, beddings, etc. at a fee.

### 2.3 **Students Recreation**

The Centre recognizes the importance of recreation for the balance of the mind and encourages students to participate in recreational activities. Due to limited space in the Centre, only a gymnasium and a netball court are provided. The Centre supports students' participation in non-competitive sports activities held in Lusaka, such as the inter-collegiate event.

See Section 13 of this handbook for more information.

### 2.4 **Parking**

Car parking spaces are limited. Some spaces are reserved for ZCAS employees and **students must not park in these places**. There are also some spaces reserved for visitors who have business at ZCAS. These are not for people visiting students. Some car parking places are available to students near the hostels, on the drive way (from the entrance) and behind the Levy Mwanawasa Building.

***Please note that parking in no-parking areas, including roads and lawns, constitutes an offence and such vehicles may be clamped and released only upon payment of a fine of K50 subject to revision.***

If you are brought to ZCAS by vehicle you will have to be let out at the external parking area and enter the campus through the pedestrian gate using your student card.

Students who use personal vehicles are required to obtain a pass at the Student Administration Office in order to be allowed to drive into the Centre. The pass has a validity period and must be renewed as required.

### 2.5 **Security**

Security is a very important issue at ZCAS because it affects the safety and well-being of everybody. With so many students, staff and visitors coming and going every day it is difficult to implement a water tight system that does not create a great deal of inconvenience. The people who live and sleep on site must also be taken into consideration. **Everyone is advised to take care of his/her belongings, as the Centre shall not accept any responsibility for any loss.**

Every student will be issued with an **identity card** and entrance into the Centre shall be by swiping at the turnstiles. **As such you should always move with your card.** Do not be annoyed if someone with the appropriate authority, such as a member of staff or security personnel, asks you to produce

it. Misuse of an identity card such as giving it to somebody else will be treated as a serious offence and will attract disciplinary action.

## 2.6 Student post

At any one time there could be around 3,000 students on site. With so many people around it can be difficult for Student Administration to direct student mail to the right person. It would be very helpful if you ask people who are likely to send post to you at ZCAS to indicate on the envelope your programme, for example ACCA Skills, CIMA Operations, ABE Advanced Diploma, etc., as well as your full name. Those in boarding can include the room number. This will ensure that you receive your mail quickly. Pigeonholes for student mail can be found near the old reception on the first floor in the George Sokota Building and near the reception in the Levy Mwanawasa Building.

## 3.0 ENROLMENT AND REGISTRATION

- 3.1 Enrolment forms may be obtained from the Student Administration Office. **All prospective students are expected to pay an enrolment fee of K65.00** at the time of paying the tuition fees.
- 3.2 Once completed, the enrolment form together with two (2) passport size photographs should be submitted to the Student Administration Office.
- 3.3 The Centre reserves the right of admission of any applicant as a student.
- 3.4 As soon as an applicant is enrolled on any programme offered by the Centre, the tuition and other fees will become due and payable in full.
- 3.5 Payable fees are to be paid in full before the commencement of any programme except where permission has been sought and granted to pay the fees by way of a deposit and two instalments. In the event that fees are to be paid in instalments, the student/sponsor and the Centre shall enter into a separate agreement.
- 3.6 Upon registration and full payment of fees or an approved deposit, the student will be issued with an identity card which should be kept in the student's possession at all times as it provides access to the Centre.  
**Only students who have made full payment or approved deposit shall be included on the class register and hence are authorized to attend classes.**
- 3.7 If the student's identity card is lost, misplaced or destroyed it will be the responsibility of the student to obtain a replacement upon payment of a replacement fee of **K100.00**



- 3.8 For some programmes, the payable tuition fees will also cover study texts, hand outs and other materials relevant to the programme for which the student has enrolled. Students should check with the Heads of Programme what materials they are to receive.
- 3.9 Examination fees are payable separately for each programme and must be paid in full in accordance with the dates advised by the Centre. Where relevant, the student is encouraged to pay on his/her own to the respective examining body. However, there are exceptions, for some programmes such as NCC, University of Greenwich, and so on, for which examination fees are payable through the Centre. These institutions do not encourage direct interaction with students.
- 3.10 Once the programme for which the student has registered or enrolled commences, no form of refund of the fees paid will be made by the Centre under any circumstances.
- 3.11 Any student or sponsor who withdraws prior to commencement of any programme has to notify the Executive Director in writing of such intention in which case a refund will be made after deducting an administration charge of 20% of the refund amount requested .

#### **4.0 REGISTRATION AND/OR EXAMINATION WITH PROFESSIONAL BODIES**

- 4.1 Any registration of a student with any professional body will be the entire responsibility of the student but the Centre may assist where possible.

#### **5.0 COMPUTER LABORATORIES**

- 5.1 Students should produce a current invoice or a current ZCAS identity card to gain access to the computer laboratories.
- 5.2 Students should make prior arrangements with the ICT Support staff in Rooms 206 and 209 in Levy Mwanawasa Building and 215 in the George Sokota Building in order to gain access to the computer laboratories.
- 5.3 Individuals who are not students at ZCAS shall not be allowed to gain access to the computer laboratories.
- 5.4 Computer laboratories access shall be 08:00am to 13:00pm, 14:00pm to 17:00pm and 17:30pm to 20:10pm (for evening classes only)
- 5.5 During classes, students are not allowed to go on to social web sites such as Facebook, twitter, my space, hi 5, etc. If in breach, the student will be immediately removed from that particular lesson.
- 5.6 No visiting of undesirable websites is allowed. If in breach, the student will be barred from accessing the computer laboratories for the entire semester.
- 5.7 No form of food and drink is allowed in the computer laboratories. If in breach, food will be confiscated from the student.

- 5.8 No unauthorized use of flash disks, portable disks and CD-ROMs in the computer laboratories. Flash disks and portable disks will be confiscated permanently from students found using unauthorised disks.
- 5.9 No playing of music in the computer laboratories (audio streaming, iPods, flash disks, portable disks or any media player). If in breach, the student will be immediately barred from computer laboratories for the remainder of that semester.
- 5.10 No playing of any type of games is allowed. If in breach, the student will be immediately barred from computer laboratories for the remainder of that semester.
- 5.11 If you are having any problem or you are stuck, kindly ask for help from the Centre's ICT support staff.
- 5.12 Throw any litter in the bins provided for this purpose and please leave the laboratories clean (cleanliness is second to godliness).
- 5.13 Do not tamper with any network cables/ network points and electrical outlets. If in breach, the student's laptop or device will be confiscated and will only be released after payment of a penalty fee of **K250** to accounts.
- 5.14 Do not try to fix problems on your own; refer all problems to the Centre's ICT support staff.
- 5.15 Do not change wallpapers or any other settings on the computers in the laboratories. If in breach, the student will be barred from usage of computer laboratories for a period of one week.
- 5.16 No downloading of music and movies is allowed in the computer laboratories. If in breach, the student will be barred from accessing computer laboratories for a period of one month.
- 5.17 Scan all e-mail attachments before opening.
- 5.18 No noise is allowed in the computer laboratories. Kindly research and work in a quiet environment. (Make Noise Quietly)
- 5.19 Do not install any software or hardware on the computers in the laboratories. If in breach, the student will be barred from accessing computer laboratories for the entire semester.
- 5.20 During classes, no use of cell phones will be allowed in the computer laboratories.  
Students will be required to turn their phones off.
- 5.21 Do not remove any hardware or software from the computer laboratories unless authorized by the lecturer or the Laboratory Supervisor. If in breach, the student will be barred from accessing computer laboratories for the entire semester.
- 5.22 Any student who will damage any computer laboratory Equipment will be required to pay the replacement value of the equipment.

Any student who will be found breaching these rules will be subjected to immediate disciplinary action, which maybe in addition to the penalties indicated.

## 6.0 RESOURCE CENTRE MEMBERSHIP AND RULES

- 6.1 The Resource Centre is situated on the ground floor in the Levy Mwanawasa Building and provides a quality environment for reading and viewing of study and research materials with a sitting capacity of 130. In addition, there is an Electronic Section in the Resource Centre where users can access other E-Resources such as The Gills Library, which is a collection of books, papers, audios, illustrations and videos.
- 6.2 The Resource Centre can only be used for reading and borrowing by the students and staff of the Centre. All students are required to pay a non-refundable membership fee of K100.00 per semester (subject to revision) prior to registration for Library membership.
- 6.3 Currently, the Resource Centre is open from **08:30hrs to 22:00hrs during the week and from 08:30 hours to 13:00 hours on Saturday**. The Resource Centre is closed on Sundays and on public holidays. Please note that the Resource Centre is open during lunch periods.
- 6.4 Each student will have access to the Resource Centre subject to the rules and regulations stipulated below and as may be amended:
  - (a) The Library may only be used for reading and borrowing by students and staff of the Centre.
  - (b) Students can borrow 1 book for a period of 7 days using the Reader's Ticket and can borrow other materials using the Short Loan card for a period of up to 3 days. Students are allowed to borrow 2 books at a given moment, one for 7 days on short long basis and another for 14 days on long term basis.
  - (c) A user can neither borrow Library materials without a reader's ticket nor borrow using another person's ticket. Anyone found wanting risks being charged and banned from use of the Library. **Readers' tickets are not transferable.**
  - (d) A fine of K20.00 is payable on each overdue Library material for each day that the material is overdue, including weekends and public holidays.
  - (e) A fine of K30.00 is payable for the loss of each reader's ticket and a further K30.00 for replacement. For security reasons, replacement will only be done upon confirmation of loss and not less than 21 days after reporting the loss.
  - (f) Removing Library materials without having them properly issued will be regarded as theft of Centre property and appropriate disciplinary action will be taken.

- (g) Periodicals will only be borrowed on short loan. Local Newspapers will have to be read within the Library for not more than 30 minutes per paper per reader.
- (h) Library materials must not be marked in any way. Borrowers are advised to examine Library materials before borrowing them. Damaged Library materials will attract a fine equal to either the value of the damaged material or the cost of replacement.
- (i) Readers who lose Library materials will pay double the actual cost for their replacement.
- (j) **Silence** must be observed at all times in the Library.
- (k) Foodstuff, beverages and smoking are prohibited in the Library. Failure to comply will attract a charge of K50.00 and a ban from use of the Resource Centre.
- (l) Readers must surrender all Library materials at the end of the semester without fail. Failure to do so will result in the costs of such materials being billed to the student and student results withheld.
- (m) Cell phones **must be switched off at all times** in the Library. Anyone found wanting will be charged K50.00 and be banned from using the Resource Centre.
- (n) Readers will be allowed to reserve materials that are in circulation only and not those in the Resource Centre.

6.5 The opening and closing hours of the Resource Centre will be decided by the Centre and may change from time to time. See notice boards for details.

## **7.0 GENERAL CONDUCT**

- 7.1 All students should comply with the instructions given to them by ZCAS members of staff.
- 7.2 Lecturers will maintain a register for each class. A record of class attendance will usually be reflected on the programme report form.
- 7.3 Each student is required to attend all the classes unless prior permission for absence has been sought and granted by the responsible Lecturer.
- 7.4 Students are required to be punctual for each lecture and should be seated in class at least five minutes before the commencement of the lecture.

- 7.5 Any student who arrives late for lectures without a valid reason will only be allowed to attend the remaining portion of the lecture at the discretion of the Lecturer.
- 7.6 Any student who constantly breaches clause 7.3 without satisfactory reason may, at the discretion of the Centre, be excluded from continuing the programme without refund.
- 7.7 All students are required to prepare and submit assignments and take tests in accordance with the Lecturer's instructions regardless of the assignments and tests not being part of the final assessment.
- 7.8 Any student who is unable to take a test or submit an assignment should notify the Lecturer, concerned in writing, who will make alternative arrangements if the reasons given by the student are acceptable.
- 7.9 Unless in an emergency, no visitors, friends or other students may disturb a class which is in progress.
- 7.10 Use of cell phones in class is strictly prohibited. (Use includes receiving calls/text messages/vibration, etc., and leaving the classroom to go and make/answer a call). Students must switch off their cell phones when in class.
- 7.11 Students shall observe silence in all parts of the academic buildings and are expected to move as quietly as possible within the academic buildings and especially when classes and examinations are in progress.
- 7.12 Smoking is NOT allowed in any part of the ZCAS premises.
- 7.13 No alcoholic beverages should be consumed in any part of the ZCAS premises without the special permission of the Executive Director.
- 7.14 In the event of a fire, all students in the buildings will be required to leave the buildings using the marked exits in an orderly manner and follow the fire regulations.
- 7.15 Telephone messages for students may be left with the Receptionist who shall place the messages in the pigeonholes next to the old reception in the George Sokota Building and near the reception in the Levy Mwanawasa Building.
- 7.16 No student will be allowed to use the Centre's telephones.
- 7.17 Students receiving mail through the Centre's post box should ensure that they collect their mail from the pigeon holes. All mail should be properly addressed as indicated in Section 2.6.
- 7.18 The playing of loud music within the Centre is strictly prohibited. If found playing loud music, the musical system will be confiscated. Heavy musical instruments are not allowed in the Centre.

- 7.19 Students are requested, where possible, to notify security of intended visitors and ensure that visiting hours are observed as follows:
- 16:00 – 20:00 hours Monday – Friday  
12:00 – 22:00 hours Saturday, Sunday and Public Holidays
- 7.20 The main entrances to the buildings will be closed at times which will be notified in advance to students.
- 7.21 Only registered students are allowed to use ZCAS facilities, which include classrooms, the Resource Centre, accommodation, computer and sporting facilities.
- 7.22 Foodstuffs and drinks should not be taken in seminar rooms, class rooms, lecture theatres, computer laboratories and common room.
- 7.23 All students are encouraged to dress decently at all times. Monday is Professional Day and every member of staff and student is required to dress in attire befitting the profession they are in or wish to pursue.
- 7.24 All students are expected to provide own stationery and are NOT allowed to print any document using the Centre’s facilities.
- 7.25 Any student found breaching any of the rules may be liable to disciplinary action as per the Disciplinary Code and Grievance Procedure for students.
- 7.26 The Centre reserves the right of admission to the premises. Entry to the Centre after 20:00 hours would be strictly by showing ID cards.

## **8.0 FIRE AND SAFETY PROVISIONS**

### **8.1 General**

The Fire Alarm System covering all the Centre’s premises consists of alarm bells, sounders and smoke detectors in various areas of the administration and teaching blocks and the canteen. The two sirens cover the hostel blocks. In the George Sokota Building, these are linked to a 4-zone control panel situated in the Atrium of the ground floor of the building. In the Levy Mwanawasa Building, the individual panels are located in the centre of the block on each floor. Call points/Break glasses, which activate the system, are positioned at frequent intervals throughout the premises. Additionally fire hoses and extinguishers are located at key points throughout the buildings, usually adjacent to the emergency exits and staircases.

In case of a serious fire outbreak in any building, the nearest call point/break glass should be activated to sound the fire alarm bell in that particular area or building and occupants should calmly make their way through the nearest emergency exit in an orderly manner to the designated assembly point. Chaos and confusion must be avoided.

Details of all emergency exits, primarily in the administration/teaching buildings, are displayed on the notice boards while specific exits relative to the various classrooms are posted on the backs of the classroom doors.

Students should familiarize themselves with the locations of the emergency exits and the areas of the buildings that they serve, as periodic fire drills will be carried out to ensure safe and prompt evacuation should a fire outbreak occur.

In the George Sokota Building, the Fire Alarm control panel has been designed to indicate the location of any fire outbreak by division of the premises into 4 zones thus assisting in identification and isolation of the fire. The 4 zones covered are:-

ZONE	1	Ground floor George Sokota Building
	2	First floor George Sokota Building
	3	Second floor George Sokota Building
	4	Canteen, Workshop and Stores
	5	In the hostels area, the sirens are positioned at Lechwe 51 and Roan 45.

In the Levy Mwanawasa Building, the Fire Alarm Control panels are independent; a panel for each floor.

## 8.2 Rules and Regulations

- (a) In the event of a fire outbreak and the sounding of the fire alarm bell, all students and staff in the building concerned must immediately vacate the premises via the appropriate emergency exit in a calm and orderly manner.
- (b) Once outside the building, evacuees should move to the designated assembly points and not congregate around strategic access points as these may be required by the Lusaka City Fire Brigade vehicles to supplement the Centre's fire fighting facilities.
- (c) When vacating the premises due to a fire outbreak, occupants should not delay by gathering up personal possessions etc. but should move immediately to the relevant emergency exit.
- (d) Students are expected to participate fully in all fire drill activities as they are intended to familiarize building occupants in the emergency evacuation procedures which are designed to safeguard life.
- (e) It is an offence to activate a fire alarm system without just cause and to do so will be treated as a serious breach of discipline.

## 9.0 QUALITY ASSURANCE

ZCAS has an effective and efficient quality assurance programme in place to ensure that the Centre continues to produce excellent results to the satisfaction of its clients. This is in the Centre's Quality Assurance Policy and the associated Service Charter.

Lecturers are required to hand out to students the teaching outlines at the commencement of the programme and every effort will be made to adhere to these outlines. In order to improve their chances of examination success, students must take the assignments, tests and mock examinations seriously. Assignments will be returned within one week from the date of submission and answer scripts within two weeks from the conclusion of tests/examinations.

Each programme will have an elected representative who is expected to participate actively in the programme review exercise. *There will be two programme review meetings involving both lecturers and programme representatives, one in the middle of the semester and the other just before the end.* Student representatives are required to fill in programme evaluation forms covering programme delivery. Other forms will be provided for evaluating other areas of their life at the Centre such as support services and hostels, canteen, etc. in consultation with their colleagues.

Students are expected to air their views using the correct channel through their representative to the Lecturer, Programme Coordinator, Head of Programme, relevant Director of Studies and finally the Executive Director.

Students are continuously monitored on the basis of attendance, submission of assignments and performance in tests/examinations. Monthly progress reports will be sent to sponsors upon request.

Dates of programme meetings will be announced every semester.

In addition, there will be one meeting **every semester** for all student representatives with the senior management team of ZCAS.

Other than its own quality assurance standards, ZCAS is also subjected to further quality assurance checks through the processes of the accreditation partners. It is a kind of recognition that a programme fulfils certain standards. Quality assurance visits are normally conducted within the semester and in certain cases the partner institution may hold meetings with students for a particular programme, as means to bring them to speed on what is obtaining on the ground.

## 10.0 RULES GOVERNING THE PAYMENT OF TUITION FEES

10.1 The tuition fees that are payable will be those that have been approved by the Board and in force at the commencement of the programme for which the student enrolls.



- 10.2 Tuition fees include tuition and study materials (where applicable) but do not include registration, exemption and examination fees (which may be payable to professional bodies).
- 10.3 If a student who is sponsored by an employer leaves employment during the programme of study, no refund is given. The employer is responsible for payment of any outstanding fees.
- 10.4 Tuition fees are payable in full before the commencement of the programme unless the student/sponsor has entered into a credit facility arrangement (Forms are available in the Accounts Office). No credit is available for accommodation fees. Where there is a credit facility for tuition, the amount is payable in three instalments together with an administration charge of K250.00 (subject to revision) as follows:

**First Instalment of 70% of tuition fees on enrolment plus K250.00 admin charge.**

**Second Instalment of 15% of tuition fees within one month from the commencement of the programme.**

**Third Instalment of 15% of tuition fees within two months from the commencement of the programme.**

- 10.5 Students who pay tuition fees in full at the beginning of the semester/programme will be given a **5% discount**.

The Centre shall charge a penalty fee of 1.5% per month of the amount owing after the expiry of the credit period of sixty (60) days from the date of the commencement of the programme. In addition, the Centre shall reserve the right to bar students with arrears (overdue accounts) from attending classes, progress tests/mock examinations, final examinations (where relevant) and using any of its other facilities. The Centre also reserves the right to report all students and their sponsors to a credit referencing bureau for listing as defaulters.

- 10.6 Once the programme has commenced, **full fees are payable and no fees will be refunded except in a case where a student has to withdraw due to examination results or on medical grounds only**. The examination results should not be in conflict with the current Programme enrolled in a case where enrolment for the Programme took place before the examination result(s) were received **Any refund resulting from a withdrawal will be made at the end of the semester by cheque to the sponsor less any applicable administration charges**.

Tuition fees can also be refunded if the Centre receives notice of withdrawal before the commencement of the programme. An administration levy of 20% subject to a maximum of K1,000.00 shall be charged on refunds for withdrawal of tuition fees before the commencement of the programme.

10.7 Upon receipt of examination results, students sometimes have to change programmes. The following rules will apply:

10.7.1 When a student decides to discontinue a programme (on grounds permissible to the Centre, as in 10.6 above), notice in writing must be given to the Head of Programme of the respective programme within a period of three weeks. The student will be charged pro rata from the date the programme commenced to the date of withdrawal. **No withdraws will be made after the end of registration.**

10.7.2 If the student has paid in full or part of the fees and wishes to leave any credit balance with ZCAS to be used against other programmes, no administration charge will be levied but the student is expected to fully utilise the credit within a period of **five (5)** years after which the credit shall be **forfeited** to the Centre.

10.7.3 If the student has paid in full or part of the fees and wishes to withdraw all or part of the credit balance after commencement of the programme, there will be an administration levy of **20%** on the amount withdrawn and the refund will be made by cheque to the sponsor at the end of the semester

10.7.4 If a student reduces the number of subjects/courses taken, a proportionate credit will be given based on the period from the commencement of the programme to the date of withdrawal. Rules 10.7.2 and 10.7.3 will apply.

10.7.5 If a student moves to a higher level programme, additional fees will be charged based on the period attended on the higher level programme from the date of transfer to the end of the programme. Students will only be given one set of study texts where these are issued.

10.7.6 For Professional Programmes:

10.7.6.1 When a student, who has in the immediate past semester studied with ZCAS, wants to repeat a programme following the announcement of the results or commencement of the programme, he/she will have to pay 50% of the normal fees. However, no books will be issued. If the student requires the latest editions, these will have to be purchased separately.

10.8 Accommodation fees per semester regardless of the opening dates are not refundable under any circumstances.

The accommodation fees take into account the vacations between semesters.

10.9 **However upon receipt of examination results, and a student withdraws from a programme, such a student will be expected to vacate the hostels**

**and the balance of accommodation fees refunded, prorated to the period of occupation. The student can also elect to accrue the balance of the funds to the credit of his/her account for use in the following semester.**

- 10.10 Tuition fees for accountancy programmes include the cost of all manuals and revision kits. For other programmes, the tuition fees include the cost of returnable books. Students may be given credit if they acquire their own manuals and/or revision kits.
- 10.11 All refunds will be made in Kwacha regardless of the currency in which payments were originally made (Kwacha equivalent will be converted at transfer point as the Centre cannot refund hard currency but by transferring Kwacha equivalent of the student's balance on account).
- 10.12 **Refunds** will only be made to student **sponsors by cheque**, notwithstanding a letter to the contrary. Where payments are made by an individual/ institution/a company/a government department in favour of ZCAS, refunds will only be made to the respective organization or individual after receipt of official correspondence and completion of ZCAS refund forms and no correspondence shall be entered into to override this requirement. Where there is a combination of cash and cheque payments on a student's account, all refunds will be payable to the traceable institution and the student should arrange with that institution for any subsequent refunds
- 10.13 Refunds will only be made with the written approval of the Executive Director/Directors of Studies/Director of Finance.
- 10.14 A student who is found attending classes illegally by having not completed the enrolment procedure shall be surcharged K500 in addition to the fees payable and may be reported to the law enforcement agencies.

## **11.0 ACCOMMODATION RULES AND REGULATIONS**

### **11.1 Application**

- 11.1.1 All applications, correspondence and matters relating to the hire and use of the Centre's hostel rooms must be made to the Registrar. Applications are normally accepted on first come (paid) first served basis.
- 11.1.2 The admission of a student into any programme run by the Centre does not automatically entitle a student to accommodation.
- 11.1.3 Accommodation will only be reserved and allocated at the discretion of the ZCAS Management but normally after paying for the room in full.
- 11.1.4 Accommodation fees are charged per semester i.e. from the time the programme commences to the time the final examination is taken during the semester period.

- 11.1.5 The hirer will be responsible for the payment of all hire charges in respect of the room allocated and the occupier shall observe and comply with all of the conditions and stipulations herein contained.
- 11.1.6 Management reserves the right to cancel any hiring of accommodation without notice where it considers it necessary to do so in consequence of any outbreak or prevalence of infectious disease or for any other cause outside its control.
- 11.1.7 In the event of hiring being cancelled, a refund will be made pro rata for the number of days cancelled, but the Centre shall not be held liable to pay compensation for any loss sustained as a result of or in any way arising out of the cancellation of the hiring.

## **11.2 Maintenance and Upkeep of hostels**

- 11.2.1 The student hostels are designed on a self-catering basis and each room is fitted with a small refrigerator and a twin plate cooker as well as other furniture and utensils. An inventory inclusive of state of room shall be signed by the occupier upon receipt of the keys to the said room.
- 11.2.2 Any problems relating to the rooms and furnishings in the hostels should be recorded in the register/complaint book available at the Estates Office, for corrective action.
- 11.2.3 The furniture assigned to a room shall not be moved from it. Residents shall be responsible for the articles issued to them and shall return them in proper condition to the hostel authorities when leaving/vacating the hostel.
- 11.2.4 Students must ensure that all lights, ceiling fans and cookers are switched off when not in use or when leaving their rooms.
- 11.2.5 In the old hostels, washing facilities are provided on each floor for cleaning cooking utensils and doing laundry. Under no circumstances should this be done in the bathroom wash hand basins and kitchen sinks in the rooms.
- 11.2.6 The cleaning of all the communal/central areas and courtyards is the responsibility of the Centre. Students are responsible for the cleaning of their respective rooms including the kitchens and bathrooms in shared accommodation. These must be kept clean at all times.
- 11.2.7 All rubbish should be lodged in the containers provided and rooms/kitchens kept clean. Dirty cooking utensils must not be left unwashed in the rooms. Dirty cooking utensils left in the communal wash rooms unattended will be confiscated by the hostel staff.

- 11.2.8 The Centre will provide clean blankets, etc. only at the beginning of the semester. During the semester, washing of the provided items is the responsibility of the occupier.
- 11.2.9 Students/sponsors will be held fully responsible for any damage to the buildings/fittings and fixtures and for their replacement and repair. Where repairs/replacement are necessary, these will be recovered at the prevailing market rate plus a 10% administration charge and should either be paid for in cash or the charge shall be deducted from the tuition fees account immediately.
- 11.2.10 Students should check out two days after the conclusion of their last examination. Students are expected to vacate the hostels during semester breaks in April/June and October/December in order to facilitate maintenance work.
- 11.2.11 Students should lock their rooms at all times for the protection and security of their property and that of their roommates, while no one is in the room. ZCAS will not be responsible for the loss of items belonging to students.
- 11.2.12 Students are required to make their rooms available for repair, maintenance and for inspection by Management whenever necessary. Management will carry out such inspections without prior notice to the room occupier.
- 11.2.13 It will be the responsibility of the occupier to maintain the room and the furniture therein in good condition as it was when allocated to him/her.
- 11.2.14 Each occupier will also be liable for any damage or loss caused to the Centre's property irrespective of whether such damage was caused by the occupier or any other person.
- 11.2.15 The occupier under any circumstances shall drive no nails or screws into any of the walls, ceilings, furniture and fittings.
- 11.2.16 The occupier of the room shall be responsible for maintaining the room in a clean and hygienic condition at all times and all rubbish should be put into the containers provided. The rooms must be cleaned before vacating. The cost of painting/cleaning dirty rooms shall be determined and deducted from the occupier's accommodation deposit.
- 11.2.17 The Centre provides a twenty-four hour security service but will not be responsible for any loss of the occupier's personal property.

### **11.3 Hostel Discipline**

- 11.3.1 Ragging (mocking) in all forms is prohibited. Violators will be severely dealt with.

- 11.3.2 Smoking or use of Tobacco in any form is strictly prohibited in the hostels and indeed in any part of the ZCAS premises
- 11.3.3 Sale, possession and consumption of liquor and narcotics/drugs are strictly prohibited in the ZCAS premises. Violators shall be reported to Drug Enforcement Commission (DEC) for further action.
- 11.3.4 Items such as extensive sound systems, amplifiers, electrical heaters, hair driers and cooking equipment such as deep fat fryers and microwave ovens will not be permitted in the hostels as these may cause a disturbance or a fire hazard.
- 11.3.5 No guests/visitors are allowed in any room after 20:00 hours Monday to Friday and after 22:00 hours Saturday to Sunday. Under no circumstances are guests/visitors allowed to spend a night in the rooms.
- If visitors are found beyond the allowed times, a penalty fee of K750.00 will be charged per visitor per night and will be deducted from your tuition fees account immediately.
- 11.3.6 No occupier will be allowed to share the room with a baby or young child at any time.
- 11.3.7 Students are not permitted to convene meetings of any nature in the hostels without Management's written permission.
- 11.3.8 Students are not allowed to put up any notice without Management's written notice.
- 11.3.9 Celebrations in any form (including birthday celebrations) are prohibited. Throwing colours, lighting fire crackers, etc., are not allowed.
- 11.3.10 Students shall not interfere with the work of the hostel staff and cases of misconduct, if any, should be brought to the notice of the Housekeeping Supervisor for appropriate action.
- 11.3.11 Students shall treat their fellow boarders, Centre staff, hostel staff with dignity and decorum.
- 11.3.12 Students must not indulge in any activities likely to damage the image of the Centre or bring ZCAS into disrepute.
- 11.3.13 The occupier of the room will also be bound to observe the following rules:
- (a) Not to play any musical instrument or make a noise which might disturb other occupiers.

- (b) Not to play loud music.
- (c) Not to fight, harass or use abusive language within the Centre.
- (d) Not to behave in such a manner as to incite a disturbance or riot.
- (e) Students are expected to behave in a reasonable manner at all times towards fellow hostel occupiers.
- (f) Students are expected to be dressed in a reasonable and decent manner at all times.
- (g) The Centre reserves the right to remove any student who is considered to be a nuisance.

11.3.14 No occupier will be allowed to keep pets in their rooms.

11.3.15 Removal of any property belonging to the Centre by the occupier will amount to theft and will be reported to the State Police.

11.3.16 All keys to hostel rooms must be returned promptly at the end of the period of hiring to the Estates Manager who will ensure that the room is returned to the condition it was when it was given.

11.3.17 Violation of the rules and regulations of the hostels will lead to expulsion of the student from the hostels without any refunds.

11.3.18 Any matter not covered by the above-stated rules shall be decided by Management.

11.3.19 Possession or use of fire arms or controlled drugs anywhere in the Centre premises is strictly prohibited. Violation may lead to expulsion from the Centre.

#### 11.4 **Visiting Hours**

11.4.1 All occupants expecting visitors should observe the following visiting hours and should ensure that their visitors sign the Visitor's book at the main gate:

16:00 – 20:00 hours Monday to Friday

12:00 – 22:00 hours Saturday and Sunday

## **12.0 HIV/AIDS**

### ***WHAT DO YOU KNOW ABOUT HIV/AIDS?***

#### ***HIV/AIDS***

HIV is the short form for “human immunodeficiency virus”. This is a virus that attacks the human body immune system leaving it weak and prone to all sorts of opportunistic infections. AIDS stands for “acquired immune deficiency syndrome”. A person develops AIDS when his body’s immune system (the body’s defence system) has been impaired or destroyed by HIV, giving way to opportunistic diseases.

HIV is contracted from contact with infected blood or fluids of already infected person(s). There are many ways of contracting HIV. The commonest is through sexual intercourse with an infected person, sharing unsterilised needles/syringes and sharing blades.

#### **Can I Avoid It?**

Anyone can contract HIV and hence AIDS. But also anyone can avoid HIV by simply abstaining from sex or not sharing unsterilised needles. If one cannot abstain, then stick to one faithful uninfected partner, or use a condom rightly each time you have sex.

Remember the best way to avoid HIV/AIDS is to abstain from sex. In order to abstain one needs to take control of his/her sexual desires (one needs to ‘condomise’ the heart). A so-called pleasurable sexual encounter is short-lived, whereas the repercussions of HIV infection are permanent, ruining one’s life, the lives of others and dreams for good.

As a student, you need to set your priorities right by focusing on your studies. Avoid casual sex. Remember you cannot tell by looking whether someone has HIV/AIDS. In order to exercise greater control of your life, you need to take an HIV test. ZCAS has a Counselling Office with a qualified Counsellor where you can get more information on this and other services. You can visit the Counselling Office located in Kudu I at any time between 08:00 hours and 17:00 hours Monday to Friday.

#### **So What If I Have HIV/AIDS?**

Currently there is no cure for AIDS. But there are drugs that delay the development of AIDS commonly referred to as ARTs or ARVs. These drugs are commenced following the recommendation of a medical doctor after an HIV test. Usually these drugs are taken for the rest of one’s life.

However, HIV positive persons, including students, are allowed to carry on with their normal lives while at ZCAS. At ZCAS, we want to help you to realize your career dreams by successfully completing your programme of study. You can do this if you take care of yourself and can help others by abstaining from sex and not discriminating against those who may be infected.



## 13.0 STUDENT WELFARE POLICY

### 13.1 Introduction

The Centre's student population has grown with expansion in the corresponding varying interests. This policy provides guidance to the management of student welfare. Student welfare activities include sports, religious activities, social clubs, out of class academic activities, health and any other activities which do not fall under classroom activities.

### 13.2 Sports Activities

The Centre allows students to participate in sports as a way of recreation. Recreation is important for the balance of the mind. No financial support will be provided for competitive sports like participating in district leagues. Further, any sporting activities outside Lusaka District shall not be supported.

The Centre shall endeavour to provide recreation facilities within the confines of the Centre.

It is the responsibility of the students to organize themselves in the various sporting activities.

For the purpose of coordination, the students should form a Sports Committee to work with the Centre's Student Affairs Officer.

Financial support shall be limited to participation/affiliation fees, lunch/snacks, drinks/water as may be required in a particular sporting event.

### 13.3 Religious Activities

The Centre enrolls students of various religious backgrounds and as such there is no discrimination based on religion. The Centre also recognizes that various religious groupings tend to share their faith in their own unique ways.

The Centre does not have adequate space to allow each religion to operate as they could wish. The following shall be the guide:

- (a) No religious grouping shall be allowed to conduct Saturday/Sunday worship services in the Centre.
- (b) Student religious groupings may be allowed to use some classrooms which are free at particular times **during normal hours**. PRIOR APPROVAL shall be required before use of facilities.
- (c) No financial assistance shall be availed to any religious group or grouping.

#### 13.4 **Health Services**

It is not the responsibility of the Centre to provide health services to the students. Students should organize their own medical schemes.

The Centre does not operate a Clinic. Only a Sick Bay and First Aid Kit is provided.

The Sick Bay is operated by a private operator and **each student is required to pay the user fees** (the applicable rate shall be advised) when they pay the tuition fees at the beginning of the semester.

In certain circumstances, like emergencies, the Centre may organize transport to take the sick student to the nearest Government Health Centre or the University Teaching Hospital with the next of kin informed. In such situations, the Centre may meet the initial charges required to attend to the sick student.

#### 13.5 **Student Academic/Professional Related Activities**

Students are encouraged to put in practice what they learn from classes through formation/joining of relevant clubs/associations. The operations of these clubs/associations are the responsibility of the student members.

Appropriate members of staff may associate with these groups as professional seniors or patrons/matrons as the case may be.

The Centre may provide financial support to these clubs if they are engaged in activities that would lead to improved learning by the students, improve the image of the Centre or as may be approved by Management. Such support **MUST** be applied for in the first instance. Support from the associating member of staff would be required in considering the application for support.

#### 13.6 **Social Activities**

These would be purely at the students' choice. The Centre shall have nothing to do with the activities.

Such activities should be conducted in a manner that does not disturb the learning environment of the Centre.

Any activities that would seem to promote unprofessional behaviour or lead to misconduct shall not be allowed in the Centre. Students should consult with the Students Affairs Officer before forming particular social clubs/associations.

### **13.7 Usage of the Centre Corporate Materials**

The Centre Logo, Brand Promise, etc. shall not be used on any communication or promotional material for any student activity, except when communication is officially from an authorized or designated Centre member of staff or with the express authority of the Registrar.

## **14.0 STUDENT DISCIPLINE AND COMMUNICATION**

### **14.1 Student Discipline**

14.1.1 It is the belief of ZCAS that only disciplined students would succeed in their studies.

14.1.2 The basis for taking disciplinary action against any student is the published rules and regulations as detailed in this hand book and applicable national laws.

14.1.3 Students shall be given a copy of the Student Disciplinary and Grievance Procedure.

### **14.2 Student Communication**

14.2.1 All communications to students from the learning areas shall be through Lecturers, Programme Coordinators and finally Heads of Programmes.

14.2.2 From the estates area, it shall be through the Hostel Attendants, Housekeeping Supervisor and finally the Estates Manager.

14.2.3 Students are encouraged to use these channels of communication at all times.

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