



*Aspire, Acquire, Prosper*

# STUDENT HANDBOOK



**We Welcome you to ZCAS.**

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## **PREAMBLE TO THE STUDENT HANDBOOK**

The statements set forth in this handbook are for informational purposes only and should not be construed as the basis of a contract between a student and this institution. While provisions of this handbook ordinarily will be applied as stated, ZCAS reserves the right to change any provision listed in this handbook without actual notice to individual students. Every effort will be made to keep students advised of any such change.

## **MESSAGE FROM EXECUTIVE DIRECTOR WELCOME TO ZCAS**

Dear Student,

Thank you for choosing ZCAS as your preferred Higher Learning Institution. On behalf of the ZCAS Board and Management and indeed my own, I wish to welcome you to ZCAS.

We are an institution that is dedicated to offering the highest level of quality education from state of art facilities. You are now a part of an exceptionally talented student body that is recognized for its academic abilities, innovation and creativity; and I am proud that you chose ZCAS. You will have the opportunity to learn from some of the best and well respected Lecturers and researchers. You will find here dedicated, caring and inspiring faculty and staff whose top priority is your education and success. We are committed to maintaining academic excellence and delivering the highest quality education to our students.

We encourage one another to celebrate our differences, and to foster a community free of intolerance and discrimination. Together we work to promote a campus climate that is respectful, civil, supportive, and safe. I believe ZCAS shall be your second home.

This handbook has been written to inform our students and their families about ZCAS policies; rules and procedures. It contains important information that will allow you to better understand what is expected of you and how the institution operates. If you need additional information or clarification, please consult the appropriate academic or administrative staff.

Welcome to ZCAS! I am happy to have you join the ZCAS family.

Dr Egret C Lengwe

***Executive Director (Ag)***

## **1 ZCAS PROFILE**

The Government of the Republic of Zambia (GRZ) established the Zambia Centre for Accountancy Studies (ZCAS) through an Act of Parliament (ZCAS Act No. 1 of 1989) for the purpose of training accountants, promoting research and advancement of learning in accountancy, Finance and related studies, providing advisory and consultancy services, and for related matters.

Initially, ZCAS received donor support from the European Union, NORAD and DANIDA. For the last thirty-three (33) years however, ZCAS has been fully self-supporting and reliant on the income received from its training and consulting services. Despite being a public institution, ZCAS has managed to sustain its operations independently. This is an excellent record which is indicative of the calibre of the Board, Management and Staff of ZCAS. The institution is keen to help other institutions become self-sustaining.

From its inception in 1989, ZCAS operated from Evelyn Hone College and Applied Sciences. In 1999, ZCAS moved into its purpose built premises along Dedan Kimathi Road in the central business district of Lusaka. In 2011, ZCAS completed the construction of its massive infrastructure expansion project worth over \$16 million, which was financed from internally generated resources. The new infrastructure increased the institution's physical capacity by 50%. With this expansion, ZCAS increased the number of its state of the art infrastructure to include 24 classrooms, 3 seminar rooms, 8 air-conditioned and networked computer laboratories with 24 hour internet connectivity, 5 large lecture theatres, an electronic resource centre, a video conferencing facility, self-catering hostels accommodation with 545 bed spaces for both single and shared rooms, a cafeteria, sports and entertainment facilities and common rooms for students and staff.

In 2016, ZCAS incorporated a subsidiary, the ZCAS University as a special purpose vehicle to enable it to develop, deliver and award academic degrees in accordance with the provisions of the Higher Education Act (No. 4 of 2013). The University currently has three schools, namely:

- School of Business
- School of Social Sciences and
- School of Information, Communication and Technology (ICT).

The professional and academic faculties give students two distinct personal development pathways to choose from. Students have the option to start their studies with an academic programme and get exemptions when they proceed to a professional programme; or they can start with a professional programme and get exemptions when they proceed to an academic degree programme.

ZCAS is a multimode higher learning institution offering programmes on full time, Part time and Open, Distance and E- Learning (through the BPP enhanced classroom model). Research, Consultancy and Advisory services are an integral part of the mandate of ZCAS.

ZCAS has received international recognition for the quality of its programmes and consultancy services, and for the commitment and professionalism of its staff.

ZCAS's position as a leading business training provider not only in Zambia but also in the region is attested by the continued retention of ACCA, CIMA and ZiCA highest quality assurance recognitions. It has also received the PMR.Africa Leaders and Achievers 2012, 2013, 2014, 2015, 2016, 2017 and 2018 annual industry survey Diamond Arrow Award (outstanding- 1<sup>st</sup> Overall) in the institutions for Higher Education/ Tertiary Institutions category and the PMR. Africa Leaders and Achievers 2017 Diamond Arrow Award (Outstanding- 1<sup>st</sup> Overall) in Most Innovative Companies/ Institutions in Zambia. In 2019, ZCAS University won the prestigious best Online Education Service Provider Award by E- commerce group Zambia headed by Dr. Caleb Fundanga- Former Bank of Zambia Governor.

## **2. PROGRAMMES ON OFFER:**

The following are the programmes on offer at ZCAS:

## **PROFESSIONAL PROGRAMMES**

ACCA	-	Association of Chartered Certified Accountants
CIMA	-	Chartered Institute of Management Accountants
ABE	-	Association of Business Executives
ZiCA	-	Zambia Institute of Certified Accountants
CIPS	-	Chartered Institute of Procurement and Supply

## **3. NON-DISCRIMINATION STATEMENT**

### **3.1 Accommodations for Students with Disabilities**

It is the policy of ZCAS to afford qualified students with disabilities an equal opportunity to participate in, and thus benefit from, all programs, services, and activities of the Centre. This includes, but is not limited to, providing appropriate academic accommodations and auxiliary aids and services for persons with disabilities.

A student with a disability is not required to disclose his/her disability to the Centre unless the student wishes the Centre to provide a reasonable accommodation. For assistance, students with disabilities desiring special accommodations should contact the Estates Manager or Student Welfare Officer.

In order to apply for accommodations, students with disabilities must complete an Application for Accommodations that consists of a "Students with Disabilities Form," which provides the Centre information about the disability.

After assessment of the completed form and accommodations has been arranged, the Estates Manager/ Student Welfare Officer will contact Lecturers and Head of programs, each semester informing them of the special accommodations to be made to the affected student.

At any time, students having difficulty with the accommodation process or questions about the Centre's policies for students with disabilities may contact the Student Welfare Officer whose contact information is as follows:

The Student Welfare Officer,

Dedan Kimathi Road,

P.O. Box 35243,

Tel: +260 211 232 093/95

Lusaka.

#### **4. SEXUAL HARASSMENT POLICY**

ZCAS strictly prohibits sexual harassment of students, faculty, or staff. Sexual harassment is defined as unwelcome sexual advances; requests for sexual favours; or other physical conduct, verbal, non-verbal, or written communication of a sexual nature when the conduct of such is sufficiently severe, persistent, or pervasive that it denies or limits a student's ability to participate in or benefit from the education program or that it creates a hostile or abusive educational environment.

Sexual harassment violates ZCAS policy as well as the Zambian laws. Any incidents of sexual harassment should be reported to the Student Affair Officer in Kudu Hostel room "K1" so that prompt and effective actions can be taken. Students may contact the office by email at [euodia.nakwenda@zcas.edu.zm](mailto:euodia.nakwenda@zcas.edu.zm), by phone at +260 211 232 093/95 or send mail to P.O. Box 35243, Dedan Kimathi Road, Lusaka.

Allegations of sexual harassment will be investigated thoroughly and expeditiously, and appropriate corrective actions will be taken, which may include discipline or dismissal of the harassing party. It is unlawful to retaliate or discriminate in any way against any person who has expressed concern or made any complaint regarding sexual harassment, and ZCAS will not retaliate or discriminate against any person who expresses concern or files a complaint alleging sexual harassment or discrimination.

ZCAS has zero tolerance to sexual harassment.

#### **5. ACADEMIC REGISTRATION**

**5.1 Pre-Enrolment Information** – this includes the student handbook and tuition fees which are made available on the ZCAS website to both prospective and current students.

## **5.2 Access to the student handbook**

- 5.2.1 The student handbook can be downloaded from the ZCAS website ([www.zcas.ac.zm](http://www.zcas.ac.zm)) by both prospective and current students.
- 5.2.2 The student admission and retention officer shall provide a copy of the student handbook, if requested for, once the student has been enrolled in a particular programme.
- 5.2.3 A prospective student will only be considered as a student of the Centre upon payments of the fees as guided in section 11 of this handbook and has completed all the required registration formalities as guided by the registration officer.

## **5.3 Withdrawing from a registered course**

- 5.3.1 A student may withdraw from the course on medical or examination reasons, they will need to fill in a withdraw form which will be accessible at the student administration office indicating the reason for withdrawing from the course.
- 5.3.2 The withdraw will have to be approved by the Head of program, Director professional studies and Director of finance. However, any refunds to the withdrawn program will only be given as guided in section 10 of this student handbook.
- 5.3.3 Any student who will not fill in a withdraw form and have it approved for withdraw by relevant authorities as indicated above, will not have his refund processed at the end of the programme. This is necessary to ensure that accounts can calculate pro rata what is due to be refunded and accounts can plan for these refunds.

## **6 IMMIGRATION AND VISA APPLICATION**

- 6.1 ZCAS through student administration office shall assist foreign students with the processing of Visas and Study Permits. However, all fees regarding the Visa and/or Study Permit shall be met by the student. The student admission and retention officer and shall be the contact person for Immigration related matters.

6.2 A refund of the school fees paid will be made by the Centre to a foreign student if visa application and study permit is refused by the respective authority.

## **7 PRIVACY POLICY STATEMENT**

- 7.1 This privacy policy statement contains general information for the Centre and provides links to privacy information specific to the services we provide.
- 7.2 Generally, the information supplied to the Centre by the students shall be treated as confidential information and may not be shared to third parties.
- 7.3 ZCAS promises to treat all your personal information carefully and responsibly
- 7.4 Personal information includes but is not limited to information relating to your gender, marital status, nationality, age, any identifying number, address, information relating to education and any information that lets ZCAS identify you as a unique individual, such as your name/s and surname combined with other personal data
- 7.5 Personal information may be given to or collected by ZCAS in writing as part of a written application form, electronically (email), telephone, online ([www.zcas.ac.zm](http://www.zcas.ac.zm)).
- 7.6 ZCAS will only collect and process your personal information for the reason you provided it to us or to enable ZCAS to comply with the requirements of specific laws that ZCAS is governed by.
- 7.7 The general purposes for which ZCAS collects and processes your personal information include, but not limited to:
- 7.8 Creating a record of you on ZCAS system to verify your identity, provide you with the products and or services you have applied for and then communicate with and keep you informed about these services.

- 7.7 ZCAS shall manage and store the student data and information using the Student Information System. The information obtained from students shall be used for academic purposes only ie. Information may be shared with the relevant professional bodies such as ACCA for the use of Result Service. Result service is the mechanism of gathering student data to allow for the analysis of pass rates. The student Information System shall operate in accordance with the Data Protection Act, 2021.

## 7.8 REGISTRATION

- 7.1.1 Students should register only for programmes to which they are admitted. Students seeking help in course selection or patterns of progress for entry to specialized areas of the course programmes should see the Head of programmes for advice.
- 7.1.2 **Withdrawal with Permission.** Students who find themselves in very difficult circumstances because of ill health or examination related matters may wish to withdraw from studies by going through the Student Administration Office for guidance. The Centre management has laid down regulations for withdrawals as per schedule 4.3.1 above. Students who withdraw with permission from the Centre and wish to return to full-time studies should re-apply to the Head of Program with a copy to the Registrar. They will be required to bring letters from their sponsors indicating to the Centre their willingness to continue paying for the duration of the programme.
- 7.1.3 **Complaints relating to academic matters.** Any student who is aggrieved or not satisfied with the level of service given to them by a lecturer (tutor) is free to report in writing any such grievance to the course tutor, who should resolve the issue within two working days and give the feedback to the concerned party within the stated period.
- 7.1.4 If the student is not happy with the way the grievance was addressed, they have the right to appeal to the Head of program in writing and copy the course tutor, who is also given two working days to investigate and address the concern.

- 7.1.5** If the student is still not happy with the way the issue has been handled, they are free to appeal to the Director Professional studies (DPS) in writing and copy the Head of program who also is given two working days to resolve the issue.
- 7.1.6** If the student is still not happy with the solution from the DPS, they are free to finally appeal to the Executive Director whose decision is final internally.
- 7.1.7** If the student is still not happy with the Executive Directors decision, the student may contact the ZCAS whistle blower for further assistance. The whistle blower is a board member who can be contacted independently.
- 7.1.8** If the student is still not happy with the whistle blowers' assistance, they can contact the relevant professional body.
- 7.1.9** For the ACCA programme, students can use the following ACCA link:  
<https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/connect-unhappy.html>

#### **7.1.1 Complaints relating to non-academic matters**

- (i) This procedure applies to all registered students of ZCAS
- (ii) All complaints shall be addressed to the Board Secretary.
- (iii) The Board Secretary shall review the complaint within five working days.
- (iv) Depending on the scale of the complaint, the Board Secretary may constitute an independent committee to deliberate and make a decision on the matter.
- (v) Feedback shall be given to the complaining student within fourteen days from the date the complaint was submitted.
- (vi) The student may appeal the decision of the Board Secretary or the Committee's to the Executive Director whose decision is final.

## **8.0 CHANNELS OF COMMUNICATION**

- 8.1. Students are advised not to go from office to office in search of assistance or information. Students should approach Officers in Student Administration Office and make their enquiries on all matters.
- 8.2. The Student Administration Office will direct students to the appropriate office or department where the information can be easily obtained. All matters on academic issues must be directed to the head of programme. Other channels of communication available to the students are the following:
  - (a) Course coordinators and Head of Programmes;
  - (b) Academic Staff in the programs;
  - (c) Hostel Representatives;
  - (d) Students Portal on the ZCAS Web Page [www.zcas.ac.zm](http://www.zcas.ac.zm)
  - (e) Notice boards around campus.
  - (f) Students may also drop their written complaints in the ACCA suggestion and complaints box provided at the entrance to the Administration offices at George Sokota Buildings on the first floor.

## **9 STUDENT WELFARE UNIT**

The following are the objectives of the Student Welfare Unit in the Registrar's Office:

- (i) To offer Counseling and Career Guidance to students on opportunities for chosen careers in the Centre;
- (ii) To establish and maintain contact between the Centre and prospective employers (Government, Industry, Commerce and Professions) so as to acquaint them with the courses and programmes of studies being pursued by students at the Centre.

- (iii) Place students in different organizations for employment and internship;
- (iv) To organize talks, lectures, and seminars on careers through which students could be acquainted with the requirements of various employing agencies. Talks on health related subjects like AIDS will also be organised through the same channels;
- (v) In conjunction with course coordinators and Heads of Programs to arrange vacation training schemes including practical attachment to industries;
- (vi) To assist in sourcing for vacancies for appointment and keep in close touch with graduates of the Centre as to what jobs are available and to use feed-backs from graduates to help the Programs in preparing future schemes;
- (vii) To help build up a library on careers involving official publications and brochures of employing agencies to serve as an information center for students;
- (viii) To assist students in all problems arising from academic, personal and social adjustments;
- (ix) To counsel students on special problems.
- (x) To organise visits to places of employment so that students can observe the various organisations at work; and
- (xi) To assist individual students in planning, obtaining and deriving maximum educational and social benefits from their potentials and experiences.

9.1. The task of counseling is to give the client an opportunity to explore, discover and clarify ways of living more resourcefully and towards greater well-being. During your stay in the Centre from year one until the day you graduate, you may require advice on some of the following;

- (i) Problems of adjustment to ZCAS life, Personal crisis, Marriage and related social concerns are advised to seek assistance from the Counseling Office in Kudu Hostel room no. "K2". This service is available to those who ask and all conversations are held in strict confidence.

## 10 TERMS AND CONDITIONS

These terms and conditions (“Terms and Conditions”) represent an agreement between ZCAS and you for this Academic Year. By accepting your Offer, or by continuing your registration, you accept these Terms and Conditions in full. If you have any questions or concerns about these Terms and Conditions, you should contact us using the Contact link on our website before accepting the Offer. As a student entering into contract with ZCAS, you are expected to confirm receipt of terms and conditions and confirm that you have read and understood our terms and conditions.

Where any words are capitalised throughout these Terms and Conditions, they shall have the meanings set out below. for the purposes of this document, this means the period for which your Programme runs.

**Academic year:** An Academic Year starts in January or July of any given calendar year, and may have entry points throughout this period.

**Contract:** means the agreement between you and us in relation to your studying a Programme through the Centre. These Terms and Conditions and the regulations, policies and procedures referred to in this document form the Contract.

**Offer:** means an offer of a place on a Programme.

**Programme:** means your prospective or registered programme of study with the Centre.

**Programme fees:** means fees payable to the Centre which include, where applicable, Registration Fees, Continuing Registration Fees, module/course fees, and

In addition to these Terms and Conditions, there are other regulations, policies and procedures which apply to your registration (or continuing registration) at the Centre and your Programme. Details of the regulations, policies and procedures applicable at the time of accepting these Terms and Conditions, and the location of such documents, can be found on our website. It is

your responsibility to read these documents carefully as they, together with these Terms and Conditions, form the Contract between us and you.

## **10.1 Before you register**

### **10.1.1 Application**

- (i) We will only assess your application once we receive your application. There is no Application Fee payable relevant to your Programme.
- (ii) It is your responsibility to ensure that all of the information, which you provide to us, is true, accurate, and complete, and that you have not omitted any key information.
- (iii) If we discover that your application contains incorrect or fraudulent information or if you are found to have omitted key information from your application, we may withdraw or amend any offer, or act in accordance with the General Regulations. If such information is discovered after you have registered with us or after you graduate, we have the right to terminate your registration without compensating you and/or revoke any subsequent award.

### **10.1.2 Evidence of qualifications**

Where we require satisfactory evidence of your qualifications:

- (i) Before receiving your Offer, you will be required to provide or facilitate the provision of verified copies of your transcripts and/or certificates. Acceptable means of providing these documents and their verification are set out on the website.
- (ii) ZCAS randomly samples and audits the authenticity of the documentation provided to us under clause 3.1. We will normally request evidence of your qualifications directly from the awarding body. If we do not receive evidence to our satisfaction, this may prevent us from making you an Offer.

- (ii) If you meet the academic requirements and any other applicable requirements for admission upon making your application to us, we will make you an Offer.
- (iii) If you do not yet meet the requirements for admission upon making your application to us, you will receive an advice letter setting out any outstanding academic and/or other requirements for admission that you will need to satisfy within a timeframe set out in that letter.
- (iv) Once you notify us that you have satisfied any outstanding requirements and have provided evidence that is acceptable to us, both within the timeframe set out in the advice letter, we will make you an Offer.
- (v) If you have not satisfied the outstanding requirements within the timeframe set out in the advice letter, your application and the content of the advice letter will be deemed to have expired, and you will have to reapply.
- (vi) We may make changes to the Offer at any time before you accept it. We will inform you as soon as possible and issue an updated Offer.
- (vii) If you have met all the academic and/or other requirements for admission and have received an Offer from us, you can accept the Offer by registering with us online by the Registration Deadline.
- (viii) If you do not register with us online by the Registration Deadline, your Offer will lapse.
- (ix) Once you have registered as a student of the Centre, we will use our reasonable efforts to deliver your Programme as per the terms of the Contract.
- (x) We shall deliver your Programme with reasonable care and skill and in accordance with the description applied to it in the Programme Specification for the Academic Year; and
- (xi) clearly set out the academic requirements for the Programme to you.

## 11. RULES GOVERNING THE PAYMENT OF TUITION FEES

- (i) 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. All fees regarding a programme shall be stipulated in the fee schedule. The fee schedule can be accessed from Student Administration Office or at [www.zcas.ac.zm](http://www.zcas.ac.zm).
- (ii) You agree to pay all fees required for your Programme. These consist of Programme Fees and any applicable charges associated with your study with us. Information in relation to Programme Fees and how to pay can be found at clause 11 (vi). Fees are only payable in accordance with the Fee Payment Methods.
- (iii) 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.
- (iv) 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).
- (v) 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.
- (vi) 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 a credit facility administration charge as stipulated on the fees schedule as follows:
  - (a) **First Instalment of 70% of tuition fees on enrolment plus credit facility administration charge.**
  - (b) **Second Instalment of 15% of tuition fees within one month from the commencement of the programme.**

- (c) **Third Instalment of 15% of tuition fees within two months from the commencement of the programme.**
- (vi) Students who pay tuition fees in full at the beginning of the semester/programme will be given a **5% discount**.
- (vii) 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.
- (viii) 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**.
- (ix) Tuition fees can also be refunded if the Centre receive 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.
- (x) Upon receipt of examination results, students sometimes have to change programmes. The following rules will apply:
- (xi) When a student decides to discontinue a programme (on grounds permissible by the Centre, as in 4.3.1 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 withdrawals will be made after the end of registration.**

- (xii) 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.
- (xiii) 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**
- (xiv) 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 11(xi) and 11(xii) will apply.
- (xv) 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.
- (xvi) 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.
- (xvii) **Accommodation** - Accommodation fees per semester regardless of the opening dates are **not refundable under any circumstances.**
- (xviii) The accommodation fees take into account the vacations between semesters.

- (xix) **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.**
- (xx) 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.
- (xxi) All refunds will be made in Zambian 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).
- (xxii) **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.
- (xxiii) Refunds will only be made with the written approval of the Executive Director/Director Professional Studies or Director of Finance.
- (xxiv) A student who is found attending classes illegally by having not completed the enrolment procedure shall be surcharged a fee stipulated on the fee schedule in addition to the fees payable and may be reported to the law enforcement agencies for receiving a service fraudulently.

- (xxv) Course transfers: For students that wish to transfer to different course(s) or examination session(s), such a student shall be required to withdraw from the current registered course(s) and register for the course(s) they wish to register on with the approval of the programme coordinator. The student shall be charged on pro-rata against the period they learnt on the previous course(s) and the balance of the fees charged shall be transferred to the newly enrolled on course(s) in accordance with the refund policy. The student shall meet all the costs that may be attracted due to change/transfer of examination session(s).

## **12. COMPUTER LABORATORIES & ICT FACILITIES**

- (i) Students should produce a current invoice or a current ZCAS identity card to gain access to the computer laboratories. Identity cards can be obtained from Room 211 in Levy Mwanawasa during registration and from Computer Lab 212 in George Sokota during the Semester. Activation of ID cards from the turnstiles is done in the Data Activation Room in Levy Mwanawasa on the First Floor, behind the central lift.
- (ii) Students should make prior arrangements with the ICT Support staff in Rooms 210 and 209 in Levy Mwanawasa Building and 215 in the George Sokota Building in order to gain access to the computer laboratories.
- (iii) Individuals who are not students at ZCAS shall not be allowed to gain access to the computer laboratories.
- (iv) 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).
- (v) 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.
- (vi) No visiting of undesirable websites is allowed. If in breach, the student will be barred from accessing the computer laboratories for the entire semester.

- (vii) No form of food and drink is allowed in the computer laboratories. If in breach, food will be confiscated from the student.
- (viii) 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.
- (ix) 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.
- (x) 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.
- (xi) If you are having any problem or you are stuck, kindly ask for help from the Centre's ICT support staff.
- (xii) Throw any litter in the bins provided for this purpose and please leave the laboratories clean.
- (xiii) 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 stipulated by accounts office.
- (xiv) Do not try to fix problems on your own; refer all problems to the Centre's ICT support staff.
- (xv) 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.
- (xvi) 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.
- (xvii) Scan all e-mail attachments before opening.
- (xviii) No noise is allowed in the computer laboratories. Kindly research and work in a quiet environment.

- (xix) 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.
- (xx) During classes, no use of cell phones will be allowed in the computer laboratories.
- (xxi) Students will be required to turn their phones off.
- (xxii) 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.
- (xxiii) Any student who will damage any computer laboratory Equipment will be required to pay the replacement value of the equipment.
- (xxiv) Any student who will be found breaching these rules will be subjected to immediate disciplinary action, which may be in addition to the penalties indicated.
- (xxv) At the beginning of the Semester, students should update their records on the Student Information System (SIS) at [sis.zcas.edu.zm](http://sis.zcas.edu.zm).
- (xxvi) Students should frequently visit the website at [zcas.ac.zm](http://zcas.ac.zm) for updates and follow our social media pages on Facebook (<https://www.facebook.com/officialzcas>) and LinkedIn (search for ZCAS).
- (xxvii) Students should visit the library system at [library.zcas.ac.zm](http://library.zcas.ac.zm) to access library resources, logging in with their SIS username and password.
- (xxviii) Students should upload publications and thesis on [dspace.zcas.edu.zm](http://dspace.zcas.edu.zm) and research for publications on the link provided. The Library staff will assist postgraduate students to upload the publications.
- (xxix) Access to Eduroam Wi-Fi is available on campus, using the credentials provided when accessing the computer lab, SIS and Koha, the library system. Instructions on how to access Wi-Fi are provided on the website and in the computer labs.
- (xxx) The eLearning portal is available on the ZCAS website at [www.zcas.ac.zm/elearning](http://www.zcas.ac.zm/elearning).
- (xxxi) Students are expected to use the Computer laboratories and ZCAS ICT facilities for academic purposes only.

(xxxii) Other links to access eLearning material can be found on the zcas website [www.Zcas.ac.zm](http://www.Zcas.ac.zm).

### **13 RESOURCE CENTRE MEMBERSHIP AND RULES**

- (i) The Resource Centre is situated on the ground floor in the Levy Mwanawasa Building and provides a quality environment for studying and research with a sitting capacity of 130. In addition, there is an Electronic Section in the Resource Centre where users can access other E-Resources.
- (ii) The Resource Centre can only be used for studying and borrowing by the students and staff of ZCAS/ZCAS University. All students are required to pay a non-refundable membership fee as stipulated in the fees schedule per semester (subject to revision) prior to registration for Library membership.
- (iii) 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.
- (iv) 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 studying and borrowing by students and staff of ZCAS/ ZCAS University.
  - (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 as stipulated by Accounts Office is payable on each overdue Library material for each day that the material is overdue, including weekends and public holidays.
- (e) A fine as stipulated by Accounts Office is payable for the loss of each reader's ticket and a further fee for replacement also stipulated by accounts office. 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 as stipulated by accounts 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 as stipulated by accounts office 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.
- (o) 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.

## **14 CODE OF STUDENT CONDUCT**

### **14.1 General**

The Centre is a community of students, faculty, and staff involved in learning, teaching, research, and other activities. In accordance with the ZCAS standards on Respectful Environment for Students, Faculty and Staff, all members of this community are expected to conduct themselves in a manner that contributes positively to an environment in which respect, civility, diversity, opportunity, and inclusiveness are valued, so as to assure the success of both the individual and the community.

The purpose of this Student Code of Conduct is to define the general standard of conduct expected of students, provide examples of conduct that may be subject to disciplinary action by the ZCAS, provide examples of disciplinary measures that may be imposed, and set out the process and procedures that ZCAS will follow when an allegation of non-academic misconduct is made. Students are expected to be aware of, and to conduct themselves in accordance with, this Code.

The Centre respects the right of students to conduct their own personal lives. This Code governs conduct only to the extent necessary to protect the integrity and proper functioning of the academic and non-academic activities of the Centre, the peaceful and safe enjoyment of Centre facilities by other members of the Centre and the public, the freedom of members of the Centre to participate reasonably in the programs of the Centre and in activities in or on the Center's premises, or to protect the property of the Centre or its members.

## **14.2 Application**

This Code applies to conduct that:

- a. Occurs on or near the premises of the Centre;
- b. Occurs elsewhere in the course of activities sponsored by the Centre, or where the conduct is alleged to adversely affect, disrupt, or interfere with another person's reasonable participation in Centre programs or activities.
- c. Any student found responsible for misconduct is subject to the disciplinary provisions of this Code, regardless of the action or inaction of civil authorities. Nothing in this Code prevents the Centre from referring an individual matter to the appropriate law enforcement agency before, during, or after disciplinary action is taken by the Centre under this Code. A student may be subject to criminal prosecution and/or civil proceedings notwithstanding, and in addition to, disciplinary action taken by the Centre against the student under this Code and occurs on or near the premises of the Centre;

- d. Occurs elsewhere in the course of activities sponsored by the Centre, or where the conduct is alleged to adversely affect, disrupt, or interfere with another person's reasonable participation in Centre programs or activities.

Any student found responsible for misconduct is subject to the disciplinary provisions of this Code, regardless of the action or inaction of civil authorities. Nothing in this Code prevents the Centre from referring an individual matter to the appropriate law enforcement agency before, during, or after disciplinary action is taken by the Centre under this Code. A student may be subject to criminal prosecution and/or civil proceedings notwithstanding, and in addition to, disciplinary action taken by the Centre against the student under this Code.

## **15 PROHIBITED CONDUCT**

Any conduct on the part of a student that has, or might reasonably be seen to have, an adverse effect on the integrity or the proper functioning of the Centre, or the health, safety, rights, or property of the Centre or its members and visitors, is subject to discipline under this Code.

The following list sets out specific prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline. It is not an exhaustive list and students should be aware that their conduct may still be considered prohibited conduct under this Code even if it does not appear in the list below.

Prohibited conduct that is subject to disciplinary measures includes, but is not limited to, engaging in, attempting to engage in, or assisting others to engage in any of the actions described below:

### **15.1 Dishonesty**

Acts of dishonesty, including but not limited to the following:

- Cheating, plagiarism, or other forms of academic dishonesty.

- Furnishing false information to any Centre official.
- Intentionally initiating or circulating any false report, warning, or threat of fire, bombs, or explosives.
- Forgery, alteration, or misuse of any instrument of identification, Centre document, or records.

## **15.2 Disruption**

No student shall, by action, threat, or otherwise, disrupt any activity organized by the Centre or by any of its faculties, schools, or departments, or the right of other persons to carry on their legitimate activities, to speak or to associate with others.

- Participating in an on-campus or off-campus demonstration, riot or activity that disrupts the normal operations of the Centre and/or infringes on the rights of other members of the Centre community; leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area.

## **15.3 Identification Cards**

ZCAS Student identification cards (IDs) may only be used by the student whose name appears on the card. Any alteration or illegal use of university identification cards is prohibited. IDs that are misused are subject to confiscation by ZCAS personnel.

## **15.4 Unauthorized Use of ZCAS Facilities, Equipment, or Services:**

No student shall use any facility, equipment, or service of the Centre, or enter or remain on any premises, to which they do not have legitimate access, or contrary to the expressed instruction of authorized persons.

## **15.5 Unauthorized Possession or Use of Dangerous Objects**

No student shall store, possess, or use real or replica firearms or other weapons, explosives (including fireworks), ammunition, or toxic or otherwise dangerous materials on ZCAS premises. Possession of firearms, ammunition, explosives, other weapons, or dangerous chemicals on ZCAS premises in violation of law or university regulations or use of any object in a way that harms, threatens, or causes fear to others on or off campus. Weapons include, but are not limited to, any object or substance designed to inflict a wound, cause injury, or incapacitate, including, but not limited to, all firearms, pellet guns, switchblade knives, or instruments designed to look like any of the above.

### **15.6 Theft or Unauthorized Possession**

Students involved in the taking, sale, or possession of property without the consent of its owner or without proper remuneration may be subject to ZCAS disciplinary action and a fine, as well as arrest and prosecution by legal authorities.

### **15.7 Smoking**

Smoking is NOT allowed in any part of the ZCAS premises except in the designated smoking areas only. Areas not posted as designated for smoking will be considered non-smoking.

### **15.8 Illegal Drugs/Controlled Substances**

No student shall use, possess, or distribute a controlled or restricted substance. Individuals involved in the illegal use or distribution of alcohol are subject to arrest and ZCAS disciplinary action. Possession of any controlled substance, including drugs such as marijuana and cocaine as well as unauthorized prescription medications, drug paraphernalia and materials used to manufacture or distribute illegal drugs, can result in serious penalties under the ZCAS and state laws, including imprisonment and large fines.

Students present in the immediate vicinities where such materials are used or found, are presumed to be in possession and will be charged with possession of those materials but may rebut the presumption by clear evidence. The presumption of possession is highest when drugs are found in a student's residence or vehicle, even if the residence or vehicle is shared with

others. The Centre will report such matters to the Drug enforcement Commission for further investigations.

### **15.9 Alcohol**

Drinking alcohol is NOT allowed in any part of the ZCAS premises. The possession, consumption, or sale of alcohol on campus or at University-sponsored activities is prohibited. The presumption of possession is highest when alcohol and/or empty alcohol containers are found in a student's residence or vehicle, even if the residence or vehicle is shared with others. Individuals involved in the illegal use or distribution of alcohol are subject to ZCAS disciplinary action.

### **15.10 Hazing**

No student shall engage in hazing, which is defined as an act which endangers the mental or physical health or safety of a student for the purposes of initiation or admission into, affiliation with, or as a condition for continued membership in, a group or organization. Hazing is also a crime, and any student who participates in hazing may also be arrested and criminally prosecuted.

Hazing activities include, but are not limited to, the following activities: whipping, beating, and/or branding; forced calisthenics; exposure to the elements; forced consumption of food, liquor, legal or illegal drugs, or any other substance; sleep deprivation; scavenger hunts; forced exclusion from social contact; conduct which could result in extreme embarrassment; nudity; coerced sexual activity; confinement; physical restraints or mental harassment.

### **15.11 Sexual Misconduct which is defined as:**

- a. Sexual contact that is without consent by any party. It is the obligation of any person to obtain active consent from the other person prior to sexual contact. Examples of misconduct include, but are not limited to, touching another's genitals/breasts without consent; having sexual contact with someone whose decision making ability is

compromised (e.g. from alcohol or drug usage); or continuing sexual activity after either party has made it clear, either verbally or by conduct, that they do not wish to have physical contact.

- b. Obscene or indecent behavior, which includes, but is not limited to, exposure of one's sexual organs or the display of sexual behavior that would reasonably be offensive to others; deliberate observation of others for sexual purposes without their consent; taking or posting of photographs/images of a sexual nature without consent; possession or distribution of illegal pornography; or viewing or posting pornography in public venues.

### **15.12 Harassment**

Harassment consists of any verbal, visual, written or physical conduct that is sufficiently severe, persistent or pervasive that it adversely affects, or has the purpose or logical consequence of interfering with an individual's education or creates an intimidating, hostile or offensive environment.

#### **a. Sexual Harassment**

Sexual harassment is any unwelcome conduct of a sexual nature which makes a person feels offended, humiliated and/or intimidated, which includes, but is not limited to non-consensual verbal or physical conduct related to sex which unreasonably interferes with an individual's work or educational performance or creates an intimidating, hostile, or offensive work, educational, or social environment; or is a violation of an individual's privacy.

#### **b. Bias-Related Harassment**

This includes harassment of a person or group because of factors such as race, ethnicity, religion, gender, sexual orientation, age, creed, national origin, disability, political affiliation or veteran status.

### **15.13 Stalking**

Stalking means engaging in acts toward another person that places the person in reasonable fear of bodily injury or cause emotional distress. This is done repeatedly following, harassing, threatening or intimidating another individual using such methods including, but not limited to, telephone, mail, electronic communication, and social media.

### **15.14 Assault, Endangerment, or Infliction of Physical Harm**

Physical restraint, assault, or any other act of violence or use of physical force against any member of the community, or any act that threatens the use of physical force is forbidden. Conduct—whether reckless or intentional—that a person knows, or which any reasonable person under the circumstances would know places oneself or another at risk of bodily harm is subject to disciplinary action, whether or not the risk is realized.

### **15.15 Dress code**

Modest dressing is encouraged. Clothing should not expose underwear and should not have lewd, offensive or derogatory messages in words or pictures on it. Note that students may be denied access to certain services or events if their dressing is considered inappropriate.

### **15.16 Fire**

No student shall commit or aid in the intentional commission of an act that results in a fire being ignited, which causes damage, or is intended to cause damage, to the property of the Centre or the personal property of any member of the ZCAS community.

### **15.17 Vandalism**

The intentional or negligent abuse, damage, or destruction of property owned or in the possession of the Centre or another person. This includes any acts causing or risking damage or loss of property.

### **15.18 Unauthorized Entry**

Entering, attempts to enter, or remaining in any room, building, motor vehicle, trailer, or machinery, or other Centre property without proper authorization is prohibited. This includes attempting to stay past operating hours in any Centre facility.

### **15.19 Failure to Comply**

Failure to comply with the directions of ZCAS officials acting in the performance of their duties, or refusal or failure to respond promptly to a request to report to an administrative office. This includes failure to pay, within stipulated time, any fee, fine, charge, or assessment imposed by the Centre. This also includes failure to present ZCAS identification upon request by an authorized ZCAS official who has offered proper identification as to his/her status.

## **16 PARKING**

Parking facilities are available to students at the campus. Students are encouraged to respond to ZCAS security and staff regarding use of parking facilities. Note that students park at ZCAS facilities at their own risk and the Centre is not responsible for any loss of, or damage to property at its location.

## **17 POSTING, SOLICITATION, DISTRIBUTION OF MATERIALS AND USE OF**

### **NOTICE BOARDS**

Posting of printed materials to the ZCAS community by students or non-students must comply with established ZCAS procedures as to location, time limits, distribution procedures, and removal requirements. Normally, permission to post or distribute an item is granted by the Student Administration Office. Officials of the Centre may require materials printed in a foreign language to be translated into English prior to approving them.

- i. Failure to adhere to these guidelines will lead to loss of posting or distribution privileges.
- ii. Decisions on requests to distribute and/or solicit on ZCAS premises will be based on ZCAS policies and procedures.
- iii. The Centre reserves the right to restrict, remove, or prohibit posted or distributed materials.

## **18 SECURITY POLICY**

Student safety is of the utmost importance at ZCAS and we all must work together to maintain a safe and secure campus community. Students should maintain awareness of campus safety, and immediately report issues and circumstances that may reduce safety and security for our students.

Any person in immediate danger due to crime or emergency should contact the Student Welfare Officer on +260977673292 or +260 211 232 093/95.

For non-emergency situations, any person who is a victim, witness, or has knowledge of any criminal activity or other emergency on campus should report it immediately to the Student Welfare Office where the incident occurred or to security personnel, if available. Persons reporting possible crimes, or other emergencies, or violations of the Student Code of Conduct may be asked to complete incident or witness statements, which may be distributed to other appropriate ZCAS officials as the situation warrants.

Acts of aggression or violence by a student towards other students, staff, and/or faculty will not be tolerated. If a Lecturer or staff member believes that a student is being disruptive, acting inappropriately or poses any threat to a classroom or campus, the Lecturer or staff member may request the student leave the classroom and/or campus. This may include threats to health or general welfare of the campus community.

Violations of the law and/or of the Student Code of Conduct by a student may be referred to outside law enforcement agencies and/or, when appropriate, to Student Welfare Office for disciplinary action. When a potentially dangerous threat to the Centre community arises, reports or warnings may be issued through e-mail or text communications, the posting of flyers at campuses, in-class announcements, or other appropriate means.

## **18.1 Security Cameras**

ZCAS, in its discretion, may install security cameras on campus in order to provide increased security monitoring. Cameras will be placed in visible locations in publicly accessible areas and will not record audio signals. Viewing of footage recorded by security cameras is restricted to authorized ZCAS personnel and outside law enforcement, as needed.

## **18.2 Security Guards**

ZCAS security guards play an important role in Campus security operations. ZCAS guards help students, staff and faculty with safety and security on our Campus. Security guards check student

and staff identification, patrol the Campus and grounds, and help report and document security incidents.

### **18.3 Weapons on Campus**

Students may not control or possess any weapon or firearm on ZCAS premises. A student who is a law enforcement Officer required to carry a weapon or firearm as part of his/her law enforcement duties may carry a weapon or firearm on ZCAS premises only with prior notice to and approval of the Registrar/ Board Secretary and only if the student provides proof of his/her legitimate law enforcement position by presenting valid law enforcement credentials. Upon receiving such a request, and at the beginning of each subsequent academic semester in which the student is enrolled, the Student Welfare Officer must verify these credentials with the student's agency/ Employers and provide the Registrar/ Board Secretary with a list of students permitted to carry weapons under this policy. Civilian-attired police officers who carry a weapon or firearm on ZCAS premises pursuant to this exception must keep the weapon or firearm concealed so as not to alarm others.

#### **18.3.1 recognition of student groups**

The following policies and procedures govern the formation of student groups, provide a mechanism to clearly recognize the existence of these organizations, and establish a support system for their successful operation. Small groups of students may wish to meet regularly on a short-term basis to support a particular curriculum or special interest. In order for such a group to be recognized by ZCAS Management, the leadership must submit an application letter, accompanied by the organization's constitution and structure to the Registrar/ Board Secretary. The organization shall not operate before obtaining written approval from Registrar/ Board Secretary. Once approved, the permit to operate at ZCAS is valid for a period of one year and thereafter, the Chairperson can request for renewal. Registrar/ Board Secretary reserve the right to approve or disapprove an application without giving any reason.

### **18.3. 2 academic standards**

The Centre is an academic community and expects its students to manifest a commitment to academic integrity through firm observance of standards for academic honesty. The Centre can function properly only when its members adhere to clearly established goals and values. Accordingly, the academic standards are designed to ensure that the principles of academic honesty are upheld.

The following acts violate the academic honesty standards:

### **18.4 Cheating**

Cheating includes, but is not limited to, the following:

- (i) Using resources not authorized by the faculty member (textbooks, notes, websites, the work of other students) to complete examinations or other assignments;
- (ii) Giving or receiving content information  
relating to assignments/quizzes/tests/examinations to/from others unless authorized by
- (iii) The instructor;
- (iv) Using unauthorized electronic equipment;
- (v) Submitting academic work previously submitted in another course without authorization; and
- (vi) Altering or otherwise tampering with grades.

### **18.5 Plagiarism**

Plagiarism is intentional or unintentional use of the intellectual creations of another source, person or organization without proper attribution. Credit must be given for every direct

quotation, for paraphrasing or summarizing a work (in whole, or in part) in one's own words, and for information that is not common knowledge. Plagiarism usually takes two main forms:

- (i) Stealing or passing off as one's own the ideas or words, images, or other creative works of another; and
- (ii) Using or relying upon another's work without crediting the source, even if only minimal information is available to identify it for citation.

### **18.6 Fabrication**

Fabrication is defined as intentionally falsifying or inventing any information or citation on any academic exercise, without authorization. Therefore:

- (i) "Invented" information may not be used in any laboratory experiment or academic exercise.
- (ii) One should acknowledge the actual source from which cited information is obtained.
- (iii) Students must not change or resubmit previous academic work without prior permission of the instructor.

### **18.7 Other Examples of Academic Dishonesty**

Other examples of academic dishonesty include, but are not limited to:

- (i) Copying during a test or allowing another student to copy during a test;
- (ii) Giving homework, term papers, or other academic work to another student to plagiarize;
- (iii) Submitting any work that is not one's own;
- (iv) Falsifying information to a faculty member or College official;

- (v) Altering a graded work after it has been returned, then submitting the work for re-grading without the instructor's knowledge/approval;
- (vi) Stealing or improperly obtaining tests or other assessment items;
- (vii) Forging signatures on College documents;
- (viii) Giving false or misleading information to a faculty member in an effort to receive a postponement or an extension on a test or other assignment;
- (ix) Accessing computerized College records or systems without authorization;
- (x) Unauthorized recording, reproduction, retransmission, or redistribution of course materials (e.g., lectures, handouts, podcasts, exams, student projects, group work, online material, etc.); and
- (xi) Providing material or information to another person with knowledge that such aid could be used in any of the violations stated above.

## **19 HALLS OF RESIDENCE**

### **19.1 Care of property**

Students shall treat ZCAS property, equipment and other materials and the property of others with care and respect.

### **19.2 Solicitation & Selling**

- (i) Solicitation and selling by students and all others are not permitted in University residential facilities.
- (ii) No person, organization, or department can conduct a business, sales, or solicitation in residential facilities.

- (iii) No person, organization, or office may enter these facilities to distribute or collect questionnaires and surveys and/or to collect any other information in person from students in their place of residence, without obtaining advance written permission from management.
- (iv) No advertisements or flyers are permitted on or under the doors of residence hall rooms.

### **19.3 Smoking**

Smoking or use of Tobacco in any form (including electronic cigarettes, vaping devices, and hookah) is strictly prohibited in the hostels and indeed in any part of the ZCAS premises

Students will be charged for any related maintenance or cleaning as the result of smoking in a residential facility.

### **19.4 Lockout**

When locked out, a resident should report / notify the housekeeper that access will be needed.

- (i) Students will be allowed to sign out a spare key to allow access to their assigned room. Spare room keys should be returned to the front desk immediately after use. Spare keys can be checked out for a maximum of 24 hours.
- (ii) If the initial room occupancy key is not located, the lock core will be changed and the student will be charged a fee per affected lock.
- (iii) Students are not allowed to borrow the spare room key for a room other than their assigned room. Student who abuse this policy are subject to disciplinary action.
- (iv) Keys must be returned in person and will not be accepted by mail.

## **19.5 Guests**

- (i) Residence hall rooms are designed for sleeping and studying on the part of the occupants. Guests are welcome to visit students in campus during designated visiting hours when the University is in session
- (ii) 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.
- (iii) 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. Accommodating visitors in hostels beyond the stipulated time is an offense and disciplinary measures shall be taken against the host.
- (iv) Guests under the age of sixteen (16) are not allowed in the residence halls. Limited exceptions may be made with advance notice to the estate manager or professional staff that oversees the residential facility
- (v) Student hosts are responsible for the conduct of their guests on campus and will be held accountable for any violation of the student code of conduct or other rules of the College committed by a guest.

## **19.6 Celebrations**

Celebrations in any form (including birthday celebrations) are prohibited. Throwing colours, lighting fire crackers, etc., are not allowed.

## **19.7 Safety & Sanitation Inspections and Room Searches**

The Centre recognizes and respects each resident's desire for privacy, however, the University reserves the right to enter and inspect any student room at any time without permission or consent of the room occupant(s) to provide emergency service or general maintenance work,

make safety or condition inspections, or investigate possible violation(s) of ZCAS policies or city, or state laws.

Rooms shall be entered in the resident's presence or absence by authorized ZCAS personnel when there is reasonable cause to believe:

- (i) A resident's safety may be in jeopardy.
- (ii) A room or its furnishings may be damaged.
- (iii) Custodial or maintenance functions must be performed.
- (iv) ZCAS policies or city, or state laws are being violated.
- (v) Sanitation, safety, and/or damage inspections are to be completed.
- (vi) That there could be stolen property in the room.

### **19.8 Fire Safety**

Residents are prohibited from tampering with, damaging, or misusing fire safety equipment or setting off a fire alarm. In case of fire students and staff must follow fire signage in buildings and assemble at fire assembly points.

### **19.9 Damage or Loss of Personal or ZCAS Property**

- (i) The Centre is not liable for any loss or damage incurred to residents' personal property, whether by fire, theft, or any other cause.
- (ii) Residents of ZCAS Housing are expected to provide adequate security coverage for all personal property by their move-in date. Students should ensure their property is well secured.
- (iii) Residents assume any and all liability for damage or claims that result from their own negligence, as well as any negligence of their guests.

- (iv) Residents are liable for any damage and/or loss to a room, its furnishings, or any other part of the residence hall.
- (v) Misuse, abuse, theft, or damage to personal property by one resident or group of residents to another is not permitted.

## **20.0 Damage/Vandalism**

- (i) Students are required to report any information regarding specific acts of vandalism of damage (including accidental damages) to the Housekeeper or Estate Manager within 24 hours
- (ii) Residents cannot paint, damage, or otherwise alter the private or public spaces of the facility or property.
- (iii) Residents must keep the exterior of facilities (including porches, lawns, etc.) free of garbage, unapproved furniture, and flammable liquids and gases.
- (iv) Residents are prohibited from engaging in behaviors of disorderly conduct that are inconsistent with the health and safety of the residential community.
- (v) Residents are prohibited from causing unnecessary garbage or debris in the hallways, public spaces, way out, etc.
- (vi) Residents are not permitted to repair or attempt to repair damages.

## **20.1 Prohibited items**

The following items present health or safety concerns and are, therefore, prohibited in residence halls and/or student rooms:

- (i) 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
- (ii) Pets of any kind;

- (iii) items which may be fire or safety hazards which include, but are not limited to, open flames (candles, hookah, electronic cigarettes, etc.), halogen lamps, space heaters, and appliances with exposed elements; extension cords (power strips are permitted);
- (iv) Motorcycles may not be brought into the residence halls and motorcycles must be parked in appropriate parking lots;
- (v) Empty alcohol bottles, containers, and/or cans;
- (vi) Any bed other than the University-issued bed unless written approval is received from the Estate Manager
- (vii) The use of nails, screws, tacks, glue, masking tape, and other adhesive on walls, ceilings, wardrobes, woodwork, appliances, fixtures, doors or furniture is prohibited.

**(vii) OFF-CAMPUS RESIDENCY**

The Centre does not approve, inspect, or supervise any off-campus student residences. The University does expect, however, that students living off campus will conduct themselves in a manner that will reflect credit on themselves and the university, which includes observing all local and state, as well as all rules and regulations contained in this handbook.

In the event of a change of residence from on-campus housing to an off-campus location, a student should notify the Office of the Registrar of the new address.

**(viii) MEDICAL SERVICES**

ZCAS requires all fulltime students to pay for medical services. Therefore, students will automatically be enrolled in the ZCAS Student Medical scheme. Medical services will be provided by an appointed medical institution to be advised by management. For detailed information, students should visit the Office of the Student Welfare.

The Centre does not operate a clinic. In certain circumstances, like emergencies, ZCAS may organize transport/call an ambulance to take the sick student to the nearest designated Hospital with the next of keen informed.

### **21.1 Communicable Diseases**

It is the intent of the Centre to protect students from communicable diseases that pose reasonable risk of harm to members of the Centre community. It is also the intent of the Centre to protect the rights of those infected with a communicable disease. Students who do become infected with a communicable disease must report the contracting of the disease to the Counselor and/ or the Student Welfare Officer. The Centre will be flexible in its response to incidents of communicable diseases, evaluating each occurrence in light of the available medical information.

ZCAS will make available to the Centre community detailed information concerning the transmissibility of communicable diseases and precautions that can be taken to prevent the spread of various communicable diseases.

Infected students can continue to study and work as long as they are able to continue to perform regular responsibilities satisfactorily, and as long as the best available medical evidence indicates that their continual status does not present a health or safety threat to themselves or others.

An infected student returning to school after a leave of absence for reasons related to a communicable disease must provide a statement from the treating physician indicating current medical status.

Within reason, the Centre will make arrangements for the infected person, whenever possible, to ensure continuity in the classroom.

No infected student may be dismissed from the Centre solely on the basis of a diagnosis of an infection of a contagious disease.

In the event that a student has a concern about the potential for the spread of a communicable disease within the university community, those concerns should be brought to the Office of the

Student Welfare Officer for review consistent with the current available information on the spread of the particular communicable disease.

For any information that may have not been captured in the student hand book, please visit [www.zcas.ac.zm](http://www.zcas.ac.zm) or the Student Administration Office in room 042, ground floor, Levy Mwanawasa Building, ZCAS.

***ENJOY YOUR STAY AT ZCAS!***



*Aspire, Acquire, Prosper*

## **CONTACT**

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