# Students Support and Counselling Manual

**QC_SSCM_Series_V1/008**

**ADDIS ABABA, ETHIOPIA**
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# 1 Brief Background of QC

The current Queens' College was established in November 1998 G.C in Addis Ababa Ginfle Campus as a Language-Training Institute. Queens' Institute had been raised to a College level in November 1999 G.C with the motto of "Excellence in Education" to provide educational services at a Diploma level in Accounting, Secretarial Science and Office Management. Then after, the institute was upgraded to Queens' College. Moreover, a new branch has been opened in different location of Addis Ababa. In 2016, the College has been empowered to grant the bachelor's degree in Mexico Campus. First degree in Accounting and Finance, Computer science and Management has been begun. Over the last 6 years, the College has expanded its branches into eleven campuses that offer a number of TEVT, Under Graduate and Post Graduate programs at regular, extension and distance programs. It has well qualified and experienced academic and administrative staffs.

Queens College is persistently improving its academic staff hierarchy, infrastructures structures, administrative profile and overall systems since 1998 G.C. Quite surprisingly it has continuously boosted its financial strength, service facilities, employees profile and educational materials which in turn assist the college to gain wider public recognition and reputation.

From the time of its establishment, the College had made four successful Undergraduate graduation as well as one Post Graduate graduation ceremonies for the respective of years. In each successive year, the number of qualified graduates are increasing with corresponding quality education and infrastructures. The number of graduate during 2001, 2010 , 2011 , 2012 and 2013 E.C academic year were 39, 125 , 1619 and 2385 respectively that made totally **4,168** graduates.

The College took different expansion measures to insure the delivery of education for all societies. To this end, the college has been established twelve campuses at different districts of the Addis Ababa city.

This expansion will helps for delivering of Quality education that makes us education easily accessible and affordable to our customers and will have a plan expand to other uncovered areas of Addis Ababa city and other regional States.

At this time, due to increase numbers of programs and departments in the College our academic structure has been upgraded into Faculty Level.

Currently, QC provides educational services in the following faculties and departments:

a. **Faculty of Business** in the two departments namely Accounting and Finance, And Management
b. **Faculty of Information Sciences** in three departments namely departments of computer engineering, Information Technology, and Computer Science .
c. **Faculty of Social Science and Humanities –** Sociology and Social work.
d. **School of Graduate Studies** in three programs namely Masters of Business Administration (MBA), Master of Project Management , and Master of Science in Accounting and Finance.

In addition to these, the school of postgraduate and College of distance education are the parts of the collage working under it. The College has been well organized in the last 23 years in creating conducive environment for teaching learning process and engaged in social responsibilities. Accordingly, relevant and qualified academicians and practitioners are performing all academic and administrative tasks.

The Management of Queens College is persistently aspiring to maximize its capacity and provide training in a more efficient manner than ever before.

## 1.1. Vision, Mission, Values and Educational Objectives

### 1.1.1. Vision

**T**he Vision of Queens College is "to be one of the leading higher institutions centres of excellence in teaching learning, research, public engagement and be the prime choice in Ethiopia and in east Africa by 2035".

### 1.1.2. Mission

The mission of Queens College is to produce competent graduates in diverse field of study, provide need based community service, and undertake problem-solving research to foster social and Economic development of the country.

### 1.1.3. Values

Queens College is committed and guided by the following values

- Academic Freedom
- Excellence
- Maintain Quality and Standards
- Integrity
- Good Governance
- Respect for Diversity
- Student centeredness
- Transparency and Accountability
- Professionalism
- Team work and team spirit and Entrepreneurship

- Creativity and Innovation
- Dignity, respect, fairness equity, and justice for all individuals Positive thinking
- Care, Concern, and Sensitivity for cross cutting issues (Gender, Environment, and Disabled)

**1.1.4. Educational Objectives**

The QC has the following objectives to realize the above mission.

***Academic Excellence***

- Develop a highly competitive academic community where there is focus on learning, inquiry, reflection, intense pursuit of knowledge and intellectual achievement that is marked not only by transfer and ingestion of knowledge but also by intelligence development for the furtherance of new knowledge.
- Provide an intellectual background that qualifies one for further academic and/or professional pursuits.
- Enable capacity for critical thinking, personal responsibility for one's intellectual growth and maturity, skills for clear communication, keen aesthetic awareness and appreciation and understanding of key concepts within various disciplines.

***Professional Capacity***

- Develop internationally competitive professionals in the fields of focus.
- Develop professionals that can adapt their know-how to local situations and make a difference in the socio-economic life of local communities.
- Advance professional ethics that sustains respect and value for the profession, the professional and the community for whom who stands to serve.
- Impart professional know how that adds value to student intellectual development on one hand and places of engagement at work and in private and public lives.
- Yield graduates that can add value in their professional engagements, private and public lives, and in society at large.

***Values Maturity***

- Challenge students to confront their values, attitudes and behaviour with an ethical spectacle that emphasizes public interest and investment in the community ahead of the pursuit of self-interest.
- Open up students to a well-ordered value structure that emphasizes attitudinal transformation befitting of the demands of the times and the needs of communities.
- Help develop a well-integrated character that is highly sensitive to both rights and obligations, is committed particularly to the less fortunate and
- Uphold to personal ethics abstaining from immoral behaviour, dishonesty and conduct that hurts or exploits others.

***Community Service***

- Develop an ethics of indebtedness to communities and country and commitment to service to the same.
- Link the students of the college with the community for mutual learning and progress.
- Require and inspire both the faculty and students to relate their academic pursuits to the needs of the community through ongoing exchanges, field work and outcomes that propel and support community development and enable the development of ideas and models that can readily be useful in both learning and development.
- Develop human capital that is committed to the service of society and nature.

***Research***

- Serve as a centre of research on particularly topics that add value to community and national development.
- Share findings of research with the academic community and those interested in the knowledge gained.
- Experiment with research findings that can be applied for use and share the knowhow with those interested for replication.

***Enabling Environment for Learning and Holistic Personal Development***

- Provide adequate, high standard and inspiring buildings and grounds, facilities, learning resources and psycho-social settings that meet the teaching, learning, administrative and student personnel requirements with transformational impacts.

- Provide an inspiring and invigorating campus by putting in place an ambient, spacious, refreshing and environmentally friendly setting.

***Linkage of the Graduates with the Job Market and Societal Needs***

- Provide opportunities for the exploration of one's interest and potential early enough so that one will pursue an area of study that is both relevant and in line with one's interest or proclivity.
- Avail a linking pin with the job market through strong job placement service.
- Receive feedback about the quality and relevance of the educational program from various stakeholders and the local and global market and adjust one's focus according to demands and felt needs.
- Engage in an iterative process checking the validity of the institution's offerings with the changes in the knowledge industry.

***Attentiveness to Nature***

- Underscore an appreciation for the interdependence of man and nature and instil a culture of environmental friendliness.
- Emphasize the restoration and renewal of nature and help develop and promote alternative energy and survival sources that do not degrade the environment or hamper the restoration of the same.

## 2. PURPOSE

The purpose of this guideline is to promote a fair, humane, and responsible environment for all members of the College community committed to the search for truth and understanding, and to the process of individual human development.

## 3. SCOPE

The guideline applies to all programme students of Queens College and the other members of the community of the College as well as its customers and stakeholders.

## 4. PROCESS OWNER

The Office of Students, Alumni, and Community Outreach Services of Queens College is the main responsible organ to implementing this guideline.

## 5. PROCEDURES

The procedure of implementing this guideline specifically applies to all aspects of a student's educational experience at Queens College . Students may make a complaint about:

a. other students of the College;

b. academic and support staff (including, but not limited to, registrar's, finance, library, and/or instructors);

c. visitors to the College, or

d. external people that students interact with as part of an approved external programme of study such as apprenticeship (cooperative training), free placements, exchanges or work-based learning units.

Students may make a complaint about any matter related to their programme of study at Queens College , even if the incident, which is the basis of the complaint did not occur on campus. The scope of this procedure includes incidents arising from field trips, external placements, exchanges, the College's social activities, off-shore or distance education courses, etc.

## 6. DEFINITION OF COMPLAINT

A complaint is defined as an oral or written expression of dissatisfaction made about an aspect of a service or facility of the College and about any one of the College officials or other persons in authority at the College . The person making the complaint ("the complainant") will have to be identified to the person complained about ("the respondent"), unless the facts of the complaint are not disputed.

In a large and complex community such as Queens College, interactions among students and students and staff are many and varied. The College recognizes that critical comment and response are an important part of the collective endeavour to improve the quality of educational programmes and College 's

community life. Feedback from students about administrative and academic programmes and services offered by the College is encouraged, and would not normally be viewed as a complaint unless specific action was requested. In some cases, however, students may feel that they have experienced unreasonable treatment, disadvantage, or distress which they want to make a complaint about.

## 7. PRINCIPLES ON COMPLAINT HANDLING

The procedures for complaints and appeals are based on the following principles:

a. the right of every student to be able to complain or register an appeal against any service, academic assessment, academic or administrative procedure, perceived discrimination or harassment;

b. the right of every student to a clearly documented process for dealing with any complaint or appeal;

c. complaint and appeals procedures are made widely available and accessible to both the staff and the students;

d. the complaint and appeals procedures are non-discriminatory and unbiased in accordance with the College 's equal opportunities policy and aim to reconcile the interests of students, the staff, and the College while ensuring fairness to all parties;

e. assuring privacy and confidentiality in dealing with the complaint/appeal unless disclosure is necessary to progress the complaint or appeal, in which case the student will be notified in advance of the disclosure;

f. aim to resolve any concerns or complaints as quickly and as closely as possible to their source, involving the individuals most directly concerned;

g. the complaint/appeal shall be formalized by following the appropriate procedure if it has not been possible to resolve the issue at local levels;

h. acknowledges that while it may not be possible to resolve every grievance in a way that satisfies all parties, by implementing the approved procedure for considering the grievance, seek to ensure that any disappointment with the

eventual resolution is not aggravated by the process itself;

i. the College depends on a high level of goodwill between the staff and students and complaints and appeals should not be made lightly or maliciously;

j. any complaint/appeal should be made personally-it is difficult to deal effectively with anonymous complaints/appeals and these will be treated individually on their own merit;

k. every student has the right to receive reasons for the resulting decision following consideration of a complaint/appeal and to be informed about the opportunity for further appeal.

The Procedure aims to be simple, clear, and fair to all parties involved, with informal resolution being an option at any point. Complaints will be handled sensitively and with due consideration to confidentiality for both students and the staff. Any person involved in a complaint will be informed about the substance of the complaint and will have the right to reply as part of the investigation. Information contained within the complaint will be made available only to those members of the staff involved in its resolution.

**7.1. When to Complain**

It is expected that, except in exceptional and fully documented circumstances, a student who wishes to make a complaint will invoke the Informal Stage within one week of the incident which is the cause for complaint.

**7.2. Types of Complaints**

With reference to this procedure, students should be aware that there are different types of complaints that require different procedures to solve.

**7.3. Anonymous Complaints**

Complaints require investigation to enable resolution; where a complaint is made anonymously, it will not be possible to undertake such an investigation. For practical reasons, therefore, normally no action will be taken in the event of complaints made anonymously. There may, however, be exceptional circumstances where the College deems it appropriate to take action.

**7.4. Third Party Complaints**

No investigation of a complaint made on behalf of a student will be undertaken without that student's written agreement to the concerns raised and written consent for an investigation to be carried out. This includes complaints made by the parent or spouse of the student concerned.

**7.5. Complaints to the President and Other Senior Officials of the College**

Should a complaint be received by the President's Office, or the office of any senior College official, it will be acknowledged and referred to the Students', Alumni, and Community Outreach Services Director's Office, which will ensure that it enters the procedure at the appropriate point. If no attempt has been made by the complainant to resolve the complaint locally using the informal procedure, the complainant will be advised to take up the issues raised with the department concerned.

**7.6. Vexatious or Malicious Complaints**

The College may consider invoking the disciplinary procedures under the Student Code of Behaviour in those cases where complaints are found to be vexatious or malicious. A vexatious or malicious complaint is defined as a complaint which is patently unsustainable, having been put forward so as to abuse the process of the Complaints Procedure or, for example, to attempt to defame the name or character of another person.

### 7.7. Group Complaints

Where a complaint is brought by a group of students, one person should be prepared to identify him/herself as a spokesperson and correspondent for the purposes of the Formal Procedure, and each member of the group must be able to demonstrate that he/she has been personally affected by the matter which is the subject of the complaint. In addition, all complainants must agree in writing to the spokesperson acting on his/her behalf.

## 8. RESPONSIBILITIES OF STUDENTS, THE STAFF, AND HIGH OFFICIALS OF THE COLLEGE

The Office of Students, Alumni, and Community outreach Services with other designated staff at the College are responsible for responding appropriately to complaints and managing the resolution process in keeping with the College 's complaint handling principles, relevant policies and procedures. They are also responsible for ensuring that the staff and students involved in the complaint resolution process understand their rights and responsibilities in relation to this policy.

All students and staff have a responsibility to contribute to the achievement of a productive, safe, and equitable study and work environment at the College . In particular, students and the staff have a responsibility to:

**a)** participate in the complaint resolution process in good faith;

**b)** cooperate fully in any investigation process;

**c)** assist the complaint handler in reaching satisfactory resolution wherever possible;

**d)** avoid complaining about the same matter to several different units or individuals at the same time;

**e)** avoid making complaints or counter-complaints with a mischievous or malicious intent.

## 9. ACCOUNTABILITY FOR STUDENT COMPLAINTS

A key principle of complaint resolution process at Queens College is that complaints are resolved wherever possible at the lowest appropriate level of management. A good guiding principle is for students to consider who would be the person most likely to have the relevant information to assist them in resolving their concern.

Students are encouraged to raise their complaints in the first instance directly with the person concerned. This is appropriate in matters where the student feels comfortable with making a direct approach, or where the complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment, corruption). Where it is not appropriate for the student to raise the issue directly with the other person/s, they can make a complaint to the person in authority at the College such as the Course Adviser, Subject Coordinator, Department Head, or Campus Dean.

When all other avenues for complaint resolution have been exhausted, students may make a complaint to the Office of Students, Alumni, and Community Outreach Services.

All students have the option of making a formal written complaint to the Academic Vice President's Office. However, if the complaint has not previously been considered at the appropriate level of management, the Academic Vice President's Office will seek advice from the Office of the Director of Students, Alumni, and Community Outreach Services, or other relevant authority before responding to the complaint.

## 10. ASSISTANCE FOR STUDENTS IN MAKING A COMPLAINT

Students may wish to seek advice and assistance in lodging a complaint from the Office of Students, Alumni, and Community Outreach Services, which can provide

counselling, practical assistance, advice on avenues of resolution, advocacy, and mediation.

The Students' Council is the independent representative of students' organization on campus. The Students' Council may assist students with advice and advocacy in all aspects of academic, resource, or other complaints and grievances.

The Office of the Director of Students, Alumni, and Community Outreach Services will organize activities to raise awareness of the Complaints Procedure, and how it is to be used, among the student body. The Campus Dean's Office will also provide support and guidance for campus services in handling complaints and resolving them as close as possible to their point of origin.

## 11. HOW TO PRESENT A COMPLAINT

1. .Should a student wish to complain about the standard of teaching and learning or about the Academic Institution's academic, support, or other services, the student complaint procedure should be followed.

2. The complaint procedure at the College is divided in two parts, i.e., an Informal Procedure, which emphasizes resolution at the 'local' point where the complaint arose, and a Formal Procedure, which involves the Office of Students, Alumni, and Community Outreach Services as a facilitator of the Procedure. The role of this Office is to ensure that the Formal Procedure is operated according to the due process and with regard to the pertaining time scale aiming to resolve complaints as quickly as possible and to the satisfaction of the complainant.

### Informal Procedure

It is anticipated that most complaints can be resolved through informal means. Students who are dissatisfied in any way should, in the first instance, review whether they have fulfilled their responsibilities about which they are complaining. This being the case, resolution should be sought from the campus in which the complaint arose, by expressing the complaint to the most appropriate

member of staff (e.g. Course Adviser, Subject Coordinator, Department Head) or the Campus Dean. In those areas where campus procedure to deal with complaints exists, that procedure should be followed. A student should normally expect to receive a written or verbal acknowledgement within three working days and a full response within one week.

If the response to the complaint is not considered by the student to be satisfactory, he/she may invoke the formal procedure by completing the Student Complaint Form **(attached as Annex I), and submitting it to the Office of the Director of Students, Alumni, and Community Outreach Services.** The form should detail serious grounds for complaint, together with a statement of what has been done by the student to attempt resolution within the Campus and why action taken by the Campus following notification of the complaint has been inadequate. The form of resolution or redress sought should also be clearly indicated. The Office of the director of Students, Alumni, and Community Outreach Services will acknowledge receipt of the complaint form within two working days.

The Office of the director of Students, Alumni, and Community Outreach Services will attempt to resolve the complaint at this stage either by correspondence between the parties, negotiation with the Campus Dean, or other senior members of staff, or facilitation of a conciliation meeting between the student concerned (who may be accompanied by a friend or representative) and the Campus Dean. The circumstances of the complaint will dictate which of these methods is considered most likely to result in a resolution of the complaint to the satisfaction of the student. If a complaint concerns the services of the Office of Students, Alumni, and Community Outreach Services, the Academic Vice President will assign a senior manager to oversee the formal procedure.

It is anticipated that the formal complaint procedure would normally be completed with a response in writing from the Office of Students, Alumni, and Community Outreach Services within one week of the receipt date of the completed Student

Complaint Form. This time scale may need to be extended depending on the nature of the complaint. The Office of Students, Alumni, and Community Outreach Services, will keep all parties informed about the progress and the reason for any delay in proceedings if applicable.

Students will receive written advice of the outcome of their complaints. The outcome will be in keeping up the seriousness of the incident which would be the basis of the complaint, and outcomes will be applied consistently across the College . Some of the possible outcomes of a student's complaint include:

- ✓ through the resolution process, the student gains a better understanding of the situation so that his/her concerns are addressed;
- ✓ a mutually acceptable resolution is reached through conciliation or mediation;
- ✓ the student receives an apology and/or the issue of behaviour that was the basis of the complaint is modified.

In some cases, the complaint cannot be substantiated and no further action will result. In more serious cases, the College 's formal disciplinary processes will be invoked. Any disciplinary action will be undertaken in accordance with the College 's policy. Formal warnings about inappropriate behaviour are a common outcome in the first instance, unless the behaviour is of a very serious nature (for example, involving repeated incidents of inappropriate behaviour or serious breaches of the code of conduct). The most serious breaches may result in expulsion (for students) or dismissal (for the staff).

## 12. HOW TO MAKE AN APPEAL

If the response to the complaint following completion of the complaint procedure is not considered by the student to be satisfactory, he/she may formally appeal by a request in writing, within three working days from the date of the notification of the outcome of the correspondence, negotiation or meeting. The appeal request should be addressed to the Office of the Director of Students, Alumni, and Community Outreach Services outlining why the response is not satisfactory. Taking into account the

substance of the complaint and the previous attempts at resolution, the case will then be reviewed by the Director of Students, Alumni, and Community Outreach Services, and if no change is to be made from the previous decision, the appeal will be referred to a Complaint Hearing Committee.

Should a Complaint Hearing Committee be appropriate, it will be chaired by the Academic V/President. The Committee, consisting of two other members of academic or support staff, drawn from campus or service departments unrelated to the complaint, and a representative from the Students' Association Executive Committee will be convened. The Director of Students, Alumni, and Community Outreach Services will act as technical adviser to the Committee. The student may be accompanied by a friend at this meeting and the Campus may be represented by up to two members.

If the complaint relates to the actions of an individual member of staff, rather than the campus, that individual has the right to be informed about the substance of the complaint and to attend and be represented.

The Complaints Hearing Committee shall meet normally within two weeks after the appeal is submitted. The Director of Students, Alumni, and Community Outreach Services will keep all parties informed about the progress and will explain reasons for any necessary extension of the time scale, for example, if an adjournment in the proceedings is necessary.

## 13. OUTCOMES OF THE COMPLAINT RESOLUTION PROCESS

1. If the appeal is not upheld, the appellant will be informed by the Academic Vice President in writing with reasons for its rejection.
2. Should the appeal be upheld, the Academic Vice President may make recommendations to the President for the complaint to be considered at the Academic Commission level.
   - any conclusions and recommendations made by the Academic Commission will be communicated by the President's Office in writing to the complainant, the Academic Vice President, the Director of Students, Alumni, and Community Outreach Services, the Campus Dean, and other relevant offices of the College ;
   - If the complainant is not satisfied with the outcome of the College College's internal complaints procedures, he/she will be entitled to refer the matter to the appropriate court system.
   - A report on each case which comes before the Complaints Hearing Committee will be prepared by the Students', Alumni, and Community Outreach Services Director and communicated to the Academic Vice President to assist in monitoring the effectiveness of the Complaints Procedure and to identify relevant quality assurance issues.
   - No complaining student, who complains under this Procedure, whether successfully or otherwise, will be treated less favourably by any member of the staff than if the complaint had not been brought. If evidence to the contrary is found in this regard the member of staff may be subject to disciplinary proceedings under the College policy.

## 14. REPORTING AND DOCUMENTATION

**1.** The Office of the director of Students, Alumni, and Community Outreach Services will oversee the tracking of complaints progressed through the

Procedure and will ensure that records show the nature of the complaint, how it was dealt with, the time taken for each part, and the outcome.

2. The Complaints Procedure for students is one aspect of the College 's quality assurance procedures; complaints are, therefore, considered as useful feedback and, where appropriate, will be used to facilitate improvements to services and facilities. This will be achieved through annual reporting by the Academic Vice President's Office and the Director of Students, Alumni, and Community Outreach Services to the President's Office and other committees to ensure that outcomes and recommendations from the formal procedure are exploited.
3. All documentation relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint. Any material about the outcome of the complaint will be placed on the appropriate student and/or personnel file, and will only be accessible to authorized officers of the College and the individual/s concerned.

## 15. STUDENT MISCONDUCT AND APPEALS

The Rules in this section apply to and in respect of all students of Queens College and in respect of misconduct by a person who was a student at the time of the misconduct, whether or not the person is currently enrolled.

### 15.1 Definition of Misconduct

Student misconduct includes both academic misconduct and non-academic misconduct.

**I. Academic misconduct includes, but is not limited to:**

a. cheating or acting dishonestly in any way; or

b. assisting any other student to cheat or act dishonestly in any way; or

c. seeking assistance from others in order to cheat or act dishonestly; or

d. tempting to do (a) or (b) or (c) in an examination under the supervision of the

Registrar or an examination, test, assignment, essay, thesis or any other

assessment task under the supervision of a department that a student undertakes as part of the educational requirements of the course in which the student is enrolled;

e. using, or attempting to use any material or equipment that is not specified on an examination paper for use in the examination;

f. plagiarizing, i.e., taking and using someone else's idea or manner of expressing them and passing them off as his or her own by failing to give appropriate acknowledgement of the source;

g. contravening any provision of the rule dealing with student academic conduct;

h. acting in contravention of any official statement that defines acceptable academic practices as approved by the academic commission from time to time;

i. engaging in any other improper academic conduct.

**Non-academic misconduct includes, but is not limited to:**

a. Contravening any provision of the Rules and Regulations of the College ;
b. acting in contravention of any official statement that defines acceptable standards of conduct and behaviour as approved by the Academic Commission from time to time;
c. prejudicing the good name or academic standing of the College ;
d. prejudicing the management & good governance of the College ;
e. a breach of confidentiality or privacy requirements or obligations in respect of the College or its staff, students, or other relevant parties;
f. interfering in the freedom of other persons to pursue their studies, carry out their functions or participate in the College operations;
g. harassing or engaging in any other form of improper or discriminatory behaviour towards another student, staff of the College , a visitor to the College , or any other person while pursuing any activity related to his or her College purposes; such misconduct may relate, but is not limited to,

race, ethnic or national origin, gender, marital status, sexual preference, disability, age, political conviction, or religious affiliation;

h. intimidating or assaulting another student, staff of the College , a visitor to the College , or any other person while pursuing any activity related to his or her College purposes;
i. failing to comply with any order or direction lawfully made or given under the Rule;
j. refusing to identify himself or herself when asked lawfully to do so by the staff of the College ;
k. failing to comply with any conditions set by the College ;
l. breaching the terms or conditions of a penalty imposed for student misconduct;
m. obstructing any staff of the College in the performance of the officer's duties including preventing or attempting to prevent an officer of the College from occupying or using his or her assigned work area and/or refusing to leave such an area when instructed to do so;
n. behaving disgracefully, improperly, or inappropriately:
o. using the class rooms of the College for unauthorised meetings or other activities in or under the control or supervision of the College , or on the College premises, or on any other premises to which the student has access for his or her College purposes;
p. failing to comply with the prescribed provisions relating to the student's placement at another institution, place of learning, or place of business;
q. acting dishonestly in relation to an application for admission to the College ;
r. knowingly making any false or misleading representation about things that concern the student as a student of the College ;

s. altering or attempting to alter any document or record of the College , or causing or attempting to cause any unauthorized alteration of such a document or record;

t. accessing or using another student's academic work by theft or other unauthorized means;

u. misusing any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others;

v. v. without limiting, in any way, the definition of 'facility', misusing any computing or communications equipment or capacity to which the student has access on or away from the College premises for his or her College purposes in a manner which is illegal or which is or will be detrimental to the rights or property of others;

w. w.stealing, destroying, damaging, or causing loss or cost in respect of a facility or property of the College or for which the College is responsible.

## 15.2 Penalties

The penalty or penalties for student's misconduct may be one or more of the following**:**

a. deprivation of an academic award conferred by the College where the award is as a result of fraud or serious academic misconduct committed by the student before the award was conferred;

b.revocation of a recommendation to the Academic Commission of the College that a student has satisfied the requirements for an award, effective for a period of up to twelve months;

c. permanent exclusion from the College , in which case:

i. the student's enrolment will be terminated;

ii. the student will be recorded as excluded from the College ;

iii. the student will not be entitled to any benefits, advantages or privileges of the College ;

iv. the student will not be permitted to enrol in any course of study whether for award or otherwise at the College ;

v. any further applications from the student for admission to any course of study at the College will not be considered;

vi. exclusion from the College for a period of up to three years in which case:

- the student's enrolment will be terminated;
- the student will be recorded as excluded from the College for the specified period of time;
- the student will not be entitled to any benefits, advantages or privileges of the College for the specified period of exclusion;
- the student will not be permitted to enrol in any course of study at the College whether for award or otherwise during the period of any exclusion;
- the student may re-apply for readmission to the course at the College at the end of the period of exclusion. Readmission is not automatic and conditions relating to the student's future conduct at the College are maintained;
- Suspension from the College for a specified period not exceeding twelve months in which case:
  - ✓ the student will not be entitled to any benefits, advantages or privileges of the College during the period of suspension;
  - ✓ the student will not be permitted to enrol in any course of study whether for award or otherwise at the College during the period of suspension;
  - ✓ the student will be entitled to re-enrol in the course from which the student has been suspended at the end of the period of suspension.
  - ✓ Suspension from a course of the College for a period not exceeding twelve months in which case:

- the student will not be entitled to any course-related benefits, advantages or privileges of the College during the period of suspension;
- the student will not be permitted to enrol in the course from which the student has been suspended during the period of suspension;
- the student will be entitled to re-enrol in the course from which the student has been suspended at the end of the period of suspension;
- withholding of academic results for the relevant teaching period, and/or of an academic transcript, including deferral or withdrawal of permission to graduate, for a specified period not exceeding twelve months;
- imposing conditions on enrolment and participation in specified subjects for a specified period not exceeding twelve months, in which case, if there is a further act of misconduct during the specified period, the President shall refer the matter to the College Student Conduct Committee or the relevant Department, Student Conduct Committee, as the case may be, for a recommendation on the imposition of a more severe penalty. if the misconduct constitutes academic misconduct in relation to a subject in which the student is enrolled**:**
  - → a zero mark and 'Fail' result for any part or parts of the assessment of the subject;
  - → a requirement that the student re-submit a specific assessment task, with a reduction in marks to not more than a specified percentage of the maximum possible mark in the assessment task;
  - → a requirement that the student must undertake alternative assessment for the whole subject, for which the maximum

possible mark can be not greater than a specified percentage of the total value of the assessment;

- → a zero mark and 'Fail' result for the total assessment in the subject, in which case the zero mark and 'Fail' result will be denoted on the official record of the student in the same way as a 'Fail' result awarded in the usual way;

- ♣ exclusion from attendance at specified classes or subjects for a specified period not exceeding twelve months, provided that these do not include the entirety of classes or subjects for which the student is enrolled or is eligible to be enrolled;
- ♣ exclusion from and prohibition from use of specified facilities of the College for a specified period not exceeding twelve months;
- ♣ payment to the College or a third party by a specified date of a specified amount not exceeding the amount of any loss or damage where an act of misconduct involves loss of or damage of property or facilities of the College or a third party, in which case failure to pay the specified amount to the College by the specified date will be treated as a payment to the College and incur any or all such sanctions for non-payment of charges;
- ♣ payment to the College by a specified date of a specified amount for its costs, not exceeding the amount of any costs incurred where an act of misconduct involves lengthy inquiries and proceedings, in which case failure to pay the specified amount to the College by the specified date will be treated as a credit to the College and a debt to the payee and incur any or all such sanctions for non-payment of charges;
- ♣ payment to the College by a specified date of a fine up to ten days with maximum fines for particular types of offences determined in accordance with the Guideline on Determining an Appropriate Penalty

for Instances of Student Misconduct, in which case failure to pay the specified amount to the College by the specified date will be treated as a credit to the College and as a debt to the payee and incur any or all such sanctions for non-payment of charges as are provided;

- ♣ imposition of specified conditions on attendance at specified classes or use of specified facilities of the College ;
- ♣ a reprimand or caution notice.

Matters which may be taken into account in recommending or imposing a penalty in respect of instances of misconduct under these rules include, but are not limited to**:**

- ♣ the nature and seriousness of the misconduct;
- ♣ a student's previous record of misconduct;
- ♣ the fact that a student has admitted an alleged act of misconduct;
- ♣ the fact that a student came forward on the student's own initiative and admitted an act of misconduct.

The operation of a penalty may be deferred by the authority imposing the penalty for a period that will not normally exceed two years, but may, in appropriate cases, continue for the duration of a student's enrolment in the course; during the period in which a penalty is deferred, as a condition of continued enrolment, the student must comply with any conditions prescribed by the Academic Vice President.

## 16. DESIGNATION

The College President may, at any time, designate the Academic Vice President to exercise all or part of his/her powers, duties, and responsibilities under **this section** of the Rules.

## 17. PROCEDURAL FAIRNESS

**a.** A student is entitled to procedural fairness in the handling of an allegation of student misconduct including any appeal.

**b.** Guidelines relating to student misconduct and appeals which are set out in the rules provide general guidance on procedural fairness and should usually be followed. A Conduct Committee or a Dean/Director or the Academic Vice President may determine that there are sufficiently compelling circumstances to require different procedures in particular proceedings.

**c.** A student or an officer of the College including the President, Academic Vice Presidents, or member of the Conduct Committee must not hear or determine an allegation of student misconduct if he or she is personally involved in any aspect of the allegation.

**d.** For the purposes of a student or an officer of the College is not personally involved in any aspect of an allegation by reason only of the fact that he or she hears or deals with the allegation under these Rules.

## 18. ALLEGATION OF MISCONDUCT

**a.** An allegation of student misconduct must specify each individual act of alleged misconduct.

**b.** An allegation of student misconduct occurring within a department in relation to the teaching and conduct of courses and subjects within that department must be referred to the head of the relevant department and handled by him/her.

**c.** All other allegations of serious student's misconduct must be referred to the Office of Students, Alumni, and Community Outreach Services and handled by it.

## 19. ADMISSION OF MISCONDUCT

**a.** A student may admit an act of misconduct at any time when a student admits both the occurrence and the substance of an act of misconduct.

**b.** Any enquiry being undertaken by a relevant officer of the College or Committee in relation to that act of misconduct will cease.

**c.** The relevant officer of the College or Committee will make recommendations only as to the penalty or penalties in accordance with the Guideline on Determining an Appropriate Penalty for Instances of Student Misconduct.

## 20. FACULTY POLICY

**a.** A Faculty Board may determine a policy for dealing with allegations of student misconduct other than those considered to be serious non-academic misconduct. Any such policy must be consistent with the College Rules and must be approved by the Academic Commission.

**b.** In dealing with an allegation of student's misconduct, the President has an authority to determine whether, in the first instance, to deal with the matter in accordance with the approved faculty policy or to handle the matter under the procedures specified in these Rules.

### 20. 1. Exclusion from Facilities and/or Participation in Activities

a. An officer of the College may summarily exclude a student from facilities and/or participation in activities under this Rule in circumstances in which it is appropriate to do so; such circumstances include, but are not limited to, depending on the decision of the officer**:**

- the student is suspected of having committed an act of misconduct in relation to the use of facilities and/or participation in an activity; or
- the student's behaviour is disrupting the use of the facilities by others or participation in activities by others or likely to disrupt them; or
- the student's behaviour is causing or encouraging others to disrupt the use of the facilities and/or participation in activities; or
- there is or may be a threat to the safety of persons or property.

b If the incident occurs in a classroom, computer labs, typing pools, or fieldwork trip, the Campus Dean will decide whether the notified incident

should be treated as an allegation of student's misconduct and worth-handling.

c. If the incident occurs in the Library, the Librarian will decide whether the notified incident should be treated as an allegation of student's misconduct for referral to the Campus Dean.

d. If the Campus Dean or the Librarian decides to treat the notified incident in another way, the notification and details of the subsequent action by the Campus Dean or Librarian will be placed on the student's file and may be used at some future time in the determination of a penalty should further instances of misconduct occur in accordance with the Guideline on Determining an Appropriate Penalty for Instances of Student Misconduct.

e. In all other cases, the director of Students, Alumni, and Community Outreach Services will determine the appropriate action in accordance with the Rules.

f. The student will be notified about all decisions and actions taken.

**20.2. Allegations referred to the President**

a. Where the President receives an allegation of misconduct, he/she may obtain further details of the allegation of misconduct and make such other enquiries as he/she believes necessary.

b. If, after considering all the information, the President is of the view that the allegation is without foundation, or that there is insufficient information to support the allegation, or to warrant further investigation, the President may determine not to take further action in relation to the allegation in which case the President must notify the Office of the director of Students, Alumni, and Community Outreach Services and provide sufficient information on the allegation to be retained on a confidential file.

c. Where the President believes an alleged act of student's misconduct within the department involves serious non-academic misconduct, the President

shall refer the allegation to the Registrar to be handled in accordance with the relevant Rule. Before doing so, in cases where the allegation is made by an officer of the College , the President shall consult with that officer.

d. If the President decides to deal with the matter in accordance with the departmental policy determined in accordance with the relevant Rule, the student must agree in writing with it being so dealt with prior to the commencement of any proceedings. If the student does not so agree, the matter is to be handled in accordance with the relevant Rule.

e. The President must, in writing and as soon as possible:

- notify the student about the allegation, and
- provide the student with a copy of the relevant rules and guidelines, and
- draw the attention of the student to the student's rights to admit the alleged misconduct, and
- give the student a reasonable period, being a period of not less than seven days, to seek advice about available options, and
- ask whether the student admits or denies any or all of the allegations.

f. Where the student admits the allegation, the President must**:**

- deal with the matter in accordance with the policy in those cases where the student has agreed to the matter being handled in this manner, or
- deal with the matter in accordance with the Rules as follows:
  - ✓ where the President believes the alleged misconduct to involve serious academic misconduct, refer the matter to a **Student Conduct Committee** for recommendation as to the penalty or penalties it considers appropriate, or
  - ✓ impose no penalty because the President believes no penalty is warranted;
- advise the student in writing about the President's decision and the student's right of appeal in cases where the President has imposed a penalty.

g. Where the student denies the allegation of misconduct, or neither admits nor denies the allegation of misconduct by the time specified, the President must refer the allegation to the relevant Faculty Student Conduct Committee to make appropriate recommendations to the President.

## 21. FACULTY-STUDENT CONDUCT COMMITTEE

### 21.1. Composition

The Faculty-Student Conduct Committee will comprise four members:

i. two members of the College staff drawn from a panel of staff members;

ii. two members who are students of the College , who have attended in the College for at least one year.

### 21.2. Role

Where an alleged act of misconduct has been referred by the President to the Student Conduct Committee, the Committee must inquire into any alleged act of misconduct and proceed with the normal procedures.

### 21.3. Committee Report

The Student Conduct Committee must provide its written report to the director of Students, Alumni, and Community Outreach Services.

### 21.4. President's Decision

In deciding, the President must consider**:**

i. the written report of a Student Conduct Committee;

ii.the student's written representations;

iii.any other previous case of student misconduct which the President believes is similar to the case he or she is considering to assist the consistency in decision-making.

The President may rely on the findings of the fact of the Student's Conduct Committee. He/She may accept any or all of the Student Conduct Committee's

recommendations, or take a different view as to whether there has been an act of misconduct or the appropriate penalty or penalties.

If the President is considering a penalty that is more severe than that recommended by the Student's Conduct Committee, the President shall, before imposing the penalty, notify the student in writing and provide the student with the opportunity to make defensive presentations concerning the appropriateness of the penalty.

The student must make any such presentations within seven days after receiving the details from the President. Where the President believes one or more of the penalties is appropriate, the President**:**

- must make the decision as to penalty;
- must in writing and as soon as possible notify the student about the decision, and
  - if the President has accepted all the recommendations of the Student's Conduct Committee, the President needs only to tell the student that this was so, or
  - give reasons for the decision;
- must provide the registrar with a copy of the notification to the student;
- may notify any other person of the decision and reasons in accordance with the guidelines relating to Student's Misconduct and Appeals.

Where the President believes one or more of the penalties specified are appropriate, the President must**:**

- refer the matter to the Academic Vice President for decision on the appropriate penalty;
- provide the Academic Vice President with a written report, which includes the Student's Conduct Committee's report and the President's recommendations;

- provide a copy of his or her report to the student at the same time.

**21.5. Academic Vice President's Decision**

The Academic Vice President may impose any of the penalties; the registrar must, in writing and as soon as possible, notify the student about the decision of the Academic Vice President and give reasons.

**21.6 Allegations referred to the Registrar**

i. Where the registrar receives an allegation of misconduct, the registrar may obtain further details of the allegation of misconduct and make such other inquiries as he or she believes necessary.

ii. If after considering all the information, the registrar is of the view that the allegation is without foundation, or that there is insufficient information to support the allegation or to warrant further investigation, the registrar may determine not to take further action in relation to the allegation in which case the registrar will retain sufficient information on the allegation on a confidential file.

iii. Where the alleged misconduct involves academic misconduct during a centrally conducted examination, the registrar will**:**

a. inquire into the alleged misconduct;

b. in consultation with the Campus Coordinator, consider the evidence including the student's response, if any;

c. decide on the appropriate course of action, as follows**:**

- dismiss the allegation of academic misconduct, or
- issue a formal warning, or
- where the student admits the misconduct and the nature of the misconduct is sufficiently serious to warrant consideration of a formal penalty, the Registrar sends the matter to the Academic Vice President for consideration as specified;

d. refer the allegation to the College Student's Conduct Committee;

e. advise the student in writing of the decision under (c) above.

Where the alleged misconduct involves non-academic misconduct, the registrar will**:**

a. inquire into the alleged misconduct;

b. consider the evidence;

**c.** decide on the appropriate course of action as follows**:**

- dismiss the allegation of misconduct, or
- issue a formal warning, or
- where the student admits the misconduct and the nature of the misconduct is sufficiently serious to warrant consideration of a formal penalty, the matter is directed to the Academic Vice President for consideration as specified
- refer the allegation to the College Student Conduct Committee;

d. .advise the student in writing about the decision stated above.

Where an allegation is to be referred to the College Student Conduct Committee, the registrar must in writing and as soon as possible:

a. notify the student about the allegation, and

b. provide the student with a copy of the relevant Rules and Regulations, and

c. draw the attention of the student to the student's right to admit the alleged misconduct;

d. ask whether the student admits or denies any or all of the allegations, and

e. give the student a reasonable period, being a period of not less than seven days, to seek advice about available options and reply to the allegation.

## 22. STUDENT'S MISCONDUCT APPEAL COMMITTEE

### 22.1. Composition

i. A Student's Misconduct Appeal Committee will consist of**:**

- a student of the College who has attended at the College for at least one year;
- a person with expertise in academic matters and knowledge of the College ;
- the Council will, from time to time, approve panels of persons in each of the above categories who can be appointed to a Student's Misconduct Appeals Committee;

**Note:** within seven days of the date of notification, the student under allegation may exercise his or her right to object to the inclusion of any person.

### 22.2. Objection to Membership

A student has the right to object to the inclusion of a person on a Student Misconduct Appeal Committee with a reason, where 'reason' is defined as:

- not having the requisite qualifications, or
- being incapable of discharging his or her duty, or
- not being impartial, or
- reasonably perceived as not being impartial.

### 22.3. Proceedings to Conduct Appeals

i. All members of a Student Misconduct Appeal Committee must be present at all its meetings.

ii. The Chairperson must determine any question relating to the admissibility of evidence and any other question of law.

iii.Subject to (ii) above, a decision of a Student Misconduct Appeal Committee requires a simple majority.

iv. If a member of a Student Misconduct Appeals Committee ceases to be a member at a point when the remaining members have reached a decision and that decision is unanimous, the decision of the remaining members will be the decision of the Appeal Committee.

**22.4. Role**

i. Under normal circumstances, a Student Misconduct Appeal Committee will limit the inquiry to:
   a. the grounds of appeal specified in the notice of appeal submitted by the student,
   b. ensuring that the penalty or penalties decided on the student misconduct are consistent with case precedents and comparable to penalties imposed across the College for similar acts of misconduct.

ii. In exceptional circumstances where there are substantial grounds to believe that it is necessary in the interests of justice and procedural fairness, the Student Misconduct Appeals Committee will consider the matter afresh according to the merits of the case.

iii. The Student Misconduct Appeals Committee will make a determination in each individual case as to whether to consider the matter in accordance with (i) or (ii) above.

**22.5. Procedures**

i. A Student Misconduct Appeal Committee will determine its own procedures consistent with the above enumerated Rules.

ii. Unless there are exceptional circumstances, a Student Misconduct Appeal Committee will not consider any material that has not first been considered by the President and the relevant Student Conduct Committee, or by the Academic Vice President Student Conduct Committee.

iii. A Student Misconduct Appeal Committee will normally conclude its inquiry and prepare its report within two weeks after the day when the appeal was referred to it.

### 22.6. Dissolution of Committee

i. Where, in the opinion of the Office of the Director of Students, Alumni, and Community Outreach Services, a Student Misconduct Appeal Committee is not progressing an appeal expeditiously, after consultation with the Chairperson of the Student Misconduct Appeal Committee, the Committee is dissolved by notice in writing addressing all members, who served in the Committee, as well as the appealing student,.

ii. Where the Office of the Director of Students, Alumni, and Community Outreach Services dissolves a Student Misconduct Appeal Committee, another Committee will be constituted in accordance with the relevant rules to inquire into the appeal. No person who was a member of the dissolved Student Misconduct Appeal Committee will be a member of the newly constituted Student Misconduct Appeal Committee, unless the Registrar so determines.

## 23. POLICY ON EXTRACURRICULAR ACTIVITIES OF STUDENTS' ORGANIZATIONS

### 23.1. Introduction

Clubs provide a broad way for students to get involved, develop leadership skills, pursue personal and social development, and engage in community services. They also assist members to form a network of friends and contacts from the various members of the campus. Clubs provide an opportunity for experiences that books or lectures cannot provide. Clubs can also be a tool for career development.

Queens College recognizes the important role that student organizations can play in developing students' personal and professional interests. By encouraging students to take a full role in College life, and the life of the wider community, the College aims to foster qualities of leadership and participation, and to encourage students to seek new opportunities to learn and grow in areas that will complement their academic formation. Students are encouraged to demonstrate talent, enthusiasm and creativity in artistic activities such as music, drama, debating, and literacy pursuits and to form team and individual clubs, community outreach services, as well as enjoying and organizing a wide array of social activities. To this end, the College encourages the establishment and participation of students in co-and extra-curricular activities that serve as an extension of the College 's academic programmes or that otherwise relate to the overall missions of the College and the welfare of the student body.

**23.2. Purpose**

The College always strives to create an environment in which students are comfortable to act on their individual or collective initiatives to form or support student clubs and activities. It believes that campus activities are made possible through the blending of co-curricular and extra-curricular activities that complement the formal curriculum and provide wide opportunity for enhancing personal skills. The purpose of this policy is, therefore, to establish direction for the formation and perpetuation of student clubs and organizations at the College.

**23.3. Formation of a Club**

i. Students may form any club or organization whose purposes and activities enhance the social, cultural, recreational, and academic functions of the College .
ii. Any student club or organization must be recognized and registered by the Office of Students, Alumni, and Community Outreach Services.
**iii.** To get recognition and registration**:**

a. The founders of the club shall be more than three in number and shall be the current students of the College .

b. The representative of a prospective club or organization must complete the application form provided by the Office of Students Alumni, and Community Outreach Services, and the application form must be accompanied by the proposal, which contains the need for the organization, its purpose, its goal and/or objectives, the names and signatures of founding members, name of interim office bearers and their roles, and the draft constitution.

iv. Before recognizing and registering the club, the Director of Students, Alumni, and Community Outreach Services may consult the Inter-Club Council.

v. If the application is approved, the Office of the Director of Students, Alumni, and Community Outreach Services will register and grant recognition conferring all the privileges and responsibilities accorded to similar organizations.

vi. A student can be a member of more than one club or organization.

vii. The proposed club or organization should not be a duplication of an already existing club or organization.

viii. The club or organization shall be self-funded.

## RESPONSIBILITY OF THE CLUB

### A. General

A.1. A student club or organization shall have its own constitution.

A.2.A student club or organization should operate in consistence with its constitution and observe regulations and responsibilities as outlined in this policy.

A.3. A student club or organization shall be represented in Inter-Club Council.

A.4. A student club or organization can recruit members on campus.

A.5. A student club or organization can use rooms and other campus facilities for meetings and to accomplish their activities.

A.6. A student club or organization can be included in campus publications.

A.7. A student club or organization can receive assistance in working with the Student Council, campus deans, and the Office of the Director of Students, Alumni, and Community Outreach Services.

A.8. A student club or organization can use designated posting areas for publicizing meetings.

A.9. A student club or organization can use the name of the College in all publications other than legal contracts.

**B. Activities**

B.1. The club or organization shall not deny membership to any student at the College on the basis of race, religion, gender, political affiliation, sexual orientation, or physical handicap.

B.2. It should have a minimum of one meeting per month.

B.3. The club or organization shall have at least one activity a semester.

B.4. The activities of the club should be in line with the club objectives

B.5. An activities calendar and the financial budget should be submitted to the Office of the Director of Students, Alumni, and Community Outreach Services at the beginning of the academic year.

B.6. It shall submit a progress report to the Office of the Director of Students, Alumni, and Community Outreach Services not later than the first week of each Semester.

B.7. Clubs should endeavour to work with other clubs.

B.8. There shall be one official club awareness day per semester.

## C. FINANCES

C.1**.** Its financial allocations must be properly accounted for.

C.2. It shall deposit its revenue in the account opened through the Office of the Director of Students, Alumni, and Community Outreach Services.

a. All fundraising activities carried out by a club must be notified to the Office of the Director of Students, Alumni, and Community Outreach Services prior to the intended activity.
b. No club shall solicit for funds from whatever source without the written approval of the Office of the Director of Students, Alumni, and Community Outreach Services.
c. All funds sourced by any club shall be payable directly to the account opened through the Office of the Director of Students, Alumni, and Community Outreach Services. .
d. The Office of the Director of Students, Alumni, and Community Outreach Services has the right to request and receive regular financial reports from clubs.
e. All financial decisions made by a club must be put in minutes.
f. All office holders of clubs shall be collectively and individually responsible for the assets of the clubs.

## The Inter-Club Council

- The Council is composed of representatives of each club.
- The Council coordinates all activities sponsored by student clubs and organizations.
- The Council strives to encourage students to be involved in a variety of co-and extra- curricular activities.
- The Council is charged with the responsibility of approving all efforts by the clubs including fund raising.

## Responsibility of the Office of the Director of Students, Alumni, and Community Outreach Services

- It shall register newly established student clubs and organizations

- It will ensure that:
  - → the purpose of the student club or organization will be compatible with the general purpose of the College ;
  - → the student club or organization will permit open membership to all students regardless of their sex, race, age, religion, disability status, or marital status;
  - → the student club will have an open record policy and an open operating procedure;
  - → the student club may not interfere with the operation of the College ;
  - → It, in consultation with the Academic Vice President, may suspend or terminate a student club or organization as a member of the official College community, due to the club's activities.

## 23.4. Termination of Recognition of Clubs

i. A student club or organization which has previously been recognized shall be subject to termination of recognition when:
   a. the club or organization submits a written request for termination of recognition, or
   b. a club may be de-registered if it is inactive for three consecutive semesters;
   c. if the club or organization demonstrates or indicates its inability to function within the policies of the College , or
   d. it is appropriate to terminate the recognition pursuant to procedures duly established under the authority of the Office of the Director of Students, Alumni, and Community Outreach Services. In such cases,
      i. the Office of the Director of Students, Alumni, and Community Outreach Services shall have the right to place a student club or organization on probation and also to de-register for failure to observe regulations and responsibilities as outlined in this policy;

ii. before de-registration, the Office of the Director of Students, Alumni, and Community Outreach Services shall:

- discuss the issue with officials of the club, and then with the Academic Vice President and inter-Club Council;
- freeze the club's account;
- issue a warning in writing to the club.

iii. A student club or organization may be de-registered by the Office of the Director of Students, Alumni, and Community Outreach Services if the club that does not heed the warning and clear itself of the wrongdoing it is accused of;

iv. If a de-registered student club or organization has any complaint, it may appeal to the Academic Vice President.

## 24. Related Documents

The Director of Students, Alumni, and Community Outreach Services and all pertinent bodies shall use the following documents to effectively implement this Guideline on Students' & Social Affairs.

| S/N | Document Title | Document Number | Attached as |
|---|---|---|---|
| 1 | የተማሪዎች ጉዳይ መመዝገቢያ ቅፅ | ተማመ/አድዩ/012/001 | Annex 1 |
| 2 | የማማከር አገልግሎት መጠየቅያ ቅፅ | ተማመ/አድዩ/012/002 | Annex 2 |
| 3 | Club Membership Format | SSG/AdU/012/006 | Annex 3 |
| 4 | HIV/AIDS Policy & Strategy Guideline | SSG/AdU/012/007 | A Separate Document |
| 5 | Students' Orientation Policy & Strategy Guideline | SSG/AdU/012/008 | A Separate Document |
| 6 | Disability Services Guideline | SSG/AdU/012/010 | A Separate Document |
| 7 | Extra-Curricular Activities Policy & Strategy Guideline | SSG/AdU/012/011 | A Separate Document |
| 8 | Students' Conduct & Complaint Handling Guideline | SSG/AdU/012/013 | A Separate Document |
| 9 | Environmental Health & Safety Guideline | SSG/AdU/012/014 | A Separate Document |
| 10 | Community Outreach Services Guideline | SSG/AdU/012/015 | A Separate Document |
| 11 | Sample Club Constitution | ተማመ/አድዩ/012/019 | A separate Document |
| 12 | Guideline on Proactive Management of Satisfaction of Customers & Stakeholders | SSG/AdU/012/021 | A separate Document |

## 25. ANNEXES

**ANNEX 1:** የተማሪዎች ጉዳይ መመዝገቢያ ቅፅ

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**ANNEX 2: Guidance & Counselling Services Request Form**

**Name of Student: _____ Sex: a. Male b. Female**

**I.D. No.: _____ Programme: a. Degree Day; b. Degree Extension TVET: a. Day; b. Extension**

**Department: _____**

**Campus: _____**

**Service Requested:**

_____

_____

_____

_____

_____

**Signature: _____ Date: _____**

**ANNEX 3:** Club Membership Format

**Campus:** _____

| S/N | Name of Student | Address (Phone No.) | Club | | | | | | | Remark | Signature |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Anti - HIV/AIDS | Literature and Culture | Foreign Relations | Gender | Charity | Anti-Corruption and Ethics | Environmental Protection | | |
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