



*Sustainable transformation through innovation”*

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## **LUSAKA GOLDSMITHS UNIVERSITY STUDENTS' WELFARE AND AFFAIRS POLICY**

## **FOREWORD**

Lusaka Goldsmiths University College believes in creating an environment that fosters students' full potential in their academic endeavours. The welfare of the university's students is at the core of the university to ensuring effective learning and personal development of our students. Lusaka Goldsmiths University Student Welfare and Affairs Policy is designed to ensure a conducive environment for teaching and learning which enhances the students' academic development.

The policy also endeavours to promote a cordial learning and teaching environment for both the staff and the students of the university. The policy therefore promotes a culture for students to appreciate what their role is in their academic development pursuits and to know what the expectations from them are during their period of study with the university.

The policy shall therefore promote for both the staff and students, an environment both in the lecture rooms and outside, where the skills and knowledge to be acquired shall be relevant and valuable towards the positive contribution of the university's graduates to the communities they come from, in line with the vision and mission of the university. The university undertakes to progressively implement the commitments in the policy.



**Vice-Chancellor/Principal**

**July 2023**

## TABLE OF CONTENTS

FOREWORD.....	ii
DEFINITION OF TERMS.....	iv
<b>1. INTRODUCTION .....</b>	<b>5</b>
1.1 Policy Statement .....	5
2.2 Policy Aims .....	5
1.3 Scope.....	5
1.4 Policy Objectives .....	6
1.5 Legal and Regulatory Framework.....	6
<b>2. THE POLICIES.....</b>	<b>7</b>
2.1 Students' Conduct.....	7
2.2 Vulnerable Students and Financial Assistance .....	10
2.3 Students Representation.....	11
2.4 Student Counselling.....	12
2.5 Students Career Guidance.....	12
2.6 Chaplaincy Services.....	13
2.7 Accommodation Services .....	13
2.8 Catering Services .....	13
2.9 Recreation Facilities.....	14
2.10 Health Care Services.....	14
2.11 Security .....	14
2.12 Clubs and Societies .....	14
2.13 Student Entertainment.....	14
<b>3. International Students Office.....</b>	<b>14</b>
<b>4. Policy Implementation, Commitment, Communication and Monitoring.....</b>	<b>14</b>
4.1 Policy Implementation Strategies .....	15
4.2 University Commitment.....	15
4.3 Communication.....	15
4.4 Monitoring and Review .....	16

## **DEFINITION OF TERMS**

In this policy document, unless otherwise provided, the contexts of the terms used shall have the meaning assigned here:

**Student** – means a person enrolled in a program of learning with Lusaka Goldsmiths University.

**SAO** – means the office designated to handle all matters related to students' welfare and affairs

**Students Union** – means the association of students established by the students to promote students' welfare and affairs.

**Scholarship Committee** – means a committee established by the University for the purpose of assessment the needs of vulnerable students of the university and recommend to the university the assistance that would be rendered to such students. Such assistance may be monetary or otherwise.

**Scholarship Fund** – means an annual fund that will be set aside by the university for the purpose of assisting vulnerable students or prospective students of the university.

**The University** – means Lusaka Goldsmiths University (College), its campuses and centres.

## **1. INTRODUCTION**

### **1.1 Policy Statement**

Lusaka Goldsmiths University College endeavours to create an environment that is conducive for our students and inspires a culture of learning and research for both the students and staff. LGU recognises that a healthy and safe environment brings out the potential in the students to attain higher goals in their academic endeavours.

This policy does not only endeavour to promote a conducive learning environment for students, but also to inculcate in students of LGU a sense of responsibility and a culture of respect for one another and discipline both on and outside campus as, the conduct of the students of the university reflects directly on the university. LGU students are therefore guided in terms of the expected conduct and behaviour which also aligns to the university's Student Charter.

### **1.2 Policy Aims**

The aims of this policy are to provide a working document that is intended to provide a framework for attending to the welfare and affair of LGU students. It is designed to allow for assistance and guidance to be accorded to students to assist them in their quest to attain their academic goals while with the university. The policy further aims to stimulate in LGU students a culture of responsibility and accountability to themselves and those around them and adherence to the ethos of the university.

Lusaka Goldsmiths University shall endeavour to provide an environment that enables students to:

- a) Have free intellectual enquiry
- b) Have free expression in academic and intellectual matters
- c) Know that their rights and freedoms are acknowledged

### **1.3 Scope**

LGU Students' Welfare and Affairs policy provides for a number of students' needs. The policy extends to students' conduct within the University premises, events of the university or sponsored by the university. The policy equally applies to conduct off-campus that may adversely affect the University community or the realisation of the university's vision, mission and core values. The scholarship provisions apply to students who demonstrate need as ascertained by the scholarship committee. The student representation provisions apply to student leadership and promoting an environment that enables students to voice their views and ensures that all students have an equal opportunity and ability to participate in any way that they can. The Counselling provisions shall apply to students with mental health problems and encourage them to seek help without stigmatization. The career guidance provisions are aimed at preparing students for progression to employment or higher education programs. Lusaka Goldsmiths University shall endeavour to support students welfare through the

provision of the following services; chaplaincy, accommodation, catering, clubs and societies, security, health care, sports, games and entertainment.

#### **1.4 Policy Objectives**

This Policy aims to address the needs of students and behavioural matters within the university through:

- (a). Ensuring students' behaviour conforms to the university's set standards as set out in the different university codes of conduct for students.
- (b). Ensuring an equitable and quality learning environment where students reach their best potential in their academic pursuits.
- (c). Ensuring an environment where students commit to a co-existence that promotes respect and cordiality with staff and fellow students.
- (e). Establishing and outline an objective, unbiased process for the application, evaluation, approval and disbursement of the scholarship fund.
- (f). Providing eligibility requirements and criteria for receiving assistance from the scholarship fund.

#### **1.5 Legal and Regulatory Framework**

- i. The Constitution of Zambia
- ii. Lusaka Goldsmiths University Students' Charter
- iii. Lusaka Goldsmiths University Statutes (once effected)
- iv. Lusaka Goldsmiths University Code of Ethical Conduct
- v. Lusaka Goldsmiths University Examinations Management Policy

## **2. THE POLICIES**

### **2.1 Students' Conduct**

#### **a. Commitment to Learning**

Lusaka Goldsmiths University recognizes that students are admitted to the University for the purpose of learning. Students are therefore not expected to act in a way that interferes directly or indirectly with their learning and that of their colleagues or obstruct staff from carrying out their duties. Students are expected to develop and use adult learning skills and take responsibility for their own learning.

This commitment to learning includes:

- Regularly attending classes and activities on time.
- Meeting all learning and assessment expectations and due dates.
- Acting honestly and fairly in undertaking tests, assessments, reports or other work.
- Openly discuss any questions or issues about their progress with their course lecturers.

#### **b. Respect**

As registered students of the University, all students can expect a safe and enjoyable learning environment that enables them to realise their potential. In order to achieve this, the staff and students alike, will be required to act respectfully toward others.

This requires that students should be:

- honest
- treat people with courtesy, consideration and sensitivity
- respect the lawful beliefs and customs of others
- communicate openly and using appropriate language
- follow the reasonable instructions from University staff

Students shall also have a right to enjoy the facilities at the University. In order to protect this right all students shall be expected to respect University property. Any act of misuse, vandalism, theft, malicious or unwarranted damage, defacing, disfiguring or unsafe or unauthorized use of property

is in violation of the Code of Ethical Conduct, and may be a violation of the relevant Laws of Zambia.

University property includes but is not limited to the following: Buildings, Plant and Equipment, Telephones, Vehicles, Learning Materials, Library Materials, Computer Hardware, Software and other Technologies, Fire Alarms and Equipment, Safety and Security Devices and Farm produce.

### **c. Bullying**

Lusaka Goldsmiths University acknowledges that students of the university have the right to be free from harassment while engaging in activities undertaken as part of their enrolment as a student/or other association with the University. Types of bullying include, but not limited to: loud and abusive language, unjustified criticism and insults, yelling and screaming, unexplained rages, bribery or blackmail, humiliation, belittling or undermining of a person.

Students should report any incidents of bullying to the Office of the Dean of Students Affairs or other designated office.

### **d. Sexual Harassment**

Lusaka Goldsmiths University students have the right to learn in an environment which is free from sexual harassment. Harassment of a sexual nature is not tolerated at the University and is unlawful under the Laws of Zambia.

Within the provisions of this policy, sexual harassment shall be taken as “any unwelcome behaviour which is sexual in nature and which involves improper assumptions by one person in respect of another”. Sexual harassment can take numerous forms including but not limited to:

- Unwelcome physical touching, hugging or kissing
- Leering at someone, or at parts of their body
- Suggestive comments or jokes
- Insults or taunts based on sex
- Sexually explicit pictures, e-mails or text messages
- Intrusive questions or comments about a person’s private life or body

Students should report any incidents of sexual harassment to the Office of the Dean of Students or any other designated office.

### **e. Safety**

Lusaka Goldsmiths University actively promotes the safety, health and welfare of students and those members of the public who lawfully use University facilities. Students must ensure their own personal safety at all times. Students must take reasonable care for their own health and safety on

campus and avoid harming the health or risking the safety of others. University safety procedures must be adhered to, including participation in all Fire and Emergency Evacuation drills.

Students should immediately advise a University staff member if they have concerns for their personal safety whilst participating in training or on University grounds.

#### **f. Dress Code**

Lusaka Goldsmiths University has, as one of its core aims, to prepare students for the world of work and positive contributors to the wellbeing of their communities. It is therefore expected that whilst participating in University activities students will dress in a manner that is neat, clean and safe, as would be expected in the workplace.

This includes:

- Wearing clothing in accordance with occupational health and safety requirements. This applies to working in laboratories, plants, farm, workshops or any other facility that requires specific occupational health and safety dress.
- Wearing footwear within and around University campuses at all times.
- Not wearing any clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic work to provoke, intimidate, condemn or ridicule others; or because of its lack of decency, modesty or cleanliness.
- Some courses require a specific uniform, i.e. Nursing, Hospitality and Beauty. Students should therefore get these details from their course facilitators at the time of induction.

#### **g. Lecture/class room conduct**

During classes/lectures, students would be required to maintain the minimum standard of decorum which includes but is not limited to the following:

- Maintaining silence and speaking only when required to, in response to a question or when asking a question.
- No entering class/lecture rooms with mobile phones, laptops or other electronic or non-electronic gadgets that would affect the student's or other students' level of concentration during the lecture (exceptions are made where a program of study requires students to use laptops during lectures).
- Dressing decently that is to say, for female students, skirts, dresses or shorts should always be at the knee level or below the knees. For male students, no wearing shorts, no sleeveless tops and no wearing flip-flops during lectures/classes.

## **h. Illnesses**

During the time of study, students may develop an illness or become sick.

- Should this occur prior to classes commencing, students (or parents/guardians) are asked to contact the University to advise that they will not be attending class (and if known, state the period of time that they are expected to be away).
- If the sickness develops during the day, the student may ask to leave class early to seek for medical attention.
- If the student is under 18, parents/guardians will need to be contacted to arrange for the student to be picked up from the campus.
- If no contact can be made, the student must be sent to the Office of the Dean of Students for further assistance.

In cases where students are attending class and they are deemed to have a contagious illness or disorder, students will be asked to leave class so that other students are not at risk of developing the same illness/disorder. If the student is under 18, parents/guardians will need to be contacted to arrange for the student to be picked up from the campus.

If a student is deemed as having a contagious illness or disorder prior to going on industrial attachment/practicum/teaching practice, they may be advised that they cannot undertake this activity as they may also affect external persons that may be in contact with them.

## **i. Smoking**

Lusaka Goldsmiths University is a smoke-free zone.

## **j. Drugs and Alcohol**

Lusaka Goldsmiths University operates a drugs and alcohol free policy. The university will not allow students to enter University grounds whilst under the influence of drugs or alcohol. This includes entering the library or places for practicals.

A student suspected to be under the influence of drugs or alcohol shall be subject of disciplinary action in accordance with the University Code of Ethical Conduct.

## **2.2 Vulnerable Students and Financial Assistance**

Lusaka Goldsmiths University recognizes importance of the basic needs of life such as food, shelter etc. and believes that a student's ability to achieve their academic potential would be impaired where they lack the basic essential needs of life. As such, the university shall endeavour where resources allow, through the scholarship committee, to assist vulnerable students to live a normal student life with assistance towards their tuition and where possible, other basic necessities.

The following principles shall apply in determining a student's need and eligibility for assistance.

**a. Determining need**

- i. The need of a student may come to the attention of any member of the University community during the course of discharging their duties or a case may be referred to the University by a concerned party.
- ii. A request for assistance shall be made by the student's parents/guardian or other person who has legal responsibility for the student or, the student where they are self-sponsored.
- iii. The financial status of the parent/guardian or the other person will be taken into consideration when conducting the needs assessment. The parents/guardian or other person shall be interviewed either virtually or physically to assist with some information.
- iv. Other sources of funding such as HELSB and community assistance including support from Constituency Development Fund, and other possible avenues of funding, shall be verified.

**b. Determining Eligibility and Extent**

- i. A student whose current status is financially or materially in need.
- ii. Needs that can be supported shall be determined from time to time.
- iii. Where a student's needs have been positively assessed, the university may assess the extent of support which shall not go beyond 50% of a student's semester tuition/fees, where the request concern tuition/fees.
- iv. The university shall not assist students meet the cost of accommodation who are not residing in university provided accommodation.

**2.3 Students Representation**

**Purpose**

- a) Lusaka Goldsmiths University acknowledges the need for students' representation which is equitable and fair through an independent and accountable organization. That every student can contribute to the enhancement of their learning experience.
- b) The primary aim of student representation at Lusaka Goldsmiths University is to provide students with an opportunity to voice their views, suggestions and concerns through a proper and efficient process. This shall be achieved through the elected University students' representatives who suggest, develop, and implement solutions that foster a vibrant University community, and promotes all forms of student participation.
- c) Lusaka Goldsmiths University is committed to establishing an independent and accountable students' representative organ, promoting an environment that empowers the

students' voice, their views and ensuring that all students have an equal opportunity and ability to participate in any way that they can.

- d) The University is committed to responding to student feedback, at all levels, in order to monitor and enhance the quality of the student learning experience.
- e) The University has a number of avenues available through which students are actively involved in representative roles, and students already represent their fellow students on:
  - i. University Senate
  - ii. Office of the Dean of Students
  - iii. Lusaka Goldsmiths University Students' Association
  - iv. University Committees v. Clubs and Societies
  - v. Class representation
- f) The University is committed to student representation and participation through:
  - i. The establishment of student representative bodies
  - ii. The participation of students in matters affecting their interests
  - iii. The provision of opportunities for students to have input into the direction and coordination of university activities and events
  - iv. The establishment of recognized means of communication between students and the divisions, departments and staff of the University
  - v. Ensuring processes are in place that encourage and promote equity and fairness to all students of the University in decision-making
  - vi. Establishing and promoting the ongoing development of student clubs and societies

## **2.4 Student Counselling**

The University recognizes that a student may experience problems in coping with issues in their personal lives and in the environment where they live and learn. Counselling services shall be available that will be aimed at helping students use their existing problem-solving skills more effectively or to develop new or better coping skills. Counselling also promotes and facilitates positive mental, psychological health and emotional wellbeing of students and enhances the students' academic and personal functioning. Counselling sessions provide an opportunity for the student to describe their feelings and problems for themselves and then to reach decisions and actions that are based on informed choices.

## **2.5 Students Career Guidance**

- a) The University is committed to career guidance for all students to prepare them for progression to employment and/or higher education courses. The University strives to put students at the heart of its strategic development and planning to ensure their needs come first.

- b) Career guidance include helping students to:
  - i. choose an appropriate course at the University
  - ii. realistically assess their likely achievements at the University and their potential progression after college.
  - iii. investigate career opportunities
  - iv. investigate employment opportunities in different sectors
  - v. implement their plans for progression
- c) Career guidance is based on the needs of the individual in the recognition that students will have different aspirations and previous experiences and whose progression plans will be responsive to their unique abilities.
- d) The information, advice and guidance offered to students aim to provide a wide range of unbiased understanding of, the options open to them.

## **2.6 Chaplaincy Services**

The University is committed to meeting students' spiritual needs and offering pastoral care through the Chaplaincy Office. The office shall offer spiritual guidance to students through the religious associations. The services under chaplaincy shall include; conducting worship services, organizing annual interfaith services, thanks giving and coordinating other spiritual activities at the university.

## **2.7 Accommodation Services**

The University shall endeavour to offer on-campus accommodation. Where the university is unable to offer on-campus accommodation, the university shall endeavour to facilitate reasonable accommodation for the students within short distance to the university campus. The university acknowledges the challenges that may be inherent in facilitating reasonable accommodation for the students within short distance to the university campus and, in that regard, bed spaces shall be given out competitively on a first come first served basis. The university shall endeavour to reserve few slots for persons living with recognizable disabilities.

## **2.8 Catering Services**

The university shall endeavour to provide catering service within the campus. Students shall be required to pay for their meals in cash at the point of purchase. The university canteen shall endeavour to offer a variety of food items/dishes to choose from which, shall each be priced separately.

## **2.9 Recreation Facilities**

Lusaka Goldsmiths University through the Department of Sports and Recreation, shall promote sports and recreation activities for the students and staff of the university. Lusaka Goldsmiths University believes that students' active involvement in sports and recreation activities, helps students live meaning campus lives. The Department shall therefore endeavour to offer diverse recreational sporting facilities that are located conveniently within short distance of the university campus and operates on hours that are convenient to both students and staff.

## **2.10 Health Care Services**

Lusaka Goldsmiths University believes that the greatest wealth there is, is health. As such, the university shall endeavour to make available the basic health facilities to assist students that may fall ill during semester periods. The university shall further endeavour to facilitate for medical/health schemes for students with insurance companies at premiums that will be reasonably affordable to the students.

## **2.11 Security**

The University takes the security of its students and staff very seriously. The Security Department is committed to protecting life and property of the University community. The security personnel shall patrol the University on a 24 hour basis. Reported crimes are forwarded to the state law enforcement agencies for investigation and appropriate action.

## **2.12 Clubs and Societies**

Students are encouraged to form new or join existing clubs and societies to enhance their experiences while at the University through sharing with their colleagues with similar interests.

## **2.13 Student Entertainment**

The university holds entertainment events from time to time to keep students entertained and relaxed.

## **3. INTERNATIONAL STUDENTS OFFICE**

Lusaka Goldsmiths University is committed to fostering a diverse culture. The university has a diverse student population. The International Students' Office is established to take care of the peculiar needs of students coming from outside Zambia. The university shall therefore endeavour to guide all newly admitted international students on the immigration requirements to ensure they remain legally in the country and avoid confrontation with the law. The office shall keep a database

of all international students including their countries of origin, the parents/guardians to ensure ease of communication.

The university shall render all the necessary assistance that would be required by international students in the same manner the university renders assistance to home students.

#### **4. POLICY IMPLEMENTATION, COMMITMENT, COMMUNICATION AND MONITORING**

##### **4.1 Policy Implementation Strategies**

- i. The mandate of implementing this policy shall be through the University Students Welfare Committee. The Deputy Vice Chancellor/Principal will be the chair of the committee as shall be constituted.
- ii. The committee shall be responsible for ensuring integrity in the execution of the policy.
- iii. A scholarship fund shall be established through the Students' Union contributions and contributions from the University as shall be determined from time to time.
- iv. A student must be an up-to-date contributor of the Students' Union to benefit from the provisions of this policy.
- v. A student who has dissatisfaction or an unresolved disagreement with a staff member, another student or student organization has the right to file a written complaint without compromising his/her status with the University.
- vi. The committee shall develop relevant rules, regulations and forms anchored in this policy to direct the actualization of the policy provisions.
- vii. The student counsellor shall oversee the provision of counselling services and student led mental health or peer counselling.

##### **4.2 University Commitment**

Lusaka Goldsmiths University is committed to protecting and promoting the pursuit of its mission and vision. In the University's quest to fostering the personal and intellectual growth of students, the students will be expected to be responsible members of the community by complying with the Laws of Zambia and must abide by Lusaka Goldsmiths University rules.

##### **4.3 Communication**

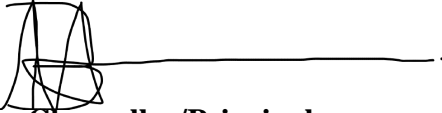
Lusaka Goldsmiths University shall endeavour to have the university community sensitized on the existence and provisions of this policy.

#### **4.4 Monitoring and Review**

This policy will be monitored and reviewed periodically to ensure it is meeting the intended objectives. The Dean of Student Affairs in whose custody the policy currently is, shall be accountable to the Vice Chancellor/Principal, for ensuring the policy is properly maintained and implemented. The Dean of Students' Affairs shall be responsible for ensuring that students are aware of the existence of the policy and familiar with and are adherent to its contents on daily basis. In the event that adherent issues arise, the university shall promptly address the issues. .

#### **5. POLICY REVIEW**

The policy shall have a reviewed period of five years. Nothing shall prevent the university from conducting a review on the policy where the need arise.



**Vice Chancellor/Principal**

**July 2023**