



**MANICA
UNIVERSITY**

Student Handbook

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Welcome to Manica University

Welcome to our Esteemed Student,

It is with great pleasure and excitement that we extend a warm welcome to you to the Manica University community. We are thrilled to have you embark on this educational journey with us, and we believe that your time here will be both transformative and enriching. Manica University is more than just an institution of higher learning; it is a vibrant and diverse community of individuals who are passionate about knowledge, discovery, and positive change. Whether you are starting your academic journey as a new student or continuing your studies as a returning student, you are an integral part of our collective pursuit of academic excellence and personal growth.

As you step onto our campus or join us on campus or through our digital e-learning platforms, you will find a supportive environment where you can explore your interests, challenge your intellect, and forge lifelong friendships. We are committed to providing you with the resources, guidance, and opportunities to thrive academically, professionally, and personally. This chapter of your academic journey will undoubtedly be filled with exciting discoveries, intellectual growth, and memorable experiences. Embrace it with an open heart and a curious mind and know that the knowledge and skills you acquire here will empower you to shape a brighter future for yourselves and for the world.

We look forward to getting to know each one of you, and we are excited to witness your accomplishments and contributions to our university community. Together, we will create a learning environment that fosters innovation, critical thinking, and a lifelong love of learning. Once again, welcome to Manica University, where the pursuit of knowledge knows no bounds. Your adventure begins now, and we are here to support you every step of the way.

With warm regards,



Vice Chancellor

Manica University

1 About Manica University

1.1 Brief History of Manica University

Manica University is a privately-owned higher learning institution registered with the Higher Education Authority (HEA) of Zambia in pursuant of the Higher Education (Amendment) Act, no. 23 of 2021. The university is operated by the Board of Directors that are duly registered by the Patents and Companies Registration Authority (PACRA) of Zambia. The programmes offered by Manica University are approved by the relevant authorities which include the General Nursing Council of Zambia (GNC), and the Health Professions Council of Zambia (HPCZ), respectively.

Manica University was founded with its initial three Schools: the School of Nursing Sciences, the School of Medicine, and the School of Pharmacy, respectively. At the time of its establishment and inception, Manica University had one campus situated in Lusaka, the capital city of Zambia.

1.2 University's Vision, Mission and Core Values

1.2.1 Vision

Manica University envisions a world where healthcare knows no bounds, where healthcare professionals are not only skilled but also compassionate, and where knowledge is the cornerstone of healing. We envision graduates who are not just healthcare practitioners but also empathetic caregivers, making a meaningful impact on individuals, communities, and society at large.

1.2.2 Mission

To be the premier institution for health professions training in Africa that provides a nurturing, inclusive, and innovative educational environment that fosters the holistic development of healthcare professionals. We pledge to offer nothing but the finest in educational services, where quality meets purpose, and passion meets precision.

1.2.3 Core Values

Manica University is more than an institution; it is a legacy in the making, a testament to the power of education, and a promise of a brighter, healthier tomorrow. The foundation upon which our university is built rests on pillars of academic excellence, ethical integrity, and a commitment to fostering a vibrant community of learners. At the heart of Manica University are the following core values that govern the institution, its staff, and students in the execution of the mandate:

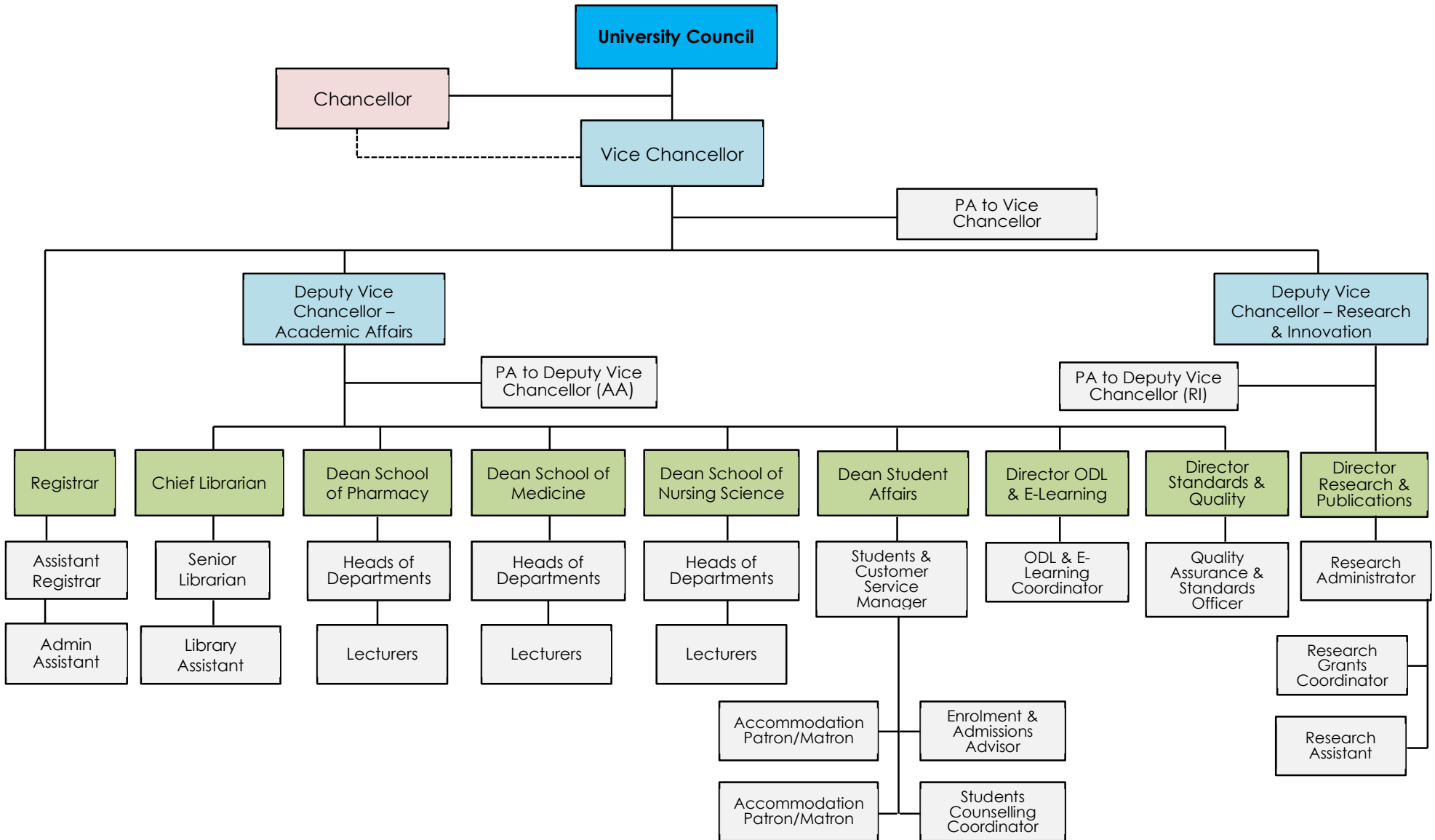
- **Excellence:** At Manica University, excellence in academia is not merely a goal; it is our guiding principle.
- **Ethical Integrity:** At Manica University, we understand that healthcare is not just a professional duty for those entrusted to provide the service; it is a calling.
- **Inclusivity and Diversity:** Manica University takes pride in its diverse and inclusive community. We celebrate the rich tapestry of backgrounds, experiences, and perspectives that our students and faculty bring to our institution.

- **Innovation and Research:** In an ever-evolving industry like healthcare, innovation is the key to progress. Manica University is committed to being at the forefront of healthcare innovation and research.
- **Corporate Social Responsibility:** At Manica University, the community where we operate from and provide services is our number one development partner. We work in the community for the community and embark on a positive transformation of the community. Together, we work to shape the future of the community we serve by ensuring our students, faculty, and facilities are used to give back and provide healthcare services to the community, thereby contributing to the well-being of the community.

2 University Leadership and Management

Manica University is led by a team of distinguished and experienced academics. The figure shows the current University Leadership.

MANICA UNIVERSITY Academic Staff Organogram



3 University Life, Facilities and Resources

At Manica University, we are committed to providing our students with an enriching and vibrant campus life experience that complements their academic journey. Situated in the heart of Lusaka, Zambia, our campus is a hub of activity and innovation, offering a wide range of facilities and resources to support student growth, development, and well-being.

3.1 Campus Facilities

1. **State-of-the-Art Learning Facilities:** Our campus boasts modern and well-equipped classrooms that provide an ideal setting for interactive learning and academic excellence.
2. **Well-Equipped Library:** The university library is a treasure trove of knowledge, featuring an extensive collection of books, research materials, e-resources, and quiet study spaces. It's a hub for academic exploration and research.
3. **Purpose-built Science and Skills Laboratories:** For students in Pharmacy, Nursing, and Medical fields, our well-equipped laboratories provide hands-on experience and the opportunity to conduct experiments and develop hands-on clinical skills.
4. **Digital Learning Centres:** In this digital age, we understand the importance of technology in education. Our digital learning centres offer students access to computers, software, and high-speed internet for research and coursework.
5. **Student Common Areas:** We encourage social interaction and collaboration. Our campus includes student common areas where you can relax, socialise, or work on group projects.
6. **Sports and Recreation Facilities:** Physical well-being is vital to overall success. We offer sports facilities for various sports and fitness activities.
7. **Cafeteria and Dining Services:** Our cafeteria offers a diverse range of delicious and nutritious food options, catering to various dietary preferences and needs.

3.2 Student Resources

1. **Academic Support:** Whether you need tutoring, academic advising, or assistance with study skills, our academic support services are here to help you excel academically.
2. **Career Services:** Our career guidance counsellors and resources can guide you in your career exploration, job searches, internships, and professional development.
3. **Health and Counselling Services:** We prioritise student well-being. Our health and counselling services provide medical support and mental health resources to ensure your holistic well-being.
4. **International Student Services:** For our international students, we offer support with visa matters, cultural adjustment, and integration into the local community.

5. **Student Associations, Organisations, and Clubs:** Engage in extracurricular activities through student clubs and organisations, where you can pursue your passions, develop leadership skills, and build lasting friendships.
6. **Cultural and Social Events:** Immerse yourself in the vibrant culture of Zambia through cultural events, performances, and celebrations that take place on campus throughout the academic year.
7. **Security and Safety:** Your safety is our priority. Our campus security ensures a safe and secure environment for all students, faculty, and staff.

At Manica University, our campus life is designed to complement your academic pursuits, fostering personal and professional growth in a supportive and inclusive environment. We encourage students to make the most of their time on campus, seizing opportunities for learning, collaboration, and personal development.

As you embark on your journey at Manica University in Lusaka, Zambia, we hope you find our campus to be a welcoming and inspiring place where you can thrive academically and create lasting memories.

4 Academic Information

4.1 Academic Programmes Offered

Manica University offers a wide range of academic programmes in health professions and prides itself as the new centre of excellence in health professions training programmes. The programmes are offered under its three flagship schools as follows:

4.1.1 School of Pharmacy

The School of Pharmacy at Manica University was established in 2023 with the primary objective of providing comprehensive pharmaceutical education and research opportunities. It is a testament to the university's commitment to advancing healthcare through pharmaceutical knowledge and practice.

The School of Pharmacy at Manica University serves the following functions:

- a. **Pharmaceutical Education:** The School of Pharmacy primarily offers education programmes in pharmacy, ensuring that students receive a solid foundation in pharmaceutical sciences and clinical practice. The curriculum aligns with international standards and focuses on evidence-based, patient-centred pharmaceutical care.
- b. **Pharmaceutical Research and Innovation:** Faculty and students engage in cutting-edge research in pharmaceutical sciences and related areas. The school contributes to advancements in pharmaceutical knowledge and practices through research publications, collaborations, and innovations.
- c. **Clinical Training:** The school provides students with practical clinical training experiences in pharmacies, hospitals, and healthcare settings, preparing them to become competent and compassionate pharmacists.

- d. **Community Engagement:** The school faculty and students will actively engage with the community to promote medication safety, public health awareness, and access to pharmaceutical care services. It may offer basic health screenings, medication counselling, and outreach programmes to benefit the community.
- e. **Pharmaceutical Services:** Collaboration with healthcare institutions and industry partners may involve the provision of pharmaceutical services such as community pharmacy outlets, consultations, and expertise to improve healthcare and medication management.

The School is headed by the Dean – School of Pharmacy. The Dean is supported and assisted by Heads of Departments responsible for the following Departments:

- i. Department of Pharmacy Practice
- ii. Department of Pharmacology
- iii. Department of Pharmaceutics
- iv. Department of Pharmaceutical and Medicinal Chemistry
- v. Department of Pharmacognosy

Programmes offered include the following:

- Bachelor of Pharmacy (BPharm) degree programme (ZQF Level 7)
- Diploma in Pharmacy (DipPharm) programme (ZQF Level 6)

4.1.2 School of Medicine and Health Sciences

The School of Medicine was established in 2023 to address pressing health care needs and promote population health through education, research, and advocacy.

The School of Medicine at Manica University shall serve the following functions:

- a. **Medical and Public Health Education:** The school offers undergraduate medical, clinical medical sciences and public health programmes designed to impart the requisite knowledge, skills and values to students that are not only in line with successful provision of health care services but also address complex public health issues.
- b. **Practicum Training:** Whilst at Manica University, the students in the school undergo rigorous practicum training in various settings, gaining valuable experience in patient care, health promotion and disease prevention.
- c. **Research and Policy Advocacy:** Faculty and students engage in research to better understand and address public health challenges. They may also advocate for evidence-based policies to improve population health.
- d. **Community Health Initiatives:** The school often leads community health projects, collaborating with local organisations to address health disparities, provide health education, and promote disease prevention.

- e. **Global Health Initiatives:** Collaborations with international partners may involve research, capacity building, and public health interventions to address global health issues.
- f. **Health Promotion:** The school is involved in health promotion and awareness campaigns, emphasising preventive measures and healthy behaviours.

The School is headed by the Dean – School of Medicine and Health Sciences. The Dean is supported and assisted by Heads of Departments responsible for the following Departments:

- i. Department of Clinical Medical Sciences
- ii. Department of Public and Environmental Health
- iii. Department of Medicine
- iv. Department of Natural Sciences

Programmes offered include the following:

- Bachelor of Science in Clinical Medical Sciences (BScCS) degree programme (ZQF Level 7)
- Bachelor of Science in Environmental Health (BScEH) degree programme (ZQF Level 7)
- Bachelor of Science in Human Biology (BScHB) degree programme (ZQF Level 7)
- Bachelor of Medicine and Bachelor of Surgery (MBChB) degree programme (ZQF Level 7)
- Bachelor of Science in Public Health (BScPH) degree programme (ZQF Level 7)
- Diploma in Clinical Medicine (DipCM) programme (ZQF Level 6)
- Diploma in Environmental Health Technology programme (ZQF Level 6)
- Diploma in Public Health Technology programme (ZQF Level 6)

4.1.3 School of Nursing Sciences

The School of Nursing Sciences was founded in 2023 as part of Manica University's commitment to addressing critical healthcare needs through education, research, and community service. It aims to produce highly skilled and compassionate nursing professionals.

The School of Nursing Sciences at Manica University serves the following functions:

- a. **Nursing Education:** The school offers undergraduate nursing programmes designed to equip students with the knowledge, skills, and values necessary for nursing practice. The curriculum emphasizes evidence-based care, ethics, and cultural competence in line with aspirations of the General Nursing Council of Zambia.
- b. **Clinical Training:** Nursing students at Manica University undergo rigorous clinical training in various healthcare settings, gaining practical experience in patient care, health promotion, and disease prevention.
- c. **Research and Innovation:** Faculty and students engage in nursing research, contributing to evidence-based practices in healthcare. Research may focus on topics such as patient outcomes, nursing interventions, and healthcare policy.

- d. **Community Health:** The school often plays a pivotal role in community health initiatives, providing health education, screenings, and outreach programmes to improve the well-being of local communities.
- e. **Collaborations:** Collaboration with healthcare institutions and agencies ensures that nursing students have access to diverse clinical experiences and opportunities for internships and employment.

The School is headed by the Dean – School of Nursing Sciences. The Dean is supported and assisted by Heads of Departments responsible for the following Departments:

- i. Department of Clinical Nursing
- ii. Department of Midwifery and Child Health

Programmes offered include the following:

- Bachelor of Science in Nursing & Midwifery degree programme (ZQF Level 7)
- Diploma in Enrolled Nursing programme (ZQF Level 6)
- Diploma in Public Health Nursing (ZQF Level 6)
- Diploma in Mental Health Nursing (ZQF Level 6)

Academic Calendar

| | All programs except Nursing Diploma | | Nursing Diploma | Distance Learning |
|--------|---|---------------------------------|---------------------------|--|
| 03-Jul | Lectures | 16 weeks of lectures and tests. | Orientation | Online contact and lectures |
| 4-Jul | | | Computer skills | |
| 9-Jul | | | 8 weeks Lectures | |
| 29-Jul | | | | Residential School for Distance Learners |
| 05-Aug | | | | |
| 12-Aug | | | | |
| 19-Aug | | | | |
| 26-Aug | | | | |
| 02-Sep | | | | Online contact and lectures |
| 09-Sep | | | | |
| 16-Sep | | | | |
| 23-Sep | | | | |
| 30-Sep | | | | |
| 07-Oct | | | | |
| 14-Oct | | | | |
| 21-Oct | | | 7 weeks Clinical Practice | Examinations |
| 20-Oct | Study break | | | |
| 27 Oct | Examinations both theoretical and practical | Exams | Marking of scripts | |
| 3-Nov | | | | |
| 10-Nov | Marking of scripts | Students on Holiday | Study break | |
| 22 nov | | | | |
| 09-Dec | | | | |
| 5-Dec | publication of results on 25/10 | Students on Holiday | Exams | publication of results on 25/10 |
| 23-Dec | | | | |
| 30-Dec | | | | Holiday |
| 06-Jan | | | | |

4.2 Registration Procedures

4.3.1 Admission Reporting

All new and returning students admitted to Manica University must report for registration on the specified dates.

4.3.2 Initial Student Record

Upon arrival, all new and returning students must visit the Admissions office to complete the student record creation and updating procedures before proceeding with formal registration.

4.3.3 Required Documentation

New students should present their original acceptance letters, national registration card (NRC), and original School Certificate O' level results for facilitating their registration. Returning students should present their academic clearance certificate and statement of results for the previous semester or academic year to the registration office.

4.3.4 Registration Hours

Registration activities will be conducted from 08:00 to 17:00 hours, Monday through Friday.

4.3.5 Registration Deadline

All students must complete all course registration procedures and formalities by the last day (Friday) of the registration week.

4.3.6 Late Registration

Late registration will incur a fixed penalty fee, as determined by the University management.

4.3.7 Admission Withdrawal

Candidates who are unable to accept the offer of admission should inform the University in writing in advance of the academic year, addressing the Registrar.

4.3.8 Attendance Restriction

No candidate shall be allowed to attend classes until the registration process is successfully completed.

4.3.9 De-registration

Returning students failing to register within the stipulated time as specified by the University will be de-registered. If they wish to reapply for admission, they may do so at their own cost, should the University choose to re-admit them.

4.3.10 Withdrawal

Any student choosing to discontinue their studentship at Manica University must inform the Registrar in writing. They must also ensure they obtain an academic clearance certificate and a letter of good standing from the Registrar before leaving the University.

4.3 Grading System and Policies

4.4.1 Assessment Grading

The following grading scheme shall be applied in assessing a candidate's performance in a course under the Examination regulations of Manica University:

| Letter Grade | Description | Score Range | Grade Point Value | Relevant End Comment |
|--------------|-------------|-------------|-------------------|----------------------|
| A+ | Distinction | 90-100 | 5 | |
| A | | 80-89 | 4 | |
| B+ | Meritorious | 70-79 | 3.5 | |
| B | Credit | 60-69 | 3 | |
| C+ | | 55-59 | 2.37 | |
| C | Pass | 50-54 | 1.5 | |
| D+ | Fail | 45-49 | 0 | Supplementary |
| D | Fail | <45 | 0 | |

4.4.2 Grade Point Average System

| GPA | Cum GPA | GPA Classes | Degree Classification |
|-----|--------------|-------------|-----------------------|
| 5.0 | 35 – 40 | ≥4.25 | Upper distinction |
| 4.0 | 31 – 34 | 3.75 – 4.24 | Lower distinction |
| 3.5 | 26 – 30 | 3.25 – 3.74 | Meritorious |
| 3.0 | 22 – 25 | 2.75 – 3.24 | Credit |
| 2.5 | 18 – 21 | 2.25 – 2.74 | Upper pass |
| 1.5 | 6 – 17 (<18) | 0.75 – 2.24 | Lower pass |

Manica University shall implement the Grade Point Average (GPA) system to classify students' levels of academic performance. This system aligns with global practices in higher education.

4.4 Academic Integrity

Academic integrity is a core value at Manica University, and we expect all members of our academic community to maintain the highest standards of honesty, ethics, and originality. This guideline is designed to foster a culture of academic integrity and establish clear expectations regarding plagiarism and related academic misconduct. Students, Faculty Members, Staff, and Researchers must:

- a. Always provide proper citations and attributions for sources used in academic work, including text, images, data, and ideas.
- b. Use citation styles (e.g., Harvard, Vancouver, APA, MLA, Chicago, etc.) as required and specified.
- c. Seek permission when using copyrighted materials beyond fair use guidelines.

4.5.1 Consequences of Plagiarism and Academic Misconduct

- i. **Academic Penalties:** Plagiarism and academic misconduct may result in academic penalties, including failing grades for assignments or courses.
- ii. **Verbal tests to be given if plagiarism and academic misconduct is suspected to have happened.**
- iii. **Educational Remediation:** Students found guilty of academic misconduct may be required to complete educational modules on academic integrity and ethics.
- iv. **Disciplinary Action:** Serious or repeated violations may lead to disciplinary action, including suspension or expulsion from the university.

5 University Life and Services

5.1 Health and Wellness Services

5.1.1 University Health Services

Manica University has established University Health Services for its staff and students, offering healthcare services to the community.

5.1.2 Services Offered

University Health Services are committed to providing quality medical, health, and wellness services primarily to Manica University students and staff, contributing to a healthy learning and working environment.

5.2 Access and Use of University Facilities

5.2.1 University Infrastructure

The University's infrastructure comprises various buildings dedicated to supporting academic functions and related activities, including recreation, sports, office spaces, meetings, and accommodation.

5.2.2 Access to Facilities

All registered students have access to buildings providing teaching and learning spaces, including recreation and sports facilities.

5.2.3 Student Accommodation

Student accommodation is not guaranteed and is offered on a case-by-case, first-come-first-serve basis at a reasonable cost.

5.3 Student Affairs Unit

5.3.1 Responsibilities of the Dean of Student Affairs

As per the Higher Education Act, the Dean of Student Affairs is responsible for managing students' affairs, including organizing, coordinating, and administering students' affairs.

5.3.2 Student Conduct and Discipline

The Dean of Student Affairs is also responsible for maintaining student discipline at the University.

5.3.3 University Statutes

The University Statutes will outline Student Discipline – Offenses and Sanctions at Manica University.

5.3.4 Student Conduct

The Student Affairs Unit will ensure that students' conduct aligns with the Code of Conduct and fulfils their roles as citizens and students, prioritizing safety and community welfare.

5.4 Student Accommodation

5.4.1 Arranged Accommodation

The University offers arranged accommodation facilities on a shared basis (hostels) for students based on availability. Matron or Patron for Accommodation will maintain an inventory of students offered accommodation, updating it every semester.

5.4.2 Accommodation Fees

Accommodation fees will be billed separately for students offered hostel accommodation.

5.5 Student Organisations and Clubs

5.5.1 Student Union

As per the Higher Education Act, there will be a union of the students of the University, whose designation and relationship to the University will be prescribed by an ordinance under the Dean of Student Affairs.

5.5.2 Affiliation to Governing Union

Students' Unions and Associations at Manica University will affiliate registered students to the governing union or association, where applicable.

5.5.3 Social Clubs

Students at Manica University are permitted to establish and operate social clubs restricted to registered students only, with faculty members serving as patrons. All social clubs will be registered by the Dean of Student Affairs.

5.5.4 Code of Conduct

No student(s) will be permitted to register or operate any club, association, or activities advocating unchristian, unlawful, or geopolitical agendas at the University, and such activities will result in disciplinary action.

5.6 Campus Safety and Security

5.6.1 Security Services

Manica University management has contracted year-round security services for its campuses,

5.6.2 Security Vigilance

All students and staff are encouraged to maintain security vigilance and secure all premises, personal belongings, and infrastructure resources.

5.6.3 Reporting Suspicious Activities

Any suspicious individuals or activities observed on the University premises must be promptly reported to security personnel, University authorities, and the Zambia Police Service.

5.6.4 Liability Disclaimer

Manica University management will not be held liable for the loss of personal belongings, such as motor vehicles, brought to and parked on the University premises, as they are at the owner's risk.

5.7 Sports and Recreation Facilities

Manica University takes pride in offering sports and recreation facilities on its Lusaka campus, promoting physical well-being, teamwork, and a healthy lifestyle. The campus features modern facilities with exercise equipment, outdoor sports fields, and courts for various sports. These facilities encourage students to pursue their fitness goals, engage in friendly competition, and cultivate a balanced and healthy lifestyle.

5.8 University Transport

Manica University understands the importance of convenient and safe transportation for students' educational tours and local movements. The university offers a reliable and well-maintained transport system for field trips, study tours, and extracurricular activities. Additionally, transportation options

for daily commuting to and from campus are available for a fee, ensuring students can explore Zambia's cultural and academic offerings with ease while prioritizing safety and convenience.

6 Financial Information

6.1 Tuition and Fee Payment

6.1.1 Payment of Fees

All tuition and registration fees must be paid as required. If a candidate is unable to pay the fees in full, they may apply in writing for an instalment payment plan to the Registrar, subject to approval.

6.1.2 Instalment Payment

The instalment payment plan, if approved, shall be enforced and monitored. No partial payments of tuition and registration fees will be accepted unless officially authorized by the University management through the office of the Registrar before the opening date.

6.1.3 De-registration

Failure to honour the instalment payment plan or make the final payment as agreed may result in de-registration. The University will issue timely reminders to such students to fulfil their payment obligations.

6.1.4 Fee Refunds

The University will not refund any fees paid by students who have completed registration requirements, either in full or in part.

6.2 Financial Aid and Scholarships

Manica University is dedicated to supporting students, especially those with financial constraints. While resources are limited, the university collaborates with partners, philanthropists, and industry collaborators to offer scholarships and financial aid based on academic excellence, financial need, and specific criteria set by partners. Scholarship opportunities are advertised through the Dean of Student Affairs and respective Schools to ensure equitable access to these competitive opportunities.

7 Student Roles and Responsibilities

7.1 Code of Conduct

At Manica University, maintaining a vibrant and inclusive learning environment built on academic excellence, ethical integrity, and mutual respect is a shared responsibility. To ensure the well-being and success of the university community, all students and staff are expected to adhere to the following Code of Conduct:

1. Respect for Others

- I will treat all members of the university community with respect and dignity, valuing diversity and inclusivity.
- I will refrain from engaging in any form of discrimination, harassment, bullying, or disrespectful behaviour based on race, gender, ethnicity, religion, disability, or any other characteristic.
- I will listen attentively to my superiors and engage in constructive dialogue, respecting different viewpoints and opinions.

2. Personal Responsibility

- I will take personal responsibility for my actions and their consequences, both within the university community and in broader society.
- I will strive to maintain a healthy work-life balance and seek support when needed for physical and mental well-being.

3. Respect for University Property and Environment

- I will respect and care for university facilities, equipment, and resources, using them responsibly and reporting any damage or misuse.
- I will participate in efforts to maintain a clean, safe, and sustainable campus environment.

4. Compliance with University Policies and Regulations

- I will familiarise myself with and adhere to all university policies, rules, and regulations.
- I will comply with local, national, and international laws while representing the university.

5. Academic Integrity

- I will uphold the principles of academic honesty and will not engage in any form of plagiarism, cheating, or dishonesty in my academic work.
- I will respect the intellectual property of others, giving proper credit for their ideas and work by citing sources appropriately.

- I will not submit the same work for multiple courses without prior approval from the instructors involved.

6. Ethical Conduct in Research and Innovation

- I will conduct research and innovation with the utmost integrity, ensuring accuracy, transparency, and the responsible use of resources.
- I will prioritize the safety and ethical treatment of research subjects and participants.

7. Community Engagement

- I will actively participate in and contribute positively to university and community service activities.
- I will engage in activities that promote the welfare and development of the local community.

8. Professionalism and Accountability

- I will conduct myself professionally, demonstrating punctuality, honesty, and a commitment to continuous improvement in my academic and professional pursuits.
- I will take accountability for my actions and accept the consequences of any violations of this Code of Conduct.

9. Conflict Resolution

- I will seek peaceful and constructive resolution of conflicts or disputes through appropriate university channels and in accordance with established procedures.

10. Reporting Violations

- I will report any violations of this Code of Conduct by myself or others to the appropriate university authorities.

This Code of Conduct shall be adhered to by all staff and students collectively contributing to a positive and enriching educational experience, promoting a culture of respect, integrity, and excellence at Manica University. Breach or violations of this Code may result in disciplinary actions in accordance with university policies and regulations.

7.2 Responsibilities of Students

Students at Manica University, like in any educational institution, have several important roles and responsibilities to fulfil. These roles and responsibilities contribute to the overall success of the academic community and help create a positive and productive learning environment.

Some of the key responsibilities of students at Manica University include the following:

- i. Attend classes regularly and punctually.
- ii. Actively participate in classroom discussions and activities.

- iii. Complete assignments and coursework on time.
- iv. Study and prepare for exams and assessments.
- v. Maintain honesty and ethical conduct in all academic work.
- vi. Avoid plagiarism and academic misconduct.
- vii. Adhere to university rules, policies, and guidelines.
- viii. Treat fellow students, faculty, and staff with respect and courtesy.
- ix. Avoid disruptive behaviour that hinders the learning process.
- x. Participate in campus activities, student organisations, and the university community.
- xi. Manage time effectively to balance academic, personal, and social commitments.
- xii. Seek help or support when facing academic challenges or personal issues.
- xiii. Prioritize personal safety and the safety of others on campus.
- xiv. Seek assistance for health or mental well-being when needed.
- xv. Meet financial obligations related to tuition, fees, and other university expenses.
- xvi. Contribute to a green and sustainable campus environment by practicing responsible disposal of waste.
- xvii. Embrace a growth mindset and a commitment to lifelong learning.
- xviii. Act as ambassadors for the university and uphold its reputation through responsible and respectful behaviour, both on and off-campus.

These roles and responsibilities are designed to foster a conducive learning environment and contribute to the overall success and well-being of the entire university community at Manica University.

7.3 Complaints and Appeals Procedures

At Manica University, we hold ourselves to the highest standards of fairness, transparency, and accountability in all our academic and administrative processes. The Appeals Policy of the University ensures that all students have a mechanism to seek recourse and resolution in cases where they believe a decision or action has been made unjustly or in error. The policy also provides mechanisms for voicing complaints where services rendered to the student are perceived not to meet their expectations.

Circumstances in which a student may submit an appeal or complaint include, but are not limited to, the following:

- i. Poor academic service(s) rendered by University staff, sections, or departments.
- ii. Perceived unfair treatment or harassment by a faculty or staff member.

- iii. Charge for examination misconduct.
- iv. Expulsion from the University for misconduct.
- v. Change of progression comment.
- vi. Change of attained course grade, outcome, or result.
- vii. Remarking of an examination answer script.
- viii. Missing results.
- ix. Final examination script verification.
- x. Change of degree or diploma classification, etc.

Before making a formal appeal or complaint, students are encouraged to first talk to their Head of Department. The University's procedure on appeals and complaints is founded on the assumption that University staff will, at all times, deal thoughtfully and sympathetically with students' problems to minimize the occurrence of academic appeals and complaints. Students are encouraged to seek advice from their respective schools and raise matters informally. Where an appeal or complaint is not resolved informally, the formal procedure provided in this policy and guidelines provide for the resolution of the matter.

If, as a registered student, you feel there are reasonable grounds for appeal, you should:

- i. Appeal on your own behalf and take responsibility to obtain the required evidence.
- ii. Download and complete the Appeal Form from the download section in NLET or obtain a copy from the Head of Department's office. The completed form must be submitted with all supporting documents or evidence to the Registrar for onward transmission to the Vice-Chancellor
- iii. Ensure that the appeal is submitted by the stated timeline, as failure to do so will result in the appeal losing validity. The deadline will be communicated on a year-by-year basis, but, in general, is not later than 5 working days following the incident or matter that necessitated the appeal.
- iv. It is important that you submit evidence to support your appeal. Where medical evidence is submitted, this must be from a recognized hospital or clinic signed and date-stamped by a duly registered medical officer.
- v. The Appeal should be submitted in writing addressed to the Chairperson, Academic Appeals Committee, Manica University.

8 Educational Support and Resources

8.1 Counselling and Mental Health Services

A dedicated Student Counselling Coordinator under the Dean of Student Affairs ensures that services, activities, and initiatives that promote positive and healthy psychosocial well-being of students at Manica University.

Counselling and Mental Health Services at Manica University are dedicated to nurturing the emotional well-being and mental health of our students. We understand that the demands of academic life can sometimes be challenging, and personal issues may arise. Our dedicated team of trained professional counsellors provide a safe and confidential space for students to discuss concerns, manage stress, and navigate life's complexities. Whether you are seeking guidance for academic stress, personal challenges, or mental health support, our counsellors are there to listen, support, and provide resources to help you thrive. We are committed to promoting a campus culture where mental health is prioritized, stigma is reduced, and students can access the care they need to succeed academically and personally.

8.2 Library and Research Resources

The Library at Manica University serves as a pivotal academic unit essential to the institution's mission of fostering learning, research, and knowledge dissemination. It plays a central role in supporting the university's academic community, including students, faculty, and researchers.

8.2.1 Services and Functions of the Library

The services and functions of the Library at Manica University include:

- i. **Resource Management:** The Library is active in acquiring, cataloguing, and organising library materials, both in physical and digital formats, to ensure their availability to the university community.
- ii. **Reference Services:** It offers reference assistance to help students and researchers locate relevant information and use research tools effectively.
- iii. **Information Literacy Instruction:** The Library service will be conducting workshops and training sessions to enhance students' information literacy skills, including effective searching, citation, and critical evaluation of sources.
- iv. **Digital Services:** The Library manages and services digital resources, online databases, e-journals, and e-books to provide access to a wide range of academic content.
- v. **Archives and Special Collections:** The Library maintains archives and special collections that hold rare and unique materials relevant to Manica university's history and academic programmes.
- vi. **Research Support:** The Library will be able to assist faculty and researchers with literature reviews, data retrieval, and citation management.
- vii. **Collaboration with Faculty:** The Library collaborates with faculty members to curate course-specific resources, develop reading lists, and integrate information literacy into the curriculum.
- viii. **Space and Facilities:** The Library provides study spaces, computer labs, and technology-equipped areas for research and study for use by students and faculty.

8.2.2 Library Operating Hours

The operating hours of the library at Manica University may vary depending on the university's policies, academic calendar, and specific library facilities. Library hours shall be typically designed to accommodate the needs of students, faculty, and the research community.

a. Regular Semester Hours

| Days | Opening Time | Closing Time |
|--------------------|--------------|--------------|
| Monday to Thursday | 8:00 AM | 5:00 PM |
| Friday | 8:00 AM | 3:00 PM |

b. Holiday and Break Hours

During university holidays, semester breaks, or other special occasions, library hours may be adjusted, and the library may close earlier or have reduced operating hours. The Chief Librarian shall notify the University community of the specific operating hours of the library during such times.

These hours are provided as a general reference, and users of the library should verify the precise library hours for Manica University through the university's official website or by contacting the library directly. Library operating hours may be subject to change due to various factors and situations.

8.2.3 Library Regulations

Library regulations are essential for maintaining a conducive and respectful environment for studying, research, and accessing resources. These rules help ensure that the library functions smoothly and efficiently while respecting the needs and rights of all library users.

a. Library Access and Hours

1. **Library Hours:** All users of the library must adhere to the library's operating hours as posted. Special hours during holidays and breaks will also be communicated.
2. **Library Access:** Entry to the library will be restricted to current students and faculty staff
3. **Visitor Access:** No visitors will be allowed in the Library.

b. Behaviour and Conduct

1. **Quiet Zone:** Users shall maintain a quiet and respectful atmosphere within the library, especially in designated quiet areas for studying and research.
2. **Cell Phones:** No cell phones shall be allowed in the library.
3. **Food and Drink:** No food and drinks shall be consumed in the library

4. **Respect for Others:** Library users shall be considerate of fellow users and refrain from disruptive behaviour, loud conversations, or any activities that may disturb others.
5. **Personal Belongings:** Library users shall not leave personal belongings unattended. The library is not responsible for lost or stolen items. Bags must be left in the designed space near the librarian's desk and may not be in the student's possession while in the library.

c. Use of ICT and Electronic Resources

1. **Computer Use:** Use library computers and technology resources for academic and research purposes. Library users shall not engage in unauthorized or inappropriate online activities. Any misuse of the facilities will result in limited library access or suspension
2. **Wi-Fi Access:** Manica University shall endeavour to provide broadband Wi-Fi internet access in the library. Access to the library's Wi-Fi network shall be for academic use. Streaming or downloading large files that may affect network performance shall not be permitted, and access to streaming and peer-sharing sites will be prohibited.

Manica University management has put in place these regulations to create a conducive and respectful environment for all library users. Violation of these regulations may result in warnings, fines, or suspension of library use privileges. It will be essential for all students and faculty to familiarize themselves with and adhere to the specific regulations of Manica University's library as shall be communicated by library staff and posted within the library premises.

8.3 International Student Services

At Manica University, we take immense pride in welcoming students from diverse cultural backgrounds and corners of the globe. Our commitment to providing exceptional support for international students is unwavering. We offer a comprehensive range of services tailored to their unique needs, ensuring a smooth transition and enriching experience during their time at the university. These services, offered through the Directorate of Student Affairs, encompass the following:

- Visa application assistance
- Orientation programmes
- Academic support tailored for English language learners
- Cultural and social integration activities, and
- Dedicated international student advisors and counsellors.

We understand the importance of fostering a welcoming and inclusive environment where international students can thrive academically and personally while embracing Zambia's rich culture. Our goal is to empower our global scholars to excel in their academic pursuits and make the most of their time at Manica University, all while building lifelong friendships, connections, and memories.

9 Campus Policies and Procedures

9.1 No Harassment Policy

- a. Manica University is committed to providing a safe and inclusive learning and working environment for all members of our community. Our “No Harassment Policy” unequivocally prohibits any form of harassment, including but not limited to sexual harassment, discrimination, bullying, or any behaviour that creates a hostile or offensive atmosphere. We uphold the principles of respect, dignity, and equality for everyone, regardless of gender, race, religion, ethnicity, or background.
- b. Any incidents of harassment or discrimination will be taken seriously, thoroughly investigated, and addressed promptly. We are dedicated to fostering a culture of mutual respect and empathy, where every individual can pursue their educational and professional goals free from the fear of harassment.

9.2 Drugs, Alcohol and Substance Abuse Policy

- a. Our Drugs and Alcohol Policy underscores our commitment to maintaining a campus that is free from the misuse and abuse of illicit drugs and alcohol. The policy strictly prohibits the possession, use, distribution, or sale of illegal drugs and underage consumption of alcohol on university premises or during university-sponsored events.
- b. We prioritize the well-being and safety of our community members and offer educational resources and support for those seeking assistance with substance-related issues.
- c. At Manica University, we encourage responsible decision-making and a focus on academic and personal growth while also emphasizing the importance of creating an environment where individuals can thrive free from the harmful effects of substance abuse.
- d. Any user of illicit (illegal) drugs, narcotics, or legally banned substances under the laws of Zambia, if found guilty as charged by the Disciplinary Committee of the University, shall be expelled from Manica University and reported to the relevant authorities for possible prosecution.

9.3 No Smoking and Tobacco Policy

- a. Manica University is committed to promoting a healthy and smoke-free environment for all members of our academic community. Our No Smoking and Tobacco Policy strictly prohibits smoking and the use of tobacco products within the university premises, including indoor and outdoor areas.
- b. This policy aligns with our dedication to the well-being and safety of our students, faculty, staff, and visitors, as well as our commitment to creating a clean and comfortable environment for all. We understand the health risks associated with smoking and tobacco use and encourage individuals to embrace a tobacco-free lifestyle.
- c. Manica University supports those who wish to quit smoking and provides resources and information to promote a smoke-free campus.

9.4 Emergency Procedures on Campus

- a. At Manica University, the safety and well-being of our students, faculty, and staff are paramount. To ensure a secure campus environment, we have established comprehensive emergency procedures designed to respond effectively to various potential crises.
- b. In the event of emergencies such as natural disasters, accidents, fires, or security incidents, our dedicated emergency response teams and protocols are in place to safeguard lives and property.
- c. Our campus is equipped with state-of-the-art alarm systems, surveillance footage, evacuation routes, and designated assembly areas.
- d. Additionally, the University management regularly conducts drills and training sessions to prepare our community members for any unexpected situations.
- e. Communication is a key component of our emergency procedures, with timely alerts and updates provided through various communication channels to keep everyone informed and safe.
- f. At Manica University, we are proactive and vigilant in our approach to emergency preparedness, ensuring that our campus remains a secure and resilient place for all.

10 Important Contacts and Resources

10.1 University Directory

Communication is an essential component of our management strategy at Manica University. Students are encouraged to make regular use of the University Directory and emailing system at Manica University; these are essential tools that facilitate seamless communication and information exchange within our academic community. Our directory contains a comprehensive list of contact information for faculty, staff, departments, and key university offices, enabling students and employees to easily connect with the right individuals or departments for inquiries, support, or collaboration. Additionally, our email system provides a reliable and efficient means of communication, allowing for real-time correspondence, course updates, and administrative announcements. It also offers a secure platform for the exchange of academic materials and information, enhancing the overall educational experience.

| Name | Email | Role |
|-----------------------------|-------------------------------------|---------------------------------------|
| Dr Lloyd Matowe | lmatowe@manicauniversity.com | Director |
| Mrs Patricia Lees-Rolfe | prleesrolfe@manicauniversity.com | CEO |
| Dr Clemence Marimo | cmarimo@manicauniversity.com | Vice Chancellor |
| Dr Dalitso Maseko | dmaseko@manicauniversity.com | Deputy Vice Chancellor |
| Dr Muchenelah Chibasa | mchibasa@manicauniversity.com | Dean of Medicine |
| Mrs Nahundo Katowa Kabumbwe | nkatowa@manicauniversity.com | Assistant Registrar |
| Ms Melody Zamulire | accounting@manicauniversity.com | Chief accountant |
| Mrs Sarah Sangandu | marketing@manicauniversity.com | Head of Marketing |
| Mrs Mini-enhle Ndethi Mtisi | Admissions@manicauniversity.com | Admissions manager |
| Mr Chris Makowa | administration@manicauniversity.com | Administration officer |
| Ms Lubasi Mbumwae | lbumwae@manicauniversity.com | Admissions officer |
| Mr Samuel Makomba | library@manicauniversity.com | Librarian |
| Ms Ada Banda | reception@manicauniversity.com | Receptionist |
| Mrs Dorothy Banda | dbande@manicauniversity.com | HOD Nursing |
| Mr Robert Dozva | rdozva@manicauniversity.com | HOD Premed |
| Mr Edgar Chisala | echisala@manicauniversity.com | HOD Clinical Medicine & Public Health |
| Mr Jackson Yamvwa | jyamvwa@manicauniversity.com | HOD Pharmacy |
| Mr Peter Zimba | pzimba@manicauniversity.com | Lecturer |
| Ms Hilla Sinkala | hsinkala@manicauniversity.com | Lecturer |
| Mr Brian Muma | bmuma@manicauniversity.com | Lecturer |
| Ms Charity Mayeya Nyambe | cnyambe@manicauniversity.com | Lecturer |
| Ms Grace Nanyinza | gnanyinza@manicauniversity.com | Lecturer |
| Ms Sarah Nampokolwe | smwayani@manicauniversity.com | Lecturer |
| Ms Beene Hamiyanda | bhamiyanda@manicauniversity.com | Lecturer |
| Mr Brian Haabanji | bhaabanji@manicauniversity.com | Lecturer |
| Mr Frank Mukonchi | fmukonchi@manicauniversity.com | Lecturer |

10.2 Useful Resources for Distance Education Students

At Manica University, we recognize the importance of providing comprehensive resources for our distance learning students who may not be physically present on campus. Our online learning platform serves as a central hub for course materials, assignments, and communication with lecturers, tutors, and peers. Distance learners also have access to our digital library, offering a vast collection of e-books, journals, and research materials to support their studies. Dedicated online academic advisors are available to provide guidance and support throughout the academic journey. Additionally, technology support services ensure that students have the technical assistance they need to navigate the online learning environment smoothly. Manica University is committed to ensuring that our distance learning students have access to the resources and support necessary for a rewarding and successful educational experience, regardless of their physical location.