INSTITUTE OF DEVELOPMENT MANAGEMENT

Botswana • Lesotho • Eswatini

Student Handbook

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1. INTRODUCTION:

1.1 To ensure the smooth running of the organization and enhance cordial relationships between IDM and learner, the Institute has established a set of regulations which shall be followed by the learner during the whole period of their enrollment.

1.2 Learner Regulations:

1.2.1 A learner shall sign an undertaking to abide by the regulations of the Institute at the time of registration.

1.2.2 A learner who has started a course of study following one set of regulations shall not be affected by any regulations subsequently adopted by the Academic Council unless agreed to in writing by the learner.

1.2.3 Any acts of indiscipline by learner, including those listed under clauses 6 and 7 herein, shall not be allowed.

1.2.4 Acts of indiscipline may render the offender liable to removal from hostels or the course.

1.2.5 A learner is required to exercise care to minimize the cost of running the Institute. She/He shall turn taps off and switch off all lights when not in use. She/He shall contribute towards keeping the Institute clean and tidy.

1.2.6 A learner who damages institution property or equipment will be charged the cost of repair or replacement of the item(s).

1.2.7 A learner shall be expected to show respect to all members of IDM community regardless of status.

1.2.8 All classes shall choose a class representative(s) on the first day of the start of the course who shall act as a liaison between the class and the Institute.

1.2.9 The class representative shall first channel general learner issues related to teaching and learning including complaints through the Course Director and administrative issues including complaints about classroom cleanliness etc. through the Administration Officer. Class representatives shall be issued with Terms of Reference to enable them to execute their role.

1.2.10 All teaching and learning and administrative issues that have not been satisfactorily

dealt with at these levels shall follow steps as laid down in the grievances procedure section.

1.2.11 There shall be a Student Representative Council (SRC) for each campus which shall be the link between the student body and the Institute management.

1.2.12 The mandate of the SRC shall be governed by the SRC Constitution which shall be developed in consultation with the Institute management.

1.2.13 The SRC shall be elected by the student body on an annual basis.

1.3 Registration Of Students Process:

Except where payment terms have been agreed, all customers shall pay all fees in advance.

1.3.1 The submission of Original Purchase Order or Letter of Guarantee on behalf of the student / learner shall be considered payment in advance and submitted to Accounts Office.

1.3.2 The Admissions Officer issues Registration Form 4FTR01 which the students fill in.

1.3.3 Finance Office clears the student for registration based on the information above, by stamping the registration form.

1.3.4 The Course Director verifies and authorizes selected modules and stamps on the registration form.

1.3.5 The Admission Officer captures the details into the system

1.3.6 Admissions Officer issues registered students with Proof of registration letters.

- **NEW STUDENTS ARE ISSUED WITH: (Student ID cards, Timetable, E-mail addresses, Participants Handbook).**

1.3.7 The students sign the declaration form as indication that they will abide by the Participant's Handbook.

1.3.8 Open your file (Submit all documents issued to you to Records Management Desk to open your student file)

1.3.9 Update your profile and register (This will be the last desk to complete your registration process)

1.3.10 Collect and fill in Hostel Accommodations registration form if you are eligible to be accommodated, proceed to the Assistant Matron's office. Student Orientation programmes are designed to initiate the integration of newly admitted first year and progressing students in to the academic, cultural and social climate of the IDM.

The primary purpose of the orientation programme is to help new students understand the organizational culture, the educational opportunities available during the duration of study. It also permits students to participate in academic advising/ mentoring, matters of student registration, housing, campus activities, student leadership and governance and other aspects of IDM life.

2. STUDENT ORIENTATION:

2.1 The Academic Registrar coordinates student orientation:

2.1.1 Students are informed of their orientation dates and venues during registration

2.1.2 Academic Registrar invites IDM Departments and relevant stakeholders to make presentations during orientation. Orientation is carried out as per the Participants Handbook and orientation program.

2.1.3 Students are given a guided tour to familiarize themselves with the Campus.

2.1.4 The Academic Registrar distributes of Student Activity Timeline and facility map to new students.

2.1.5 Student who wishes to withdraw their studies, should complete Student Withdrawal Form 4FSS17 and the Clearance Form (4FAD03)

2.1.6 The office of Academic Registrar conduct Orientation feedback

3. STUDENT FINANCIAL SERVICES:

3.1 The primary services to The students:

3.1.1 To receive payments fees from students (Go to the cashier's desk, make payments and collect receipt as proof of payments you made)

3.1.2 To prepare quotations for self-sponsored students who request them and prepare invoices when needed. (Go to Cashiers desk and ask for quotation based on the requirement of the course you have been admitted into)

3.1.3 To process refunds for self-sponsored who request them subject to approval (Fill in the refund form with correct details. Attach original receipts and wait for approval)

3.1.4 To invoice students for school fees, retakes and supplementary examinations and any other relevant charges (no action required from students)

3.1.5 To print statements for self-sponsored students who request them (request for statement)

3.1.6 To clear students on collection of result slips, transcripts and certificates (Collect clearance form from Admission Help desk or enquiries and follow the process in the clearance form)

3.2 Student code of conduct with regards to finance:

3.2.1 Payment received by IDM for student's tuition or any fees from the government, any sponsoring agency or person other than the student, any refund of the student's tuition must be paid to the government, sponsoring agency or person.

3.2.2 The learner shall be responsible for the full payment of full tuition fees relating thereto, notwithstanding the fact that the sponsor, where applicable has undertaken to pay the full tuition fees.

3.2.3 It is learner's responsibility to inform the sponsor of all applicable fees.

3.2.4 Where tuition fees are payable to IDM in installments, the learner will pay 40% at registration, 30% subsequent month and

the remaining 30% before semester examination.

3.2.5 Tuition fee refund shall be administered according to clause 4.7 only, after which should the learner commence the course and choose to terminate studies before the end of semester, they will be liable to pay the full tuition.

3.2.6 Failure to pay full tuition will be considered a breach of agreement and result in the studies being suspended.

3.2.7 IDM shall be entitled to recover from the learner all legal costs incurred in order to enforce its rights under the admission agreement, including, but not limited to attorneys and own client fees, collection charges or any other applicable charges.

3.2.8 IDM reserves the right to withhold results, transcripts and certificates should I default in payments.

4. THE LEARNING PROCESS:

4.1 A learner is expected to attend all learning and assessment sessions prescribed for a course, complete and submit prescribed work as required. Learners are required to pay particular attention to the Course Outline for each module. The Institute shall keep a daily learner' attendance register

4.2 Appropriate action shall be taken against a learner who is persistently or habitually absent from learning and assessment sessions unless absence is due to illness which should be supported by a Doctor's sick note which shall be forwarded to the Institute within 14 working days.

4.3 A learner, who is unable to attend learning and assessment sessions due to circumstances beyond their control, shall notify the Course Director within 14 working days.

4.4 A learner shall submit a Doctor's sick notes to the Registrar as evidence of sickness leading to absence from learning and assessment sessions within 14 working days.

4.5 A learner who has not attended classes for as many as 10 consecutive days or a total of 20 days in a semester shall be required to withdraw from the course unless a waiver has been given the Head of Academics.

4.6 A learner who fails to submit an assignment on the required date shall lose marks as provided for in the course outline of a particular module. After the third day the assignment may not be accepted by the lecturer for marking and the learner shall be deemed to have failed the assignment. A day in this context excludes Saturday, Sunday and public holidays.

4.7 A learner shall give notice of his/her intention to withdraw from a course, in writing to the Registrar. Where withdrawal is due to ill-health, a learner shall provide a Doctor's sick notes as evidence of sickness. If the withdrawal takes place one (1) week before commencement of a course, 10% administration fee shall be levied on the amounts paid.

4.8 The Institute shall withhold academic results and/or certificates in the event that a learner fails to pay prescribed semester/course fees, fines due, returning library books until such time as these have been settled.

4.9 Learners accommodated on campus shall be subject to the guidelines and code of conduct for the hostels.

5. ASSESSMENT:

5.1 Assessment Criteria:

5.1.1 The assessment scheme and any special assessment requirements and procedures for each module shall be specified in the Course Outline for the module.

5.1.2 Assessment method used should enable a learner to demonstrate the Learning Outcomes of a particular module and that the required standard for the award has been achieved.

5.2 Admission into Examination:

5.2.1 Learners shall be admitted to examinations if they have:

- Attended 80% of the lectures in that specific module;
- Written all the assignments and tests and attained at least 15% of the weighting in the formative assessment (continuous assessment) which is 40% of the overall mark;
- Conformed to IDM Policies with regard to the payment of tuition and relevant fees.
- A valid student Identity Card during entry into the examination room.

5.2.2 If a candidate has not been admitted to examination in a particular module, but enters the relevant examination and sits for paper(s), his results in those paper(s) shall be declared null and void.

5.2.3 Carry bags and valuables are not allowed into the examination room.

5.3 Special Examination:

5.3.1 If a candidate is not able to sit for tests and major examinations due to ill health, bereavement or any circumstance that is beyond their control, the Registrar may upon written request by the candidate, supported by the report of the Course Director may allow the candidate to sit for special examinations.

5.3.2 No supplementary examination shall be granted on special examination.

5.3.3 The final mark of the special examination shall be calculated as a regular examination.

5.3.4 Once the learner has sat for a regular examinations/he may not afterwards apply for special examination due to illness or any other circumstance.

5.4 Learner Progression:

5.4.1 Progression of learner from semester to semester, in respect of IDM long term courses shall be based on the scores obtained in both continuous assessments and final examinations.

5.4.2 The weighting between the continuous assessment and final examinations components shall be 40:60

5.4.3 A learner who has obtained a score of at least 50% in each module assessed shall PROCEED to the next semester.

5.4.4 A learner who obtained a score of between 40% to 49% in a module shall SUPPLEMENT the module as outlined in clause 5.6 below

5.4.5 Where a learner supplements a module and still fails to obtain 50%, the learner shall REPEAT the module.

5.4.6 A learner who has obtained a score of less than 40% in a module shall REPEAT that module.

5.4.7 A learner shall supplement a module once within the semester. If upon supplementing a module, the learner is still unable to pass, the learner shall repeat the module.

5.4.8 A learner who is required to repeat at least half the modules undertaken shall proceed to the next semester of the programme whilst repeating the modules from the previous semester.

5.4.9 A learner required to repeat more than half of the modules undertaken shall not be permitted to proceed to the next semester of the programme but shall be required to repeat the failed modules in full before he or she proceeds.

5.4.10 A learner who has exhausted all permitted supplementary examinations and repeat opportunities but still fails to meet the requirements for passing shall be discontinued from the programme.

5.4.11 A learner who has been discontinued shall be eligible to apply for readmission to the institute after two (2) years.

5.5 Grades:

5.5.1 In any course, the weighting between different continuous assessment and examinations components of assessment shall be 40:60 in favour of examinations.

Overall performance in a course shall be assessed on a percentage scale as follows:

(i) Norm based assessment

- Below 40% - Fail
- Supplement - 40% to 49%
- Pass - 50% to 59%
- Credit - 60% to 69%
- Merit - 70% to 79%
- Distinction - 80% and above

(ii) Standard based assessment

5.5.2 The assessment will depend on the requirements of the Qualifications Authority.

5.6 Supplementary Assessment:

5.6.1 A learner who achieves a percentage score between 40% and 49% for a given module shall qualify for a supplementary assessment in that module.

5.6.2 Learners who have been allowed to attend a supplementary assessment shall be required to pay a prescribed fee prior to sitting for the examination.

5.6.3 A learner shall be required to obtain at least 50% for the supplementary paper to have passed the module.

5.6.4 Notwithstanding that a learner may obtain more than 50% in a supplementary paper, the mark to be recorded for the learner shall be capped at 50%.

5.6.5 No special examination will be granted on a special examination.

5.7 Academic Misconduct:

5.7.1 The following shall constitute academic misconduct and shall result in possible disqualification from assessments.

- Taking into the assessment room unauthorised materials or items and also consulting such materials.
- Copying
- Coming 30 minutes late to an assessment
- Talking or making noise during the assessment
- Disturbing, making noise or creating nuisance to other candidates during the assessment.

5.7.2 A participant who is found to have infringed these regulations shall be reported to the Registrar and appropriate action taken including being barred from taking the assessment for a period of up to 12 calendar months or expulsion.

5.7.3 Where a student has been affected by clause 10.2, the student shall formally communicate in writing to the Registrar to re-book for the assessment a month before the next examination sitting.

5.8 Resubmission and Reassessment:

5.8.1 Resubmission and reassessment may take place under three (3) different scenarios as follows:

- A learner can submit a piece of work that has not been altered or added to for reassessment.
- A learner can resubmit a piece of work that has been substantially altered, added to, rewritten or reworked by him/her to replace the original assessment exercise. If a resubmission for reassessment results in a new grade, this grade will become the final grade.
- A Course Director may offer a learner the opportunity to submit work as a resubmission or for reassessment.

5.8.2 A piece of work may be submitted for reassessment or resubmitted for assessment only once.

5.8.3 If a resubmission for reassessment results in a new grade, this grade will become the final grade.

5.8.4 The procedure for submitting a piece of work as a resubmission and/or for reassessment would be guided by the grievance procedures as outlined under Regulation 8.

5.8.5 Where the piece of assessment has been identified as available for resubmission, the Course Director may offer, or a learner may request the opportunity to resubmit work.

5.8.6 Consultants/lecturers have the responsibility to ensure that all assignments submitted to them by learners are handled in a professional manner. They should return to learners all work other than final exams that will count toward the final grade.

5.8.7 It is the learner's responsibility to retain all returned work required if he/she wishes to appeal a final grade.

5.9 Results Access:

5.9.1 Learners shall use their provided access code to access their results from the Student Management System. The access code shall be maintained for the duration of the study period.

5.9.2 Learners who have misplaced or forgotten their access code shall be liable to pay a prescribed fee.

5.9.3 Access to results for franchise programmes are printed only once by the assessment office unless otherwise the franchiser provides the results directly to the learner.

5.9.4 Repeat reprints shall be done at a prescribed fee.

5.9.5 Results shall be collected in person, not through email or telephone. They can only be released to a third party through written consent from the learner, with the third party's proof of identification attached.

6. STUDENT DISCIPLINE:

6.1 General:

Students, as independent learners of the IDM, are expected to behave in a mature and responsible manner. This policy and procedure is necessary to cover those occasions when a student's behaviour and/or conduct falls short of these expectations. cover those occasions when a student's behaviour and/or conduct falls short of these expectations.

6.2 Purpose and Scope of the Policy and Procedure:

6.2.1 By joining IDM community, students agree to abide by all its policies and procedures and to adhere to the standards of behaviour specified within the policies and procedures which are set out in this participant Handbook.

6.2.2 Should the required improvement not be forthcoming, or if the perceived problem is considered to be of a sufficiently serious nature, then the formal procedure as set out in the Customer Complaints should be followed.

6.2.3 Where there is concern that the student's behaviour and/or misconduct may be as a result of illness, mental health difficulties, psychological, personality or emotional disorders, the matter will be handled as determined by the Campus Management.

6.2.4 IDM has a duty of care to the students of the Institute and there may be occasions when decisions are taken to protect the interests of the student body.

6.3 Variations to the Guideline:

6.3.1 IDM reserves the right to vary any stage in this guideline as it deems appropriate after consultation with the Student Representative Council in order to comply with any current legal obligations and best practice.

6.4 General Principles:

6.4.1 General Principles

6.4.1.1 No disciplinary action will be taken against a student until the initial investigation stage has been completed. It is expected that minor issues of misconduct can normally be resolved informally between those involved either, student and student or student and member of staff.

6.4.1.2 In the event that criminal proceedings have been taken against the student, the IDM disciplinary procedure will be suspended until the criminal proceedings are complete.

6.4.1.3 In the first instance it will be the duty of the Investigating Officer to decide, in consultation with the Registrar, whether and at what level the formal procedure should be initiated.

6.4.1.4 A student may be summarily excluded i.e. excluded without notice, for serious misconduct after investigation and hearing.

6.4.1.5 A student shall have a right to appeal against any sanction issued as a result of disciplinary procedure as set out in section 8 of this procedure.

6.4.1.6 A student will, at the formal procedure stage, have the right to be accompanied by a companion who shall not be a legal representative and would normally be a representative of the Students' Union. If the student's choice of companion is unreasonable IDM may ask him/her to choose someone else. For example:

- If in IDM's opinion the companion may have a conflict of interest or may prejudice the hearing; or
- If the Students' Representative Council is unavailable at the date/ time a hearing is scheduled and will not be available for more than five working days.

6.4.1.7 Only the Assistant Director (Academic Services) nominee providing the nominee is a member of the IDM Campus Management and they inform the Country Director of the suspension so that he/she may affirm the action) shall have the right to suspend a student for misconduct or any good and urgent cause.

6.4.1.8 Only the Country Director shall have the right to expel a student for misconduct or any other good and urgent cause.

6.5 Notice of Hearings:

6.5.1 Normally ten working days' notice will be given for disciplinary or appeal hearings. It is recognised, however, that this may have to be exceeded in exceptional circumstances.

6.5.2 Confidentiality/Recording of Meetings

6.5.3 IDM aims during an investigation or any steps under this procedure to deal with matters sensitively and in confidence, to the extent that it is able to do so. All students will be required to treat as confidential any information communicated to them in connection with an investigation or disciplinary matter. Witnesses will be required to treat as confidential any information given to them during the

course of an investigation, including the identity of anybody under investigation.

6.5.4 Electronic recordings of any investigative meetings, disciplinary or appeal hearings are not permitted by any party or representative. IDM will appoint a note taker to all meetings.

6.6 Initial Investigative Stage:

6.6.1 Where misconduct is alleged an Investigating Officer will be allocated to conduct an investigation and/or make enquiries in order to gather facts and information. An Investigating Officer may be any member of IDM Campus Management Team staff at Grade 7 and above (excluding members of the Executive Board) and, as far as is reasonably practicable, will be unconnected to the case. The enquiries may include a fact gathering investigatory meeting with the student in question. This is for the purpose of fact-finding, and no decision on disciplinary action will be taken until after a disciplinary hearing has been held. The student will be informed of the allegations and that an investigation is taking place in writing.

6.6.2 A student involved in the investigatory stage is expected to cooperate fully and promptly and provide such assistance to the Investigating Officer as is required. This will include informing the Investigating Officer of the names of any relevant witnesses, disclosing any relevant documents to him/her and attending any investigative interviews. The student and any witnesses will be advised as to the sensitive nature of the investigation and the need for confidentiality.

6.6.3 The extent of any investigation and/or inquiry will depend on the nature of the allegations of misconduct and will vary from case to case.

6.6.4 The Investigating Officer with the Registrar will determine if the investigation indicates that a formal disciplinary hearing is warranted, and if so the matter should proceed under the process set out at Section 6 below.

6.6.5 Where the investigation indicates that the matter may be dealt with informally or that no formal action will be taken the student and the Country Director will be advised in writing.

6.7 Suspension:

6.7.1 Where the misconduct has resulted in criminal proceedings against the student or when the alleged misconduct is of such a nature that there are clear

and compelling reasons or any other good and urgent cause why the student's continuing attendance at the IDM cannot be justified or where it is felt the student's continuing attendance may hamper an investigation then the student may be suspended from studies by the Assistant Director Academic and Learner Support (ADALS)(AS) (or in the Assistant Director's absence the Assistant Director's nominee providing the nominee is a member of the IDM Management and they inform the Country Director of the suspension so that he/she may affirm the action). The suspension will be confirmed to the student in writing.

6.7.2 Suspension is not in itself a disciplinary sanction and does not imply that any decision has already been made about the student's case.

6.8 Formal Disciplinary Procedure:

6.8.1 When a decision has been taken to initiate the formal disciplinary procedure, the student should be informed in writing of the decision to hold a disciplinary hearing and the individual who shall conduct the disciplinary hearing ("Disciplinary Officer"). The Disciplinary Officer will be a member of the IDM Campus Management Team. Such notice will also detail the allegations of misconduct that will be considered at the disciplinary hearing, clearly state the date, time and place of the hearing, and state the entitlement to be accompanied by a companion who will normally be a representative of the IDM Students' Union Student Representative Council. The notice will also invite the student to inform the Registrar of any reasonable adjustments that are required which will be accommodated where reasonably practicable.

6.8.2 At least 5 working days before the date of the disciplinary hearing (unless this is not reasonably practicable) the student should be provided with information and copies of any relevant documents and/or witness statements adduced as part of the investigatory stage that will be used at the hearing.

In all cases where a witness' identity is to be kept confidential, the student will be provided with as much information as possible in relation to the evidence provided by the witness in question, whilst maintaining confidentiality. Reasonable time should be permitted for the student to arrange for the Students' Representative Council (SRC) representative to attend and for the student to prepare for the hearing.

6.8.3 The student should attend the hearing. If the student cannot attend at the date/time specified he/she should inform the Registrar immediately who will seek to agree an alternative date/time.

6.8.4 The purpose of the disciplinary hearing is to review the evidence and to enable the student to respond to any allegations of misconduct that have been made against him/her. If the student is accompanied by a member of the Students' Representative Council, that person may make representation and ask questions but should not answer questions on the student's behalf.

The student may request to confer privately with the Students' Representative Council's representative at any time during the hearing.

6.8.5 At the hearing the Disciplinary Officer will explain the process that will be followed and will confirm the allegations of misconduct. The case against the student will be presented, together with any supporting evidence. The student (or the Students' Representative Council) shall set out his/her response, referring where appropriate to evidence.

6.8.6 The disciplinary hearing may be adjourned if the Disciplinary Officer deems that further investigations are necessary. The student will be given reasonable opportunity to consider any new information obtained before a disciplinary hearing is reconvened.

6.8.7 After the disciplinary hearing the Disciplinary Officer will determine whether the allegation(s) of misconduct against the student are well founded and if so what the appropriate disciplinary sanctions(s) should be.

6.8.8 The sanctions can include requiring the student to make restitution for any damage, theft or loss of property that he/she may have caused.

6.8.9 Where the recommendation from the Disciplinary Officer is expulsion, the recommendation will be considered by the Country Director for affirmation.

6.8.10 The Disciplinary Officer will confirm to the student in writing, usually within five working days of the hearing, the outcome of the disciplinary hearing including, where appropriate, the Country Director's affirmation of the recommendation of expulsion.

6.9 Disciplinary Action and Expulsion:

6.9.1 IDM aims to treat all students fairly and consistently. Each case will be assessed on its own merits.

6.9.2 Depending on the seriousness of the matter any of the following stages in paragraphs 8.3 to 8.4 may be omitted.

6.9.3 First Formal Action for Misconduct – Formal Verbal Warning.

6.9.4 A verbal warning will normally be given for first acts of misconduct where there are no other active warnings on the student's disciplinary record depending on the nature of the misconduct.

6.9.5 The warning will set out the nature of the misconduct.

6.9.6 The student may be required to give a written undertaking as to his/her future conduct.

6.9.7 The student may be required to make restitution for any damage, loss and/or theft they have caused by the misconduct.

6.9.8 A record of the warning will be placed on the student's record and will remain active for six months from the date it is given, after which time it will be disregarded in deciding the outcome of future disciplinary proceedings. The student's conduct may be reviewed at the end of this period and if it has not improved sufficiently IDM may decide to take further disciplinary action.

6.9.9 Second Formal Action for Misconduct – Written Warning

6.9.10 A written warning will normally be given for acts of misconduct where there is a record of a verbal warning or where there are no other active warnings on the student's disciplinary record depending on the nature of the misconduct.

6.9.11 The warning will set out the nature of the misconduct.

6.9.12 The student may be required to give a written undertaking as to his/her future conduct.

6.9.13 The student may be required to make restitution for any damage, loss and/or theft they have caused by the misconduct.

6.9.14 The warning will be placed on the student's record and will remain active for twelve months from the date it is given, after which time it will be disregarded in deciding the outcome of future disciplinary proceedings. The student's conduct may be reviewed at the end of this period and if it has not improved sufficiently IDM may decide to take further disciplinary action.

6.10 Final formal action for Misconduct – expulsion:

6.10.1 Students may be expelled from IDM for the following circumstances:

- Misconduct where there is an active written warning on the student's record; or
- Serious misconduct regardless of whether the student has received any previous warnings. A decision to expel a student may only be taken by the Country Director and will be with immediate effect with cessation of any contractual obligations thereafter. A student who is suspended / expelled continues to be liable for any outstanding fees.

6.11 Right of Appeal:

6.11.1 In the letter confirming the outcome of the disciplinary hearing, the student will be notified of his/her right to appeal.

6.11.2 An Appeal is heard by an "Appeal Officer".

6.11.3 When an appeal is against any disciplinary sanction other than expulsion, the Appeal Officer will be a member of the Management team at Regional Office who has not had any previous involvement with the case, as far as is reasonably possible.

6.11.4 When an appeal is against expulsion, the Appeal Officer will be the Assistant Director Quality Assurance Management.

6.11.5 A request for an appeal should be lodged in writing with the Head of Quality Assurance within five working days of written notification being sent to the student of the outcome of the disciplinary hearing. The request for an appeal should state the full grounds for the appeal. The grounds for an appeal may be:

- There was a procedural irregularity in the conduct of the Disciplinary Panel or the investigation that may render the original decision unsafe;
- New material evidence is available which the student was unable, for valid reasons, to provide earlier in the process and which may have resulted in a different outcome;
- The outcome (whether the decision or sanction) was unreasonable.

6.11.6 The student will be notified in writing of the arrangements for the appeal and his/her right to be accompanied by a companion who will normally be a representative of the IDM Student Representative Council (SRC).

The notice will also invite the student to inform the Registrar of any reasonable adjustments that are required which will be accommodated where reasonably practicable. An appeal hearing will be held, where possible, within ten

working days following receipt of the request.

6.11.7 The student should attend the hearing. If the student cannot attend at the date/ time specified he/she should inform the Registrar immediately who will seek to agree an alternative date/ time.

6.11.8 At the appeals hearing records and notes from the disciplinary hearing and any new evidence will be made available to the Appeal Officer who will review the evidence. Any new supporting evidence that will be considered at the appeal hearing should be provided by all parties no later than five working days before the appeal hearing.

6.11.9 After the appeals hearing the Appeals Officer will make a decision as to whether the original disciplinary sanction(s) should be upheld, amended or revoked.

6.11.10 The student will be informed of the outcome of the appeal in writing within five working days of the appeal hearing.

6.11.11 There is no further right to appeal and the procedure is exhausted at this stage.

6.11.12 In circumstances where the Appeal Officer determines to uphold an appeal by a student.

6.11.13 In the case of verbal or written warning being given the warning will be removed from the student's record.

6.11.14 In the case of expulsion, the student's status will be reinstated from the date the expulsion took effect and the student will not be deemed to have had any break in their studies.

6.12 Keeping of Records:

6.12.1 Records of the disciplinary case will be kept for the period of the active sanction and comply with relevant statutes and will be destroyed thereafter. These records will include the complaint against the student, the student's defense, findings made and action taken, the reason for action taken, whether an appeal is lodged and the outcome. Notes of any formal meetings will also be kept.

7. GRIEVANCE PROCEDURES:

7.1 Learners may appeal because they believe their piece of work has been unfairly or inappropriately assessed or they have been treated in an unjust or discriminatory manner that affects their academic progress.

7.2 Continuous Assessment Appeals:

7.2.1 A Learner may appeal grades related to assessing the work used to determine their final grades for the course or request approval to resubmit an assessment material.

7.2.2 First, a learner should discuss the concern with the Course Director normally within three working days of the return of the assessment material. The Course Director shall respond not later than two working days.

7.2.3 If the learner feels the complaint has not been satisfactorily dealt with, he/she may send a written complaint to the Discipline Coordinator within three working days of the discussion with the Course Director. The learner should attach relevant evidence to her/his submission indicating the grounds for their request.

7.2.4 The Discipline Coordinator shall decide if a reassessment or resubmission is justified and shall notify this decision in writing to the learner and Course Director within two working days of the request being received.

7.2.5 Where it is decided that a reassessment is justified, the Discipline Coordinator shall make arrangements for a reassessment and inform the learner at least five working days (5) days before the assessment.

7.2.6 The assessor may be from another discipline or another institution and must have expertise in the area of the assessment, but shall not be the original assessor.

7.2.7 The assessor who is to reassess shall not be given details of the learner's original assessment.

7.2.8 In the case of resubmission the Course Director shall indicate to the learner in writing, how much of the assessment needs to be resubmitted and the timetable for resubmission.

7.2.9 If the complaint is still not resolved, the Discipline Coordinator or learner may refer the matter to the Head of Programmes.

7.3 Final Assessment Results appeals:

7.3.1 A Learner may request a review of their assessment marks, results and academic decisions. However assessment appeals against externally moderated assessment marks will not normally be considered unless evidence exists that irregularities have occurred.

7.3.2 Written appeals should be lodged with the Assessment Officer at a prescribed fee.

7.3.3 There shall be an Assessment Appeals Committee comprising of the Head of Programmes, and at least one registered assessor who is a subject specialist in the matter of the appeal.

7.3.4 The Assessment Appeals Committee shall consider the details of the appeal and decide whether the appeal is valid, if so, what relief should be provided.

7.3.5 A learner who has been granted an approval for the appeal shall be required to pay a prescribed fee for the review.

7.3.6 Final results may be altered after release only with the approval of the Assessment Board on the advice of the Assessment Appeals Committee.

7.4 Complaints Relating to Lecturers:

7.4.1 A learner may raise concerns against the Lecturers about, amongst other things, unsatisfactory teaching, missing classes, sexual harassment, and use of foul and derogatory language, excessive and habitual late coming.

7.4.2 The learner should first attempt to raise the concern with the Lecturer

7.4.3 If the issues are unresolved, the learner shall take up the matter as outlined in the customer complaints procedure. The provisions shall apply *mutatis mutandis* with respect to the Head of Programmes.

8. SAFETY AND HEALTH:

8.1 General Principle:

8.1.1 All IDM learners shall take all reasonable measures to observe safety, health and security precautions within the precincts of the institute.

8.1.2 All IDM learners shall report all safety, health and security complaints to any IDM employee who in turn shall forward the report to the Safety & Health Officer.

8.1.3 IDM learner who do not take reasonable care, and find themselves involved in avoidable accidents shall be held responsible for such inaction and may incur the resulting costs of medical treatment.

8.2 Procedures during a Medical Emergency:

- Create enough space around the casualty and stay calm.
- Position the casualty on their side or the head facing the side.
- Assess the situation:
- If the person is conscious ask them to tell you if anything hurts. If unconscious, gently inspect the person for obvious signs of injury or discomfort.
- **Do not** move the person (especially if they indicate any pain) unless they are in imminent danger of further injury, e.g., an approaching fire.

8.2.1 **Call** the Safety & Health Representative **and never leave the casualty alone.**

8.3 Procedure during Fire Emergency and Evacuation

If you hear a fire alarm:

- Immediately evacuate the building via the shortest and safest route. Do not use elevators.
- If you notice smoke, use the alternative escape route.
- Test doors with the back of your hand before opening them. If the door is warm or if you notice smoke, use an alternative escape route. Check paths for safety before proceeding and close doors behind you.
- Crawl low if you have to go through smoke.

a) Go to a safe area or to a pre-assigned emergency assembly point of your building.

b) If you suspect that someone is missing, contact the emergency personnel outside the building

If You are Trapped in a Fire Emergency Situation

a) If you suspect that someone is trapped, contact the emergency personnel outside the building.

b) If you are trapped during a fire emergency, close all doors between you and the fire. Stuff cracks around the doors to keep out smoke. Wait at a safe window and signal/call for help. If there is a phone in the room, call the fire department or emergency services and tell them exactly where you are.

c) Stop Drop and Roll if your clothing catches fire.

If You Discover a Fire

a) Leave the fire area and close the door to the area.

b) Sound the fire alarm.

c) Immediately evacuate the building via the shortest and safest route. (Proper use of fire extinguishers within extinguisher limits and by trained individuals is optional but should not be attempted until building alarm is activated and people are evacuated.

d) Do not use elevators. A fire can disrupt the operation of elevators and trap occupants inside.

e) If you notice smoke, use the alternate escape route.

f) Test doors with the back of your hand before opening them. If the door is warm or if you notice smoke, use an alternative escape route. Check paths for safety before proceeding and close doors behind you.

g) Crawl low if you have to go through smoke.

h) Go to a safe area or to a pre-assigned exterior area for your building.

i) From the nearest phone in a safe area, call emergency services.

j) Await emergency response personnel at safe location and direct them to the scene.

k) If you suspect that someone is missing or trapped, contact the emergency personnel outside the building.

Once You Have Evacuated

a) From the nearest phone in the safe area, call emergency services.

b) If you suspect that someone is missing or trapped, contact fire-fighters on scene or at the fire engine, police officers, or ambulance personnel.

c) Await emergency response personnel at a safe location and direct them to the scene. Report the fire to the hall office or the nearest available resident advisor. Do not re-enter the building until instructed to do so by the fire department.

d) Follow directions of fire and police personnel and the housing staff.

e) Report to the person who is taking roll.

f) Never re-enter the building to save your personal belongings. Stay calm.

9. HEALTH AND SAFETY COMMITTEE:

9.1 The Institute of Development Management has a Health and Safety Committee. The principal functions of the IDM Health and Safety Committee are the promotion of the health, safety and welfare of all persons when on the institution premises and of staff and students when engaged upon activities relevant to the Institution's purposes.

9.2 Terms of Reference:

- To consider and advise on Institute policies for health, safety and welfare, both statutory and otherwise and monitor and review their effectiveness.
- To review forthcoming legislation and assess its implications and where necessary to recommend the establishment of rules governing any hazardous work activity or operations.
- To promote health and safety training in the institution at all levels and to ensure that appropriate emergency procedures are in place.
- To receive detailed reports of investigations into all reportable incidents, including cases of reportable diseases to consider the effectiveness of any action taken to prevent future similar incidents.
- To receive a list of all other recorded incidents or adverse events and to consider the effectiveness of any remedial action taken to prevent future similar incidents.
- To consider reports of formal audits in the Institute and such other reports as may be submitted to the committee for consideration.
- To request formal inspections of the work place as the Committee deems appropriate and to receive reports of such inspections for consideration.
- To advance communications and publicity relating to health, safety and welfare in the Institution and where necessary to recommend any improvements or changes.
- Consider relevant health, safety and welfare matters raised by members of the Committee and the entire community within the Institution.
- Provide awareness on health and safety issues.

9.3 Fire Evacuation Process:

Fire Marshals:

The fire marshals will be responsible for ensuring that:

- All fire exits and routes remain free from obstruction.
- Break glass call points are visible and have a break glass point sign and emergency fire action notice adjacent to them.

- Fire extinguishers are in their correct place, serviced, signed and stowed above floor level.

In case of fire emergencies, fire marshals will be responsible for:

- Fighting fires and use of fire extinguishers.
- Raising the alarm and calling the emergency services.
- Directing the IDM community and guests to safe available exit routes.
- Assisting disabled people.
- Taking part in the roll call at the assembly point.
- Reporting to the fire services agents on their arrival.

10. MEDICAL TREATMENT:

10.1 A Learner who require medical attention shall report their cases to the lecturer/Course Director/ Discipline Coordinator during lecture hours; or to the Matron if it is after lectures.

11. STUDENT AND COMMUNITY:

11.1 Student and community services is one of the most appropriately positioned entities at IDM to enhance learner experience. The institute is committed to the development of a whole rounded graduate, and the professional values are derived from that commitment. Student welfare services are based on the premise that a student is holistically prepared to fit well into society.

11.2 Student Welfare:

Student Services Unit provides information, advice and guidance to all students at Institute of Development Management. Students and staff work together to create an environment that maximizes to the extent possible students wellbeing enabling them to focus on their studies. Student Welfare Unit and management evaluate effectiveness of programs and incorporate feedback generated through student survey and make appropriate policy revisions based on results of the survey and other feedback mechanisms.

11.3 Support for Learners with special needs:

IDM embraces and support students with special needs through psychosocial support programs (individual assessments, referral services and network support).

IDM implements the Reasonable Adjustment policy under Examinations and Assessments by extending time during tests, exams and projects, as well as providing separate testing venues for those using braille. Learners with mobility challenges are assigned student assistants and scribes for navigation around campus as determined by the sponsor.

The Institute has a resource center that is equipped with assistive devise and technology lab for students with visual impairments. Arrangements are made with specialists to offer ICT orientation (JAWS software) training to students with special needs.

IDM supports International learners and assist them with issues relating to settling in such as applying for student's permits, orientation and cultural exchange programs.

Careers Service -

Through the Field Attachment Unit, IDM supports learners to get relevant work experience through work placement programmes.

Student Counseling Service -

Student counseling provides an opportunity to discuss any challenges the learners may be experiencing in their academic life with a qualified person.

Campus Life

Campus life at IDM provides an opportunity for the learner to see life through a fresh lens, at the same time giving an exciting learning experience Situated in Gaborone (Botswana), Francistown (Botswana), Maseru (Lesotho), Matsapha (Eswatini), IDM campuses offer a perfect opportunity for exposure to diverse cultural backgrounds and beliefs.

Facilities

IDM has state of the art facilities with modern amenities at both residential and academic areas. There are fully equipped classrooms with multimedia equipment; we have modern computer laboratories with internet connectivity.

The campuses offer 24/7 Wi-Fi service to make students learning experience a memorable one. Learners enjoy access to school Social Media platforms such as Facebook page to exchange ideas, share experiences and learn from each other. The institute has a robust e-Library platform that allows students full access to current academically credible e-books and e-journals articles.

Student Activities

At IDM, students' recreation is one of our top priorities. The Institute holds annual inter-campus games, giving learners an opportunity to engage and interact beyond the classroom environment. The inter-campus games feature various sporting codes (indoor and outdoor), and rotate between Botswana, Lesotho and Swaziland every year. This approach has afforded our students the opportunity to appreciate the cultural diversity in their different countries as well as the historical commonality of the BLS countries.

IDM also hosts Joint Graduation ceremonies in the three countries rotationally, which in our view goes further to support the service sectors and tourism in the three economies.

IDM, through its collaboration with internationally recognised institutions such as Ohio University, Indiana University, University of Bolton and others, hosts students exchange programme to enhance learning at the same time giving a rich cultural exposure to the students. Our Public Health students get involved in community initiatives as part of their practicums.

11.4 Student Representative Council (SRC)

The SRC is the mother body for all students registered with Institute of Development Management. It also acts as the overseer of student clubs and societies operating at IDM. The SRC maintains a semi-autonomous structure and operates within the confines of the IDM rules and regulations. SRC uses Collaboration, Engagement, consultation and Information exchange in their approaches.

Collaboration, SRC invites students to shared responsibility in decision –making and implementation and hence sits in most of the institution's committees' and forums. Through engagement, students engage in more partnerships including opportunities for partners and stakeholders to propose solutions and choose priorities. SRC further consults students and provides for more specific information gathering for improved decisions, while explicitly the reserving the decision making prerogative to the Management, council and board.

Through information exchange with other students and SRC within the tri-partite alliance, allows partners to gauge reactions, gain insight into other viewpoints, and ally controversy or conflict due to misinformation.

12. CUSTOMER COMPLAINTS PROCEDURE:

12.1 Purpose:

The purpose of this procedure is to ensure that all customer complaints are recorded, classified, analysed and resolved in a professional, satisfactory and timely manner in accordance with regulatory requirements, to ensure customer satisfaction.

12.2 Scope:

This procedure covers complaints which can be in any form such as written, oral or observation received from both internal and external customers of IDM. A complaint of any nature arising from the application of IDM Policies shall be addressed following the current version of IDM Policies.

12.3 Informal Complaint Stage:

12.3.1 The Complainant discusses their grievance with the person they have a grievance against.

12.3.2 The Complainant seeks audience with the immediate supervisor, if it is a student they consult with SRC or Student Welfare Office.

12.3.3 The immediate supervisor or SRC or Student Welfare Officer (SWO) will investigate and respond within 7 working days.

12.3.4 If the matter cannot be resolved at 9.1.3, the aggrieved party shall lodge a formal complaint with the Customer Complaints and Enquiries Officer.

12.4 Formal Complaints Stage:

12.4.1 The complainant shall officially lodge their complaint in writing or through the customercomplaints@idmbls.com email within 14 days of the outcome of the informal complaint stage.

12.4.2 Customer Complaints & Enquiries Officer (CCEO) shall fill the Customer Complaints form; issue Acknowledgment Receipt with an assigned Reference Number within 3 working days.

12.4.3 The CCEO will attach evidence brought forward to the Customer Complaints form.

12.4.4 The Officer shall assess and investigate the complaint involving all the concerned/ affected or relevant parties.

12.4.5 The Officer will give feedback to the Complainant within 7 working days through the customer's preferred mode of communication.

12.4.6 The CCEO shall be part of all deliberations geared towards resolving the complaint, unless otherwise advised by Executive Management not to.

12.4.7 If the CCEO is excused from deliberations, an official report shall be given to the CCEO by Assistant Director - Academic & Learner Support (ADALS).

12.4.8 The ADALS shall oversee the resolution of the complaint and this shall not exceed 10 working days.

12.4.9 The CCEO will give feedback on resolution decision within 14 working days to the complainant.

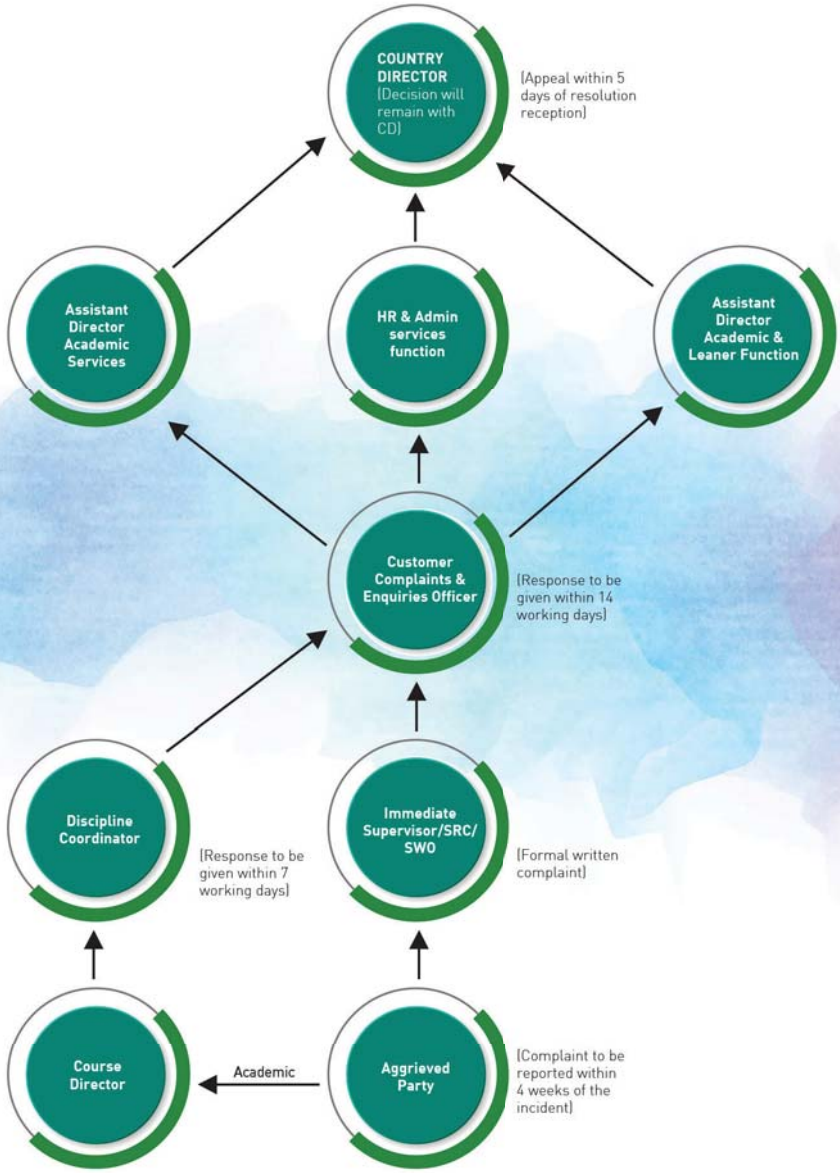
12.4.10 In instances where it has not been possible to resolve the complaint within 14 working days for a legitimate reason, the CCEO shall inform the complainant through their preferred method of communication of the delay citing the circumstances that caused the delay.

12.5 Resolution Appeal:

12.5.1 If a customer has reason to believe that his/her complaint has not been handled fairly or in accordance with the procedures described above, he/she should write to the Country Director's Office within 5 working days of the date of resolution reception, setting out his/her reasons.

12.5.2 The CD's Office will handle the appeal as outlined in the appeals guidelines stipulated in the Quality Assurance Manual.

CUSTOMER COMPLAINTS PROCESS FLOW:



13. HOSTELS:

13.1 The Matron/Housekeeper is responsible for the administration of the hostels and for discipline therein.

- Cases of indiscipline will be dealt with as set out in hostel guidelines.
- A Learner shall produce IDM student identification card on demand.

13.2 The Security Guard at the gate may refuse entry of a learner who fails to produce an IDM identification card.

13.3 Learners are accountable for the institute's property given to them to use, including such property as mattresses, beds, and keys.

13.4 **Visitors are allowed daily between 6.00 am and 10:00 p.m.**

13.5 Learners are required to make up their beds and put their clothes and valuables safely away before they leave their rooms to enable easy cleaning of rooms.

13.6 Learners who want to wash their clothes can do so at IDM designated places.

13.7 Learner are advised not to leave their clothes on washing lines over-night. IDM will not be held responsible for loss or theft of clothes on washing lines.

13.8 Hostel residents stay in a minimum of two (2) per room. Each resident will be given a room key which they will be responsible for. Residents will pay a fee of P/M/E25.00 to replace a lost key. Please hand over the keys at the end of the semester.

13.9 Residents who wish to have their meals at the Cafeteria should make prior arrangements with the Caterer.

13.10 Under no circumstances, shall there be any cooking of food in the hostels.

13.11 Leftover food items should be disposed off in the waste bins outside the hostels.

13.12 Residents who eat at the cafeteria shall observe the meal times set by the caterers.

13.13 There is a television room in each campus where residents can relax. Residents are encouraged to be cooperative regarding the choice of TV channels.

13.14 Residents are not allowed to stick anything on the walls.

13.15 Sick residents are advised to seek medical attention from their Medical Practitioners or from local Government Clinics.

13.16 First-Aid kits are available at designated places. Please contact the IDM Matron/Housekeeper for assistance if you need first-aid.

13.17 Please keep noise levels to the minimum.

13.18 Please do not litter the surroundings and keep your personal possessions safe.

13.19 Residents who damages institution property or equipment will be charged the cost of repair or replacement of the item(s).

13.20 Failure to comply with these guidelines may render the offender liable to removal from hostels or the course.

14. HOSTEL ACCOMMODATION CODE OF CONDUCT:

14.1 All residents are required to carry their valid identity card issued to them by IDM.

14.2 Residents must ensure that the doors are locked and all electrical switches are switched off when not in use.

14.3 The responsibility for overall cleanliness of their unit lies with the residents of the respective unit.

14.4 All residents are expected to be in the hostel before 10.00pm and residents who wishes to be away from the hostel after that time, must obtain prior permission from the Resident Matron/ Hostel Representative, this is for your safety and emergencies roll call.

14.5 All visitors must register at the security station upon arrival and departure. No visitors are allowed after 9.00pm.

14.6 Visitors are allowed daily between 6:00am and 9:00pm.

14.7 Residents are personally responsible for ensuring all visitors comply with the rules and regulations and they would not cause any inconvenience to other residents.

14.8 Visitors are strictly prohibited from staying overnight.

14.9 Residents are not permitted to give their hostel keys to any other person to use while they are away. Residents found committing such an offence will be evicted

14.10 Smoking, consumption of alcohol and drugs are strictly prohibited.

14.11 Gambling/gaming which involves batting is strictly not allowed within the hostel premises.

14.12 Sticking anything or defacing IDM pictures on the walls, Vandalism or removing hostel/IDM property is a very serious offence. Residents found guilty can or will be evicted from the residence. The cost of making good any items vandalized will be charged accordingly to the resident.

14.13 Viewing, possession and or dissemination of pornographic materials are strictly prohibited

14.14 Residents found causing embarrassment, unsolicited compliments, sexually tainted jokes, spreading false rumors will be evicted from the residence.

14.15 Fighting or any physical violence is not allowed. Residents found committing such an offence will be evicted.

14.16 Residents must obtain prior permission before organizing any social events in the hostel.

14.17 At some hostels, there will be no cooking of food.

14.18 Sick students/participants are advised to seek medical attention from their medical practitioners or from local Clinics.

14.19 First Aid kits are available at designated places. For any medical emergencies occurring after hours, contact IDM Matron/housekeeper for assistance.

14.20 IDM reserves the right to alter, amend, add or delete any of the rules and regulations at any time without prior notice IDM reserves the right for its designers to enter and inspect a residence in the interests of safety and proper conduct of the students. Entry can be made at any time, whether or not the students are present, and without prior notice to the students.

15. TELEPHONE & FAX:

15.1 Important and urgent telephone messages to learners shall be recorded by the switchboard operator and given to the Administration Officer.

15.2 Learners have no access to the Institute's telephone and fax facility.

16. GUESTS:

16.1 All people (including staff and learners) and cars may be searched for security reasons.

17. AFTER HOURS & WEEKEND STUDY:

17.1 Where learners use a classroom for after hours and weekend study, they shall ensure that:

- Permission has been granted by the Administration Officer.
- Conduct therein is quiet and orderly.
- The room is left in a tidy condition.
- When they leave, the doors and windows are shut, lights and air conditioners switched off.

18. LIBRARY:

18.1 Membership:

Membership is free to all IDM bona fide learners, staff and external consultants, however, borrow materials through their Course Directors. Visiting IDM partners, will be assisted as and when need arises. In order to borrow material, users are required to complete a membership form and produce a student identification card.

18.2 Use of the Library Facilities:

Only IDM staff and learners are entitled to the use of the library facilities. All are required to abide by the rules and regulations of the Library. The Library reserves the right to hold back admission of members who consistently do not abide by the Library rules and regulations. Members of the public will be assisted at the discretion of the Library staff.

18.3 Responsibility for Library Materials/Facilities:

Learners are responsible for the proper use, safety and security of all the library materials, equipment and facilities. These include among others: books, research papers and articles, journals, newspapers and press clippings, multimedia, borrowing/photocopying cards, library workstations and Library furniture. Misuse or abuse of research database passwords is prohibited, anybody caught mishandling these may be denied access to the use of the Library.

18.4 Borrowing of Library Materials:

Undergraduate learners are entitled to borrow two (2) items for a period of one week. Graduate learners are entitled to three (3) books for a period of two (2) weeks. However, under special circumstances and after due consultation with the borrower, the Library may recall a book(s) before it is due for return.

Borrowed library items may be renewed once only provided they have not been reserved by another user. Research databases enable clients multiple access. Borrowable e-resources will disappear from you're a client's gadget after a period of two (2) weeks after which the client may access it again for use.

Audio visual /multimedia material including CDs and DVDs will be available for viewing in arrangement with Course coordinators.

18.5 Lost or Damaged Books:

Learners will be required to replace any lost or damaged books. The Library will assist by obtaining quotations to determine the cost of the book, plus 12% administrative charges. In the event that the book is out of print, the Library will advise on the best replacement title. Failure to abide by this regulation will result in the learner's results not being released.

18.6 Late Return of Books:

The library system charges a penalty fee per day for books returned after the due date.

18.7 Lost photocopying or Borrowing Card:

Lost or damaged borrowing/ photocopying cards will be replaced at a fee to be determined by the Library.

18.8 Penalties:

Anyone found attempting to remove library material not issued to them would be subject to strict disciplinary action which may include suspension of library membership, withholding of examination results, imposing of a fine to be determined by the library or any other appropriate action including suspension or dismissal from IDM.

18.9 Do's and Don'ts in the Library:

18.9.1 Smoking, eating, drinking and chewing of gum are not allowed within the Library.

18.9.2 Cell phones should be answered outside the Library and put on silent mode within the Library.

18.9.3 Bags should not be taken to the reading tables but should be left in the lockable bag storage inside the library. Students are encouraged not to leave valuables inside their bags.

18.9.4 Marking of books with pens or pencils is strictly forbidden.

18.9.5 Group discussions are not allowed in the Library as this may disturb other Library users.

18.9.6 Books shall not be exchanged amongst users without the knowledge of the Library staff.

18.9.7 No notices shall be displayed within the Library or the Library notice board without consultation with the Library staff.

18.10 Library Clearance:

At the end of the programme of study all learners are expected to have their library accounts cleared of any outstanding items. If a customer omits to do so, it is unlikely that they will receive either their examination results or their certificates.

19. INFORMATION TECHNOLOGY:

19.1 This serves to facilitate the management of an integrated information management system necessary for identification of IT needs of IDM, securing the institution's assets by minimising or eliminating risk, establishing desired behaviour by users and educating users on the effective and efficient use of IT assets.

19.2 Access and Use:

19.2.1 Access to the computing facilities is restricted to authorised users only.

19.2.2 Users are encouraged to bring their own portable IT devices to access the IT system

19.2.3 Access to the computer system from the IDM premises may also be available through the use of IDM computer labs as and when available for use.

19.3 Computer Usage:

19.3.1 The use of computers and peripherals is only by authorised users.

19.3.2 IDM users shall cooperate with the Institute in its effort to uphold the proper usage of computers and peripheral devices at all times.

19.3.3 IDM users shall report all complaints relating to IT assets (Hardware and Software) to the IT department.

19.4 Data Storage:

19.4.1 It is the responsibility of each user to backup their personal data.

19.5 Internet Usage:

19.5.1 Internet services are authorized to designated users by the institution to enhance their job and learning responsibility. The Internet is an excellent tool but also creates security implications that the organisation must guard against. For that reason users are granted access only as a means of providing support in fulfilling their job and learning responsibility.

19.5.2 Users may not use the organisation's Internet access to conduct any other business other than for learning purpose.

19.5.3 The organisation has no control over the information or content accessed from the Internet and cannot be held responsible for the content.

19.5.4 No user may use the organisation's Internet facilities to:

19.5.4.1 Deliberately propagate any virus, worm, Trojan horse, or trap-door program code.

19.5.4.2 To access, upload, download, or distribute pornographic or sexually explicit material.

19.5.4.3 Violate governing laws.

19.5.4.4 Vandalize or damage the property of any other individual or organization.

19.5.4.5 To invade or abuse the privacy of others.

19.5.4.6 Violate copyright or use intellectual material without permission.

19.5.4.7 To use the network for financial or commercial gain.

19.5.4.8 To degrade or disrupt network performance.

19.5.5 Any IDM client who flouts Internet Usage procedures shall be subjected to appropriate action in line with IDM rules and regulations.

19.6 Security:

19.6.1 Physical security of users and IT assets is a primary objective of the organisation. The Information Management department intends to help provide a safe and secure work environment, prevent theft and unauthorised use of IT assets.

19.6.2 It is the responsibility of every user to ensure that their personal computers and associated peripheral devices are adequately protected against theft and damage.

19.6.3 Within reason and practical limits, employees and clients having visitors must escort them when inside the building.

19.6.4 After business hours, visitors are subject to being challenged by staff members and required to identify themselves and their purpose in the building.

19.6.5 Visitors are not allowed access to the IT Operations Center (computer room) without prior authorization. This advance authorization may be obtained by contacting the IT Manager. Visitors are encouraged to obtain user authorization form to institute request.

19.6.6 External data received by a user via external devices such CD ROMs, flash disk, Internet, e-mail or any other outside source, must be scanned prior to loading that data onto the organisation's computer system.

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