

INSTITUTE OF SOCIAL WORK



EXAMINATIONS REGULATIONS

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TABLE OF CONTENTS

TABLE OF CONTENTS	ii
FOREWORD	iii
ABBREVIATIONS AND ACRONYMS	iv
SECTION ONE	1
INTRODUCTION	1
1.1 Historical Background of the Institute	1
1.2 Vision, Mission and Functions of the Institute	2
1.2.1 Vision.....	2
1.2.2 Mission	2
1.2.3 Functions of the Institute	2
1.3 Location of the Institute	3
1.3.1 Institute of Social Work Kijitonyama Campus.....	3
1.3.2 Institute of Social Work Kisangara Campus.....	3
1.4 The Institute Organisation Structure	3
SECTION TWO	4
EXAMINATIONS REGULATIONS	4
2.1 Application and Definition of Terms.....	4
2.1.1 Application of the Regulations.....	4
2.1.2 Definition of Terms	4
2.1.2.1 Abscondment:.....	4
2.1.2.2 Academic Year:.....	4
2.1.2.3 Carry Forward Module:.....	4
2.1.2.4 Cheating:.....	4
2.1.2.5 Continuous Assessment (CA):	4
2.1.2.6 Special Examination:.....	5

2.1.2.7	Dissertation:.....	5
2.1.2.8	Examinations Irregularities:.....	5
2.1.2.9	Institute Examinations:.....	5
2.1.2.10	Semester Examinations (SE):	5
2.1.2.11	Supplementary Examination:.....	5
2.1.2.12	Unauthorized Materials:.....	5
2.1.2.13	Absence from Examinations Room:	6
2.1.2.14	Discontinuation from studies:	6
2.1.2.15	Late submission of project paper (for NTA level 6 students) and dissertation (for NTA level 8 and postgraduate diploma students):	6
2.2	Administration of Examinations.....	6
2.3	Internal Examiners and External Moderators	9
2.4	Conduct of Candidates	10
2.5	Conduct of Invigilators	13
2.6	Assessment Procedures	15
2.7	Special Examinations	17
2.8	Publishing Examinations results	17
2.9	Appeals Against Examinations Results and Handling of Examinations.....	17
2.9.1	Institute Examinations Appeals and Irregularity Committee.....	17
2.9.2.	Grounds for Appeal.....	18
2.9.3.	Duties of the Committee	18
2.9.4.	Procedures of Appeals Against Examinations Results	19
2.9.5	Procedures for handling Examinations irregularities	20
2.10	Institute Examinations Organs.....	21
2.10.1	Departmental Examinations Committee	21
2.10.2	Faculty Examinations Committee	22
2.10.3	Institute Examinations Committee	22

2.10.4	Academic Committee of the Board.....	23
2.10.5	The Board of Governors.....	24
2.11	Classification of Awards as per NACTVET Standards (NTA Level 4 -9).....	24
2.12	Grading System for Postgraduate Diploma.....	25
2.13	Procedure for Classification of Degrees	25
2.14	Computation of the Cumulative GPA (CGPA)	26
2.15	Progress from One semester/Year/NTA level to the Next.....	26
2.16.	Supplementary Examinations.....	27
2.17	Special Examinations (First Sitting).....	28
2.18	Postponement of Studies.....	28
1.19	Approved Institute Awards.....	28
2.20	Certificates, Transcripts and Provisional Statement of Results.....	29
2.21	Amendments.....	29
APPENDICES	30
Application to Defer Examinations	30
Appeal against Examinations Results	31
Application to Postpone StudiesError! Bookmark not defined.	

FOREWORD

The Institute of Social Work recognizes that the quality and credibility of academic programmes it offers depend on regulations governing the learning process. One of those regulations are Examination Regulations, which are periodically reviewed and published.

The current version of the Institute's Examination Regulations has considered developments in Information and Communication Technologies (ICTs), change of organizational structure, and newly established academic programmes.

These Examination Regulations are provided herewith to regulate the conduct of the examinations at the Institute and provide criteria and conditions relating to examinations leading to the award of different academic programmes. They have been synthesized into a single document in an attempt to keep the students and academic staff of the Institute better informed of important matters related to examinations.

It is my conviction that these Examination Regulations are not only meant to provide guidance to students and the academic community to all matters associated with examinations at the Institute, but also to help translate into action the Institute's vision of becoming the leading provider of high-quality training, research and consultancy services in social work and other related professions that are responsive to societal and global needs.

Dr. Joyce Nyoni
Rector

ABBREVIATIONS AND ACRONYMS

CA	Continuous Assessment
CBET	Competency Based Education Training
CGPA	Cumulative Grade Point Average
DRARC	Deputy Rector – Academics, Research and Consultancy
GPA	Grade Point Average
HIV	Human Immunodeficiency Virus
HRM	Human Resource Management
ISWOSO	Institute of Social Work Students Organisation
KISWOSO	Kisangara Institute of Social Work Students Organisation
LS	Labour Studies
NACTVET	National Council for Technical and Vocational Education and Training
NTA	National Technical Award
PGD	Postgraduate Studies
SW	Social Work

SECTION ONE

INTRODUCTION

1.1 Historical Background of the Institute

The Institute of Social Work is one of the higher learning institutions in Tanzania. It was established by the National Social Welfare Training Institute Act No. 26 of 1973 (as amended by the Miscellaneous Act No. 3 of 2002) hereinafter referred to as the Act. The Institute was established to prepare qualified human resource for strengthening the social service delivery structure in Tanzania.

The Institute started operating in 1974 in rented buildings of the Tanzania Episcopal Conference at Kurasini before moving to the present premises at Kijitonyama, Dar es Salaam in 1978. The first programme was the Ordinary Diploma in Social Work. In 1977 the Institute began offering the Advanced Diploma in Social Work. This was necessitated by the need to meet social work professional requirements. In 1982 the Institute introduced the certificate course in Labour Studies and later in 1990 an Advanced Diploma in Labour Studies was introduced. The purpose of the course was to train Labour Inspectors and Labour Administrators for the Labour Department.

In 2002 the Institute introduced courses in Human Resource Management at Certificate and Advanced Diploma Level, and Postgraduate Diploma in Social Work. In 2004 Postgraduate Diploma in Law, Mediation and Arbitration was introduced. A major milestone was reached in 2006/07 when the Institute introduced Bachelor Degrees (National Technical Award Level 8) and again in 2007/08 Ordinary Diploma (National Technical Award Level 6) in all fields of study offered. The Master Degree in Social Work was introduced in 2014/15 academic year.

In 2016/2017, a training programme in Business Administration and, Labour Relations and Public Management from NTA level 4 to 6 were introduced. Basic Technician Certificate in Community Work with Children and Youth was also introduced in the same academic year. All training programmes offered by the Institute are competency based, aimed at enabling learners to acquire

professional knowledge, skills and competence in their areas of specialization.

In 2017-2019, the Institute conducted a tracer study and the findings indicated that programmes offered by the Institute were reflective of the market demand.

Many people indicated interest to pursue the programmes offered. It was thus resolved that the Institute should establish more campuses and programmes to accommodate stakeholders demands. In 2020 the Institute established Kisangara Campus, which is located in Mwanga, Kilimanjaro. The programmes offered in this Campus include Social Work (Certificate, Ordinary Diploma, Higher Diploma and Bachelor degree) and Early Childhood Care and Development (Certificate and Ordinary Diploma). In 2020 and 2021 the Institute established Master's Degree in Strategic Human Resources Management and Master's degree in Labour Laws, Mediation and Arbitration which is offered in the Institute Main campus.

1.2 Vision, Mission and Functions of the Institute

1.2.1 Vision

To become the leading provider of high-quality training, research and consultancy services in social work that are responsive to societal and global needs.

1.2.2 Mission

To continuously transform individuals' and community's life by conducting high quality training programmes, research and consultancy that lead to socio-economic development of the country.

1.2.3 Functions of the Institute

The major functions are stipulated in the Act which established the Institute. They entail training, research and consultancy in the fields of Community Development Social Work and other related fields. Hence, currently the Institute conducts training in areas of Social Work, Community Work with Children and Youths, Labour Relations and Public Management, Human Resources Management and Business Administration.

1.3 Location of the Institute

The Institute has two campuses: Institute of Social Work Kijitonyama, Dar es Salaam campus (main campus) and Institute of Social Work Kisangara, Mwanga campus.

1.3.1 Institute of Social Work Kijitonyama Campus

The campus is located at the junction of Ali Hassan Mwinyi and Shekilango roads – 10 kilometres from the Dar es Salaam City centre. Access to the Institute is either through Ali Hassan Mwinyi Road or Shekilango Road.

1.3.2 Institute of Social Work Kisangara Campus

The campus is located in Kisangara, Mwanga District. Access to the Campus is through the road stretching to Nyumba ya Mungu Dam.

1.4 The Institute Organisation Structure

The Institute is under the Ministry of Community Development, Gender, Women and Special Groups. It has a Board of Governors, which is the overall policy making body, and the Rector who is the Chief Executive and in charge of the day-to-day activities of the Institute.

SECTION TWO

EXAMINATIONS REGULATIONS

2.1 Application and Definition of Terms

2.1.1 Application of the Regulations

These regulations apply to examinations in both Kijitonyama and Kisangara Campuses.

2.1.2 Definition of Terms

2.1.2.1 Abscondment: Means absenting oneself from attending regular classes for at least three consecutive weeks without an official notification and approval from the Head of Department or Absenting from sitting for Institute examination(s) without an official notification and approval from the Deputy Rector -Academic, Research and Consultancy (for Dar es salaam campus) and Campus Manager (for Kisangara campus).

2.1.2.2 Academic Year:

Means a period from September 1st to September 30th in each academic calendar.

2.1.2.3 Carry Forward Module:

Means a module that a candidate re-takes after failing in the continuous assessment or supplementary examinations.

2.1.2.4 Cheating:

Refers to any form or kind of dishonesty in examinations and continuous assessments, including unauthorized use of information, materials, devices, sources, or practices in completing academic activities and unauthorized communication. For dissertations and project papers, cheating extends to plagiarism.

2.1.2.5 Continuous Assessment (CA):

Denotes tests, assignments, seminar presentations, practical and all assignments conducted at various times during the semester and any other acceptable means of assessment

2.1.2.6 Special Examination:

Refers to an examination done by a candidate who did not sit for the regular examination on grounds related to illness, maternity or any substantial reason as approved by the Deputy Rector (Academic, Research and Consultancy).

2.1.2.7 Dissertation:

Means an academic research report written by Bachelor's degree, Postgraduate and Master's degree students as per guidelines set by the Institute.

2.1.2.8 Examinations Irregularities:

Means any attempt to cheat or being dishonest, possession and/or use of unauthorized materials, exit from an examinations room without permission, insulting an invigilator, not complying with instructions given by the invigilator, causing disturbance in the examination room, destruction or falsification of any evidence of irregularity in both semester examinations and continuous assessments and unauthorized communication (verbally or non verbally) in the examination room.

2.1.2.9 Institute Examinations:

Include Continuous Assessments (i.e. tests, quizzes, assignments, seminar presentations, practical and oral tests) and end of Semester Examinations including oral examinations where applicable, supplementary and special examinations.

2.1.2.10 Semester Examinations (SE):

Refers to examinations administered to candidates at the end of each semester.

2.1.2.11 Supplementary Examinations:

Means Examinations done by candidates who failed to get the minimum pass mark in the first sitting of the semester examinations and first sitting of carry forward examinations as per regulations governing Institute examinations.

2.1.2.12 Unauthorized Materials:

Include all materials perceivable by the senses, written or printed materials that are generally or specifically prohibited from being brought into the Examinations room. These include but not limited to papers, cellular or mobile

phones, radios or other type of cassette player, computers, food, drinks, bags, smart watches, or any other electronic materials/devices or any other material(s) prohibited from being brought in the examinations room and examination room surroundings.

2.1.2.13 Absence from Examinations :

Includes not reporting for a scheduled Examination at the time, day and place specified without prior permission. It also includes going out of the Examination room, temporarily or otherwise, or staying out of the Examination room without authorization or permission of the invigilator.

2.1.2.14 Discontinuation from studies:

Permanent cessation of a student from studies.

2.1.2.15 Late submission of a project paper (for NTA level 6 students) and dissertation (for NTA level 8 and postgraduate diploma students): Means submission of a dissertation and project paper later than the set deadline (i.e. two weeks before commencement of second semester examinations).

2.2 Administration of Examinations

(i) Categories of Examinations

There shall be four categories of Institute examinations as follows:

- (a) Continuous assessments
- (b) Semester Examinations
- (c) Special examinations
- (d) Supplementary Examinations

(ii) Eligibility for Examination

- (a) Sitting for examinations is conditional to attendance of twelve weeks of all lectures and seminars in a specific semester, and doing all continuous assessment tasks.
- (b) Admission to examinations in any module is conditional to passing Continuous Assessments and paying the required tuition fee and other fees as stipulated in the Institute prospectus or as prescribed from time to time.

- (c) Admission to examinations in any module is allowed to any candidate who has not been barred by any lawful order.
- (d) A candidate who has been barred or who has not fulfilled requirements as mentioned in paragraph (a) and (b) above but sits for any module's examination, shall have his/her examinations results nullified and shall be discontinued from studies.
- (e) A candidate, who fails Continuous Assessments, shall have to carry forward the module and pay the prescribed fee in the next academic year.
- (f) No examinations shall be conducted beyond the prescribed Institute almanac as updated from time to time, except under special conditions as determined by the Deputy Rector Academic, Research and Consultancy.
- (g) Students are required to sign against their names and/or scores in the Continuous assessment score sheet prior to commencement of end of semester examinations. The signed and submitted sheet will be regarded as final submitted scores for each candidate's continuous assessment.
- (h) Notwithstanding rule 2.2.(ii) (e) above, a candidate who for any genuine and justifiable reason(s), fails to complete Continuous Assessment may, at the discretion of the respective module lecturer, be given an opportunity to supplement the Continuous Assessment in question in two weeks before commencement of Semester Examinations.
- (i) A candidate who fails to finish the examinations on reasonable grounds certified by the Deputy Rector (Academic, Research and Consultancy), shall be allowed to sit for Special Examinations. As regards to Kisangara campus, certification shall be done by the Campus Manager.
- (j) A candidate must have both valid Institute Identity and Examinations Cards to be allowed to sit for Semester, Special and Supplementary Examinations.
- (k) A candidate, who fails to participate in the study programme for three weeks because of prolonged hospitalization with permission, shall be required to postpone his/her studies to next academic year after having completed all procedures for postponement of studies.

- (l) In all cases, postponement of studies shall be only for one academic year. However, the permission to postpone studies will be provided subject to the compatibility of the curricula. A candidate who fails to resume studies within time provided shall be deemed to have absconded and shall be discontinued from studies.

(iii) Module Registration

- (a) Students shall register online for each elective module taught in their respective departments within two weeks after the commencement of each semester. A student who fails to register for a particular module(s) shall not be allowed to study the same.
- (b) Students may be allowed to add and /or drop elective modules within the first two weeks of the semester subject to approval of the Head of the Department.

(iv) Conduct of Examinations

- (a) Semester Examinations shall be conducted under the coordination of the office of Deputy Rector (Academic, Research and Consultancy).
- (b) All examinations shall be set and marked by Internal Examiners and shall be moderated by External Moderators.
- (c) The Deputy Rector (Academic, Research and Consultancy) may issue additional instructions, notes or guidelines to candidates, invigilators and examiners (internal and external) of the Institute, as he/she shall deem appropriate for the proper, efficient and effective conduct of such examinations. The guidelines or instructions issued by the Deputy Rector (Academic, Research and Consultancy) under this regulation shall form part of the Examinations regulations. Instructions provided shall be consistent with the Examinations Regulations.
- (d) Instructions on the Examinations papers and answer booklets are part of the Examinations regulations and any violation of those instructions shall lead to nullification of the respective examination(s) and the student shall have to Carry the module and pay the prescribed fee in the next academic year.

2.3

Internal Examiners and External Moderators

(i) Internal Examiners

- (a) All the Institute's lecturers and part time lecturers shall be internal examiners for their respective modules.
- (b) The internal examiners shall set and mark examinations and shall record and upload examinations results of their respective modules.
- (c) After marking the Examinations scripts, the Internal Examiners shall prepare and submit to Heads of Department the examinations report.

(ii) External Moderators

- (a) Heads of Academic Departments in collaboration with the Departmental Examinations Committee shall propose experienced academicians of the modules taught at the Institute to be external moderators as prescribed by NACTVET procedures. The proposed external moderators shall be approved by the Academic Committee of the Board. The appointed external examiners will serve for the period of three academic years. However, external moderators may be reappointed once based on satisfactory performance.
- (b) The External Moderators shall ensure that the examinations are fairly marked. Moderation of examinations by external moderators shall be done by sampling the scripts. Sampling shall be done by the respective external moderator with assistance from the Heads of Departments. The number of scripts to be sampled for moderation shall be 10% of the total scripts for each module.
- (c) The External Moderator shall mark the sampled scripts and produce a comprehensive report on fairness of marking and quality of answers as per NACTVET standards.
- (d) Where the External Moderators reveals serious cases of unfairness in marking; the Departmental Examinations Committees shall deliberate accordingly and make decisions. In case of serious cases of unfairness in marking, the actions to be taken may include nullification of results, standardization and/or re-marking all the scripts of the respective examination.

2.4 Conduct of Candidates

- (i) A candidate shall be in the examination room thirty (30) minutes before commencement of the examination. Any Candidate arriving thirty (30) minutes after commencement of Examination shall be barred from sitting for that particular examination. No time will be extended for a student who is late and candidates will be informed of the remaining time, thirty minutes prior to the end of the examination time. No candidate shall be permitted to leave the examination room within the first thirty (30) minutes and within thirty (30) minutes before the end of the examination.
- (ii) Each candidate should write his/her examination number and sign the attendance sheet provided in the examination room.
- (iii) A candidate who fails to write his/her examination number correctly shall have his/her examination results of the respective module(s) nullified, and shall be required to carry forward the respective module(s) and pay the prescribed fee in the next academic year.
- (iv) Any candidate falling sick in the examination room shall have to report to the invigilator who will report the case to the respective Head of Department, and the student shall be required to follow Examinations Deferment procedures.
- (v) In case a candidate is ill or has been ill and decides to sit for the said examinations and fails, no appeal against such Examinations results on account of ill health shall be entertained.
- (vi) A candidate who absents himself/herself from any examinations without genuine reasons shall be deemed to have absconded and shall be Discontinued from studies.
- (vii) Any misconduct or mischievous behaviour in relation to examinations alleged by a student regarding a specific member of academic staff shall be reported to the respective Head of Department before the examinations period begins. No allegations (in relation to examinations) concerning a member of the academic staff shall be entertained after the Examinations results.
- (viii) No candidate shall be allowed to write anything on the question papers. Writing on the question papers amounts to an Examinations

irregularity. A candidate shall have his/her Examinations nullified and shall be required to carry forward the respective module and pay the prescribed fee in the next academic year.

- (ix) During examinations, no candidate shall be allowed to write anything on the desk, chair, handkerchief, body, scarf, cloth, floor, or wall. Writing on the mentioned places or any other place amounts to an Examinations irregularity. A candidate shall have his/her Examinations results nullified and shall be discontinued from studies.
- (x) Before the commencement of an examination, each candidate must examine his/her desk to ensure that nothing is written on it or if there is anything that is forbidden from being brought into the examination room. In case, writings or anything prohibited is found, he/she shall notify an invigilator right away. Failing to do so will result in his/her being held accountable for any writings or anything found around his/her desk that is not permitted in the examination room, and it will amount to an examination irregularity whose penalty is nullification of examination results and discontinuation from studies.
- (xi) No candidate is allowed to communicate (both verbally and non verbally) with another candidate without permission of the invigilator in the examination room. If a candidate does so it will amount to an Examination irregularity whose penalty is nullification of examination (s) results and discontinuation from studies.
- (xii) Where a candidate destroys evidence or refuses to be inspected by the invigilator, it shall be taken as an act of dishonesty on the part of the candidate and it shall result in the nullification of his/her all Examinations results of the respective semester and the candidate shall be discontinued from studies
- (xiii) Any proved act of dishonesty or cheating in any part of the Institute Examinations shall result in the nullification of the Examinations results of the respective module and the candidate shall be discontinued from studies.
- (xiv) A candidate found guilty of causing disturbance in/or around Examinations room(s) shall be deemed to have committed an Examinations irregularity. The said candidate shall be expelled from

the Examinations room; his/her Examinations results of the respective semester shall be nullified and shall be discontinued from studies

- (xv) Any candidate found guilty of committing an Examinations irregularity and is aggrieved by the decision of the Academic Committee of the Board of Governors, may further make an application to the Board of Governors to make a review of its previous decision.
- (xvi) An authorized exit from the Examinations room by the candidate shall not exceed 5 minutes otherwise the candidate shall not be allowed to continue with the examination. Any candidate, who exits from Examinations room without permission of the invigilator, shall be deemed to have committed an irregularity and barred from continuing with the respective examination. His/her Examinations results of the respective module shall be nullified and he/she will be required to carry forward the respective module.
- (xvii) A candidate is allowed to defer examination(s) on medical grounds and family issues (such as loss of mother, father, child or spouse).
- (xviii) Any submission of deferment request after the completion of examinations shall not be entertained. Students who fail to submit deferment request within the prescribed time shall be discontinued from studies.
- (xix) A candidate who fails to pay the prescribed fees within the prescribed time, but pays the fees after the completion of any Institute examination, shall not be allowed to sit for special examination and he/she will have to reapply for a particular level when the application window opens. Any part of the fee paid will neither be refunded nor carried forward to the next academic year.
- (xx) A candidate wishing to defer examination(s) shall have to obtain approval from the Deputy Rector (Academic, Research and Consultancy) by filling in Form No. 1 appended to these regulations and paying the prescribed deferment fee. In the case of Kisangara campus approval shall be granted by the Campus Manager after fulfilling all conditions for deferment.

- (xxi) Any candidate who absents him/herself from examination(s) without complying with rule (xx) above shall be deemed to have absconded and shall be discontinued from studies.
- (xxii) A candidate failing in any module and who meets the criteria for sitting for supplementary examination shall be allowed to sit for supplementary examination on condition that he/she has paid the prescribed supplementary fee. Where a student fails the supplementary Examinations of any module, he/she shall be allowed to carry forward the respective module and pay the prescribed fee in the next academic year.
- (xxiii) A candidate may only carry forward a module for a maximum of two academic years in a row starting in the year she/he began carrying the module. Failing to pass a module/s in the prescribed time, he/she will be discontinued from studies.
- (xiv) Late submission of project paper and dissertation will be treated as supplementary and a student will be awarded 30 marks for the efforts made. The student should accomplish the dissertation/project paper by the time second semester supplementary examinations for that specific academic year (where a student fails to submit on time) are administered. Failing to do so, a student shall carry forward the dissertation/project paper and pay the prescribed fee in the next academic year.
- (xv) Notwithstanding conditions imposed by rule 2.4 (xxiii), each student at NTA levels 4,5, and 6 is supposed to complete his/her study programme within three years and bachelor degree within five years. For master's degree and postgraduate diploma levels, a student is supposed to complete studies as stated in the Institute postgraduate regulations. A student who fails to complete his/her studies within the required time shall be discontinued from studies.

2.5 Conduct of Invigilators

- (i) Invigilator(s) must be present in the Examinations room thirty (30) minutes before commencement of the examination and make sure the examination room is in good condition. Invigilator(s) must ensure that

only one examination answer booklet is provided to each candidate. The examination booklet must be fully written before any additional answer booklet is provided.

- (ii) During the examination, the invigilator should ensure that candidates are provided with additional materials (e.g. booklets, tables etc.) when needed. Candidates may be permitted to do rough work on the back pages of the booklet on the understanding that, this is crossed out at the end of the examination.
- (iii) For some modules where examination instructions allow students to enter with reference material, the invigilator must make sure the reference materials do not contain any additional information.
- (iv) There shall be two invigilators for classes with less than 50 students, three for classes with 51 to 100 students, and five for classes with more than 100 students. The chief invigilator will be one of the invigilators and shall be responsible for collecting the examinations from the Head of Department and bring it to the Examinations rooms.
- (v) Invigilators shall be vigilant throughout the Examinations and shall not be engrossed with conducting other business e.g. reading newspapers/books, chatting, making phone calls, and marking.
- (vi) When the invigilator observes an act of dishonesty, he/she shall have to get hold of the evidence. The student concerned shall be required to give signed statement/explanations immediately and will be allowed to continue with examination. The invigilator shall immediately submit a report to the Head of Department who will forward the case to the Deputy Rector (Academic, Research and Consultancy). The Deputy Rector (Academic, Research and Consultancy) shall convene the Examinations Appeals and Irregularity Committee which shall entertain the matter under these regulations. In the case of Kisangara campus, the report in respect of the irregularity shall be submitted to the Campus Manager. The Campus Manager shall convene the Examinations Appeals and Irregularity Committee which shall entertain the matter under these regulations.
- (vii) Invigilators shall hand over all Examinations booklets used, as well as duly signed attendance sheets to the Head of the Department. Unused

answer booklets are to be handed over to the Examinations Officer.

2.6 Assessment Procedures

- (i) Assessment of the students shall be through all Institute examinations.
- (ii) A candidate must attempt and pass all Institute examinations.
- (iii) Tables 1.1 and 1.2 provide pass marks for Continuous Assessment and Semester Examinations for Social Work, Business Administration, Human Resource Management, Community Work with Youth and Children and Labour Relations and Public Management training programmes levels offered by the Institute and table 1.4 provide pass marks for Continuous Assessment and Semester Examinations for Early childhood care and development (ECD) programme levels.

Table 1.1: Scores for Continuous Assessment

Programme	Continuous Assessment		
	Total Marks	% Needed For Pass Mark	Scores
Basic Technician Certificate (NTA Level 4)	40	50%	20
Technician Certificate (NTA Level 5)	40	50%	20
Ordinary Diploma (NTA Level 6)	40	45%	18
Bachelor Degree (NTA Level 7 and 8)	40	40%	16
Postgraduate Diploma	50	50%	25
Master's Degree (NTA Level 9)	50	50%	25

Table 1.2: Scores for Semester Examination

Programme	Semester Examination		
	Total Marks	% Needed for Pass Mark	Scores
Basic Technician Certificate (NTA Level 4)	60	50%	30
Technician Certificate (NTA Level 5)	60	50%	30
Ordinary Diploma (NTA Level 6)	60	45%	27
Bachelor Degree (NTA Level 7 and 8)	60	40%	24
Postgraduate Diploma	50	50%	25
Master's Degree (NTA Level 9)	50	50%	25

Table 1.3 Scores for Continuous Assessment (ECD)

Programme	Continuous Assessment		
	Total Marks	% Needed For PassMark	Scores
Basic Technician Certificate (NTA Level 4)	60	50%	30
Technician Certificate (NTA Level 5)	60	50%	30
Ordinary Diploma (NTA Level 6)	60	45%	27

Table 1.4: Scores for Semester Examination (ECD)

Programme	Semester Examination		
	Total Marks	% Needed for Pass Mark	Scores
Basic Technician Certificate (NTA Level 4)	40	50%	20
Technician Certificate (NTA Level 5)	40	50%	20
Ordinary Diploma (NTA Level 6)	40	45%	18

2.7 Special Examinations

- (i) A candidate who has been allowed not to sit for the regular Examinations due to satisfactory grounds shall be allowed to sit for special examination. Special Examinations shall be treated as first sitting
- (ii) A candidate is allowed to defer examination/s only once in the respective academic year.

2.8 Publishing Examinations results

- (i) Provisional Examinations results shall be published by the DR- ARC after the provisional approval by the Academic Committee of the Board of Governors.
- (ii) The provisional Examinations results shall be published on the Students Information Management System (SIMS), or any other format as determined by the Institute.
- (iii) Each candidate is supposed to know his/her examination results within one (1) week from the date of publication and any challenge shall be reported to the Head of Department within the mentioned week. Thereafter, no case of published Examinations results shall be entertained.
- (iv) Each candidate shall access his/her published Examinations results by using his/her user name and password. The Institute is not responsible for keeping (or any loss of) the student user name and/or password.

2.9 Appeals Against Examinations Results and Handling of Examinations Irregularities

2.9.1 Institute Examinations Appeals and Irregularity Committee

There shall be the Institute Examinations Appeals and Irregularity Committee.

It shall be composed of the following members:

- a) Deputy Rector–Academic, Research and Consultancy (Chairperson)
- b) Examinations Officer (Secretary)
- c) Director of Academics
- d) Director of Academic Support Services
- e) Head of Quality Assurance Unit

- f) Heads of all Academic Departments
- g) One Academic staff appointed by Rector
- h) Legal officer
- i) ISWOSO representative

For the case of Kisangara campus, there shall be a Campus Examinations Appeal and Irregularity Committee which shall be composed by the following:
Campus Manager (Chairperson)

- (a) Campus Examinations Officer (secretary)
- (b) Deputy Campus Manager (ARC)
 - (b) Heads of Departments
 - (c) Quality Assurance Coordinator
 - (d) Three academic staff appointed by the Campus Manager
 - (e) KISWOSO representative

2.9.2. Grounds for Appeal

The Institute Examinations Appeals and Irregularity Committee shall not entertain an appeal from a candidate unless the appeal is based on grounds recognized by the Institute's regulations pertaining to appeals. Such grounds include wrong/unfair marking or wrong computation of marks.

2.9.3. Duties of the Committee

- (i) The committee duties shall involve the following;
 - (a) Receiving of appeal and Irregularity cases
 - (b) Processing of appeals and irregularity cases
 - (c) Submitting the recommendation to the Academic Committee of the Board of Governors for decision
- (ii) Recommendations of the Kisangara Campus Appeals and Irregularity Committee shall be tabled to the Deputy Rector (ARC) and the DRAC will forward to the recommendations to the Academic Committee of Board of Governors for further action.

2.9.4. Procedures of Appeals Against Examinations Results

- i) A candidate who is not satisfied with his/her Examinations results, shall appeal to the Deputy Rector – Academic, Research and Consultancy in writing by filing in form No. 2 **Appended to these regulations** and paying the prescribed fee.
For the case of Kisangara Campus the appeal shall be made to the Campus Manager in writing by filing in form No. 2 **Appended to these regulations** and paying the prescribed fee.
- ii) All appeals should be made within two (2) weeks from the date of publication of the Examinations results. Each appeal shall be attached with evidence of having paid the prescribed fee.
- iii) The Director of Academic Support Services and Director of Academics shall collect the submitted appeal case(s) from the Deputy Rector (Academic, Research, and Consultancy) and, in consultation with Heads of Academic Departments, review the appeals and compile a report on the authenticity of each case and submit the same to the Deputy Rector (Academic, Research and Consultancy) for further processing.
- iv) If the appeal meets criteria as stipulated in regulation 2.9.2, the Deputy Rector (Academic, Research and Consultancy) shall table it to the Institute Examinations Appeals and Irregularity Committee which will review and forward its recommendations to the Academic Committee of the Board of Governors for decision. In the case of Kisangara campus, the appeal shall be lodged to the Campus Manager who will appoint some of the members of the Examinations Appeals and Irregularity Committee to review the cases and submit a report to the Campus Manager indicating authenticity of the appeal (s) as per regulation 2.9.2 of these regulations. For the genuine cases, the Campus Manager shall present them to the Campus Examinations Appeals and Irregularity Committee which will review and forward its recommendations to the Deputy Rector (Academic, Research and Consultancy) who will submit the same to the Academic Committee of the Board of Governors for decision.
- v) In reviewing the appeals, the Institute/Campus Examinations Appeals

and Irregularity Committee has the discretion to call any witness, including the appellant and to receive any evidence from any credible source as committee deems appropriate.

- vi) The appellants shall be notified of the status of their appeals immediately after the decision of the Academic Committee of the Board of Governors.
- vii) The Institute Examinations Appeals and Irregularities Committee (or Campus Examinations Appeals and Irregularities Committee for the case of Kisangara campus) shall convene to deliberate on irregularity report(s), summon the alleged candidate(s) and may, as well, summon witness (es) in order to arrive at a rational decision. The alleged candidate(s) shall have the right to call witness (es) during their defence.
- viii) The recommendations of the Institute Examinations Appeals and Irregularities Committee shall be submitted to the Academic Committee of the Board of Governors for decision. For the case of Kisangara Campus, the recommendations of the Campus Examinations Appeals and Irregularities Committee shall be submitted to the (Deputy Rector – Academic, Research and Consultancy) who will table the same to the Academic Committee of the Board of Governors for decision.
- ix) A candidate who is not satisfied with the decision of the Academic Committee of the Board of Governors may appeal to the Board of Governors. The decision of the Board of governors shall be final and conclusive.
- x) The student shall be supposed to appeal within two weeks from the date of receiving the decision of the Academic Committee of the Board of Governors.

2.9.5 Procedures for handling Examinations irregularities

- i) All cases of alleged Examinations irregularities shall be immediately submitted by the invigilator to the Head of Department who will forward the case to the Deputy Rector (Academic, Research and Consultancy).
- ii) The Director of Academic Support Services and Director of Academics shall collect the submitted irregularity case(s) from the Deputy Rector (Academic, Research, and Consultancy) and, in consultation with

Heads of Academic Departments, review the each of the irregularity cases and compile a report which shall be submitted the Deputy Rector (Academic, Research and Consultancy). The Deputy Rector (Academic, Research and Consultancy) shall table the report of the alleged examinations irregularities to the Institute Examinations Appeals and Irregularities Committee. For the case of Kisangara Campus, the alleged cases of examinations irregularities shall be lodged to the Campus Manager who will act in accordance to these regulations and findings on the irregularity cases shall be tabled to the Campus Examinations Appeals and Irregularities Committee.

2.10 Institute Examinations Organs

There shall be Departmental Examination Committee (for both Dar es Salaam and Kisangara campuses); Institute Examinations Appeals and Irregularity Committee (for both Dar es Salaam and Kisangara campuses); Faculty Examination Committee (for both Dar es Salaam and Kisangara campuses); Institute Examinations Committee (for both Dar es Salaam and Kisangara campuses) and Academic Committee of the Board of Governors and the Board of Governors (For both Dar es Salaam and Kisangara campuses).

2.10.1 Departmental Examinations Committee

i) Composition

The Departmental Examinations Committee shall consist of Head of Department (Chairperson), Departmental Examinations Officer (Secretary), and all departmental internal examiners.

(ii) Roles and Responsibilities

- a) To review examinations results
- b) To discuss the general performance of students
- c) To review the marking process.
- d) To discuss problems of invigilation, marking, moderation and other matters related to examinations process.
- e) To report observations and recommendations from external

moderators to the Faculty Examinations Committee.

- f) To deliberate on the External moderator's report.

2.10.2 Faculty Examinations Committee

i) Composition

For Dar es Salaam campus, this shall consist of the Deputy Rector – Academic, Research and Consultancy (Chairperson), Examinations Officer (Secretary), Deputy Rector-Planning Finance and Administration, Director of Academic, Director of Academic Support Services, Head of Quality Assurance Unit, Heads of Academic Departments and Members of Departmental Examinations Committees.

For Kisangara campus, this shall consist of the Campus Manager (Chairperson), Deputy Campus Manager (Academic, Research and Consultancy), Deputy Campus Manager (Planning Finance and Administration), Examinations Officer (Secretary), Heads of Academic Departments, Quality Assurance Coordinator and members of Departmental Examinations Committee.

(ii) Roles and Responsibilities

- (a) To review Examinations results submitted by all academic departments.
- (b) To discuss the general performance of students.
- (c) To deliberate on the quality assurance's report.
- (d) To deliberate on examination processes, challenges and strength.
- (e) To discuss observations and recommendations on external examiner report made by the department.
- (f) To recommend Examinations results to the Institute Examinations Committee for further action.

2.10.3 Institute Examinations Committee

i) Composition

This shall consist of the Rector (Chairperson), Examinations Officer (Secretary), Deputy Rector – Academic, Research and Consultancy, Deputy Rector- Planning Finance and Administration, Heads of

Academic Departments, Director of Academics, Director of Academic Support Services, Coordinator of Postgraduate Studies, Head of Quality Assurance Unit, ISWOSO president, ISWOSO Minister for Education, class representatives from each session of the study program and Members of Departmental Examinations Committees.

For Kisangara campus, this shall consist of the Campus Manager (Chairperson), Deputy Campus Manager (Academic, Research and Consultancy), Deputy Campus Manager (Planning Finance and Administration), Examinations Officer (Secretary), Head of Academic Department, Head of Quality Assurance Unit, members of Departmental examination Committee, KISWOSO president, KISWOSO Minister for Education and representatives from each study program.

(ii) Roles and Responsibilities

- (a) To review students' Examinations results submitted by the Faculty Examinations Committee.
- (b) To recommend the Examinations results to the Academic Committee of the Board for provisional approval.
- (c) To assess Examinations processes and make appropriate recommendations for improvement

2.10.4 Academic Committee of the Board

i) Composition

The committee shall consist of all members of Academic Committee of the Board.

ii) Roles and Responsibilities

- (a) To review Examinations results submitted by the Institute Examinations Committee.
- (b) To review appeals results/decisions submitted by the Institute Examinations Appeals and Irregularity Committee.
- (c) To grant provisional approval of Examinations and appeals results.
- (d) To recommend to the Board of Governors Examinations and

appeals results for final approval.

2.10.5 The Board of Governors

i) Composition

All Board members.

(ii) Roles and Responsibilities

To approve appeals and Examinations results submitted by the Academic Committee of the Board.

2.11 Classification of Awards as per NACTVET Standards (NTA Level 4 -9)

Table 1.5 provides the classification of Awards for all NTA Level by range of marks, letters and points.

Table 1 5: Classification of Awards for NTA Level by Range of Marks, Grades and Grade Points

NTA level	Range of Marks	Grade	Grade Points	Definition
NTA Level 4 and 5	80 – 100	A	4	Excellent
	65 – 79	B	3	Above Average (Good)
	50 – 64	C	2	Average (Satisfactory)
	40 – 49	D	1	Below Average (Poor)
	0 – 39	F	0	Failure
		I		Incomplete
NTA Level 6	75 – 100	A	5	Excellent
	65 – 74	B+	4	Well Above Average (Very Good)
	55 – 64	B	3	Above Average (Good)
	45 – 54	C	2	Average (Satisfactory)
	35 – 44	D	1	Below Average (Poor)
	0 – 34	F	0	Failure
		I		Incomplete
NTA Level 7 and 8	70 – 100	A	5	Excellent
	60 – 69	B+	4	Well Above Average (Very Good)
	50 – 59	B	3	Above Average (Good)
	40 – 49	C	2	Average (Satisfactory)
	35 – 39	D	1	Below Average (Poor)
	0 – 34	F	0	Failure
		I		Incomplete
NTA Level 9	70 – 100	A	5	Excellent
	60 – 69	B+	4	Well Above Average (Very Good)
	50 – 59	B	3	Above Average (Good)
	40 – 49	C	2	Below Average (Poor)
	35 – 39	D	1	Very Poor

	0– 34	F	0	Failure
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2.12 Grading System for Postgraduate Diploma

The computation of G.P.A for Postgraduate Diploma will be based on average performance for first and second semester results. Table 1.6 provides classification of awards by marks, letters, points and remarks.

Table 1.6: Classification of Awards by Range of Marks, Grades and Grade Points for Postgraduate Diploma

Range of Marks	Grade	Grade Points	Definition
75 – 100	A	5	Excellent
61 – 74	B+	4	Well Above Average (Very Good)
50 – 60	B	3	Above Average (Good)
Below 50	C	2	Below Average (Poor)

2.13 Procedure for Classification of Degrees

Computation of G.P.A for all NTA Level is based on average performance of all modules studied. Table 1.7 provides classifications of awards for all programmes by points.

Table 1.7: Classification of Awards

(a) NTA Level 4 – 5	
Class of Awards	Cumulative GPA
First Class	3.5 - 4.0
Second Class	3.0 – 3.4
Pass	2.0 – 2.9
(b) NTA Level 6-8	
Class of Awards	Cumulative GPA
First Class	4.4 – 5.0
Upper Second Class	3.5 – 4.3
Lower Second Class	2.7 – 3.4
Pass	2.0 – 2.6
(c) NTA Level 9	
Class of Awards	Cumulative GPA
First class	4.4 – 5.0
Upper second class	3.5 – 4.3
Lower second class	3.0 – 3.4
(d) Postgraduate Diploma	
Class of Awards	Cumulative GPA
First class	4.4 – 5.0
Second class	3.5 – 4.3
Pass	2.7 -3.7

2.14 Computation of the Cumulative GPA (CGPA)

The computation of the Cumulative GPA (CGPA) will be based on the following

Formula: $CGPA = Avg\ GPA = \frac{GPA\ FOR\ SEMESTER\ I + GPA\ FOR\ SEMESTER\ II}{2}$

WHERE GPA for a Given Semester = $\frac{\sum (Grade\ points \times Credit)}{\sum Credit}$

(a) Grade Points Computation for NTA Level 4-5

Range of Marks	Grade	Grade point	Equation for the Grade Point
80 – 100	A	4.0	$\frac{\sum (Letter\ Grade\ points \times Credit)}{\sum Credits}$
65 – 79	B	3.0	
50 – 64	C	2.0	
40 – 49	D	1.0	
0 – 39	F	0	

(b) Grade Points Computation for NTA Level 6

Range of Marks	Grade	Grade point	Equation for the Grade Point
75 – 100	A	5.0	$\frac{\sum (Letter\ Grade\ points \times Credit)}{\sum Credits}$
65 – 74	B+	4.0	
55 – 64	B	3.0	
45 – 54	C	2.0	
35 – 44	D	1.0	
0 – 34	F	0	

(c) Grade Points Computation for NTA Level 7-9 and Postgraduate Diploma

Range of Marks	Grade	Grade point	Equation for the Grade Point
70 – 100	A	5.0	$\frac{\sum (Letter\ Grade\ points \times Credit)}{\sum Credits}$
60 – 69	B+	4.0	
50 – 59	B	3.0	
40 – 49	C	2.0	
35 – 39	D	1.0	
0 – 34	F	0	

2.15 Progress from One semester/Year/Award/NTA level to the Next

- i) A candidate shall be allowed to proceed to the next NTA level subject to passing all modules taken in the previous NTA level. However, a candidate at NTA level 7 (first year) who fails in either continuous assessment or supplementary examinations but has a cumulative annual GPA of not less than 2.0 shall be allowed to proceed to NTA level 7 (second year) while carrying forward the failed modules.

- ii) A candidate in NTA Level 4, 5, 6 and 7 (second year) shall be allowed to proceed to the next NTA level subject to passing all modules taken in the previous NTA level.
- iii) A candidate shall be permitted to progress to the next semester/year/level, provided that their semester GPA is not below 2.0.
- iv) A Candidate has to attain a GPA of above 2.0 in each semester. A candidate who has a semester GPA below 2.0 shall be discontinued from studies.
- v) A student who seeks to progress to NTA Level 5 from NTA Level 4 (after passing all modules at NTA Level 4) and a student who seeks to progress to NTA Level 6 from NTA Level 5 (after passing all modules at NTA Level 5) shall be required to register for that specific year of progression within two weeks from the date of commencement of the new academic year. Failure to do so, such a student shall have to reapply for the programme.
- vi) A student who seeks to progress to NTA Level 8 from NTA level 7 (after passing all modules at NTA Level 7) is required to register for that specific year of progression within two weeks from the date of commencement of the new academic year. A candidate who fails to do so shall have to reapply for the programme.
- vii) A student who exits at NTA level 7 (for whatever reason) after passing all the modules at NTA level 7, must apply for NTA level 8, if he/she wishes to advance to that particular level.
- viii) A candidate who does not meet requirements for level progression may be recommended for a lower level of award for which she/he has fulfilled the requirements for the award.

2.16. Supplementary Examinations

- (i) A candidate who fails any modules and attained a GPA of 2.0 in the academic year shall be required to supplement the failed modules and pass before being allowed to proceed to the next NTA level
- (ii) A candidate failing in a supplementary Examinations shall be required to carry forward the failed module.
- (iii) The highest grade for NTA Level 4-8 supplementary examinations shall be grade "C" and "B" for NTA Level 9.

2.17 Special Examinations (First Sitting)

- i) Candidates permitted to sit for special first sitting examinations shall do so as directed by the Deputy Rector Academic Research and Consultancy.

2.18 Postponement of Studies

- i) Permission for postponement of studies on compelling grounds shall be granted by the Deputy Rector Academic Research and Consultancy with recommendation from the respective Head of Department through the Director of Academics. For the case of Kisangara campus the permission shall be granted by the Campus Manager.
- ii) The maximum duration for postponement of studies for whatever reasons shall be one academic year.
- iii) No one shall be allowed to postpone more than once in one level of award except for compelling medical grounds.

2.19 Approved Institute Awards

- (a) Upon completion of studies, the Institute shall award successful candidates the following Institute awards as approved by the National Council for Technical Education (NACTVET) and the Board:

- (i) NTA level 4 – Basic Technician Certificate
- (ii) NTA level 5 – Technician Certificate
- (iii) NTA level 6 – Ordinary Diploma
- (iv) NTA level 7 – Higher Diploma
- (v) NTA level 8 – Bachelor Degree
- (vi) NTA level 9 – Master Degree
- (vii) Postgraduate Diploma

(b) Award of Higher Diploma (NTA Level 7)

A candidate pursuing a Bachelor Degree programme, and who for any reason other than disciplinary grounds, is unable to proceed to NTA level 8 may be awarded a Higher Diploma provided that he/she has successfully completed the first and second year. The same award can be awarded to a candidate who passed all prescribed modules in his/her first and second years but failed in his/her third year and is not willing to carry forward the failed modules.

2.20 Certificates, Transcripts and Provisional Statement of Results

(i) Issuing of Transcripts

Any graduate of the Institute of Social Work desiring to be issued with a transcript, shall submit his/her application in writing together with a dully filled clearance form, one passport size photographs and payment receipt of TShs. 5,000/- Transcripts shall be issued once the student has graduated.

(ii) Issuing of Certificates

The Institute shall issue certificates for all programmes offered by the Institute. A student who applies for certificate must attach the transcript.

(iii) Issuing Copies of Certificates

(a) The Institute may issue another copy in case of loss of the original Certificate on condition that the applicant produces Police Loss Report that the Certificate is lost.

(b) The Certificate so issued shall be marked "COPY" across it and a fee of TShs. 50,000/= in respect of Tanzanian students or equivalent of USD 50.00 basing on exchange rate in respect of foreign students or such other fee as may be prescribed from time to time by the Board of Governors shall be charged for a copy of the Certificate issued.

(iv) Provisional Statement of Results

(a) Any candidate desiring to be issued with provisional statement of results shall apply in writing to Examination Officer provided that the student had paid for provisional statement of results in his/her tuition fee.

(b) Provisional Statements of Results shall be issued two (2) weeks after the publication of Examinations results.

2.21 Amendments

Amendments on examinations regulations maybe done from time to time as deemed necessary by the Institute Academic Committee of the Board of Governors.

APPENDICES

Appendix 1

Form No. 1:

Application to Defer Examinations

This form must be filled by student(s) wishing to defer Examination(s) and submitted to the Head of Department.

1. Student's particulars

Names

Reg. No.

Department. (SW, LS, HRM)

Course (NTA Level 4, 5, 6, 7, 8, 9 and PGD)

Year of study.....

(a) Module(s) to be deferred (indicate the codes and names of modules)

Module(s) Code Name of module

.....

2. Reasons for deferring Examinations (tick whichever applicable)

i. Medical grounds () ii. Individual problem but not financial problem () other justifiable reasons () n.b to be determined by deputy rector.

A brief statement of particulars of the reason(s) indicated above

.....
.....
.....

**3. Amount paid for deferring Examinations. TShs.....Receipt number
..... (attach the original receipt)**

This form has been submitted today(day).....(month).....(year)

Signed.....

FOR OFFICIAL USE

Accounts office

Outstanding debt of TShs

Signature of the accounts officer

Recommendation by the Head of Department

.....
.....

Decision by Deputy Rector- Academic Research and Consultancy/Campus Manager

.....
.....

Appendix 2

Form No. 2:

Appeal against Examinations Results

This form must be filled by student(s) wishing to appeal against Examinations results.

1. Student's particulars

Names

Reg. No.

ExaminationsNo.

Department (SW, LS, HRM)

Course (NTA Level
4,5,6,7,8, 9 and PGD)

Year of study.....

2. Examinations results information

()

Number of modules passed

(b) Number of modules supplemented

()

(c) Number of modules deferred

()

Status: Supplementary (), Discontinuation (), Repeat module/incomplete ()
(tick whichever applicable)

3. (a) Module(s) appealed against (indicate the code(s) and name(s) of module(s))

Module Code Module Name

.....

(b) Reasons for appealing against Examinations (tick whichever applicable)

i. Wrong/unfair marking ()

ii. Wrong computation of marks or grade()

iii. Other reason

(c) A brief statement of particulars of the reason(s) indicated above

.....
.....
.....
.....

4. Relief/remedies sought

Remarking ()

Re-counting ()

Appendix 3

Form No.3:

Application to Postpone Studies

This form must be filled by student(s) wishing to postpone studies.

1. Student's particulars

Names
Reg. No.
Department. (SW, LS, HRM)
Course (NTA Level 4,5,6,7,8, 9 and PGD)
Year of study.....

2. (a) Reasons for postponement (tick whichever applicable)

Medical grounds () ii. Individual problem () iii. Financial problem ()

(b) A brief statement of particulars of the reason(s) indicated above

.....
.....
.....
.....
.....

3. Expected year of resuming studies

4. Amount paid for postponement Tshs. 150,000/- Receipt number.....
(attach the original receipt)

5. This form has been submitted today.....(day).....(month).....(year)

Signed

FOR OFFICIAL USE

6. Recommendation of the Head of Department

(i) Whether the student has paid postponement fee.....
(ii) Others.....
(iii) Recommendation.....
(iv) Signature and date.....

7. Recommendation of the Director of Academic Support Services

(i) Whether the student has been registered.....
(ii) Whether the student deserves reservation of tuition fee.....
(iii) Others.....
(iv) Recommendation.....
(v) Signature and date.....

8. Recommendation of the Chief Accountant
- (i) Whether there is an amount of tuition fee to be reserved.....
 - (ii) Recommendation.....
 - (iii) Signature and date.....

9. Decision of Deputy Rector – Academic, Research and Consultancy /Campus Manager
-
-
-

For Noting, Implementing and Communicating to Student

10. Director of Academics
- (i) Whether the student’s approved status has been remarked on SIMS.....
 - (ii) Signature and date.....
11. Student’s Acknowledgement upon Receipt of the Feedback
- (i) Student’s signature.....
 - (ii) Date of collecting the feedback.....

Appendix 4

BEST STUDENTS ACADEMIC AWARDS

Name of the Award	Beneficiary
Institute Prize	Best Students in each level per programme(NTA Level 4 – 9 and Postgraduate Diploma)