

## **INSTITUTE OF SOCIAL WORK**



### **EXAMINATIONS REGULATIONS**

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# TABLE OF CONTENTS

<b>TABLE OF CONTENTS</b> .....	<b>I</b>
<b>FOREWORD</b> .....	<b>III</b>
<b>ABBREVIATIONS AND ACRONYMS</b> .....	<b>IV</b>
<b>SECTION ONE</b> .....	<b>1</b>
<b>INTRODUCTION</b> .....	<b>1</b>
1.1. HISTORICAL BACKGROUND OF THE INSTITUTE .....	1
1.2. VISION, MISSION AND FUNCTIONS OF THE INSTITUTE .....	2
<i>1.2.1. Vision</i> .....	2
<i>1.2.2. Mission</i> .....	2
<i>1.2.3. Functions of the Institute</i> .....	2
1.3. LOCATION OF THE INSTITUTE.....	3
<i>1.3.1. Institute of Social Work Kijitonyama Campus</i> .....	3
<i>1.3.2. Institute of Social Work Kisangara Campus</i> .....	3
1.4. THE INSTITUTE ORGANISATION STRUCTURE .....	3
<b>SECTION TWO</b> .....	<b>4</b>
<b>EXAMINATIONS REGULATIONS</b> .....	<b>4</b>
1.5 APPLICATION AND DEFINITION OF TERMS .....	4
<i>1.5.1 Application of the Regulations</i> .....	4
<i>1.5.2 Definition of Terms</i> .....	4
1.6 EXAMINATIONS REGULATIONS .....	6
1.7 INTERNAL EXAMINERS AND EXTERNAL MODERATORS.....	9
1.8 CONDUCT OF CANDIDATES.....	10
1.9 CONDUCT OF INVIGILATORS .....	13
1.10 ASSESSMENT PROCEDURES .....	14
1.11 SPECIAL EXAMINATIONS .....	15
1.12 PUBLISHING EXAMINATIONS RESULTS .....	15
1.13 APPEALS AGAINST EXAMINATIONS RESULTS .....	16
<i>1.13.1 Composition of the Institute Examinations Appeals and Irregularity         Committee</i> .....	16
<i>1.13.2 Duties the Committee</i> .....	16
<i>1.13.3 Procedures of Appeals</i> .....	17
<i>1.13.4 Procedures for handling Examinations irregularities</i> .....	18

1.14 INSTITUTE EXAMINATIONS ORGANS .....	19
<i>1.14.1 Departmental Examinations Committee</i> .....	19
<i>1.14.2 Faculty Examinations Committee</i> .....	20
<i>1.14.3 Institute Examinations Committee</i> .....	21
<i>1.14.4 Academic Committee of the Board</i> .....	22
(ii) ROLES AND RESPONSIBILITIES.....	22
<i>1.14.5 The Board of Governors</i> .....	22
1.15 CLASSIFICATION OF AWARDS AS PER NACTVET STANDARDS (NTA LEVEL 4 -9) .....	22
1.16 GRADING SYSTEM FOR POSTGRADUATE DIPLOMA.....	24
1.17 PROCEDURE FOR CLASSIFICATION OF DEGREES .....	24
1.18 COMPUTATION OF THE CUMULATIVE GPA (CGPA) .....	25
1.19 PROGRESS FROM ONE ACADEMIC YEAR/SEMESTER TO THE NEXT .....	26
<i>1.19.1 Supplementary Examinations</i> .....	27
<i>1.19.2 Progress from one Award Level to the next</i> .....	27
<i>1.19.3 Special Examinations (First Sitting)</i> .....	28
<i>1.19.4 Postponement of Studies</i> .....	28
1.20 APPROVED INSTITUTE AWARDS .....	28
<i>1.20.1 Certificates, Transcripts and Provisional Statement of Results</i> .....	29
<i>1.20.2 Amendments</i> .....	30
<b>APPENDICES .....</b>	<b>31</b>
<b>APPENDIX 1.....</b>	<b>31</b>
APPLICATION TO DEFER EXAMINATIONS .....	31
APPEAL AGAINST EXAMINATIONS RESULTS .....	32
APPLICATION TO POSTPONE STUDIES .....	34
APPENDIX 4 .....	35
<i>BEST STUDENTS ACADEMIC AWARDS</i> .....	35

## FOREWORD

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The role of technical education in Tanzania is crucial in the process of socio-economic development of the country. Technical education is important because it enables students to acquire knowledge and skills necessary for effective practice. Tanzania, like many other developing countries, is experiencing various social and economic challenges, which call for technical expertise intervention at various levels. For example, in different work settings, there are different forms of non-compliance with international and national labour standards. These lead to violations of employees' rights at workplaces and lack of good governance practices. All these inhibit optimal utilization of human resource in many organisations. Moreover, in rural and urban settings Tanzania has been and continues to experience social challenges related to globalization, poverty, HIV/AIDS, unemployment and lack of comprehensive social protection. Therefore, in order to address these challenges, competence in social work, community work, labour relations, public management, business administration and human resource disciplines is required. It is in this context; that the Institute of Social Work offers specialized professional courses, which are aimed at equipping students with the necessary knowledge and skills needed to address the mentioned challenges.

Through Competency Based Education and Training (CBET) in Social Work, Community Work, Labour Relations; Public Management, Business Administration and Human Resource disciplines, the Institute of Social Work contributes to the realization of goals of the Tanzania Development Vision 2025, Industrialization Agenda and other development policies aimed at promoting high quality livelihood among the Tanzanians.

The Institute is transforming itself so as to respond to the above needs by equipping students with the necessary knowledge and skills through CBET, which has been designed to focus more on skills acquisition and impartation of specific competences that can make students perform effectively in accordance with their career expectations. The CBET curriculum assumes that learning to become a professional is a process, and along this path, competence represents the points where the learner understands the foundation of his/her skills and has internalized appropriate professional values to work independently and manages his/her own continued professional growth. It is envisaged that the new curriculum will produce graduates who are hands-on in the labour market.

This Prospectus is, therefore, designed to provide basic information regarding admission requirements and the main contents of the curricula for the different National Technical Awards and Modules. In addition, it provides rules and regulations governing examinations, fieldwork practice and dissertations.

**Dr. Joyce E. Nyoni**  
**Rector**

## ABBREVIATIONS AND ACRONYMS

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

## **SECTION ONE INTRODUCTION**

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### **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 when 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. Unfortunately, the Institute had inadequate capacity to accommodate them. 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, Mwangi 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, Mwangi 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

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#### 1.5 Application and Definition of Terms

##### 1.5.1 Application of the Regulations

These regulations apply to Kijitonyama and Kisangara Campuses.

##### 1.5.2 Definition of Terms

- (i) **Abscondment:** Means absenting oneself from either attending regular classes for at least 3 consecutive weeks or sitting for Institute examination(s) without an official notification and approval from Head of Department for cases relating to attendance of classes and; Deputy Rector Academics, Research and Consultancy for cases relating to sitting for Institute Examinations.
- (ii) **Academic Year:** Means a period from July 1<sup>st</sup> to June 30<sup>th</sup> in each academic calendar.
- (iii) **Carry Forward Module:** Means a module that a candidate takes after failing in the continuous assessment or supplementary examinations.
- (iv) **Cheating:** Refers to any form or kind of dishonesty in examinations and continuous assessments. It also includes destruction or falsification of any evidence of irregularity in both semester examinations and continuous assessments. For dissertations and project papers, cheating extends to plagiarism and other means intended to cheat.
- (v) **Continuous Assessment (CA):** Denotes tests, assignments, seminar presentations, practical and all assignments conducted at various times during the semester.

- (vi) **Special Examination:** Refers to Examinations which is done by candidates who did not sit for the regular Examinations on grounds relating to illness, maternity or any substantial reason as approved by Deputy Rector Academics, Research and Consultancy.
- (vii) **Dissertation:** Means an academic research report written by a Bachelor degree, Postgraduate and Masters students as per Guidelines set by the Institute.
- (viii) **Examinations Irregularities:** Means any attempt to cheat or being dishonest, possession and/or use of unauthorized materials, exit from Examinations room without permission, serious misconduct on the part of students, not complying with instructions given by the invigilator, causing disturbance in the Examinations room.
- (ix) **Institute Examinations:** Include Continuous Assessment, that is, tests, quizzes, assignments, seminar presentations, practical and oral tests and end of Semester Examinations including oral examinations where applicable.
- (x) **Semester Examinations (SE):** Refers to Examinations which is done by candidates at the end of each semester. It includes ordinary semester examinations, supplementary/special examinations.
- (xi) **Supplementary Examination:** Means Examinations done by candidates who failed to get the minimum pass mark in the first sitting of the semester Examinations as per regulations governing Institute examinations.
- (xii) **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 material(s) specifically prohibited from being brought in the Examinations room.

- (xiii) **Absence from Examinations room:** Includes not reporting for a scheduled Examination at the time, day and place specified without prior permission. It also includes going out of the Examinations room, temporarily or otherwise, or staying out of the Examinations room without authorization or permission of the invigilator. Should that happen, the candidate shall be deemed to have absconded from sitting for examinations and shall be Discontinued from studies.

## 1.6 Examinations Regulations

- (i) Students are required to sit for examinations in accordance with the Institutes' regulations.
- (ii) There shall be three categories of Institute examinations as follows:
- (a) Semester Examinations to be administered at the end of each semester;
  - (b) Special and Supplementary Examinations to be administered once at the end of the second Semester of each academic year;
  - (c) Second supplementary examinations to be administered once after special and supplementary examinations.

### (iii) Eligibility for Examination

- (a) Sitting for examinations is conditional to attendance of 80% of all lectures and seminars, and doing all continuous assessment tasks.
- (b) Admission to examinations in any module is conditional to passing the Continuous Assessment and paying the required tuition fee and other fees.
- (c) A candidate who fails to fulfil requirements as mentioned in paragraph (a), and (b) above in any module

but sits for the examination, shall have his/her Examinations results nullified, and shall be discontinued from studies.

- (d) A candidate, who fails to pass the Continuous Assessment, shall have to carry forward the module at new costs.
- (e) No examinations shall be conducted outside the prescribed period; except under special condition as determined by the Deputy Rector Academic, Research and Consultancy.
- (f) Notwithstanding rule 1.6.(iii) (d) 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.
- (g) A candidate who fails to finish the examinations on reasonable grounds certified by the Deputy Rector Academics, Research and Consultancy, shall be allowed to sit for Special Examinations. As regards to Kisangara campus, certification shall be done by Campus Manager.
- (h) A candidate must have both valid Institute Identity and Examinations Cards to be allowed to sit for Semester, Special and Supplementary Examinations.
- (i) A candidate, who fails to participate in the study programme 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.

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.

**(iv) Module Registration**

- (a) Students shall register online for each elective module taught at the beginning of each semester in their respective departments. 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.

**(v) Conduct of Examinations**

- (a) Semester Examinations shall be conducted under the coordination of the office of Deputy Rector – Academics, Research and Consultancy.
- (b) All examinations shall be set and marked by Internal Examiners and moderated by External Moderators.
- (c) The Deputy Rector - Academics, 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 - Academics, 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 at new costs.

## **1.7 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 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 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.

### **1.8 Conduct of Candidates**

- (i) A candidate shall be in the Examinations room thirty (30) minutes before commencement of the examinations. Any Candidate arriving thirty (30) minutes after commencement of Examinations shall be barred from sitting for that particular examination. Candidate will be informed on the remaining time, thirty minutes prior to the end of Examinations time. No candidate shall be permitted to leave the Examinations room until thirty (30) minutes have elapsed and within thirty (30) minutes before the end of the examination.
- (ii) Each candidate should write his/her Examinations number and sign in the attendance sheet provided in the Examinations room.
- (iii) Any candidate falling sick during the Examinations period must report his/her case to the Head of Department and shall be required to follow Examinations postponement procedures.
- (iv) In case a candidate is ill or has been ill and decides to sit for the said examinations and fails, no appeals against Examinations results on account of ill health shall be entertained.
- (v) A candidate who absents himself/herself from any examinations without genuine reasons shall be deemed to have absconded and shall be Discontinued from studies.
- (vi) Any misconduct or mischievous behaviour 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 concerning a member of the academic staff shall be entertained after the Examinations results.
- (vii) A candidate who fails to write his/her Examinations number correctly shall have his/her Examinations results of the

- respective module(s) nullified, and shall be required to carry forward the respective module(s) at new costs
- (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 at new costs.
  - (ix) 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
  - (x) 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.
  - (xi) 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
  - (xii) 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 Academic Committee of the Board to make a review of its previous decision.
  - (xiii) 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.



- (xiv) A candidate is allowed to defer examination(s) on medical and other grounds. Financial problems are not a ground for deferring examinations. A candidate wishing to defer examination(s) shall have to obtain approval from the Deputy Rector Academics, Research and Consultancy by filling in Form No. 1 appended to these regulations. In the case of Kisangara campus approval shall be granted by the Campus Manager. Fulfilling other criteria for deferment, a candidate must pay for prescribed deferment fee.
- (xv) Any candidate who absents him/herself from examination(s) without complying with this rule (xiv) above shall be deemed to have absconded and shall be discontinued from studies.
- (xvi) A candidate failing in any module shall be allowed to sit for supplementary examinations. Where a student fails the supplementary Examinations of any module, he/she shall be allowed to carry forward the respective module. A candidate may only carry a module for a maximum of two academic years in a row starting in the year she/he began carrying a module. Failing to clear a module/s in the prescribed time, he/she will be discontinued from studies.
- (xvii) Late submission of dissertation/project paper/field work will be treated as supplementary and a student will be awarded 30 marks. The student should accomplish the dissertation/project paper/field work by the time supplementary examination for that specific academic year (where a student fails to submit on time) are done. Failing do so, a student shall carry the dissertation/project paper/field work at new cost.
- (xviii) Notwithstanding conditions imposed by rule 1.8 (xvi) every student is supposed to complete his/her study program within five years from the date of his/her registration into a program. A student who fails to complete his/her study within a period of five years shall be discontinued from studies.

## **1.9 Conduct of Invigilators**

- (i) Invigilator(s) must be present in the Examinations room thirty (30) minutes before commencement of the examination.
- (ii) Invigilator(s) must ensure that only one Examinations answer booklet is provided to each candidate. The Examinations booklet must be filled up before any additional answer booklet is provided.
- (iii) During the examination, the invigilator should ensure that candidates are provided with additional materials (e.g. booklets, papers, 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.
- (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 - Academics, Research and Consultancy. The Deputy Rector - Academics, 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.

### 1.10 Assessment Procedures

- (i) Assessment of the students shall be through all Institute examinations.
- (ii) A candidate must pass all Institute examinations.
- (iii) A candidate failing Continuous Assessment shall not be allowed to sit for end of semester examinations for that particular module. Tables 1.1 and 1.2 provide pass marks for Continuous Assessment and Semester Examinations for the different training programmes offered by the Institute.

**Table 1.1: Scores for Continuous Assessment**

Programme	Continuous Assessment		
	Total Marks	% Needed for Pass Mark	Scores
Basic 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 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

### **1.11 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 shall be allowed to defer the Examinations **only** once in the respective academic year.

### **1.12 Publishing Examinations Results**

- (i) Provisional Examinations results shall be published by the DR-ARC immediately 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) All problems relating to published Examinations results shall be reported to the Head of Department within one (1) week from the date of publication. 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.

## **1.13 Appeals against Examinations Results**

### **1.13.1 Composition of the Institute Examinations Appeals and Irregularity Committee**

There shall be the Institute Examinations Appeals and Irregularity Committee. The Committee shall deal with all appeals lodged against Examinations results and irregularities. 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) The Head of Quality Assurance Unit
- f) Heads of all Academic Departments
- g) One Academic staff appointed by Rector
- h) ISWOSO President

### **1.13.2 Duties the Committee**

- (i) 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: prejudice, violation of principles of natural justice and sufficient credible evidence of substantive irregularities in the conduct of the examination.
- (iii) Decisions of the Institute Examinations Appeals and Irregularity Committee shall be tabled to the Academic Committee of the Board of Governors for further

action/approval.

For the case of Kisangara campus, there shall be a Campus Examinations Appeals and Irregularity Committee which shall be composed by the following:

- a) Campus Manager (Chairperson)
- b) Campus Examinations Officer (secretary)
- c) Head of Department
- d) Quality Assurance Coordinator
- e) Three academic staff appointed by the Campus Manager
- f) KISWOSO president

The duties of the Committee are as stipulated in rule 1.13.2.

- (iii) Decisions of the Kisangara Campus Appeals and Irregularity Committee shall be tabled to the Deputy Rector (ARC) for further action.

### 1.13.3 Procedures of Appeals

( 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 appeals shall be lodged to the Deputy Rector –

Academic, Research and Consultancy who shall present them to the Institute Examinations Appeals and Irregularity Committee which will review and forward its recommendations to the Academic Committee of the Board. In the case of Kisangara campus, the appeal shall be lodged to the Campus Manager. 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 for final decision of submitting/not submitting the same to the Academic Committee of the Board.

- (iv) In reviewing the appeals, the Committee has discretion to call any witness, including the appellant and to receive any evidence from any credible source as committee deems appropriate.
- (v) The appellants shall be notified of the status of their appeals immediately after the decision of the Academic Committee of the Board.

#### **1.13.4 Procedures for handling Examinations irregularities**

- (i) All cases of alleged Examinations irregularities shall be referred immediately to the Deputy Rector - Academic, Research and Consultancy by the Head of the respective department. The Deputy Rector – Academic, Research and Consultancy shall submit a report of the findings of the alleged possession of unauthorized materials in the Examination room, dishonesty, destruction or falsification of any evidence of irregularity or cheating and recommendations to the Institute Examinations Appeals and Irregularities Committee. For the case of Kisangara, the alleged irregularity shall be lodge to the Campus Manager who will act in compliance of this rule. The findings on the

- irregularity shall be submitted to the Campus Examinations Appeals and Irregularities Committee.
- (ii) The Institute Examinations Appeals and Irregularities Committee (or Campus Examinations Appeals and Irregularities Committee for the case of Kisangara campus) shall discuss the irregularity report(s), call the alleged candidate(s) and may summon the witness(es) on the allegations in order to arrive at a rational decision. The alleged candidate(s) shall have right to call witness(es) for purposes of defense.
  - (iii) The decision and recommendations of the Institute Examinations Appeals and Irregularities Committee shall be submitted to the Academic Committee of the Board for further action. For the case of Kisangara campus, the decision and recommendations of the Campus Examinations Appeals and Irregularities Committee shall be submitted to Deputy Rector – Academic, Research and Consultancy who will table the same to the Academic Committee of the Board for further action.

### **1.14 Institute Examinations Organs**

There shall be Departmental Examinations Committee (for both Dar es Salaam and Kisangara campuses), Institute Examinations Appeals and Irregularity Committee (for both Dar es Salaam and Kisangara campuses), **Faculty Examinations Committee** (for both Dar es Salaam and Kisangara campuses) Institute Examinations Committee (for Dar es Salaam campus only) and Academic Committee of the Board, and the Board (For both Dar es Salaam and Kisangara campuses).

#### **1.14.1 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.

### **1.14.2 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), Examinations Officer (Secretary), Heads of Academic Departments, Head of Quality Assurance Unit, members of Departmental Examinations Committee, KISWOSO president, KISWOSO Minister for Education and representatives from each study program.

#### **(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.

### **1.14.3 Institute Examinations Committee**

#### **(ii) 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.

#### **(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

#### **1.14.4 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.

#### **1.14.5 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.

#### **1.15 Classification of Awards as per NACTVET Standards (NTA Level 4 -9)**

Table 1.3 provides the classification of Awards for all NTA Level by range of marks, letters and points.

**Table 1.3: Classification of Awards for NTA Level by Range of Marks, Grades and Grade Points**

<b>NTA level</b>	<b>Range of Marks</b>	<b>Grade</b>	<b>Grade Points</b>	<b>Definition</b>
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

### 1.16 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

1.4 provides classification of awards by marks, letters, points and remarks.

**Table 1.4: 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)

### 1.17 Procedure for Classification of Degrees

Computation of G.P.A for all NTA Level is based on average performance of all modules studied. Table 1.5 provides classifications of awards for all programmes by points.

**Table 1.5: 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
<b>(d) Postgraduate Diploma</b>	
<b>Class of Awards</b>	<b>Cumulative GPA</b>
First class	4.4 – 5.0
Second class	3.5 – 4.3
Pass	3.4 – 2.7

### 1.18 Computation of the Cumulative GPA (CGPA)

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

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

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

$\sum \text{Credit}$

#### (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	$\frac{\sum (\text{Letter Grade points} \times \text{Credit})}{\sum \text{Credits}}$
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	$\frac{\Sigma (\text{Letter Grade points} \times \text{Credit})}{\Sigma \text{Credits}}$
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	$\frac{\Sigma (\text{Letter Grade points} \times \text{Credit})}{\Sigma \text{Credits}}$
60 – 69	B+	4.0	
50 – 59	B	3.0	
40 – 49	C	2.0	
35 – 39	D	1.0	
0 – 34	F	0	

**1.19 Progress from One Academic Year/Semester 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 who sat for semester one examination, shall be permitted to move on to the second semester of each

academic year, provided that their cumulative semester GPA is not less than 2.

- (iv) 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 wants 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. Failure to do so, such a student shall have to reapply.
- (v) 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. Fails to do so, a student shall have to reapply.
- (vi) 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.

### **1.19.1 Supplementary Examinations**

- (i) A candidate who fails any modules 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 continuous assessment (CA) shall be required to carry forward the failed module.
- (iii) A candidate failing in a supplementary Examinations shall be required to carry forward the failed module.
- (iv) The highest grade for NTA Level 4-8 supplementary examinations shall be the lowest pass mark of “C” and “B” for NTA Level 9.

### **1.19.2 Progress from one Award Level to the next**

- (i) A candidate shall be allowed to proceed to the next level of award after passing all prescribed modules at the lower 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 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.**

### **1.19.3 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.

### **1.19.4 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.

### **1.20 Approved Institute Awards**

- (i) 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

**(ii) 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.

**1.20.1 Certificates, Transcripts and Provisional Statement of Results**

**(i). Issuing of Certificates**

The Institute shall issue certificates for all programmes offered by the Institute.

**(ii). 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.

**(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 USD 50.00 in Money Order 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.

**1.20.2 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 1:**

**Application to Defer Examinations**

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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 ( )

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

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

**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**

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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. Prejudice ( )

ii. Irregularities in the conduct of examination ( )

iii. Violation of the principles of natural justice (right to be heard, right to know the reason for a decision) ( )

iv. Other reason .....

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

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

#### **4. Relief/remedies sought**

Remarking ( )

Re-counting ( )

Nullification of the Examinations ( )

Re-doing the Examinations ( )

**Appendix 3**

**Form No.3:**

**Application to Postpone Studies**

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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 Level4,5,6,7,8, 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 (recommendation of the Head of Department)**

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

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

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

## Appendix 4

### BEST STUDENTS ACADEMIC AWARDS

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<b>Name of the Award</b>	<b>Beneficiary</b>	<b>Amount (TShs)</b>
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