



**INTERNATIONAL
UNIVERSITY
OF EAST AFRICA**
'Learning to Succeed'

Study & Examination Regulations

2nd Edition (2019)

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Approved by:

**INTERNATIONAL UNIVERSITY OF
EAST AFRICA**

**Study & Examination
Regulations**

2nd Edition (2019)

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1.0 ACADEMIC YEAR

In the Semester system at the International University of East Africa, the academic year shall be composed of three (3) semesters with one (1) of these semesters being designated as a recess term. The dates for the beginning and ending of each Semester shall define the Academic Year and shall be issued by the Academic Registrar in advance through the Senate.

2.0 LENGTH OF ACADEMIC SEMESTERS

The length of a semester shall be defined by the Academic Registrar through the Senate and shall normally be seventeen (17) weeks, with fifteen (15) weeks for lectures and two (2) weeks for examinations unless otherwise arranged. The duration for the recess term shall be ten (10) weeks taken during the third semester.

3.0 SCHEDULE OF COURSES FOR DELIVERY

The scheduling of courses for delivery should be defined against the length of the Semester system. Courses offered by any alternative means shall meet the equivalent duration of the prescribed work load of the semester system as well as all other requirements of these regulations.

4.0 ACADEMIC PROGRAMMES

- a) Each Academic programme shall be defined by the courses.
- b) An academic programme shall be composed of a set of courses that shall be registered for by a student in order for the student to qualify for the award of a particular degree/diploma/certificate.
- c) The structure of a particular academic programme shall show clearly the Core, Elective and Prerequisite courses.

5.0 CORE COURSE UNIT

This is a course unit which is essential to a programme and it gives the programme its unique features. All students who are registered for a particular programme offer it. It shall be offered in all the Semesters.

6.0 ELECTIVE COURSE UNIT:

An elective course unit is offered in order to broaden an academic programme or to allow for specialization. It is chosen from a group of courses largely at the convenience of the student.

7.0 DEFINITION OF A COURSE

A course is a unit of work in a particular field/area of study normally extending through one semester, the completion of which normally carries credit towards the fulfilment of the requirements of a degree, diploma or certificate.

8.0 PRE-REQUISITE COURSE UNIT

A prerequisite is a condition which has to be satisfied prior to enrolling for the course in question. A prerequisite course unit, therefore, shall be a course offered in preparation for a higher level course in the same area of study.

9.0 SIZE OF A COURSE

- a) The smallest course shall be two (2) credit units.
- b) A course that has a practical component within it shall have a maximum of five (5) credit units.
- c) A course that has no practical component within it shall have a maximum of four (4) credit units.

10.0 CONTACT AND CREDIT HOUR

The definition of a contact hour and a credit hour is interchangeable and exists to define an equivalent amount of work and expected mode of teaching and delivery. A Contact/Credit Hour shall be equivalent to one (1) hour of lecture/clinical work and normally as two (2) hours of tutorials/practical, or four (4) hours of internship/training/fieldwork or research.

11.0 CREDIT OR CREDIT UNIT

A Credit or Credit Unit is the measure used to reflect the relative weight of a given course towards the fulfilment of the applicable award. At a minimum, one credit unit

shall correlate as one (1) contact hour per week per semester or a series of fifteen (15) contact hours over the semester.

12.0 SEMESTER LOAD

12.1 Definition of Semester loads

- a) Semester load shall be the total number of courses for a particular Academic Programme offered in a Semester.
- b) The courses to be retaken shall be within the Maximum Semester load of a Semester.

12.2 Normal Semester Load for an Undergraduate Academic Programme

The normal Semester load for an undergraduate Academic Programme shall range from between fifteen (15) credit units to twenty two (22) credit units. In some exceptional cases or where the programme is so designed, usually because of the allocation of practical work, the semester load may extend to twenty four (24).

12.3 Maximum Semester Load for Undergraduate Academic Programme:

The maximum Semester load for undergraduate Academic Programme shall be not more than twenty eight (28) credit units and shall have been approved by the Dean of Faculty and so as to cater for students who have courses to retake.

13.0 ADMISSION REGULATIONS

All admissions policies and regulations, including entry requirements, credit accumulation and transfer policies, and recognition of prior learning policies, are contained in the Admissions Regulations of the University. The summary of the admissions regulations can be found below.

Admission of a student is prescribed by various sources including but not limited to:

- a) The Programme Specifications or Curricula of an accredited programme of study;
- b) Minimum admission requirements prescribed by the NCHE and statutory authorities and applicable professional bodies;

- c) Other applicable and recognised national, regional or international regulators.

14.0 CREDIT ACCUMULATION AND TRANSFER

Credit accumulation and transfer (CAT) is a mechanism where credits earned from an education and training provider or authorized assessment body can be used towards attainment of an award from another education and training provider or body. This system of CAT can enable a learner to earn credits from different related study programmes and still be in position to qualify for a desired academic award.

14.1 Policies on IUEA CAT

In all cases, consideration of CAT must be based on the following principles and the requirements as set out by the UHEQF.

- a) Transfer may be applied to all modes of learning namely, open and distance learning or conventional delivery systems, and can be applied to part-time as well as full-time study programmes;
- b) Every student is at liberty to transfer from one party (programme or institution) to another but admission is at the discretion of the receiving party. The sending party has an obligation to provide relevant up to date academic records for the intending transfer student;
- c) Credit transfer shall only be permitted for programmes and institutions that are accredited by NCHE or any other mandated competent authority;
- d) Transfer of credits shall be permitted within a period of five years from when the credits were earned;
- e) Credit transfer may take place only when IUEA is satisfied that courses or modules that have been completed at the sending institution are relevant to the programme that the student is intending to transfer to;
- f) A student shall be required to earn at least 60% of the total credit units from the institution that will eventually confer the award. Exceptions to this rule shall be considered through consultation with all applicable parties, including regulatory bodies, and on the advice of these bodies, and an agreement sought between all parties, in the interests of higher education;

- g) The courses that are transferred and allowed by the receiving institution will be included in calculating the student's Cumulative Grade Point Average (CGPA). Other successfully completed courses that do not necessarily contribute to the CGPA shall be included on the student's transcript as supplementary courses.

14.2 Procedures for transferring credit

- a) Credit must be applied for through the IUEA CAT application form.
- b) Applications for CAT shall be reviewed by Faculty and the Admissions Board on a case by case basis with Faculty responsible for mapping credit for transfer and/or exemption and the Admissions Board responsible for reviewing the applicant's admission criteria and documentation from the sending institution. The highest organ of authority for reviewing such cases shall be the Senate as referred to Senate on the recommendation of the Admissions Board or Faculty;
- c) The decision to accept the transfer of credit shall be made in accordance with the policies stated above by the Admissions Board and Academic Registrar and approved by the Faculty Dean in writing to be attached to the applicants admissions file.
- d) Applicant's whose transcript from the receiving institution does not specify individual marks for courses shall take the mark of the highest mark of the corresponding grading scale (letter grades) as the mark and consider this in the University transcript.

15.0 RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is defined as the process where a person's skills, knowledge and competencies acquired in various contexts such as previous training or work, involvement in social and community activities or life experience in general are assessed and formally recognized. The basic principle underlying RPL is the acknowledgement that people continuously learn, whether such learning takes place formally at an educational institution, or informally at the place of work or through life experience. RPL is therefore a form of assessment and certification of the

acquired knowledge, skills and competencies and should take into consideration the social and learning contexts of the learners.

The policy on RPL governs the following:

- a) Mature Age Entrance Examination scheme;
- b) Grant of exemptions;
- c) Accelerated education and training Programmes
- d) Equating of military qualifications to academic qualifications;
- e) Competence based assessment

15.1 Policies on RPL

In all cases, consideration of RPL must be based on the following principles and the requirements as set out by the UHEQF.

- a) Participation in recognition of prior learning is a voluntary matter for the individual awards set out in the Qualifications Framework;
- b) Assessment and awarding Institutions/centers shall be accredited by NCHE and/or in consultation with other mandated regulatory bodies;
- c) Processes for the recognition of prior learning shall be credible, transparent, rigorous, quality assured and must also include appropriate appeals mechanism;
- d) The candidate is obliged to provide sufficient evidence to satisfy the assessor panel or examiners that he/she holds the relevant competences;
- e) Guidance and support should be available for applicants and all those involved in the processes of recognition of prior learning;
- f) Recognition of prior learning shall not compromise the standards of the UHEQF;
- g) An institution shall exempt a candidate from a given course unit if there is evidence of a recognized qualification where such a course unit or similar courses were offered;
- h) Exemptions shall not exceed 40% of the entire programme;
- i) Courses that are exempted shall clearly be indicated on the transcripts but shall not contribute towards a final Cumulative Grade Point Average.

16.0 ENROLMENT

In order for a student to become a *bona fide* student of the University, they must enrol into the programme of study they have been admitted for. Enrolment must be completed in the student's period of study or the 1st semester. Enrolment requires a student to:

- a) Submit the following to complete a student record:
 - i. Any certificates, diplomas or degrees earned in an institution of higher education and three photostat copies of them.
 - ii. One or both of your Original High School Certificate of Education & results slips (O' Level or its equivalent equated by UNEB) plus three photostat copies of them.
 - iii. One or both of your Original Advanced High School Certificate of Education (A' Level or its equivalent equated by UNEB) plus three photostat copies of it.
 - iv. Any other secondary or higher education qualification or its equivalent (as equated by UNEB or NCHE)
 - v. Five (5) passport sized and standard photographs showing your current likeness with a white background
 - vi. Identity card of your former school/college or National identity or Passport (for International Students)
 - vii. Evidence of English language proficiency for students who studied their highest qualification in a language other than English
 - viii. Original birth certificate where necessary to confirm identity and the order of names
- b) Pay the required fees
- c) Obtain the required University identification card
- d) Register with other departments as is necessary as per the requirements of the student's application:

17.0 COURSE REGISTRATION

- a) Students must register for each course within their programme as prescribed by the Programme Course Structure. For new students, course registration is done at the stage of enrolment. For continuing students, course registration for each semester is done at the Faculty or using the applicable registration procedure or application;
- b) Students must register for their course within the first five (5) weeks of the beginning of each Semester to ensure that their assessment and performance is not affected and so that class lists are accurate at the time of publishing. Students who do not register for their courses are not considered *bona fide* students as per these and other University policies and regulations and may be prohibited from attending classes assessments and exams;
- c) Failure to register for a course within the required timeframe may lead to additional penalties as prescribed by the University Council and/or withdrawal of the student from their admitted programme of study.

18.0 COURSEWORK ASSESSMENTS AND INTERNAL ASSESSMENT

- a) Coursework Assessments have to be planned in advance and students have to be informed formally about them at the beginning of each Semester. Such information shall be contained in the calendar of each Faculty.
- b) The plans for the coursework assignments shall be indicated clearly e.g., mode of assessments, when they would be conducted, duration and marks to be awarded
- c) The dissemination of course work assessment shall be given in the course outline
- d) Coursework grades and feedback shall be availed to the respective students
- e) Coursework grades shall be displayed at least two weeks before the commencement of the end of semester examinations.
- f) Up to fifty percent (50%) of the marks, or as may be amended by the University Senate, may be allocated to coursework for a course.

- g) For theoretical courses, the percentage weighted for coursework should not exceed forty percent (40%) of the course
- h) For courses with a significant practical component, the percentage may be weighted beyond fifty percent (50%).
- i) The weighting of internal assessment must be presented clearly in course outlines
- j) All course work should be fit for purpose and Faculty must show that verification activities justify each assessment given to students
- k) Coursework marks shall be submitted by the Internal Examiner to the Dean of the Faculty before the Semester examinations begin, and shall be made available to the External Examiner.
- l) A candidate who absents himself/herself from any continuous assessment tests or fails to submit assignment(s) given during the course work without compelling reasons shall be considered to have attempted such examinations or assignment(s) and shall be awarded a zero mark.
- m) A candidate without course work marks in a course does not qualify to take examination in that course unless extenuating circumstances can be proven
- n) At a minimum, progressive assessment as coursework shall consist of at least one (1) test and one (1) homework/take-home assignment or two (2) tests per course that carries three credit units
- o) Normally, instructors may not hold major Semester tests in the last five teaching days of the lecture schedule in any Semester. Major Semester tests are those which account for more than twenty-five percent of the final course grade. Exceptions must be approved in advance by the instructors` Heads of Department or the Deans of the Faculties concerned.
- p) In instances where a student has adjacent tests or examinations or when a student has more than two tests or examinations in a given day, the student should request relief from instructors within one week of the notification that caused the conflict. The relief may take the form of moving a test or examination to a new time or date; shifting the weight of the test to other

evaluation mechanisms with the course, or other mutually agreed upon solutions.

- q) The following assessment tools may be considered for coursework assessments:
- i. Multiple choice tests
 - ii. Short answer tests
 - iii. Oral examinations and presentations
 - iv. Essays
 - v. Online tests
 - vi. Project work involving fieldwork, laboratory work/Practical that may be conducted for up to two months with the completion of a standardized report
 - vii. Demonstrations where observations of competencies are clearly captured and objectively assessed by a qualified assessor
- r) Every student shall be required to acknowledge receipt of submission of a coursework assignment to the respective lecturer for record purposes.
- s) Every student shall be required to declare that their work is authentic
- t) A lecturer has the discretion to deduct marks for course works submitted by students after the given deadlines
- u) For matters of practice, a student who fails to honour the deadline for handing in an assignment without justifiable cause shall be penalized by deducting 5% every day after the deadline. However if the assignment is submitted after the fifth day, the student will receive a score of a zero or fail grade in that assignment.

19.0 PUBLISHING COURSEWORK RESULTS

- a) The lecturer or course coordinator must publish the results of the course work of his/her course at least two weeks before the start of the examination period;
- b) Any student has the right to appeal to the lecturer directly after advertising the course work mark.
- c) A student who is not satisfied with any response given by the lecturer may in writing, appeal to the Dean of the Faculty for following up purposes.

- d) Any appeals of course work results shall be reviewed by the Dean or applicable Faculty Board if required to make any judgement to the appeal
- e) The Dean or Faculty Board's decision is final.

20.0 CERTIFICATE OF DUE PERFORMANCE

- a) Students are expected to meet minimum requirements of attendance, participation and assessment during their studies. A student who does not meet the requirements of assessment and attendance outlined in a course outline or programme specification shall be denied Certificate of Due Performance and will not be allowed to sit the University examinations;
- b) A student who fails to attend at least 60% of the lectures, tutorial sessions and practical work shall be denied Certificate of Due Performance. This regulation exists to prevent the risk of students from failing their assessments and examinations
- c) The date from which the 60% of attendance shall be calculated shall be prescribed in the Annual Academic Calendar and enforced by the Academic Registrar;
- d) Lecturers, Course coordinators or Heads of Department and Faculty shall be responsible for tracking attendance of student attendance through a systematic records procedure as guided by the Academic Registrar and Quality Assurance to ensure accuracy of reporting systems
- e) The lecturer or course coordinator should issue a list through a means best communicated to the students containing the names of the students in their class who are denied the Certificate of Due Performance at least two weeks before the end of a taught component of a Semester or examinations;
- f) Within seven (7) working days from the issuing of the list mentioned, any student has the right to appeal. A Faculty Appeals Committee may study the appeals on an individual bases and give its final decision within seven (7) working days of receiving the appeal.
- g) In the absence of a Faculty appeals Committee, the Dean may allocate the responsibility to members to review any appeals
- f) The Dean or Faculty Board's decision is final

21.0 END OF SEMESTER ASSESSMENTS AND EXAMINATIONS

21.1 Definition of End of Examinations

- a) The End-of-Semester Assessments also known as Examinations or Summative Assessments shall be preceded with proper study of both the syllabus and the associated study objectives;
- b) End of Semester assessment methods, including the mode of assessment, tools, and duration shall be designed in a manner that is proportional to the weight of the course and identified as the best means to assess the content of the syllabus against the prescribed learning objectives.

21.2 Role of the Examiners

- a) Every examination for a course of the University should be conducted by the Internal Examiner(s)
- b) At a minimum, a moderator or moderators of examinations are to be designated by the Dean of Faculty to review question papers.
- c) The minimum duties of a moderator of examinations shall include the following:
 - i. To moderate draft examination papers in order to ensure:
 - a.maintenance of quality,
 - b.high standards,
 - c.coverage of the contents of the course
 - d.correct weighting of the marks against the questions
 - e.clarity of the questions
 - f. correctness of the marking scheme/guide
 - g.time given for the exam paper is suitable for answering the questions.
- d) External examiners may also perform the roles of a moderator. Additional roles of the examiner shall include:
 - i. To examine carefully marked scripts and advise on borderline cases;

- ii. To perform such other duties as Faculty Boards and Departments concerned may from time to time request;
- iii. To report to the University Senate through the Academic Registrar on the following:
 - a. Standard and quality of examination.
 - b. Standard of marking by Internal Examiners.
 - c. Standard of course work.
 - d. Students' performance.
 - e. Advise the University on areas of improvement.

21.3 Setting of Question Papers

- a) Examiners are required to preserve the secrecy of examination papers at all stages until the paper is delivered to the examination venue. The contents of the paper must not be disclosed to any person other than those colleagues or officials of the University specially appointed to deal with question papers. Any staff who leaks an examination shall be subjected to disciplinary action.
- b) Internal Examiners shall submit the exams to the Dean of the Faculty at least four (4) weeks before the scheduled date of the examination of that course.
- c) Each examination paper shall be prepared using a standardised University format (see below) and shall be accompanied by a clear marking guide that can be used by any examiner;
- d) All the examination papers shall be moderated by members as determined by the Dean of Faculty and the Departmental Examinations Committee who shall moderate the accuracy, applicability, suitability and fairness of the examination against the syllabus;
- e) The Dean may send the examination papers, upon receiving them, to the External Examiner(s) for moderation. The External Examiner(s) will send his/her comments and alterations only. The Internal Examiner will revise the examination paper to take into consideration all the comments and alterations of the External Examiner and then submit the revised examination paper to his/her Faculty Dean.

- f) The Faculty Dean shall be responsible for the safe custody of the final approved examination papers and for photocopying/printing enough copies for the respective groups of candidates.
- g) Internal Examiners are particularly requested to transmit all agreed examination papers to the Dean of Faculty in accordance with the following instructions:
- i. Draft question papers must be set out legibly and in accordance with the approved syllabus.
 - ii. Questions shall be drafted so as to be free from ambiguity and to elicit a reasoned answer of university standard.
 - iii. Papers shall be composed to test the students' knowledge of the whole syllabus of the course. No question should be set outside the scope of the syllabus.
 - iv. Draft question papers shall not be sent by fax or e-mail.
 - v. All draft question papers must be accompanied by the relevant keys to solutions, copyright statements where applicable as well as appropriate marking guides, course outlines and other relevant materials.
 - vi. Deans or the Academic Registrar may ask more than one version of the examination to be prepared for use in the offering of supplementary examinations
 - vii. Front page of the examination paper must contain the following information:
 - Period of Final Examination:
e.g., June 2012
 - Course Abbreviation and Number, Title, Section and "Held With Course(s)" indicated: e.g., MATH 1107
 - Date of Exam: April 9, 2013
 - Time Period: 9:00 a.m. to 11:30 a.m.
 - Duration of Exam: 2.5 hours (or as specified)
 - Number of Exam Pages: (including cover sheet)
 - Exam Type: Choose one of: Closed Book, Special Materials or Open Book

- Additional Materials Allowed: provide details regarding additional materials that may or may not be allowed

At the bottom of subsequent pages:

- Course Abbreviation and Number (left justified):
e.g., MATH 1107
- Page Number (right-justified):
e.g., Page 2 of 10
- Each page of the examination master must be paginated.

21.4 Registration for Examination

Students are required to register for examinations as part of the course registration process by the published deadlines. Registration may be automated or a procedure for registering for examinations may be advertised by the Academic Registrar.

- a) No candidate shall be admitted to any examination unless he/she has satisfied all the requirements prescribed in this regulation.
- b) All students are required to attend all examinations for the courses they have registered for.
- c) A student/candidate whose attendance is below seventy five (60%) shall be denied the Certificate of Due Performance and may be barred by the Academic Registrar, on the recommendation of the Faculty, from sitting any University examination.

21.5 Examination Timetable

- a) Examinations will be held in accordance with the published timetable which will be available at least three (3) weeks before the commencement of the examination period and will include the date, time and venue of each examination.
- b) Examinations may be scheduled between Monday to Friday in three sessions starting at 9:00am, 2:00pm or 5:00 pm.
- c) Students should read the Examination Timetable carefully to ensure that they have been correctly entered for their examinations and know the time, date and location of the examinations they are required to take.

- d) Misreading the Examination Timetable will not be accepted as a satisfactory explanation for absence from an examination.
- e) Special arrangements cannot be made to accommodate a student's personal preferences, unless these are associated with special needs or special considerations for students who may need reasonable adjustments.

21.6 Conduct of Examinations

- a) Instructions to Candidates:
 - i. It is the responsibility of each candidate to know of the dates and times of the examination(s) for which he/she is registered.
 - ii. Candidates shall be informed of the dates and times of examinations by means of time tables in advance on the University notice boards. Eligible students will be issued with examination cards before the commencement of examinations.
 - iii. Candidates will be admitted to the examination room fifteen (15) minutes before the time the examination is due to begin. Examination papers will be placed on the desks before they enter. Students must not begin writing before the time the examination is due to begin. During the fifteen minutes the Invigilator will;
 - Make an announcement to the effect that students should satisfy themselves that they are in possession of the correct paper.
 - Call attention to any rubric at the head of the paper which seems to require attention.
 - Announce that both sides of the writing paper must be used. He/she will then tell students when they should begin writing.
 - iv. Candidates are required to supply themselves with pens, pencils, rulers, erasers, blotting papers and the usual geometrical instruments.
 - v. Candidates are not required to take to the examination room any unauthorized materials such as books, notes, bags, mobile telephones, paper for rough work, etc.

- vi. Invigilators shall have the power to confiscate any unauthorized book, manuscript, or any other aid brought into the examination room. Invigilators shall report such cases on the applicable Exam Malpractice form and submit this to the Academic Registrar.
- vii. Any other form of exam malpractice or contravention of the student's code of conduct may also be reported on the Exam malpractice form and submitted to the Academic Registrar. The Academic Registrar shall report any and all such incidences of malpractice to the Senate or the relevant Senate Committee for further or appropriate action.
- viii. Unless the Invigilator has given permission otherwise, a candidate may not communicate with any other person but the Invigilator through-out the examination.
- ix. No candidate will be permitted to enter the examination room after the lapse of thirty (30) minutes from the commencement of the examination unless justified
- x. No candidate will be permitted to leave the examination room until thirty (30) minutes have expired. Late candidates will not be allowed extra time.
- xi. A candidate may request to leave the examination venue to go to the washroom, but not for longer than 2-5 minutes. Such permission shall be granted from the invigilator at their discretion
- xii. Only one candidate is allowed to leave the examination venue at a time
- xiii. No candidate shall leave the examination room during the last thirty (30) minutes of the time allocated except in case of emergency.
- xiv. At the end of the examination period and on instruction of the Invigilator, candidates must stop writing and then assemble their scripts. Each candidate should hand in his/her script to the Invigilator.
- xv. Candidates who are permitted to leave the examination room before the end of the examination period must not leave their scripts on their desks, but must hand them to the Invigilator.

- xvi. Candidates shall bring the required or applicable examination cards and a valid University identity cards to each examination.
 - xvii. Other forms of identification may be accepted if they are authentic and confirm the students identity
 - xviii. Candidates shall be required to sign the applicable examination attendance roll at each examination attended.
 - xix. Candidates must not remove, modify or mutilate any paper or material supplied from the examination room.
- b) Instructions to Invigilators:
- i. Each examination paper shall be under the supervision of an approved invigilator as designated by the Office of the Academic Registrar. Invigilators may be sourced from within the University or outside of the University.
 - ii. Invigilators shall be present in the examination room, at least, thirty (30) minutes before the commencement of an examination.
 - iii. Invigilators and any assistants shall issue one predefined answer booklet with a unique identifier for each candidate unless the rubric on the question paper requires otherwise in which case more than one predefined answer booklet shall be issued.
 - iv. An answer booklet must be used up before any additional answer booklet is provided. In the case that another answer booklet is provided, this shall also have a predefined and unique identifier linking the answer booklet to the student.
 - v. Invigilators shall start to admit candidates to the examination room fifteen (15) minutes before the commencement of the examination and ensure that candidates take any place that is assigned to them.
 - vi. Invigilators should not allow candidates to take to the examination room any unauthorised material.
 - vii. At the beginning of the examination, the Invigilator shall:
 - Announce to candidates that they are in possession of the correct examination paper and the correct exam;

- Call attention to any rubric or instructions at the head of the examination paper that requires attention;
 - Remind the candidates of the key examination regulations;
 - Remind candidates that they are not permitted to leave the examination venue unless their script is submitted to the invigilator.
- i. At the beginning of the examination, Invigilators shall inform candidates that they may begin writing. In the case that an examination starts after the scheduled time, the invigilator shall add the additional time to the duration of the examination and notify this to candidates.
 - ii. Invigilators shall not admit candidates to the examination room after thirty (30) minutes from the commencement of the examination unless the lateness is justified. Late candidates shall not be allowed extra time.
 - iii. Internal Examiners or their nominees are required to be present in the examination rooms at the commencement of each examination to assist the invigilators and answer any questions.
 - iv. Invigilators shall on no account give any information to a candidate who asks questions about the contents of a question paper or doubts its accuracy. Any question of this nature should be referred immediately to the internal examiner in the subject to clarify the point to all candidates if necessary.
 - v. After the commencement of the examination, Invigilators shall check the names of the candidates against the copy of the list of students permitted to sit the examination and who have been prescribed with a unique identifier on their answer booklet to ascertain who is present and who is absent, and to confirm that every candidate is where he/she should be so that no candidate attempts a wrong paper.
 - vi. Invigilators shall not permit candidates to leave their seats before their scripts have been collected. Candidates who wish to leave the examination room before the end of the examination shall hand their

scripts to the Invigilator before leaving the examination room. No candidate shall be permitted to leave the examination room until at least one (1) hour has passed and no candidate shall leave the examination room during the last thirty (30) minutes of the time allocated except in case of emergency.

- vii. Invigilators shall have the power to confiscate any unauthorized materials brought to the examination room, and to expel from the examination room any candidate who creates disturbance. A report to this effect should be submitted to the Academic Registrar using the applicable Exam malpractice form.
- viii. It is part of the Invigilator's duty to be vigilant and to move about the examination room as quietly as possible at frequent intervals to monitor the progress of the examination so as to ensure that no candidate is involved in examination malpractice.
- ix. At the end of the examination period, Invigilators shall instruct the candidates to stop writing and shall collect all the scripts. Any remaining candidates may leave the examination room when the scripts have been collected.
- x. The Invigilator shall collect the scripts, count them, and compile them securely. The invigilator must complete the provided Examination Report Form/Attendance Form sign the form as an accurate record of the examination, attendance and count of scripts.
- xi. The Invigilator must ensure that no answer book has remained uncollected and no spare question paper or spoiled answer book is left in the examination room
- xii. The Invigilator shall submit the scripts together with the signed count of scripts on the Examination Report Form to the designated and approved Examination Management Officer who shall be responsible for receiving and accounting for the scripts.

21.7 Alternative Examination Arrangements

- a) Alternative examination arrangements may be made for students with short or long-term medical conditions, specific learning difficulties or disabilities, subject to the overall requirement that academic standards must be maintained.
- b) Requests for alternative examination arrangements on the grounds of specific learning difficulties shall be notified to the Examinations Office or the Academic Registrar by the Dean of Students. Only recommendations supported by the Dean of Students will be considered. Requests for alternative examination arrangements on the grounds of either short or long-term medical conditions must be made to the Examinations Office with the support of a doctor or a medical centre.

21.8 Supplementary examination

- a) A supplementary assessment or special examination may be offered to students who have no more than two failed courses in one programme of study and/or who can show that extenuating circumstances have affected them from attaining the requirements for academic promotion or graduation. The Board of Examiners will determine whether a supplementary or special examination shall be offered in the form of an additional exam or assessment task and when this is to be offered if outside of normal examination periods.
- b) A supplementary assessment and special examinations may be granted by Faculty if one or all of the following criteria are met:
 - a. the final result is no more than five per cent below the required pass rate (i.e. a mark of 45 - 49) and a conceded pass has not been given;
 - b. a pass grade(s) would complete all academic requirements for a degree **or** failing the course(s) would significantly impact progression into subsequent semesters or to graduate;
 - c. extenuating circumstances have been proven to be a considerable factor affecting the performance of the student
- c) Students do not apply for a supplementary or special examination. They are offered this opportunity by faculty after a review of the student's performance

- and academic profile by the board of examiners. These examinations will be offered during one of the examination periods in December, May or August.
- d) The course grade will display RS for supplementary exam (“results obtained after supplementary/special assessment”) or SE for special examination (Special Examination Granted”) on the transcript.
 - e) In cases of students who are not eligible to sit final examinations because they have not completed payment of fees by assessment registration time in each semester, may be offered to sit special examinations during the next examination session in order to complete each course. Such cases should be authorized by the Dean of Students.
 - f) A fee, as determined by the University Bursar shall be charged for each special or supplementary examination that is offered before the examination takes place.
 - g) Students who do not present themselves for scheduled supplementary or special examinations without prior notice to the Faculty giving details of the reason will be discontinued from the university and/or prohibited from graduating.
 - h) For purposes of interpretation, ‘Extenuating Circumstances’ means an unexpected event or circumstance that is outside a student's capacity to prevent or overcome that demonstrably affects their capacity to complete learning and/or assessment tasks, or achieve the level of attainment typical of their previous performance in the subject or course. These could include:
 - a. medical or psychological conditions or events
 - b. loss or bereavement – e.g. death of an immediate family member
 - c. family relationship breakdown
 - d. hardship/trauma – e.g. victim of crime, sudden loss of income or employment resulting in severe disruption to domestic arrangements
 - e. financial hardship
 - f. relevant obligations to known service requirements or humanitarian emergencies

21.9 Absence from Examinations

- a) A candidate who absents himself/herself from any examination without compelling reasons shall be considered to have attempted such examinations or assignment(s).
- b) In such cases, if the Faculty Board of Examiners is satisfied that a student has no justifiable reason for having been absent from a particular examination, such a student shall receive a Fail (F) Grade for the course(s) he/she had not sat the examination in. The course(s) in which the Fail (F) Grade was/were awarded shall also count in the calculation of the CGPA.
- c) If the Faculty Board of Examiners is satisfied that a student was absent from a final examination due to justifiable reasons such as those stated under 'Alternative Examination Arrangements', and the student is unable to complete any alternative examination arrangement, a course grade of ABS shall be assigned to that course(s).
- d) A candidate who absents himself/herself from an examination without compelling reasons may be considered for discontinuation from studies

21.10 Deferred Examination

- a) A student who provides credible reason for failing to complete coursework assessment affecting the Certificate of Due Performance or to sit an examination may be permitted to sit the deferred examination or coursework assignment when the course(s) is/are being offered again.
- b) A student who wishes to sit a deferred examination must submit an application to the respective Faculty Dean's Office and must attach supporting documentation pertaining to the absence before the beginning of the Semester in which the examination is scheduled. A deferred examination shall not be approved if a student has not been in regular attendance or has completed less than half of the assigned work.
- c) A student with two or more deferred examinations may be required to reduce the number of courses in which he/she is registered in order to accommodate

deferred courses from previous Semester(s) in his/her Semester load. Deferred examination shall be included in the student`s maximum Semester load.

- d) The department responsible for the course shall make arrangements for the deferred examination, once approval is granted.
- e) The grades obtained from a deferred examination shall not be categorized as retake because the assessment is for the first time.

21.11 Marking of Scripts

- a) Designated Examination Management Officers are responsible for the security of scripts that have been received from the Invigilator.
- b) Where physical examinations have taken place, scripts may be collected by the Internal Examiner who shall sign the scripts out from the examination officer.
- c) Scripts shall be marked at designated examination marking centres by the Internal Examiner(s), usually on campus.
- d) Exemptions to this regulation may be applied for in writing to the Dean of Faculty by the Internal Examiner and may only be approved on the grounds that these scripts shall be kept secure. The Dean of Faculty shall assume responsibility for any scripts that are not kept secure
- e) Authority to issue scripts outside of designated examination marking centres shall be based on merit and the good standing of the internal examiner with the University
- f) Every script shall be marked by one or more Internal Examiners at the minimum and one or more External Examiners as a best practice. The Faculty Dean/Head of Department shall be the Chief Internal Examiner. The Examiner(s) shall be required to count and sign for the number of scripts they receive in their procession for marking on the Examination Report Form attached to the envelope or means of receiving and carrying the scripts;
- g) External Examiners will moderate the marked scripts to ensure that quality is maintained in the setting of question papers and marking of scripts;
- h) In the absence of the designated internal examiner, the Dean of Faculty may allocate marking to another suitably qualified examiner.

- i) The provision for computer-based marking of examination questions is allowed where appropriate providing the equal or better security of these examination regulations is observed and maintained;
- j) Examination Marking Centres shall ensure that marking is completed on schedule and that scripts are not lost or misplaced.
- k) Upon completion of the marking exercise, scripts shall be returned to the Examination Management Officer and signed and accounted for.

21.12 Compilation of Marks

- a) Each Internal Examiner has to ensure that every candidate who sat an examination has his/her scripts duly marked and that the registration numbers of candidates recorded as absent are properly recorded on the approved and standardised Record of Grades;
- b) The marking of scripts for the examination shall be completed within two weeks from the date of the examination
- c) The compilation of marks by Internal Examiners should not exceed one week.

21.13 Examinations Records Management

- a) At all times all documents and their management in relation to examinations including answer booklets and scripts, question sheets, marking guides, and any other permissible documentation used in examinations, shall be kept under the safe and secure custody and safe keeping of the designated stakeholders administering the examination activities;
- b) All possible grounds and considerations shall be made by the same stakeholders to ensure the integrity of the assessment activities and prevent 'leakage' or the potential of examination abuse or fraud to occur;
- c) After the period given for any review of answer booklets or scripts as per the regulations, answer booklets or scripts that have been marked shall be submitted to and signed over to the Academic Registrar's office for records keeping.

22.0 BOARDS OF EXAMINERS

- a) There shall be the provision for a Board of Examiners at the Faculty or Departmental level depending on the size of the department that will be responsible for moderating examinations and evaluating the quality of study and examination and assessment activities.
- b) The Boards of Examiners are chaired by the Faculty Deans or Heads of Department or as so delegated and will receive, consider and recommend results for presentation to the Senate. The Faculty Boards of Examiners shall make decisions on the accuracy of the compilation and analysis of the examination results.
- c) Accurate records of meetings, resolutions, and outcomes or decisions by the Boards of Examiners shall be adequately recorded and kept on record in the Faculty.
- d) The final examinations results shall be those that are approved by the Faculty Board of Examiners after any appeals have been considered
- e) The results shall be final when Senate meet to approve examination results as recommended by the Faculty Boards of Examiners.
- f) Matters arising from the Board of Examiners should be tabled in and for Senate to review and provide feedback.
- g) Official signed copies of the results that have been approved must be submitted to the Academic Registrar for record keeping

23.0 RELEASE OF SEMESTER EXAMINATION RESULTS

- a) The release or publication of “provisional’ examination results shall be made by Faculty using the standardised template within two (2) weeks or fourteen (14) working days after the final date of the end of the Semester examinations.
- b) Provisional examination results shall be posted on designated Faculty notice boards at IUEA or, if the provision warrants, published on an online or digital platform.

- c) The veracity of the collection, collation, preparation and publication of provisional examination results shall be the responsibility of the Deans and Heads of Departments.

24.0 APPEALS AGAINST EXAMINATION RESULTS

Students shall have a right of appeal if they perceive a lack of transparency in the conduct of examinations, unfair treatment or poor assessment of their work. Each department and faculty must create an appeal panel. The Senate shall be the supreme panel of appeal for academic complaints. Students may appeal in respect of:

- a) An examination or an examination grade;
- b) A student's progress, if a decision from the University adversely affects a student's progress;

24.1 Permissible grounds for appeal:

By way of illustration, permissible grounds for appeal are:

- a) There has been a material irregularity in the decision making process sufficient to require that the examination decision can be re-examined.
- b) The assessment and subsequent decision making process were not conducted in accordance with the relevant regulations.
- c) An adverse decision has been taken because of an identifiable administrative error.
- d) The student has not been given the opportunity to draw relevant matters to the attention of the board.
- e) A student has sufficient cause to state dissatisfaction with the results scored in a particular course.
- f) A student's performance in assessment has been affected by illness or other factors which the student was unable for good reason to divulge before the meeting of the board.
- g) Appropriate account was not taken of illness or other extenuating circumstances known to the board.
- h) A penalty imposed under these regulations is wrong or disproportionate.

- i) No appeal will be considered if it raises for the first time issues concerning the supervision or teaching of a student. Such matters will only be considered if they have been raised by the student promptly, at the time they first arose and pursuant to the Student Complaint Procedure. Disagreement with the academic judgment of the board will not constitute a ground for appeal.
- j) Request for remarking has to be lodged with the office of the respective Faculty Deans within seven (7) days from the date of release of the provisional examination results. There is a fee payable by the candidate whose request for remarking has been granted.

24.2 Remedies for outcomes of appeals

In cases where the appeal has been approved by the Faculty Board of Examiners, the Faculty may recommend to Senate a decision on remedies to be discussed at the next available Senate meeting

25.0 PUBLISHING AND CHANGES OF FINAL MARKS

25.1 Procedure for publishing final marks

- a) Final marks shall be those marks that have been approved by the Faculty Board of Examiners and Senate after any appeals have been considered.
- a) A copy of the final and official examination results and marks of these results shall be submitted to and signed over to the Academic Registrar
- b) The Academic Registrar shall designate to qualified and applicable persons the responsibilities for entering results into the University information systems

25.2 Changes to final publishing of final marks

- c) No changes to the Faculty Board of Examiners or Senate approved results shall be made with-out an application for consent in writing to the Academic Registrar through the Dean(s) of Faculty.
- d) Permissible grounds for changing any results after the publishing of final results may be made for the following reasons:

- i. Due process in any results management process or appeal was not properly followed
 - ii. Evidence that was not available at the time but is subsequently availed after the timeframe for appeals has passed is presented and the relevant committee allows for the admissibility of the new evidence.
- e) Decisions to alter any final marks shall be justified with evidence supporting the changes
- f) The Academic Registrar may refer any cases through the Senate for additional approval
- g) Any changes shall be supported by the relevant documentation, including consent from the Academic Registrar, and filed in the students record as a recorded of the change(s) being made.
- h) Any changes by authorised or un-authorised persons without following the above procedures to changing marks shall face disciplinary action

26.0 PASS MARK

- a) The pass mark for University examination shall be fifty percent (50%) for each course.
- b) Students' examination evaluation will be obtained by averaging the course work marks and examination marks.

27.0 CONCEDED PASS

- a) A conceded Pass is a pass granted for a course in which a final year candidate is within five marks of a Pass Mark in the Course Assessment. The pass is conceded on the basis that the student's overall performance in other courses for the programme has been sufficiently strong to counter the deficient percentage in that particular course.
- b) The circumstances for approval of a Conceded Pass may include but not limited to:
 - i. Illness of a student or a medical condition.
 - ii. Family issues such as family injury, illness, bereavement, etc.

- iii. Commitments such as participation in national sports or other activities.
 - iv. Commitments to assist with community services activities.
 - v. Unavoidable and unexpected work commitments such as relocation.
- a) Awarding conceded passes does not compromise the requirements for accreditation of a particular programme by a professional body.
 - b) Conceded Passes are granted at the discretion of the Faculty Boards of Examiners
 - c) Boards of Examiners shall during the time of consideration of examination of examination results, identify and grant Conceded Passes to eligible candidates after which the candidates concerned will then be formally informed that they have been offered Conceded Passes.
 - d) A candidate on an undergraduate programme shall be eligible for a Conceded Pass if the final mark in a course is in the range of 45-49% inclusive and if the Cumulative Grade Point Average (CGPA) for that student is at least 2.0.
 - e) A Conceded Pass shall be discretionary and the Faculty Board of Examiners shall take into account the following:
 - i. The marks a candidate has scored each time he/she has attempted examinations in the course.
 - ii. (ii) The overall academic record of a candidate
 - iii. (iii) Comments from the lecturers of the candidate on class attendance, or class participation.
 - iv. Whether or not the course is required for professional accreditation; whether or not it is necessary for a candidate to demonstrate professional or clinical competence as part of its assessment requirements.
 - a) A Conceded Pass shall be granted to a whole course and not to a particular piece of assessment only.
 - b) Candidates granted Conceded Passes shall earn credits on the basis of the Conceded Passes.

- c) Only candidates in their final year of studies shall be eligible for Conceded Passes.
- d) Conceded Passes are restricted to only one Course.
- e) A granted Conceded Pass shall be recorded on the candidate`s Academic Transcript by reflecting the actual percentage/grade obtained with CP as the grading code.

28.0 GRADING SYSTEM

The overall marks a candidate obtains in each course he/she offered shall be graded out of a maximum of one hundred marks and assigned appropriate letter grades and grade points as follows:

| MARKS | LETTER GRADE | GRADE POINT |
|---------|--------------|-------------|
| 80-100 | A | 5 |
| 75-79.9 | B+ | 4.5 |
| 70-74.9 | B | 4.0 |
| 65-69.9 | B- | 3.5 |
| 60-64.9 | C+ | 3.0 |
| 55-59.9 | C | 2.5 |
| 50-54.9 | C- | 2.0 |
| 0-49.9 | F | 0.0 |

29.0 RETAKING A COURSE UNIT OR COURSE UNITS

- a) A candidate who fails any end of Semester examination on the first attempt shall be allowed two more attempts to sit and pass that paper when it is next offered.
- b) While retaking a course/courses, a student shall:
 - i. Attend all the prescribed lectures/tutorials/practical/fieldwork in the course or courses.

- ii. Satisfy all the requirements for the Coursework component in the course/courses; and,
 - iii. Sit the University examination in the course/courses.
- c) A candidate may retake a course or courses when next offered again in order to improve his/her pass grade(s) if the pass grade(s) received at the first assessment in the course or courses were low.
- d) A candidate who has up to but not more than five (5) failed courses at any time during the duration of their programme of study shall be allowed to proceed to the next Semester and retake the failed courses when they are next offered. However, if the failed courses happen to be prerequisites for other advanced courses, the candidate must first pass them before he/she can be allowed to register in the advanced units that require the prerequisites.
- e) A candidate shall not be allowed to carry forward six (6) or more accumulated failed courses at any one time.
- f) A candidate who has six (6) or more accumulated failed course units after three unsuccessful attempts at each of the units concerned shall be discontinued from their studies
- g) When a candidate has retaken a course, the better of the two grades he/she has obtained in that course shall be used in the computation of his/her Cumulative Grade Point Average (CGPA).
- h) Whenever a course or courses has/have been retaken, the Academic Transcript shall indicate so accordingly.
 - a) When a student misses to sit examinations for justified reasons, the grades obtained after sitting the examinations shall not be recorded a retake because the candidate is sitting the examinations for the first attempt.
 - b) A final year student whose final examination results has already been classified by the relevant Faculty Board and has qualified for the award of a degree/diploma/certificate shall not be permitted to retake any course(s).

30.0 PROGRESSION

30.1 Normal Progress:

- a) Normal progress shall occur when a student has passed the assessments in all the courses he/she had registered for in a particular semester.

30.2 Probationary Progress:

- a) A student who has obtained a Cumulative Grade Point Average (CGPA) of less than 2.0 in a semester shall be placed on Probation. Such a student shall be allowed to progress to the next Semester/Academic Year but shall still retake any course(s) he/she had failed and until they obtain at least the pass mark (50%) in the course(s).
- b) Students with courses to be retaken must register for these retakes with the Faculty Administration in the semester they intend to retake them.
- c) A student may not be able to complete the courses in the subsequent Semester if they are not offered or if the load to retake is too high, in which case he/she shall be required to determine a plan with the Faculty Administrator on when and how to complete the required courses.
- d) Faculty Administration, through the Faculty Board of Examiners, should note all cases of students who have failed a course and are required to retake these courses. Other notes such as missed examinations must also be recorded.
- e) Students who attempt to flaunt the regulations on progression shall face disciplinary action

31.0 DEFERRED STUDIES

- a) A student can apply in writing through the Dean of Faculty to defer from their studies for the rest of the duration of the current Semester, the succeeding Semester or for the whole academic year. Reasons for deferral must be given in the letter of application and must be justified on acceptable grounds for deferral as determined by the Senate.
- b) Permission to defer shall be granted by the Dean of Faculty and submitted to the Academic Registrar.

- c) The student, upon seeking to resume their studies, shall apply in writing through the Academic Registrar to resume their studies *before* the succeeding Semester.
- d) A student who has deferred their studies may be allowed to transfer any financial balances already made to the University to the subsequent Semesters upon the resumption of their studies providing that the correct procedures have been followed.

32.0 WITHDRAWAL FROM STUDIES

- a) A student can apply in writing through the Dean of Faculty to withdraw from their studies. Reasons for withdrawal should be given in the letter of application.
- b) Permission to withdraw shall be granted by the Senate or by the Vice-Chancellor on its behalf only on compassionate, financial, medical, serious social or domestic grounds or exceptional commitment which can be demonstrated to have adversely affected the student.
- c) A student who has withdrawn from their studies shall not be allowed to resume their studies until submitting an application to continue their studies
- d) To protect the interest of the student and the University, the circumstances that made him/her withdraw can no longer affect his/her studies.

33.0 DISCONTINUATION

- a) When a student accumulates three (3) consecutive probations based on the Cumulative Grade Point Average (CGPA), he/she shall be discontinued from their studies.
- b) A student who has failed to obtain at least the Pass Mark (50%) during the third examination or assessment in the same course/courses he/she had retaken shall be discontinued from his/her studies in the University.
- c) A student who has overstayed the normal duration of an Academic Programme by more than two (2) years and without justification shall be discontinued from his/her studies at the University.

34.0 AWARDS

- a) The Faculty Board of Examiners, upon its satisfaction that the standard required under relevant regulations for the award of a degree, diploma, certificate or other award, as the case may be, has been attained by a candidate in University examinations applicable to him/her, will recommend to the Senate that such a degree, diploma, certificate or other award be conferred upon or granted to such a successful candidate.
- b) The awards shall be made by the University Senate.
- c) After the University Senate has approved the results, a certificate for each award (under the seal of the University) shall be issued to each successful candidate
- d) Awards by the University shall be classified as follows:
 - First Class (Honours).
 - Second Class- Upper Division (Honours).
 - Second Class- Lower Division (Honours).
 - Pass
- e) For purposes of classification of degrees, the Cumulative Grade Point Average (CGPA) for the various Classes shall be as indicated below:

| Class | CGPA |
|-----------------------------|-------------|
| First Class | 4.40 – 5.00 |
| Second Class-Upper Division | 3.60 – 4.39 |
| Second Class-Lower Second | 2.80 – 3.59 |
| Pass | 2.00 – 2.79 |

- f) For purposes of classification of diplomas and certificates (where applicable), the Cumulative Grade Point Average (CGPA) for the various Classes shall be as indicated below:

| Class | CGPA |
|--------------|-------------|
| Distinction | 4.40 – 5.00 |
| Credit | 2.80 – 4.39 |
| Pass | 2.00 – 2.79 |

35.0 CALCULATION OF THE CUMULATIVE GRADE POINT AVERAGE (CGPA)

The Cumulative Grade Point Average (CGPA) at a given time shall be obtained by:

- a) Multiplying Grade Point obtained in each course by the Credit Units assigned to the course at the Weighted Score for the course.
- b) Adding together the Weighted Scores for all the courses taken up to that time.
- c) Dividing the Total Weighted Score by the total number of Credit Units taken up to that time.

36.0 GRADUATION

- a) A graduation event shall be held as frequently as possible and as agreed by the Graduation Organising Committee and the University Senate
- b) A student shall be eligible for conferment of their qualification on the grounds that:
 - i. The candidate has met the requirements of the programme of study as prescribed by the current and accredited curriculum;
 - ii. That the minimum requirements of the qualification have been met;
 - iii. That the student has met all other conditions of the University including all regulations and policies in the completion of their studies.
- c) Candidates for Graduation shall be required to be cleared to ensure that the requirements for Graduation have been met
- d) Conferment of an award occurs when the Chancellor or designated authority confers the award upon a candidate in their presence or in absentia of an authorised University conferment congregation.

- e) Students graduating in absentia must write to the Graduation Committee Chairperson explaining the reasons for their absence from the graduation congregation

37.0 ACADEMIC CERTIFICATES AND TRANSCRIPTS

37.1 Replacement of Lost Academic Certificates or Transcripts

- a) Academic Certificates and Transcripts are very valuable documents and students must ensure the security and integrity of these documents at all time.
- b) The University may issue another copy of an Academic Certificate or Transcript in case of loss of the original certificate or transcript on condition that:
 - i. The applicant produces a sworn affidavit;
 - ii. The replacement certificate or transcript issued may be marked “COPY”;
 - iii. The replacement certificate or transcript shall not be issued until 12 months after reporting the loss to the University;
 - iv. The applicant must produce evidence that the loss has been adequately publicly announced, including a written report from the Police.

37.2 Authenticating and Certifying Academic certificates and Transcripts

- a) Graduates may be entitled to one certified copy of their Academic certificate and Transcript
- b) In such requests, students must present a high quality Photostat, colour copy of their original documents
- c) Further copies may be made from this Certified Copy
- d) In all cases where any organisation or institution requests originals or copies of originals, students should provide the contact details or the persons requesting this information for the Academic Registrar to communicate directly with them.