



**CRITERION 18: LEARNER  
SUPPORT SERVICES**

*Educating for Global Success*



# **LEARNER SUPPORT SERVICES POLICY 2017**



**DDT COLLEGE OF MEDICINE**

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# LEARNER SUPPORT SERVICES POLICY



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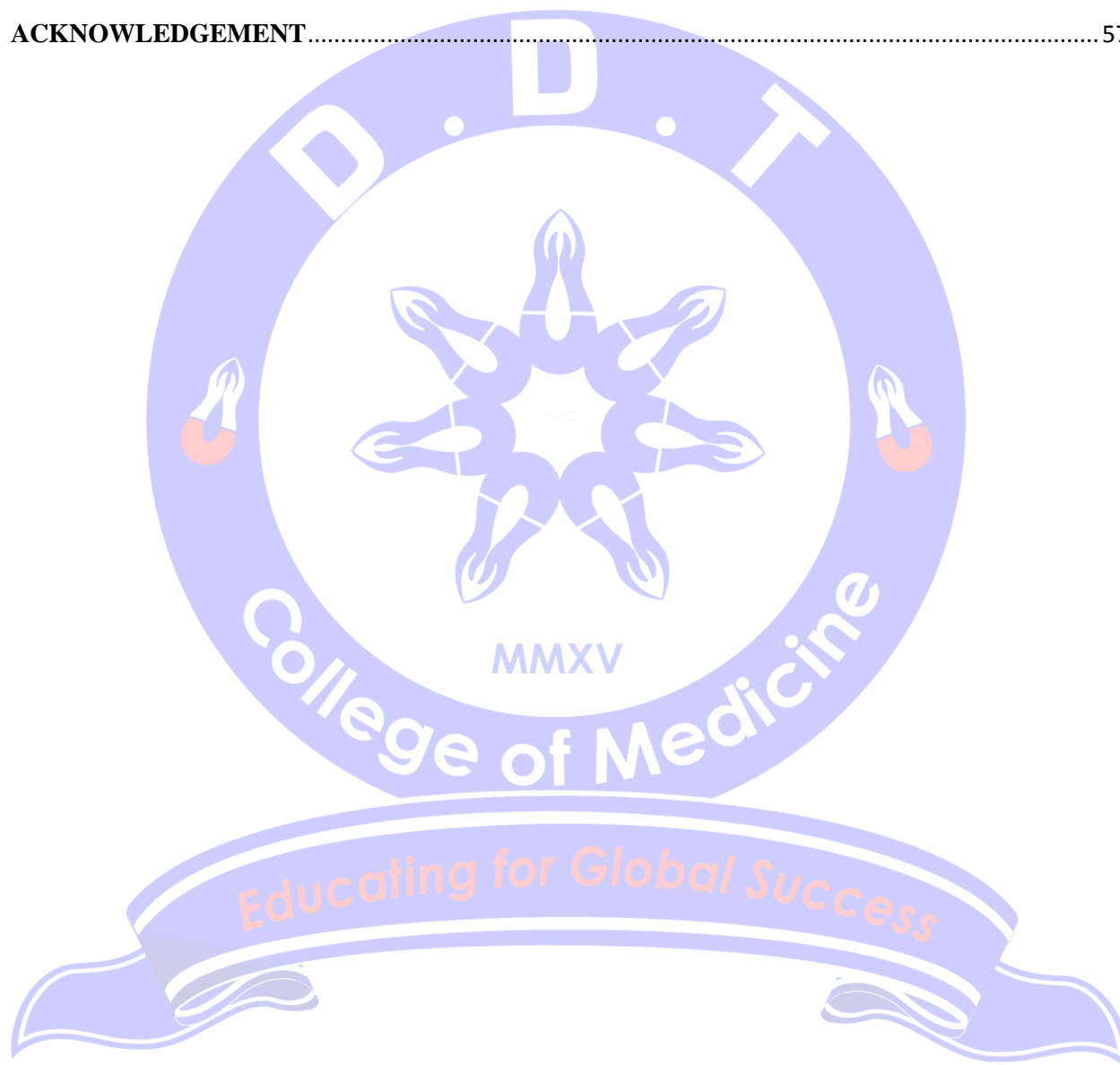
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## GLOSSARY OF TERMS

“**Administrators, Faculty, Department, Staff**” means an employee of the college tasked with executing the daily business operations of the college following the established college policies and procedures.

“**Business working days**” means Monday to Friday in DDT College of Medicine apart from DDT College of Medicine academic calendar holidays and the Botswana holidays.

“**Hearing**” means a meeting between a student charged with violation of the college rules and regulations and the Disciplinary Board who will hear the charges and decide upon or make recommendations.

“**A Sanction**” means a punishment issued or vetted by DDT College of Medicine hierarchical disciplinary committees to the college learners or learner researchers who have been found guilty or charged to have breached the college disciplinary and integrity policies and regulations.

“**A Learner**” means an individual or a person who have been admitted into the DDT College of Medicine learning program of study.

“**College community**” means the college staff and learners working and attending classes on the college campus.

“**College campus**” means DDT College of Medicine premises which are either owned by the college or rented.

“**A Policy**” means written rules and regulations that DDT College of Medicine is operating with them to effectively carry out its daily operational educational business.

“**Complainant**” means any person from DDT College of Medicine community who shall report allegations of violation of the college rules and regulations

“**Disciplinary Board**” means a quorum of six (6) persons who shall deal with student discipline:  
Academic Affairs: Director of Academic Affairs / equivalent or nominated deputy  
Concerned Student Program: Head of Program / equivalent or nominated deputy  
Corporate Services: Director of Corporate Services/ equivalent or nominated deputy  
Student Affairs: Director of Student Affairs/ equivalent or nominated deputy  
Quality Assurance: Director of Quality Assurance/ equivalent or nominated deputy  
Secretary: Secretary of the Disciplinary Board / equivalent or nominated deputy



**“Whistleblowing”** means the disclosure of information which relates to suspected violation of the college policies and procedures. The violation can be criminal activity, breaking legal obligations, breaking the law, health and safety endangering, deliberate destruction of the environment and conniving on any serious matters.

**“A whistleblower”** is a person in the college community who reports genuine issues associated with those mentioned above in whistleblowing.

**“Disciplinary Convenor”** means a member of the Student Affairs department tasked by the college with convening Disciplinary Board.

**“Learner academic and support services”** means pre-enrolment and registration services; study skills support; equipment, academic accommodation for learners with disabilities; information resource centers; social welfare and counseling services; learner favorable timetable scheduling and delivery of teaching and Assessment processes; information and communications technology (ICT) technical skill support; learning materials in alternative formats, for example, in large print; and any other services that the college considers necessary to support learners to achieve their academic goals.

**“Academic Advisor”** is an academic staff member appointed to provide academic or program advice to learners.

**“Disability”** means a condition where a person has a physical or mental impairment that substantially limits one or more major life activities, and has a record of such impairment, or is regarded as having such impairment.

**“Learning Disability”** means a condition where learner are having difficulties with reading, spelling, free movement, hearing, and expressing ideas in writing.

**“Academic Accommodation”** means adjustments approved that allows disabled learners equitable and fair access to participation in all the program teaching and activities without felling sidelined.

**“An Appeal”** means a request by the learner for re-consideration of a grievance recommended decision of the Disciplinary Board.

**“Complaint”** means an oral or written claim concerning a college or university issue brought by a learner alleging improper, unfair, or arbitrary treatment.

# 1 INTRODUCTION

**The records associated with this document shall be maintained and kept for a period of 5 years and with direction of the college disposition and retention schedule.**

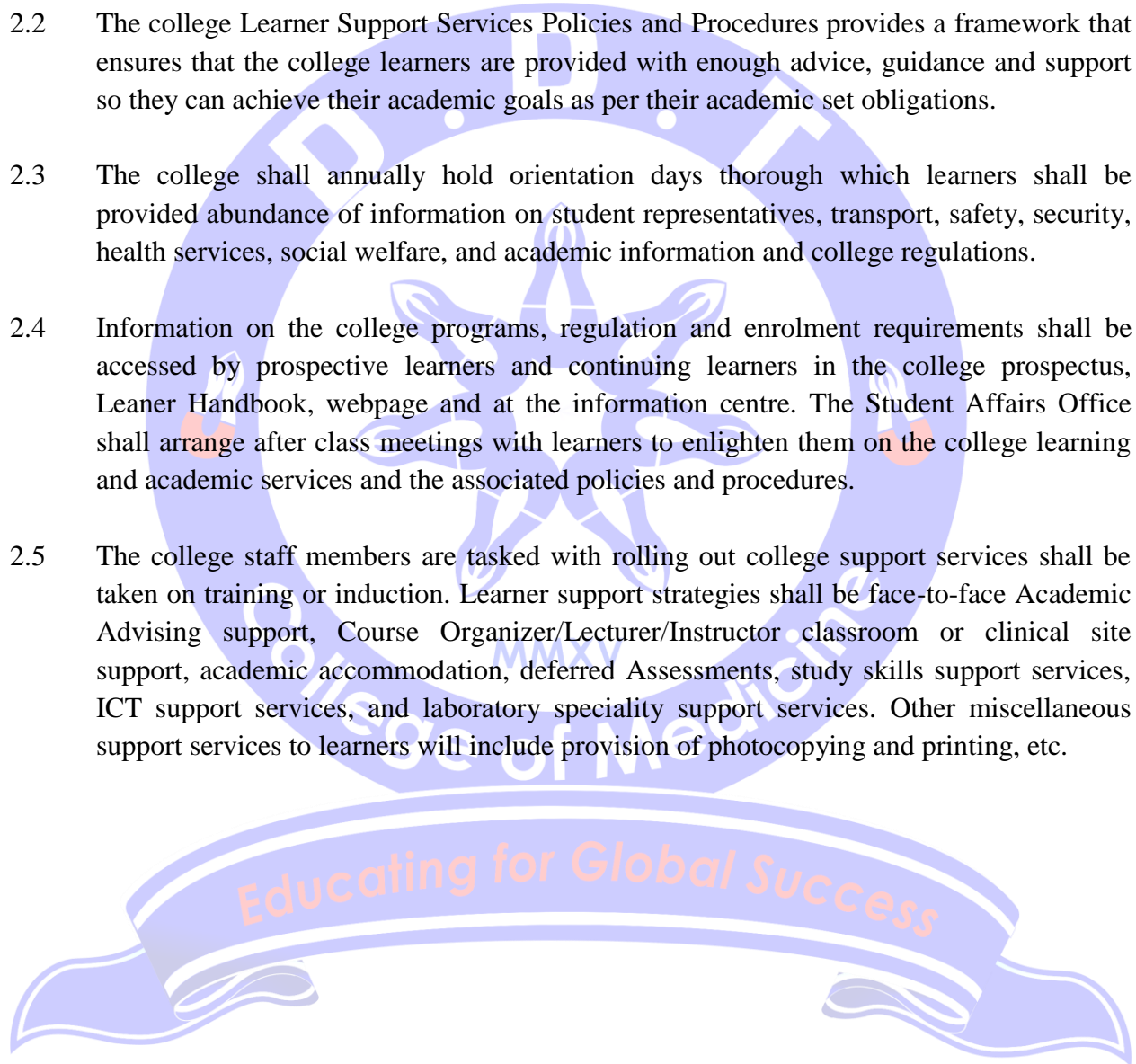
Prospective learners willing to join programs of the college will be advised and provided with enough information before they could finally enroll with college. The advice will be dictated by the overall science and English Language results attained at high school to ensure that learners on enrolling with the college has high chances of completing the program of choice. Once learners are admitted, College life brings a lot of new challenges and experiences to learners. DDT College of Medicine endeavors to offer learners a practicum innovative teaching and a support serviced conducive environment in which learners encounters, get taught, optimum academic competencies. This is realistically relying upon a sound partnership whereby learners takes their education serious using support mechanisms provided by the college, whereby learners are independent learners. The college will drastically respond to early warnings about a learners' struggle on academic obligations due to personal or other academic issues.

If learners encounter issues such as course difficulties, or other serious issues, the college has placed mechanisms whereby learners can hold conversations with someone else, who will provide a backbone to lean on in need of support and encouragement. On the other hand, the college is aware that learners can somehow not achieve good academic standing due to unforeseen circumstances. The college academic support services to learners are clearly outlined herein this document. It is well known that learners have different styles of learning and grasping concepts, therefore, the college will avail extensive support to those learners requiring more support mechanisms and the college staff doesn't have to make them feel ostracized. DDT College of Medicine believes in providing learners with abundant support, such as assistance, information and networks, as they embark on the journey of trying to prepare a better future for themselves.

DDT College of Medicine do recognize its learners as the most important stakeholders in its daily operations and business, thus, will go an extra mile in helping learners to achieve their career and lifelong learning goals by providing and protection support in issues of disciplinary and whistleblowing. The College takes joy in the broad spectrum of its student services which is continually improving with the aim to attend to student passing and retention in programs.

## 2 POLICY STATEMENTS

- 2.1 DDT College of Medicine is committed to providing student personal support and academic support services through this policies and procedures which were developed on the basis of the BQA 'Quality and Assurance Standard (QAS1); Criteria and Guidelines for Accreditation of ETPs, Criterion 18 of the Learners Support Services'.
- 2.2 The college Learner Support Services Policies and Procedures provides a framework that ensures that the college learners are provided with enough advice, guidance and support so they can achieve their academic goals as per their academic set obligations.
- 2.3 The college shall annually hold orientation days thorough which learners shall be provided abundance of information on student representatives, transport, safety, security, health services, social welfare, and academic information and college regulations.
- 2.4 Information on the college programs, regulation and enrolment requirements shall be accessed by prospective learners and continuing learners in the college prospectus, Learner Handbook, webpage and at the information centre. The Student Affairs Office shall arrange after class meetings with learners to enlighten them on the college learning and academic services and the associated policies and procedures.
- 2.5 The college staff members are tasked with rolling out college support services shall be taken on training or induction. Learner support strategies shall be face-to-face Academic Advising support, Course Organizer/Lecturer/Instructor classroom or clinical site support, academic accommodation, deferred Assessments, study skills support services, ICT support services, and laboratory speciality support services. Other miscellaneous support services to learners will include provision of photocopying and printing, etc.



### 3 STATEMENT OF PROCEDURES

3.0.1 The College with a mission to graduate excellent and compassionate professionals in medicine, offers learning support services and student support services ideal for accomplishing the College's mission. The services put in place by the College provides the students with a pillar to help hold up their academics. Through the Student Affairs services the students are sure of a strong advocate for their needs. All the services put in place undergo serious assessment to measure their effectiveness towards the students as well as to identify room for improvement.

3.0.2 The availability of the services in place is published every trimester on the College website, pamphlets, Facebook page, Students Handbook and notice boards located in and around the College. The Liaison office is open for consultancy on any information from Monday to Friday, 0800hrs to 1700hrs.

3.0.3 The college supports the Academics department by providing the students with a Library, student based tutorials, mentorship program and ICT learning services in order to ensure maximum academic excellence.

#### 3.1 Confidentiality

3.1.1 The college will only avail learner personal information to any other parties or stakeholders after getting the student's consent first. There shall be college forms to be completed by the learner such as the DDT College of Medicine Disability Disclosure Form, to ensure that learners know about their personal sensitive information disclosure.

3.1.2 Sometimes learners refuse with that act of disclosing their personal sensitive information, if so, their decision must be respected, whatsoever, and they shall be informed of the consequences of such information-disclosure. If the student chooses not to provide his/her consent this decision must be respected.

3.1.3 The college confidentiality commitment may be broken, in consultation with the Data Protection Officer, in case of:

- i. Life-threatening mental health issues shown by the learner;
- ii. The learner portraying disruptive behavior that may jeopardize other learners safety; and
- iii. The situation where a college staff member is undergoing investigations geared towards a disciplinary hearing based on the learner personal sensitive information.

#### 3.2 Learners Data Protection

3.2.1 The college shall ensure that all of its staff members have completed the Declaration of Secrecy Form as a way to protect learners sensitive information collected about the learners via its Data Protection Bye-law.

3.2.2 The college staff who are in charge of keeping personal and confidential data shall have access to it easily, update it necessarily and oblige with the college Record management system policy and procedures.

3.2.3 Learners have the right to access personal information that is kept away from them at a small infinitesimal cost.

### **3.3 Admission and Application**

3.3.1 Pre-enrollment advisory career services are offered to learners at the annual HRDC (Human Resource Development Council) Tertiary Institutions Career Fair held every 1<sup>st</sup> quarter of the year. The college set-up its elegant stall therein with college staff ready to disseminate information about the college programmes and their market viability to the prospective learners.

3.3.2 Learners, who are intrigued or impressed by the college programmes, apply for admission by completing the college Admission Application Form and pay the associated fee. By end of the fair, admission processes shall be started by the college using the relevant policies such as the Assessment and Moderation Policies and Procedures and Admissions Policies and Procedures by the Administration/Admissions Office. There shall be both written and oral interviews were learners are also afford the platform to tell the college about their health short-comings and any educational academic accommodation needs.

3.3.3 Once learners are admitted, they are informed about sponsorship processing procedures with DTEF (Department of Tertiary Education and Financing). The office shall liaise between learners and the sponsors plus also communicates with the sponsors learners' lecturing attendance records. The other service offered by this office is the execution of RPL and CAT processes to eligible learners who want to transfer from other institutions to the college.

3.3.4 With the direction of the Records Management System Policies and Procedures, the college Administration/Admissions Office shall maintain records of registrants, records of learners enrolled, etc.

### **3.4 Orientation**

3.4.1 To this date, fresh/new learners are taken through and orientation period. The aim of orientating fresh learners is help them understand and know all the resources the college offers for learners to successfully complete their studies and explore carefully every chance thrown at them.

3.4.2 The orientation team is a line-up of speakers that will educate learners on issues surrounding classes, coping in college, time management, counseling services, health services, academic advising and other abundant learner services.

### **3.5 Registration**

3.5.1 The Admission Office rolls out services such as enrolling learners and keeping learners updated official records files and sponsorship applications and keep contact with sponsors, all aimed at retention and completion of studies by learners.

3.5.2 Confirmation of enrolment to each learner is ascertained after they are issued a verification form showing the entire courses to be done in that trimester, see the Admissions Policy.

### **3.6 Code of Conduct**

3.6.1 The learner Code of Conduct outlines responsible behaviours learners should show during exercising of their rights and responsibilities along the lines of the college values.

### **3.7 Academic Integrity**

3.7.1 Academic integrity is mainly the upholding the high standards set by the college by learners towards obtaining their degrees.

3.7.2 Academic standards are taken highly by the college to extent that the following are perceived very important to share with learners so they don't find themselves in trouble.

#### **A. Plagiarism**

This is when using or quoting someone's work/research/publication without acknowledging them and pretending as if you are the originator of such information. It applies to homework, assignments, research report and presentations, laboratory reports, etc.

#### **B. Collaboration**

Points to the complete usage of someone's work/reports/project without acknowledging such person and consequences may be faced by learners as per the breadth of the mischief.

#### **C. Proxy**

Learners are expected to attend all types of Assessments in the college and those who sent imposter are subjected to the college disciplinary guidelines with suspension or dismissal the end result.

#### **D. Copyright Violations**

The academic code of conduct as outlined in the Student Handbook warns learners against the illegal use/duplication of Copyright items such as software, audio, etc.

### **3.8 Communication Support**

3.8.1 The fundamental communication channels that the college employs when disseminating information to learners are inclusive of the college Webpage, the Facebook page, the portal and emails. There shall be times also when the college will contact learners via telephones, printed messages pasted on bulletin boards, printed letters given to individual learners, signage, written boards and learner body meetings. Learners shall also be directed around the college premises by planted maps or direction boards. The communication channels shall be set to deliver information to learners about academics, administration undertakings, health services, learner community social matters, crime and disaster warnings and student services.

3.8.2 Enquiries about the college daily business and academic programmes can be achieved via Prospectus, Email, and Facebook social page, Twitter, College Webpage, and Telephony. In person, enquiries can be tabled at the college Reception desk which shall be equipped with Prospectus, Student Handbook, College community Directory.

### **3.9 College Academic Calendar**

3.9.1 This calendar contains all the important dates for learners teaching and learning experiences. It prepared by the college Corporate Affairs department with input from the Academic Affairs department and the college at large.

### **3.10 Learner Handbook and Prospectus**

3.10.1 The Learner Handbook shall be emailed to learners on the first few days after the beginning of classes; so that they can consult it if they want to know more on the college policies and procedures, regulations and how they should behave once enrolled with the college. The learners handbook has plentiful of information on admissions requirements, academic regulations, disciplinary aspects, awarding of credits and degrees information, grading style and Assessment types, graduation, academic probation, warning, dismissal, etc.

3.10.2 The college will provide learners with these documents containing accurate, consistent and precise information either as printed hardcopies or downloadable online or email PDF versions. The documents are rich in information which includes academic requirements and major college affecting learners. These documents will be updated annually as a measure carried out to improve the relevance of the information therein.

### **3.11 Lecture Halls**

3.11.1 Classrooms are assigned to each Course Organizer/Lecturer/Instructor accordingly with the sponsor assigned quota of learners. The Director of Academic Affairs assign lecture hall in consultation with the Vice Chancellor and the Director of Student Affairs in case academic

accommodation shall be offered to a certain learner. Lecture Halls shall be used as per the scheduled lecture times and lecture hall changes can only be approved by the Director of Academic Affairs.

### **3.12 Class Roll**

3.12.1 During the beginning of lecturing sessions, the official class roster will be available to enable learners to correct wrongly spelled names and record their attendance as it is highly monitored by the sponsor.

3.12.2 Any corrections on the class roster shall be communicated with the Academic Affairs and Administration departments to finally release the official class roll, which shall inform lecturers not to allow lecturing session's attendance by learners who does not appear on the class roll.

### **3.13 Course Organizers/Lecturers/Instructor Teaching Obligation**

3.13.1 They must show up at lecture halls on the scheduled lecturing sessions few minutes before the session begins and if they are unfit or sick or held up, they shall have communicated with the Academic Affairs department to inform learners.

### **3.14 Learners Lecturing Sessions Attendance Obligation**

3.14.1 Learners must attend all the lecturing sessions for the courses in which they are enrolled unless otherwise, declared medically unfit by a professional medical practitioner or they are on an unexpected emergency situation.

3.14.2 The college shall ensure that learners are provided with the Learner Handbook for them to acclimatize with the college policies and procedures and regulations.

3.14.3 Learners' attendance of lecturing sessions shall be monitored in each and every session using the class roster in which learners can sign to confirm their attendance. The Course Organizers/Lecturers/Instructors must monitor the attendance and shall report absconding learners to the HODs, who shall take the matter to the APC. The APC on their first meeting shall summon the learner to meet with the Student Affairs Office to explain their truancy from lecturing sessions.

### **3.15 Learner Access - College Facility and Office Hours**

3.15.1 The college carries its business daily from morning, 0730 HRS to 1900 HRS in the evening to allow learners enough time to access resources such as study rooms, library, internet, etc., without any disruption obviously promoting the culture of learners taking their studies seriously. During weekends, the college opens from 1000 HRS to 1700 HRS on Saturday. With



time, the college will even provide resources for learners to be able to do late night studies under the watchful eye of the college security and extend opening hours.

3.15.2 Apart from lecture hall sessions of delivering learning outcomes to learners, Course Organizers/Lecturers/Instructors are mandated to share with learners their time slots when they will be in the office waiting to be consulted by learners who needs clarify on concepts, etc. These office hour times, date and days shall be clearly stipulated in the course guidelines to be given to learners at the beginning of the lecturing sessions for every course. During the office hours, they are expected to solve all learners queries with respect to the course content, what was covered in class and be able to refer them to relevant services providers in the college if need be.

### **3.16 DDTCOM Photo ID**

3.16.1 The college security has been set up in such a way that on daily operations of the college, learners are expected to present their DDTCOM photo ID at entrance into the college building.

3.16.2 If, students do not present their IDs to the security personnel they shall be send back home. This is another way to encourage students to take learning serious, as failure to produce an ID is also taken seriously during Assessment tools writing.

3.16.3 The college Print Shop has been set to provide the learners with also the service of making them DDTCOM photo IDs at a cost.

3.16.4 If the learner losses their ID, they have to show up at the Print Shop again to request for a new ID at the same cost. The college is quiet strict on this issue as it is safeguarding the learning environment from imposters and thieves which may enter the college un-identified.

### **3.17 White Coat Ceremony**

3.17.1 This is the college professional pinning session held every March of the academic year. Basically, the college is welcoming freshmen to the health profession. Students are dressed/issued their new white coats for this inaugural event. The students are lead on a Hippocratic Oath as a way to welcome them into the medical health professional programs of the college. The time, date, location and logistics of the event are posted on the college's homepage, Facebook social page and announced in all college forums and notice boards.

### **3.18 Death of a Learner**

3.18.1 The college shall handle with utmost care and a professional sensible way upon being notified of a learner's death such that all record files and accounts of the deceased learner are inactivated, sealed and archived in accordance with the Record Management System policy.

## Academic Support

### 3.19 Library Support

3.19.1 Coming out of high school to college education can be a challenge to learners, so a library can assist learner to have a smooth transition and reach their goals of academic success. Learners' usage of the college quality spacious library will improve and strengthen their research skill and it's really a supporting tool provided by the college to support learners meet their academic obligations.

3.19.2 The Library is equipped with up to standard medical materials required to supplement the learner's academic demands. It is fitted with fully functioning computers that have access to medical e-learning websites and e-books.

3.19.3 The curriculum-based book collection in the library is of top range with latest up to date medical researches giving the students an insight to the current issues in the medical industry. Librarians help desk is there to offer help to learners in there usage of library resources and research.

3.19.4 The library is open weekdays from 0800hrs to 1700hrs and on Saturday from 1000hrs to 1700hrs.

### 3.20 Learner Employment

3.20.1 Students excelling in their studies are given an opportunity to assist their colleagues through the student based tutorials that take place daily.

3.20.2 Learner employment gives the learners an opportunity to gain hands-on experience outside their normal lecture attending schedules and basically prepares them for the workplace.

3.20.3 This program is funded by the college and overlooked by HR and Accounts offices.

3.20.4 The tutorials are in a way a motivation ground for those offering them as well granting those tutored a chance to see that the concepts taught in lectures are not foreign and difficult to be understood; they get an opportunity to approach them in a different other than the one given in their lecture.

### **3.21 Computer Lab**

3.21.1 The College has computer laboratories away from the library to further assist the students in their researches and learning. The ICT personnel's further assist the students with guidelines via an induction session in using the computer labs, accessing different websites, accessing emails acquiring and operating students' personal laptops. The ICT personnel are available to assist the students from 0800hrs to 1700hrs on week days.

### **3.22 Student Portal**

3.22.1 The college has an established student portal to effectively help learners access their course related materials well. This tool offers learners services such as Assessment student feedback, communication with lecturers, submission of assignments and homework, etc. The tool is used daily by learners to enhance their learning competencies in addition to lecturing sessions in lecture halls. The ICT trains learners on this tool and create for them usernames and passwords for easier accessibility.

### **3.23 Academic Information**

3.23.1 The academic model the college uses is a three trimester model every year. 1<sup>st</sup> Trimester runs from September to December, 2<sup>nd</sup> Trimester runs from January to April and 3<sup>rd</sup> Trimester runs from May to August. Learners complete the degree programs within four years and a trimester is about 13 weeks long.

### **3.24 A Credit, GPA and CGPA**

3.24.1 A module is weighed using credits in comparison to nominal hours. The Credit Point System of the college is that 1 Credit = 10 Lecture Hour (contact time) or Lecture Hour equivalent. Therefore a 3 Credit Course implies a minimum of 30 Lecture Hours (contact time) in a trimester. A credit is the contact time (hours) per week you spend in a lecture per week.

3.24.2 To quantify, justify and identify a credit, the college shall consider time spent by the learners attending classes, researching, oral presentation, writing reports, lab practical, patient history taking, a condition management, etc. This kind of credit allocation system may differ among the courses, Assessment strategies and course outlines. Each college degree program is currently having 120 credits which is undergoing reviewing with the aim to raise them to 360 as per the BQA regulations. Credits allocated to a module are typically used to calculate GPA (Grade Point Average).

3.24.3 Overall performances a recorded in percentage scale, a letter, grade point average (GPA) and cumulative grade point average (CGPA). Grades shall be transformed into letter-values.

Such letter values shall have the following weight:

Marks (%)	Letter Grade	Grade Point
90-100	A	4.0
80-89.9	B+	3.5
70-79.9	B	3.0
65-69.9	C+	2.5
60-64.9	C	2.0
Less than 60	F	0.0
Less than 60	F*	0.0
Less than 60	I	0.0

**Note:**

DNW Assessment without acceptable reason	F*	repeat the course
DNW Assessment with acceptable reason	I*	repeat the course
DNW Assessment with acceptable reason	I	take deferred Assessment
DNW Assessment due to joining the course late Assessments	I*	repeat the course and

3.24.4 The letters meanings are as follows:

A	Outstanding
B+	Excellent
B	Very good
C+	Good
C	Satisfactory
P	Pass
F	Fail
I	Incomplete
W	Withdrawn
DNW	Did Not Write
STW	Still To Write

3.24.5 The Grade Point Average (GPA) calculation is based on course Assessment credits and grade obtained in a trimester. GPA is calculated by multiplying the credit of a course by the grade point then divide by the total number of credits taken by the student.

3.24.6 The Cumulative Grade Point Average (CGPA) calculation is based on all grades and the total number of credits from the enrolment date by a learner. CGPA is calculated by summing GPA trimesters and dividing them with the total number of credits for all the courses done.

### **3.25 Mentorship and Academic Advising Program**

3.25.1 The College appoints mentors to its students. DDTCOM officers with vast knowledge and experience are assigned to individual students to aid them through their time of study at the College.

3.25.2 Learners can show in person at the Academic Affairs Office or email academic-affairs@ddtcollegofmedicine.com and set an appointment with their assigned advisor or visit the SRC Office to appoint with a Peer Mentor.

3.25.3 The appointment shall not be immediate; it should be set at a reasonable further date. Learners can also appoint with any available Peer Mentor or Academic Advisor, if their assigned advisors are held up.

3.25.4 Appointments can be a scheduled 30 minutes appointment or a 10 minutes daily appointment to address any academic issues. On certain occasions, the learner can meet their advisors just briefly in corridors and if the learners issues utters to the advisors are pressing, then, that will warrant an appointment date.

3.25.5 Learners shall always check their college email, student portal and bulletin boards to ensure access to the Mentorship Program elaborated above.

### **3.26 Class Representatives**

3.26.1 These are learners identified by lecturers to be the ones they can use to easily communicate with other members of taking the course.

### **3.27 Academic Probation**

3.27.1 As a learner you must keep and maintain a CGPA of 2.00 as the trimester progresses and still keep a GPA of 2.00 at the end of each trimester. Then such a learner is at academic standing and will even qualify for graduation. But, if the GPA is below 2.00 in a trimester, the learner will receive warning letters from the academic affairs department informing them that they are either placed under academic warning or academic probation. For the learners to be removed from such a condition they have to improve their GPA to 2.00 in the following trimester and if not the learner's fate will be at the hands of the APC which will sit on the matter.

3.27.2 *How to Survive Probation:* Students on Probation? Appoint with your academic advisor so as to get help, support on study skills and advice on study plans on how to improve your performances. This is a Mentorship program which DDT College of Medicine learners are expected to use fully to advance their academic goals dictates by a good academic standing.

3.27.3 *Student on Academic Probation/Warning*: Know your responsibilities with respect to academic performances and inform your parents/guardian about the status. Set appointments with your peer mentors and your academic advisor and make sure you show up with relevant materials to discuss. Learners will have to update the mentors about their academic performances. From the discussions, learners then prepare the action plan on recommendations. The action plan geared towards improving academic performances can include putting more effort and spending more time on studying with new study skills techniques basically giving social aspects of life minimal time.

3.27.4 Peer mentors or the Academic Advisor will suggest to learners different techniques of studying with encouragement on class attendance, advice and direction on how the learners can aim towards their academic achievement of academic good standing. They will also help students on how to calculate their CGPA and GPA to get a clear picture on where they are as far as academic good standing is concerned. If there is need to be referred to other college entities for further help and advice, the Peer Mentors and Academic Advisors will do that if it seems necessary. But, they will also encourage learners to be close to their course organizers/lecturers/instructors as a way to get enough course details that can help them pass. On the other hand, the academic advisors will discuss relevant college policies and procedures with learners to help them understand college requirements on a good academic standing.

3.27.5 When a student leaves the college academic advising session, they are expected to improve their learning and study skills, understand academic performance regulations, speak out on issues/components hampering them from doing well and learn all college resources availed to them to try helping them improve their academic standing to the minimum requirement.

### **3.28 Learner Motivational Prize Session**

3.28.1 The college shall provide scholarship to the under privileged learners identified or learner excelling. On majority of enrolled learners, the college shall each year hold an appreciation and encouraging session where learners who have been doing well on their studies are recognised and afforded motivational prizes and tokens of appreciation. This shall be held every beginning of a new trimester. The prizes to be given to learners ranges from Course Top Performer, Overall Trimester Top Performer in each program to Overall Year-out Top Performer.

### **3.29 Skills Support**

3.29.1 The college support is learners by offering them ICT technical skills and Study skills. The ICT technical skill include opening email accounts for learners, teaching them about the usage of the student portal, providing them with DDTCOM IDs, providing them printing services via the College Print Shop, opening them email accounts, teaching them how to use a computer, showing them how to access their email including changing passwords and users names,

repairing their laptops and ensuring that they access safe, secure and sound internet services in the entire college campus. The ICT department can easily be visited at Offices 149 and 150.

3.29.2 Study skills support include how to write a lab report details, how to prepare presentation PowerPoint, time management strategies (shared during orientation), how to deal with all kinds of stress and bereavement, how to read and prepare for exams, how to get information from internet with the avoidance of plagiarism, how to do research, how to write a research proposal, etc. Some of these services can be accessed by learners in the college webpage, laboratory manuals, trimester rubrics, bulletin boards, Mentorship program, etc.

### **3.30 Information Dissemination Support**

3.30.1 The College has put in-place a functioning emails system, the student portal and bulletin boards to communicate with learners vital information that will help them attain or reach their academic goals. These strategies are information dissemination services that allow even college-stamped hard copies to be used as a communicating tool. The college webpage can be easily accessed and it is being updated occasionally to ensure that information found on it is current together with current college events.

### **3.31 Ergonomics**

3.31.1 Ergonomics support services include the availability of lecture halls, computer lab, laboratories, library, all equipped with the correct amount of chairs, tables, books copies and computers. Cleaning services of the college environment is one of the college mandates to make sure learners access with a peace of mind clean ergonomics. Cleaning is constantly done starting from all the way in early morning hours till in the afternoon. But, the college expect learners to take the responsibility of making sure that they put away all the trash they created especially food leftovers and packaging materials to the bins for a better hygiene in the college.

### **3.32 Outside Lecture Halls Common Spaces**

3.32.1 The college shall provide learners with no-classroom set-up places where they can relax, hold their other social activities and academic obligations. These spaces shall include sitting areas and study rooms fitted with comfortable table and chairs with access to power, wi-fi and writing-on whiteboards equipped with non-permanent markers. These places shall be able to encourage smooth group activities among learners, provide them with relaxing environments allowing meetings among peers and overall these places must give the college learners a feeling of belonging to DDT College of Medicine.

### **3.33 College Companions**

3.33.1 These are compiled documents with abundant information for the respective courses and are provided to students as way to save them time in looking and fishing information from

multiple sources. The companion is prepared by the Course Organizer/Lecturer/Instructor using his/her subject matter expertise and is a property of the college. They are provided to learners as whole year package depending on the type of agreement the learner goes into with the college or a learner can request for an individual companion and meet his/her financial obligation.

### **3.34 Lecture Hall Teaching Support Services**

3.34.1 The college lecture hall are equipped with a stage, project, projector screen, white boards and white board markers to ensure that learning programs' learning outcomes are delivered well to the learners. At the end of the teaching sessions, learners are given chance as part of support strategies to evaluate the teaching and learning outcomes Assessment and delivery.

### **3.35. Learner Teaching Evaluation**

3.35.1 Learners are provided with the opportunity to undertake continuous and comprehensive evaluation of the Course Organizers/Lecturers/Instructors and provide feedback to the college Academic Affairs department. The results of the feedback are used by the college to advice Course Organizers/Lecturers/Instructors on where to improve their teaching and teaching methods, consider promotion, etc. See the Assessment and Moderation Policy.

### **3.36 Student Support Services**

3.36.1 Through assessment of the learning support services and academic needs of the students the College makes it its priority to provide the students with appropriate student support services and initiatives needed by the student community. The services and initiatives include the Student Welfare unit, Culture, Sports & Recreation unit, Health & Wellness unit, Guidance & Counseling unit, and Student Representative Council and Security services.

3.36.2 The Student Liaison Office deals directly with students. It is the intermediary link between the management and the students. The office ensures students are at all times well informed of any changes or information of the College day to day proceedings. All reports concerning students in the College have to go through the Liaison office; the office monitors the wellbeing of students that is their academic, personal, social and all aspects of their lives that affect their overall being. The office works hand in hand with the Publicity Office in a number of events such as the First Year Orientation that takes place annually at the beginning of every 1<sup>st</sup> trimester. This is a 3 day event that involves registration of first years, exposure to the stakeholders that work hand in hand with the College as well as introduction of services offered by different departments in the College.



3.36.3 Another event that involves a partnership between the Liaison office and the Public Relations office is the White Coat Ceremony, an event that gives 1<sup>st</sup> years an opportunity to take an oath as medical practitioners.

3.36.4 The College has the Student Representative Council set up for the students. The Council is elected by the student body annually. It comprises of the President, Vice President, Secretary General, Treasurer, Minister of Public Relations, Minister of Academic Affairs, Minister of Student Affairs and Minister of Sports and Recreation. The Council serves for one academic year. It is through the Council that student issues that concern the majority of the student body are addressed. The council has rights to sit in meetings with the management to discuss policies that are to benefit students. The Culture, Sports and Recreation unit is run mainly through the SRC. Some members of the SRC will be engaged in college committees as way to give learners the platform to lay their way of seeing things, add inputs and advice as well.

3.36.5 The Culture, Sports and Recreation unit offers students an opportunity to participate in co-curricular programs and activities that help broaden their experiences as well as mental and physical stability. The unit ensures the programs are student led and/or student initiated in order to instill the leadership and responsibility abilities in the students. The programs under the unit are academically dependable. The programs and activities are set to contribute towards the social and cultural dimensions of the educational experience of the students thus the College achieving its Mission in 'graduating excellent and compassionate professionalism medicine, to uplift mankind's quality of life'.

3.36.6 *Academic Support:* During classes, lecturers equip learners with study skills for them to take responsibilities in ensuring that they attain the most required skills to be educated. The academic affairs department with the help of the APC monitors struggling learners and provide them with the necessary academic accommodations especially if they are disabled.

3.36.7 *Residential Accommodation:* The college is quiet concerned and cares about where learners reside. The college offers support to learners by liaising with outside accommodation providers, who are given the platform to come advertiser in the college campus. On the other hand, the college is working around the clock regarding planning and building a learner residential place with enough accommodation for the learners. Currently, the college /has solicited accommodation at clinical sites towns where the college learners are going to undertake clinical rotations. Learners are provided with subsidised accommodation of top class to ensure that they are secure and have a conducive learning environment. Learners who decided against taking the college arranged accommodation shall provide the college with a written consent from the parent or guardian ascertaining that the respective learners are going to stay at secured

accommodation at the clinical rotation sites. Other Residence regulations and rules can be accessed in the DDT College of Medicine Accommodation Policy and procedures.

3.36.9 The College through its Health and Wellness unit has signed a memorandum of agreement with Doctor's aid medical aid and Doctor's Care Clinic to provide medical services to the students. The medical aid subscriptions are tailored that they meet the student's needs both when on-campus and during school holidays. The Clinic ensures that student's good health is maintained at all times.

3.36.10 *College Safety Services:* The College has in place Security Officers to ensure the safety of the students at all times. The college also has the surveillance cameras installed to assist the officers already on site during open hours. In terms of safety from accidents in laboratories and lecture rooms, the College has in place safety procedures posted in and around the College. Students are taken on an induction session concerning their safety in laboratories and emergency evacuation procedures to follow in case of emergencies when in Laboratories doing their studies.

### **3.37 College Afforqual Hypermart Store**

3.37.1 The store shall be accessed by the entire college community. The store sells College merchandise and memorabilia to generate profits that can effectively help the college in achieving its mandate of providing excellence in education. The store must have designated comfortable arrears where learners can relax affording them individual or group work discussion.

### **3.38 College Book Store**

3.38.1 The Bookstore accessibility is basically reserved for the college community. The Bookstore shall be selling learning materials, gifts, and other sophisticated merchandise that will easily entice learners. The Bookstore shall provide learners with provision to request for merchandise designed with respect to their club organizations prospective colors. The Bookstore shall also give SRC the chance to display/sell items which might reasonably help them generate profits geared at funding the SRC activities. The Bookstore activities shall be audited as expected to ensure there is minimal cheating of the college its monies and equitability is adhered to as per college relevant policies. Profits generated by the Bookstore can be channeled to Scholarship provision accounts of the college as certified by the Vice Chancellor. The running of the Bookstore shall be the role of the appointed Store Manager supervised by the Accounts Office with help and direction offered by the college Merchandising Policy.

### **3.39 Health and Wellness Support**

3.39.1 The health and wellness organ is mandated to support DDTCOM student community wellness and learning through educational and health promotion services that help them to lead and maintain a healthy lifestyle. The department provides quality and cost-sensitive health measures tailored to the unique and broad needs of DDTCOM community. We offer individually tailored, one on one consultation and group discussion for stress management, Alcohol and drug use, sexual health.

3.39.2 Students grappled with multi-faceted challenges such as psychosocial matters like relationships, bereavement, family situations and academic matters could fail as these will interfere with their learning. Learners should refrain from just disappearing when having circumstances without informing the Student Liaison Officer. Parents and guardians should be able to communicate with the college in case a learner is extremely handicapped.

### **3.40 HIV/AIDS Statements**

3.40.1 Other services provided are but not limited to HIV/AIDS testing, Peer to peer counseling, Diabetes testing, Blood Donations, Condom distributions; Month of Youth Against HIV/AIDS, Cancer, TB and Malaria commemorations that are in line with the Ministry of Health and Wellness.

3.40.2 The college Health Center offers high-quality primary and urgent care services educates the learner community and collaborates with other health entities outside campus. The staff consists of doctors and health assistants.

3.40.3 The college learners can visit the clinic free of charge for primary health care needs as well as referrals to specialists. Doctors Care Medical Aid offers learners discounted medical aid packages and health insurance.

3.40.4 The college considers HIV/AIDS a very important issue that learners should be reminded about and all measures in place to handle its associated issues since its communicable disease, life-shortening disease which is incurable.

3.40.5 The college believes in the saying that prevention is better than cure, hence; during orientation learners are given enough information on dealing protecting themselves from infection or dealing with it. During orientation learners are warned about engaging in sexual relation at all, mostly, abstaining, and if it may happen that they are engaged, they should protect themselves with the usage of condoms.

3.40.6 HIV/AIDS rapid testing services can be accessed by learners at the college Health Center clinic. On the other hand, it is shared with learners that they should not discriminate people living with the condition.

3.40.7 As a supporting strategy, the Student Affairs and Student Liaison offices will be housing a container with condoms for easier accessibility but learners instead of placing them in unattended places.

3.40.8 Another information dissemination activity is the December 1<sup>st</sup> AIDS day commemoration activities held and led by the Health Centre at the end of every year, as a reminder to the college staff and learners about the pandemic and its effects on the population.

### **3.41 Immunization Services**

3.41.1 As a medical health professional college, our students are at risk for exposure to, and possible transmission of, vaccine-preventable diseases more especially at the clinical rotations sites. Maintenance of immunity is therefore an essential aspect of prevention and infection control aspect for the college students. For learners being immunized, a service that will be overseen by the Health Centre Clinic, immunization shall keep student healthy by protecting them from unforeseen infectious diseases. Optimal use of immunizing agents will not only safeguard the health of students but also protects patients from being infected. This policy was developed to reduce the risk that students will contract or transmit vaccine-preventable diseases.

### **3.42 Return from Leave of Absence**

3.42.1 Learners who are returning from a leave of absence must apply for admission into the college program of study. Learners who are returning from leave of absence shall complete together with medical practitioner DDT College of Medicine Return From Leave of Absence Form.

3.42.2 The learners must be declared fit to continue with their studies by a medical practitioner and be approved for admission by the HOD of program who shall inform in writing the Directors of Student Affairs and Academic Affairs. The medical practitioner must attach supporting documentation if available or necessary.

3.42.3 If the college doubts the medical reports provided by the concern medical practitioner, the college may engage another medical professional for another opinion on the learner's health. The college shall inform the learner to go undergo the medical assessment at the designated medical practitioner with cost fully covered by the college.

3.42.4 Learners returning from leave of absence shall be assigned an Academic Advisor specifically for them to have constant reviewing sessions on how they are coping with studies after such a long time from lecture halls. This review session must be held to try help the learners map the way forward plans in their studies not forgetting their medication, if any, other academic obligations.

### **3.43 Pregnancy among Learners**

3.43.1 The college encourages learners who have fallen pregnant to take their studies seriously and shall not be intimidated anyhow, as such discrimination acts are not tolerated herein the college community and will be dealt well with the nondiscrimination policies herein this document. For the pregnant learners, the college shall advise them to transfer their prenatal health care check-ups to the college clinic, simply for them to be offered that service close to the classrooms. The college encourages the learners to inform, in writing communiqué, their main sponsor once they go on maternity leave. The college will allow the learners a maternity leave of absence of 2 weeks after which they shall return by completing DDT College of Medicine Return From Leave of Absence Form. On their return to studies, learners shall be advised to constantly meet their Academic Advisors to ensure that they have a smooth return to studies.

### **3.44 Academic Accommodation**

3.44.1 Learners, occasionally face challenging situations in their academic life. Special circumstances or unforeseen situations may vary from health-related issues, social welfare problems, bereavement, and many others, which shall require the college to provide such learners with varying academic accommodations. Academic accommodation may include special Assessments, deferred Assessments, Leave of Absence from study, etc. and not forgetting provision of support for disabled learners.

### **3.45 Academic Accommodations of Disabled Learners**

3.45.1 The Botswana Vision 2036 Social Inclusion and Equality Sector calls for people with disabilities to be afforded equal access to services and socio-economic opportunities. DDT College of Medicine shall ensure that its policies and procedures managing daily business operational activities take care of the disabled learners by affording them academic accommodation.

3.45.2 Globally, a disability is defined as a physical or mental impairment that significantly limits a major life activity including walking, seeing, hearing, speaking, working, breathing, learning, performing manual tasks, etc. Conditions mostly shown by learners include

impairments such as visual, hearing, mobility and speech and debilitating chronic and mental health sicknesses.

3.45.3 If some learners of the college have been confirmed by qualified health practitioners to be disabled, they must provide the college with documentation and request for academic accommodation via the Admissions Office and the Academic Affairs department.

3.45.4 The learners will meet the Director of Student Affairs to discuss the kind of academic accommodations, from which they shall complete DDT College of Medicine Disability Disclosure Form that will suit them as they aspire towards their academic obligations. All this will be done to ensure that there is equity for learning and educational aspects. The department will inform all the college staff in writing to ensure that the disabled learners are given enough academic accommodation. The disabled learners themselves must inform the above-mentioned offices in writing or in-person about their conditions and request for academic accommodations within 2 weeks from the first day of classes.

3.45.5 Being disabled does mean the learners should not do their academic obligations and should move themselves to lecture halls. The college will try providing academic accommodation support such as disability ramps and lifts, depending on the availability of resources. Learners will have to make sure that they reveal their disabled conditions without fear as the college preaches confidentiality of personal information and can consult the health practitioners to get further details on any disability condition revealed by learners.

3.45.6 The college will furnish the disabled learner with an official letter stating and approving their academic condition of which copies will be given to the Course Organiser/Lecturers/Instructors who are teaching the learner.

3.45.7 In all fairness, the following academic accommodation will be provided to learners by the college:

- i. A minimal 30% extra time allowance during Assessment tools writing in quiet non-distraction areas;
- ii. Rest breaks of about 30 minutes to an hour to cater for learners health conditions;
- iii. Appropriate physical space to allow the learners to freely take the Assessments on a white background (large tables for the large A3 paper) and be able to freely move;
- iv. Provide learners with Personal Assistants if certain academic tasks prove difficult to execute like lab practical doing, note taking, reading loud the questions on the papers, interpreting, etc.;
- v. Provision of printing A3 Assessment tools with enlarged Font, bolded, colored, etc.; and
- vi. Braille and Electronic formats of Assessments tools may also be availed to learners.

### **3.46 Appeals by Disabled Learners**

3.46.1 If the college disabled learners confirm that the academic accommodations they have been provide with or offered are not compiled to, they shall write complainant letters to the Academic Accommodation Committee in the Student Affairs department.

3.46.2 The Committee shall set up a hearing date involving both the disable learner the Course Organizer/Lecturer/Instructor where each party shall table their side of the issue.

3.46.3 The committee shall convene on that date and deliberate on details of the complainant letter, listen to presentations by the disable learner and the Course Organizer/Lecturer/Instructor, review and in most cases shall come up with adjustments to ensure that the learner get the utmost possible help in learning the course content of concern as their final decision.

### **3.46 Learner Health Insurance**

3.46.1 Learners shall be encouraged to join medical aid which is provided by Doctor's Aid in the college Health Center as one's future health cannot be predicted. Doctor's Aid has packages of medical cover for learners and more specifically, learners of DDT College Medicine will be offered highly a discounted student cover. The student covers requires learners to subscribe and pay a monthly fee which they shall have to authorize Doctor's Aid to deduct from their accounts. Learners are can be provided with further provision to include their spouse and/or dependents.

### **3.47 Psychological and Counseling Support**

3.47.1 The College through the Psychological and Counseling unit provides the students with counseling and academic guidance programs to support the students' development and success into becoming professionals. The programs orient students from the secondary school students into tertiary students, helping them to withstand the pressures of their academic pressure and any personal matters that might hinder their academic success. The Guidance arm ensures the students at all times understand the requirements of their programs and professional demands.

3.47.2 The unit also exposes the students to opportunities such as scholarships available, internships available after and/or during trimester breaks. The unit as a whole through the Public Relations Office organizes monthly career fairs for senior school students and the college students are given an opportunity to motivate their younger brothers, thus further building the confidence and communication skills of the College students. The Counseling arm is able to provide one on one counseling sessions as well as group counseling sessions. The Unit is set to assist the Health and Wellness Center with the psychosocial and mental stability of the staff and students of DDTCOM. It is divided into two parts being the Careers and the Counseling Units. Where referrals are needed our clients are taken for external services outside. More information on the Psychological and Counseling Unit can be accessed in the unit manual.

### **3.48 The Career Unit**

3.48.1 The unit assists learners with career information, possible future work placements, and graduate school opportunities, career fairs hosting all stakeholders and possible employers and platform to research on career issues.

3.48.2 The unit works hand-in-hand with the Academics Affairs department to provide:

- i. Peer to peer tutoring for each course offered: Excelling students in different courses are given a chance to tutor their peers to assist them in understanding their material better.
- ii. Mentorship program: DDTCOM officers with vast knowledge and experience are assigned to students to help them through their studies. Peer Mentorship lead by SRC is a tool which support students in giving them the platform to confide to their peers their issues which they could not reveal to anyone else.

### **3.49 The Counseling Unit**

3.49.1 The unit assists DDTCOM community with Individual counseling to curb on-going problems and specific one-on-one needs, Group counseling to meet the needs of a group of students with similar problems and Intervention for those with psychological and relation difficulties

3.49.2 The Unit also engages on research on various psychosocial, psychological and behavioral issues of concern to the DDTCOM community.

3.49.3 The unit shall ensure that college learners are aware of the services offered by the unit. Both the Social Worker and Psychologists must make sure they develop programs with aids aimed as providing social and psychological support once they are identified.

3.49.4 The learners to undergo counseling shall have been referred to the unit via the learner's appointed Academic Advisor, who should have completed the DDT College of Medicine Learner Counseling Form.

### **3.50 Culture, Sports and Recreation (CSR) Committee**

3.50.1 The college shall establish through the SRC, the committee to govern and manage sports activities undertaken by the college learners.

3.50.2 The college shall prepare the CRS Committee manual and inform learners about it, with activities spearheaded by the Student Liaison Officer.

### **3.54 Schedules and Facilities**

3.54.1 The College has signed a MOA (Memorandum of Agreement) with the Botswana National Sports Council and close by schools to access the training facilities for sports clubs.



3.54.2 Clubs are advised to make a booking for a meeting/practice/training/event with the Liaison office a week prior.

3.54.3 At the beginning of a trimester clubs are requested to submit their schedules to the Liaison office to facilitate for smooth scheduling of meetings/trainings and events.

### **3.55 Registration of a Club**

3.55.1 The College offers learners the platform to pursue their social activity interest apart from their academic obligations as way of relaxing their minds, making friends, build leadership skills, learning other cultures and mostly improve their resume or CV for future employment seeking.

3.55.2 Any group of learners willing to form a club for any purpose must set a meeting with the SRC Minister of Sports and Liaison Officer to pitch the idea of a club.

3.55.3 Submit a Constitution, names of students interested and already signed up for the club.

3.55.4 Fill in the registration form which should clearly stipulate the purpose of the club, the Patron and action plan for the academic year.

3.55.5 The club should submit their proposed budget for the club for assessment.

3.55.6 Not all clubs requesting registration will be approved, it will depend on the availability of resources to run it, interest from students and their committed participation.

3.55.7 Clubs are advised to make contact with national governing body to find out requirements to operate.

3.55.8 Each club must consist of a minimum of 6 people to qualify to be registered.

3.55.9 If clubs want to hold on or off campus fundraising activities they must write to the Student Liaison Officer who shall forward their request to the Director of Student Affairs for approval in consultation with the Vice Chancellor.

### **3.56 Student Representative Council (SRC)**

3.56.1 DDT College of Medicine's SRC mandate is to ensure that the college learner community's welfare and continuum chances are given the utmost priority. This organ is established to govern and represent learners, inform learners of all activities surrounding their education, provide them the platform to air their grievances and take them up to the college

management for solution seeking harmonized discussions results orientated. The SRC organ is basically an existing organ for the flow of information from the college management to the learners and vice versa and is an established in accordance with guidelines of the National SRC and BONUS.

3.56.2 The college shall provide SRC with an office and furnish it adequately to ensure that learners' issues are handled and discuss in a respectful environment.

3.56.3 The SRC support learners' clubs and organizations by soliciting funding from the college via the Student Affairs department, providing support to learners in their aims of building teamwork, networks, etc.

3.56.4 On another note, the SRC propose a community project which is tabled to the Student Liaison Officer for acceleration to the college management to consider and fund. This is a mandatory activity for any SRC of the college as the college believes in helping the under privileged members of the society by providing them joy.

3.56.5 The colleges SRC elections to choose members of the anticipated new SRC are held in October or November every year. The Student Liaison Officer will publishes the dates, requirements and procedures (SRC Governance Policy) for the learners interested to come forward and register their names accordingly with the available SRC position including the Ex-Officio slot. The college with the help of the outgoing SRC selects the SRC election committee, a committee that will instigate preparatory steps and meetings towards holding free and fair elections. The committee identifies the election returning officer and other relevant day to day administrative activities for the smooth running of the sensitive process.

2.56.6 All college learners have the right/are expected to take part in the election, and previous SRC hold learners are not allowed to stand for the elections.

3.56.7 The Student Representative Council members consist of the following:

- a) President
- b) Vice President
- c) Public Relation Officer
- d) Secretary General
- e) Treasurer
- f) Minister of Academic Affairs
- g) Minister of Student Affairs
- h) Minister of Sports and Recreation
- i) Ex-Officio

3.56.8 Once the newly elected SRC assumes office, the college will arrange with an established leadership motivational speaker to come provide the members with leadership skills training before the beginning of January the following year.

3.56.9 SRC shall address learners at least twice in a trimester and take their grievances to the management. SRC versus Management meetings shall be held at least twice per trimester. But, on daily basis, learners are listened to and urgently addressed, with the Student Liaison Officer, being the first main contact person.

### **3.60 DISCIPLINARY OUTLINES, REGULATIONS, COMPLAINTS, GREVIANCES AND RELEVANT PROCEDURES**

Disciplinary matters in the college are mandated with the Disciplinary Board to ensure that there is harmony and peace in the college. The college staff members are expected to exercise equality and effective handling of learner discipline. The following policy and procedures applies to all learners of the college who expected to be faced with student discipline.

The policy and procedures will help the college reduce the cases of learner violation of college policies and procedures. Learners are expected to be sober minded in dealing with the entire college community as the end results of violation of college statutes may be unbearable to learners.

#### **3.61 Arrests by Police, Detainment, Legal Processes and Learner Dismissal**

3.61.1 If it may happen that a learner is implicate in criminal activities and get arrested or detained, details shall be handled by the Student Liaison Officer who shall inform the Director of Student Affairs and the college Registrar with immediate effect.

3.61.2 If the college can establish that a certain learner is under police investigations or has a pending legal case, the college will look at all available options to execute a better action on the matter. The Management shall come up with the relevant appropriate course of action as per advised by the college legal sector.

3.61.3 The learner shall not in anyhow be suspended or expelled from the college until after the outcome of the legal proceedings.

3.61.4 If it may happen that the learner's sponsor serves the college with a termination of sponsorship communiqué, the action of suspending or expelling the learner will be a precautionary measure taken by the college especially after twenty-one (21) consecutive business working days of missing teaching class sessions from the date of the communiqué from the sponsor. This course of action shall not in anyhow be perceived as if the college has summed that the learner is guilty of charges. The action of suspending or expelling the student shall be taken by the college management.

3.61.5 If somehow the police decide against criminal charges or legal processes, the college shall be able to decide its own disciplinary action against the implicated learner.

3.61.6 If the learner is convicted in an established court of law, both locally and internationally, the college shall comply with the court ruling.

3.61.7 The college shall also be in a position to report to the police any types of behaviours out of hand and have a potential to cause harm, either physical or mental to the college community and if it is established that the learner committed a criminal offence, the learner will also face disciplinary action overseen by the college.

3.61.8 Learners who deliberately abscond or do not attend teaching class sessions for a lengthy period of fourteen (14) business working days consecutively without valid reasons shall be automatically dismissed from the college by the college management.

3.61.9 The decision to dismiss learners is taken after it has been confirmed by checking the attendance register that indeed they have not been attending teaching class sessions.

### **3.62 Learner Disciplinary Policy**

3.62.1 All issues of learner misconduct shall be referred to the college Disciplinary Board.

3.62.2. DDT College of Medicine hierarchy expects all the college staff and learners to show each other respect in the entire daily college business operations.

3.62.3 The college staff members must show utmost respect for learners to learn from them. Still in the air of harmony and respect, some learners can decide to show some kind of disrespect such as swearing, smoking in public areas, coughing and spitting everywhere, leaving garbage unrealistically in college lecture halls and study rooms, making irritating noise in classes and college environment, exacerbated teasing and sarcastic mocking, refusing to show the college security personnel DDTCOM photo ID, refusing to obey Invigilator's instructions, graffiti ergonomics vandalism, etc.

3.62.4 The college staff members must respectfully and frequently stamp out all kinds of disrespectful manners shown by learners including even minor poking ones. Some college learners will show some remorse, sadness and refrain if they are shown or are informed that they are misbehaving. But, other learners might show aggressiveness towards the warning of misbehaving, as such; those learners face the results of their action. All in all, the college reserves the right to face any learner with disciplinary action if mischiefs have been confirmed. If

the college staff members report any kind of disrespectful behavior, the college will sanction perpetrators.

3.62.5 This policy shall distinguish among other things disciplinary procedures, disrespectful behaviors lodging complaints and appeal procedures.

### **3.63 Lack of Discipline Behaviors and Codes of Action**

3.63.1 Code DDT1: If a learner shows disrespectful behavior and is informed about it and accept, there will be no sanction against that learner who shall refrain from repeating misbehaving via a verbal warning. Repeated misbehaving shown by the learner will result in Code DDT2.

3.63.2 Code DDT2: The learner is suspended and the sanction can only be imposed by the HOD or Director or Vice Chancellor. The learner sponsor will be informed together with parents via a written document clearly spelling out details and the document copy will be filed in the learner college personal record file. When the learner returns from the suspension they shall set a to-be recorded clear-the-air appointment with their Academic Advisor and copies file in the learners college personal record file the same.

3.63.3 Code DDT3: Learners who have consistently misbehaved more than 3 times as per the suspensions recorded in their files will be given a suspension. They shall be a meeting called by the Director of Student Affairs where a formal written warning with conditions will be handed to the learner and duplicates be sent to the sponsor and parents. In that meeting the learner should choose from the staff members the member who can accompany him/her.

3.63.4 Code DDT4: If a learner contravenes the formal written warning conditions, then that constitute a disciplinary hearing meeting for that learner who shall be informed by a written DDT College of Medicine Student Disciplinary Hearing Notification Letter. This meeting may result in the learner being expelled from the college. The disciplinary hearing meeting executed by the Disciplinary Board will be overseen by the Disciplinary Convener who shall inform the Vice Chancellor in writing the results of the meeting which might lead to expulsion of the learners from the college in most cases.

3.63.5 In the interests of promoting transparency, when disciplinary hearings are held, the learner shall be informed that a recording device is in place. The learner will receive a copy of it while summarized notes of it shall be kept as record evidence if there is need for consulting details and decisions of that respective hearing.

3.63.6 The legal stance of a disciplinary hearing is that it is not really a court of law and there is no requirement for the allegations to be proven 'beyond all reasonable doubt'. The Disciplinary Board's responsibility is to use and protect all the evidence information and witnesses in

deciding/issuing out balanced charges/sanctions to be faced the learner. While the Disciplinary Board is not a legal entity but its decisions could be used to meet legal requirements if necessary.

### **3.64 Gross Disruptive Behaviors Needing Urgent Action**

3.64.1 When learners show serious disruptive behaviors such Racial discrimination, harassment, illegal possession of drugs/narcotics, drug peddling, in possession of weapons such as a gun or knife, copyright infringements, intoxicated with alcohol or narcotics, violence, etc, it warrants the college to sanction immediate formal disciplinary hearing and involve the police.

3.64.2 Code DDT3 (Suspension) will be immediately used temporarily under such circumstances until the disciplinary hearing meeting is held as dictated by Code DDT4 (Expulsion). This Code DDT3 action which can only be sanctioned by either the HODs, Director of Student Affairs, Vice Chancellor or the Director of Quality Assurance and Curriculum Development, is taken as a control measure (protect learner's social welfare without jeopardizing their academic obligations) to allow investigations to kick-start.

3.64.3 During the issuance of immediate suspension (Code DDT4) above, the staff member who executed the suspension will seek to redress with the learner in the presence of a staff member witness about the immediate suspension till the conclusions of investigations and the sponsor will be informed in a detailed written letter (outlining details of the suspension) with the possible condition of not entering the college campus. A duplicate of the letter will be filed in the learner college record file. The learner's Academic Advisor will be informed and provided with relevant documentation. A qualified staff member will contact investigations on behalf of the college. During the suspension, the learner shall be kept in-touch with Academic Advisors, who shall provide them course work materials through electronic media.

3.64.4 After the completion of investigations before the action of Code DDT3 becomes null and void, the learner will be summoned to Code DDT4 or to a disciplinary hearing meeting where the collective decision can be expulsion from the college for the remainder of the academic year. The meeting will be chaired by the Head of Quality Assurance and Curriculum Development where the results can also be what Code DDT2 or Code DDT3 advocate for.

### **3.65 Lodging an Appeal to the Vice Chancellor**

3.65.1 Cases involving the state shall not be granted the chance of appeal to college management.

3.65.2 A learner who feels hard done by the decision taken at the formal disciplinary hearing meeting such as expulsion outcome can appeal in writing to the college Vice Chancellor within 5 business working days after receiving the communiqué confirming his/her expulsion.

3.65.3 The Vice Chancellor shall acknowledge receipt of that letter from the complaining learner by writing back to them within 3 business working days.

3.65.4 The learner is afforded a right within this window period to meet and appeal to the Vice Chancellor.

3.65.5 Should the learner not appeal the decision recommended during the disciplinary hearing meeting or if the Vice Chancellor rubber-stamps the original decision, the recommended decision shall hold. The Vice Chancellor decision is the last and absolutely final, basically the window for further appealing is closed.

### **3.66 Tackling Racial Discrimination and Abuse**

3.66.1 The college does not condone racial discrimination or abuse, whatsoever. It should be reported with immediate effect to Student Affairs and Security departments.

3.66.2 Discrimination incidents are complex and done in a snick and sarcastic way, therefore, any learner or staff member subjected to it shall use all devices possible including the electronic media as evidence.

3.66.3 To learners or staff members who have never been discriminated or abused, the trauma of it happening to them can be catastrophic; hence, the college will ensure that such incidents are dealt with an iron fist stance to thoroughly stamp them out. Investigations will be carried out as outlined in Codes DDT1 (Verbal warning) to DDT4 (Expulsion) and the Head of Security department shall join the whole process.

### **3.67 Dealing with Substance Abuse**

3.67.1 The college will not tolerate illegal use of drugs and illegal substances.

3.67.2 Learners who are suspected of peddling and/or using such substances or drugs on the college campus shall be referred to the police, psychologist, etc. If the case falls within the remit of college such learners shall be sanctioned to disciplinary hearings.

3.67.3 The learners shall be identified quickly and reported to the Security department to ensure that such learners do not cause harm or injuries to other learners.

3.67.4 If the learner is suspected to be using drugs and illegal substances, the Security department shall have to call in Botswana Police. Other relevant authorities can be called in to arrest the situation and help the substance abusing learner.

3.67.5 The learner can be referred to the college Psychologist if they have come out to declare the substance abusing action and the information revealed by the substance abusing learner will be treated with utmost confidentiality. The substance abusing learner will be placed immediately on counseling within the college or outside.

3.67.6 The college staff is required to refer learners who seem to be substance abusers to the college Psychologist.

3.67.7 If the learner seems to be intoxicated they shall be sent to the facilities where they can receive assistance to recover. If this behavior persists, the parent will be engaged and the sponsor eventually informed at the conclusion of the disciplinary hearing.

### **3.68 Tackling Bullying and Harassment**

3.68.1 DDT College of Medicine preaches highly against bullying and harassment, basically informing its learners and staff members to create conducive learning environments.

3.68.2 The broad spectrum of harassment runs from racism to sexism and bullying is inclusive of inappropriate teasing, mocking sexual abuse, bad remarks, offensive jokes, abusive language, name calling, obscenely texting or emailing, abuse of office, withholding information, shouting, swearing, occupying someone's space deliberately, etc.

3.68.3 This entire malicious doings put learners in dire situations of feeling threatened, feeling low self-esteem, stressed, unwelcomed, etc.

3.68.4 Member of the college community are to take action (without ignoring or keeping quiet or joining) against any kind of unequal or unfair treatment and report to the Course Organizer/Lecturer/Instructor or Student Affairs and Security departments.

3.68.5 The procedures to launch a complaint against bullying or harassment can either be with the formal or informal or witness or counter complaints as outlined below.

- a. **Informal (Verbal) Complaint:** If a complainant, the learner, feels harassed or bullied, they can complain to the perpetrator and quickly solve the issue right there or involve someone to help settle the matter but if the learner harassed is not satisfied with the resolution, he/she can take launch a formal complaint with the support of a colleague who saw the harassment or bullying. Records of the incident, how it affected you and mediator processes should be kept in case they are required at the formal complaint hearing.

Should a complaint be made against a learner, the learner should not casual take that compliant easy, instead the learner should try solve the complaint amicably? The learner should try to be sober in dealing with the complaint and agree to the demands of the



complainant such as meeting to try coming up with harmonized resolutions. So, with the learner being complained against complying with the demands of the complainant, the matter can be solved informally, but, if the complainant is not satisfied or unhappy, he/she can launch a formal complaint.

- b. **Witness complaints:** The college learners or staff members who witnesses bullying or harassment should report it to the Student Affairs and Security offices and ask for investigations using formal or informal complaint strategies and should represent the victim.
- c. **Counter complaints:** It may happen that the learner in a complaint may follow suit with a counter complaint against the learner who was the complainant against him at the beginning. The college Director of Student Affairs will do investigations either at the same time or different times and deduce a resolution about the way forward on the two cases depending how much information was gathered from perceived sources that experienced the incident or scene.
- d. **Formal complaints:** This is a complaint procedure that follows the inability of the informal complaint approach or when the learner decides to directly lodge a formal complaint by writing to the Director of Student Affairs/Head of Quality Assurance and Curriculum Development. The complainant must keep records of the incident (incident details, dates it happened, witnesses, supporting documentation such as kept emails or text messages), location of incident, and how it affected him/her in case they are required at the formal complaint hearing, which he/she should request for in writing.

Investigations will be started and led by the Student Liaison Officer whereby the complainant and the perpetrator will be interviewed at the same time to gather the facts of the harassment or bullying. The two learners will be allowed to bring in someone as support or witness or class representative not law personnel. If the situations are so volatile around the college community because of the incident, the college may suspend both learners to safe guard proper investigations. Learners shall not be allowed to enter the college premises. While at their homes, the learners must keep up with college academic obligations as they shall be emailed documents of all the course teachings and happenings and this should be led by the Student Liaison Officer working together with the HODs, Lecturer and Lab Scientist Supervisor. At the end of investigations, the Director of Student Affairs will inform the learners of the findings by a formal written letter within a day. The Director of Student Affairs in conjunction with the Head of Quality Assurance and Curriculum Development will conclude if indeed the findings warrant the need for a Formal disciplinary hearing meeting, if so, Codes DDT1 to DDT4 will actively apply.

- e. **Appealing:** If any learner feels that investigations on bullying and harassment were not carried out properly (biased), they have the right to appeal as the investigations were made with inclination away from the policies and procedures herein. The learner can launch an appeal to the Vice Chancellor within 3 days after being informed of the results of the investigatory process, who shall be informed by the Head of Quality Assurance and Curriculum Development about details of the findings.

**3.68.6 Complaints against Staff Members:** In DDT College of Medicine, a learner has the right to lodge a complaint classified as bullying or harassment against any college member of staff using either the formal or informal complaint procedures. The college will treat the complaint with urgent care and shall subject the employee to the college employee disciplinary policies and procedures.

**3.68.7 Homosexual, Transgender, Lesbians and Gay Rights:** DDT College of Medicine shall ensure that learners who fall in this category are equally treated, free from harassment and discrimination. The learners shall be afforded all entitlements to help them also achieve their educational goals and obligations.

**3.68.8 Cultural Diversity:** The College shall hold multi-cultural activities to encourage intermingling among different college learners.

### **3.70 LEARNER CLUB ORGANIZATIONS DISCIPLINARY PROCEDURES**

#### **3.71 Ground Breaking Investigation**

3.71.1 If there is alleged misconduct by a certain college club or organization, the Director of Student Affairs with the help of the Student Liaison Officer shall initiate investigations to establish if indeed there was violation of college Bye-Laws and policies and procedures.

3.71.2 The Student Affairs department may meanwhile, if need-be, serve the implicated club or organization to temporarily halt its operations.

3.71.3 Once the Student Affairs department conclude investigations, the Director of Student Affairs or the Liaison Officer either throw out the allegations or summon the concerned club or organization for a preliminary brief hearing and serve the organization with the letter clearly mentioning the type of violation performed and when to come for a hearing governed by the code of action, Code DDT4 above.

### **3.72 Disciplinary Action against Learner Organizations**

3.72.1 The learner organization may agree to the violation and attend a hearing with the Disciplinary Board (to be convened) applying Code DDT4, where if found guilty, the organizations will be charged.

3.72.2 The learner organization can agree to the violation charges right away without a hearing and will be charged.

3.72.3 If the learner organization is referred to the Disciplinary Board and the said do not show up without any prior communication, the respective learner organizations will be automatically suspended from operating for a period of 2 trimesters.

3.72.4 Learner organizations reserve the right to lodge appeals to the Vice Chancellor.

3.72.5 Any violations of the college policies and procedures happening around the period of end of trimester final Assessments shall be dealt with by the Disciplinary Board at the beginning of the following trimester.

3.72.6 A written charge sheet notice showing the venue, time and date will be furnished to the learner organization leader or president within 5 days before the conductance of the hearing.

3.72.7 All kinds of documentation that can be usable or witnesses will be securely protected to eliminate all kinds of threatening acts that may arise if known.

3.72.8 Should the learner organization decide to abscond from the hearing; the Disciplinary Board shall continue in their absence and release their recommendations of sanction.

3.72.9 If the student organization decides to rebuff the hearing invitation charge sheet, they shall do so by requesting for another preliminary hearing with the Director of Student Affairs where they shall explain their reasons. During this period, the learner organization will be reminded of their rights and responsibilities, as a way to remind them that they should own up to their perceived violation of the college policies and procedures.

3.72.10 The College can use all kinds of correspondences to inform a learner organization of their charges and hearing date, either through the SRC, etc. The learner organization may be a supporting partner, especially the Minister of Sports and Recreational from the SRC only.

### **3.73 Lodging an Appeal**

3.73.1 Learner organizations reserve the right to lodge appeals on the same procedural steps as an individual learner.

3.73.2 The grounds of appealing can be influenced by established infringement on the learner organization rights, unfair charges meted against the learner organization in comparison to the

violation scope and un-earthed evidence that was not available during the disciplinary hearing, hence, can tilt the balance of judgment towards the learner organization.

### **3.80 DISHONESTY IN ACADEMICS**

3.81 DDT College of Medicine academic integrity is dependent among learners being able to desist from cheating of whatsoever and be able to stand against all types of tempting situations which might put their academic goals on the line by submitting academic work for evaluation which is not theirs.

3.82 Learners should be aware that academic dishonesty implies cheating and is punishable by the college disciplinary actions mentioned below whereby a learner can be suspended or expelled from the college and worse of it all repeated offenders shall be severely punished by the college.

3.83 Learners whose academic integrity is easily derailed shall be aware that cheating encompasses the following:

- i. Imposter for another learner in any college Assessment tool taking;
- ii. Deliberately providing another learner with answers to complete an Assessment tool;
- iii. Knowingly accepting answers from another learner with the aim to complete an Assessment tool;
- iv. Entering the Examination room with electronic devices;
- v. Entering the Examination room with un-allowed materials such as books, etc.;
- vi. Deliberately showing another learner the answers or allowing another learner to see answers to an Assessment tool;
- vii. Completely copied Assessment tools by a group of learners who shall be faced with disciplinary action towards the same end results punishment to the extent that if it is grades to be awarded, the obtained grade will be divided by the number of learners;
- viii. Handing-in of previous work done by other learners;
- ix. Having access to the Assessment tool before the time it is slated or scheduled for writing by all learners;
- x. Knowingly fraudulently forging a signature on any type of Assessment tool;
- xi. Jealously destroying another learner hard earned academic work;
- xii. Completely deciding not to follow instructions during the time of taking an Assessment tool as they are spelt out by the Invigilators;
- xiii. Using all kinds of malicious acts to make the college workers to try favoring you in whatsoever academic activity; and
- xiv. Abusive usage of the college logo and documents by learners.

3.84 With consultation of the Provost of the College or HOD of the program, the above academic misconducts as violated by any learner can be treated as fail (F) grade for the concerned course and shall be approved by the APC.

3.85 With approval of the Vice Chancellor, the learner may be hit with a sudden suspension for that remaining part of the trimester and all courses registered for shall be automatically given fail (F) grades and the Protection of Enrolled Learners (PEL) policy section on Refunds of Fees shall be consulted. The learners shall apply for re-admission into the college programs once the suspension period ends.

3.86 With approval of the Chancellor, the learner can be expelled from the college permanently and all courses registered for in that trimester shall be automatically given fail (F) grades and the Protection of Enrolled Learners (PEL) policy section on Refunds of Fees shall be consulted. The learners given suspension from the college shall not be afforded the chance to apply for re-admission in any of the College program.

3.87 The records of disciplinary actions taken against any learner shall be kept in the learner's academic record file as dictated by the college Records Management System policies and procedures.

3.88 DDT College of Medicine affords learners the chance to appeal any charges of academic dishonesty.

### **3.90 PROCEDURES IN DEALING WITH ACADEMIC DISHONESTY**

3.90.1 When dishonesty in academics is picked or identified by the Course Organizer/Instructor/Lecturer or Invigilators, they shall inform learners of it.

3.90.2 They shall grab all the perceived documents as evidence to be exhibited as disciplinary action supporting documentation.

3.90.3 They shall fill the Assessment Incident Report Form by mentioning the alleged act of dishonesty in academics and submit it to the Director of Academic Affairs or Director of Student Affairs within 3 business working days.

3.90.4 Upon receiving the Assessment Incident Report Form, the Director of Academic Affairs or Director of Student Affairs shall set a date within 3 days from report form receipt date to meet the learner in the presence of the Course Organizer/Instructor/Lecturer or Invigilators who were present at the time the incident occurred. If either the learner or any of the college staff members is held up, there shall be a postponement period of an extra 3 business working days to be issued by the Academics or Student Affairs directors.

3.90.5 The written communiqué inviting the learner to the meeting shall be provided to the learner by the Registrar who shall on the other hand check and confirm if the learner have had other dishonesties in academics before.

3.90.6 During the session, the concerned college staff member shall table or outline the dishonesty in academics carried out by the learner.

3.90.7 The learner shall be afforded the chance to comment on the dishonesty in academics they are faced with by responding in writing in about 5 business working days after the meeting date. If the learner decides against commenting on the alleged dishonesty in academics or respond, the Registrar shall serve the learner with a written letter about the disciplinary action and remind the learner of the right to appeal.

3.90.8 The Provost of the College shall be informed of the disciplinary action that has been taken against the learner via a copy of the Assessment Incident Report Form. The Registrar shall keep a copy of the Assessment Incident Report Form in the learner's academic record file as dictated by the college Records Management Systems policies and procedures.

### **3.91 ACADEMIC ASSESSMENT APPEAL**

3.91.1 DDT College of Medicine learners have the right to launch appeals against Assessment results.

3.91.2 The Assessment appeal procedures outlined below covers all college programmes where there is the conductance of Assessment via Assessment tools inclusive of Quiz 1, Quiz 2, homework, assignments, oral presentations, laboratory reports, Midterm examinations, Final examinations, etc.

3.91.3 The procedures which are aimed at promoting equity, fairness, consistency and reliability among learners are superseded by the mandate of the APC, Management Board, Board of Directors and the Senate Council.

3.91.4 The college shall ensure that information of assessment appealing is shared with learners during the orientation sessions to ensure that their academic obligations are not retarded by unfair, inconstant, unreliable and non-equal assessment measures.

### **3.92 LODGING AN APPEAL**

3.92.1 Code DD TAA1: Learners who suspect unfairness and inconsistency in grading of Assessment tools have to the right to discuss in a sober mood with the college Assessor. If the learner is unsatisfied by the discussions held with the Assessor, the Assessor shall record the

meeting details and outcomes in the DDT College of Medicine Assessment Concern Form which shall be forwarded to the course Internal Moderator who shall communicate with the learner within 3 business working days their recommendations on the Assessor's original resolution.

3.92.2 Should the learner feel uncomfortable in facing the Assessor, who in most cases are their Course Organizers/Lecturers/Instructors, can confide into the Academic Advisor. The Academic Advisor shall then consult the HOD of the program and inform them of the lodged appeal. The HOD shall inform the Internal Moderator who in turn shall consult with the Assessor to act on the matter in their presence. If the learner and Assessor issue is not resolved, this shall result in activation of Code DDTAA2.

3.92.3 Code DDTAA2: After five working business days, the Internal Moderator shall share with the learner details of the recommendations and supporting documentation for the processes performed in Code DDTAA1. Internal Moderator shall hand over the issue to the HOD, who shall inform the Director of Student Affairs/Head of Quality Assurance and Curriculum Development about the appeal having escalated into Code DDTAA2.

3.92.4 Code DDTAA3: If the learner is not happy again with the recommendations from the Code DDTAA2 process, they shall now take the route of launching a formal complaint mentioned herein above which they shall be aware of. Once a formal complaint hearing meeting is set, the learner shall be allowed to bring a friend or representative not law personnel. Failure to pitch up at the formal complaint hearing meeting does not stop the proceedings.

### **3.93 WISTLEBLOWING LEARNER POLICY**

3.93.1 DDT College of Medicine encourages the student community to raise any concerns about any danger, illegal or improper behaviors or matters that might hinder productivity in the College.

3.93.2 The illegal or improper matters and behaviors are but not limited to possible abuse/or use of alcohol and drugs in/around DDTCOM environment, damage to DDTCOM property/environment, unauthorized use of student club funds, sexual or physical abuse, health and safety risks and/or any offence listed in the DDTCOM Student Handbook and Constitution of Botswana.

3.93.3 A whistleblower complaint is a report made to the College authorities about any suspected improper activity or behavior that occurred. A whistleblower refers to any DDTCOM fully registered student who reports the matter.

3.93.4 The College is determined and committed to accepting and investigating any allegations of improper matters/activities taking place in/around the College thus the implementation of the Student Whistle blow policy.

3.93.5 The policy exists to reassure DDTCOM students they will be protected from possible victimization upon reporting any suspicious concerns.

### **3.94 Guidelines for the Whistleblower**

3.94.1 A whistleblower complaint, whether verbal or written can be forwarded to:

The SRC ministers of Sports & Recreation, Academics and Student Affairs;

Heads of Faculties;

The Liaison officer; and

The Director of Student Affairs

3.94.2 The reports may be made verbally in person or by a phone line or they can be made using the Student Whistleblower Complaint Form.

3.94.3 Whistleblower complaint reports can be made anonymously to protect the whistleblower.

3.94.4 To the best possible extent the reports should try to address all the relevant information about the allegations brought forward such as potential witnesses, location at which the activity took place including time and date it occurred.

3.94.5 The report should in short answer;

- a) Who was involved in the improper activity? Who can attest that the actual activity reported took place? If possible, how can the witnesses be contacted?
- b) What specifically happened? What justifies it as an unlawful/improper activity? Are there any documents or any evidence to support the activity reported? Where are they located?
- c) Where did the activity take place, college premises location?
- d) When did the improper activity take place? Is it still ongoing? How many times did it occur?
- e) Why did the suspect do it? How does it benefit them? Did others benefit from the activity, if so who are they and how did they benefit?
- f) How did the improper activity occur? Was there any loophole in the regulations that allowed for the act to take place?

3.94.6 If the report is written with all the above questions answered the form should be enclosed in an envelope, marked 'Confidential' and mailed to:



Liaison Office  
Student Affairs Department  
DDT College of Medicine  
P O Box 70587  
Gaborone

Or email the form as an attachment to: Liaison Office, Student Affairs department  
ddtstudentliaison@gmail.com

### **3.95 Investigation Process**

3.95.1 The SRC Ministers and Heads of Faculties who receive a whistleblower complaint shall ensure by all means that the matter is reported to the Liaison Office who will in turn ensure its arrival at the Student Affairs Director taking into consideration the possibility of conflicts of interest.

3.95.2 By all means possible the Student Affairs Department shall try to maintain the confidentiality of whistleblowers, witnesses and any other participants involved in the investigation.

3.95.3 However, whistleblowers, witnesses and other participants in case should be cautioned that their identity become known during the investigation process.

3.95.4 The Student Affairs Director upon receiving the whistleblower's complaint notifies the Head of Security about the complaint.

3.95.5 The Head of Security may involve other advisors such as legal or accounting to conduct the investigation.

3.95.6 The whistleblower complaints will be investigated with discretion. The information obtained will be handled on a 'need to know' basis.

3.95.7 Appropriate action or any necessary disciplinary action will be taken if the whistleblower complaint is verified and/or otherwise substantiated.

3.95.8 This policy does not in any way distort the set regulations for conducting investigations in the College it however provides a framework for investigations of whistleblower complaints.

3.95.9 It is the responsibility of the investigators assigned to investigate a report or complaint to handle the matter under the set guidelines of all the administrative policies, disciplinary policy, applicable and any other policies and regulations relevant to the complaint, including the whistleblower complaints.

3.95.10 Any learner who knowingly files a false complaint may be subject to appropriate disciplinary action up to and including dismissal from the College.

### **3.96 Protection of Learners from Retaliation and Harassment**

3.96.1 Retaliation or harassment against an individual who filed a whistleblower complaint, refused to take part an improper activity or participated in a whistleblower complaint investigation is prohibited.

3.96.2 Any individual who believes he or she has been subjected to harassment or retaliatory conduct for making a protected disclosure should report such conduct to any person listed in section 3.1 of this policy.

3.96.3 Anyone of the College Staff or SRC member who receives a report of harassment or retaliation or is made aware of the act is required to notify the Student Liaison Officer and the Student Affairs Director.

3.96.4 Any College Staff or SRC member may not directly or indirectly use or attempt to use their authority to interfere with the right of any DDT student to make a report of an improper activity.

3.96.5 Any College staff or College student guilty of engaging in any harassment or retaliation against a whistle-blower will be charged with appropriate action and/or disciplinary action.

3.96.6 The protection from retaliation and harassment set forth in this policy is applicable and enforceable with regard to any DDT College student who makes a protected disclosure.

### **3.97 Ombudsfellow Office**

3.97.1 The college aims to foster a cohesive sense of community by advocating for fair and equitable treatment within the college community and support positive change. The office will provide learners with mediation and reconciliation measures if they have problems with other learners or the college staff via investigatory strategies and appeals. The office will do so by offering learners confidentiality and assistance in resolving the concerns. The office shall be established as soon as it is logistically possible.

### **3.98 LEARNER SAFETY AND SECURITY SUPPORT**

3.98.1 Stealing of learners' personal properties by grab and run and college property by thieves shall be dealt with seriously by the entire college community simply because theft can adversely/grossly impact the learning and productivity of learners and college staff, respectively. Thieves target areas of stealing are the college outside classroom common spaces, college open

walking spaces, libraries, and lecture halls, whereby the thieves will apply the tactics of impersonate/pretense as college learners.

### **3.981 Help DDTCOM Help you!**

3.981.1 Learners shall help the college to ensure they are safe and their belongings are secured. They shall do so by being on alert and try by all means to escape all kinds of risky situations. They must sensitize the college security on theft and any kinds of suspicious activities which they notice.

### **3.982 Your security is our own security tips!**

3.982.1 Be on the look-out all the time and when you identify see people who are suspicious, walk confidently. If these people purportedly scare you or want to attack you, scream loudly and get out of that threatening situation fast.

3.982.3 After hours, avoid being alone; study where there are other learners and alert the security if you are in that lonely study room.

3.982.4 Do not speak or exchange your personal belongings with strangers whatsoever.

3.982.5 In situations where you suspect that a stranger is following/tracing you, mingle with a crowd of people and call security agents or police.

3.982.6 Human beings have the sixth sense which could help them detect danger and if that happens, move out of that risky situation and save your life. Never go against your sixth sense intuition.

3.982.7 Learn tactics of self-defense and during social events, be wary of consuming excessive intoxicating substances because the more you are intoxicated the more chances of being abused anyhow.

### **3.983 Public transport usage**

3.983.1 Avoid waiting too long in Bus stops and never wait alone.

3.983.2 Once boarding a taxi/combi, do not use your phone and if you are seated next to someone you suspect, just change seats.

3.983.3 Always carry changed money or coins to pay the transport bill to avoid any kinds of quarrel with the transport provider/driver/conductor.

3.983.4 Never disclose your personal sensitive information to strangers during the ride in public transport.

### **3.984 Your car safety**

3.984.1 Park the car in a clear open area and not a deserted spot.

3.984.2 Always hold your car keys in a smart way to use them as a jab weapon against any intruders.

3.984.3 After locking the car alarm always check doors if they are all locked.

3.984.4 Before getting the car started, inspect for attackers in the back seat or hatch.

3.984.5 The college advice learners to use the LLTL tactic before leaving the car: Look, Lock, Try doors before you Leave.

### **3.985 Where to go for help**

3.985.1 The Security personnel are located at the main entrance of the college premises and is frequently patrolling for easier accessibility by learners.

3.985.2 Learners shall report any malicious security threatening activities no matter how small they are so as to completely block such events from repeating again.

3.985.3 The Student Affairs department shall always be ready to help learners with urgent security needs.

### **3.986 Destruction of College Property**

3.986.1 Should any learner vandalize college property, they shall be held accountable and pay for the damages done.

### **3.99 REGISTRATION AND CERTIFICATION OF CERTIFICATES OF AWARDS**

3.99.1 DDT College of Medicine shall establish contact with the BQA recommended Smith and Ousman Company in United Kingdom to ensure that it issues out genuine official certificates and transcripts to the learners. If not, the College shall also identify any other company with the same credentials and share with BQA for assessment and approval.

### **3.990 TRANSCRIPT SUPPORT**

3.990.1 The college transcript is an official slip of academic performance showing all modules taken, letter grades and GPA. Other information in it includes the program of study, year of study and trimester. It's a legal document which shall not in anyhow be altered.

3.990.2 Learners shall be provided with transcripts at the end of every trimester to keep track and confirm their academic achievements.

### **3.991. ISO CERTIFICATION**

3.991.1 The college shall go into the process of applying for ISO Certification from BOBS (Botswana Bureau of Standards).

## **4 RESOURCE ALLOCATIONS**

4.1 The college shall use most of its funds to finance academic and learning aspects such as provision of the premises to daily operate, ergonomics to equip and furniture the entire premise, purchase equipment and safety materials.

4.2 The Human Resource department shall be funded reasonably well for it to recruit the right workmanship that shall be able to deliver the teaching mandate to the learners.

4.3 Resources for counseling and psychological, health, information dissemination, academic services, laboratory resources and student representative spending.

4.4 The college shall avail resources for procurement of learners' textbooks and companions to use in teaching and learning.

4.5 The college shall be able to fund ICT operations including the purchasing of software and payment of contracts to webpage hosts to ensure information dissemination is properly done. The internet provision shall be of high-speed network for easier accessibility.

4.6 The college shall avail funds to fund support services for disabled learners for them to achieve their academic goals too.

4.7 Mentorship programs and tutoring services shall be effectively provided funds to encourage growth among excelling learners and encourage others to take their learning serious.

## **5 ASSOCIATED DOCUMENTS**

5.1 The policy presented herein is complemented or should be read in conjunction with the following documents:

- DDT College of Medicine Declaration of Secrecy Form
- College Prospectus
- College Academic Calendar
- Assessment Tool Timetable
- Class Attending Timetable
- Student Handbook

- SRC Cabinet
- Orientation Photo Gallery
- Orientation Schedule
- DDT College of Medicine Assessment Incident Report Form
- DDT College of Medicine Assessment Concern Form
- Assessment and Moderation Policy
- Admissions Policy
- Protection of Enrolled Learners Policy
- DDT College of Medicine Disability Disclosure Form
- DDT College of Medicine Learner Counseling Form
- SRC Governance Policy
- Constitution of Botswana
- Student Handbook
- Student Safety Procedures
- Student Whistle-blower Complaint Form
- Psychological and Counseling Manual
- DDTCOM Accommodation Policy and Procedures
- DDT College of Medicine Culture, Sports and Recreation (CSR) Manual

## **6 ACCOUNTABILITIES/ROLES/RESPONSIBILITIES**

6.1 The college Academic Affairs department is responsible for ensure that the learning and teaching promulgations are conveyed to learners in a timely manner.

6.2 It is the responsibility of the learners to frequently check their promulgation tools as provided by the college to ensure that they don't miss out on critical information of studies and have only individual access to such critical information such as using emails, portal etc.,. They shall also make sure that they visit the bulletin or notice boards frequently to be updated.

6.3 The learners shall ensure that any academic communication in the college is done through their personal emails.

6.4 The college shall establish the need for learner support services during the enrolment processes via the completed admission and oral interview forms, APC recommendations on struggling learners, Academic Advisor meetings and tutor monitoring of learners during the course's tutorial and review sessions.

6.5 The Learning Support staff will liaise regularly with tutors to discuss individual learner progress and the provision of support.

6.6 It is the role of the college learners to reveal or share pointers where they need help to do well in their studies.

6.7 The college tutors and reviewers have the duty to ensure that they provide learners with additional course information and ways on how to solve practice questions and be able to pass their courses.

6.8 The college academic staff shall make it their duty to come with strategic ways of sharing academic information that will foster into learners cooperation, tolerance and promote peace among learners. Such teaching methods are group discussions, presentations, etc.

6.9 The college Student Affairs department has the responsibility to ensure that the Academic Affairs department caters for disabled learners as they prepare their Assessment timetables.

6.91 The Director of Academic Affairs and the Examination Officer have the roles of ensuring that learners needing academic accommodation are catered for in the Assessment timetable they will be releasing to the learners.

6.92 It is the responsibility of the appointed college staff attending the annual HRDC Tertiary Institutions Career Fair to ensure that learners are provided with up to date relevant and accurate information on the programs the college offers.

6.93 Compliance of both the learners and the college is the role of the Management especially the Director of Quality Assurance and Curriculum Development

6.94 The appointed college academic teaching support staff and SRC members to the Mentorship program are responsible to ensuring that they meet learners as scheduled.

6.95 Other College learning services supporting learners is the mandate of the Student Affairs department through the Student Liaison Office. The Student Liaison officer works hand in hand with the Academics department in appointing the mentors and student based tutors. The ICT and Library personnel ensure the college learning services are adequately utilized.

6.96 The college Psychologist has the responsibilities of ensuring that learners and the college staff are in a good state of health mind set by providing with psychological and counseling services.

6.97 The college learners have the responsibilities to suddenly report to the Security department any suspicious individuals or malicious activities.

6.98 The college learners have the responsibilities to make sure that they follow academic honesty standards and they shall take the responsibilities of violating the academic honesty standards.

6.99 The college Course Organizers/Lecturers/Instructors has the responsibilities to ensure that they frequently remind learners of the expected outcomes as they are undertaking their courses.

6.990 Any announcements to changes that may occur in the teaching timetable or quiz or examinations schedules is the responsibilities of the Registrar, Examination Officer, and the Student Liaison Officer.

6.991 The Heads of Faculty or Program through the Academic Department, the Student Representative Council Ministers and the Liaison Officer through the Student Affairs Department are responsible for ensuring the health, safety and equal treatment of all the college learners.

6.992 The Heads of Faculty or Program are responsible for ensuring that students know and exercise their right to raise concerns against any malicious acts hindering their academic performance.

6.993 The SRC members have the overall responsibilities of ensuring that the college learners are listened to and their grievances are addressed with no conflicts of interests involved or any retaliation acts and harassment against any learner.

6.994 The SRC report to the Liaison Officer on weekly basis or daily basis if need be.

6.995 The Liaison Officer ensures that every learner's needs are met including their safety and security.

6.996 The Student Liaison Officer is responsible for reporting to the Director of Student Affairs department who intern reports to the Provost and the Vice Chancellor of any whistle-blower reports made and actions taken.

## **7 EVALUATION AND REVIEW MECHANISMS**

7.1 This policy is set to be reviewed by April 2018, and annually afterwards at a meeting sitting 3 SRC members, at least 2 Heads of Faculties, 2 Academic Staff members, 2 corporate departments, Liaison Officer and Student Affairs Director.

7.2 Up to 5 changes will be allowed and not less than 2. The meeting date shall be proposed 14 days before the actual date, within seven days the people sitting in the meeting should have sent through their proposed changes for others to familiarize themselves. The final changes shall be agreed on at the meeting.



7.3 Learning Support Assistants will undertake a formal training programme and work towards relevant qualifications appropriate to their specific roles. They will also undertake regular staff development and updating on college wide issues such as safeguarding, health and safety.

7.4 All learning support tutors and reviewers shall be formally peer reviewed at least once in every academic year.

7.5 DDTCOM will review the student support services as part of its ongoing continuous improvement process.

7.6 DDTCOM will provide additional academic assistance and career pathway information where a student is identified as requiring or requests the additional support.

7.7 The College evaluates the learning support services availed for the students to assure their adequacy in meeting the students' needs. Evidence is sought to prove that indeed they contribute to the success of the students. The results obtained from these evaluations are used as the basis for improvement where needed.

7.8 Incidents reported under this policy must be communicated to the Director of Student Affairs who will report annually to the Student Affairs Committee, which will be responsible for developing an action plan to address learner burning issues. This action plan will be presented to the college's Management Board for approval and implementation.

7.9 Learners shall help the college to safeguard premises by reporting all thefts and other incidents. Even if they have informed others, they shall also ensure that the college Security department is also notified. Students, staff and visitors are encouraged to report any breached of security on the college premises.

7.10 Statistics prepared from these breach of security reports shall be used during plans on how to improve the college security.

7.11 The policy shall be reviewed in April 2018 and annually afterwards.

## ACRONYMS

<b>DDTCOM</b>	DDT College of Medicine
<b>ITC</b>	Information Technology and Communication
<b>DDTACT</b>	DDT College of Medicine action on records with elapsed retention periods
<b>CD</b>	Compact disks
<b>HOD</b>	Head of Department
<b>APC</b>	Academic Progress Committee
<b>BQA</b>	Botswana Qualifications Authority
<b>HR</b>	Human Resources Department
<b>CSR</b>	Culture, Sports and Recreation
<b>HRDC</b>	Human Resource Development Council
<b>DTEF</b>	Department of Tertiary Education and Financing
<b>LLTL</b>	Look, Lock, Test, Leave

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The college would like to say a big thank you to BQA for availing BQA QAS1 Criteria and Guidelines for Registration and Accreditation of Education and Training Providers, more especially Criterion 18 and HRDC Norms and Standards for Learners Affairs and Services in Botswana Tertiary Education Institutions workshop recently held by HRDC.