



ZAMBIAN OPEN UNIVERSITY

OFFICE OF THE REGISTRAR

**GUIDELINES FOR PAYMENT OF FEES, COURSE
REGISTRATION AND SUBMISSION OF
ASSIGNMENTS**

JANUARY, 2018

1.0 INTRODUCTION

The Zambian Open University (ZAOU) is committed to providing quality and efficient services to its learners. Its operations are guided by policies, rules, regulations and procedures that you, as a student, are expected to be familiar with and **must** observe for your own benefit. In particular there are regulations, procedures and requirements for course registration, submission of assignments, writing of examinations, and academic progression.

2.0 COURSE REGISTRATION

2.1 Requirements

2.1.1 The course registration period for each semester is always specified in the **Sessional dates** and in the **Prospectus**. Make sure that you get both of these documents from any ZAOU Regional office or from the University's main campus, Lusaka West. These documents are also available on the ZAOU website **www.zaou.ac.zm**

2.1.2 You will be considered to be a bona fide student of the Zambian University **only after** you have **paid** the required minimum fees and have **registered** for courses in a given semester.

2.1.3 You must register for courses **every** semester unless you have been barred from registering, for a specified reason such as being excluded for lack of academic progress or withdrawn with penalty or you have been granted permission to withdraw from your studies.

2.1.4 You **must** register for courses during the period of registration specified in the documents mentioned above, failure to which your assignments will **not** be marked and you will **not** be allowed to write end of semester examinations.

2.1.5 It is an **offence** to submit assignments or write end of semester examinations without paying your fees and registering for courses.

2.1.6 No registration will be done during the Residential School, unless the residential school is held at the beginning of the academic year, which is normally in January/February in which case course registration will be done during the residential school only. (**Applicable to ODL students only**)

2.1.7 Late registration attracts a penalty fee, which varies from year to year.

2.1.4 To **complete** registration, you **must**:

- (a) **Pay** not less than **50 percent** of tuition fees for the semester; the exact amount will be communicated to you. The fees schedules for each semester can be obtained from any ZAOU Regional Office or from the University's main campus, Lusaka West. They are also available on the ZAOU website **www.zaou.ac.zm**

2.2 Payment of tuition fees

The **first step** in the course registration process is **payment** of your tuition fees. Tuition fees **must** be paid as follows:

- (a) Payments **must** be made at a Zambia National Commercial Bank (ZANACO) plc branch only.
- (b) Money should be deposited into ZAOU ZANACO Bill Muster Account No..... **Do not deposit your money in any other ZAOU Bank Account.**
- (c) In order to ensure that your payment is automatically recorded on the ZAOU Accounting System, you should deposit your money using the **Bill Muster** Deposit Form. **Insist on using this form at all times.**
- (d) All fees for the semester **must** be paid before the start of semester examination examinations.
- (e) You will **not** be allowed to write your end of semester examinations if your fees have not been paid in full. **You also need to register and obtain an “Examination Docket” to be admissible into the examinations hall (3.4).**

2.3 Registration Procedures

2.3.1 At the time of course registration you will be required to produce your bank deposit slip as proof of payment of tuition fees, that is, **not** less than the **50 percent** of the fees (the exact amount will be specified).

2.3.2 You will also be issued with a receipt upon production of your bank deposit slip, which should be kept safely.

2.3.3 Before you complete your course registration you **must ensure that:**

- (a) You have thoroughly read and understood the course schedule for your programme of study, which will be available at all ZAOU Regional Centres and the Coordinating Offices in Mumbwa and Solwezi as well as at ZAOU main campus, Lusaka West.
- (b) You check your examination results statement for the previous semester(s) if you are a returning student. If you failed one or more semester courses in the previous year (s) you **must** register for them during the current semester, if the course is on offer.

2.3.4 Register for courses that are in line with your year and the programme of study for which you were admitted as shown on your results statement, if you are a returning student.

2.3.5 You will **normally** register for **four (4)** courses in each semester. However, you may be permitted to register for more than four courses in which case you **must pay for any additional course (s).**

2.3.6 **Complete** all sections of the Course Registration Form and make sure that you sign it.

2.3.7 Collect your Confirmation of Course registration **Slip** to complete your course registration process.

3.0 EXAMINATIONS REGISTRATION

3.1 You will be required to register for examinations a month before end of the semester based on the sessional dates.

3.2 At the time of Examination Registration, students will be required to produce evidence of payment of **100 per cent** of the tuition fees.

3.3 Examination registration will take place in all the Regional Centres.

3.4 You will be issued with an examination docket upon completion of the examination registration showing courses you are permitted to write.

4.0 WITHDRAWAL FROM SEMESTER/ACADEMIC YEAR

4.1 If, for some extenuating circumstances, such as illness or failure to raise money for your tuition, you are not able to register for courses for the semester or academic year, you **must** apply for withdrawal with permission from your Dean.

4.2 The application letter should be addressed to the Dean of your School. **For example** if you are registered for a programme in the School of Education, your letter should be addressed to the Dean of the School of Education.

4.3 Your letter should state the reasons for wanting to withdraw and should be accompanied by documentary evidence where possible.

4.4 The withdrawal with permission **may** or **may not** be granted. Therefore do not assume that you have been granted permission to withdraw until you receive a letter from the Dean, which will specify any conditions for withdrawal with permission, such as the validity of withdrawal and whether you will be refunded part of the tuition fees or not.

4.5 Tuition fees will not be refunded unless withdrawal is within 42 days of registration. In this case, the penalty of 15% shall be deducted to cover administrative costs.

4.6 If you do not get permission to withdraw from your studies, you will be assumed to be studying and the Accounts Office will bill you, that is, they will charge you full fees for the semester.

4.7 Withdrawal with permission is normally granted for up to one academic year. If you are not able to resume studies after that you should apply to the Dean for you to be granted permission to withdraw for another academic year or semester.

4.8 If you stop studying without any permission, you will be charged full fees for the semester or academic year and will also be considered to have left the University without permission. You will therefore be excluded, which that means you will **not** be allowed to resume you studies, because you will have lost your student status at ZAOU.

5.0 ASSIGNMENTS

Assignments are a very important component of ZAOU's teaching and learning system. It is therefore important that you familiarise yourself with your obligations as a student and procedures for preparing and submitting assignments.

5.1 Obligations/Requirements

5.1.1 You are required to submit **all** assignments required for **all** the courses for which you are registered in accordance with the specified due dates

5.1.2 All assignments should be submitted through the Moodle platform.

5.1.3 The Moodle Platform will automatically close on the due date indicated on the assignment.

5.1.4 A fail grade shall be recorded for any student failing to submit an assignment.

5.2 Preparation and submission of Assignments

5.2.1 Modules are a very important source of information that will help you to write assignments. You must read them thoroughly and do all the activities before you write your assignments

5.2.2 In addition to modules you will find a lot of useful documents related to your course from the Internet and some libraries.

5.2.3 Direct lifting of information from any document without acknowledging the source is an offence, that is, it is tantamount to plagiarism and shall attract some penalty. The Moodle platform is set to detect levels (percentage) of plagiarism.

5.2.6 All assignments **must** be typed and must have a cover page, which **must** show the following:

- Department and programme of study/degree or diploma for which you are registered.
- Course code and course title
- Name of the lecturer
- Assignment number
- Assignment Question
- Your name and computer number
- Your postal address (not physical address)
- Telephone number and email address.

5.3.6 - **REMEMBER: ALL ASSIGNMENTS SHOULD BE SUBMITTED BY THE DUE DATES.**

- **THE MOODLE PLATFORM WILL AUTOMATICALLY CLOSE ON THE DUE DATE INDICATED ON THE ASSIGNMENT.**

- **A FAIL GRADE SHALL BE RECORDED FOR ANY STUDENT WHO WILL FAIL TO SUBMIT AN ASSIGNMENT**

6.0 END OF SEMESTER EXAMINATIONS

Detailed information on the conduct of end of semester examinations will be provided at the time of sending the examination time table. For now you need to know the following about the end of semester examinations:

6.1 Eligibility for Examination

6.1.1 A student may be **disqualified** from presenting himself/herself for any examination if he/she has **not** satisfied requirements such as satisfactory participation in the semester work as may be prescribed by the Senate.

6.1.2 The requirements are not limited to but include:

(a) Attendance at prescribed teaching and learning activities such as the residential school

(b) Assignments completed (submitted)

(c) Tutorials participated in (If any).

(d) Practical experiments, fieldwork, outside work done.

6.2 Examination Numbers

6.2.1 Your Identification/*computer number* (ID) will be deemed to be the *examination number* for examination purposes.

6.2.2 You must know your accurate identification number at all times.

6.2.3 There is a **penalty** for providing an inaccurate identification number.

6.3. Production of identify Card (ID)

6.3.1 All candidates are **required** to produce identity cards before entering the examination hall. Any of the following will be accepted: ZAOU Student identify Card, National Registration Card, Valid Passport, and Driving Licence.

6.3.2 A candidate who for valid reasons is unable to produce an ID at the time it is required may be allowed to proceed with the examination. The candidate **must** produce authentic identification within the next working day. Failure by the candidate to comply with this requirement shall result in the candidate **being awarded a zero mark** for the paper

6.3.3 All candidates are **required** to produce an **Examination Registration Docket** which **must** show all the courses for which they are registered. No candidate will be admitted into the examination room without the Examination Registration form.

7.0 ROLES AND RESPONSIBILITIES

7.1 ZAOU, like any other university, has clearly defined roles and responsibilities for various Units. It is important for you to know which office or Unit deals with what issues/matters. This will help you to get prompt and correct responses to your complaints or inquiries. At operational level here are the specific roles and responsibilities of various offices/ units.

8.1 Registrar's Department

The Registrar is responsible for the general administration and custody of University seal and property. The Registrar's department has several officers that deal directly with matters related to your studies as follows:

8.1.1 Senior Assistant supervises the Assistant Registrars and is accountable to the Registrar.

8.1.2 Assistant Registrar (Academic Affairs) deals with all matters related to; admissions, course registration, production of registration lists, residential school, examination results transcripts, graduation ceremonies and answering queries on any aspect of these functions.

8.1.3 He/she will also be responsible for all matters related to examinations, that is, arranging venues for examinations, coordinating the production and distribution of examination time tables, question papers and related materials to examination regional/examination centres, change of examination centre; overseeing the conduct/administration of examinations; coordinating the approval and publication of examination results and answering queries related to these functions.

8.1.4 Administrative Assistants. Responsible for processing of Results, preparing transcripts among other duties

8.1.5 Printing Supervisor, responsible for production and distribution of modules, assignments and related teaching and learning materials

8.1.6 Dispatch Supervisor, responsible for dispatching modules, assignment questions, letters and other documents; receiving and distributing assignments for marking and for posting marked assignments to students

9.0 Deans of School

Deans of School are responsible for administrative and academic activities of their School. They oversee teaching and learning in their School and are assisted by Heads of Department. Some specific issues about which you may write or see your Dean about include: change of programme of study; permission to withdraw from studies; permission to resume studies; matters or issues that affect your studies, including complaints about missing grades, recommending change of grades to the Chairperson of Senate, receiving complaints, comments and suggestions on any aspect of courses or programmes offered in a particular School.

10.0 Directorate of Quality Assurance and Extension Services has officers responsible for the following:

- **Learner Support officer**, responsible for receiving queries, complaints and suggestions from students and referring the same to relevant officers in the University
- **Regional Managers** are the face of ZAOU in provinces. They handle application and registration forms, distribute modules and assignments questions, administer examinations and provide information on all aspects of ZAOU operations and advisory services to students.

11.0 CONTACT DETAILS

11.2 Zambian Open University, Newfoundland Campus, Unity Road, Off Mumbwa Road, Lusaka West. P O Box 31925. Lusaka. Zambia. Tel. +260 976123 055/ +260 211 845 469 /+260 969 672 965

Email. zaou@zaou.ac.zm Website. www.zaou.ac.zm

11.3 REGIONAL CENTRES

11.3.1 Central Province. Room 1 Stacy Building, Independence Road. Kabwe

11.3.2 Co-ordinating Office. Muyaba Building, Opposite Filling Station. Mumbwa

11.3.3 Copperbelt Province. Regional Manager. 10 William Street, Nkana West. Kitwe

11.3.4 Eastern Province. Regional Manager. Plot no. 875. Hospital Road. Kalongwezi. Chipata

11.3.5 Luapula Province. Regional Manager. Plot 80, Mukwa Road. Low Density Area, Mansa.

11.3.6 Lusaka Province. Regional Manager. Plot no 9171 Ben Bella Road. Lusaka.

11.3.7 Southern Province. Regional Manager. Plot no. Mose street near Nalituwe Secondary School. Livingstone.

11.3.8 Western Province. Regional Manager. Hollywood 11 Motel. Mongu

11.3.9 North Western Province. Regional Co-ordinator. North Western Business Centre. Opposite Police HQ. Solwezi.

11.3.10. Northern Province. Regional Manager. Plot no. 4, Cheweko Complex. Mukulumpe Road, Kasama.

EXAMPLE OF AN ASSIGNMENT COVER PAGE

ZAMBIAN OPEN UNIVERSITY

SCHOOL OF HUMANITIES & SOCIAL SCIENCES

DEPARTMENT OF GOVERNANCE & PUBLIC ADMINISTRATION

FULL NAME	:	Lilian Nzala
COMPUTER NO:	:	21821063
PROGRAMME	:	B.A PUBLIC ADMINISTRATION
ACADEMIC YEAR	:	2018
YEAR OF STUDY	:	1st YEAR
COURSE TITLE	:	INDUSTRIAL RELATIONS
COURSE CODE:	:	GPA 342
SEMESTER	:	1 (ONE)
ASSIGNMENT NUMBER	:	1 (ONE)
CONTACT LECTURER	:	Dr Peter Lolojih
ASSIGNMENT DUE DATE	:	30TH August, 2018
EMAIL ADDRESS	:	liliannzala@gmail.com
PHONE NUMBER	:	0978 – 529718

ASSIGNMENT QUESTION: From the knowledge you have gathered from this course, discuss industrial relations that exist between employers and employees in the private sector. Pay particular attention to issues of leave days, salary increments etc