



EDEN UNIVERSITY

STUDENT HANDBOOK

2026



WWW.EDENUNIVERSITY.EDU.ZM

Message from the Vice Chancellor



It gives me great pleasure to welcome you to **Eden University**, a community of scholars where academic pursuit, innovation, personal growth, and moral formation come together to shape future leaders of integrity, excellence, and service. Whether you are a new student beginning your academic journey or a continuing student advancing toward your professional aspirations, you are now part of a dynamic and diverse community that represents over twenty-five nationalities, that is deeply dedicated to nurturing excellence, integrity, and lifelong learning.

At Eden University, education is viewed as a comprehensive process that develops intellectual capacity, builds character, and equips students for meaningful contributions to society. Our vision is *“A premium Christian university advancing education and research for sustainable development”*, guided by our mission *“, To provide competitive and responsive quality education and research for societal needs”*

Thus, Eden University stands as one of Zambia’s leading Christian universities, dedicated to providing **holistic education** that equips students with the knowledge, skills, and values needed to make meaningful contributions locally and globally. Our pursuit is not only to produce graduates who excel academically, but also to nurture character, discipline, and ethical leadership inspired by faith and guided by reason.

This **Student Handbook** has been carefully designed to help you navigate university life with clarity and confidence. It is an essential guide intended to help you understand the ethos of Eden University as you find your way around academic and social life on campus. It contains key information about our academic policies, governance structures, student support services, and the rights and responsibilities that define our vibrant university community. I encourage you to read it carefully and to use it as a reference throughout your time with us.

As a student at Eden University, you are encouraged to engage actively in every aspect of university life, from your classes and research to community service, sports, and cultural activities.

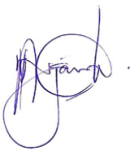
You are also called upon to embody our **core values** of **Excellence, Integrity, Accountability, Professionalism and Inclusivity** in all that you do. These values are not only the foundation of your academic journey but also the compass that will guide you beyond the university walls into the wider world. Here, you will find opportunities to grow intellectually, spiritually, socially, and professionally through engagement in academics, research, community service, and leadership development. Remember that true education extends beyond the classroom: it is found in how you think, serve, and interact with others.

Your years at Eden University will challenge you to think critically, act responsibly, and dream boldly. Take advantage of the rich resources available to you: our dedicated faculty, modern learning facilities, robust student support systems, and dynamic campus life. Engage with your peers, seek mentorship, and be proactive in shaping your own learning experience.

In keeping with our Christian foundations, we believe that education should shape both the mind and the heart. As Scripture reminds us in *Proverbs 4:7*, “*Wisdom is the principal thing; therefore, get wisdom: and with all thy getting get understanding.*” At Eden University, we are committed to helping you to gain both the intellectual capacity to succeed and the moral compass to lead with purpose.

On behalf of the University Council, Senate, Management and Staff, I extend to you my heartfelt congratulations on your decision to pursue your studies at Eden University. We are excited to walk with you as you pursue your goals and contribute to the legacy of excellence that defines Eden University.

May your time here be marked by discovery, growth, and a deepened sense of purpose. Welcome to Eden University, where learning inspires service, values are nurtured, knowledge transforms lives and futures are shaped. With best wishes for your success.



Dr. Alvert N. Ng'andu, PhD

VICE CHANCELLOR

Table of Contents

Message from the Vice Chancellor	i
Table of Contents	iv
List of Abbreviations	xi
List of Tables	xii
Definition of Terms	1
1. GENERAL INTRODUCTION	8
1.1 University Vision, Mission, and Core Values	8
1.1.1 Vision Statement	8
1.1.2 Mission Statement	8
1.1.3 Value Statement.....	8
1.2 Brief History and Institutional Identity	9
1.3 Ethical and Religious Identity	9
1.4 Academic Philosophy.....	9
1.5 Community Engagement	9
1.6 Accreditation and Recognition	9
1.7 Purpose and Use of the Student Handbook.....	10
1.7.1 Purpose	10
1.7.2 Use.....	10
1.8 Governance and Key University Structures.....	11
1.8.1 Overview of University Governance	11
1.8.2 Eden University Council	11
1.8.3 Eden University Senate	12
2. OVERVIEW OF ACADEMIC SCHOOLS AT EDEN UNIVERSITY.....	13
2.1.1 School of Education, Humanities and Social Sciences	13
2.1.2 School of Law and Business Studies.....	13
2.1.3 School of Medicine.....	13
2.1.4 School of Natural Sciences	13
2.1.5 School of Nursing and Midwifery Sciences	13
2.2 Administrative Units and Key Frontline Offices	14
2.2.1 Office of the Registrar	14
2.2.2 Library Services	14
2.2.3 Office of Student Affairs.....	15

2.2.4	Finance Department.....	15
2.2.5	Corporate Affairs Office	15
2.2.6	ICT Department.....	15
2.2.7	Chaplaincy Office.....	15
2.2.8	Contact Information for Key Frontline Offices and Departments.....	16
3.	GENERAL INFORMATION AND ORIENTATION.....	17
3.1	Academic Calendar	17
3.2	Campus Map and Contact Directory of essential offices.	17
3.3	Orientation Programme for New Students	20
3.4	Orientation Programme	21
3.5	Fees, Payment, and Financial Obligations	21
3.5.1	Functional Fees	21
3.5.2	Payment details.....	21
3.5.3	Minimum initial payment requirement:	22
3.5.4	Outstanding balances:.....	22
3.6	International Students Section- Immigration and Study Permit Guidelines	23
3.6.1	Study Permits – Business Rules and Specifications.....	23
3.7	Objective.....	23
3.7.2	Study Permit Application Requirements.....	23
3.7.3	Facilitation Office	23
3.7.4	Study Permit Renewal.....	24
3.7.5	System Status and Monitoring	24
3.7.6	Restrictions.....	24
4.	ADMISSION, REGISTRATION AND ENROLMENT PROCEDURE.....	25
4.1	Admission Requirements and Procedures	25
4.2	Application and Acceptance Letters.....	25
4.3	Registration Procedures	25
4.4	Withdrawal, Change of Programme, and Transfer.....	25
5.	ACADEMIC POLICIES, EXCELLENCE AND ASSESSMENT	27
5.1	Teaching and Learning Modes.....	27
5.2	Syllabus, Programme Requirements, and Learning Outcomes	27
5.2.1	Overview	27
5.2.2	Programme Structure.....	27

5.2.3	Learning Outcomes	28
5.2.4	Academic Research	28
5.3	Assessment and Examinations	29
5.3.1	Purpose of Assessment	29
5.3.2	Types and Weighting of Assessment.....	29
5.3.3	Grading System	29
5.3.4	Grading of Degrees and Diplomas.....	30
5.3.5	Degree Classification System	30
5.3.6	Eligibility for Examinations	31
5.3.7	Conduct of Examinations	31
5.4	Examination Regulations, Malpractice, and Irregularities	32
5.4.1	Examination Regulations.....	32
5.4.2	Examination Malpractice	33
5.4.3	Penalties for Malpractice and Irregularities.....	33
5.4.4	Resit, Supplementary, and Deferred Examinations	34
5.5	Student Responsibilities	34
5.6	Academic Awards (Undergraduate and Postgraduate).....	34
5.6.1	Undergraduate Awards	35
5.6.2	Postgraduate Awards	35
5.6.3	Award Approval and Conferment	36
5.7	Academic Misconduct and Disciplinary Procedures.....	36
5.7.1	Reporting and Investigation of Cases.....	37
5.7.2	Sanctions and Penalties.....	37
5.7.3	Right of Appeal.....	37
5.7.4	Upholding Academic Integrity.....	37
5.8	Academic Appeals and Complaints Procedures	38
5.8.1	Grounds for Academic Appeal	38
5.8.2	Appeal Process and Timelines.....	38
5.8.3	Complaints on Academic or Administrative Matters	39
5.8.4	Principles Governing Appeals and Complaints.....	39
5.9	Graduation Requirements and Clearance Process.....	39
5.9.1	Academic Requirements	40
5.9.2	Financial and Administrative Clearance.....	40

5.9.3	Senate Approval	40
5.9.4	Graduation Ceremony.....	41
5.9.5	Issuance of Certificates and Result Transcripts.....	41
6.	STUDENT RIGHTS AND RESPONSIBILITIES.....	42
6.1	Student Code of Conduct (SCoC).....	42
6.2	Students' Rights.....	42
6.2.1	Fundamental Rights	43
6.3	Student's Responsibilities.....	43
6.3.1	Key Responsibilities.....	43
6.4	Disciplinary Procedure and Sanctions	44
6.4.1	Disciplinary Procedure Flow.....	44
6.4.2	Types of Sanctions.....	45
6.5	Whistleblower and Complaint Mechanism	45
6.5.1	Official Complaint Mechanism	45
6.5.2	Whistleblower Mechanism (Reporting Misconduct)	45
7.	STUDENT SUPPORT, WELFARE, AND LIFE SERVICES	47
7.1	Health and Medical Services.....	47
7.1.1	Medical certificates (Medicals).....	47
7.1.2	Health Services	47
7.1.3	Medical insurance.....	47
7.2	Counselling	47
7.3	Wellness and Fitness.....	47
7.4	Safety and Security	48
7.5	Disability and Accessibility Services	48
7.6	Academic Advising and mentorship.....	48
7.7	Student Housing and Accommodation	48
7.7.1	Process of Accommodation Application	48
7.8	Hostel rules	49
7.9	Transportation and Parking.....	50
7.9.1	Transportation.....	50
7.9.2	Parking.....	50
7.10	Student Discipline.....	50
7.10.1	Misconduct:	50

7.10.2	The Role of the Student Disciplinary Committee	52
7.10.3	Proceedings of the Student Disciplinary Committee	53
7.10.4	Appeals Procedure	54
7.10.5	Offences and Penalties	54
8.	SAFETY, SECURITY, AND EMERGENCY PROCEDURE.....	56
8.1	Campus Security and Identification Policies.....	56
8.2	Fire Safety, Evacuation, and Emergency Response	56
8.3	Laboratory and Clinical Safety Guidelines	57
8.3.1	Key laboratory safety guidelines	57
8.3.2	Clinical safety guidelines	57
8.3.3	Regulatory frameworks and standards	58
8.4	Public Health and Infection Control	58
8.5	Emergency Contacts and Crisis Management	59
8.5.1	Emergency Contact Directory	59
9.	INFORMATION TECHNOLOGY AND LIBRARY SERVICES AND TECHNOLOGY, SOCIAL MEDIA, AND DIGITAL CONDUCT	61
9.1	Introduction.....	61
9.2	ICT Use Policy.....	61
9.2.1	Accounts and Access	61
9.2.2	University Wi-Fi and Internet Usage	62
9.2.3	Software and Hardware Use	62
9.2.4	Cybersecurity and Data Protection	62
9.2.5	Policy Compliance	62
9.3	E-Campus System (Learning Management Systems And E-Learning Tools)	62
9.3.1	Access and Participation	62
9.3.2	Academic Conduct.....	62
9.3.3	Technical Support.....	63
9.4	AI and Generative AI guidelines in Academic Work	63
9.4.1	Acceptable Use.....	63
9.4.2	Prohibited Use.....	63
9.4.3	Ethical Standards.....	64
9.5	Library Rules, Study Spaces, And Online Resources.....	64
9.5.1	Library Rules - Silence must be maintained within all library spaces.	64

9.5.2	Study Spaces.....	64
9.5.3	Online Resources.....	64
9.5.4	Information Literacy and Support	64
9.6	Technology, Social Media, And Digital Conduct	65
9.6.1	IT and Cybersecurity Protocols.....	65
9.7	Social Media Usage and Digital Reputation.....	65
9.7.1	Social Media Usage and Digital Reputation	65
9.8	Academic Integrity in Digital Learning.....	66
9.9	Data Privacy and Ethical Online Behaviour	66
9.9.1	Data Privacy.....	66
9.9.2	Ethical Online Behaviour	67
10.	STUDENT GOVERNANCE AND REPRESENTATION	68
10.1	Student Union/Government Structure.....	68
10.2	The Student Representative Council	68
10.3	Composition of The Student Representative Council	68
10.4	The Election of Student Representatives	69
10.5	Roles of Faculty and Class Representatives.....	69
10.6	Channels for Student Feedback/Complaints.....	70
10.6.1	Hostel Feedback.....	70
10.6.2	Class Feedback	70
11.	CAMPUS LIFE AND COMMUNITY ENGAGEMENT	71
11.1	Student Clubs, Associations, Societies and Cultural Activities	71
11.1.1	Benefits of Participation	71
11.2	Community Service and Volunteering.....	71
11.3	Chapel and Faith-Based Activities	72
11.4	Leadership Development Opportunities	72
12.	DIVERSITY, CULTURAL AND RELIGIOUS INCLUSION.....	73
12.1	Non-Discrimination and Equal Opportunities Policy.....	73
12.2	Sexual Harassment Policy.....	73
12.3	Religious Freedom and Chaplaincy Services.....	73
12.4	Dress Code.....	74
13.	CAREER DEVELOPMENT AND ALUMNI RELATIONS	76
13.1	Career and Employability Services	76

13.2	Internship and Professional Placement Opportunities	76
13.2.1	Credit-Bearing Internships	76
13.2.2	Non-Credit Professional Attachments	76
13.2.3	Clinical Placements and Industry-Linked Projects	77
13.3	Skills Development Workshops (Based on Needs Assessment by Respective Schools)	77
13.4	Alumni Association and Mentorship Opportunities	77
14.	PRACTICAL INFORMATION AND LOCAL INTEGRATION.....	79
14.1	Campus Directory Guide.....	79
14.2	Local Transport, Banking and Shopping Information	79
14.2.1	Proximity and Availability of Public Transport.....	79
14.2.2	Banking Services	79
14.2.3	Shopping	79
14.3	Housing Information for International Students	80
14.4	Medical and Security Emergency Contacts	81
15.	SPECIAL POLICIES AND PROGRAMMES.....	83
15.1	Fieldwork and Clinical Placements	83
15.2	Student Exchange Programmes.....	83
16.	APPENDICES	84
16.1	Sessional Dates for the Academic Year	84
16.2	Registration Timelines for 2026.....	87
16.3	Orientation Programme	88

List of Abbreviations

- CA – Continuous Assessment.
- CGPA – Cumulative Grade Point Average.
- CSR – Corporate Social Responsibility. (Referred to in the context of the university’s community service initiatives).
- DOSA – Dean of Student Affairs.
- EDENSU – Eden University Student Union (the student governance body/union).
- EdenU – Eden University (a short-form acronym for Eden University).
- EULMS – Eden University Learning Management System (the online platform for course materials and virtual classes).
- HEA – Higher Education Authority (the higher education regulatory body in Zambia).
- HoD – Head of Department.
- HPCZ – Health Professions Council of Zambia.
- ICT – Information and Communication Technologies.
- IRO – International Relations Office (the office that handles international student affairs, such as study permit applications).
- LOs – Learning Outcomes.
- NMCZ – Nursing and Midwifery Council of Zambia.
- NRC – National Registration Card (Zambian national ID card).
- OBE – Outcome-Based Education.
- OSHA – Occupational Safety and Health Administration.
- PCM – Public Campus Ministries.
- SASM – Seventh-day Adventist Student Missionaries.
- SCoC – Student Code of Conduct.
- SDC – Student Disciplinary Committee (sometimes referred to as School Disciplinary Committee; the body that conducts student disciplinary hearings).
- TEVETA – Technical Education, Vocational and Entrepreneurship Training Authority.
- UNESCO – United Nations Educational, Scientific and Cultural Organization.
- WHED – World Higher Education Database.
- ZQF – Zambia Qualifications Framework.

List of Tables

Table 1: Table of definitions	1
Table 2: email addresses for key frontline offices	16
Table 3: Directions and email addresses of essential offices	17
Table 4: The University Functional Fees	21
Table 5: Grading system for Diploma and Degree programs	30
Table 6: Other grade comments	30
Table 7: Undergraduate degrees classification.....	35
Table 8: Postgraduate degrees classification.....	35
Table 9: Core principles of conduct	42
Table 10: List of offences and their penalties	54
Table 11: University emergency contacts	59
Table 12: Types of housing categories	81

Definition of Terms

Table 1: Table of definitions

Term	Definition
Academic Misconduct	Any dishonest or unethical behaviour in academic work, including acts such as plagiarism, cheating, falsification of data, collusion, or impersonation. These offenses violate the University's standards of integrity and are treated as serious disciplinary matters.
Accountability	Taking responsibility for one's actions and decisions, ensuring reliability and trust in all university operations. This core value emphasizes being answerable for outcomes and upholding commitments in the academic and administrative context.
Blended Learning	An instructional approach that integrates online and face-to-face delivery of course material, promoting independent study and digital literacy. Blended learning combines traditional classroom methods with e-learning components for a richer educational experience.
Change of Programme	The process of switching from one academic programme or school to another. A formal change-of-programme form must be filled out and authorized by the Dean of the school and the Assistant Registrar, typically due to academic, financial, or personal reasons.
Cheating	Using or attempting to use unauthorized materials, information, or assistance during an examination or assessment. Cheating includes copying from another student or using hidden notes/devices to gain an unfair advantage.
Class Representative	A student elected to represent their class, acting as a liaison between students and faculty. Responsibilities include communicating student concerns, sharing information, and supporting class engagement and activities on behalf of their peers.
Collusion	Unauthorized collaboration between two or more students to produce work that is intended to be submitted as an individual's own effort. In

Term	Definition
	other words, working together on an assignment or exam when it is meant to be done independently.
Continuous Assessment (CA)	Ongoing evaluations of student learning are conducted during the semester, such as assignments, quizzes, tests, projects, or presentations. Continuous Assessment typically contributes 40% of the final grade in a course and is designed to encourage consistent engagement and progress throughout the term.
Core Courses	Mandatory courses that provide fundamental knowledge and skills essential for the completion of a programme or qualification. All students in a given programme must pass these core courses as they form the foundational curriculum.
Cumulative Grade Point Average (CGPA)	A measure of a student's overall academic performance across all courses in their programme of study. The CGPA is calculated from grade points earned in each course and is used to determine degree classifications (such as Distinction, Merit, etc.).
Dean of School (Faculty Dean)	The academic head of a school who oversees all academic affairs within that school. The Dean's duties include curriculum implementation, maintaining programme quality, coordinating faculty and resources, and ensuring compliance with academic policies and standards.
Deferred Examination	An examination approved to be taken at a later date (usually the next scheduled exam period) for a student who could not sit the exam at the regular time for valid, documented reasons (such as illness, bereavement, or other extenuating circumstances). The student must apply for a deferment with evidence and take the deferred exam as authorized by the school.
Distinction	The highest classification of an academic award, conferred upon students who demonstrate exceptional academic achievement and consistent high performance across all modules. A degree with

Term	Definition
	Distinction indicates outstanding scholarship well above the minimum requirements.
Elective Courses	Courses that students may choose to take for credit, but which are not compulsory for their programme. Electives broaden a student's learning experience, allowing exploration of interdisciplinary interests beyond the core curriculum.
Excellence	A core value is defined as a commitment to the highest standards in teaching, research, and service, with a focus on continual improvement. Striving for excellence means consistently delivering quality results and upholding superior academic and professional standards.
Examination Irregularity	Any violation of examination rules or regulations that is not outright malpractice but still disrupts the proper conduct of an exam. Examples include arriving late beyond the allowed time, disobeying the invigilator's instructions, or writing one's name on an exam script. Such irregularities can lead to disciplinary action.
Examination Malpractice	Any form of dishonesty, fraud, or misconduct in an examination, intended to give a student an unfair academic advantage. This includes activities like cheating (copying or using unauthorized material), impersonation, plagiarism in exams, collusion during an exam, or any other act that compromises exam integrity.
Falsification of Data	Fabricating or altering research data, results, or academic records with the intent to deceive. This could involve making up data for an assignment or changing grades/records unethically, and it is considered a form of academic misconduct.
Final Examination	The formal summative exam is administered at the end of a term/semester, under strict supervision and in accordance with university regulations. The final examination typically constitutes 60% of the

Term	Definition
	course's final grade and assesses the comprehensive learning outcomes of the course.
Full-Time Mode	A study mode characterized by traditional face-to-face instruction conducted on weekdays, usually requiring a minimum of 80% attendance at lectures and practical sessions. Full-time students undertake a full load of courses in the standard daytime schedule.
Head of Department (HoD)	The manager of a specific academic department, responsible for the day-to-day operations of that department. The HoD coordinates faculty and course scheduling, monitors teaching quality and research activities, manages departmental resources, and handles administrative duties and reporting for the department.
Impersonation	A form of academic fraud where an individual arranges for someone else to take an examination or complete an assessment on their behalf. Impersonation violates academic integrity and is treated as a serious offence, often leading to severe disciplinary penalties.
Inclusive Culture	Fostering a welcoming and respectful environment that values cultural diversity, equality, and accessible education for all. An inclusive culture in the university ensures that everyone, regardless of background or ability, feels valued and supported within the campus community.
Integrity	Upholding strong moral and ethical principles – in the context of Eden University, this means adherence to Christian ethics, honesty, and transparency in all academic and administrative activities. The value of integrity expects students and staff to be truthful and fair in their work.
Learning Outcomes (LOs)	Clear, measurable statements of what students are expected to know, understand, and be able to do upon completion of a course or programme. Learning outcomes are aligned with the Zambia Qualifications Framework and the principles of Outcome-Based

Term	Definition
	Education, ensuring that teaching and assessment are focused on achieving these specified results.
Lecturer	An academic staff member responsible for teaching and assessing students in their area of expertise. Lecturers prepare and deliver lectures, develop course materials, conduct research, supervise student projects, evaluate student performance, and contribute to curriculum development and other departmental activities.
Merit	An academic award classification indicating a high level of achievement above the average standard. A degree or result with Merit is earned by students who have demonstrated strong academic competence, falling just below the distinction level.
Online Learning	A mode of learning where programmes are delivered entirely through digital platforms without any face-to-face attendance. Teaching, learning activities, and assessments are conducted via the university's e-campus or online learning management system.
Part-Time Mode	A study mode designed for students (often working professionals) who take courses during evenings or weekends rather than regular weekdays. Part-time mode allows flexibility in scheduling, usually with a lighter course load per term than full-time study.
Plagiarism	Presenting another person's work, ideas, or data — including content generated by Artificial Intelligence — as one's own, without proper acknowledgment or citation. Plagiarism is a serious academic offence as it violates principles of academic honesty and originality.
Professionalism	Demonstrating competence, ethical behaviour, and a service-oriented attitude in one's role. In practice, this means maintaining a high standard of work, observing a culture of customer care (respectful service to students and stakeholders), and encouraging innovation while upholding the institution's values.

Term	Definition
Programme Coordinator	A faculty member who manages the effective delivery of a specific academic programme. The Programme Coordinator's duties include coordinating teaching activities, supporting and advising students in the programme, liaising between faculty and administration, ensuring academic quality standards are met, maintaining programme records, and organizing programme-related events.
Programme Requirements	The set of requirements a student must fulfil to graduate from a programme. This includes completing a specified number of credits, passing all core (and any required) courses, meeting minimum academic performance standards (e.g. minimum CGPA), and completing any required research projects or practical components.
Required Courses	Courses within a programme that are compulsory (often within a particular specialization or major), aside from the core courses. Required courses must be taken to satisfy the specific demands of a specialization or accreditation, as opposed to electives, which students choose.
Resit Examination	A second attempt at an examination is granted to students who score just below a passing threshold on their first attempt (for example, scoring in the 40–49% range, which is typically a Grade D). A resit exam allows the student to improve their grade (capped at a maximum pass grade, such as 50% or a "C" grade) without retaking the entire course.
Senate (University Senate)	The supreme academic authority of the university is responsible for maintaining and promoting academic excellence and integrity. The Senate formulates and approves academic policies, governs teaching, examinations and research standards, reviews and approves academic results, and has the exclusive authority to confer degrees and other awards.
Sexual Harassment	Any unwelcome behaviour of a sexual nature (or based on gender) that undermines the dignity or integrity of a student in the academic

Term	Definition
	environment. Such behaviour can occur between students or between staff and students, and the University addresses all reports of sexual harassment through its disciplinary or grievance procedures to ensure a safe, respectful campus.
Supplementary Examination	An additional examination opportunity is granted to a student who has failed a course but demonstrated satisfactory performance in other assessment components. Supplementary exams are typically scheduled in the next examination session and allow the student a chance to pass the course without repeating it entirely.
Transfer (Student Transfer)	The process by which a student leaves Eden University to enrol in another institution (or vice versa). A transferring student must complete a student transfer form and obtain clearance from all relevant university offices (confirming no outstanding fees or obligations) before the transfer is approved. This ensures the student departs in good standing.
University Council	The highest governing body of Eden University provides strategic leadership and oversight for the institution. Comprising experienced individuals from various sectors (governance, finance, law, education, etc.), the Council makes high-level decisions that shape university policies, safeguard the university's values, and guide its long-term direction.
Withdrawal	An official leave of absence from the university is initiated by a student, usually at the beginning of a semester, with the intention to resume studies later. A withdrawal can be for academic, personal, or financial reasons. The student must submit a formal withdrawal form, which must be endorsed by the Dean of the school and the Deputy Registrar – Academic, as part of the approval process. During the period of withdrawal, the student is not enrolled in classes but is expected to settle any obligations before returning.

1. GENERAL INTRODUCTION

1.1 University Vision, Mission, and Core Values

1.1.1 Vision Statement

The Eden University (EdenU) vision reflects its commitment to quality education, innovation, and sustainable impact while building on its Christian foundation to drive operational and academic excellence. The vision statement is as follows:

“A premium Christian university advancing education and research for sustainable development”.

1.1.2 Mission Statement

Eden University intends to play a critical role in the growth of tertiary education and training with a strong focus on transformative education, sustainable development, research, and inclusivity, as stated in the following mission statement:

“To provide competitive and responsive quality education and research for societal needs”.

1.1.3 Value Statement

The university’s core values include: ***‘Excellence, Integrity, Accountability, Professionalism and Inclusive culture’.***

- a. **Excellence** - Demonstrating commitment to the highest standards in teaching, research, and service, with a focus on ongoing improvement.
- b. **Integrity** - Adhering to Christian ethics, honesty, and transparency across all academic and administrative activities.
- c. **Accountability** - Taking responsibility for actions and decisions, ensuring reliability and trust in all university operations.
- d. **Professionalism** - demonstrating competency and a culture of customer care to generate new ideas from staff within the institution.
- e. **Inclusive-culture** - Fostering a welcoming and respectful environment that values cultural diversity, equality, and accessible education.

1.2 Brief History and Institutional Identity

Eden University is a private higher education institution located in Barlastone Park, Lusaka, Zambia. Its origins trace back to the establishment of **Eden Institute**, later known as Eden University.

Eden University began operating in its private college form in **2001**. It was officially registered as a **private university in 2016**, marking a significant milestone in its institutional growth and development.

The University commenced with a small cohort of students and a small team of dedicated academic and administrative staff. Over the years, it has experienced remarkable expansion in student enrolment, Programme offerings, and infrastructure. Today, Eden University hosts several schools offering a wide range of undergraduate and postgraduate programmes.

1.3 Ethical and Religious Identity

Eden University is founded on **Christian principles**. The University upholds values of faith, integrity, service, and excellence, which guide both academic and community life.

1.4 Academic Philosophy

The University embraces a holistic approach to education that integrates intellectual, practical, and moral development. Learning is facilitated through lectures, seminars, tutorials, practical sessions, and fieldwork, ensuring graduates are well-prepared to meet real-world challenges with competence and compassion.

1.5 Community Engagement

Eden University actively contributes to national development through scholarship initiatives for vulnerable students, community outreach Programmes, and sponsorship of local sports and youth development activities. These engagements demonstrate its mission-driven commitment to service and transformation.

1.6 Accreditation and Recognition

Eden University is legally recognized by the **Higher Education Authority (HEA)** of Zambia and is listed in the **World Higher Education Database (WHED)** as an accredited institution of higher learning.

1.7 Purpose and Use of the Student Handbook

The **Student Handbook** serves as a comprehensive guide to help students to understand the values, expectations, and operations of the University. It provides essential information on academic policies, student services, institutional regulations, and campus life. The handbook is designed to promote a supportive and orderly environment that fosters both personal growth and academic excellence.

1.7.1 Purpose

1. To familiarize students with the University's mission, vision, and core values.
2. To outline the academic policies, procedures, and requirements that govern student learning and conduct.
3. To inform students about available services, facilities, and resources that enhance their university experience.
4. To define the standards of behaviour, discipline, and integrity expected of all students.
5. To promote a shared sense of responsibility, respect, and community among students, staff, and faculty.

1.7.2 Use

1. Students are expected to **read and understand** the contents of this handbook upon enrolment.
2. It should be **used as a reference document** throughout one's academic journey at the University.
3. The handbook serves as a **source of guidance** in making informed decisions regarding academic, social, and personal matters while at the University.
4. In case of uncertainty, students are encouraged to **consult the relevant offices or departments** for clarification on any policy or procedure mentioned herein.

The University reserves the right to amend or update this handbook annually or whenever deemed necessary. Any such changes shall be communicated through the appropriate official channels.

1.8 Governance and Key University Structures

1.8.1 Overview of University Governance

Eden University, a private institution registered under the Higher Education Act No. 4 of 2013, offers undergraduate and graduate programmes across six schools: School of Education, Humanities and Social Sciences (SEHSS), School of Law and Business Studies (SLBS), School of Medicine (SOM), School of Nursing and Midwifery Sciences (SoN & MidSc), School of Natural Sciences (SoNS) and School of Pharmacy (SoP). As one of the largest private universities in the country, EdenU plays a significant role in promoting an educated society.

The university operates on two campuses in Lusaka, that is, the Main Campus in Barlastone Park and the Great East Road Campus. In addition, the university has two satellite campuses in Chipata and Mansa. EdenU is approved and accredited by statutory bodies, including the Higher Education Authority (HEA), the Health Professions Council of Zambia (HPCZ), the Nursing and Midwifery Council of Zambia (NMCZ), and the Technical Education, Vocational, and Entrepreneurship Training Authority (TEVETA).

The EdenU team ensures effective leadership, quality education, administrative efficiency, and essential services. Together, they uphold the university's commitment to academic excellence and societal impact.

1.8.2 Eden University Council

Eden University is guided by the University Council, which serves as the highest governing body of the institution. This distinguished team of men and women provides strategic leadership and oversight, ensuring that the University remains focused on its vision and mission.

The Council is composed of individuals who are not only academically accomplished but also bring with them vast experience in governance, administration, finance, law, education, and other critical sectors. Their collective expertise enables them to make informed decisions that shape the University's policies, safeguard its values, and promote institutional growth.

Through their commitment and stewardship, the Council drives the strategic direction of Eden University, ensuring that the institution continues to uphold academic excellence, foster innovation, and respond effectively to both national and global educational demands.

1.8.3 **Eden University Senate**

The Senate serves as the supreme academic authority responsible for maintaining and promoting academic excellence and integrity across the institution. It formulates and approves academic policies, and guidelines governing teaching, examinations, research, and student assessment. The Senate reviews and approves results and ensures fairness in the academic welfare of students. It also has the exclusive authority to confer degrees, including honorary doctorates, to deserving individuals in recognition of their outstanding contributions to society. In addition, the Senate ensures uniformity, transparency, and efficiency in the conduct of academic and ceremonial activities. Ultimately, the Senate plays a pivotal governance role by providing strategic direction, oversight, and quality assurance in all academic affairs, thereby ensuring that teaching, research, and community engagement align with the university's mission and vision.

2. OVERVIEW OF ACADEMIC SCHOOLS AT EDEN UNIVERSITY

Eden University prides itself on a diverse range of academic schools designed to meet national and global development needs. Each school is dedicated to academic excellence, professional training, and research.

2.1.1 School of Education, Humanities and Social Sciences

This school prepares professionals in teaching, leadership, and community development. It offers Programmes in education, psychology, communication, and the social sciences, fostering critical thinking, ethical responsibility, and cultural appreciation.

2.1.2 School of Law and Business Studies

Combining legal education with business training, this school develops graduates who are both legally astute and business minded. Programmes emphasize corporate governance, entrepreneurship, and legal practice, preparing professionals to excel in legal, administrative, and commercial sectors.

2.1.3 School of Medicine

Eden University's School of Medicine is committed to training health workers and researchers who combine clinical expertise with ethical practice. The school emphasizes practical training, clinical rotations, and research, producing graduates ready to meet Zambia's pressing healthcare challenges.

2.1.4 School of Natural Sciences

The School of Natural Sciences provides foundational knowledge in biological, physical, and chemical sciences. It plays a critical role in preparing students for careers in research, teaching, and applied sciences, as well as providing the academic base for professional Programmes such as nursing, medicine, and pharmacy.

2.1.5 School of Nursing and Midwifery Sciences

This school equips students with clinical knowledge and practical skills necessary for quality healthcare delivery. Through rigorous training, research, and community engagement, it produces competent nurses and midwives who serve with compassion and professionalism in the country's health facilities.

2.1.6 School of Pharmacy

The School of Pharmacy focuses on pharmaceutical sciences, clinical pharmacy, and drug development. It trains pharmacists capable of providing safe, effective, and innovative healthcare solutions while supporting national drug policy and public health initiatives.

Together, these schools form the academic foundation of Eden University, producing well-rounded graduates ready to contribute meaningfully to society.

2.2 Administrative Units and Key Frontline Offices

Eden University is supported by a strong administrative framework that ensures efficiency, accountability, and quality service delivery. The University's Administrative Units and Key Offices work collaboratively to sustain academic excellence, promote student welfare, and drive institutional growth.

2.2.1 Office of the Registrar

The Registrar's Office is the nerve centre of general administration. Under the direction of the Vice Chancellor, the office is responsible for legal services, employee relations, and corporate secretarial services relating to the meetings of the Senate, the Council and committees of the Council.

It also oversees admissions, examinations, records management, and academic policy implementation. Serving as the custodian of academic standards, the Registrar ensures that processes align with national regulatory requirements while maintaining fairness, transparency, and efficiency in service delivery.

2.2.2 Library Services

The University Library serves as a knowledge hub, providing access to textbooks, journals, digital resources, and research databases. It supports students, staff, and researchers in their academic pursuits and fosters a culture of learning and innovation. The library also promotes information literacy through training, ensuring that learners are equipped with research and referencing skills.

2.2.3 Office of Student Affairs

Student Affairs is dedicated to enhancing the student experience beyond the classroom. It manages welfare, psychological counselling, accommodation, extracurricular activities, and discipline, thereby fostering a balanced academic and social environment. The office also organizes events that promote leadership, cultural exchange, and personal development.

2.2.4 Finance Department

The Finance Department ensures prudent financial management by overseeing budgeting, accounting, payroll, and resource mobilization. It safeguards institutional sustainability through transparency, compliance with financial regulations, and efficient allocation of resources to support both academic and administrative operations.

2.2.5 Corporate Affairs Office

Corporate Affairs is responsible for all corporate communications (internal and external) and government relations, brand management and protection, business planning and development, marketing, customer and community relations, student retention, and international relations. It coordinates media relations and supports community outreach. This office also strengthens partnerships with government, industry, and international bodies, aligning the University with national development goals.

2.2.6 ICT Department

The ICT Department drives digital transformation at Eden University by managing systems, e-learning platforms, and technological infrastructure. It ensures reliable connectivity, data security, and innovative solutions that enhance teaching, learning, and administration.

2.2.7 Chaplaincy Office

The Chaplaincy nurtures the spiritual and moral life of the University community. It organizes worship services, counselling, and faith-based activities, fostering values of integrity, service, and Christian character formation.

Collectively, these units form the backbone of Eden University, ensuring effective governance, academic integrity, and holistic development of students.

2.2.8 Contact Information for Key Frontline Offices and Departments

Table 2: email addresses for key frontline offices

Key Offices	Contact Information
Office of the Registrar	registrar@edenuniversity.education
Director – Finance	financeoffice@edenuniversity.education
Director – Great East Road Campus	directoreateastroad@edenuniversity.education
Dean of Student Affairs	dos@edenuniversity.education
Dean – School of Pharmacy	deanpharmacy@edenuniversity.education
Dean – School of Medicine	deansom@edenuniversity.education
Dean – School of Nursing & Midwifery Sciences	Deansonmids@edenuniversity.education
Dean – School of Law & Business Studies	deanlawandbusiness@edenuniversity.education
Dean – School of Natural Sciences	deanns@edenuniversity.education
Dean – School of Education, Humanities & Social Sciences	deansehss@edenuniversity.education
Head Corporate Affairs	info@edenuniversity.education
Works & Maintenance	residenceengineer@edenuniversity.education
Deputy Registrar – Academic	registraradmissions@edenuniversity.education
Senior Librarian	seniorlibrarian@edenuniversity.education
Financial Accountant	financeoffice@edenuniversity.education
ICT – Head	ict@edenuniversity.education
Marketing & Student Retention Specialist	retention@edenuniversity.education
Internal Examinations Officer	examsoffice@edenuniversity.education
University Chaplain	chaplain@edenuniversity.education
Counselling Coordinator	counsellingcoordinator@edenuniversity.education
Whistleblower	speakup@edenuniversity.education


3. GENERAL INFORMATION AND ORIENTATION



3.1 Academic Calendar

Kindly refer to Appendix 1 for the academic calendar.

3.2 Campus Map and Contact Directory of essential offices.

Table 3: Directions and email addresses of essential offices

Essential Offices	Building (QR Codes)	Contact Details
Reception		reception@edenuniversity.edu
Office of the Registrar		registrar@edenuniversity.edu
Admissions Office		admissions@edenuniversity.edu
Examinations Office		examsoffice@edenuniversity.edu
Finance Department		financeoffice@edenuniversity.edu

Dean of Student Affairs		dos@edenuniversity.edu
Library and Information Services		library@edenuniversity.edu
ICT Services		ict@edenuniversity.edu
International Students Affairs Office		internationalrelationsoffice@edenuniversity.edu
Chaplaincy		chaplaincy@edenuniversity.edu
Hostel accommodation and Housing		hostelaccommodation@edenuniversity.edu

Marketing and Communication s Office		info@edenuniversity.edu
Alumni Development Office		info@edenuniversity.edu
Sick Bay		sickbay@edenuniversity.edu
Security Campus Safety Office		security@edenuniversity.edu
School of Nursing and Midwifery Sciences		deanson_midsc@edenuniversity.edu
School of Natural Sciences		deansons@edenuniversity.edu
School of Medicine		deansom@edenuniversity.edu

School of Education, Humanities & Social Sciences		deansehss@edenuniversity.education
School of Pharmacy		deansoph@edenuniversity.education
School of Law & Business Studies		deanslbs@edenuniversity.education

3.3 Orientation Programme for New Students

The orientation Programme at Eden University serves as a structured induction designed to welcome and integrate new students into the university community. It provides essential information about academic procedures, student support services, and institutional values. Key administrative offices such as the Academic Office, Finance Department, Library, Student Affairs and Corporate Affairs make presentations to acquaint students with their roles and services, ensuring that students understand how to access academic, financial, and welfare support throughout their studies. The Programme also features a city tour, cultural and social activities to promote inclusivity and a sense of belonging among students from diverse backgrounds. Through these engagements, new students gain awareness of the university's expectations, disciplinary codes, academic calendar, and available extracurricular opportunities. The orientation culminates with motivational and spiritual reflections emphasizing academic excellence, integrity, and personal growth. Overall, the Eden University orientation Programme aims to equip first-year students with the knowledge, confidence, and institutional familiarity required to thrive in their academic journey and contribute positively to university life.

3.4 Orientation Programme

Please refer to Appendix 2 for the orientation programme.

3.5 Fees, Payment, and Financial Obligations

3.5.1 Functional Fees

Table 4: The University Functional Fees

SN	Description	Zambian students/year	International students/year
4.1	Application Fee	K150	K300
2	Verification Fee	K50	K1,500
3	Results Transcript fee	Diploma	K300
		Degree	K500
4	Certificate (Reprint Fee)	K1,500	K1,500
5	Identity Card Fee	K100	K100
6	Supplementary Examination Fee	K250	K250
7	Deferred Examination Fee	K500	K500
8	Remarking Fee	K500 Per course	K500 Per course
9	Certification Fee	K50	K100
10	Medical Fee	K150	K300
11	Medical Insurance Fee	K500	K800
12	Technology Fee	K400	K400
13	Maintenance Fee	K300	K300

***Note: Fees are subject to review**

3.5.2 PAYMENT DETAILS

NAME : EDEN UNIVERSITY LTD
BANK : ACCESS
ACCOUNT NUMBER: 0020011504661
SORT CODE : 35 00 02
BRANCH : LONGACRES
SWIFT CODE: AZAMZMLU

ACCOUNT NAME: EDEN UNIVERSITY LIMITED
BANK NAME: ZAMBIA NATIONAL COMMERCIAL BANK PLC
BANK ADDRESS: ZANACO BANK PLC. PO BOX 33611, CAIRO ROAD, LUSAKA ZAM
ACCOUNT NUMBER: 5145589500133- ZMW
BRANCH: ACACIA PARK
SWIFT CODE: ZNCOZMLU
BRANCH CODE: 01 00 86

NAME : EDEN UNIVERSITY STUDY PERMITS ACCOUNT
BANK : ZAMBIA NATIONAL COMMERCIAL BANK PLC
ACCOUNT NUMBER: 5145589501244
SORT CODE : 010086
BRANCH : ACACIA PARK
SWIFT CODE: ZNCOZMLU

ZANACO Bill Muster (Preferred When in Zambia)

SCHOOL PAY (Preferred When in Zambia)

- MTN: Dial *305#
- Airtel: Dial *115#
- Zamtel: Dial *368#

*After payment, you must submit the deposit slip to the University Accounts Office.

3.5.3 **Minimum initial payment requirement:**

The admission letter states: “The initial payment should not be less than 50% of the total amount.” Also, “Registration below 50% payment is not possible.”

3.5.4 **Outstanding balances:**

“All outstanding balances should be settled in full before the end of the term/semester examination, according to Appendix 2.

Refunds (if applicable) will attract a 10% administrative charge.

3.6 International Students Section- Immigration and Study Permit Guidelines

3.6.1 Study Permits – Business Rules and Specifications

3.7 Objective

To efficiently manage the application, approval, and renewal of study permits for international students at Eden University, ensuring compliance with university policies and the immigration requirements of the Republic of Zambia.

3.7.1.1 Eligibility

- a. All international students enrolled at Eden University are required to hold a valid **Study Permit** for the duration of their studies.
- b. Applicants must possess a **valid passport**.
- c. Renewal of the Study Permit is dependent upon **satisfactory academic performance** and continued enrolment.

3.7.2 Study Permit Application Requirements

Applicants must be registered and active students. Required documentation includes:

1. Valid passport copy
2. Current Eden University admission letter
3. Proof of payment of tuition fees (if applicable)
4. *Zambian medical examination report*
5. *Passport-size photograph*
6. *Sponsorship letter addressed to the Director General of Immigration*
7. *Applicant's letter addressed to the Director General of Immigration*

3.7.3 Facilitation Office

The International Relations Office (IRO) facilitates all student-related Study Permit applications on behalf of Eden University.

- The International Relations Officer serves as the official liaison between Eden University and the Department of Immigration, acting as the University's authorized Immigration Agent and Consultant.
- All Study Permit applications must be submitted through the International Relations Office.

- The IRO verifies and authenticates all application documents before submission to the Department of Immigration for processing.

3.7.4 Study Permit Renewal

- Students receive **automatic notifications 30 days before** the expiry of their Study Permit.
- Renewal follows the same process as the initial application. Required documents include:
 - i. Latest academic transcript
 - ii. Previous Study Permit
 - iii. Valid passport
- Students with expired Study Permits will lose access to the student portal, registration, and examinations until renewal is confirmed.

3.7.5 System Status and Monitoring

Permit statuses within the University's system are displayed as:

- Uploaded & Pending Approval
- Approved
- Valid
- Expired

Additional provisions include:

- Automatic flagging of permits nearing expiry and portal deactivation 30 days before expiration.
- Access restoration only after the permit is verified and approved by the IRO.
- Only authorized personnel may update permit records.

3.7.6 Restrictions

- Students without valid Study Permits are not recognized as active students and are barred from academic activities, including registration and examinations.
- The International Relations Office retains exclusive authority to verify, upload, and restore access following validation.

4. ADMISSION, REGISTRATION AND ENROLMENT PROCEDURE

4.1 Admission Requirements and Procedures

The programmes that are offered by the university require a minimum entry requirement of 5 O-level credits, which must include English, Science, and other optional subjects. For entry requirements for specific programmes, please refer to the Admission and Exemption Policy 2025-2027.

4.2 Application and Acceptance Letters

Applications can be made via the University's website, the E-campus, and by visiting the University campuses in person to buy a form and fill it out.

Registration Procedures

Registration is the process of enrolling in courses for a semester or academic year. This usually occurs before the start of each semester. This process involves course selection through an online portal, fee payment, and schedule confirmation. Please note that for a student to be eligible for registration, they must have paid at least 50% of the total fees due for that semester. Failure to register on time may result in delayed graduation or loss of student status. Below are the registration steps to follow:

Step 1: Students log in to the E-Campus using this link: ecampus.edebuniversity.edu.zm

Step 2: They then proceed to register and create their student accounts.

Step 3: Upload all their Grade 12/ O level or equivalent results, passport-size photos, National registration card (NRC) or Passport on the student portal

Step 4: A student number will be generated, and a prompt message will be sent to their email asking the student to confirm the password that was created in step 2.

Step 5: The Assistant Registrar Admissions will now complete the rest of the registration via the E-campus and confirm that all the details entered are correct.

4.3 Withdrawal, Change of Programme, and Transfer

A student is allowed to withdraw at the beginning of the semester. A withdrawal is when a

student officially takes leave from the university to resume at a time when they will be ready. A withdrawal can be due to academic challenges, personal issues, or financial challenges. The process of withdrawal requires submitting a formal withdrawal form, which is endorsed by the Dean and the Assistant Registrar of the school.

A student is allowed to change schools or change from one programme to another. This changed, maybe due to academic reasons, financial reasons, as well as personal reasons. The procedure is to fill out a change of programme form and have it authorized by the Dean of the school and the Assistant Registrar in the school.

Student transfer is the movement of a student from one university to another. A student going on transfer to another institution must ensure that they fill out a student transfer form and are cleared by all the relevant key offices. Clearance will be granted provided the student does not owe the university any money at the point of the transfer.

5. ACADEMIC POLICIES, EXCELLENCE AND ASSESSMENT

5.1 Teaching and Learning Modes

The University offers multiple learning modes to accommodate diverse student needs, consistent with Section 4.1 of the Eden University Assessment Policy (2023):

- **Full-Time Mode:** Traditional face-to-face delivery conducted during weekdays. Attendance of at least 80% is required.
- **Part-Time Mode:** Designed for working professionals, conducted in evenings and weekends.
- **Distance:** Combines online materials, virtual classrooms, and tutorial support through the Eden University Learning Management System (EULMS), following UNESCO and Commonwealth of Learning guidelines.
- **Blended Learning:** Integrates online and face-to-face instruction, promoting independent study and digital literacy.
- **Online Learning:** Online learning refers to Programmes delivered entirely via digital platforms without physical attendance. Teaching, learning, and assessments are facilitated through the institution's e-campus platform.

5.2 Syllabus, Programme Requirements, and Learning Outcomes

5.2.1 Overview

Each Programme offered by the university is governed by an approved curriculum reviewed and endorsed by the University Senate in accordance with the Eden University Curriculum Development Policy (2023) and the Higher Education Authority (HEA) Guidelines.

Programme requirements define what a student must complete to qualify for the award of a certificate, diploma, or degree. They specify the number of credits, core and elective courses, academic performance standards, and practical or research components required at each level of study.

5.2.2 Programme Structure

All undergraduate and postgraduate Programmes are organized in **levels of study**, each consisting of **core**, **required**, and **elective** courses described as follows:

- i. **Core Courses:** Mandatory courses that provide the fundamental knowledge and skills essential for the qualification.
- ii. **Required Courses:** Compulsory within a specialization or department.
- iii. **Elective Courses:** Optional courses that broaden learning and allow students to explore interdisciplinary interests.

Each course is assigned a credit value, normally equivalent to **10 hours** of contact learning per credit. To graduate, a student must accumulate the minimum number of credits prescribed for the specific Programme, as approved by the Senate.

5.2.3 Learning Outcomes

Every Programme and course is designed with clearly defined learning outcomes (LOs). These describe what students should know, understand, and be able to do upon completion. Learning outcomes are aligned with the Zambia Qualifications Framework (ZQF) and follow the principles of Outcome-Based Education (OBE).

Learning outcomes typically focus on:

- i. **Knowledge and understanding** – foundational theories, concepts, and frameworks.
- ii. **Cognitive skills** – analytical, critical thinking, and problem-solving abilities.
- iii. **Practical and professional skills** – teaching, research, communication, and application of theory to real-life contexts.
- iv. **Ethical and social responsibility** – integrity, leadership, teamwork, and service to the community.

5.2.4 Academic Research

All students enrolled in degree and postgraduate Programmes are required to conduct **academic research** as part of their studies.

- i. **Postgraduate students** must submit a **research proposal** and successfully **defend their thesis** before a panel of experts appointed by the school.
- ii. Postgraduate students are also expected to submit manuscripts for publication of **their research** in reputable journals, under the guidance of the **Department of Research and Postgraduate Studies**.

All applied components, including research, attachments, fieldwork, and teaching practice, contribute to the **final cumulative grade** and are essential for the successful completion of a programme.

5.3 Assessment and Examinations

Assessment and examination practices within the **university** are guided by **Sections 5.1–5.7 of the Assessment Policy (2023)**. The university is committed to maintaining high academic standards and ensuring that all assessment procedures are transparent, consistent, and aligned with the learning outcomes of each Programme.

5.3.1 Purpose of Assessment

Assessment is an integral part of the teaching and learning process. It is designed to:

- Measure the extent to which students have achieved the intended learning outcomes.
- Provide constructive feedback to guide further learning.
- Ensure fairness, integrity, and academic accountability; and
- Support continuous improvement in teaching and curriculum delivery.

5.3.2 Types and Weighting of Assessment

Assessment is composed of two major components:

- i. **Continuous Assessment (CA)** – contributing **40%** of the final grade; and
- ii. **Final Examination** – contributing **60%** of the final grade.

Continuous Assessment may include assignments, class tests, group projects, presentations, term papers, laboratory work, fieldwork, or practicum reports, depending on the nature of the course. These activities are designed to promote consistent engagement and progressive learning throughout the semester.

The Final Examination is a formal summative assessment conducted at the end of each semester under the supervision of the Examinations Office and in accordance with university regulations.

5.3.3 Grading System

Key to Understanding Grades

The grading system shown in Table 5 will apply to degree and diploma programmes.

Table 5: Grading system for Diploma and Degree programmes

Percentage	Literal	Description	Points
90 – 100	A+	Upper Distinction	5
75 – 89	A	Lower Distinction	4
70 – 74	B+	Merit	3
65 – 69	B	Credit	2
60 – 64	C+	Clear Pass	1
50 – 59	C	Pass	0
0 – 49	D	Fail	-

Table 6: Other comment grades

NE	No Examination
WP	Withdrew with permission
Exempt	Exempted
AB	Absent
DQ	Disqualified
F	Fail Continuous Assessment
DF	Deferred Examination
DC	Deceased

5.3.4 Grading of Degrees and Diplomas

All undergraduate degrees and diplomas shall be classified as Distinction, Merit, Credit or Pass.

5.3.5 Degree Classification System

Eden University's Degree classification system uses the best 20 courses, including educational courses, at third year (10 courses) and fourth year (10 courses) levels.

The classification is based on the point system as follows:

- A+: 5.0 points
- A: 4 points
- B+: 3.5 points
- B: 3 points
- C+: 2.0 points
- C: 1 point

Using the foregoing Point System (1.0-5.0 points), the degrees are classified as follows:

- Distinction: 80+ Points
- Merit: 70-79 Points
- Credit: 60-69 Points
- Pass 20-59 Points

5.3.6 Eligibility for Examinations

To qualify to sit for the final examinations, a student must:

- i. Attend at least **80%** of all scheduled lectures, tutorials, and practical sessions.
- ii. Have **paid all tuition and related fees in full** before the start of the examination period; and
- iii. Have **submitted all required continuous assessment (CA) tasks** as specified by the lecturer.
- iv. A student who absents themselves from class or practical or both for 14 days cumulatively during a semester/term shall not be allowed to sit for the Final Examination.
- v. Have complete CAs in all courses offered in that semester.

Students who fail to meet these requirements shall be deemed ineligible, and *a student without a CA shall not be allowed to sit for final examinations.*

5.3.7 Conduct of Examinations

All examinations are administered in accordance with the **Eden University Examination Regulations**. Students are expected to:

- i. Observe examination timetables and seating arrangements.

- ii. Present a valid student identification before entry.
- iii. Refrain from any form of **academic dishonesty**, including plagiarism, collusion, or examination malpractice. Any violation of examination regulations shall result in disciplinary action as outlined in the **Student Code of Conduct** and the **Assessment Policy (2023)**.

5.4 Examination Regulations, Malpractice, and Irregularities

All examinations in the university shall be conducted in accordance with **Section 8.0 of the Eden University Assessment Policy (2023)** and other applicable academic regulations. The university upholds the highest standards of honesty, fairness, and professionalism in the administration of examinations.

5.4.1 Examination Regulations

Students are expected to always observe strict examination conduct. The following rules apply to all university examinations:

- i. Students must **arrive at the examination venue at least 30 minutes** before the commencement of the examination.
- ii. A **valid student identification card** must be presented before entry into the examination room.
- iii. Only **authorized materials** such as pens, pencils, rulers, calculators (where permitted), and examination entry slips may be brought into the venue.
- iv. The possession or use of **mobile phones, smart watches, electronic devices, notes, or bags** within the examination room is strictly prohibited.
- v. Once inside, candidates must maintain **complete silence** and follow all instructions issued by invigilators.
- vi. No candidate shall be allowed to **enter the examination room** after 30 minutes from the start of the examination or to **leave** during the first 30 minutes.
- vii. Students must write their **ID numbers only** on all answer booklets and supplementary answer sheets; names must not appear anywhere on examination materials.

Failure to adhere to these rules constitutes an **examination irregularity** and may result in disciplinary action.

5.4.2 Examination Malpractice

Examination malpractice refers to any form of dishonesty, fraud, or misconduct intended to give a student an unfair academic advantage. Acts of malpractice include, but are not limited to:

- i. **Cheating** or attempting to copy from another candidate or from unauthorized materials.
- ii. **Plagiarism** involving the submission of work that is not the student's original effort.
- iii. **Impersonation**, where another person takes an examination on behalf of a candidate.
- iv. **Collusion**, when two or more students conspire to exchange information during an examination.
- v. **Unauthorized communication** with other candidates or external persons during the examination.
- vi. **Possession of prohibited materials**, including written notes, digital devices or concealed information; and
- vii. **Disruption** of the examination process or disobedience towards the invigilators' instructions.

Such actions compromise the academic integrity of the University and are treated with utmost seriousness.

5.4.3 Penalties for Malpractice and Irregularities

Any candidate found guilty of examination malpractice or irregularity shall be subject to disciplinary measures as provided in **Section 5.0 of the Eden University Assessment Policy (2023)**. Depending on the severity of the offence, penalties may include:

- i. **Cancellation of results** for the affected module or entire semester.
- ii. **Suspension** from the University for a specified period; or
- iii. **Expulsion** from the University in cases of gross or repeated misconduct.

All cases of examination malpractice shall be reported to the **Chief Invigilator** and the Head of Examinations for investigation and determination.

5.4.4 Resit, Supplementary, and Deferred Examinations

In line with **Section 12.0 of the Assessment Policy (2023)**, the following provisions shall apply:

- a. **Resit Examinations:** Students who obtain marks between **40% and 49% (Grade D)** in a course may be permitted to **resit** the examination. The highest attainable grade following a resit shall be **C (50%)**.
- b. **Supplementary Examinations:** Supplementary examinations may be granted to students who fail a course but have demonstrated satisfactory academic performance in other components. These examinations shall be administered at the next available examination session.
- c. **Deferred Examinations:** Students who are unable to sit an examination due to **valid and documented reasons** such as illness, bereavement, or official university assignment may apply for deferment.

Applications must be made **in writing** to the Dean or Head of Department and supported by verifiable evidence (e.g., medical certificate or official letter). Deferred examinations must be taken at the next scheduled period, as authorized by the school.

5.5 Student Responsibilities

It is the responsibility of every student to familiarize themselves with all examination policies and procedures. **Ignorance of the rules shall not constitute a defense** in cases of malpractice or irregularity.

Students are expected to uphold the core values of **integrity, discipline, fairness, and respect for academic standards**. The University encourages a culture of honesty and ethical scholarship, recognizing that personal integrity strengthens both the reputation of the student and the standing of Eden University as an institution of academic excellence.

5.6 Academic Awards (Undergraduate and Postgraduate)

Academic awards in the university are conferred in accordance with **Section 10 of the Eden University Assessment Policy (2023)** and upon approval by the **University Senate**. Awards are granted to students who have successfully fulfilled all academic, financial, and administrative requirements of their respective Programmes.

The classification of awards is based on the student’s **Cumulative Grade Point Average (CGPA)**, which reflects the overall performance across all courses taken during the Programme of study.

5.6.1 Undergraduate Awards

Table 7: Undergraduate degrees classification

Classification	Description
Distinction	Awarded to students who demonstrate exceptional academic achievement, intellectual maturity, and consistent performance across all modules.
Merit	Awarded to students who have attained a high level of academic competence and performance above the average standard.
Credit	Awarded to students who have demonstrated a sound understanding of the course material and satisfactory performance in all core areas.
Pass	Awarded to students who meet the minimum academic requirements for graduation.

Students who attain below a certain grade shall not be eligible for the award of a degree and may be required to repeat or withdraw in accordance with the university’s progression rules.

5.6.2 Postgraduate Awards

Table 8: Postgraduate degrees classification

Classification	Description
Distinction	Conferred upon students who exhibit outstanding scholarship, advanced critical thinking, and a high standard of research or professional practice.
Merit	Awarded to students who demonstrate strong academic ability and substantial achievement across taught and research components.
Pass	Granted to students who meet the minimum academic requirements for the award of the degree.

Postgraduate students must additionally fulfil all research and dissertation requirements as outlined in their programme regulations. The quality of research work is a major determinant in the classification of postgraduate awards.

5.6.3 Award Approval and Conferment

All final classifications are subject to **moderation, validation, and approval by the University Senate**. The Senate ensures consistency, fairness, and adherence to institutional and national quality assurance standards before any award is conferred.

Students who have any outstanding disciplinary, financial, or administrative obligations shall not be eligible for graduation until full clearance is obtained from the relevant university offices.

5.7 Academic Misconduct and Disciplinary Procedures

Academic misconduct is regarded as a **serious breach of the University's values of integrity, honesty, and professionalism**. All students are expected to uphold the highest ethical standards in learning, research, and assessment activities.

Academic misconduct includes, but is not limited to, the following offences:

- **Plagiarism:** Presenting another person's work, ideas, or data, including content generated by Artificial Intelligence, as one's own, without providing proper acknowledgment or citation.
- **Cheating:** Using or attempting to use unauthorized materials, information, or assistance during an examination or assessment.
- **Falsification of data:** Fabricating or manipulating research data, results, or academic records with the intent to deceive.
- **Collusion:** Working with another person to produce work that is intended to be submitted as individual effort.
- **Impersonation:** Arranging for another individual to complete an examination or assessment on one's behalf.
- **Disruptive behaviour:** Acting in a manner that interferes with the smooth conduct of teaching, learning, or examination processes.

5.7.1 Reporting and Investigation of Cases

Suspected cases of academic misconduct shall be **reported immediately to the Head of Department (HoD)**. The HoD shall conduct a preliminary review and, where a case is established, forward it to the **School Disciplinary Committee (SDC)** for investigation and recommendation.

The SDC shall review all available evidence, interview relevant parties, and submit a report to the Registrar, the final authority to determine appropriate sanctions.

5.7.2 Sanctions and Penalties

Penalties for academic misconduct vary depending on the nature and gravity of the offence and may include:

- Formal **warning or reprimand**
- **Cancellation of results** for the affected module or assessment
- **Suspension** from studies for a defined period or
- **Expulsion** from the University in cases of gross or repeated misconduct.

All disciplinary proceedings shall be conducted in line with the principles of **natural justice, fairness, and confidentiality**.

5.7.3 Right of Appeal

A student who is dissatisfied with the outcome of a disciplinary decision has the right to appeal in writing to the Vice Chancellor within 14 days of the decision being communicated. The Vice Chancellor shall review the case and render a final determination, which shall be binding.

5.7.4 Upholding Academic Integrity

The University strongly promotes a culture of **academic honesty and responsible scholarship**. Students are encouraged to:

- Acknowledge all sources of information properly through correct referencing.
- Seek guidance from lecturers or supervisors when in doubt about citation practices.
- Avoid any form of dishonest behaviour that could compromise personal and institutional integrity.

Maintaining academic integrity safeguards both the reputation of the individual student and the standing of **Eden University** as a credible institution of higher learning.

5.8 Academic Appeals and Complaints Procedures

Eden University is committed to ensuring that all academic decisions are made fairly, transparently, and in accordance with established policies. Students who believe that an academic decision has been made in error or in a manner inconsistent with the University's regulations have the right to appeal in line with **Section 13.0 of the Eden University Assessment Policy (2023)**.

5.8.1 Grounds for Academic Appeal

An academic appeal may be lodged on the following grounds:

- **Procedural error** in the marking, moderation, or grading process.
- **Evidence of bias or unfair treatment** during assessment.
- **Extenuating circumstances** (e.g., illness or personal hardship) that were not previously considered and could have affected performance; or
- **Incorrect application** of academic regulations or assessment criteria.

Appeals based solely on dissatisfaction with marks or grades awarded, without supporting evidence, shall not be considered.

5.8.2 Appeal Process and Timelines

The University has established a structured process to ensure that all appeals are handled promptly and impartially:

a. **Stage 1: Head of Department (HoD)**

- i. The student shall submit a **written appeal** to the HoD within **seven (7) days** of the publication of results.
- ii. The HoD shall review the appeal and respond in writing within **five (5) working days**.

b. **Stage 2: Dean of the School**

- i. If the student is not satisfied with the outcome at the departmental level, the matter may be escalated to the **Dean** within **fourteen (14) days** of the HoD's decision.

- ii. The Dean shall review all documentation, consult relevant parties, and provide a written decision within **ten (10) working days**.

c. Stage 3: University Appeals

- i. If the student remains dissatisfied, a final appeal may be lodged with the **Vice Chancellor**.
- ii. The Vice Chancellor shall conduct an independent review of the case and issue a **final and binding decision** within **twenty-one (21) days** of receipt.

All appeals must be supported by credible evidence, such as medical certificates, correspondence, or assessment scripts, where applicable.

5.8.3 **Complaints on Academic or Administrative Matters**

Students may also raise **complaints** relating to teaching quality, assessment processes, supervision, or other academic services. Such complaints should first be discussed **informally** with the lecturer or Head of Department. If unresolved, a **formal written complaint** may be submitted to the Dean, who will ensure that it is addressed fairly and in line with the **University Complaints and Grievance Procedures**.

5.8.4 **Principles Governing Appeals and Complaints**

All appeals and complaints shall be managed according to the following principles:

- a. **Fairness:** Each case shall be considered objectively and on its own merits.
- b. **Confidentiality:** All matters shall be treated sensitively and in confidence.
- c. **Transparency:** Students shall be informed of all stages of the process and decisions reached.
- d. **No victimization:** Students who submit appeals or complaints in good faith shall not be subjected to any form of discrimination or retaliation.

Eden University encourages students to approach the appeals and complaints process responsibly, seeking constructive resolution and always maintaining professionalism.

5.9 **Graduation Requirements and Clearance Process**

Graduation marks the successful completion of a student's academic journey and is therefore subject to the fulfilment of all institutional, academic, and administrative requirements. The

conferment of degrees, diplomas, and certificates is governed by Section 11 of the Eden University Assessment Policy (2023) and approved by the University Senate.

5.9.1 Academic Requirements

To qualify for graduation, a student must:

- Successfully complete **all prescribed courses** within the approved Programme structure.
- Achieve the points that meet the minimum requirement for the intended award.
- Complete any required **research project, dissertation, or thesis** in accordance with university research guidelines; and
- No student shall be recommended for graduation unless all academic requirements have been duly met and verified by the Senate.

5.9.2 Financial and Administrative Clearance

Before being cleared for graduation, students must ensure that they:

- Have **paid all outstanding tuition fees and financial obligations** to the University.
- Have **returned all university property**, including library books, equipment, and materials; and
- Have completed all necessary **clearance forms** at the Library, Finance Office, Registry, and relevant academic departments.

Failure to obtain full clearance shall result in the student's name being **withheld from the graduation list**.

5.9.3 Senate Approval

All results and recommendations for graduation are submitted to the **University Senate** through the **School Board of Examiners** for validation and formal approval. The Senate is the only authority empowered to confer and publish academic awards on behalf of the University.

Students whose names appear on the **Senate-approved graduation list** shall be deemed to have fulfilled all requirements for the award of their respective degrees, diplomas, or certificates.

5.9.4 Graduation Ceremony

Graduation ceremonies are held in accordance with the University's approved academic calendar. Students are required to:

- Attend the ceremony in **official academic regalia** prescribed by the University.
- Observe all formalities and protocols as directed by the Registrar's Office; and
- Maintain decorum and discipline throughout the event in keeping with the University's values of **Integrity, Excellence, Service, and Faith**.

5.9.5 Issuance of Certificates and Result Transcripts

The **Examinations Office** shall issue degree or diploma certificates and academic transcripts to eligible graduates upon graduation. Replacement or re-issuance of certificates shall be subject to the successful clearance at the following: the school, finance, and examination offices.

Graduation at Eden University represents not only the completion of academic study but also the fulfilment of the University's mission to develop **competent, ethical, and service-oriented professionals** prepared to contribute positively to society.

6. STUDENT RIGHTS AND RESPONSIBILITIES

This framework outlines the ethical and behavioural expectations, rights, and responsibilities of all registered students, along with the established disciplinary procedures within the University.

6.1 Student Code of Conduct (SCoC)

The Student Code of Conduct is founded on the principles of **Service and Excellence**, ensuring a safe, respectful, and conducive environment for learning and community engagement. All students are expected to uphold the highest standards of academic and personal integrity.

Table 9: Core principles of conduct

Academic Integrity	Upholding honesty in all academic work, including avoiding plagiarism, cheating, forgery, and misuse of university resources for academic gain.
Respect for Others	Treating all members of the University community (students, staff, faculty, and visitors) with dignity and respect, regardless of gender, race, religion, tribe, or political affiliation.
Compliance with Law	Adhering to the laws of the Republic of Zambia and all University statutes, rules, and regulations.
Responsible Citizenship	Ensuring that personal conduct, whether on or off campus, does not bring the reputation of the University into disrepute.
Stewardship of Property	Respecting and protecting University property, including facilities, equipment, and land, and being responsible for damages caused intentionally or through negligence.

6.2 Students' Rights

Every student is entitled to certain fundamental rights that ensure a fair and equitable educational experience.

6.2.1 Fundamental Rights

1. **Right to Education and Resources:** The right to access all enrolled courses, lectures, laboratory sessions, and University-provided academic resources (libraries, internet, etc.) without undue obstruction, provided all financial obligations are met.
2. **Right to Fair Assessment:** The right to fair and impartial assessment of academic work, timely release of results, and the right to appeal a grade or assessment outcome through established procedures.
3. **Right to Personal Safety:** The right to a safe and secure campus environment, free from harassment, intimidation, violence, and discrimination.
4. **Right to Due Process:** The right to be presumed innocent until proven guilty in any disciplinary hearing, to be informed of any charge, to have adequate time to prepare a defense, and to be heard before a decision is made.
5. **Right to Freedom of Expression and Association:** The right to express opinions peacefully and respectfully, and the right to associate freely with groups recognized by the University, provided such activities do not disrupt the operations of the University or violate the SCoC.
6. **Right to Privacy:** The right to privacy regarding personal academic records and communication, subject to legal requirements and necessary University administrative processes.

6.3 Student's Responsibilities

Students must balance their rights with a commitment to their responsibilities, contributing positively to the academic community.

6.3.1 Key Responsibilities

1. **Academic Engagement**

Taking full responsibility for academic progress, attending scheduled classes, submitting assignments promptly, and engaging proactively with the learning process.

2. **Financial Obligation**

Promptly paying all required tuition and fees, or adhering strictly to approved payment plans, to maintain registered student status.

3. **Respect for Authority**

Cooperating respectfully with all University officials, staff, and security personnel in the performance of their duties.

4. Maintenance of Records

Ensuring that personal contact information and student records are kept up to date with the relevant administrative offices.

5. Proper Use of IT Resources

Utilizing University IT infrastructure (networks, email, software) solely for academic and legitimate administrative purposes and avoiding activities that compromise network security, are indecent or violate copyrights.

6. Adherence to Residential Rules (where applicable)

Complying with all rules and regulations governing University residences, hostels, and common areas.

6.4 Disciplinary Procedure and Sanctions

The Disciplinary Procedure ensures that breaches of the Student Code of Conduct are handled consistently, fairly, and transparently.

6.4.1 Disciplinary Procedure Flow

1. Reporting

An incident is reported in writing to the Dean of Student Affairs or the relevant authority.

2. Investigation: A preliminary investigation is conducted to determine if a formal hearing is warranted.

3. Notification

The student is formally notified of the charges, the evidence, and the date of the disciplinary hearing.

4. Hearing

The student appears before the Student Disciplinary Committee (SDC) or equivalent body, presents their defense, and cross-examines witnesses (if applicable)

5. Decision

The SDC determines guilt based on the balance of probabilities and applies an appropriate sanction.

6. Appeal

The student has the right to appeal the decision to the Vice Chancellor within 14 days.

6.4.2 Types of Sanctions

Sanctions are assigned based on the severity of the offence, disciplinary history, and mitigating circumstances as described in the Eden University Student Disciplinary Code.

6.5 Whistleblower and Complaint Mechanism

The University is committed to fostering a culture of openness, accountability, and integrity. This mechanism provides clear, confidential channels for reporting misconduct and resolving official complaints.

6.5.1 Official Complaint Mechanism

This process is for general issues (e.g., administrative errors, service quality, or general academic grievances) that do not constitute misconduct.

1. **Informal Resolution (Level 1):** Students must first attempt to resolve the issue directly with the person or department involved (e.g., course lecturer, residential manager, registrar staff).
2. **Formal Complaint (Level 2):** If unresolved, a formal, written complaint should be submitted to the **Head of the Department/Office** responsible for the issue (e.g., Head of Academic Department, Dean of Student Affairs Office).
3. **Review and Appeal (Level 3):** If the student remains unsatisfied after the departmental review, the complaint may be escalated to the **Dean of Student Affairs** for final internal review.

6.5.2 Whistleblower Mechanism (Reporting Misconduct)

This process is for reporting serious allegations of misconduct involving fraud, corruption, abuse of authority, gross mismanagement, or severe breaches of the Code of Conduct by staff, faculty, or students.

1. **Confidential Reporting Channels:**
 - i. **The Registrar's Office:** For administrative or financial misconduct.

- ii. **The Dean of Student Affairs:** For serious breaches of the Student Code of Conduct involving staff/faculty.
- iii. **Integrity Committee: students can report all misconduct and forms of abuse to speakup@edenuniversity.education**

2. Principle of Anonymity and Protection:

- i. **Protection against Retaliation:** Any student (or staff member) who makes a report in good faith is protected from all forms of retaliation, harassment, or negative action by the University. Any attempt at retaliation is a serious disciplinary offence.
- ii. **Anonymity:** Students may choose to submit reports anonymously. However, providing contact information allows investigators to seek necessary clarification, which strengthens the case. The identity of the whistleblower, if provided, will be kept confidential to the maximum extent possible under law and policy.

3. Investigation and Follow-up:

- i. All reports of misconduct will be promptly and impartially investigated by a designated authority (e.g., an ad-hoc investigation committee).
- ii. The whistleblower will be informed of the general status and outcome of the investigation, though specific details may be withheld to protect the privacy of the individuals involved.

7. STUDENT SUPPORT, WELFARE, AND LIFE SERVICES

A range of services is available to support students during their studies at Eden University. These services range from counselling, academic advice, mediation, Health services, accommodation, to safety and security.

7.1 Health and Medical Services

Eden University provides medical services on campus. The Sick Bay is the primary source of medical services to students living on and off campus. A team of medical personnel will assist in evaluating students' sickness and provide advice to both the student who is unwell and management for further treatment at the Eden University Hospital.

7.1.1 Medical certificates (Medicals)

All first-time (new) students are expected to undergo a medical examination at the sick bay at a fee revised by management from time to time.

7.1.2 Health Services

All students are urged to seek medical attention at the sick bay and receive either treatment or referral to the hospital, which can handle their complaint. The sick bay and the hospital will only issue a medical certificate/sick note when the student presents themselves during the time they are sick and not afterwards.

7.1.3 Medical insurance

All students are required to subscribe to a health scheme or insurance recommended by the university so that they receive appropriate quality health services.

7.2 Counselling

Eden University provides Counselling services for free to all students.

7.3 Wellness and Fitness

Health and wellness are crucial in the academic journey of students. The University promotes health and fitness initiatives for or by the students on campus to ensure the wellness of the students. These programmes can be initiated by the students or the student management.

7.4 Safety and Security

EdenU recognizes the importance of safety and security. The University has put in place a deliberate policy to ensure that the campus and the surrounding areas are crime-free. Measures are taken to ensure that crime prevention agencies, which include internal and state security, and crime reporting channels, are visible and operational. Campus safety and security is not a top-down approach. Students are directly involved in the formulation and implementation of safety and security policies on campus. This, in turn, has created a crime-free environment and is conducive to learning.

7.5 Disability and Accessibility Services

The university has a deliberate policy of inclusion for people living with disability. Management provides support to people living with disabilities to facilitate an inclusive and accessible learning environment.

7.6 Academic Advising and mentorship

Eden University promotes the importance of academic advising and mentorship. In this setting, an academic advisor will act as a trusted and experienced academician who will offer insights based on experience, help students to set and achieve academic goals, and provide encouragement during challenging times.

7.7 Student Housing and Accommodation

Student accommodation is an integral part of the academic experience, influencing not only the social life of students but also their academic performance. The University provides a limited but affordable and conducive rooms to accommodate both local (Zambian) students as well as international students. However, students can opt to seek private accommodation outside the boundaries of the university. Students agree on the terms and conditions and must abide by the agreement, as the university will not be liable for any breach by either party.

7.7.1 Process of Accommodation Application

Students can apply for on-campus accommodation on the student portal. Students are requested to open their portal and navigate to the accommodation application taskbar. Click on the accommodation application and follow the instructions that follow. When an application is submitted, ensure that you meet the deadline for payment against the

reference number that has been generated.

7.8 Hostel rules

1. Students are not allowed to play loud music in the hostels.
2. Cooking in the rooms is prohibited.
3. Students shall not entertain visitors in the hostels beyond 22:00 hours.
4. Students are not allowed to give overnight sleeping accommodation to their visitors
5. Students shall not be allowed to rent out a room.
6. Students are not allowed to move furniture from one room to another.
7. Students of the opposite sex should not be found in the same room after 20:00 hours.
8. Smoking and /or drinking beer in the hostels is prohibited.
9. Students are not allowed at any time to be found drunk in the University premises and attachment areas.
10. The unauthorized possession of a key to university property is not allowed.
11. Students shall not carry out repairs in the rooms or ablution blocks without the authority of the Dean of Student Affairs and the Works and Maintenance Department.
12. Students should surrender keys, mattresses, and any other University property to the Dean of Student Affairs office or representatives when going out for practicals or vacation, or recess.
13. Students shall not be allowed to change rooms without the permission of the Dean of Student Affairs.
14. All students shall be responsible for the cleanliness of their rooms and the cooking areas (kitchen).
15. Throwing litter indiscriminately is not allowed around or in the hostels.
16. Students shall bear costs for the loss or damage to the room or fittings or, areas around the hostels.
17. Students shall not be allowed to screen, treat, or admit a patient in the room.
18. Students shall not be allowed to interfere with or unreasonably impede any employee of the University from carrying out his/her duty in or around the hostels.
19. A student may be allowed to stay in the University hostels during recess at a fee to be determined/reviewed by the university management from time to time.
20. Any student who wishes to stay in the hostels during vacation or recess must apply in

writing to the Dean of Student Affairs one month before the university goes on recess.

21. Once permission is granted, the student should make payment for accommodation before being accommodated.

7.9 Transportation and Parking

7.9.1 Transportation

All requests for the use of university transport must be made in writing to the Transport Officer under the seal of either the Dean of the School or the Dean of Student Affairs at least 48 hours before the proposed date of the journey(s), except in the event of an emergency. The requisition must contain the following:

1. The purpose and destination of the journey
2. The date, time, and duration for when transport will be required
3. The number and the names of the students who wish to travel.

7.9.2 Parking

Any student who wishes to bring a vehicle on campus must register it with the university security. Both the vehicle and driver must be appropriately licensed. Vehicles must be parked in the parking lot as advised by the university security.

7.10 Student Discipline

Every student shall be subject to rules and regulations governing the general conduct of students as from time to time made by the University.

A formal charge by the Dean of Student Affairs shall be made in writing against a student accused of misconduct, which may be a breach of rules and regulations of the University or detrimental to the discharge of its functions.

7.10.1 Misconduct:

For these rules and regulations, misconduct shall mean:

1. Conduct, which does or is likely to cause damage, defacement, or violence to property or person within the University, provided such conduct is of a student toward an employee or student at the University, even though the conduct in question occurred outside the University.

2. Drunken and disorderly conduct.
3. Conduct which is likely to obstruct or frustrate the holding of:
 - a. Any lecturer, class, laboratory work, research, or other instructional activities given by the University or
 - b. Any meeting, function, or lawful activity authorized to take place within the University.
4. Unauthorized use or interference with any mechanical, electrical, or other service installation.
5. Conduct which unreasonably obstructs the satisfactory conduct of the administrative work of the University.
6. Interfering with or unreasonably impeding any employee of the University in carrying out his/her duty.
7. Theft committed inside and outside the University.
8. The unauthorized possession of a key to a room or other University property.
9. Failure to identify oneself when called upon to do so by an officer or staff of the University, or giving false information about oneself.
10. Use of abusive language by any student against any employee or student at the University during the employee's duties.
11. Altering a document in any way that amounts to forging it.
12. Inviting or entertaining a person or persons in the University whose name or names has/have been banned from the University premises by the University authorities.
13. Failure to attend a meeting of the disciplinary committee when required to do so in writing by the secretary of the disciplinary committee.
14. Wilful obstruction of the work of the disciplinary committee, or interference with a witness.
15. Failure to abide by the ruling, decision, and penalty made or imposed by the disciplinary or appeals committee.
16. Being in possession of drugs requiring a prescription (without a prescription) and/or taking habit-forming drugs.
17. Playing music in a manner that disturbs other students.
18. Sleeping out of the University premises without permission.

19. Admitting or being found with a female/male visitor or other prohibited persons inside the rooms other than those allowed by the University.
20. Not wearing protective clothing during practical sessions.
21. Fighting in the University.
22. Failure to pay for damage or loss of property under their charge.
23. Making and using an illegal opening in the fence around the University.
24. Students providing sleeping accommodation to visitors.
25. Miscellaneous: Any other offence of a serious nature, but not limited to the ones mentioned herein, whether done at the University premises or elsewhere.
26. Students are required to maintain a professional and respectful appearance at all times. Excessive body piercings, inappropriate tattoos, or any body art that is offensive, distracting, or contrary to the University's values and standards are not permitted. Visible tattoos and piercings must be covered or removed when instructed by the University during academic activities, official functions, or clinical/field placements.

7.10.2 The Role of the Student Disciplinary Committee

1. The Student Disciplinary Committee shall conduct its business independently and shall report its findings to the Vice Chancellor through the Registrar's administrative office.
2. The Student Disciplinary Committee shall consist of one permanent representative from each School and one representative from the Student Union. The chairperson will be appointed by the Vice Chancellor from amongst members of staff.
3. Membership of the Student Disciplinary Committee shall be rotational and shall not exceed one year.
4. The secretary of the Committee shall be the Dean of Student Affairs.
5. The quorum for a meeting of the disciplinary committee shall be 60% of the membership.
6. It shall be the duty of the Student Disciplinary Committee to hear and determine charges brought before it not later than 21 days from the date the case is referred to it.
7. Where the Student Disciplinary Committee is satisfied that the charge has been

proved and that the breach of discipline has occurred, it shall impose any penalty as provided in the code of conduct.

8. Where the Student Disciplinary Committee is satisfied that the charge has not been proved, it shall acquit the accused forthwith.
9. Any person who referred a charge or was a party referring a charge or is a party to the proceedings shall be ineligible to sit as a member of the Student Disciplinary Committee hearing the charge.

7.10.3 Proceedings of the Student Disciplinary Committee

1. The secretary of the Student Disciplinary Committee shall inform the student against whom the charge is made in writing, outlining the charge, with a copy to the head of department and the Dean of the School.
2. The student who is the subject of the charge shall receive a written notice from the secretary of the Student Disciplinary Committee with the following information:
 - a. A clear specification of the charge or charges.
 - b. Calling on him/her with at least seven days' notice to appear before the Committee.
3. If he/she wishes to admit the charge, he/she may do so in writing to the secretary of the Committee, in which event the student will be required to attend the meeting of the Committee for consideration.
4. In determining any penalty, the Committee may receive evidence about the accused and consider his/her academic record and any charge or record of previous misconduct on the part of that student.
5. Proceedings of the Student Disciplinary Committee shall be in camera.
6. Where the defendant denies the charge, the Committee will give a chance to both the defendant and the complainant to cross-examine each other.
7. The complainant, defendant, witness, and student representatives shall withdraw before the Committee makes a verdict.
8. The decision of the Committee shall be the majority verdict.
9. In all cases, minutes of the proceedings and statements of witnesses shall be kept by the secretary of the Committee.
10. The party that is not satisfied with the verdict has the right to appeal.

11. No legal practitioner (lawyer) shall appear before the Student Disciplinary Committee, except in the capacity and style of a party to a charge before the Committee.

7.10.4 Appeals Procedure

Any student who is not satisfied with the decision made by the Student Disciplinary Committee may appeal to the Vice Chancellor. The student will be given 14 days within which he/she shall appeal. The disciplinary action shall stand while the appeal is being attended to.

The Vice Chancellor will then appoint three independent members to constitute an Ad Hoc Appeals Committee who are not associated with the disciplinary action to assist him in reviewing the decision. The Ad Hoc Appeals Committee will write to the Vice Chancellor its conclusion regarding the appeal. Further, the Student Disciplinary Committee shall be informed of the decision made by the vice chancellor’s Ad Hoc Appeals Committee.

7.10.5 Offences and Penalties

Table 10: List of offences and their penalties

SN	OFFENCE	1 ST OFFENDER	2 ND OFFENDER
1.	Undermining principles and objectives of the University.	Written Warning	Suspension for 1 semester
2.	Participating in academic dishonesty such as cheating on tests, assignments and exams. Soliciting/Changing/Attempting to change grade	Refer to the Examination Malpractice Code	
3.	Using profane language (Insulting, mocking, or threatening or intimidating another individual with harm). Or bullying or cyberbullying	Suspension (1 semester)	Suspension (1 academic year)
4.	Displaying rude conduct in words or action. (E.g. refusing to show the ID on request or wearing caps in class or church)	Verbal/written warning	Suspension (1 semester)

5.	Possessing/accessing obscene materials.	Verbal Warning	Suspension (1 semester)
6.	Creating/posting obscene material	Written warning (recommendation for counselling)	Suspension for 1 semester/Expulsion
7.	Using or possessing a prohibited drug.	Expulsion	
8.	Usage or selling narcotics, or alcoholic beverages	Expulsion	
9.	Gambling in any form.	Verbal warning	Written warning (recommendation for counselling)
10.	Stealing	Suspension (1 semester)	Dismissal
11.	Any form of deception.	Verbal/Written Warning	Suspension (minimum 1 semester)
12.	Destroying University property.	Written warning	Expulsion

8. SAFETY, SECURITY, AND EMERGENCY PROCEDURE

8.1 Campus Security and Identification Policies

The University places high priority on the safety and security of its students, staff, and property. To achieve this, the institution has established comprehensive security and identification policies. All members of the University community are required to always carry valid identification cards, which must be presented upon request by security personnel. These identification cards serve as proof of affiliation with the University and are necessary for accessing lecture rooms, libraries, hostels, and other restricted areas.

Campus security officers are strategically stationed to monitor entry and exit points, ensuring that only authorized persons gain access to the premises. The University also employs surveillance systems and patrols to deter crime and promote a safe learning environment. Any loss or misuse of identification cards must be reported immediately to the Registrar's Office for replacement. These measures collectively foster a secure, orderly, and disciplined campus environment.

8.2 Fire Safety, Evacuation, and Emergency Response

EdenU is committed to maintaining a safe environment by implementing effective fire safety and emergency response measures. Fire extinguishers, alarms, and hydrants are strategically installed across all campus facilities and are regularly inspected to ensure functionality. Staff and students are trained through periodic fire drills to respond calmly and efficiently in the event of an emergency.

Clear evacuation routes and assembly points are marked in all buildings, and occupants are required to familiarize themselves with these exits. During emergencies, security officers and designated marshals coordinate evacuations, providing guidance and assistance, especially to persons with disabilities.

The University has also established an Emergency Response Team (ERT) responsible for liaising with external agencies such as fire services, hospitals, and law enforcement. Timely communication, rapid response, and strict adherence to procedures are emphasized to minimize risks, safeguard life and property, and ensure continuity of academic operations.

8.3 Laboratory and Clinical Safety Guidelines

Laboratory and clinical safety guidelines are comprehensive protocols designed to protect laboratory personnel, patients, and the environment from hazards related to biological and physical agents.

8.3.1 Key laboratory safety guidelines

1. Students must wear appropriate PPE at all times while in the laboratory. This includes gloves, laboratory coats, masks, and eye protection. PPE must be worn correctly to minimize the risk of contamination or injury.
2. Students must always follow approved procedures for the safe handling, storage, transportation, and disposal of chemicals and biological materials. Students must also exercise caution with substances that are corrosive, flammable, reactive, or toxic.
3. Access to laboratories is restricted to authorized personnel only. Biohazard and safety warning signs must always be observed. Eating, drinking, and smoking are strictly prohibited in laboratory areas. Students should ensure that handwashing stations are used before and after laboratory work.
4. Students must work strictly within the assigned bio-safety level for the type of infectious or hazardous agents being handled. They must always use appropriate protective clothing and containment equipment to prevent exposure or contamination.
5. Students must be familiar with emergency procedures for spills, fires, and exposure incidents. They must know the location of emergency exits, fire extinguishers, and first-aid kits. All personnel are required to participate in safety drills and respond promptly in case of an emergency.

8.3.2 Clinical safety guidelines

1. Students must assume that all human blood, body fluids, and tissues are infectious and take precautions as guided.
2. Students must use bio-safety level standards for clinical specimen handling.
3. Students must use barrier protections to prevent exposure to bloodborne pathogens.
4. Students must follow infection control practices to avoid laboratory-acquired infections, including proper waste management, decontamination procedures and use of containment devices.

8.3.3 Regulatory frameworks and standards

1. Occupational Safety and Health Administration (OSHA) provides detailed laboratory guidance, including hazard identification, chemical hygiene plans, exposure management and training requirements.
2. Compliance with safety standards is legally required to ensure a hazard-free work environment.
3. Safety measures also cover physical hazards like ionizing /non-ionizing radiation, fire and ergonomic risks.

These guidelines collectively ensure a safe workspace in both laboratory and clinical settings by reducing risks of infection, chemical exposure, physical injury and environmental contamination. Proper training, enforcement and continuous monitoring are essential components.

8.4 Public Health and Infection Control

The University recognizes that a healthy learning environment is essential for academic success and community well-being. The institution has adopted comprehensive public health and infection control measures designed to prevent, detect, and respond to health risks on campus. All students and staff are encouraged to practice good hygiene, including regular hand-washing and proper waste disposal, while hand-washing stations are strategically placed across the University.

The University Health & Safety Committee works closely with national health authorities to provide health education, vaccination campaigns, and routine medical screenings. In cases of infectious disease outbreaks, protocols such as isolation, contact tracing, and timely reporting are strictly followed.

Campus facilities, including hostels, lecture halls, and cafeterias, are regularly inspected to ensure compliance with sanitation standards. By promoting awareness, enforcing preventive practices, and ensuring quick response mechanisms, Eden University safeguards the health of its community while fostering resilience against public health threats.

8.5 Emergency Contacts and Crisis Management

The University has established comprehensive emergency contact systems and crisis management protocols to ensure swift and effective response during critical incidents. Emergency contact numbers for campus security, health services, fire services, and senior administrators are prominently displayed for easy access, as outlined below. The University’s Crisis Management Committee is responsible for coordinating immediate action, maintaining communication with stakeholders, and working closely with external agencies such as hospitals, police, and fire departments. Staff and students are urged to report emergencies without delay and to adhere strictly to official instructions. These measures enhance preparedness, reduce risks, and safeguard lives while ensuring continuity of academic and administrative operations during times of crisis.

8.5.1 Emergency Contact Directory

Table 11: University emergency contacts

Service/Office	Contact Person/Office	Phone Number	Location
Campus Security	Head of Security	+260 978748453	Compliance Office
Campus Security	Campus Security Field Marshal	+260 977364001	Security Gates
Campus Security	Security Supervisor	+260 979543037	Security Gates
University First Aid Services	University First Aider	+260 964886493	Sick Bay
Fire & Safety	Health & Safety Officer	+260 971511664	Main Campus
Fire & Safety	Fire Safety Marshal	+260 975131797	Main Campus
Chaplaincy	University Chaplain	+260 964338825	Chapel Office
Counselling	Counselling Coordinator	+260 976022223	Counselling Room
Registrar’s Office	Deputy Registrar - Academic	+260 965627863	Admissions Block
Local Police	Barlaston Police Station	+260 963500665	In-Campus

Service/Office	Contact Person/Office	Phone Number	Location
Ambulance Services	Local Emergency Ambulance	+260 964886493	University Sick Bay

9. INFORMATION TECHNOLOGY AND LIBRARY SERVICES AND TECHNOLOGY, SOCIAL MEDIA, AND DIGITAL CONDUCT

9.1 Introduction

Eden University is committed to providing a technologically advanced, knowledge-driven academic environment that fosters excellence in teaching, learning, research, and administration. The University strives to equip students, faculty, and staff with reliable and innovative Information and Communication Technologies (ICT), innovative e-learning platforms, and comprehensive library services that enhance access to knowledge, support collaborative learning, and ease academic and professional growth.

This policy sets up clear standards and guidelines for the **ethical, responsible, and effective use of digital and library resources**, ensuring that all members of the University community uphold the highest principles of **academic integrity, digital security, and respect for intellectual property**. It is designed to cultivate a culture of responsible technology use, safeguard sensitive data, and promote adherence to both institutional and national regulations governing ICT, online learning, and library services.

Through the implementation of this policy, Eden University aims to create a secure, inclusive, and innovative digital learning ecosystem that empowers students to excel academically, enhances research productivity, and prepares graduates to navigate and contribute effectively to the digital and professional world.

9.2 ICT Use Policy

9.2.1 Accounts and Access

Each registered student is assigned official login credentials for institutional email, the Student Portal, and the E-Campus Learning Management System (LMS). Accounts are personal and non-transferable; sharing of credentials is prohibited. Students are responsible for safeguarding their passwords and for all actions taken under their credentials. Accounts may be suspended or terminated in cases of misconduct, withdrawal, or inactivity.

9.2.2 **University Wi-Fi and Internet Usage**

Wi-Fi access is provided primarily for academic and research purposes. Accessing, sharing, or distributing illegal, pornographic, or copyrighted materials is forbidden. Bandwidth should be used responsibly to ensure equitable access for all **users**. The ICT Department reserves the right to monitor and manage network traffic to maintain system integrity.

9.2.3 **Software and Hardware Use**

Only licensed and authorized software may be used on university **systems**. Students may not install or delete programmes without approval from the ICT Department. Use of unlicensed or harmful software is strictly prohibited. Devices connecting to campus networks must have updated antivirus protection.

9.2.4 **Cybersecurity and Data Protection**

Students must be alert to phishing, malware, and other cyber threats. Unauthorized access to data, hacking attempts, or manipulation of systems is strictly prohibited. All personal and institutional data must be handled in accordance with University Data Protection standards. Any suspected data breach must be reported immediately to the ICT Department.

9.2.5 **Policy Compliance**

Non-compliance with this ICT Policy may result in suspension of ICT privileges, academic penalties, or legal action. By using University ICT systems, students agree to adhere to these provisions.

9.3 **E-Campus System (Learning Management Systems And E-Learning Tools)**

9.3.1 **Access and Participation**

Students must log in regularly to the E-Campus to engage in **coursework and discussions**. All assignments, assessments, and communications must be conducted through official University platforms. Failure to participate in scheduled activities may negatively affect academic performance.

9.3.2 **Academic Conduct**

Integrity and honesty are expected in all online academic engagements. Plagiarism, impersonation, or sharing of examination content constitutes misconduct. Posting

offensive, disrespectful, or inappropriate content on university platforms is a disciplinary violation.

9.3.3 Technical Support

Technical assistance is available through the ICT and E-Learning Support Unit during official working hours. Students are encouraged to attend E-Learning orientation sessions to enhance digital literacy. Prompt reporting of technical challenges ensures continuous learning support.

9.4 AI and Generative AI guidelines in Academic Work

Eden University encourages the responsible use of Artificial Intelligence (AI) and generative AI tools to enhance learning, research, and innovation, while maintaining strict adherence to academic integrity, ethical standards, and intellectual property rights.

9.4.1 Acceptable Use

1. AI tools may be used for **research aid, content summarization, data analysis, idea development, and problem-solving**, provided they supplement the student's own academic effort.
2. Any contribution made by AI in assignments, projects, or reports must be **clearly acknowledged** and properly referenced.
3. AI should be used as a **supportive tool**, enhancing learning outcomes without replacing the student's original thought, analysis, or creativity.

9.4.2 Prohibited Use

1. Submitting AI-generated content as one's own original work amounts to **academic dishonesty** and is prohibited.
2. Using AI to fabricate data, falsify results, generate complete assignments, or complete assessments on behalf of the student is a **serious disciplinary offense**.
3. Misrepresentation of AI-assisted work as solely the student's own may result in academic sanctions, including grade penalties, suspension, or other disciplinary actions as per university policy.

9.4.3 Ethical Standards

1. All AI usage must follow principles of **transparency, fairness, data privacy, and intellectual property protection**.
2. Students are prohibited from uploading confidential, personal, or sensitive data into public AI systems to prevent misuse or data breaches.
3. Students who are uncertain about acceptable AI practices or the boundaries of AI assistance must **consult with course lecturers or academic supervisors** for guidance to ensure compliance with university expectations.

9.5 Library Rules, Study Spaces, And Online Resources

9.5.1 Library Rules - Silence must be maintained within all library spaces.

Eating, drinking, or phone conversations are not allowed in these spaces. Borrowed materials must be returned on time to avoid fines or suspension of privileges. Loss or damage of library property must be reported and compensated for.

9.5.2 Study Spaces

Study areas and group discussion rooms must be used solely for academic purposes. Students must reserve study rooms in advance, where applicable. Vandalism or careless handling of library furniture and equipment will lead to disciplinary action.

9.5.3 Online Resources

Access to e-books, academic journals, and research databases is available through the University's digital library systems. Students must use their official University credentials to log in securely. Sharing credentials or reproducing copyrighted materials without citation is strictly prohibited. Copying or pasting text from electronic sources without acknowledgment constitutes plagiarism.

9.5.4 Information Literacy and Support

The library offers training workshops on research techniques, referencing, and citation tools. Librarians provide academic assistance with resource research, referencing, and plagiarism prevention. Students are encouraged to make use of available support services to improve their research and writing skills.

9.6 Technology, Social Media, And Digital Conduct

9.6.1 IT and Cybersecurity Protocols

Eden University prioritizes the protection of its digital infrastructure and data, ensuring a safe and secure environment for all academic and administrative activities. All students are expected to show responsible behaviour and adhere to cybersecurity best practices.

1. Students shall not try to gain unauthorized access to any University system, database, or sensitive information. Such actions form serious violations of institutional policy and may also breach national cybersecurity laws.
2. Uploading, distributing, or storing harmful content, including viruses, malware, or illegal files, is prohibited and will be treated as a major offense.
3. In cases of ICT misuse or violation of cybersecurity protocols, the University reserves the right to suspend or restrict access to technology resources, including accounts and network privileges.
4. To promote awareness and initiative-taking digital safety, the University will offer **cybersecurity training programmes each semester**, ensuring students and staff are knowledgeable about emerging threats, safe online practices, and the responsible use of technology resources.

9.7 Social Media Usage and Digital Reputation

9.7.1 Social Media Usage and Digital Reputation

Eden University recognizes that students represent the institution in both physical and virtual spaces. Maintaining a positive digital footprint is essential for upholding the University's reputation and fostering a professional, respectful online environment.

1. Responsible Use

- a. Students must refrain from posting, sharing, or commenting on content that is defamatory, obscene, harassing, or otherwise disrespectful.
- b. Dissemination of false or misleading information about the University, its staff, or fellow students is prohibited.
- c. The University reserves the right to investigate and take appropriate action against any digital misconduct that negatively impacts its reputation or community integrity.

2. Personal and Institutional Image

- a. Students are expected to uphold **decency, respect, and professionalism** in all online interactions, including social media, discussion forums, and other digital platforms.
- b. Official University social media accounts and pages are to be used exclusively for approved academic, administrative, or community engagement purposes.
- c. Personal online behaviour should reflect the values of the University and promote a culture of integrity and ethical conduct.

9.8 Academic Integrity in Digital Learning

Eden University is committed to ensuring that all digital learning activities uphold the highest standards of academic integrity. Students are expected to produce original work, engage honestly in assessments, and respect intellectual property in all online learning activities.

1. All online submissions, including assignments, projects, discussion posts, and assessments, must be the student's **original work** and properly referenced.
2. Plagiarism detection software and other integrity-check tools will be applied to all digital submissions to maintain fairness and authenticity.
3. Unauthorized collaboration, sharing of answers, or use of prohibited aids during online examinations or assessments is prohibited and constitutes academic misconduct.
4. Breaches of digital academic integrity will be addressed in accordance with the University's Code of Conduct, which may include academic penalties, suspension of access to digital platforms, or other disciplinary measures.

9.9 Data Privacy and Ethical Online Behaviour

Eden University is committed to protecting the privacy and security of its students, staff, and community members in all digital interactions. The University also promotes ethical conduct online to foster a safe, respectful, and professional digital environment.

9.9.1 Data Privacy

1. The University collects, stores, and processes student data solely for legitimate academic, administrative, and research purposes.

2. Personal and sensitive information will not be disclosed to third parties without explicit consent, except as required by law or institutional policy.
3. Students are expected to respect the privacy and confidentiality of peers and staff, refraining from sharing personal, academic, or sensitive data without proper authorization.
4. Secure handling of passwords, login credentials, and digital records is mandatory to prevent unauthorized access and data breaches.

9.9.2 Ethical Online Behaviour

1. All communications via email, learning management systems, discussion boards, or social media must be conducted respectfully and professionally.
2. Cyberbullying, harassment, hate speech, or any form of discriminatory behaviour is prohibited.
3. Students who encounter or witness online abuse, threats, or misconduct are encouraged to report such incidents promptly to the Dean of Student Affairs or the ICT Department for appropriate action.
4. Upholding ethical online behaviour reinforces a safe and inclusive digital learning environment for all members of the University community.

Conclusion: Eden University’s technology, library, and digital conduct policies are designed to cultivate a secure, innovative, and ethically responsible academic environment. These policies aim to promote **educational excellence, professional growth, responsible technological innovation, and Christian values** in all aspects of digital learning and resource use.

All students, faculty, and staff are expected to comply fully with these provisions, demonstrating integrity, respect, and accountability in both online and offline interactions. Breaches of this policy will be addressed seriously and may result in **disciplinary action**, including suspension of ICT privileges, academic penalties, or other actions as outlined in the University’s Code of Conduct. Compliance ensures a safe, equitable, and high-quality learning environment for the entire University community.

10. STUDENT GOVERNANCE AND REPRESENTATION

10.1 Student Union/Government Structure

The Student Union is elected through an election which is held annually (once a year), within the first two months after the beginning of the academic year. The Eden University Student Union (EDENSU) Executive shall be composed of the following:

1. The President
2. The Vice President
3. Deputy Vice President
4. Secretary General
5. Deputy Secretary General
6. Finance and Investments
7. Education and Students' Welfare Minister
8. Education and Students welfare Deputy Minister
9. Health and Sanitation Minister
10. Sports and Recreation Minister
11. Social and Cultural Affairs Minister
12. Residence Minister
13. Information, Publicity and Transport Minister.
14. Gender Ethics and Guidance Minister
15. Religious Affairs Coordinator (Appointed by DOSA)
16. Defense and Security Coordinator (Appointed by EDENSU President)
17. International Relations Minister

10.2 The Student Representative Council

There shall be a Student Representative Council of the Student body, also referred to as 'SRC'. The SRC Executive shall be voted on by the Student Representative Council.

10.3 Composition of The Student Representative Council

1. Hostels Representatives from all the hostels.
2. All representatives are nominated to each School Board of Studies.
3. Two representatives from each lawfully registered faculty.

4. One representative from each lawfully registered faith-based association in the University.
5. One representative of each lawfully registered service club in the University.
6. The EDENSU Executive.

10.4 **The Election of Student Representatives**

The Chairperson and Secretary of the Student Council shall be elected by Council members from among the members of Council by secret ballot. To be eligible, they shall:

1. Have the same qualifications as a candidate for President, Vice President, and Secretary General of the EDENSU Executive.
2. Have been a committed member of the Council for at least one academic year, unless all council members are new.
3. Relinquish all other positions or offices held in the Union upon successful elections.
4. The Electoral Commission of the Eden University is appointed upon application by the Dean of Student Affairs within a stipulated time before the Union General elections and is responsible for conducting all the Union elections in the University. A member of the Electoral Commission shall be a person of integrity, with no criminal record or conviction by any court of law.

10.5 **Roles of Faculty and Class Representatives**

1. **Dean of School (Faculty Dean):** Oversees academic affairs within their school, including curriculum implementation, programme quality, faculty coordination, and academic policy compliance. Provides leadership for teaching, research, and academic development of programmes within the school.
2. **Head of Department:** Manages the operations of a specific department under a school. Coordinates faculty, courses, and departmental resources; monitors teaching quality and research activities; handles departmental administration and reporting.
3. **Programme Coordinator:** Oversees the effective management of academic programmes by coordinating teaching activities, supporting students, liaising with faculty and administration, ensuring academic quality, maintaining records, and facilitating communication and events related to the programme.

4. **Lecturers:** Are responsible for teaching, guiding, and assessing students in their areas of expertise. Their main roles include preparing and delivering lectures, developing course materials, conducting research, supervising student projects, providing academic advising, evaluating student performance, and contributing to curriculum development and departmental activities.
5. **Class Representatives:** Class Representatives serve as the link between students and faculty, communicating concerns, sharing information, representing their class in meetings, and supporting student engagement and activities.

10.6 Channels for Student Feedback/Complaints

10.6.1 Hostel Feedback

Student complaints are first submitted to hostel representatives, who forward them to the Resident Minister. The Resident Minister then communicates the matter to the appropriate officer within the office of the Dean of Student Affairs (DOSA), such as the Dean of Men or Dean of Women.

10.6.2 Class Feedback

The class must launch the complaint to the class representative, who then communicates it to the Programme Coordinator. If the issue is not resolved, the Programme Coordinator will either communicate it to the Head of Department or Dean of the school if the complaint is academic. If the complaint is social or any other part of student welfare, the Programme Coordinator reports it to the Dean of Student Affairs.

11. CAMPUS LIFE AND COMMUNITY ENGAGEMENT

11.1 Student Clubs, Associations, Societies and Cultural Activities

Eden University encourages students to actively participate in clubs, associations, and societies that reflect their academic interests or personal passions. Examples include academic associations such as the Pharmacy Students Association, Psychology Students Association, and Environmental Health Students Association, as well as interest-based clubs like art, music, and sports societies. By joining these groups, students have the opportunity to develop leadership skills, build professional networks, and engage in collaborative projects that complement their studies. Participation also fosters a sense of community, enhances social interaction, and provides a platform for students to explore hobbies and extracurricular activities. Through involvement in these organizations, students gain valuable experiences that contribute to their personal growth, holistic development, and preparation for future careers.

Celebrations of national and international cultures and festivals through cultural interactions and exhibitions, food, music, dances, and arts shall be organized in a manner devoid of worldliness and immoral behaviours. They shall be organized to give students opportunities to showcase their talents in music, dance, theatre, and poetry, but with a sense of decorum and decency.

11.1.1 Benefits of Participation

1. **Personal Growth:** Develops leadership, teamwork, communication, and time management skills.
2. **Networking:** Builds relationships with peers, faculty, and professionals.
3. **Well-being:** Contributes to mental and physical well-being through balanced engagement.
4. **University Experience:** Enhances overall university experience and memories.

11.2 Community Service and Volunteering

Eden University is committed to fostering a culture of service, encouraging students to engage in community service and volunteering that promotes social responsibility, personal growth, and positive impact on both local and global communities.

The University stands on the position that service enriches academic learning, nurtures compassion and contributes to holistic student development. Being a Seventh-day Adventist Church Support Ministry, Eden University, encourages linking service experience with academic learning, faith and personal development. Students shall be requested to participate voluntarily in programmes that empower the community through the university's Corporate and Social Responsibilities (CSR), Public Campus Ministries (PCM), Medical Missionary works (SASM), etc.

11.3 Chapel and Faith-Based Activities

The Eden University Chapel serves as a sacred space for spiritual growth, worship, academic enrichment and community building. Therefore, the University reserves the use of the University Chapel for Sabbath worship services and weekly evening vespers. During worship services on Sabbath, students are not allowed to study in the chapel or conduct any other extracurricular activities that can disrupt worship. Students, both residents and non-residents, who are not members of the Seventh Adventist Church but wish to have a worship experience, are free to attend worship services outside the institution without restrictions. Lectures, seminars, and student conferences tied to the University curriculum/themes are allowed with approval through the Chaplain's office. University events shall be conducted in the chapel at no charge. However, external events that align with Eden University's institutional values may be permitted under specific conditions by the University Chaplain.

11.4 Leadership Development Opportunities

Student leadership development is crucial for nurturing future leaders and enhancing personal growth. Eden University fosters leadership training opportunities for students through various extracurricular activities such as mentorship seminars and programmes that are conducted at stipulated times. These programmes offer lessons centred on personal development, resource management, leadership development, mental health awareness, etc. Qualified and experienced professionals from various disciplines are engaged to facilitate the learning process.

12. DIVERSITY, CULTURAL AND RELIGIOUS INCLUSION

12.1 Non-Discrimination and Equal Opportunities Policy

Eden University is committed to fostering an inclusive, equitable, and respectful environment for all students, free from discrimination, harassment, and bias. Eden University shall uphold the principle that every student has the right to pursue their academic goals and participate in the University life without prejudice based on race, colour, ethnicity, nationality, gender, sex, religion, age, disability, marital status, socioeconomic status, or any other protected characteristic.

Eden University is a Christian institution guided by Biblical principles and upholds traditional Christian views on marriage and sexual relationships. In line with both the institution's faith-based principles and national laws, homosexual activity is not permitted. While the university respects the dignity of all individuals, participation in its programmes implies acceptance of these values and compliance with legal and religious standards.

12.2 Sexual Harassment Policy

Sexual harassment refers to any unwelcome behaviour of a sexual nature or behaviour based on gender that undermines the dignity or integrity of a student in their academic environment. Such behaviour can occur between students or between staff and students. Eden University takes all reports of sexual harassment seriously, and any confirmed cases will be addressed promptly and appropriately through the University's Student Disciplinary Procedure or Harassment Policy or Disciplinary and Grievance Code, as may apply. The University is committed to maintaining a safe, respectful, and supportive environment for all members of its community.

12.3 Religious Freedom and Chaplaincy Services

Eden University is a Christian institution committed to fostering moral character, spiritual growth, and Christian values based on Seventh-Day Adventist principles. While respecting the diverse religious backgrounds of students, the University provides spiritual guidance through the Chaplain's office, which offers pastoral care, counselling, worship services, and support for spiritual development. Devotion attendance is mandatory, with sessions held during the first 10 minutes of the first class each day and coordinated by student

leaders under the guidance of the Chaplain. Devotions are non-denominational to encourage inclusivity.

12.4 Dress Code

Students at Eden University are expected to uphold Christian values, professionalism, and civility in conduct and appearance. Dressing should be modest, neat, and appropriate, covering the torso and avoiding extremes that disrupt the learning environment. Indecent attire, showing private body parts, is not allowed, regardless of cultural or national background, as proper dress is part of professional and personal development.

The following, though not exhaustive, would be considered inappropriate dress and/or appearance:

1. Clothing with derogatory, offensive, and/or lewd or vulgar messages, either in words or in pictures.
2. Political regalia
3. Men's undershirts (i.e., vests, singlets).
4. Clothing that exposes or shows underwear/undergarments or skin. This includes, but is not limited to, sagging and ripped jeans.
5. Shirts or blouses that reveal undergarments or breast cleavage, midriff-length tops that expose the waist, min-skirts exposing thighs, shorts, tank tops or halter tops, suggestive, excessively tight or revealing clothing, and any such inappropriate attire.
6. Clothing, which is made of any see-through material, fishnet, or very loosely woven fabric, unless other clothing is worn underneath.
7. Clothing, which is made of spandex or similar body-hugging fabric or material, or leggings that are worn without a tunic-style blouse.
8. Dyeing of hair by both genders. However, decently dyeing or braiding of hair in subtle tones may be permitted for female members of the Eden University staff, provided they maintain a professional appearance and avoid excessively bright or unconventional colours such as neon pink, vibrant blue, yellow and the like. Examples of subtle tones could be brown, plum, and similar muted shades.

9. Wearing clothes that preserve the unique, separate identities of masculine and feminine roles on all occasions is encouraged. **Decent** formal slacks **may be an acceptable** attire for both male and female members of Eden University, **provided they are worn in conjunction with appropriate tops that adhere to the foregoing guidelines.**
10. Eden University students are expected to dress formally while on campus. Improper dress will attract penalties as enshrined in the University code of conduct.

13. CAREER DEVELOPMENT AND ALUMNI RELATIONS

13.1 Career and Employability Services

The Career and Employability activities at Eden University are centred on preparing students for the world of work through a wide range of services that help them to identify, develop, and showcase their employability skills.

Services offered include:

1. CV and professional document writing clinics
2. Mock interviews, job vacancy advertisement
3. Employer outreach programmes
4. Career coaching
5. Alumni mentorship and Networking Events

Students are encouraged to register and actively participate in career activities throughout their study period at Eden University, as well as take responsibility for maintaining updated CVs, attending scheduled workshops, and adhering to professional standards. The university tracks graduate outcomes, internship placements, and student satisfaction to continuously improve these services.

13.2 Internship and Professional Placement Opportunities

Eden University promotes hands-on learning through structured internships and professional placements across all schools. These experiences enhance academic learning and develop workplace readiness. Types of placements include:

13.2.1 Credit-Bearing Internships

These are structured work experiences that form part of a student's academic programme and contribute to their overall grade or degree requirements. Students complete a set of learning objectives, which are supervised and assessed formally through reports, evaluations, or presentations.

13.2.2 Non-Credit Professional Attachments

These are voluntary or compulsory workplace experiences that do not contribute directly to academic credits but offer valuable practical exposure, skill development, and

networking opportunities. They are often undertaken during semester breaks or as part of professional readiness programmes.

13.2.3 **Clinical Placements and Industry-Linked Projects**

Eligible students must maintain good academic standing and demonstrate professionalism.

Partner institutions include major financial institutions, telecommunication companies, hospitals such as the University Teaching Hospital, Matero Level One Hospital, Kanyama Level One Hospital, Levy Mwanawasa Hospital, NGOs, and large retailers and manufacturing companies.

The University provides guidance on placement agreements, supervision, assessment, and insurance. Students are required to submit timesheets and reflective reports upon completion.

13.3 **Skills Development Workshops (Based on Needs Assessment by Respective Schools)**

Each school at Eden University conducts skills needs assessments to identify priority areas for training. Based on findings, the Corporate Affairs Department, working with the originating school, organizes targeted workshops aimed at enhancing both technical and soft skills as well as new programme development.

Workshops that are student-centric cover areas such as interview techniques, communication, teamwork, and discipline-specific training, like data analysis and professional ethics. Sessions are facilitated by faculty, industry experts, and alumni.

After attending these workshops, students obtain certificates of participation that contribute to their professional portfolios.

13.4 **Alumni Association and Mentorship Opportunities**

Eden University's **Alumni Association** maintains strong ties between graduates and the institution, promoting lifelong engagement, professional growth, and service. Through the **Alumni Mentorship Programme**, alumni support current students by offering career guidance, networking opportunities, skills development, and job or internship connections. Mentorship also includes academic support, personal growth, and community engagement

activities. Overall, the Association enhances employability, fosters professional excellence, and nurtures a culture of mentorship and collaboration.

14. PRACTICAL INFORMATION AND LOCAL INTEGRATION

14.1 Campus Directory Guide

Section 3.2 and Table 3 provide the directory of key buildings, offices, and services with short descriptions and location references.

14.2 Local Transport, Banking and Shopping Information

14.2.1 Proximity and Availability of Public Transport

Eden University is in Barlastone Park, Lusaka. The campus is easily accessible through public minibuses and metered taxis that operate on the major routes. Ride-hailing services are also available for convenient and safe transport.

From Lusaka's Central Business District, both the Barlastone Park Campus and the Great East Road Campus are accessible by public transport from City Market Bus Station, Lumumba Bus Station, Millennium Bus Station and Kulima Tower Bus Station.

14.2.2 Banking Services

Students have access to nearby banking facilities such as Access Bank, ZANACO and its agents, Stanbic Bank, First National Bank, Zambia Industrial Commercial Bank and United Bank of Africa, which have branches and ATMs throughout Lusaka.

Mobile money services are also available as carried by different service providers, for local and international money transfers.

14.2.3 Shopping

Shopping and leisure needs can be met at major malls, including Manda Hill, East Park, Arcades, and Levy Mall. Other malls in the vicinity include Cosmopolitan, Novare and Makeni malls, which host a wide variety of local and international brands.

For easy and localized shopping, the Lusaka City Council runs and operates city markets dotted around Lusaka for convenient shopping and the experience of local food and products.

1. Students are advised to observe personal safety measures when travelling and using ATMs, and to familiarize themselves with local market areas and 24-hour pharmacies for basic needs.
2. During the City Tours for First Year Students, which is an activity organized by the office of Student Affairs, students are oriented on aspects related to the availability of local facilities.

14.3 Housing Information for International Students

As Eden University continues to grow and attract a diverse student body, including an increasing number of international students, it is imperative to ensure that student accommodation meets modern standards, supports a conducive academic environment, and reflects global best practices. The following provisions outline the university's housing policy as it pertains to international students.

Eden University provides on-campus accommodation for international students on a **first-come, first-served basis**, giving priority to **first year and special-needs students**. The University is committed to **modernizing and expanding housing facilities** to ensure reliable utilities, safety, and comfort that meet international standards.

Students may also choose **verified off-campus private housing**, although the University is **not liable** for independent rental agreements.

All University-managed housing includes **basic furnishings** (beds, study desks, storage units), and access to shared kitchen, bathroom, and internet facilities. Maintenance and repairs are handled by the **Works and Maintenance Office**, while students must maintain cleanliness and care for property, with charges for any damage.

Accommodation is available in **different housing categories** to suit the financial capacities and preferences of students.

Table 12: Types of housing categories

Category	Occupancy	Description
Premium	2 students per unit	Offers maximum privacy, modern furnishings, and en-suite facilities. Ideal for students desiring quieter and more private living arrangements.
Standard	4 students per unit	Balanced option with shared bedrooms and common areas. Furnished and well-maintained, suitable for most students.
Basic	6 students per unit	Budget-friendly option with shared facilities. Still meets all minimum international accommodation standards but with fewer amenities.

- Students may select their preferred housing category during the application process, subject to availability.
- Fees will vary based on the category chosen and will be clearly communicated in advance.

14.4 Medical and Security Emergency Contacts

In case of medical or security emergencies, the following contacts are essential:

- General Emergency: 999
- Police: 991
- Ambulance Services: 991
- Fire Brigade: 993
- Lusaka Central Police Station: +260 211 220 006
- Lusaka Central Fire Station: +260 211 220 180
- University Teaching Hospital (UTH): +260 211 251 200
- Matero Police Station: Barlastone Park Campus
- Kalundu Police Post: Great East Road Campus
- Barlastone Police Post: Barlastone Park Campus

- Levy Mwanawasa General Hospital, Lusaka Trust Hospital, and Matero Level One Hospital, George Hospital and local Clinics are accessible for outpatient, emergency and non-emergency care.

In case of an emergency on campus: Contact Campus Security and Student Affairs immediately after calling national emergency services. Non-urgent medical cases should be referred to the University's Sick Bay, which operates on campus 24/7 and 365 days or nearby clinics. Students should always carry an updated emergency contact card.

15. SPECIAL POLICIES AND PROGRAMMES

15.1 Fieldwork and Clinical Placements

Fieldwork and clinical placements provide students with supervised practical experiences in professional environments relevant to their field of study. Students undertake these activities at approved institutions, organizations, or community sites, where they engage in observation, participation, and professional tasks under the guidance of both University supervisors and mentors at the host institution. It is important to note that students may be required to pay a nominal fee to facilitate logistical arrangements during their placements.

During fieldwork or clinical placements, students are expected to maintain accurate records or logs of their activities and learning. Assessment is conducted by both University staff and host institution mentors, considering professional conduct, participation, and demonstration of competence. Throughout these experiences, students are required to observe the University's Code of Conduct, maintain confidentiality, and always demonstrate professionalism.

15.2 Student Exchange Programmes

Student exchange Programmes enable students to study or train at partner institutions, either locally or internationally, for a defined period. These Programmes provide exposure to diverse academic and professional environments, fostering cross-cultural understanding and broader perspectives in students' respective fields.

Participation is open to students who meet academic and conduct requirements, with selection coordinated through the relevant School or Department. Exchanges are conducted only at institutions with formal agreements with the University, and the duration is typically one academic semester.

Students participating in exchange Programmes are supervised by designated staff at the host institution, and performance evaluations.

16. APPENDICES

16.1 Sessional Dates for the Academic Year

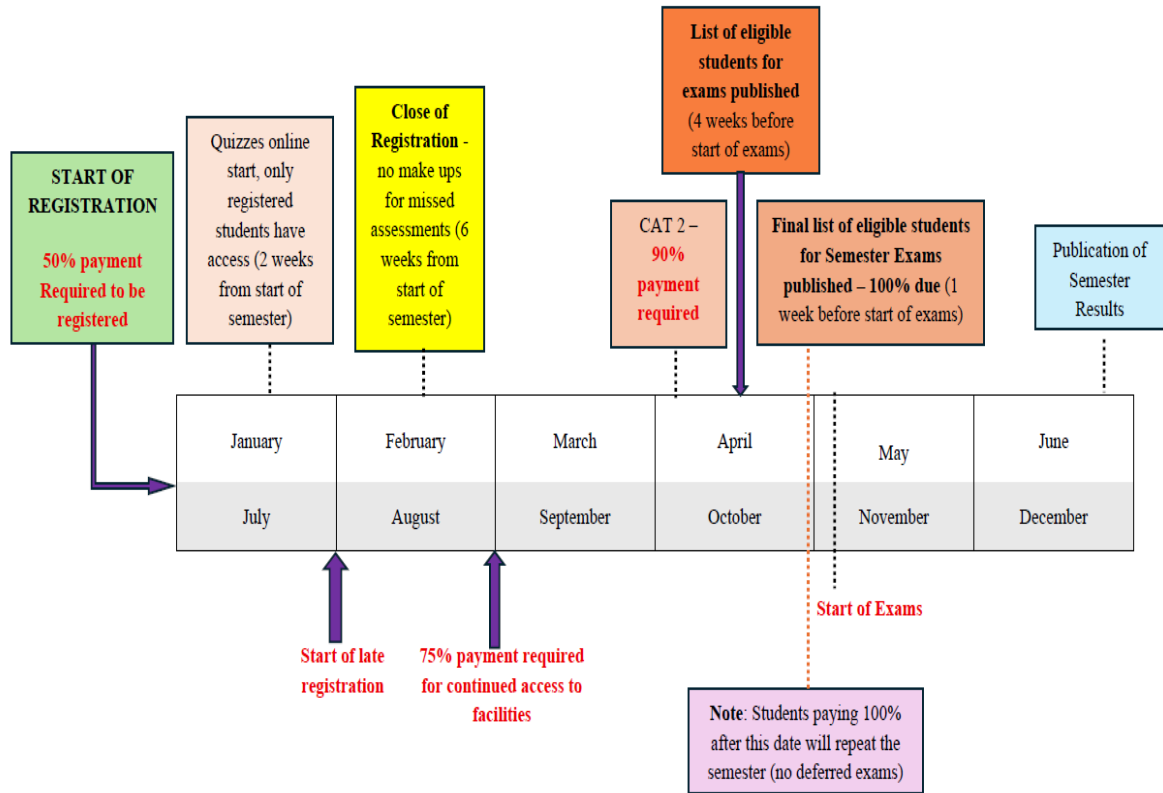
Week	Activities	Remarks
January Weeks 1–4	Reporting, Registration, and Orientation for the Academic Year Semester 1	All Schools
January Weeks 2–3	2 nd Semester Supplementary & Deferred Examinations	All Schools
starts Week 3 Jan → continues through Apr	Classes Begin – Semester 1 Lecture Block (15 weeks)	All Schools
January 3 rd week	Marking of Supplementary & Deferred Examination Scripts	All Schools
January 4 th week	Departmental & School Boards of Examiners	
January 4 th week	1 st Senate Meeting: Approval & Publication of the 2 nd Semester Supplementary & Deferred Examination Results	All Senate Members
February spans Week 1	Staff Research Seminar	All Academic Staff
February spans Feb Week 4 → Mar Week 1	Continuous Assessment 1	All Schools
March Week 4	2 nd Senate: Regular Meeting	All Senate Members
starts Mar Week 4 → continues into Apr Week	Continuous Assessment 2	All Schools
Apr Week 2 → May Week 1	Residential School for Distance Students (3 Weeks)	Education Programmes
spans Apr Week 4 → May Week 1	Study Break	All Schools
covers May Weeks 1–3	1 st Semester Examinations (Regular and Distance Students)	All Schools
Covers May week 2- 4	Residential School for Distance Students (3 weeks)	All Semester Programmes
falls at the end of May, Week 3	Postgraduate Student Research Seminar	All PG students
May Week 4–5	Clinical Drills	All Students Scheduled for

		Hospital/Field Attachment
spans May Week 4 → Jun Week 1	Marking of 1 st Semester Examination Scripts	All Schools
covers all June weeks	End of Semester 1 Break	All Students
June week 2	Departmental & School Boards of Examiners	All Schools
Jun Week 3	3 rd Senate Meeting: Approval of the 1 st Semester Examination Results	All Senate Members
Jun Week 3	Publication of the 1 st Semester Examination Results	All Schools
Jun Week 4	Mid-Academic Year Break	All Staff
spans Jun Week 5 → Jul Week 2	Reporting, Registration, and Orientation for Semester 2	All Schools
Jul Weeks 2–3	1 st Semester Supplementary & Deferred Examinations	All Schools
(Starts Jul Week 3 → continues through Oct	Classes Begin – Semester 2 Lecture Block (15 weeks)	All Schools
Jul Week 3	4 th Senate: Regular Meeting	All Senate Members
Jul Week 4)	Marking of 1 st Semester Supplementary & Deferred Examination Scripts	All Schools
Jul Week 4–5	Departmental & School Boards of Examiners	All Schools
Jul Week 5	5 th Senate Meeting: Approval & Publication of 1 st Semester Supplementary & Deferred Examination Results; Graduation Clearance.	All Senate Members
11/08/2025 – 29/08/2025	Residential School for Distance Students (3 Weeks)	Education Programmes
(Aug Week 2	Staff Research Seminar	All Academic Staff
Aug Week 4	White Coat Ceremony	School of Medicine & School of Pharmacy
Spans Aug Week 4 → Sep Week 1	Continuous Assessment 1	All Schools
Sep Week 4–5	13 th Graduation Ceremony	All Schools
spans Sep Week 5 → Oct Week 2	Continuous Assessment 2	All Schools
Oct Week 4	Study Break	All Schools

Oct Week 5	University Academic Staff Promotions Committee Meeting	
Nov Weeks 1–3	2 nd Semester Examinations (Regular and Distance Students)	All Schools
Nov Weeks 2-4	Residential School for Distance Students (3 weeks)	All Semester Programmes
Nov Week 3	Postgraduate Student Research Seminar	All PG students
Nov Week 4	Clinical Drills	All Students Scheduled for Hospital/Field Attachment
spans Nov Week 4 → Dec Week 1	Marking of 2 nd Semester Examination Scripts	All Schools
Nov Week 4	6 th Senate: Regular Meeting	All Senate Members
spans Dec Week 1 → Jan Week 1 next year	End of Semester 2 Break	All Students
Dec Weeks 2–3	Residential School for Distance Students	Education Programmes
Dec Week 2	Departmental & School Boards of Examiners	All Schools
Dec Week 3	7 th Senate: Approval of the 2 nd Semester Examination Results	All Senate Members
Dec Week 3	Publication of the 2 nd Semester Examination Results	All Schools
spans Dec Week 4 → Jan Week 1	End-of-Year Break	All staff
Jan Weeks 1–4	Reporting, Registration, and Orientation for the Next Academic Year Semester 1	All Schools
Jan Weeks 2–3	Next Year 2 nd Semester Supplementary & Deferred Examinations	All Schools
Jan Week 2	Classes Begin	All Schools
Jan Week 3	Marking of 2 nd Semester Supplementary & Deferred Examination Scripts	All Schools
Jan Week 4	Departmental & School Board of Examinations	All Schools
Jan Week 4/5	1 st Senate Examination Meeting & Publication of Supplementary & Deferred Examination Results	All intakes

16.2 Registration Timelines for 2026

TIMELINE FOR REGISTRATION & PAYMENT OF FEES FROM JANUARY 2026



16.3 Orientation Programme

The orientation programme for new students for both intakes usually takes place in the second week after registration has commenced. The following is a typical orientation programme:

Orientation Programme for First Year Students (All Faculties)

TIME	ACTIVITY	DURATION	DEPT
1	Students Assemble at Venue	10 minutes	Corporate Affairs
2	National Anthem	2 minutes	Corporate Affairs
3	Opening Prayer	2 minutes	Corporate Affairs
4	Welcoming Remarks	5 minutes	Corporate Affairs
5	Introductions of key university officials and departments present/Corporate Affairs	5 minutes	Corporate Affairs
6	DOSA Presentation	10 minutes	Student Affairs
7	Introduction of Assistant Registrars Examinations Office	5 minutes	Registrar's Office
8	Finance Department	10 minutes	Finance Department
9	Library	10 minutes	Library Dept
10	Cultural Group	7 minutes	Corporate Affairs
11	End of the programme/closing prayer	2 Minutes	Chaplaincy