



**MIDLANDS STATE
UNIVERSITY**



**STUDENT
HANDBOOK**



WELCOME REMARKS



Midlands State University Vice Chancellor

Professor V. N Muzvidziwa

On behalf of the Midlands State University, and on my own behalf, I wish to extend a heart-felt welcome to you all to your home away from home. If you are returning students, I implore you to maintain our culture of keeping the fire burning as we all strive to lift the flag high as the premier institution of higher learning in Zimbabwe and beyond. To my new students, I congratulate you for making it to MSU and I am confident that your life-changing stay here will nurture you into becoming responsible adults with a quest to extend the frontiers of knowledge for your own personal benefit as well as that of your new family, the Midlands State University. Indeed, I am extremely confident that you will find the MSU experience rewarding both inside and outside the lecture room as we interact with you here and well into the future when you become our valued alumni. True to our vision, we are a stakeholder driven university and together, we will strive to maintain the good name of the Midlands State University as well as to equip you with life skills for personal and national development of our country, Zimbabwe.

The purpose of this handbook is to assist you our students to navigate your way through university life. Accordingly, the booklet contains important policies governing the Admissions, Registration, and Examinations procedures. Furthermore, the handbook advises you on how you can access Accommodation, Library, and Health services. In addition, the handbook gives insight to the University Act; the academic arm of the University, which is the Senate and Academic policies and procedures in general.

Kindly note that over and above this Handbook, the University also transmits official information from time to time through channels such as the notice boards, website postings, special manuals as well as published announcements. You need to alertly look out for these. Finally, the Midlands State University family is a peace-loving community, where discipline and respect for others are held in the highest regard.

It is my firm belief that you will enjoy your stay at MSU as you participate in the positive transformation of your lives.

Our Hands Our Minds Our Destiny!



1. THE VISION, MISSION, AND CORE VALUES OF THE MIDLANDS STATE UNIVERSITY

Vision

- To be a unique, development-oriented, pace-setting and stakeholders driven University that produces innovative and enterprising graduates.

Mission

- Commitment to a culture of problem-solving through quality research, teaching, and training by means of flexible packaging, work-related learning, and strategic partnerships with the university's stakeholders for the immediate and ultimate benefit of humanity:
- Commitment to improving the performance of the economy through the promotion of managerial skills and generation, dissemination, and application of knowledge:
- Commitment to the recruitment, motivation, and retention of staff in an environment of a caring institution:
- Commitment to the use of Information Communication Technology (ICT) and the virtual classroom, as principal teaching and training modes of delivery and research:
- Commitment to gender equality and equity in student admission and staff recruitment policies:
- Commitment to enhance the quality of people's lives through new ideas and skills for sustainable utilization of resources and
- Commitment to the promotion of quality research through both taught and research post-graduate studies as means of generating new knowledge.

CORE VALUES

- Driven by honesty, integrity, hard work, and passion for excellence tempered by self-discipline and care for others:
- Driven by sensitivity to gender equality and equity, needs of the disadvantaged, African culture, and devotion to self-sufficiency, professionalism, and patriotism.

The Midlands State University Logo is an emblem comprising the following elements: a shield and a scroll bearing the University motto.

The shield is the prominent feature of the logo containing the following:

- The Zimbabwe Bird and Red Star are national symbols that represent Midlands State University's identification with the nation of Zimbabwe;
- The Cap of knowledge and Scroll represent the University as a tertiary institution whose objectives are the advancement and dissemination of knowledge that is relevant for the development of Zimbabwe through quality teaching and research;
- The Naletale Ruins symbolize the Zimbabwean national heritage. Geographically, the ruins are located in the Midlands Province;
- The Flame-Lily represents hope, prosperity, growth, and development of the institution, its staff, and students;
- The wheel represents the University's practical orientation of working in harmony with industry, commerce, and all its stakeholders to produce innovative and enterprising graduates; and



- e Blue and Gold are the University colours. The Gold represents wealth and knowledge and the Blue represents life and abundance.

The University Motto 'Our hands, Our Minds, Our Destiny' declares that the future of the nation depends on the ability of scholarship to translate knowledge and ideas into productive skills through creativity, endurance, and fortitude.

2. APPLICATION TO STUDY WITH MIDLANDS STATE UNIVERSITY

Midlands State University is a fully semesterized and modularized University offering diplomas, and undergraduate and postgraduate degrees. Enrolment for study in its programmes takes place twice a year.

The programmes on offer at MSU are advertised through the print media, the internet, and through outreach programmes. The entry requirements and duration of the programmes are spelled out in the advertisement. Applications are submitted through the official application form obtainable from the Admissions Office or from the University website, www.msu.ac.zw. Students can also apply online. Applicants must have passed a minimum of at least 5 O' level subjects including the English Language with a C or better. Students are admitted through any of the following modes of entry:

1. Normal Entry – Holders of at least two 'A' level passes.
2. Special entry – Holders of diplomas/certificates or degrees.
3. Mature entry – Females who are at least 23 years and males who are at least 25 years of age.
4. Transfer - Holders of a partial transcript from a recognized university.

The Admissions Office issues offer letters to all successful applicants stating the programme offered, mode of entry, duration of the programmes, fees required, orientation, registration, and opening dates. All admitted students are linked to the Bursar's department by an applicant number which allows them to start the registration process. Names of successful applicants are published on our website and in the local print media.

3. SEMESTER DATES FOR THE 2022 ACADEMIC YEAR

The COVID-19 pandemic has affected the academic calendar as the institution has had to adjust semester dates in line with national COVID-19 regulations. The following are the set dates for orientation and examinations for returning and new students respectively. Students will be advised of the other dates in due course.

1st Semester

New Students

Orientation	23 -27 May 2022
1 st Face-to-Face Tuition	30 May 2022 – 24 June 2022
Online Learning	27 June 2022 - 15 July 2022
2 nd Face to Face Tuition & Examinations	18 July 2022 – 19 August 2022

Returning Students

1 st Face-to-Face Tuition	30 May 2022 – 24 June 2022
Online Learning	27 June 2022 - 15 July 2022
2 nd Face to Face Tuition & Examinations	18 July 2022 – 19 August 2022

2nd Semester

New Students

Orientation	22 -24 August 2022
1 st Face to Face Tuition	25 August 2022 – 16 September 2022
Online Learning	19 September - 07 October 2022
2 nd Face to Face Tuition & Examinations	10 October 2022 – 11 November 2022

**Returning Students**

1 st Face-to-Face Tuition	26 September 2022- 21 October 2022
Online Learning	24 October 2022 – 11 November 2022
2 nd Face to Face Tuition & Examinations	14 November 2022 – 16 December 2022

4. THE 'BRING YOUR OWN DEVICE' REQUIREMENT FOR ONLINE LEARNING

Learning during the semester is blended, comprising online learning and face-to-face tuition. With the advent of online learning, it is now a requirement that **all students bring their own devices such as laptops or tablets** to ensure access to online classes.

5. ORIENTATION AND REGISTRATION DATES

The registration/orientation dates for different groups of students will be communicated to students by the Admissions, Registration, and Student Statistics Office. All students will be required to register with the University every semester. No students will be allowed to proceed with registration without payment of fees.

The orientation programme is compulsory for all new (first-year) students. The Admissions, Registration, and Student Statistics Office, in the Letter of Acceptance, shall communicate the dates for orientation.

Students who would have been offered admission to residence should then proceed to the Accommodation Office where they will be issued with room keys upon production of proof of payment for the accommodation. The student should then go to the Faculty office where he/she will receive information about the faculty and lecture timetable. All new students are required to acknowledge receipt of Ordinance No 2 of 2000 information on examinations at the point of registration and indicate this by signing the relevant forms.

All students who are physically challenged should report to the Disability Resource Centre (DRC) for assistance on registration and any other issues.

6. REGISTRATION PROCEDURES FOR NEW STUDENTS**6.1 CONVENTIONAL STUDENTS**

New students must report to the Admissions Office to collect an Acceptance Letter which has a registration number. The students proceed to Central Records and Archives for verification of all certificates i.e., National ID, Birth Certificate, O' Level, and A 'Level Certificates.

After verification, students must pay their fees by quoting their registration number and full name and surname either at the Cash Office using POS terminals and cash or at any of the Banks listed below using various payment options available at the Banks i.e., RTGS and Bank Transfers, etc.

The student should then proceed to open an E-learning account by visiting the MSU website www.elearning.msu.ac.zw using their smartphone, or laptop or alternatively visit any University Computer Laboratory.

After creating an eLearning account, a student must check on their newly created eLearning portal if personal details are correctly captured as indicated on their National Identity Document. For any corrections on personal details, a student should bring a legal identification document, national identity card, driver's license, or passport to the Admissions Office.

The student should proceed to upload a picture of the student ID. IT Technician where he/she will be issued with a university student identity card which should bear the student registration number, programme, and student photograph, mode of entry (block release, parallel or conventional).

All students should register with the University Library and the Student Health Services Department.



6.2 VISITING SCHOOL AND BLOCK RELEASE

New students must report to the Admissions Office to collect an Acceptance Letter which has a registration number. The students proceed to Central Records and Archives for verification of all certificates i.e. National ID, Birth Certificate, O' Level, and A 'Level Certificates. Postgraduate students should also bring their transcripts and certificates for verification.

After verification, students must pay their fees by quoting their registration number and full name and surname either at the Cash Office using POS terminals and cash or at any of the Banks listed below using various payment options available at the Banks i.e. RTGS and Bank Transfers, etc.

The student should then proceed to open an E-learning account by visiting the MSU website www.elearning.msu.ac.zw using their smartphone, or laptop or alternatively visit any University Computer Laboratory.

After creating an eLearning account a student must check on their newly created eLearning portal if personal details are correctly captured as indicated on their National Identity Document. For any corrections on personal details, a student should bring a legal identification document, national identity card, driver's license, or passport to the Admissions Office.

The student should proceed to upload a picture of the student ID. IT Technician where he/she will be issued with a University student identity card which should bear the student registration number, programme, and student photograph, mode of entry (block release, parallel or conventional).

All students should register with the University Library and the Student Health Services Department.



REGISTRATION PROCEDURES

LEVEL 1 SEMESTER 1 SEPTEMBER 2022

MULTIPURPOSE HALL/GSBL HALL

08:00 HOURS

WELCOME

**REGISTRATION PROCEDURE
2022**

TABLE 1 ADMISSIONS -
COLLECT OFFER LETTER

TABLE 2
CENTRAL RECORDS -
CERTIFICATE VERIFICATION

TABLE 3
CASH BOOK

TABLE 3
INFORMATION TECHNOLOGY
SERVICES - STUDENT ID
COLLECTION

FINISHED

**REGISTRATION PROCEDURE
2022**



6.3 RETURNING STUDENTS

Students are registered automatically upon payment of full fees. Students who face challenges in raising fees are encouraged to approach the Deputy Registrar (Academic Affairs). Students who are sponsored by various organizations should visit the Registration Office for registration authorization.

ACCOUNT NUMBERS FOR FEES PAYMENT

CBZ Account Number 01820772520046

FBC Account Number 6137 5359 60297

ZB Account Number 4575 4860 39200

Bank ABC Account Number 28624025502017

7. MEDICAL AID

In order to ensure that all full-time undergraduate students of the Midlands State University can easily seek and obtain medical assistance, the students will be required to pay the Medical Aid Fees to the service provider offering services to students.

8. LATE REGISTRATION

A late registration fee is chargeable to all late registrants. The late registration fee will be communicated to the students.

9. DEFERRING AND REPEATING STUDENT REGISTRATION

Such students should download forms from their eLearning and get them signed by the various signatories listed on the form. Students who would have deferred should fill out a resumption of studies form to resume their studies. Students resuming and repeating their studies should submit their forms to the registration office or registration.

***NB** No retrospective authorization for deferment will be allowed. Forms must be submitted before the student goes away.

10. DURATION OF STUDY

The maximum permitted period of study is double the number of years of the normal duration of the programme. The student loses all credits accumulated and his/her candidature will be canceled if he/she fails to complete studies within the maximum permitted period.

11. FEES

All fees are due before the Registration deadline. A student may not register unless he/she is able to pay the necessary fees or to produce written confirmation of full sponsorship. Before registration, students should budget their finances carefully and ensure that they can provide for both the normal expenses and the possibility of extra fees. A provision for expenses is the student's responsibility. There is no obligation on the part of the university to provide for any student. Where students have not fully paid their fees or other charges by the due date, the university reserves the right to bar them from entering a residence or from attending further classes. Except for repeat students, the final deadline for payment of fees is the end of the first week of the second semester. There is no right to return fees or any remission in respect of absence. If a student leaves the University before the end of the session for which he/she has been admitted, fees already paid are not returnable and the balance of all fees for the session not yet paid becomes immediately payable, except that, a student who withdraws from the university before the end of the eighth week of the semester and who gives proper notice in doing so may, upon written application to the Bursar, obtain a refund of tuition fees for that semester only.



11.1 Refund of Tuition Fees

Refund of the tuition fees to students who would have chosen to withdraw from programmes or modules shall be done as follows. Before the end of the first week of a particular semester 100% of the fees are refunded and between the first week and fourth week of a particular semester 60%. From the 9th week onwards registration fee is non-refundable.

12. ACCOMMODATION

Accommodation at Midlands State University strives to promote a residence community to ensure a living environment that is both holistic in the development of a student as well as supporting a student's academic programme. Residence life at MSU is an integral part of a student's life at university as it is an extension of their education by providing a platform where students interact with a diverse range of other students forming life-long friendships. Many beneficial facilities and services are provided by the university such as social and sporting activities, community-based programs, peer to peer counseling to name a few.

12.1 ORGANIZATION OF THE HALLS OF RESIDENCE

In total there are 43 halls of residence, accommodating both male and female students, spaced out across the Gweru and Zvishavane campuses. The Gweru and Zvishavane campuses accommodate approximately 3000 students. All first-year students are allocated residence on arrival upon producing proof of tuition fee payment. Returning students' residence allocation is based on a first-come-first-serve system. Allocation is also dependent on availability as well as payment of tuition fees. A student needs to log into the residence portal and choose the residence in which they would like to be accommodated in. However, students with disabilities and special needs will be allocated to specific residencies to meet their specific needs. New international students are normally given accommodation on campus.

Every hall of residence has been assigned a warden and sub-wardens who share the responsibilities for the welfare of all students who reside in residence. Wardens carry the responsibility, for residence students, to manage and create an environment that is comfortable, safe, and secure in which a student can pursue their academic pursuits as well as personal growth. A sub-warden's primary responsibility is to assist the Department of Student Affairs and their assigned wardens in making sure the rules and regulations, of both the University and its residents, are upheld. Sub-wardens share the responsibility of handling any problems which may arise both physically and mentally.

Since the majority of students do not reside in the university's halls of residence, the university still takes a very keen interest in the welfare of all students. Part-time Wardens, who are members of the university staff, are assigned to specific areas in the suburbs where students reside. If any student experiences any disputes or problems they can contact the warden assigned to the student's specific area and the warden can help as a guide to resolving the challenges.

13. LIBRARY

The Midlands State University Library consists of a network of individual Libraries namely, the Main Library, Batanai Library, Graduate School of Business Leadership Library, Faculty of Law Library, Zvishavane Campus Library, Faculty of Mining and Mineral Processing Library, Harare Campus Library, School of Social Work Library, Faculty of Medicine Library, Disability Resource Centre Library and fifteen electronic resource centers. Through this network, the MSU Libraries are able to provide resources that fully support the teaching, research, and community engagement needs of the MSU community. For efficient and effective service delivery, the Library is composed of six sections, namely, the Collection Development, the Research Services, the Client Services, the Content Management, the Systems Services, and the Quality Assurance and Marketing Services Sections.

13.1 LIBRARY COLLECTIONS

The MSU Library collections consist of both print and electronic, which include hard copy books, electronic books, hard copy journals, electronic journals, dissertations, research papers and past exam papers among others.



13.1.1 Hard copy books

The MSU library has a collection of well-selected, recent, and relevant titles of books that effectively support the teaching, research and community engagement needs of the University community. Both academic staff and students actively participate in the book selections.

13.1.2 Electronic Books

In order to complement the hard copy book collection, the MSU Library offers access both within and off campus through the MSU library website www.msu.ac.zw/msulibrary.php.

13.1.3 Hard Copy Journals

The Library has a number of hard copy academic journal titles covering all the university programmes. These can be accessed from the Special Collections Section.

13.1.4 Electronic Journals

The MSU Library will continue to prefer online publications over print and will seek to replace the majority of the print journal collections with digital versions. The online library resources are provided through the MSU library website www.msu.ac.zw/msulibrary.php.

13.1.5 Institutional Repository

The MSU Institutional Repository is a digital archive of the University's research output. Currently, the MSU Institutional Repository contains:

- a) All issues of the MSU journals;
- b) Conference papers;
- c) Research papers;
- d) Book Chapters; and,
- e) Student Dissertations.

Users do not need to come to the physical facilities of the Library for access to these resources.



13.2 ACCESSIBILITY TO THE LIBRARY AND ELECTRONIC RESOURCES CENTRES

During the semester the, Library and Electronic Resource Centers are normally open every day of the week except on public holidays. The current Library and Electronic Resource Centers opening hours are as follows:

Day	Opening hours
Monday to Friday	9:00 am – 10:30 pm
Saturday and Sunday	8:00 am – 5:00 pm
Public holidays	Closed

Due to the COVID 19 pandemic, physical access to the Library might be restricted as a measure to avoid risk of infection. In this regard, students are encouraged to maximize the use of electronic library resources for research.

13.3 LIBRARY MANAGEMENT SYSTEM

The MSU Library uses the Koha Library Management System to manage its collections.

13.4 CIRCULATION AND BORROWING PROCEDURES OF LIBRARY BOOKS

A student searches for a book first from the MSU Online Public Access Catalogue using the author, title or subject of the book. The student writes down the call numbers of the relevant book titles from his/her search from OPAC. He /she uses the classification number to locate the desired book from the shelves. The student produces a valid MSU student ID card to the Librarian manning the circulation desk. The Librarian scans the student's ID card after which the student's record appears on the screen. The barcode on the book to be borrowed is scanned and the title of the book and the due date will automatically appear on the student record. The due date is stamped on the date slip attached to the book. The book is desensitized first and handed to the student. The student walks through the 3M security system which verifies that he/she has borrowed the book. The student produces the borrowed book to the library staff manning the exit point who verifies that the book has been correctly borrowed in the Library Management System.

13.4.1 BORROWING PRIVILEGES

Borrowed Category	Long term No of books	Loan Period	Reserve No of books	Loan Period
Undergraduate	2	7 days	1	Overnight
Postgraduate	2	7 days	1	Overnight
Teaching Staff	6	30 days	2	7 days
Non-teaching staff	4	30 days	2	7 days
DRC library clients		2 weeks		



13.4.1.1 Returning Books

Books on loan must be returned to the circulation desk during the library opening hours. Please note books are to be returned to the library from which they were borrowed from.

13.4.1.2 Renewals

Books borrowed from the open collection may be renewed in person at the Circulation Desk for a further period unless required by another borrower.

13.4.1.3 Recalls

Books borrowed out may be recalled at short notice if needed for module reserves or by another patron. The recall date supersedes the previous due date. A fine will be levied on a recalled item returned late.

13.4.1.4 Reserve Collection

Books in high demand are designated as a reserve. This is a closed-access collection. Reserve items may be borrowed for 2 hours during the day for use within the library or overnight starting at 1500 hours for overnight use. Items borrowed overnight must be returned to the library by 0900 hours the following day.

- Overdue fines are charges on items returned late to the library.
- Fines for books from the Open Shelf are calculated per day,
- Fines for Reserve items are calculated per hour or part thereof from 0900 hours. Fines apply to all categories of borrowers.

13.4.1.5 Lost Items

Fines for mutilated, stolen or lost library books are calculated as follows:

- Double the unit price of the book.
- An additional charge of 50% of the book unit price is also added as clearance, handling and transport costs since most of the books are not available on the local market.

13.5 MOBILE LIBRARY SERVICE

The Library provides fortnightly Mobile Library Services for students who conduct their lectures in Bulawayo. The loan period for this category of users is 14 days.



13.6 NON-CIRCULATING MATERIAL

The following materials are designated as non-circulating materials and may only be used in the library:

- Reference material:
- Newspapers;
- Journals;
- Law Reports;
- Past examination papers;
- Electronic media e.g. CDs;
- Dissertations;
- Encyclopedias; and,
- Dictionaries.

13.7. SANCTIONS

Borrowing privileges may be temporarily suspended for violating any of the conditions set in the library circulation rules, regulations, and policies.

13.8 QUALITY ASSURANCE AND MARKETING

13.8.1 Quality Assurance

The MSU library plays a critical role in ensuring that the university upholds its image and credibility through quality research output.

13.8.2 Anti-plagiarism Software – Turnitin

The Midlands State University promotes the honest, thoughtful, and legal use of information by students. The University subscribes to Turnitin anti-plagiarism software. Turnitin is an [Internet](#)-based [plagiarism](#)-prevention service. Students are required to submit dissertations to Turnitin to check for unoriginality. The Library also provides training on the use of the software to all final-level students.

13.8.3 Marketing of the Library Resources

The MSU Library raises awareness of the value of all services and products vigorously to the university community through the following strategies:



13.8.4 Information Literacy Skills Training

As part of the Library's mandate of producing information literate researchers and to ensure that users fully utilize Library resources, the Library conducts Information Literacy Skills training (ILS) programmes for both staff and students. ILS is being taught as a compulsory module to all level 1.1 students. All other students are encouraged to book with the Library for ILS training through the Research Services Librarian at the following e-mail address libraryresearch@msu.ac.zw. The aim of the programme is to enable staff and students to be aware of all the research materials the library has and how to effectively use these resources.

13.8.5 Basic e-Resources User Guide

Basic E-Resources User Guides are intended to guide students and staff on the use of all Library electronic resources. The guides are tied to the computers in the Electronic Resource Centres or can be collected from the Library Research Services section.

13.8.6 Library Web Page

The MSU Library has got an interactive web page that bolsters the visibility of all library services and products by providing links to the following:

- 13.8.6.1 Library electronic resources,
- 13.8.6.2 Online Public Access Catalogue (OPAC),
- 13.8.6.3 rules and regulations, and
- 13.8.6.4 other services that the Library offers.

13.8.7 Information Desk

The Information Desk is one of the many specialized services offered by the MSU Library in order to easily make available information to library clients. Staff at the desk provide clients with skills on how to use online resources and Online Public Access catalogue (OPAC). They also provide, ready reference service and directional assistance. Faculty-specific e-resources brochures are also available at the Information Desk.

13.8.8 Social Media

The Library also uses the social media tools to create, share, and exchange information and ideas with library users while online. You are encouraged to interact with us on Facebook and WhatsApp. The Library WhatsApp number is **0776228456**.

13.9. LIBRARY SECURITY

In order to see a growth in the Library collection, the MSU Library installed electronic library security systems in all its libraries. The Main Library, Graduate School of Business Leadership, Law, Graduate School of Business Leadership, and Faculty of Medicine Libraries have a dual security system of both manual and electronic security systems. The Main Library also has an electronic book check facility at the Library exit point to verify whether all books being taken out of the library would have been properly checked out.

**13.10. OTHER LIBRARY SERVICES**

The MSU Library offers a variety of other services such as,

- (a) Inter-library loans;
- (b) Library orientation;
- (c) Client advisory services;
- (d) Turnitin and E-Resources usage training programmes for staff and students;
- (e) Photocopying; and,
- (f) Binding.

13.11. LIBRARY REGULATIONS**General**

1. Eating, drinking, and smoking are not allowed in the Library.
2. Bags, overcoats, and other items should be left at the parcel counter for safekeeping.
3. Books should be left on the tables after reading and users are not allowed to re-shelf books after reading.
4. Answering cell phones in the Library is strictly prohibited. A ring from a cell phone attracts a spot fine, which is determined by the Library Committee from time to time.
5. Users are expected to conduct themselves in a manner that is not likely to disturb or distract other users.
6. The Librarian reserves the right to restrict or suspend the privilege to use the Library should it be deemed necessary.

14. EXAMINATIONS**14.1 GENERAL PROVISIONS**

- 14.1.1** Students shall normally take University Examinations at the end of each semester as prescribed in the Special Faculty and/or Departmental Regulations.
- 14.1.2** All matters relating to the conduct of University Examinations shall be the responsibility of the Registrar's Office.



14.2 ADMISSION TO ANY UNIVERSITY EXAMINATION

- 14.2.1 A candidate must be registered as a student of the University in accordance with the General Regulations for the Midlands State University Degree Programmes.
- 14.2.2 The candidate must be in possession of a **valid** Midlands State University Student Identity Card.
- 14.2.3 He/she must have completed approved modules of study including a continuous assessment requirement as prescribed by the Special Faculty and/or Departmental Regulations

14.3 STUDENTS' CONDUCT DURING EXAMINATIONS

Candidates are advised to be at the Examination Venue at most 30 Minutes before the start of the examination.

No candidate is allowed into the Examination Room without a VALID STUDENT IDENTITY CARD AND A CURRENT REGISTRATION FORM.

- 14.3.1 Candidates are not allowed to leave the Examination Venue within the first thirty minutes of the start of the examination and in the last ten (10) minutes of writing time.
- 14.3.2 Candidates are advised to be punctual for all examination papers. A candidate who arrives late may only be admitted to the Examination Room at the discretion of the Chief Invigilator. Normally, a candidate who arrives more than half an hour after the start of the examination shall not be admitted into the Examination Room.
- 14.3.3 Each candidate must bring his/her own pen, ruler, and calculator. Any electronic calculators brought into the Examinations Room by any candidate for the examination must be properly cleared by the examiner before the start of the examination.

Each candidate is required to fill in and sign his/her examination attendance slip, before the examination starts and ensure the slip is placed on the corner of his/her desk for collection by the invigilator during the course of the examination.

Candidates are also required to fill in their candidate numbers and other details as required on the answer books.

NB. Candidates should not write their names on their answer books.

- 14.3.4 Candidates must read and comply with the instructions on the answer books.
- 14.3.5 Any candidate who wishes to leave the Examination Room may do so only with the permission of the invigilator after the first 30 minutes of the Examination and may be re-admitted to the Examination Room only if the invigilator is fully satisfied that during this time the candidate did nothing which could be regarded as cheating.
- 14.3.6 Candidates may be permitted to go to the toilet, but must be escorted by an invigilator or "attendant".
- 14.3.7 Candidates are NOT permitted to eat, chew or smoke during the course of the examination.
- 14.3.8 Candidates are not allowed to bring unauthorized examination-related materials into the Examination Room. Any bags, briefcases, parcels, textbooks, and notebooks (except in open book examinations) must not be left in the vicinity of the examination rooms.
- 14.3.9 Cell phones are not allowed in the examination room even if it's switched off. Under no circumstance is a student allowed to use a cell phone as a calculator during the examination.
- 14.3.10 Candidates should turn over their question papers, only after they have been instructed to do so by



the Invigilators, and first ensure that they have the correct paper, and secondly, read through the paper and check that there are no obvious misprints or illegibly printed pages.

- 14.3.11 Candidates are warned that cheating in examinations serious act of misconduct and anyone who is caught cheating may be disqualified not only in the particular module but in the whole examination and further disciplinary action may be taken by the University.

14.4 PROVISIONS FOR PASSING AND PROCEEDING IN A PROGRAMME

(Refer to the General Academic Regulations for the Midlands State University Degree Programmes)

14.5 FAILURE TO SATISFY THE EXAMINERS

14.5.1 A candidate who fails to satisfy the Examiners in terms of the General Regulations for the Midlands State University Degrees and Special Faculty Regulations may be required by Senate to:

- Write Special Examinations
- Write Supplementary Examinations
- Retake failed modules
- Proceed to the next level of the Programme whilst carrying one or more modules from the preceding level
- Repeat a Level or Repeat failed modules
- Discontinue from the Degree Programme
- Withdraw from the University

NB: For a detailed outline of Retake, Proceed carrying some modules, Repeat, Discontinue and Withdraw, refer to the General Academic Regulations for the Midlands State University Degrees.

14.6 SPECIALEXAMINATIONS

14.6.1 The Senate may allow a candidate to write a Special Examination where extenuating circumstances exist and have prevented the candidate from writing the regular examinations.

14.6.2 Students affected by extenuating circumstances may apply to their Faculties within one week from the missed examination for their claims to be considered.

1.1.3 Faculties would consider students' claims and make recommendations to the Academic Board.

1.1.4 A student may claim that extenuating circumstances have contributed materially or significantly to;

- a) Poor performance in any formally assessed work
- b) Absence from examination or another assessment event
- c) Failure in examination or other assessed work

14.6.5 Valid extenuating circumstances shall normally be:-



- a) circumstances that are unexpected, significantly disruptive, and beyond a student's control and which may have affected his/her academic performance.
- b) an illness or serious accident at the time of an assessment or in the period leading up to a formal assessment.
- c) Severe emotional or mental stress at the time of an assessment or immediately before an assessment e.g. through bereavement, social, matrimonial, or family problems, experiences assault, robbery, or other traumatic events, eviction/homelessness in unavoidable circumstances, unavoidable involvement in legal proceedings.
- d) Other factors totally outside the student's control, e.g., for part-time students, unforeseen and essential work commitment (National Duty) for students undertaking practice-based assignments, unforeseen decisions taken by the company or practiced which prevent them from completing their assignments. (In both these circumstances, a letter from the employer must be supplied.
- e) Evidence in support of claims must be in the form of an original document (not a photocopy) written and supplied by an appropriate third-party giving details of the circumstances with dates and if possible, stating how the student's assessment has been affected. Third party should be a person who knows the student in a professional capacity and can give a first-hand account of the circumstances.

14.6.6 Acceptable evidence of extenuating circumstances shall include: -

- a) A medical certificate issued at the time of the illness, specifying the nature of the illness and the dates affected and confirming that this is the doctor's own diagnosis. It is not sufficient for the doctor to write a letter stating that the student saw him/her and claimed to be suffering from stress, etc.
- b) A letter from Student Counselling Services
- c) A letter from a solicitor, summons to attend court, an eviction order or notice, or a report from a police officer.
- d) Death certificate (that is, for a very close relative)
- e) A letter from a transport official confirming serious unforeseen disruption or transport or a letter from a member of University Staff confirming the absence of other group members due to the same disruption.
- f) A report from the invigilator (if the student falls ill during an examination) outlining extenuating circumstances together with medical evidence if appropriate.

14.6.7 Students affected by extenuating circumstances shall be allowed to sit for a Special Examination **within five (5) weeks** after the regular examination.

14.6.8 Special Examinations shall be assessed in the same way as regular/sessional examinations.

14.6.9



14.7. SUPPLEMENTARY EXAMINATIONS

- 14.7.1 Senate may allow a candidate in the **Final level 2nd Semester** to write supplementary examinations to enable him/her to pass a module of a programme in terms of the Special Faculty Regulations.
- 14.7.2 Normally, supplementary examinations shall be written **three weeks after the publication of Semester results** by a student who fails within a supplementable mark during the last semester of the programme in line with the Special Faculty Regulations.
- 14.7.3 To be eligible for a supplementary examination in a module, a student must obtain a supplementable mark of at least 40% in the overall assessment.

14.8. APPEALS

- 14.8.1 Any candidate, who, having failed to satisfy the Examiners, and is required to Withdraw from the University or to Discontinue from a programme, has a right to appeal against the decision.
- 14.8.2 A Committee shall be set up by Senate to consider such appeal cases.
- 14.8.3 Any candidate who wishes to lodge an appeal against withdrawal or discontinuation must do so in writing to the Registrar within twenty-one (21) days after the publication of the Examination results.
- 14.8.4 On appeal, the candidate must state clearly the grounds of the appeal. Where a candidate is appealing on medical grounds, a Medical Practitioner registered in terms of the Health and Allied Professions Act must substantiate the medical grounds in writing. Any other evidence, that the candidate wishes to submit in support of his/her case, must be lodged with the written appeal.
- 14.8.5 The Registrar will refer all punctually submitted appeals to the Termination of Studies Appeals Committee.
- 14.8.6 The Appeals Committee will consider as legitimate grounds for appeal, new evidence of mitigating circumstances (except mere lack of diligence or other faults on the part of the student), which was not previously available to the Examiners. Extenuating circumstances of a "force majeure" nature which explain and are directly relevant to the student's academic performance and which he/she could not reasonably have been expected to have foreseen or avoided will be considered.
- 14.8.7 The Committee will be empowered to hear an appellant orally and seek such information and evidence as it may consider pertinent.
- 14.8.8 No right to an oral hearing is conferred upon the appellant and the University will not reimburse any expenses incurred by an appellant in making a personal appearance before the Committee.
- 14.8.9 The Committee shall make recommendations on each case, as it deems appropriate. The Committee's recommendations shall be submitted to the Senate for Approval, or the Academic Board or the Vice-Chancellor on behalf of the Senate for consideration.

N.B. All re-mark requests will not be entertained unless directed by the Senate. However, a student who has been given a Withdraw or a Discontinue decision may appeal in writing to the Registrar within twenty-one (21) days after the publication of the examination results.

**14.9. MISCONDUCT DURING EXAMINATIONS**

14.9.1 Subject to **Ordinance 2, (the rules of Student Discipline Ordinance)**, any candidate found in possession or using unauthorized material, including electronic gadgets or attempting to obtain information from other candidates or their papers, or otherwise guilty of misconduct during the examination may be disqualified not only in the examination and subject, but in the whole examination, and further disciplinary action may be taken by the University.

14.10. PUBLICATION OF RESULTS

14.10.1 The Registrar's Office shall be responsible for the publication of the results of the University Examinations as approved by the Academic Board.

14.10.2 Results shall be posted to Students' e-learning accounts and only those students who do not owe the University will be able to access their results.

14.11. AWARD OF DEGREES

14.11.1 On successful completion of their studies, each student will obtain, on application to the Registrar, one copy of a formal transcript of his/her completed academic record at the University.

14.11.2 The award of degrees and diplomas shall be subject to the approval by University Council. Candidates completing the requirements for such awards will be entitled to receive formal certificates of the University, bearing the University seal and signed by the Vice-Chancellor and the Registrar confirming the award.

15. STUDENT HEALTH SERVICES

The Student Health Services department falls under the Division of Student Affairs. The department makes an undertaking to provide the best preventive, supportive and curative care to its clients. As a measure to minimize the risk of COVID-19 infections and avoid loss of life, the department encourages all students to observe COVID-19 protocols by washing hands, sanitizing, and maintaining social distancing. Students are also encouraged to get vaccinated as part of efforts to contain the spread of the novel Coronavirus. Students who are vaccinated will get priority in the allocation of campus accommodation.

15.1 BUSINESS HOURS

15.1.1 During the semester all clinics are open 24 hours a day then on vacation, business hours are as follows

Monday – Thursday	0800 – 1645
Friday	0800 – 1645
Lunchtime	1245 – 1400

15.1.2 Students in halls of residence who fall ill after hours should contact their wardens/sub wardens in their halls of residence or call our toll-free line (08080167).

15.1.3 The University Doctor attends to students on Tuesdays and Thursdays from 1430 – 1700 hours and on emergencies only.



15.2 **PROCEDURE FOR UTILIZING HEALTH SERVICES**

All registered full-time undergraduate students are eligible for health services at the clinic. All students are covered by the CIMAS Medical Aid Society.

15.2.1 **Membership**

In order to ensure that all full-time undergraduate students of the Midlands State University can seek and easily obtain medical assistance, the students must be registered with a medical aid provider of their choice. The student should be issued a medical aid card which they produce upon seeking treatment.

15.2.2 **Medical Treatment**

Students are required to produce the following documents before treatment; Student ID and valid Medical Aid Number/ Medical Aid Card and Student Registration form.

15.2.3 In case the student is outside Gweru, and requires emergency treatment or where a student is on vacation or Work-Related Learning, he/she may consult any GP Government/ Municipal/Mission hospital or clinic.

For Ambulance Services contact the following numbers during the day or night;

Main Campus Clinic	054-260752
Graduate School of Business leadership	054-225733
EMRAS	054-221214
MARS	054-220444
Gweru City Ambulance	054-222011
MSU Toll free Line	08080167



**OUR HANDS
OUR MINDS
OUR DESTINY**