

Kwame Nkrumah University of Science and Technology, Kumasi

THE DIRECTORATE OF STUDENT AFFAIRS

# DoSA OPERATIONAL MANUAL



KWAME NKRUMAH UNIVERSITY OF SCIENCE  
AND TECHNOLOGY, KUMASI

THE DIRECTORATE OF STUDENT  
AFFAIRS, DoSA



**DoSA OPERATIONAL MANUAL**

OCTOBER, 2024



# Preface

Students, as major customers of tertiary institutions require adequate support to enable them navigate their way through the university. Student Affairs Administration has thus now become a profession. The KNUST, mindful of this, upgraded its then Dean of Students to a Directorate of Student Affairs (DoSA) with a Governing/Administrative structure akin to a college. This administrative change requires a new approach where appropriate policies, manuals, guidelines, templates, among others, to be developed to guide the operations of the Directorate. It is in this spirit that “DoSA Operational Manual” was developed by Management and Staff of DoSA to help achieve its mandate.

It is the expectation of the University that this document will help improve operational efficiency of DoSA. We appreciate all those who supported to develop this document.

**Professor Rita Akosua Dickson**

Vice-Chancellor

October, 2024

# Preamble

The Statutes of the Kwame Nkrumah University of Science and Technology, Kumasi, recognises the central role of students in the affairs of the University promulgated Statute 45 to regulate same. The Council of the University at its 268th Meeting held on 31st March 2022, took cognizance of the enhanced roles and responsibilities entrusted to the Office of the Dean of Students and elevated the Office into a Directorate, effective 1st April 2022 (Recorder No. 518 April 2022 Vol. 57 No. 1).

The Director of Student Affairs, as captured in the University Statutes, is to act as “in loco parentis” for Junior Members. To play that role, a Student Guide is published to regulate Students’ conduct and discipline and provide the needed information and support to students while in school. To ensure effective management, a manual is required.

The DoSA Operational Manual among others will support:

- Decentralization of decision-making process,
- Ensure operational efficiency and effectiveness,
- Minimize role conflicts and adherence to standards,
- Help with the orientation of new staff and re-orientation of old ones, and
- Serve as valuable resources for modern student affairs management within the University and higher education around the world.

The DoSA Operational Manual must be used taking into consideration the rights and responsibilities of students as follows:

## **Students Rights**

- Students are free to pursue their educational goals and the appropriate learning opportunities will be provided by the University.
- Students have the right to establish a system of appropriate student governance organizations and elect their leadership.

- The Student Body shall have clearly defined means of participating in the formulation and application of institutional policies affecting academic and student life on campus.
- No sanctions may be imposed upon any student without notice to him/ her of the nature and the cause of the charges. A fair hearing shall include; the right to hear the charges and to provide a response; to hear witnesses against him/ her in either a committee of enquiry or disciplinary hearing, as the security and safety of witnesses may permit; to present one's own statement, and to have an option to hire the services of a lawyer. The student or the guardian will cover the expense of the legal services of the lawyer enlisted.
- Students shall have the right to privacy as guaranteed by the National Constitution and implemented by the University. (Refer to the Data Protection Act.)
- Students and Student organizations registered with the University through the Directorate of Student Affairs shall be free to examine and discuss all questions of interest to them, and to express opinions publicly and privately subject to the rules and regulations of the University and the Public Order Act. They shall always be free to support or oppose causes, by orderly and lawful means, which should not disrupt the regular and essential operations of the University. Students are responsible for their actions and inactions.
- The civil rights of the student will be preserved in so far as the University has any responsibility for the maintenance of those rights. Students shall have the right to petition the University to voice concerns, suggest amendments to university regulations, and modifications of University policies.
- Students have the right to access their personal records in accordance with the processes established by the University and the data protection laws of Ghana.

## **Students Responsibilities**

- No student is permitted to interfere with the personal growth and development of other students.
- Each student shall be mindful of the rights of others in the enjoyment of his rights and freedoms.
- Each student must respect the authorities of the University, others, and themselves. KNUST functions based on mutual respect for rights, and mutual responsibility to protect such rights.
- Each Junior Member of the University community is equally responsible for the continued development of the positive reputation enjoyed by KNUST.
- Students are members of the University community and as such they are responsible to the greater KNUST community, of which they are a part. It is our conviction that these institutional arrangements and processes will go a long way to support our collective efforts to continuously improve our responsibility and care for our students.

It is our conviction that this DoSA Operational Manual will help in providing dedication and special services to our cherished students, dependents and all other stakeholders in student management and Affairs.

**Andrews Kwasi Boateng**

Registrar

October, 2024

# Acknowledgement

The DoSA Operational Manual has been developed to help provide dedicated services to our students and other stakeholders. We are very grateful to the University management and the Vice-Chancellor, Prof. Rita Akosua Dickson for the support.

We are grateful to the following management members and staff of DoSA who participated in the first-ever DoSA retreat, held at KNUST Nyansapo Eco Resort at Moree, Central Region, Ghana from 27<sup>th</sup> November, 2023 to 1<sup>st</sup> December, 2023, and provided insights, reviews and support to the draft of the Operational Manual. They include:

Prof. Marian Asantewah Nkansah, Deputy Director (Housing & Welfare); Prof. Akwasi Acheampong Aning, Deputy Director (Conduct & Discipline); Prof. James Osei Mensah, Hall Master, KNUST Owned Hostels; Dr. (Mrs.) Dorothy Araba Agyapong, Senior Hall Tutor, KNUST Owned Hostels; Dr. Titus Ebenezer Kwofie, Chairman, Off-Campus Senior Tutors; Prof. Akoto Omari-Sasu, Secretary, Off-Campus Senior Tutors; Dr. Martin Owusu Ansah, Senior Tutor, Ayeduase New Site, Boadi and Emena; Dr. Faizal Adams, Senior Tutor, Ayeduase North; Dr. Patrick Kumah, Senior Tutor, GUSSS; Prof. Samuel Adu-Gyamfi, Senior Tutor, GUSSS; Dr. Eric Akowuah, Senior Tutor, Obuasi Campus; Mrs. Victoria De-Graft Adjei, Head, KNUST Counselling Centre; Mr. Asamoah Gyawu, Counsellor; Mr. Emmanuel Kwesi Andoh, Accountant, DoSA; Mr. Dominic Nti Buabeng, Head, Student Documentation & Welfare Services; Mrs. Theodore Oduro, Head, Student Support & Financial Services DoSA; Mr. Alex Akeale W. K., PAA, DoSA; Mrs. Mavis Asare Dadzie, PAA, DoSA; Ms. Ekuia Asibuaba Yartey, PAA, DoSA; Ms. Joyce Quansah, PAA, DoSA; Ms. Sandra Esinam Sosu-Dees, SAA, DoSA; Mrs. Shamapat Adu Poku, SAA, DoSA; Mr. Kwabena Fosu, SAA, DoSA; Mr. Vincent Kwame Wuaku, Administrative Assistant, DoSA; Mr. Dennis Kwaku Abrokwhah, Head Conservancy Labourer, DoSA; Ms. Josephine Korkor Okumo, SAA, DoSA; Mr. Gangme Januarius Beyog, Principal Hall Assistant, Wilkado Hostel; Mr. Joseph Diedong, Principal Hall



Assistant, Post Graduate Hostel; Ms. Rosemond W. Knox Prah, SAA, DoSA; Mrs. Dinah Nyemiyo Tetteh, Administrative Assistant, DoSA; Mr. Michael Tetteh Narh, Senior IT Assistant, DoSA; Mr. Prince Ben-Smith, Senior IT Assistant, DoSA; Mr. Collins Foster Frimpong, Driver, DoSA; Mr. Anthony Amoako, Driver, DoSA; Mr. Enock Enu, Hall Assistant, Post Graduate Hostel; Mr. Nana Kese Adu Gyamfi, Senior Administrative Assistant, Wilkado Hostel; and Mr. Foster Tettey, Security Officer, DoSA.

We also appreciate the administrative efforts of the Deputy Registrar, DoSA, Dr. Paul Kwadwo Addo assisted by Mr. Ernest Amankwah Karikari, Senior Administrative Assistant, DoSA, for developing the initial draft.

We are equally grateful to all other staff of DoSA whose work and experience contributed to shape this document. To all those who supported to review the Manual as well as the approval bodies (DoSA Board and Academic Board), we are eternally grateful.

**Prof. Wilson Agyei Agyare**

Director, DoSA

October, 2024

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# CHAPTER 1

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## 1.1 INTRODUCTION

### **Overview of DoSA**

The Directorate of Student Affairs exists to promote students' development through professional services that enhance student success and growth and to promote ethical leadership in students. The Directorate is the central place for students, parents/guardian, faculty, and staff of the University to receive assistance with respect to issues of student life, whilst responding to emerging situations that impact students' success.

The Directorate of Student Affairs, since its establishment as the Office of the Dean of Students in 1998, continues to provide the necessary welfare support services to students during their stay in the university to enable them to achieve both academic and personal success.

The Office was upgraded from the Dean of Students Office to the Directorate of Student Affairs by the University Council in 2022 as contained in Recorder No. 518, April 2022. Vol. 157.

The Directorate exercises responsibility for the entire student populace of the University. It acts in "loco parentis" for students and has oversight responsibility for the welfare and discipline of all students. The Directorate is the first point of call for all issues on students' welfare, conduct and discipline.

The Directorate seeks to assist students in becoming responsible members of the University Community through purposeful programmes.

## Historical Perspective

The University established the then Office of the Dean of Students in February 1998 with five Members of Staff. It evolved from the small Counselling Unit of the University, set up under Dr. Kwesi Ansah Yamoah, a Senior Assistant Registrar and operated as a Sub-Unit under the Academic and Students Affairs Division. The location of the new Unit was the Manciple Organisation's offices at the Commercial Area. The Rev Professor Osei Safo Kantanka was appointed the first Dean of Students with Dr G.O. Lartey as the first Vice-Dean. The other staff who started the Office of the Dean of Students in February 1998 were Mr Samuel Berko, Mrs Joyce Quansah, the late Mr E. D. K Mensah, and Mr Daniel Kumi-Djan, who joined as the first Assistant Registrar. The Counselling Sub-Unit was then brought under the newly created Office of the Dean of Students. The Office of the Dean of Students moved to the Academic and Student Affairs at the Central Administration. It then moved again to the Non-Resident Students' space called "Facility One", now Ulzen Block behind the Student Club House (popularly known as Club B). Previously, it was in the main Administration block and was a composite unit then referred to as the Academic and Students' Affairs Division. The need to have a one-stop-shop for student affairs resulted in the separation of the two. The Directorate is currently housed in the J. Harper Building at the Commercial Area of the university.

The University Council at its 268<sup>th</sup> Meeting held on March, 2022 took cognizance of the enhanced roles and responsibilities entrusted to the then Office of the Dean of Students and elevated the office into a Directorate effective 1<sup>st</sup> April, 2022 (Recorder No. 518 Vol.57 No. 1). Professor Wilson Agyei Agyare was appointed as the first Director. Professor Otchere Addai Mensah as first Deputy Director (Conduct and Discipline). He has since January 2023 been replaced by Professor Akwasi Acheampong Aning. Professor Mariam Asantewah Nkansah was also appointed as the first Deputy Director (Housing and Welfare) in 2022. Ms. Lucy Diawuo Esq., was appointed the first Deputy Registrar for the Directorate. She has been replaced by Dr. Paul Kwadwo Addo as the Deputy Registrar since January 2023.

DoSA has a Board as stipulated by Statute 45 chaired by the Director. The Board provides strategic and policy direction for the general function of the Directorate. DoSA collaborates with several offices and institutions within and outside the university to carry out its mandate.

**Vision**

Professional Centre of Excellence for students’ well-being and success.

**Mission**

Provide dedicated, professional and student-centered services to every student and support all staff to appreciate and provide such services.

**Core Values**

The following set of values guides the Directorate of Student Affairs (DoSA) operations:

PROFESSIONALISM	Adhering to standards and practices that ensure positive, effective, and ethical environment for both students and staff
INTEGRITY	Upholding high ethical standards, honesty, trustworthiness and fairness in dealing with staff, students and other stakeholders (to earn the trust of others)
EXCELLENCE	Pursuing the highest quality standard in engaging with others, managing resources, supporting our staff, developing ourselves and contributing to student success
TEAMWORK	Building a collaborative partnership with key stakeholders and students (during safe arrival and orientations to strengthen DoSA and achieve common goals) throughout their stay in the university



EMPATHY	Fostering a caring environment through professionalism in understanding and showing compassion towards the experiences and feelings of students and staff
LEADERSHIP	Creating an inspiring environment that fosters student and staff development in achieving shared objectives of DoSA.
CONFIDENTIALITY	Respecting the confidential nature of our work thereby exhibiting utmost secrecy and privacy in protecting and safeguarding personal information and the interests of our students.
DIVERSITY & INCLUSION	Fostering a diverse community that ensures respect for all ethnicities, cultures, genders and abilities (as a required foundation of student success)
RESPECT	Fostering the value of respect, pride, inclusiveness and compassion
CUSTOMER SERVICE	Establishing the highest standards and practices in the provision of administrative and professional services to students and other stakeholders.

## DoSA Policy Guidelines

The Directorate is still evolving, and for it to maintain its leadership, improve performance and achieve its set targets within the context of current global trends of student welfare services, emotional and psycho-social support, conduct and discipline, career development and advancement, it has strategically expanded its base, capitalising on its core competencies to provide quality welfare and ancillary services and ensuring discipline among students of the University. This has culminated

in a Policy Guide, which, sets out the parameters for the realization of the following objectives, to:

- a) provide a comprehensive management strategy and quality control systems that maximize the potential of all stakeholders of DoSA;
- b) adopt best practices across all offices under the Directorate;
- c) constantly provide innovative, value-added services that bring about satisfactory service delivery to the University;
- d) build strategic collaborations with industry and academic institutions globally;
- e) bring together all actors and stakeholders that affect the wellbeing and safety of students and define the nature of the collaboration and relationship existing among them;
- f) invest in the training and development of DOSA staff and relevant stakeholders (work to promote overreliance).
- g) ensure the welfare and wellbeing of SWDA/Chronic diseases/Needy i.e., students with special needs

Pursuant of the above, the Directorate is guided by the following:

- 1. Prioritization of student's needs
- 2. Excellence in the delivery of professional services
- 3. Effective and efficient communication
- 4. Leadership development through mentorship
- 5. Respect for diversity and inclusion
- 6. Student success and better learning outcomes
- 7. Teamwork and strategic collaboration with stakeholders
- 8. Confidentiality and the right to privacy

## **Scope of the Policy**

All students, staff, management, DoSA Board, Residence Committee, Welfare Services Board, Academic Board, University Council, collaborators, stakeholders, and partners providing any form of service or support in the interest of, and for the advancement of DoSA, shall be guided by this Policy.

## **DoSA Slogan**

The following shall be the slogan for DoSA:

***DoSA - READY TO SERVE***

***DoSA - SERVING STUDENTS***

***DoSA – SERVICE TO KNUST***

# CHAPTER 2

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## 2.1 ORGANISATIONAL STRUCTURE OF THE DIRECTORATE OF STUDENT AFFAIRS, DoSA

There shall be Board(s), Committee(s), and any other arrangements in support of effective governance of DoSA as spelt out by appropriate statutory provisions and policies.

### **DoSA Board**

There shall be a DoSA Board which shall be responsible for the formulation of policies for the guidance and direction of the Directorate (Statute 45, KNUST Statute; Council Decision, Recorder No. 518, April 2022. Vol. 157.).

### **Membership of the DoSA Board**

The membership of the Board shall comprise the following:

- i. Director, DoSA, Chairman;
- ii. Deputy Registrar, Student Affairs (Secretary)
- iii. Deputy Director (Housing & Welfare), Member;
- iv. Deputy Director (Conduct & Discipline), Member;
- v. Deputy Registrar (Academic Affairs), Member;
- vi. Deputy Finance Officer, Member;
- vii. Two (2) Hall Masters/Warden elected by the Committee of Hall Masters/Warden (CoHA Chairperson and Hall Master, KOHs), Members;

- viii. Two (2) Senior Hall Tutors elected by the Committee of Hall Masters/ Warden (CoHA Secretary and Representative, Off-Campus Senior Tutors);
- ix. Two (2) Deans appointed by the Academic Board, Members;
- x. The University Chaplains, Members;
- xi. One (1) GRASAG Representative, four (4) Student Representative Council (SRC), one (1) of whom shall be a non-resident and one of whom shall be a female, Members;
- xii. Chairman, Off-Campus Senior Tutors, Member;

In Attendance;

- *Head, Security*
- *Manager, GUSSS*
- *Senior Tutor, GUSSS;*
- *Senior Tutor, Obuasi Campus;*
- *Head, KNUST Counselling Centre (KCC);*
- *Head, KNUST Career Services Centre;*
- *SAR, SSFS*
- *SAR, SD&WS*

## **Functions of the Board (Statute 45(f))**

- i. shall be the highest decision-making body for the Directorate;
- ii. shall be responsible for the formulation of policies for the Directorate;
- iii. shall primarily be responsible for the welfare of Junior Members of the University;
- iv. shall act in “loco parentis” for all Junior Members whilst they are in the University;

- v. shall liaise with the Registrar, Provost, Deans of Faculties, Heads of Department, Hall Masters/Warden, the Students Representative Council, GRASAG, NUGS and all other appropriate bodies in all matters affecting the welfare of Junior Members.

## **Term of Office of Board Members**

- i. Except for the Directorate Staff and chaplain on the Board, all other Members of the Board shall serve for a term of two (2) academic years, renewable for another term only.
- ii. The Director of Student Affairs and the Deputy Directors shall serve on the Board till the end of their tenure in office.
- iii. The student representatives on the Board shall serve for a term of one academic year only.

## 2.2 THE DIRECTORATE OF STUDENT AFFAIRS EXECUTIVE COMMITTEE

There shall be the DoSA Executive Committee made up of the following:

- i. The Director of Student Affairs (Chairman);
- ii. The Deputy Registrar (Secretary);
- iii. Deputy Director (Housing & Welfare), Member;
- iv. Deputy Director (Conduct & Discipline), Member; and
- v. Deputy Finance Officer.

### **Functions of the DOSA Executive Committee**

- i. Attend to emergency situations
- ii. Shall be responsible for monitoring the overall performance of DoSA and ensuring that it is meeting its goals and objectives
- iii. Shall be involved in the development and implementation of the organization's strategic plan

## 2.3 DOSA MANAGEMENT COMMITTEE

There shall be a DoSA Management Committee, charged with the day-to-day leadership, management and administration of the Directorate.

### **Membership of the Management Committee**

The Management Committee of DoSA shall comprise the following:

- i. Director, Chairperson;
- ii. Deputy Director (H&W), Members;
- iii. Deputy Director (C&D), Members;
- iv. Deputy Registrar, Member/Secretary;
- v. Deputy Finance Officer, Member
- vi. Assistant Registrar-SSFs, Member;
- vii. Assistant Registrar-SDW, Member;
- viii. Hall Master-KNUST Owned Hostels. Member;
- ix. Chairman OC-ST, Member;
- x. Head, KCC, Member;
- xi. Chairman GUSSS-ST, Member; and
- xii. Directorate Internal Auditor, Member.
- xiii. Head, KNUST Career Services Centre, Member.
- xiv. Accountant

### **Functions of the DoSA Management Committee**

The functions of the DoSA Management Committee shall include the following:

- i. to draw up the calendar of activities for the academic year;



- ii. to consider the budget for activities of the Sections/Centres/ Departments within the Directorate as well as all other offices that collaborate with the Directorate in the discharge of their lawful mandate;
- iii. to consider and take decisions on emergency issues and report to the DOSA Board accordingly;
- iv. set up Committees it deems fit to help in the proper management of the Directorate subject to the approval of the DOSA Board;
- v. take decisions concerning the management and administration of the Directorate and report to the DOSA Board for its ratification when necessary.

## 2.4 THE DIRECTORATE OF STUDENT AFFAIRS COMMITTEES

The following shall constitute the Standing Committees and the Directorate may constitute such Ad Hoc Committees as it may deem necessary from time to time:

- i. Quality Assurance Sub-Committee
- ii. Procurement Committee
- iii. Visibility Committee
- iv. Online Freshers Orientation Committee
- v. Disability Desk
- vi. International Desk
- vii. Chronic Disease Committee

The Directorate Registrar or his appointed representative shall serve as the Secretary to all Committees

### **The Quality Assurance Sub-Committee (QAS-C)**

The composition of the QASC shall be:

- i. Representative, Off-Campus Senior Tutors, Chairperson
- ii. Directorate Registrar, Member
- iii. Senior Hall Assistant, KOHs, Member
- iv. Student Representative, Member
- v. Counsellor, KCC, Secretary

## **Functions of the DoSA QAS-C**

The functions of the Committee are as follows:

- i. Establish and implement Quality Assurance Systems and Mechanism in line with the Quality Assurance Policy of KNUST for the Directorate;
- ii. Monitor the implementation of the Strategic Plan for the Directorate;
- iii. Support with the advocacy and education of all staff and students on student- centered policies (Students Guide, Counselling Policy, Student Fees, Credit and Debt Management Policy, Disability Policy among others);
- iv. Collaborate with QAPO to conduct Client Satisfaction Surveys and Student Evaluation of Teaching;
- v. Support Halls of Residence to undergo Environmental Ranking of Halls and collaborate with Halls to use feedback for improvement;
- vi. Conduct an audit of websites and other social media platforms within the Directorate and ensure they are up to date and serve the communication needs of the Directorate;
- vii. Submit situational reports to the Director of Student Affairs on issues of Quality Assurance and forwarded same to the Vice-Chancellor through QAPO; and
- viii. Any other roles that may be assigned by the Vice-Chancellor through DoSA or QAPO.

## **Procurement Committee**

There shall be a five-member Procurement Committee (PC) of DoSA made up of the following:

- i. Representative, Off-Campus Senior Tutor, Chairperson
- ii. Representative of the Deputy Registrar, DoSA, Secretary
- iii. Representative, KCC, Member

- iv. Representative, Finance-DoSA, Member
- v. Representative, SSFS-DoSA, Member

### **Functions of the DOSA Procurement Committee**

The functions of the Committee are as follows:

- i. Ensure that quotations are sought in line with the KNUST Procurement Policy and the Public Procurement Act, 2003 (Act 663) as amended;
- ii. Supervise the opening of Tenders;
- iii. Evaluate Tenders;
- iv. Make recommendations for contract awards by the Director of Student Affairs or his appropriate representative; and
- v. Perform any other duties as may be assigned by the Director of Student Affairs or Director of Procurement.

### **Visibility Committee**

There shall be established a Visibility Committee whose composition shall be:

- i. Deputy Director, DoSA, Chairperson
- ii. Deputy Registrar, DoSA, Member
- iii. Hall Master/Senior Tutor, KOHS, Member
- iv. Representative, KCC, Member
- v. Representative, URO, Member
- vi. Representative, UITs, Member
- vii. Representative, Admin. Assistant, DoSA, Secretary

## **Functions of the Visibility Committee**

The functions of the Committee are as follows:

- i. Develop a visibility blueprint (Framework) to support the activities of the Directorate of Student Affairs in line with the University's Policy on visibility and branding;
- ii. Design strategies for internal communications for implementation by the DoSA;
- iii. Design systems and collaborate with the URO and Student bloggers to increase the visibility of the Directorate's activities and programmes;
- iv. Submit situational report every other month or bi-monthly;
- v. Manage the Directorate website; and
- vi. Perform any other duties as may become relevant or assigned by the Director or his representative.

## **Online Freshers Orientation Committee**

There shall be an Online Freshers Orientation Committee of the Directorate made up of the following:

- i. Deputy Director, DoSA – Chairperson
- ii. Deputy Registrar – Member
- iii. Snr. Ass. Registrar, DoSA – Secretary
- iv. Snr. Ass. Registrar, E-Learning – Member
- v. CoHA Representative – Member
- vi. Senior Tutor, GUSSS Hostels/DoSA – Member
- vii. Representative, URO – Member
- viii. Representative, KCC – Member

## **Functions of the Online Orientation Committee**

The functions of the Online Orientation Committee will be among others to:

- i. Develop relevant content that informs, educates and advises freshmen about the University and ways to enjoy their stay on campus;
- ii. Liaise with relevant units and offices to gather accurate data and Information that might be useful to freshmen;
- iii. Liaise with the University Relations Office and student bloggers to ensure orientation videos reach many via their social media platforms;
- iv. Publish orientation guide at least 4-weeks before arrival of freshers for VC's input; and
- v. Perform any other activities as may be assigned by the Director.

## **Disability Desk Committee**

There shall be a six-member Disability Desk Committee of the Directorate made of the following:

- i. Deputy Director, DoSA, Chairperson
- ii. Representative, Admin. Assistant, DoSA, Secretary
- iii. Representative, MasterCard, Member
- iv. Representative, CoHA, Member
- v. Representative, Students with Disability Association, Member
- vi. Representative, KCC, Member

## **Functions of the Disability Desk Committee**

The functions of the Disability Desk Committee shall be to:

- i. Develop implementation strategies based on the Disability Policy as well as inclusion and Diversity Policies to support Students with Disabilities;
- ii. Liaise with the University's Committee on Disability and the Students with Disability Association (SWDA) to organize educative programmes for PWDs;
- iii. Access the database of PWDs in the University in collaboration with relevant Offices like Academic Affair, Quality Assurance and Planning Office and the University Information Technology Services, for the purposes of the Directorate;
- iv. Support advocacy efforts to increase general awareness about support systems that need to be provided for all PWDs in the University;
- v. Support the usage of the database to influence all planning activities Including Timetabling, Housing arrangement, examination needs among others; and
- vi. Perform any other activities as may be assigned by the Director.

## **International Desk Committee**

There shall be an International Desk Committee of the Directorate made up of the following:

- i. Deputy Director (C/D), DoSA, Chairperson
- ii. Representative, GUSSS ST, Member
- iii. Representative, O-C ST, Member
- iv. Senior Member (Int.), Member
- v. Representative, International Programs Office, Member
- vi. Representative, International Students' Association, Member
- vii. Representative, KCC, Member/Secretary

## **Functions of the International Desk Committee**

The functions of the International Desk Committee shall be to:

- i. Develop a general blueprint for managing International Students;
- ii. Develop a system to track and support International Students in Ghana and provide the use of such data for decision making;
- iii. Develop and implement special programmes for International Students in collaboration with relevant Offices in the University;
- iv. Design and implement support systems for International Students;
- v. Develop a system for cultural integrations in collaboration with relevant stakeholders; and
- vi. Perform any other duties as may be assigned by the Director.

## **Chronic Disease Committee**

There shall be established a Chronic Disease Committee of the Directorate with membership as follows:

- i. Deputy Director (H/W, DoSA, Chairperson);
- ii. Representative, KCC, Member;
- iii. Representative, University Hospital, Member;
- iv. Staff with Chronic Disease, Member;
- v. Student Representative, Member;
- vi. Student with Chronic Disease, Member; and
- vii. Representative, DoSA, Member/Secretary

## **Functions of the Committee**

The functions of the Chronic Disease Committee shall be to:

- i. identify all students with Chronic Diseases and create a database for them;



- ii. Develop a healthcare support system like disease management, psychological and emotional support among others leveraging on their health records and family support system;
- iii. Develop a mechanism for residential support for both on and off-campus accommodation taking into consideration peer support system;
- iv. Identify key resource persons and experts with knowledge in the management of these diseases and design educational programmes to support such students;
- v. Support to create Special Association (s) for Students with Special Medical Conditions (SSMC) and coordinate their activities; and
- vi. Perform any other duties as may be necessary to support such students with prior consultation with the Director of Student Affairs and/Director, University Health Services.

## **Safe Arrival Committee**

There shall be a committee to plan the arrival and residential orientation of first year students.

The committee shall have the following members:

- i. Director, DoSA, Chairperson
- ii. Deputy Directors, DoSA;
- iii. Deputy Registrar;
- iv. All Hall Masters/Wardens/Tutors/Off-Campus Tutors
- v. Representative Fire Service
- vi. Representative Ghana Police
- vii. Representative Security Services
- viii. Representative Ghana Immigration Service
- ix. Representative Embossed Taxis

- x. Coordinating Dean or Representative, Obuasi Campus
- xi. Deputy Registrar, Obuasi Campus
- xii. University Relations Office
- xiii. Two (2) Representatives of Hostel Owners Association
- xiv. Head, KNUST Counselling Center
- xv. Head, KNUST Career Services
- xvi. All Registrars, DoSA
- xvii. Two (2) Representatives, International Students Association
- xviii. Two (2) Representatives, SRC
- xix. Two (2) Representatives, GRASSAG
- xx. Two (2) Representatives, CADET
- xxi. Senior Assistant Registrar/Assistant Registrar, DoSA, Secretary

## 2.6 Residence Committee (Statute. Schedule B1.4)

There shall be established a Residence Committee of the University.

### **Composition**

- i. Pro Vice-Chancellor as Chairman;
- ii. Registrar or his representative;
- iii. Director of Student Affairs;
- iv. Deputy Director, Students' Housing and Welfare;
- v. Deputy Director, Students' Conduct & Discipline;
- vi. Hall Masters and Hall Warden;
- vii. Two (2) Senior Tutors elected by the Committee of Hall Administrators (One (1) On-Campus Senior Tutor and One (1) Off-Campus Senior Tutor);
- viii. Two (2) Members of Academic Board (Professorial and Non-Professorial);
- ix. Senior Assistant Registrar, GUSSS Hostels;
- x. Two (2) representatives of Students Representative Council (SRC) of whom one shall be non-residential;
- xi. One (1) representative of Graduate Students' Association of Ghana (GRASAG);
- xii. The University Chaplains.

### **In Attendance**

- i. The Deputy Registrar (Student Affairs) as Secretary;
- ii. Director of Works and Physical Development;
- iii. Head of Security Service;
- iv. Director, UITs;

## **Qorum**

One-half (1/2) of its total membership including the Chairman

## **Functions**

- i. To keep the Hall System regularly under review.
- ii. Subject to the approval of the Academic Board, to make regulations to ensure the proper functioning of the Hall System.
- iii. Subject to the approval of the Academic Board, to make adequate provisions for the supervision and the welfare of the students of the University.
- iv. To liaise with private hostel operators to ensure the maintenance of adequate standards in hostels.

## 2.7 The KCC Board

There shall be established for the Counselling Centre, a Board which shall be responsible for the development of policies for career guidance and other educational advisory services for staff and students. The Board shall be constituted as follows:

- i. Head of the KNUST Counselling Centre;
- ii. Representative from Student Affairs;
- iii. University Chaplains;
- iv. Two student representatives (one undergraduate and one postgraduate);
- v. Director, University Health Services;
- vi. Head, Department of Community Health;
- vii. Head, Department of Sociology and Social Work;
- viii. Head, Department of Health Promotion and Disability Studies;
- ix. Head, Psychiatry Department (KATH);
- x. Head, Department of Behavioral Science;
- xi. Head, Career Services Centre; and
- xii. Senior Assistant Registrar/Assistant Registrar, Welfare Services.
- xiii. Senior Assistant Registrar/Assistant Registrar, Secretary.

The Secretary to the Board shall be appointed by the Registrar from among the Senior Assistant Registrars/Assistant Registrars of the Centre.

### **Functions**

The KCC Board shall perform the following duties and responsibilities:

- i. Develop, review, and approve policies and frameworks guiding the Counselling Centre's operations.

- ii. Provide input into the strategic goals of the Counselling Centre in alignment with the university's vision and mission.
- iii. Assess the performance of the Counselling Centre in delivering effective services to students and staff.
- iv. Assist in identifying and securing resources (financial, human, and material) needed for the Centre's sustainability and growth.
- v. Approve and oversee new initiatives, workshops, and training programs offered by the Centre.
- vi. Ensure adherence to professional ethical standards by counsellors and other staff members.
- vii. Foster partnerships between the Counselling Centre and other internal and external stakeholders, such as academic departments, student organizations, and mental health institutions.
- viii. Serve as a conduit for feedback from students, staff, and other stakeholders to improve the Centre's operations.

## 2.8 STUDENT FINANCIAL SERVICES BOARD (SFSB)

The purpose of the SFSB is to ensure effective and efficient management of scholarships and bursaries to meet the needs of its brilliant but needy students. This includes establishing policies and procedures for the award of scholarships and bursaries; determine eligibility requirements and monitor the disbursement of funds to students.

### **Composition**

The SFSB shall consist of the following members as follows:

- i. The Pro Vice-Chancellor as Chairman/Chairperson;
- ii. The Director of Student Affairs;
- iii. Deputy Registrar (Academic Affairs);
- iv. Deputy Registrar, Directorate of Student Affairs;
- v. Deputy Finance Officer / Head of Student Section;
- vi. One Representative from each College;
- vii. One Representative from the Student Representative Council;
- viii. One Representative from the Graduate Student Association of Ghana, KNUST;
- ix. The Assistant Registrar/Senior Assistant Registrar at the Student Support and Financial Services, Directorate of Student Affairs shall serve as the Secretary to the Board.

### **Term of Office**

- i. College Representatives shall serve a term of Two (2) years, with the possibility of reappointment for one additional term only.
- ii. Student Representatives shall serve for One (1) Academic Year

## **Functions**

The Student Financial Services Board shall perform the following duties and responsibilities:

- i. In tandem with the University's financial policies, develop further policies. and procedures related to scholarships, bursaries, student loans, and other forms of financial support available to students.
- ii. Develop strategies for raising funds to finance the scholarship programmes.
- iii. Communicate regularly with students and other stakeholders about available scholarships and bursaries, their policies and procedures, and any changes or updates to these policies.
- iv. Oversee the implementation and operationalization of scholarship and bursary schemes.
- v. Monitor and assess the effectiveness of policies and procedures and recommend changes when necessary.

## **Meetings**

- i. The SFSB shall meet twice every semester.
- ii. A quorum shall consist of one half of members of the SFSB.



## 2.9 KNUST CAREER SERVICES BOARD

There shall be established for the Career Services Centre, a Board which shall have the mandate to bridge the skills gap between academia and industry and serve as a hub for career advancement opportunities for students and alumni. The Board shall be constituted as follows:

- i. Deputy Registrar, DoSA;
- ii. Head, Counselling;
- iii. Head, Career Services Centre;
- iv. Representative, KNUST Centre for Business Development;
- v. Head, Department of Human Resource & Organizational Development;
- vi. Representative, Industrial Liaison Office of the 6 colleges;
- vii. Representative, GRASAG;
- viii. Representative, SRC;
- ix. Chairman, KNUST Industrial Liaison Committee.

### **Functions of the KNUST Career Services Board**

The functions of the Board shall be to:

- i. provide oversight responsibility for the effective functioning career services offices;
- ii. develop appropriate policy guidelines to support student career advancement;
- iii. support to design appropriate training programmes to prepare students for the world of work;
- iv. seek funding and other opportunities for students and alumni; and
- v. develop an operational framework and other modalities.

# CHAPTER 3

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## 3.1 OPERATIONAL MANDATE OF THE DIRECTORATE OF STUDENT AFFAIRS, DoSA

Operationally, the Directorate is mandated to:

- i. oversee Student Affairs, majoring in favorable student housing and welfare services, student conduct and discipline, and Student Support and Financial Services;
- ii. liaise with the leadership of all student associations, especially the Students' Representative Council (SRC) and the Graduate Students Association of Ghana (GRASAG - KNUST), to ensure the general welfare of students. It also links up with external bodies that deal with students' welfare issues in general like the Private Hostels Association (PHA). In addition, it collaborates with the Committee of Hall Administrators (CoHA) to ensure students' welfare at the various Halls of Residence;
- iii. manage the Ulzen Block that hosts SRC Offices, reading rooms, and offices for Off-Campus Senior Tutors, IDL KNUST, and the Ghana Association of University Administrators - KNUST: the L. I Andoh Block, which is the Non-Resident Student Facility, and Obesse-Jecty Block, which hosts GRASAG-KNUST Offices, the Student Loan Trust Fund Offices, GNATOC, and other student-related offices;
- iv. liaise with Management of the University, Colleges, Faculties, and Departments on issues of students' welfare, conduct, and discipline; and
- v. liaise with other university departments such as the International Programmes Office (IPO), the University Information and Technology

Services (UITS), the Transport Department, the University Security Services, and the University Hospital in executing its mandate.

To ensure effective decentralization, the activities of the Directorate are organized under the following:

- a) Directorate Administration
- b) Directorate Finance Office
- c) Students' Conduct and Discipline
- d) Students' Housing & Residence
- e) Welfare Services
- f) Student Documentation (Record Management System) & Welfare
- g) Student Support and Financial Services
- h) Student Counselling
- i) Career Services

## **Administrative Office**

The Directorate Administrative Office is the operating office responsible for the coordination of all activities of the Directorate.

The Director provides general leadership on the policy and strategic direction and the Deputy Registrar is the Chief Operation Officer.

## **Directorate Finance Office**

The Directorate Financial Office is responsible for all financial matters relating to the Directorate. The Deputy finance officer is responsible for all financial matters but the Director is the spending officer. The Internal Auditor shall support with auditing of all financial and non-financial matters to ensure compliance with all laws and policies.

## **Students' Conduct And Discipline**

All issues on students' conduct and discipline are either reported directly to the Directorate or referred by the relevant offices within the University, particularly the Security Services. Cases such as theft, fraud, assault, harassment (including sexual harassment), and others are mostly reported directly to the Directorate of Student Affairs where the Deputy Director (Conduct and Discipline) and/or the Senior Tutors help resolve the issues. Depending on the seriousness of the case, it may be resolved in-house or referred to a disciplinary committee with the Director's approval. Students who have complaints are advised to first report it to the Directorate of Student Affairs before seeking redress elsewhere.

## 3.2 STUDENT HOUSING AND RESIDENCE

The office under the Deputy Director (Housing & Welfare) collaborates with the Committee of Hall Administrators to ensure that students live under satisfactory conditions at the Halls of Residence. It also liaises with the Senior Tutors in charge of private hostels as well as KNUST Owned Hostels to ensure that all students live in decent and affordable hostels. The office also works with the Committee of Hall Administrators to make sure that students with special needs (such as SWD, chronic diseases) have accommodation on campus at the Halls or KNUST Owned Hostels.

### **Non-Resident Student Accommodation and Student Facility**

DoSA liaises with private hostel owners and managers to provide non-resident students with decent and affordable hostels under satisfactory conditions. The office further ensures that it creates a conducive environment for non-resident students by making sure that study facilities are available to students for their studies.

Senior Tutors, with their office in the Ulzen Block, work with off-campus MP's to ensure safety and security of students off-campus.

### **Inspection of Hostels**

The DoSA ensures that student accommodation conforms, at least, to the minimum standards approved by the Ghana Tourism Authority. In this regard, the Directorate, in collaboration with other state agencies, such as the Ghana Tourism Authority, the Environmental and Sanitation Unit of the Oforikrom Municipal Assembly, Ghana Fire Service, Ghana Police Service, and KNUST Security Services conducts inspections of hostels every semester.

## **KNUST Off-campus Students' Accommodation Support System (KOSASS)**

Students' search for off-campus accommodation has been fraught with frustrations, little to no harmony in facilities and prices, and defrauding of students by unscrupulous agents. To address these challenges, the Directorate has developed and introduced the KNUST Off- Campus Students' Accommodation Support System (KOSASS). The system aims to minimize the challenges faced by students and parents in their search for appropriate off-campus hostels. It provides directions to the various hostels/homestels, classification based on facilities available, information on possible prices, and provides an opportunity for direct interaction with hostel owners. The Directorate provides access and makes accommodation available for first-year students off-campus. With the assistance of the UITS, selected Private Hostels are placed on the KNUST application portal for selection of bed space by first- year students, thereby easing the stress on freshers trying to find hostel accommodation.

### 3.3 STUDENT HEALTH SERVICES

DoSA works closely with the Director of Health Services, and other departments to ensure both the physical and mental well-being of students. This objective is achieved by:

- i. Liaising with the Director of Health Services on students' health matters regarding the academic, social, and health interphase.
- ii. Following up on students' Medical Examination reports as the basis for identifying students with special counselling needs. It also liaises intimately with the KNUST Counselling Centre of DoSA in that regard.
- iii. Monitoring trends in students' health and sanitation and issues on campus and advising accordingly. Students are encouraged to look out for one another regarding visible changes in the health profile of their colleagues. A report must be made immediately to the counselling unit's hotline regarding issues such as students who have not been seen for hours, those who have been taken suddenly ill, and those perceived to have psychological challenges. The Directorate of Student Affairs is committed to ensuring the total well-being of students of KNUST.

## 3.4 WELFARE SUPPORT SERVICES

The Directorate provides welfare services to both national and international students in diverse forms including:

- i. Safe Arrival Activities of Ghanaian and International Students;
- ii. Orientation for freshers to help integrate them into the University Community;
- iii. Providing advice on off-campus accommodation and the introduction and management of KNUST Off-Campus Students' Accommodation Support System (KOSASS);
- iv. Training for halls and hostels staff;
- v. Financial support for needy students;
- vi. Counselling services by the KNUST Counselling Centre; and
- vii. Provision of internship opportunities through KNUST Internship Placement Centre. (Details are given in the subsequent chapters on KNUST Career Services Centre (KCSC), Student Support Services and the Counselling Centre.)
- viii. Liaises with the chaplaincy on the spiritual needs of students.

### **Health and Bereavement Support**

The Student Welfare office is responsible for the general health issues of students. This office ensures that students on admission at the university hospital or referred to any other hospital in the country are well-catered for during the hospitalization period. In the unfortunate event of a student passing away while on campus, the office coordinates and liaises with the parents/guardians of the deceased student, the academic department of the student, and other university offices to ensure that the student is handed over to the family for burial. The University provides emotional counselling support to the bereaved family and friends in such cases. The



office also represents the University where possible during the funeral ceremony

## **Students Welfare Assurance Plan**

The Students Welfare Assurance Plan (SRC and GRASAG Life Policy) is a collaboration between KNUST SRC/GRASAG and Vanguard Life Assurance Company Limited to financially support students who lose their parents or guardians or when they are permanently disabled. The records of the demised/ disabled parent or guardian should correspond to that on the student's profile or biodata. The policy provides immediate funds to finance the educational needs of students. Financial support is offered to a beneficiary each academic year after the submission of the required documents to the Directorate of Student Affairs for a claim.

## **International Students**

The Directorate of Student Affairs, in collaboration with the International Programmes Office, ensures the welfare of international students at KNUST in relation to academic residential and social matters. It assists all international students to appreciate and accommodate the diverse cultures within the KNUST community. The Directorate through the Student Finance Office coordinates the regularization of their stay in the country.

## **Ghana Immigration Service**

The University has provided office space for the Ghana Immigration Service on campus in the J. Harper Building to facilitate the processing of residence permits for international students. This is carried out in collaboration with relevant offices.

## **Safeguard Duties**

The DoSA coordinates shuttle services to off-campus students during mid-semester and end-of-semester examination. This is done in collaboration with the Transport Department and KNUST Security Services.

## **The International Association for the Exchange of Students for Technical Experience (IAESTE)**

The International Association for the Exchange of Students for Technical Experience, (IAESTE), is a student association that provides internship opportunities abroad for its members. Students embark on an internship outside the country to learn and gain practical experience in their field of study. As members, students get the chance to understand different perspectives within the world and this helps to dispel negative stereotypes and personal biases about different groups of people and also provide avenues to create employment opportunities for students.

## 3.5 STUDENT SUPPORT & FINANCIAL SERVICES

As part of the core activities of the Directorate, the University through DoSA and other divisions, provides diverse support services to students.

### **Financial Support for Needy Students**

The Student Support and Financial Services (SSFS), an office under the Directorate has the responsibility to explore and solicit funds from organizations and individuals to assist needy but brilliant students and also seek work and study, and internship opportunities for students. The SSFS office provides the following services among others:

#### **Scholarships**

The office coordinates the establishment of scholarships by organisations and individuals to support needy but brilliant students. All these scholarships are for a year. The office is responsible for the following scholarship schemes:

#### **“Ketewara Biara Nsua” (KBN) Bursary**

This is an internal bursary support mainly financed by the SRC. The office with the support of representatives from the Colleges, the Counselling Centre, and the Student Representative Council (SRC) facilitates and manages the process leading to the selection and award of the KBN Bursary to needy students. KBN is intended to be used to support tuition, and not for any other purpose.

#### **KNUST Bursary**

The University, from its Internally Generated Funds (IGF), awards bursaries to its brilliant but needy students. Unlike the KBN which is open to all students irrespective of their academic performance, the student should have a minimum CWA of 60 to benefit from the KNUST bursary.

Application for the bursary is usually open in the second semester. The KNUST Bursary supports tuition only.

### **The DoSA Support to Needy Students**

The Directorate of Student Affairs, through its own funds, provides support to extremely needy students in the form of the payment of their Academic Facility User Fees (AFUF), Residential Facility User Fees (RFUF) (i.e., accommodation), or the provision of monthly stipends. Students who require such support apply to the Director and are selected after an interview in the first two weeks of the first (1<sup>st</sup>) semester of the academic year.

### **Other Scholarship Scheme**

Some institutions, have over the years, supported KNUST students and continue to collaborate with DoSA to support needy students by providing scholarships/bursaries advertised on the University's website. These institutions include:

- i. Fondazione Education;
- ii. Educational Pathways International Scholarship;
- iii. Test for Ghana;
- iv. Empowering Africa;
- v. Kingdom Bookshop
- vi. Some colleges have student financial support services that are not managed by the SSFS of DoSA.

### **Students Loan**

Also, available to students are the Student Loan Trust Fund (SLTF) and Brighter Investment. The SLTF is financed by the government of Ghana and covers mainly fees and/or accommodation. Brighter Investment is a private student loan support group, headquartered in Canada with an office in Ghana that supports students with tuition fees, hostel fees, and monthly stipends.

## Work-Study Programmes

The SSFS facilitates the creation of both internal and external work-study opportunities for needy students. Needy students who desire to undertake work while at school may apply during the latter part of the second semester. Forms are available at the SSFS in the last month of the second semester. Students are alerted through messages and notices on the KNUST website [www.knust.edu.gh](http://www.knust.edu.gh)

- **Internal Work and Study**

During the academic year, brilliant but needy students who desire to work may apply to be enrolled in the Internal Work and Study programme. Students are usually posted to the various Halls of Residence and other units on campus to work and earn some income whiles studying.

- **External Work and Study**

The Office solicits the support of external organizations such as banks, NGOs, Hospitals, etc. for students, especially needy ones who desire to gain work experience in the external work and study programme. This usually takes place during the long vacation period. Students are required to apply during the second semester, and after a thorough review and interview, selected students are posted to various institutions to work during the long vacations.

## Food and Clothing Bank

The Food and Clothing Bank is an initiative to support extremely needy students with food items and clothing. It operates under the DoSA with support from the SRC, particularly the SRC Women's Commission. In addition to the support from the SRC, DoSA solicits funds from the University and the general public to stock non-perishable food items for distribution to needy students. Students access this support at DoSA through the recommendation of their College Counsellors.

## 3.6 SAFE ARRIVAL ACTIVITIES

### **Local Students**

The Directorate leads other stakeholders to thoroughly plan and implement various activities to ensure the safe arrival and settling in of newly admitted students during the first week of the new academic year. Stakeholders responsible for ensuring the safe arrival include Off-Campus Senior Tutors, Hall Masters/Warden and their Senior Tutors, KNUST Security Services personnel, KNUST Police Officers, Transport Department and its Drivers, elected officers, and appointees from the Student Representative Council, GRASAG, NUGS, KNUST Cadet Corps, representatives of the International Students Association (ISA), representatives of the Private Hostel Association (PHA), and the KNUST Taxi Drivers Association. Students are assisted to obtain secure and safe off-campus accommodation. The main purpose of this assignment is to ensure that all newly admitted students not only arrive safely on campus but are also safely ushered into their various Halls of Residence and their Off-Campus hostels with the assistance of the office.

### **International Students**

The Directorate together with the leadership of the International Students Association, SRC, GRASAG and NUGS plans and implements strategies to help international students arrive safely on the KNUST campus and help them with relevant information to help them settle down in Ghana. They are provided a document containing relevant information on the cost-of-living standard/culture in the country/KNUST prior to the acceptance of the admission. The support includes meeting students at the Kotoka International Airport and assisting them through the arrival processes, guiding them in their choice of transportation to Kumasi either by bus or by a domestic flight. This is done within the first (1<sup>st</sup>) week of reopening.

## 3.7 ORIENTATION AND MATRICULATION

Several orientation programmes are designed for our students. These are:

1. General orientation (virtual) before students report to campus before arrival/reopening.
2. Residential orientation (both halls and private hostels) within the first (1<sup>st</sup>) week of reopening.
3. Academic orientation at the Colleges, Faculties and Departments.
4. An orientation for International Students within two (2) weeks of reopening.

These orientations are to assist freshers to smoothly integrate first-year students into the KNUST community. Facilitators for the orientation include Hall Masters, Senior Tutors for both the Halls and Off-Campus hostels, the KNUST Security Services, the KNUST Counselling Centre, the University Hospital, Narcotics Control Officers, Fire Officers, etc. The Student Support office is responsible for coordinating orientation across the Colleges, Faculties, and Departments. This is done in collaboration with College Registrars and the Deputy Registrar, Academic Affairs (Resource Persons are invited to share their experiences with the newly admitted students). The office is also responsible for ensuring the orientation of postgraduate students. Lastly, the office supports matriculation programmes.

The Directorate ensures that our international students are well integrated into the socio-cultural dynamics of the University, by organizing a special orientation for the latter in areas deemed essential for their smooth transition and adjustment into the University. The orientation focuses on the immigration laws of Ghana, residence permit acquisition and renewal processes, visa acquisition, the laws of Ghana relating to international students, cultural sensitivity, and adaptation.

### 3.8 ASSISTANCE TO STUDENTS WITH SPECIAL NEEDS

Pursuant to its core value “diversity and equal opportunity” KNUST admits students with special needs to pursue programme of study. Students with special needs include but not limited to students with physical disabilities, hearing impairment, visual impairment, specific learning disabilities, mental/emotional difficulties, vulnerable and displaced students. The Directorate provides special support to such students through some offices and departments in the University. Students in this category are assisted in securing environmentally friendly accommodation on campus throughout the period of their study. They are also given preference in the financial support provided to students. With the support of College Counsellors some students get special dispensation in changing their programmes for suitable ones. The KCC provides them with emotional and psychological support to help them adjust to their new environment and go through their programme successfully.

Furthermore, the Directorate liaises with some government and private organisations such as the Ghana Federation of Disability Organisations (GFD) for training, internships, and job placement for students with disability (SWDs). The office collaborates with the Students with Disabilities Association (SwDA) on campus and offers latter tailor-made services.



## 3.9 STUDENTS LEADERSHIP AFFAIRS (SRC, NUGS, AND GRASSAG)

The Directorate works with and provides direction to the leadership of the student body, the SRC, local NUGS, GRASAG, and all other student associations to ensure their activities and aspirations are effectively aligned with the values of the University. To do this, the Directorate organizes training for student leaders to build their capacity, to equip them with the necessary knowledge and skills in performing their roles as representatives of students in the University.

The Directorate operates an open-door policy for all students and their leadership i.e., they can walk in and have their concerns addressed. Additionally, the Directorate also holds monthly meetings with the student leadership (SRC, GRASAG, NUGS, and SRC Parliament) in the form of an open forum to listen to and address their concerns. The office also provides training on leadership and political resilience as well as logistic support for student elections at all levels.

The office supervises the elections of students as provided for by the Students Guide and the SRC Constitution.

### **MANAGEMENT OF STUDENT ASSOCIATION FINANCES**

The Directorate through its Finance Office supports in the management of students' association funds. The necessary protocols and templates are developed to guide this process.

## 3.10 KNUST COUNSELLING CENTRE

The KNUST Counselling Centre (KCC), headed by a professional counsellor, shall provide professional and administrative supervision of the Centre to ensure effective and efficient service delivery.

The KCC provides high quality psychological and emotional support services that support the broader vision of the Directorate and the University Community as a learning environment where students pursue to learn holistic education.

KCC professional psychological services and psycho educational workshops that include individual counselling and psychotherapy are in the following areas:

- i. Substance abuse
- ii. Trauma related issues
- iii. Psycho education
- iv. Grief work
- v. Stress and time management
- vi. Affective and mood disorder
- vii. Social anxiety phobia
- viii. Peer counselling
- ix. Skilled helpers
- x. Communication and conflict resolution
- xi. Health relations skills
- xii. Counselling and Emotional Health Awareness and Promotion
- xiii. Training
- xiv. Career and Academic Matters

**NB:** Details of the KCC operations and activities are found in the Counselling Policy

## 3.11 KNUST CAREER SERVICES CENTRE

The KNUST Career Services Centre is an office under the Directorate of Student Affairs, with the mandate to bridge the skills gap between academic work and industry and serves as a hub for career advancement opportunities for students and alumni.

### Functions of the Centre

The KNUST Career Services shall work with the Directorate of Student Affairs in the performance of the following mandate:

- **Career Coaching** – one on one sessions with students to support them set goals and make decisions to move ahead in their lives and career.
- **Capacity Building** – organizing varied programmes to enable KNUST students become self-aware and develop their skills valued in industry.
- **Internship and National Service Placement** – collaborate with industry to place students in internship positions so they can gain hands-on experience and also place students in national service positions and management trainee programmes in organizations across the country.
- **Job Placement** – liaise with employers and industry stakeholders with the aim of supporting alumni to secure jobs congruent with their areas of study.

# CHAPTER 4

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## 4.1 SCHEDULE DUTIES FOR SENIOR MEMBERS AT THE DIRECTORATE OF STUDENT AFFAIRS

This section provides a schedule of duties for Senior Members in the Directorate of Student Affairs as captured in the relevant documents including the Statutes, Administrative Manual, Financial Manual and other relevant policies

### **The Directorate Director (Statute 36 and 45 & Recorder No. 518 APRIL 2022 Vol. 57 No.1)**

The Director shall consult with, and be assisted by, the Deputy Directors and the Deputy Registrar of the Directorate in the execution of his duties which include the following:

- i. responsibility to the Vice-Chancellor for providing leadership and for maintaining and promoting the efficiency and good governance of the Directorate in accordance with policies and procedures prescribed by the University Statutes or as may be determined from time to time by the Directorate Board, and the Academic Board.
- ii. be the spending officer in the Directorate.
- iii. chair the Directorate's Board which has the function to provide policy and strategic direction for the Directorate.
- iv. lead in resource mobilization to support student welfare.
- v. investigate student misconduct and based on the outcome, make recommendations to the Vice-Chancellor for the necessary disciplinary measures to be taken.

- vi. primarily be responsible for the welfare of the Junior Members of the University.
- vii. normally act in “loco parentis” for all Junior Members whilst they are in the University.
- viii. liaise with the Registrar and/or his/her representative, Deputy Directors, Provosts/Deans/Heads of Department, Chaplains, Hall Masters/Warden, Heads of department, the Students Representative Council, Graduate Students Association of Ghana and all other appropriate bodies in all matters affecting the welfare of Junior Members.
- ix. be a member of the following Boards/Committee:
  - Academic Board
  - Executive Committee of the University
  - Planning and Resources Committee
  - Residence Committee
  - Welfare Committee
  - Student Financial Services Management Board
- x. Serve as Chairperson for the:
  - DoSA Board
  - DoSA Executive Committee
  - DoSA Management Committee
  - KCC Counselling Board
  - Safe Arrival Committee

## **The Directorate Deputy Directors**

There shall be two (2) Deputy Directors of the Directorate. One shall be the Deputy Director (Housing & Welfare) and the other shall be the Deputy Director (Conduct & Discipline).

## **The Deputy Director (Conduct and Discipline)**

### ***(Students' Guide and Code of Conduct, p. 65-106)***

He/she shall assist the Director in the discharge of his/her duties but specifically:

- i. Collaborate with appropriate bodies including student bodies to design policies, systems and procedures to ensure good student conduct.
- ii. Assist the Director and serve as Student Conduct Administrator by investigating all disciplinary matters.
- iii. Be a Member of the Directorate Board.

Be in attendance:

- Residence Committee.
- Student Financial Services Management Board.
- Perform any other duties as may be assigned by the Director.

## **The Deputy Director (Housing and Welfare)**

### ***(Students' Guide and Code of Conduct, p. 65-106)***

He/she shall assist the Director in the discharge of his/her duties but specifically:

- i. Collaborate and support Hall Masters/Warden, Senior Tutors, JCRs to design policies, procedures and systems for students' housing needs and related matters
- ii. Collaborate with the other related offices (Student Support and Finance Office, Student Welfare Office, KNUST Counselling Office, KNUST Career Services) within the Directorate to provide welfare services to students
- iii. Be a Member of the Directorate Board
- iv. Be in attendance at the:

- Residence Committee
- Student Financial Services Management Board
- v. Perform any other duties as may be assigned by the Director

## **The Directorate Registrar (Administrative Manual, p. 113)**

Without prejudice to the functions of the Director of Student Affairs, the Deputy Registrar shall provide students-centered services. In this regard the following functions are performed:

- i. Manage staff under the office.
- ii. Provide strategic planning with respect to meeting the needs of students.
- iii. Coordinate the activities of student affairs, student financial services, KNUST Career Services Centre (KCSC) and the KNUST Counselling Centre.
- iv. Coordinate the work of student associations/groupings and ensure they conform to the rules and regulations as spelt out by the Academic Board.
- v. Liaise with Halls of Residence on accommodation of students.
- vi. Administer the Student's Guide.
- vii. Maintain and update students' records
- viii. Supervise the issuance of introductory and attestation letters for students, on request to diplomatic missions in Ghana and abroad, and other organizations.
- ix. Prepare and publish academic materials, including the Handbook on Regulations for Courses of Study for Junior Members in consultation with the University Relations Office.
- x. Liaise with Ghana Immigration Service to obtain resident permits for international students and facilitate passport acquisition.

- xi. Facilitate the organisation of orientation for freshers.
- xii. Be in attendance at the Academic Board Meetings
- xiii. Liaise with the Academic Affairs Division to organise Matriculation.
- xiv. Serve as Secretary to the following Boards/Committee:
  - Directorate of Student Affairs Board
  - Student Financial Services Management Board;
  - International Association for the Exchange of Students for Technical Experience – IAESTE
- xv. Perform any other duties that may be assigned by the Registrar or Director

## **The Directorate Finance Officer**

***(Recorder No. 518 APRIL 2022 Vol. 57 No.1, Financial Manual)***

The broad duties of the Directorate Finance Officer shall include:

- i. The day-to-day financial administration of the Directorate
- ii. Advising the Director on all financial and investment issues of the Directorate
- iii. Keeping and maintaining proper financial records of the Directorate
- iv. Ensuring the audit of the Directorate's final accounts at the end of every fiscal year
- v. Performing any other duty as may be assigned by the Director or the Deputy Director.
- vi. Shall be a member of the:
  - DoSA Board
  - Student Financial Services Board
  - DoSA Management
  - Safe Arrival Committee



## **The Directorate Accountant**

The Directorate Accountant shall assist the Directorate Finance Officer in performing the following functions:

### ***a) Cash Office***

- i. the processing and payment of all cash/cheque claims
- ii. processing and receiving of all cash/cheques due the Institute and issue receipts to that effect
- iii. management of the office imprest/petty cash
- iv. management of special advances

### ***b) Payables***

- i. Preparing payment vouchers;
- ii. Accounts Payables; and
- iii. Raising general vouchers.

### ***c) Management of the Accounts of Students Associations and Clubs***

### ***d) General Ledger***

- i. Procurement of goods, services and works;
- ii. Management of fixed asset register;
- iii. Filing of Payment Vouchers; and
- iv. Monitoring of all facilitators claims before payments are done.

### ***e) Final Accounts***

- i. Preparation of bank reconciliation statement;
- ii. Preparation of income statements;
- iii. cash flow/ balance sheet preparation;
- iv. keeping of ledgers;

- v. Management of asset register;
- vi. Management of contract ledger; etc.

He/she shall be a member of the DoSA Management.

## **The Directorate Internal Auditor**

The general duties will be as required of Internal Auditors in the University which include but not limited to the following:

- i. reviewing the reliability and integrity of financial and operating information and the means used to identify, measure, classify, and report such information;
- ii. reviewing the systems established to ensure compliance with policies, plans, procedures, laws, and regulations which could have material impact on the operations of the Directorate;
- iii. reviewing established systems of internal controls to ascertain whether they are functioning as designed to identify risks and recommend mitigating controls for the necessary action by management;
- iv. reviewing the means of safeguarding assets and verifying the existence of such assets through periodic stock taking exercises;
- v. undertaking preaudit activities at the Institute (certification and verification of items before approving for payment);
- vi. reviewing revenue, payment processes, investments, bank reconciliation and other financial statements, special advances, petty cash/imprest, procurement processes and procedures, fuel and logbooks, budget variance analysis, etc.;
- vii. carrying out staff audits;
- viii. monitoring other services such as transcript delivery processes, Management and Board minutes, updates of the Directorate's website, maintenance of vehicles, etc.;

- ix. reviewing specific operations at the request of the Director, Internal Auditor or Vice-Chancellor as appropriate; and
- x. submitting quarterly reports to the Director.

He/ She shall be a member of the DoSA Management Committee

## **The Hall Master/Warden**

- The Hall Master/Warden shall be elected from among Hall Fellows at a general meeting in accordance with the regulations prescribed for the purpose by the Governing Body.
- The term of office of the Hall Master/Warden shall be two (2) years and the incumbent shall be eligible for re-election for another term of two (2) years only.

## **Duties**

The Hall Master/Warden shall:

- i. be the Administrative Head of the Hall and be directly responsible to the Hall Council.
- ii. exercise a general superintendence over the affairs of the Hall and propose residuary provision for the good governance and discipline of the Hall pursuant to existing Statutes of the University.

## **Removal from Office**

The Hall Master/Warden shall be removed from office when found to be:

- i. guilty of gross misconduct, a resolution by two-thirds (2/3) majority of Hall Fellows by secret ballot.

## **Procedure**

A meeting for the invocation of the above sub-paragraph (i) shall be convened if one-half (1/2) of all Hall Fellows of the Hall sign a petition to that effect

## **The Senior Hall Tutor for Traditional Hall**

The Senior Tutor shall be elected by the Hall Fellows from amongst the Fellows of the Hall in good standing pursuant to regulations prescribed for that purpose by the Hall Council

- The tenure of office of the Senior Tutor shall be two (2) years and the incumbent shall be eligible for re-election for another term of (2) years only.

### **Duties**

- The duties of the Senior Tutor shall be under the Hall Master/Warden to attend to the good governance of the Hall in accordance with the Hall's Constitution, to deputise for the Hall Master/Warden in his/her absence.
- The Senior Hall Tutor shall be the Liaison Officer between the Junior Common Room Committee and the Hall Management/Council.
- To perform any other duties as will be prescribed by the Hall Master/Warden and Hall Council.

### **Removal from Office**

- If it becomes apparent to the Hall Council and the Hall Fellows that the Senior Tutor has become incompetent in the execution of his/her official functions or has been found guilty of gross misconduct, they may by a resolution passed by two-thirds (2/3) majority of Hall Fellows by secret ballot depose the Senior Tutor.
- The Hall Council may request the Senior Tutor to resign his/her office if the latter is to be absent from the University for a period of TWO semesters.
- The Hall Council may, whenever expedient, appoint a Fellow of the Hall to act for the Senior Hall Tutor.

## **Senior Tutors – GUSSS Hostels**

- He/ She Shall be responsible to the GUSSS Board through the Director of Student Affairs, but shall be ultimately responsible to the Vice-Chancellor.
- Shall be a member of the Committee of Hall Masters and Administrators (CoHA) and attend the Residence Committee Meetings.

### **Duties**

The duties shall be primarily to:

- ensure the safety, discipline and welfare of students in the Chancellor's Hall;
- in conjunction with the Senior Assistant Registrar, (GUSSS Hostels Management), be responsible for room allocation to students, and ensure the maintenance of the environment in the hall;
- submit periodic Reports to the GUSSS Board through the Directorate of Students Affairs; and,
- perform any other duties that may be assigned to him/her by the Directorate of Student Affairs or the GUSSS Board.

## **Senior Tutors – Off-Campus**

The primary responsibility is to ensure safety, security, and welfare of off-campus KNUST Students.

### **Duties**

The Senior Tutors are expected to:

- map out all locations of hostels and homestels in your assigned area in order to provide adequate and reliable data on students under their care;
- serve as the Liaison Officer between the Private Hostel/Homestel Managers and the Directorate of Student Affairs;

- work in close collaboration with the non-residential Member of Parliament of the SRC, the Assembly Member and any other opinion leaders in the locality with the aim of protecting the welfare of KNUST Students;
- perform any other related duties that may be assigned by the Directorate of Student Affairs; and
- submit periodic Reports to the Directorate of Student Affairs.

NB: All Hall Senior Tutors shall be members of the Safe Arrival Planning Committee.

Two elected members shall be members of the DoSA Board.

### **Senior Assistant Registrar/Assistant Registrar (Student Support and Financial Services) (*Administrative Manual, p. 114*)**

The duties of the Senior Assistant Registrar/Assistant Registrar shall be to:

- Manage staff under the office;
- Provide general assistance to the Deputy Registrar;
- Liaise with QAPO on the printing of students' ID cards;
- Assist with coordination of orientation for Freshmen;
- Explore and solicit funds for student scholarships;
- Arrange for placement for work/study programmes of students (internal and external);
- Monitor students on work/study programmes;
- Monitor and ensure equitable disbursement of financial and material resources/support;
- Coordinate seminars and training for student groups;
- Perform any other duties that may be assigned by the Director and Deputy Registrar;

- Be the Secretary of the Student Financial Services Management Board;
- Member/Secretary, Safe Arrival Committee

Be in attendance:

- Residence Committee
- DoSA Management Committee

### **Senior Assistant Registrar/Assistant Registrar (Student Records Management and Welfare)**

- Manage staff under the office;
- Provide general assistance to the Deputy Registrar;
- Liaise with University Hospital for medical examinations of fresh students;
- Liaise with KNUST Counselling Centre and visit students in distress conditions especially at the Hospital;
- Support with the digitization and management of students' records;
- Liaise with Hall Assistants and support students in need;
- Arrange for funerals of deceased students and ensure befitting burial ceremonies;
- Perform any other duties that may be assigned by the Director or Deputy Registrar;

Be in attendance,

- DoSA Management Committee.
- Be the Recorder for Residence Committee.

## Head, KNUST Counselling Centre

The duties of the Head shall include:

- Provision of leadership, effective and efficient administrative machinery for the operation of the unit in terms of its budget, correspondence and all aspects of management of the department;
- Implementation the KNUST Counselling Policy in collaboration with the Directorate of Student Affairs;
- Ensuring the implementation of the University's Policy of equal opportunities in respect of clients;
- Enhancing awareness of KCC on campus by coordinating the organisation of orientation programmes for members of the University Community;
- Liaising with the Admissions Office to ensure that information about KCC is added to the admission letters of students to enhance publicity and awareness;
- Liaising between the University and outside agencies, governmental and non-governmental organisations concerned with wellness of persons to ensure that clients with special needs fully benefit from their programmes, financial and material assistance;
- Arranging orientation programmes for students with special needs in respect of their health, mobility, academic, social, recreational and other needs to facilitate their fullest participation and integration into campus life;
- Consulting with clients with special needs in the search for technical advice on the nature of facilities they require in the halls of residence, lecture rooms, libraries and the general environment on campus and forward findings to the University authorities for the necessary provision to be made;
- Campaigning for funding;



- Coordinating and overseeing all services available to clients and writing of annual reports on them for the University's information and necessary policy decisions;
- Liaising between clients with special needs and College Boards/ other University bodies to facilitate the resolution of problems and difficulties of clients within the University;
- Co-operating with the Directorate of Students Affairs to explore the possibilities of team work towards enhancement and publicity of the KCC on campus;
- Undertaking all other kinds of services that would enhance the academic, social and psychological life of clients;
- Facilitating outreach programmes to second cycle institutions in Kumasi.
- Facilitating staff well-being through the attendance of workshops, retreats and conferences.

### **Senior Members, KNUST Counselling Centre**

- Coordination and administration of specialised services, including consultation with faculty to manage students with social and psychological challenges;
- Provision of psychological counselling on general and special counselling issues;
- Liaising with campus and external agencies, including referral and follow-up to some relevant agencies on behalf of members of the University Community with special needs;
- Facilitation and provision of psychological assessments to clients with special needs;
- Providing psycho educational seminars for members of staff of the University;
- Training of Peer Counsellors annually;

- Providing on-campus and off-campus counseling services through Peer Counsellors;
- Creating student volunteer programme/soliciting volunteers to provide support for tutoring;
- Provision of registration assistance, including priority enrolment, assisting with applications for financial aid, and related University services;
- Facilitation and provision of Resource Persons for Fresher's Orientation annually;
- Providing specialised orientation to acquaint less endowed students with the campus environment;
- Monitoring and follow-up to check on the progress of clients;
- Undertaking research on various educational, social and psychological needs of students and staff of KNUST;
- Ensuring the confidentiality of information on clients.

**NB:** *details found in the Counselling Policy*

## **Head, KNUST Career Services Centre (KCSC)**

This role is a strategic leadership position responsible for shaping and executing the vision and mission of the Career Services Centre. This role focuses on enhancing career development, facilitating meaningful employer partnerships, and ensuring the successful transition of students into the workforce. The Head will lead a dedicated team to provide comprehensive career services to students, alumni, and employers.

### **Functions**

The functions of the Head shall be to:

- Develop and execute a strategic plan for the Career Services Centre in alignment with the University's mission and goals;

- Design and implement a range of career development programmes, workshops, and initiatives to support students' career readiness;
- Oversee internship programmes, cooperative education opportunities, and experiential learning initiatives to enhance students' practical experience;
- Establish and nurture strong relationships with industry partners, employers, alumni, and community organizations to create diverse and high-quality job placement opportunities;
- Collaborate with academic departments to understand industry needs and align career services with evolving academic disciplines.
- Provide individualized career counseling and guidance to students, assisting them in identifying career goals and developing effective job search strategies; and
- Organize and host career fairs, networking events, and employer information sessions to facilitate student-employer connections.

# CHAPTER 5

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## 5.0 SCHEDULE DUTIES FOR CHIEF/ PRINCIPAL/SENIOR/ADMINISTRATIVE ASSISTANTS IN THE DIRECTORATE OF STUDENT AFFAIRS

### **Chief/Principal/Senior/Administrative Assistants**

Chief/Principal/Senior/Administrative Assistants shall be responsible and operate under the Registrar of the Directorate. However, in the day-to-day performance of their duties, they shall report to the Senior Assistant Registrar/Assistant Registrar at the directorate. The duties shall include the following:

- Provide administrative and secretarial services to the offices/departments under the Directorate;
- Provide general assistance to the Directorate officers;
- Train/coach subordinate staff;
- Assist in organization of meetings/events;
- Write/type minutes and reports;
- Proper documentation of official records;
- Handle correspondence;
- Draft letters;
- Assist in facilitation of programmes and events;
- Keep petty cash under the supervision of the Head of Department;
- Facilitate the purchase of office materials/consumables;

- Coordinate and organize meetings;
- Assist in maintenance of student photo album;
- Assist in maintenance of student records;
- Assist in students' elections;
- Serve as secretaries to committees under the Directorate;
- Perform any other duties that may be assigned by the Senior Assistant Registrar/Assistant Registrar/Directorate Registrar/Deputy Directors/Director.

## **Chief/Principal/Senior Accounting Assistants**

The Accounting Assistants shall support the Accountant in performing the following functions:

### ***(a) Cash Office***

- the processing and payment of all cash/cheque claims
- processing and receiving of all cash/cheques due the Institute and issue receipts to that effect
- management of office imprest/petty cash
- management of special advances

### ***b) Payables***

- Preparing payment vouchers;
- Accounts Payables; and
- Raising general vouchers.

### ***c) Management of the Accounts of Students Associations and Clubs***

### ***d) General Ledger***

- Procurement of goods, services and works;
- Management of fixed asset register;

- Filing of Payment Vouchers; and
- Monitoring of all facilitators claims before payments are done.

**e) Final Accounts**

- Preparation of bank reconciliation statement;
- Preparation of income statements;
- cash flow/ Balance sheet preparation;
- keeping of ledgers;
- Management of asset register;
- Management of contract ledger; etc.

## **The Hall Assistants**

These are the front-runners of the Hall and their office is the first port of call. The Hall Assistants shall respond to the welfare needs of the students in residence.

### **5.3.1 Duties**

He/she shall:

- identify students and assist in their registration;
- hand over keys to students when needed;
- assist in the creation of the photo album of students to supplement the electronic identification system;
- record all students' complaints relating to repairs and replacements in the logbook for artisans;
- record all incidences in the situational report book.

## **The Head Hall Assistant**

In order to have a well-coordinated scheme of affairs, the senior-most ranking member among the Hall Assistants shall act as the Head of the Hall Assistants.

## **Duties**

He/she shall:

- in consultation with the Hall Master/Warden draw the monthly roster for all Hall Assistants.
- direct and coordinate the cleaning and preparation of rooms and spaces before re-opening and during vacation.
- together with the Accountant/Bursar supervise all the repair and cleaning works in the Hall.

## **Chief/Principal/ Senior Information Technology Assistants (IT)**

Information Technology Assistants shall operate under the Deputy Registrar but their responsibility will be determined by the Director, UITs to ensure the smooth running of all IT related activities of the Directorate.

## **Duties**

The duties shall be to:

- develop and manage appropriate applications to ensure the effective and efficient running of DoSA.
- Maintain/repair minor IT related problems at DoSA.
- Provide technical IT assistance to all staff in the use of appropriate software.
- Support in the design communication of messages for DoSA.
- Manage the DoSA website.
- Manage DoSA social media accounts.

## **Senior Staff, KNUST Career Services Centre**

### **Programme Manager, KCSC**

This office has the responsibility for coordinating students, staff and processes to ensure that programmes and projects of the Career Services

Centre are delivered according to schedule producing the desired results. The manager shall support in defining programme/project objectives, requirements and scope and evaluating progress and performance.

### **Key Functions**

The key functions of the Senior Staff of the KCSC shall be to:

- Liaise with the Head, Career Services to identify and define project requirements, scope and objectives;
- Coordinate internal resources and vendors for the flawless execution of programs and projects;
- Ensure all programs and projects are delivered on-time and within scope;
- Develop detailed project/program plans to track progress;
- Prepare detailed program/ project proposals and reports;
- Evaluate project/ program performance and report on same;
- Create and maintain comprehensive program/ project documentation;
- Coordinate events organized by the Centre;
- Review CVs and other application documents of students; and
- Prepare budgets for programs/ projects.

### **Administrative Officer**

There shall be an Administrative Officer who shall have the responsibility for providing administrative support to the Head of the Career Services Centre, the Program Manager and the entire Centre. The incumbent shall perform general clerical duties as well as project-based work such as proposal development and reporting. He/ She will also have the responsibility for projecting a professional image of the Centre through in- person and phone interactions.



## **Key Functions**

- Schedule and organize in-house meetings and external events and maintain the Centre's calendar;
- Ensure the efficiency of all operations at the Centre (video conferencing, presentations etc.);
- Keep updated records and support in developing reports and proposals;
- Manage office supplies inventory and place orders;
- Prepare regular reports on expenses and office budgets;
- Organize a filing system for the documents of the Centre;
- Answer queries by students and external stakeholders;
- Book meeting rooms as required;
- Prepare reports and presentations with statistical data, as assigned;
- Arrange travel and accommodation;
- Support in reviewing CVs and other application documents of students; and
- Oversee the work of the cleaner, thus ensuring that all offices and common areas of the Centre are clean at all times.

## **DoSA Receptionist**

There shall be a receptionist who;

shall serve as the first point of contact for the Main office of the Directorate. The incumbent shall have responsibility for welcoming guests, making them feel comfortable and directing them to the appropriate offices/ persons. He/ she shall project a professional image of the office through positive in-person and telephone interactions. The incumbent shall also perform other administrative and project-based tasks.

## **Duties**

- Greet and welcome guests as soon as they arrive at the office;
- Direct visitors to the appropriate person and office;
- Answer, screen and forward incoming phone calls;
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g., pens, forms and brochures);
- Provide basic and accurate information in-person and via phone/email;
- Receive, sort and distribute daily mail/deliveries;
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges);
- Order front office supplies and keep inventory of stock;
- Update calendars and schedule meetings;
- Arrange travel and accommodations, and prepare vouchers;
- Support in coordinating events organized by the Centre 2;
- Support in reviewing CVs and other application documents of students;
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing.

## **Job Description of Security Officers and Guards**

There shall be Security Officers and guards who shall;

- Control and screen vehicle entry/exit and persons on DoSA premises.
- Conduct day and night patrols in or around DoSA premises and report any observations/defects in security systems to the Security Supervisor for immediate corrective actions.

- Check the lighting systems of the protected premises and ensure they are working and are switched off and on at the appropriate time.
- Monitor to ensure that fire-fighting equipment on DoSA premises are intact, if not report to the Facility administrators/managers.
- Immediately report of any information or intelligence gathered on situations likely to degenerate into crisis and emergency incidents to the Security Supervisor, Charge Office or Dep Registrar for immediate action.
- Escort or guard University/DoSA high-value items, staff, students, and visitors to safety during evacuation of persons in emergency situations.
- Promptly and accurately report any security and safety incidents to the Security Supervisor, Security Charge Office, and Deputy Registrar -DoSA /KOHs Hall Master.
- Perform any other duties to ensure safety and security of DoSA premises, students, staff and the University community.

## **Transport Officer**

In order to maintain a high standard of operational efficiency and ensure the proper management of the Directorate's transport resources, the role of the Transport Officer is critical. The Transport Officer is assigned responsibilities that are designed to uphold the integrity and functionality of the transport section of the Directorate.

### **Duties of Transport Officer**

The duties of the Transport Officer shall among others be the following:

- See to the day-to-day running of the transport section of the Directorate.
- To be under the direct supervision of the Deputy Registrar of DoSA.

- Ensure that the Transport Engineer is furnished with the particulars of vehicles acquired by or donated to DoSA.
- Submit a report on the condition of all vehicles in DoSA at the end of every quarter.
- Submit a report on the condition of all vehicles in DoSA at the end of every academic year.
- Ensure that every vehicle in DoSA has a log book.
- Supervise the drivers and ensure that they keep the log books properly and do the logging appropriately.
- Ensure that vehicles in DoSA are used for official business of the University only.
- Ensure that, as soon as possible, the Deputy Registrar of DoSA submits a written report on any road motor road accident to the Transport Engineer and copy sent to the Deputy Registrar (Legal and Welfare Office).
- Ensure that University drivers shall be in control of all University vehicles in DoSA.
- Supervise all drivers in DoSA and see to their welfare.
- Ensure that all maintenance work on vehicles, except vehicles under warranty, are done at the Transport Department or sent to a workshop with the permission of the Transport Engineer.

## **Drivers**

There shall be drivers whose duties shall include the following:

- Operate vehicles safely by adhering to traffic laws and regulations to ensuring the safety of passengers;
- Conduct vehicle maintenance and inspection by observing daily checks, promptly reporting any vehicle defects/maintenance needs to the Transport Officer, and keeping the vehicles clean and presentable at all times;

- Practice log book management by maintaining accurate records of all trips (including mileage, fuel consumption, and any other incident) and submit the log book to the Transport Officer for regular review;
- Adherence to schedules by following assigned schedules and routes as directed by the Transport Officer;
- Ensure professionalism by dressing decently and be courteous to all passengers and colleagues;
- Be familiar with and follow the University's emergency procedures in case of accidents or other emergencies and report any accidents or incidents immediately to the Transport Officer and relevant authorities;
- Use University vehicles strictly for official business and not for personal use and ensure that authorization is obtained for any transportation services provided;
- Ensure that vehicles are securely parked and locked when not in use and safeguard vehicle keys and any Directorate/University property within the vehicles;
- Work closely with the Transport Officer to ensure the smooth operation of the transport services and assist in any additional duties as assigned by the Transport Officer to support the transport section;
- Follow all health and safety regulations related to vehicle operation and passenger transportation and participate in any required training sessions or briefings on transport safety and procedures; and
- Exhibit good customer relations at all times.

## **Clerks/Messengers**

There shall be clerks/messengers who shall;

- dispatch letters
- make a copy of official documents
- bind documents
- file documents
- perform any other duties that may be assigned by the supervisor

## **Cleaners**

There shall be cleaners who shall;

- ensure the cleaning of offices and the premises
- Adopt environmentally appropriate approach to safety of all office spaces and restrooms regularly.
- Support with any other duties that may be assigned

## **Gardeners**

- Ensure cleanliness of their assigned work area(s) by using appropriate tools
- Use effective approach to take care of all plants and equipment
- Support to maintain natural beauty of our facilities and its environments by adopting the best practices
- Perform any other duties assigned by their supervisor

## **National Service Personnel**

- Perform the roles assigned them in their respective department/section/units
- Work under strict instructions and supervision
- Use appropriate ethical approach in their work
- Perform any other roles as may be assigned by their immediate supervisor

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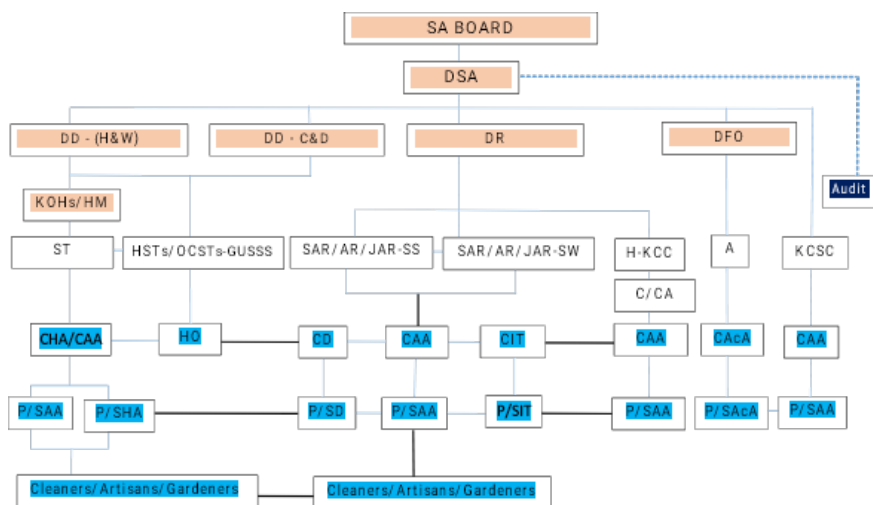
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# APPENDIX



## NB:

- The core function of the SA Board, DSA and its Deputies, DFO, and KOHS/HM is Policy formulation and strategic planning.
- The core function of ST, HSTs/OCSTs-GUSSS, SAR/AR/JAR-SS & SW, H-KCC, A, KCSC, is Policy implementation and planning execution.
- The core function of CAcA, P/SAA, Cleaners/Artisans/Gardeners is Policy implementation and support services.



**A:** Accountant  
**C:** Counselor  
**CAA:** Chief Administrative Assistant  
**CAcA:** Chief Accounting Assistant  
**C/CA:** Counsellor/Counseling Assistant  
**CD:** Chief Driver  
**CHA/CAA:** Chief Hall Assistant/Chief Administrative  
**CIT:** Chief Internet Technician  
**DD - C&D:** Director Conduct and Discipline  
**DD - H&W:** Director Housing and Welfare  
**DFO:** Deputy Finance Officer  
**DFO-SF:** Deputy Finance Officer (Student Finance)  
**DR:** Directorate Registrar  
**DSA:** Director of Students Affairs  
**H-KCC:** Head, KNUST Counselling Centre  
**OC-ST:** Old Campus Senior Tutor  
**SHA:** Senior Hall Assistant  
**HM:** Hall Master

**HM-KOHS:** Hall Master-KNUST Owned Hostels  
**HO-AA:** Housing Officer-Administrative Assistant  
**HO:** Housing Officer  
**HSTs:** Hostel Senior Tutors  
**CITs:** Chief/IT Technician  
**KCSC:** KNUST Career Service Center  
**SA Board:** Student Affairs Board  
**P/SAA:** Principal/Senior Administrative Assistant  
**SAR/AR-SW:** Senior Assistant Registrar/Assistant Registrar - Student Welfare  
**SAR/AR-SSS:** Senior Assistant Registrar/Assistant Registrar - Student Support Services  
**P/SD:** Principal/Senior Driver  
**P/SHA:** Principal/Senior Hall Assistant  
**PAA:** Principal Accounting Assistant  
**SIT:** Senior Internet Technician  
**SS:** Student Support  
**ST:** Senior Tutor  
**SW:** Student Welfare  
**JAR:** Junior Assistant Registrar  
**Audit:** Audit





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