

Kwame Nkrumah University of Science and Technology, Kumasi

THE DIRECTORATE OF STUDENT AFFAIRS

DoSA

STANDARD OPERATING PROCEDURES (SOPs)



KWAME NKRUMAH UNIVERSITY OF SCIENCE
AND TECHNOLOGY, KNUST – KUMASI

DIRECTORATE OF STUDENT AFFAIRS, DoSA



THE DIRECTORATE OF STUDENT AFFAIRS, (DoSA)
**STANDARD OPERATING
PROCEDURES (SOPs)**

OCTOBER, 2024.

Preface

In recognition of students as the primary clientele of any tertiary institution, it is imperative to provide them with adequate support to navigate the university life effectively. The evolution of Student Affairs Administration into a professional entity within universities is a testament to this need.

At KNUST, this evolution is reflected in the elevation of the Dean of Students to the Directorate of Student Affairs, with a governing and administrative structure akin to a college. This administrative upgrade necessitates a fresh approach, including the development of policies, manuals, guidelines, and templates to streamline the operations of the Directorate of Student Affairs (Dosa).

In response to this need, the “Dosa Standard Operating Procedures (sops)” have been developed to guide the operations of the Directorate. This procedure is designed to serve as a comprehensive guide to assist Dosa in fulfilling its mandate effectively. It is the fervent hope of the university and Dosa that this document will enhance the operational efficiency of Dosa and give students a wonderful learning experience at the KNUST.

We extend our sincere appreciation to all those who contributed to the development of this manual.

Professor Wilson Agyei Agyare
Director, Dosa
October, 2024

Acknowledgement

We wish to express our heartfelt gratitude to all those who contributed to the development of the Dosa Standard Operating Procedures (SOPs). The success of this endeavour would not have been possible without the support and guidance of Prof. Rita Akosua Dickson, the Vice-Chancellor, and management of the Directorate.

Special thanks go to Mr. Ernest Amankwah Karikari, Senior Administrative Assistant, Dosa, for supporting the Deputy Registrar, Dosa, in developing the initial draft.

The inaugural retreat of Dosa, held at the KNUST Nyansapo Eco Resort, served as a pivotal moment in our journey, providing the platform to develop operational policies, guidelines, and strategies to enhance our services to students and other stakeholders.

The SOPs together with the KNUST Administrative Manual, Dosa Operational Manual, Students' Guide and Code of Conduct, KNUST Counselling Policy, among others, will help in the effective discharge of the mandate of the Directorate.

We also want to acknowledge the Management and the entire staff of Dosa whose immense contribution in diverse ways helped to shape this document and to get it to the present state.

We appreciate the work of past Deans, Vice-Deans, and Deputy Registrars of Dosa who set the tone for the successful establishment and development of this Office. Special mention is made of Prof. Otchere Addai-Mensah, past Vice-Dean and Deputy Director who played a very active role in the transition and upgrading of the Office into a Directorate, and Prof. Lawrence Darkwah who saw the establishment of KNUST Owned Hostels (KOHs).

To all those who supported to review the document as well as the approval bodies (Dosa Board and Academic Board), we are eternally grateful.

Dr. Paul Kwadwo Addo
Deputy Registrar, Dosa
October, 2024

Table of Contents

Preface	iii
Acknowledgement	iv
STANDARD OPERATING PROCEDURES (SOPS)	01
A. ADMINISTRATIVE PROCEDURES	02
Schedule A: Procedure For Receiving Correspondence, Dispatch And Filing Documents	02
1.0 Receiving & Dispatch Correspondence	02
2.0 Procedure for Filing Documents at DOSA	03
Schedule B: Procedure For The Preparation Of Agenda & Conduct Of Meetings	05
1.0 Preparation Of Agenda	05
2.0 Conduct Of Meetings	05
Schedule C: Procedure For Contract Employment	07
Schedule D: Conditions For Contract Appointment	07
Schedule E: Procedure For The Termination Of Contract Appointment	08
B. FINANCE OFFICE	09
Schedule A: Imprest	09
Schedule B: Special Advances	10
Schedule C: Procurement	10
1.0 Policies And Procedures	11
Schedule D: Stores	12
1.0 Receiving in Stores/Donated items/Food Bank	12
2.0 Issuing of Donated items/Food Bank	13
3.0 Return Issued Stock	14
4.0 Stock Balance	14
5.0 Stocktaking	14
Schedule E: Budget	15
1.0 Budget and Budgetary Control	15
Schedule F: Students Association	17
1.0 Budget	17
2.0 Payments And Requirement	19
3.0 Signatories /Approving Authorities	19
4.0 Suppliers	19
5.0 Special Advance	20
6.0 Imprest	20
7.0 Refunds	20

Table Of Contents

8.0 Signatory To Requests	20
9.0 Disbursement Of Allowances To Students	21
10.0 Retention	21
11.0 Refund Of Fees To Students/Sponsors	21
C. STUDENT CONDUCT & DISCIPLINE	23
Procedure In The DoSA Office	23
D. STUDENTS' HOUSING & RESIDENCE	25
Schedule A: Procedure And Management Of Hostel Inspection	25
1.0 Hostel Inspection:	25
2.0 Procedure For Hostel Inspection	25
3.0 Registration Of Private Hostels Onto The KOSASS	26
4.0 Procedure For Registering Private Hostels	27
E. WELFARE SERVICES	28
Schedule A: The Student Welfare Assurance Plan (SWAP)	28
1.0 Death Of A Guardian	28
1.1 Permanent Disability Of A Guardian	28
2.0 Death Of A Student	29
3.0 Procedure By The Directorate Of Student Affairs In Making Claims For Beneficiaries Of The Student Welfare Assurance Plan	29
3.0 Support To Families Whose Ward(S) Die During Their Study At KNUST	30
F. STUDENT SUPPORT & FINANCIAL SERVICES	38
Schedule A: Guidelines For Advertising Scholarships And Bursaries And Conducting Interviews For Scholarships And Bursaries	38
1.0 Advertising Of Scholarships	38
2.0 Formation Of Interview Panels	38
3.0 Documents To Inspect From Shortlisted Applicants	39
4.0 The Interview Process And Guide For Scoring Students	40
5.0 Submission Of Interview Results	41
Schedule B: Forms Of Scholarships And Bursaries	41
Schedule B: Procedure For Obtaining Introductory And/ Or Attestation Letter	44
1.0 Introductory Or Attestation Letter	44
2.0 Signatory	46
Schedule D: Procedure For Obtaining Admission Letter	46
Schedule E: Procedure For Food And Clothing Bank Application & Assessment	46
Schedule F: Immigration Services For International Students	48
1.0 Acquisition Of Resident Permit	48

Schedule G: Safe Arrival	49
1.0 Safe Arrival Activity	49
G. KNUST COUSSELLING CENTRE, KCC	56
Schedule A: Procedure For Accessing The Services Of The Knust Counselling Centre (KCC)	56
1.0 Procedure For Recruiting Peer Counsellors	56
2.0 Procedure For Handling Emergencies	57
H. KNUST CAREER SERVICES CENTRE (KCSC)	58
Schedule B: Career Coaching	58
1.0 Request For Career Coaching	58
2.0 Appointment Scheduling	58
3.0 Prepare For Coaching	58
4.0 Post-Coaching Support	58
Schedule B: National Service Placement	59
1.0 Advertisements	59
2.0 Application Submission	59
3.0 Interview And Selection	59
4.0 Interview Skills Training For Shortlisted Candidates	59
5.0 Interview By Employer Seeking National Service Personnel	60
6.0 Acceptance And Orientation	60
7.0 National Service Period	60
Schedule C: Internship Placement	60
1.0 Student Registration/Advertisements	60
2.0 Application And Interviews	60
3.0 Placement And Confirmation	61
4.0 Internship	61
5.0 Evaluation And Feedback	61
6.0 Completion And Evaluation	61
Schedule D: Job Placement	61
1.0 CV Pool Management	61
2.0 Advertisement	62
3.0 Application Review And Interview	62
4.0 Skills Training For Shortlisted Candidates	62
5.0 INTERVIEW WITH EMPLOYER	62
I. MANAGEMENT OF STUDENT ASSOCIATION	63
Schedule A: Procedure For The Registration Of Students' Club And Association	63
Schedule B: Standard Of Operation For Student Clubs, Societies And Leadership	64

Table Of Contents

Schedule C: Student Elections	65
Schedule D: Guidelines for Disbursement of Students Association Dues	66
Schedule E: Guidelines for the Observance of College/ Faculty/ Department/ Hall/ Society Week Celebration and other Students’ Public Activities.	68
KNUST Owned Hostels (KOHs)	70
Residency at KNUST Owned Hostels (KOHs)	70
Rules And Regulations	72
Offences, Acts And Their Corresponding Penalties	74
Beds	75
REFERENCES	77

STANDARD OPERATING PROCEDURES (SOPs)

The standard operating procedures is organized under the following major headings:

- A. Administrative Office
- B. Finance Office
- C. Students' Conduct and Discipline
- D. Students' Housing & Residence
- E. Welfare Services
- F. Student Support and Financial Services
- G. Student Counselling
- H. Career Services Centre
- I. Management of Student Association

A. ADMINISTRATIVE PROCEDURES

SCHEDULE A: PROCEDURE FOR RECEIVING CORRESPONDENCE, DISPATCH AND FILING DOCUMENTS

1.0 RECEIVING & DISPATCH CORRESPONDENCE

Proper handling of correspondence facilitates effective work for optimum output. This helps effective information flow and prompt adherence to office and administrative practices. This in turn enhances the image of the respective offices and the university as a whole. The following is proposed to strengthen the administrative procedures at Dosa;

- All correspondence to DOSA must be received and recorded at the General Office by the appropriate Administrator. After this the letters must be forwarded to the Directorate Registrar (DR) to refer them to the relevant officer for action.
- Letters to the DR Should be put on the relevant files.
- The DR must take immediate action on correspondence including the following:
 - Refer the letters on files to the appropriate officers for necessary action.
 - Attach a recommendation on a sticky note to the letter on the file. This may serve as lead or professional advice.
- Other correspondence directly addressed to other units of DOSA (i.e., SFSO, Welfare Unit etc.) should be received by the administrator of the unit, recorded and forwarded to the schedule officer for action.
- For administrative purposes all in-coming correspondence must be seen by the DR and all outgoing correspondence that are not signed by the DR must have him/her copied.

1.1 Outgoing Letters

All letters going out of the Directorate must be directed by the Directorate Registrar or his/her appointed representative to ensure that proper filing is done.

2.0 PROCEDURE FOR FILING DOCUMENTS AT DOSA

Every correspondence whether coming or outgoing must be referenced by a file number. This helps for easy tracing of documents and also for appropriate action. An effective filing system is important to capture, maintain and provide access to evidence of transactions over time in accordance with accountability.

The establishment of a coherent filing system enhances faster and systematic filing, faster retrieval of information, greater protection of information, and increased administrative stability, continuity and efficiency.

2.1 Classification of Files

There are four (4) primary classification of files

1. Administrative Files
2. Organisational Files
3. Programme Files
4. Case Files

2.2 Method of Filing

There are 5 major methods

1. By Subject/Categories/Topic
2. By Alphabetical Order
3. By Numbers (Numerically)
4. By Places (Geographically)
5. By Dates (Chronologically)

2.3 File Numbering (Subject and Alpha-Numeric System)

Files are first categorised based on correspondence; VC, Registrar, IPO, KCC, Hospital, SRC etc. Each file for receiving and sending correspondence must have the following features;

1. The name of the main Office; DOSA/KCC
2. The subject/receiving office; IPO/SRC/KCC/Legal & Welfare
 - a. Outside bodies; OB
 - b. Special advance; SA
 - c. Dosa Board; DB
 - d. Students in Dire Need; SDN
 - e. Budgets; B
 - f. Safe Arrival; SA
3. Ordinal Number of the file in the office (Chorological Order); 1,2,3.....
4. Volume number of the file; Vol. 1
5. The number of the letter on the file; 1,2,3....
E.g.: DOSA/VC/1/Vol. 1 – 1
DOSA/IPO/2/Vol. 2 – 1
DOSA/SDN/1/Vol. 1 – 3

2.4 General Information

- There should be “action” folders created for letters that will require action instead of filing
- Files should be secured in cabinets of safes or shelves in the file room
- Access to the file room shall be restricted to persons assigned to do so.
- Files can be kept in both hard and electronic versions for easy retrieval.
- File inventory must be kept to assist new staff on the types of files that exist in the office

SCHEDULE B: PROCEDURE FOR THE PREPARATION OF AGENDA & CONDUCT OF MEETINGS

1.0 PREPARATION OF AGENDA

Creating an agenda typically involves several key steps to ensure that a meeting or event stays organized and on track. The following is the general procedure for preparing an agenda:

- Identify the purpose of the event or meeting;
- List of topics that needs to be discussed at the meeting;
- Consult the Chairperson of the meeting on the draft agenda;
- Set a timeframe for each topic;
- List the topics in order of priority;
- Include breaks if necessary;
- Discuss with the Chairperson and finalise the agenda; and
- Distribute the agenda to participants of the meeting in advance.

2.0 CONDUCT OF MEETINGS

2.1 Before Meeting

- The secretary must prepare agenda in consultation with the chairman and circulate same, indicating date, hour and venue;
- The secretary must hold final consultation with the chairman on the agenda.
- The secretary must arrange logistics for the meeting (e.g., water, meals, notepads etc.)
- The secretary must send a reminder a day before the meeting.

2.2 During Meeting

- **Present-** A secretary must ensure that members present are fully captured by placing an attendance book at the entrance of the meeting place or a paper passed round for names to be entered to ensure a full list;

A. Administrative Procedures

- ***In attendance***- A second list, so headed, identifies non-members, who are also present, to follow directly after present;
- ***Absent***- A third list, so headed, indicating members who are unable to attend.

2.3 Meeting Day

2.3.1 The secretary

- Must report well ahead of time to make sure there is a place for everybody;
- Must take a seat next to the chairman (preferably, on his right) to confer with him, as necessary;
- Must have already at hand a copy of the enabling instrument, in particular, the committees' terms of reference for consultation, as necessary;
- Must prompt chairman when there is a quorum;
- Must have minutes book ready for signature;
- Announce the time and place for the next meeting where necessary.

2..4 After Meeting

- Must clear meeting place of all confidential material;
- Must proceed to drafting minutes as soon as practicable;
- Must notify all parties from whom action is expected or information is due, that is, prepare action on minutes within three (3) days after the meeting;
- Must review draft minutes with chairman;
- Must begin preparation for next meeting.

SCHEDULE C: PROCEDURE FOR CONTRACT EMPLOYMENT

Every office under the Directorate of Student Affairs that deems it necessary to employ a worker on contract basis shall follow the following procedure:

- i. The office shall write to the Director of Student Affairs through the Directorate Registrar for initial approval;
- ii. When approved by the Director, the Directorate Registrar shall write to the Vice-Chancellor through the Director of Student Affairs for final approval;
- iii. If approval is granted by the Vice-Chancellor, an interview shall be organised for shortlisted applicants by the Directorate Registrar;
- iv. The Directorate Registrar shall then write to the Deputy Registrar, HRD for the appointment;
- v. The applicant must communicate his/her acceptance or not as soon as he receives the contract appointment letter;
- vi. The Directorate Registrar, together with the Head of the Office that requested the employee, shall organise an orientation for the employee.

SCHEDULE D: CONDITIONS FOR CONTRACT APPOINTMENT

- i. Renewal of Contract Appointment is not automatic;
- ii. Every contract employee shall write to the Directorate Registrar through his/her head for the application for contract renewal at least one (1) month before the end of the current employment year;
- iii. Upon approval from the various Heads of Offices, the Directorate Registrar shall submit the final list of contract employees to the HRD for the renewal of their contract;
- iv. All contract employees must accept the contract within three (3) days upon receipt of the contract appointment letter through their Heads to the Directorate Registrar.

SCHEDULE E: PROCEDURE FOR THE TERMINATION OF CONTRACT APPOINTMENT

Contract appointment can be terminated in the following manner:

- i. Contract appointment can be terminated at any time by the employer without giving reasons for the termination;
- ii. The contract employer shall give one (1) month notice or pay one (1) month salary in lieu of notice;
- iii. The contract employee can resign from his post at any time without giving any reason;
- iv. The contract employee must give his/her employer one (1) month notice or forfeit one (1) month salary in lieu of notice.

B. FINANCE OFFICE

OUTLINE

Schedule A: Imprest

Schedule B: Special Advances

Schedule C: Procurement

Schedule D: Stores

Schedule E: Budget

Schedule F: Students Association

SCHEDULE A: IMPREST

- Imprest may be kept by all Heads at the Directorate to cater for petty cash expenses.
- Imprest may be used for payment for fuel, general transport expenses and other routine petty office expenditure.
- No single transaction shall exceed 20% of the gross imprest except for the payment for fuel.

Example

- DOSA imprest of $\text{GHS } 5,000.00 \times 20\% = \text{GHS } 1,000.00$
- SRC Imprest of $\text{GHS } 2,500.00 \times 20\% = \text{GHS } 500.00$
- Counselling imprest of $\text{GHS } 1,500.00 \times 20\% = \text{GHS } 300.00$
- Imprest should be reimbursed on production of valid receipts/bills or certificates for expenses made. It must be ensured that reimbursement does not exceed the authorized imprest.
- Where it is not possible to obtain official receipts for payments, an honour certificate duly authorized by Head of Department may be used.

B. Finance Office

- All documents and petty cash books should be produced to the Internal Audit for verification before a payment voucher is prepared.
- All imprest holders shall retire their imprest at the end of each financial year to the Accountant/Finance Officer.
- Any requests for increase in the imprest amount must be approved by the Finance Officer upon recommendation of the Internal Auditor.

SCHEDULE B: SPECIAL ADVANCES

- Heads of Dosa Units/Offices may be granted special advances to enable them pay for goods and services where it is not possible to obtain such goods and services before payment is made.
- Special advances must be accounted for within 21 days counted from the date payment is made.
- Any Head who fail to account for special advances after 3 months will have the amount recovered from their salaries with interest at the prevailing bank rate.
- Any Head who does not accounted for previous advances will not be granted further advances.
- Any special advance granted to a Head of Dosa shall be treated as a receivable in his personal name until it is retired.
- Dosa shall not grant special advance for constructional and non-constructional contracts.

SCHEDULE C: PROCUREMENT

DEFINITION: Procurement relates to the purchase of goods, works and services. All purchases shall be made in accordance with the Public Procurement Act of 2003, (ACT 663), Public Procurement (Amendment) Act, 2016 (Act 914), the Public Financial Management Regulations, 2019 (LI 2378) and the Public Financial Management Act, 2016 (Act 921). The Vice Chancellor and the officer with delegated powers are responsible and accountable for actions taken and for instructions stipulated per the Public Procurement (Amendment) Act.

1.0 POLICIES AND PROCEDURES

- Identify the needs/requirements in terms of goods, works or services based on procurement plans, budgets, proposals or requests from user unit.
- Where the amount required is above the threshold of the spending officer of the user department (Director), the request shall be forwarded to the Director of Procurement for further action. ***Where the request is within the threshold of the user department (Dosa) as specified in the University Capitalization Policy, Section 8.4 (Table 2), the following steps shall be followed:***
- The Director or Deputy Directors or Head of Department, is ultimately responsible for purchases within his/her unit in accordance with the procurement process.
- Contact the suppliers (through registered suppliers list) and request a quotation or a proposal. Normally, a minimum number of three quotations/proposals is required to meet competition requirements. All suppliers shall be VAT registered. Accredited Suppliers must be registered with the Public Procurement Authority and with the University's procurement unit.
- Review the quotations or proposals based on pre-set criteria (such as price, quality, delivery time, etc.).
- Negotiate and conclude an agreement/contract with the most appropriate supplier.
- The transaction must be conducted at an arm's length.
- Check that all steps are transparent and that documentation is complete.
- Where the goods, services or works can be obtained in-house, the department which provides the goods, services or works may be contacted directly.

1.1 Procedure for Taking Delivery of Goods Procured

- All goods procured (through the procurement unit) shall be delivered at the Stores.
- In the case of goods procured directly by the user Department, the goods shall be delivered to the procurement officer of that user Department.
- **All goods received shall be supported by suppliers' VAT invoices, way- bills, delivery notes and packing lists where applicable.** The receiving officer shall enter particulars of the goods on a Goods Received Voucher (GRV) after satisfying himself that the quality, weight and quantity are correct and agree with the purchase order and invoice in the presence of a procurement officer and Head of Stores. Any discrepancies shall be reported by the Head of Department immediately.
- Where the goods received are of a technical nature, an expert shall inspect the goods to ensure that they meet the required specifications.
- When goods procured arrive and the inspection team finds any defects or variation in price, the inspection team shall reject the order immediately.
- All goods received shall be verified by the Internal Audit.
- Heads of the units where inventory is held are responsible for the safe custody and control of inventory to ensure that the inventory is adequately protected against loss, damage and misuse.

SCHEDULE D: STORES

1.0 RECEIVING IN STORES/DONATED ITEMS/FOOD BANK

- The item delivered to Dosa are inspected by a team including someone with technical knowledge about the item, internal audit, storekeeper and the user department.
- Upon completion of inspection of the items delivered, an Inspection Certificate is completed by the storekeeper and signed by the internal auditor and the inspector (technical person).

- Where the item is a fixed asset, the item is embossed with a predetermined serial number (label). The original copy of the inspection certificate is attached to the documents accompanying the items received.
- The waybill presented by the supplier is signed by the storekeeper to acknowledge receipt from the supplier.
- A Goods Receipt Voucher (GRV) is prepared by the storekeeper and signed by the internal auditor.
- After completing the GRV for an item, the details are entered in the Good Inwards Register and onto a tally card. A tally card is completed for each stock item received (e.g., blue pens, green pens, rice, oil, dress, gari, etc.).

2.0 ISSUING OF DONATED ITEMS/FOOD BANK

2.1 Allocated Items and Unallocated Items

- An Internal Combined Requisition and Issue Voucher (ICR & IV) is used by the user unit to request allocated items (An allocated item is an item that belongs to a specific unit, but which were received at Dosa's store)
- The ICR & IV is signed and stamped by the Head of user unit, receiver of the item and Storekeeper. In addition, the HoD and Storekeeper. The ICR & IV is then vetted and signed by the Internal Auditor. The ICR & IV is completed in quadruplicate, a copy for the user unit, security at post and two copies remain at stores (storekeeper and head of stores).
- Where the item is a fixed asset, the item is entered into the Fixed Assets Register of the user unit.
- Information about the issued item on the ICR & IV is also recorded in the Goods Outward Register. The information includes description of the item, quantity, unit price, total value and destination.
- The security at post shall inspect the goods as stated on the ICR & IV.
- The Storekeeper shall record the details of the items on the ICR & IV onto the tally card.

- ***For unallocated items, the Storekeeper then enters the following compulsory fields for stock issued in the inventory management information system:***
- Date.
- Location (store from which item was issued).
- Cost Centre.
- Expense GL codes (Dr. Expense A/C (eq. Stationary) Cr. Stock/Inventory A/C).

3.0 RETURN ISSUED STOCK

- Returns to stores should be recorded on the stores return voucher.

4.0 STOCK BALANCE

- A stock movement report is run from the system that provides a detailed report and valuation of receipt and issue of stock and balance.

5.0 STOCKTAKING

- Any unit of Dosa which holds stocks of allocated or unallocated stores shall perform stock taking quarterly, half-yearly and annually, and at other times as may be directed by the Finance Officer or the Internal Auditor. Stocktaking should be performed daily for fast moving items.
- The stocktaking shall be supervised by the Internal Auditor and the Finance Officer shall determine a cut-off date for stock taking.
- Stock shall be valued at the lower of historical cost and Net Realizable Value (NRV)/replacement cost and the total value shall be reconciled with the store's accounts.
- A system stock sheet is printed. The system stock sheet has columns for item name, item code, system quantity and physically stock count. The system quantity should be shown on the stock sheet.
- The physical counts are undertaken by a team comprising a finance office staff, internal audit staff and the storekeeper. External auditors may join the team to observe the annual stock take. The stock take sheets are signed by each member of the team.

- After the physical count is undertaken, the results are compared with the detailed report from the system. Discrepancies discovered at stocktaking shall be investigated by the Internal Auditor who shall report his findings to the Finance Officer. After variance noted are resolved and corrected, the final valuation report is printed.
- Stock certificates, original copies of all stock sheets, certified by the Head of Department and countersigned by the Internal Auditor and the store-keeper shall be forwarded to the Finance Officer for incorporation into the final accounts of the University.

SCHEDULE E: BUDGET

The purpose of this section is to detail all the processes and procedures involved in the Dosa budget preparation and approval. The budget shall cover a period of one financial year. The University uses different medium and processes for the preparation of budget to the Government of Ghana and the preparation of budget using Internally Generated Funds (IGF).

1.0 BUDGET AND BUDGETARY CONTROL

- The Dosa Accountant is responsible for the preparation of the budget of Dosa. This is done in consultation with all units and Dosa before submitting to the University budget officer.
- The budget shall be prepared in line with the Directorate's strategic objective and the budget guidelines of the University from the Ministry of Finance through the National Council for Tertiary Education (NCTE).
- The Budget Officer in consultation with the Dosa Accountant shall issue budget guidelines to all Units/Centres of the Dosa, specifying the modalities and requirements for the preparation of their functional budgets. This shall be at the beginning of each academic year.
- The guidelines shall include but not limited to the following:
 - Revenue Estimates;
 - Student Numbers;
 - Expenditure Estimates, and

B. Finance Office

- Estimates on Capital/Development Projects.
- The Directorate Registrar's Office shall be responsible for providing the following:
 - Staff at Post;
 - Expected Recruitments;
 - Expected Promotions, and
 - Expected Retirements.
- The functional estimates must contain requirements of development and recurrent funds for the following fiscal year.
- All Heads of Units shall submit estimates for goods, services and capital expenditure for the preparation of the annual budget of the Dosa to the Accountant following review of budget by the respective unit.
- The Budget Unit shall collate and compile a draft master budget based on the functional budgets received from various Units and Centres.
- The Finance Officer/Accountant shall review the draft master budget with the respective Units and Centre Heads.
- The reviewed draft budget shall be forwarded to the Director for consideration.
- The Vice Chancellor then performs budget hearings and clear queries arising on submissions from Heads of units.
- The Finance Officer shall forward the consolidated draft budget to the Standing and Finance Committee of Council for its consideration and recommendation to the University Council.
- The Dosa's reviewed budget shall be approved by the University Council after consideration by the Standing and Finance Committee.
- The approved budget is then communicated to all Units and Centres

SCHEDULE F: STUDENTS ASSOCIATION

1.0 BUDGET

- An annual budget for all activities and programmes shall be submitted at the beginning of the first semester, at least within two (2) weeks of reopening, before a request for each program is submitted for payment.
- The budget shall be sent to the Association's Parliament or Senate for approval and shall be signed by the Speaker/Senate President, the Financial Secretary and the President.
- Budgets from all colleges/IDL/SWD/ISA/UNRC must be endorsed by their patrons.
- Every request must come along with a proposed budget and also indicate which budget line it relates to.
- Associations must spend within the approved budget.
- Tax must be incorporated as a budget line item.
- The budget must be reviewed.

Eg.1- BUDGET-SERVICES

S/N	Details	Quantity	Unity Price (Ghs)	Amount
1	Food	200	5.00	1,000.00
2	Water	6 boxes	36.00	216.00
3	Photography			200.00
4	Flyers	200	1.80	350.00
5	Décor			600.00
	SUB-TOTAL			2,366.00
	NHIL (2.5%)			59.15
	GETFUND (2.5%)			59.15
	COVID (1%)			23.66

S/N	Details	Quantity	Unity Price (Ghs)	Amount
	TOTAL + LEVIES			2,507.96
	VAT (15%)			376.19
	GROSS TOTAL			2,884.15

Eg 2. **BUDGET- GOODS**

S/N	Details	Quantity	Unity Price (Ghs)	Amount
1	Exercise Books	2500	2.5	6,250.00
2	Pens	500	1.2	600.00
3	Computers	2	2,800	5,600.00
4	Speakers	4	1,200	4,800.00
	SUB-TOTAL			17,250.00
	COVID (1%)			172.50
	VAT (FLAT RATE 3%)			517.50
	GROSS TOTAL			17,940.00

- Your request should be the total amount including VAT for approval but not the raw/cost amount
- Note that there will be deductions for withholding tax of (Services-7.5%, Goods-3%)

1.1 TAX

- Tax (Services 7.5% withholding)
- Tax (Goods 3% withholding)

- VAT (Services 21.00% withholding) includes COVID 19
- VAT (Goods 4% withholding) includes COVID 19

2.0 PAYMENTS AND REQUIREMENT

2.1 PAYMENT

- a) Requests shall be made **at least two weeks** to the program with all relevant document to avoid delay.
- b) Payment is made when services are rendered or goods have been received by or from a supplier.
- c) The cover letter must state the programme, amount in words and figures, and venue. NB: approval for payment request is not same as approval for the programme.

2.2 REQUIREMENT

- a) Three (3) invoices are required of which the lowest quotation will be selected.
- b) VAT invoices must be included.

3.0 SIGNATORIES /APPROVING AUTHORITIES

- Requests must be made by the Financial Secretary and endorsed by the President.
- College- Provost must sign and stamp.
- Faculty- Dean must sign and stamp
- Department- Patron/HOD- must sign and stamp.
- ISA/UNRC/SWD – Patron must sign.
- SRC, GRASAG, NUGS, DSA

4.0 SUPPLIERS

- The company shall be registered with ***Public Procurement Authority (PPA), KNUST Procurement and VAT, GRA and TAX CLEARANCE CERTIFICATE***
- The registered company shall have an operating **bank account**

5.0 SPECIAL ADVANCE

- Special advance will be granted:
 - a) During students travel (field trip)
 - b) Conference and seminars outside KNUST

5.1 Retirement of Special advance

Make reference to the money advanced is being accounted for with all relevant invoices and VAT invoice.

- Special advances must be accounted for within 21 days reckoned from the date payment is made
- Any person who fails to account for special advances after 3 months will have their examination results and/or certificates withheld until retirement of the advance.

6.0 IMPREST

- It is given to the Association to cater for petty transactions in the office (e.g., Photocopy, printing, phone cards etc.)

6.1 Retirement of imprest

- a) Money spent must be accounted for with all relevant receipts and VAT invoices before reimbursement is done.

7.0 REFUNDS

Note:

- Students are entreated not to pre-finance transactions.
- Avoid taking loans for programs as you may have to pay with interest.

8.0 SIGNATORY TO REQUESTS

- Every request should be signed by the Associations' President and Treasurer.
- In the event that a program is organized by another officer, he/she is required to sign on the request letter. This is necessary to ascertain that the organizer of the program is fully involved.

9.0 DISBURSEMENT OF ALLOWANCES TO STUDENTS

- The name of the recipient shall be written in full when submitting the request claim.
- All recipients of allowances shall have their bank accounts attached to the claims (i.e., Account name, account number, and branch of account)

9.1 ALL ALLOWANCES

- All sitting allowances shall be as approved rate of GHS 30.00 per meeting and this attracts a tax of 10%.
- Ex-gratia payments also attract a tax of 10% (this payment is only available to Associations who have positive balances at the end of their term in office)
- Per diem to students at the rate of a Junior Staff shall apply

9.2 BURSARIES

- Provision of bursaries for needy students from dues shall be **undertaken solely by the College Associations**

10.0 RETENTION

There shall be a retention each year

- There shall be a retention each year of 25% of the current dues from the current administration shall be retained for the next administration
- Upon resumption, 25% of dues shall be released to the incoming executives (amount left from previous administration)

11.0 REFUND OF FEES TO STUDENTS/SPONSORS

If a student withdraws from his/her programme before completion, he/she may be entitled to a refund of Academic fees if they have paid all or a proportion of the fee.

11.1 Refund to Newly Admitted Students

- If a student dies during the First Semester of the Academic Year, and has fully paid his Academic Fees, the Guardian/Sponsor of the student is entitled to 100% refund of fees paid. The Death Certificate and Burial Permit shall be attached to the request letter of the refund to the Finance Officer, through the Director of Student Affairs.
- If a student dies after the First Semester, the Guardian/Sponsor is not entitled to any Refund.

11.2 Refund to Continuing Students

- If a continuing student who has paid 100% of his fees withdraws from the programme up to 4 weeks into the first semester, the student is entitled to a refund of 50%.
- If a continuing student withdraws from the programme more than 4 weeks into the first semester, the student is **NOT ENTITLED** to any refund.

11.3 Refund of Academic Fees to Sponsors

Refunds by the University to sponsors, are only made when the University receives an official Request of Refund by the sponsor. The Head of Student Section, representing the Finance Officer, shall inform sponsors that beneficiaries have declined their scholarship offer. However, the University is not under any obligation to send refund amount to the sponsor until the sponsor officially requests the refund of the declined offer.

C. STUDENT CONDUCT & DISCIPLINE

PROCEDURE IN THE DOSA OFFICE

The Directorate acts in loco parentis for all Junior Members of the University and as such becomes the first point of call with every Junior Member Disciplinary matters. Below are the standards and procedure for initiating and dealing with disciplinary matters:

- A written report/complaint is received from the Junior Members or, alternatively, a report is received from the Police/Security/Staff or any source.
- All persons who are allegedly mentioned in the complaint shall be called to write their statement(s);
- The complaints are received and handled by the Deputy Director in charge of Conduct and Discipline;
- A date is then scheduled for hearing and determination of the matter by the Deputy Director and Senior Tutors;
- The Director is informed for his/her inputs;
- If the matter demands higher punishment, the Director refers to the Vice-Chancellor for approval to constitute Junior Member Disciplinary Committee.

Matters that the Directorate is unable to resolve are forwarded to the Vice-Chancellor for the Junior Member Discipline Committee in the following manner:

- A letter with all relevant documents attached is sent to the Vice-Chancellor from the Directorate;
- The Vice-Chancellor, upon the advice of the Legal Office, refers the matter to the Junior Member Disciplinary Committee (JMDC);
- The JMDC conducts its hearing and submit its report to the Vice-Chancellor copying Dosa;

C. Student Conduct & Discipline

- The Vice-Chancellor, upon the advice of the Legal Office, may implement the recommendations of the JMDC; and
- The decision is then communicated to the Junior Member(s) involved, Dosa and other relevant offices and institutions through the Academic Affairs Office.

D. STUDENTS' HOUSING & RESIDENCE

SCHEDULE A: PROCEDURE AND MANAGEMENT OF HOSTEL INSPECTION

1.0 HOSTEL INSPECTION:

The hostel inspection team shall conduct annual assessments of campus and off-campus accommodation facilities to ensure compliance with safety and hygienic standards. The goal is to create a conducive living environment that promotes student well-being and academic success.

1.1 The Hostel Inspection Team

The hostel inspection team is made up of the following:

- The police;
- KNUST Security;
- Fire Service;
- Municipal Health Directorate (Environment and Sanitation Unit);
- Ghana Tourism Authority;
- Dosa Housing Officer;
- Senior Tutors under Dosa;
- Student Member(s) of parliament;
- Representation from SRC;
- Any other coopted Professionals.

2.0 PROCEDURE FOR HOSTEL INSPECTION

- Dosa writes to inform all hostel operators through their Association on the date and time for the Inspection;
- Dosa shall write to all stakeholders on the date and time for the inspection;

D. Students' Housing & Residence

- Arrangements of logistics needed for the inspection shall be made by Dosa;
- Dosa provides support for all the days of the inspection (Transport, Refreshment, Allowance);
- Inspection is done on dates for the designated hostels and snag list (Defects and operational inefficiencies) are documented;
- Each Hostel shall receive a copy of the snag list for their hostel deficiencies to be remedied;
- Timelines shall be determined for the defects to be remedied;
- A follow up inspection shall be made to confirm the remedies made;
- Hostels which fail to remedy their defects shall not be recommended by the Directorate for use by students;
- In the event of serious Building (Structural, Electrical, Masonry etc.) defects, the Municipal Assembly shall be informed in accordance with the regulation.

3.0 REGISTRATION OF PRIVATE HOSTELS ONTO THE KOSASS

Registered hostels may be recommended for placement onto the KNUST Off-Campus Accommodation Support System (KOSASS) to facilitate easy access to students. The KOSASS platform categorizes hostels into classes based on location, facilities available, proximity, and other services. The following are the categories:

- A1 denotes **Executive Hostels** (standby generator, adequate security, reading room, internet service, TV room, etc.)
- B1, B2 denotes **Standard Hostels** (shortfall of any of the above facilities except adequate security)
- C comprises **Basic Hostels** (meets the minimum hostel facilitates requirement by the Directorate)

4.0 PROCEDURE FOR REGISTERING PRIVATE HOSTELS

- Prospective operators shall officially write to the Directorate expressing interest to be registered;
- Letter referred to the Deputy Director in charge of Housing and Welfare for action;
- A team led by a Senior Tutor/Housing Officer shall conduct an inspection of the facility;
- A recommendation shall be made to the Director for registration of the Hostel if it meets the minimum criteria;
- A form shall be given to be completed with the necessarily statutory documentation from the Assembly, Ghana Tourism Authority, Ghana National Fire Service etc.;
- A certificate of registration shall be issued to the Hostel after the assessment of the documentation;
- The Hostel shall then be placed on the KOSASS platform for access by students.

E. WELFARE SERVICES

SCHEDULE A: THE STUDENT WELFARE ASSURANCE PLAN (SWAP)

The Student Welfare Assurance Plan (SWAP) is a master life policy between KNUST and VANGUARD LIFE ASSURANCE COMPANY LIMITED. SWAP assists KNUST students for any of the underlisted risks.

1.0 DEATH OF A GUARDIAN

The guardian must be the one listed in the application of the student for admission.

Requirements:

- i. A letter of request to the Director of Students Affairs.
- ii. The cause of death certificate of the deceased.
- iii. The burial permit of the deceased.
- iv. An “original but not a photocopy” of the poster or invitation card for the funeral.
- v. A photocopy of the KNUST student’s ID card.
- vi. A student with a guardian who belonged to the Islamic Religion and cannot provide the cause of death certificate, burial permit, and the poster/ invitation card should submit a letter from the Imam proving that the deceased was a Muslim.

1.1 PERMANENT DISABILITY OF A GUARDIAN

Requirements:

- i. A letter of request to the Director of Students Affairs.
- ii. A Medical Report from a doctor.
- iii. A photocopy of the KNUST student’s ID card.

2.0 DEATH OF A STUDENT

Requirements:

- i. A letter from the family or department, informing the Director of Students Affairs of student's demise.
- ii. The poster or invitation card for the funeral.

NB: *The required documents of any of the above occurrences should be submitted at the Directorate of Student Affairs as soon as possible.*

3.0 PROCEDURE BY THE DIRECTORATE OF STUDENT AFFAIRS IN MAKING CLAIMS FOR BENEFICIARIES OF THE STUDENT WELFARE ASSURANCE PLAN

- i. The documents submitted by students who apply for the benefit of SWAP is cross-checked with their profile from the student finder to confirm if the named guardian is the same as the deceased. This is to ensure that the applicant qualifies for claim.
- ii. In the process, a request letter for the payment of claims, an attached list of the details of the qualified applicants and the original documents of the deceased or disabled guardians, are submitted by the Directorate of Student Affairs to the Managing Director of Vanguard Life Assurance Company Limited (Accra).
- iii. When claims are settled by Vanguard Life Assurance Company Limited (Accra), beneficiaries are called immediately to receive the claims.
- iv. In subsequent Academic years, a letter of request for the payment of claims and an updated list of beneficiaries, are submitted by the Directorate of Student Affairs until the students graduate; thus, there is no need for them to re-apply.
- v. Also, in the occurrences of death of students, a letter of request for the payment of claims which serves as the compensation of the cost incurred by the Directorate of Students Affairs during the funeral rites of the deceased is submitted to the Managing Director of Vanguard Life Assurance Company Limited (Accra). This is done with the required documents of the deceased students attached.

3.0 SUPPORT TO FAMILIES WHOSE WARD(S) DIE DURING THEIR STUDY AT KNUST

The Following are the Responsibilities of KNUST and the family in the unfortunate event that a student loses his/her life:

Ghanaian Student

Scenario 1: Death of a Ghanaian Student While School is in Session

Medical Death, that is, the student dies at the hospital after 24 hours of admission:

- The Dosa is responsible for ensuring that the body of the student is deposited at the School of Medical Sciences (SMS) mortuary upon approval by the Hospital;
- Inform the Head of the KNUST Counselling Centre and the University Chaplain to support in breaking the news to the parents/family of their ward;
- The Directorate, led by the Office of Student Welfare and Documentation will then wait for the family to set the date for burial, and officially inform the Head of Department about the death of the student, providing date and details of burial and funeral;
- The University Hospital shall support in the Preparation of the Death Certificate to be given to the family (when they come for the body of the student);
- Hospital and Mortuary bills shall be paid by the University;
- The cost of the Ambulance/Hearse to carry the body (of the student to anywhere in Ghana) shall be paid by the University;
- The Undertaker's bill shall be the responsibility of the family and not the University;
- Two members of staff from the Directorate shall represent the University at the Burial Service/funeral;
- Dosa shall donate One Thousand Ghana Cedis (GHS 1000.00) to the Parents of the deceased student on behalf of the University. (NB: this amount may change from time to time)

- The sdw shall work with the HoD and students to prepare a tribute.

The responsibility of the Head of Department, when a student passes, shall be as follows:

- Support in mobilising students to attend the funeral;
- Help arrange a bus and meals for the students who will be attending the funeral. If the funeral is outside campus, all students attending the funeral should sign against their names with their student reference/index numbers;
- Assist in mobilising funds as contribution towards the funeral donation. The Department is expected to make a donation to the deceased family;

Scenario 2: Death on Arrival at the Hospital/Death that require Coroner's inquest

This may occur in the following circumstances, among others:

- **Dies in** his/her room at the Hall/Hostel;
- Dies **within** 24 hours after admission at the hospital;
- Dies in the Classroom or within the University community;
- Dies in a road accident while on Campus.

With the above, the following procedure shall be followed:

- The body of the student will be sent to the University Hospital for confirmation of death;
- The Director of Student Affairs should be duly informed by the Hospital;
- The Director of Student Affairs, together with the Head of KNUST Counselling Centre or the College Counsellor of the deceased student will inform the family of the deceased student;
- The University, represented by the Director of Student Affairs and members of the family of the deceased student will inform the KNUST Police CID for their assessment of the situation and assist with the court procedures;

E. Welfare Services

- With the assistance of the Police, the body of the student will be sent to KATH mortuary for autopsy to be performed. The cause of death must be ascertained before the body will be released and deposited at the sms Morgue;
- Dosa, represented by the Student Welfare and Documentation (swD) Officer needs to submit a Police Report and a Coroner's Report from the Court before the autopsy is done. In the company of a Police CID, the Dosa swD Officer and the family would go to the Court for the Coroner's Report that will authorise the post-mortem to be conducted;
- The **cost of the Coroner's Report and Cost of the Police Report will be the responsibility of the family** and not the University;
- Upon receiving the Coroner's Report from the family, **the University will officially request for a post-mortem, and pay for it.** The body will then be released and deposited at the sms Morgue;
- After the successful execution of the post-mortem, the Directorate, represented by the Officer in Charge, will wait for the family for information on burial and funeral arrangements;
- **Hospital and Mortuary bills shall be paid by the University;**
- **The cost of the Ambulance/Hearse** to convey the body to the hometown of the student in Ghana and outside Ghana **shall be borne by the University;**
- **The Undertaker's bill** shall be borne by **the family of the deceased;**
- **Two** staff from the Directorate, represented by the Office of swD, shall represent the University at the burial;
- The Office shall donate One Thousand Ghana Cedis (GHS 1,000.00) to the Parents of the deceased student on behalf of the University.

Scenario 3: Accidental Death on Industrial Attachment: Ghanaian Student

- When a Ghanaian student dies in an accident while on an industrial attachment in any firm or company, the following shall apply:
- The Ghana Police Service in the locality should be informed immediately to visit the accident scene;
- The Director of Student Affairs should be informed immediately;
- All other processes for a coroner's inquest indicated in scenario 2 above should be followed; and the responsibilities of Dosa and the Academic Department remain the same.
- Families who have their wards dying while on campus may choose to keep the body at the KNUST SMS morgue or take it to a morgue of their choice (after post-mortem, if required). Families should however, be informed that KNUST only takes responsibility for bodies kept at the University morgue. Also, KNUST is responsible for the hearse from the university morgue to the bereaved family's choice of venue.

Scenario 4: Ghanaian Student Dies While at Home

Some students pass on while school is on break. When this happens:

- The Family should formally inform the Director of Student Affairs /and or the Head of Department of the student of the demise of the student stating the funeral arrangements;
- If the letter is sent to the Directorate of Student Affairs, then the Directorate will formally inform the Department of the demise of the student, with the funeral arrangement;
- Staff from the Office of the Directorate shall represent the University at the Burial Service/funeral;
- The Department/Hall of Residence shall arrange for a bus to convey students and staff to the burial service;
- The Department shall make a donation to the family of the deceased student.

Scenario 5: KNUST Institute of Distance Learning (KNUST-IDL) Students

When a student of the Institute of Distance Learning dies, the following will apply:

Kindly note that KNUST-IDL students are all seen as **non-residential students**.

- The Family, and **not** the Class Representative, shall formally inform the KNUST-IDL Institute Registrar through the Zonal Coordinator, of the demise of the student and the burial arrangements;
- The Zonal Coordinator/Assistant Registrar/Senior Assistant Registrar shall guide the family on the writing of the letter and should be in copy;
- The Institute Registrar shall formally inform the Director of Student Affairs of the demise of the student and the burial arrangements;
- Staff of the Directorate shall represent the University at the Burial Service/funeral and make a donation of one thousand Ghana Cedis (GHS 1,000.00) to the Parents of the deceased student on behalf of the University;
- The Zonal Coordinator, with the support of the Institute Registrar, shall organise the staff of the Zonal Office and students (class mates) at the Study Centre to attend the funeral. The Institute shall also make a donation to the family/parents;
- The University, through the Directorate shall support the cost of the ambulance/hearse that would convey the mortal remains of the student from the mortuary to the family/cemetery with **an amount not exceeding** one thousand, five hundred Ghana Cedis (GHC 1,500.00).

NOTE: The amount shall be paid directly to the ambulance/hearse company with receipt and not the family.

Summarised Role of Faculty/Department/Hall of Residence

When a Ghanaian student dies, the following shall be done:

- The Directorate, through the Office of Student Welfare and Documentation (swd), shall formally inform the Head of Department of the deceased student or Hall Master of the student's Hall of Residence, when it receives the formal notice from the family on the death and the funeral arrangements;

- The Department/Hall of Residence shall arrange for a bus to convey students and staff to the burial service of the Ghanaian Student;
- For an International Student, staff and students may join virtually if the family so permits;
- The Department shall make a donation to the family of the deceased student;
- The Department shall also ensure that a Tribute is written in memory of the student to be read during the Burial Service.

International Students

Part 1:

If an International Student passes on while school is in session and it is reported as Medical Death, that is, the student died at the hospital after 24 hours of admission or within 24 hours of admission at the hospital, the processes up to depositing the body at the SMS morgue, in addition to the following, will apply:

- The Directorate shall await the mode of the funeral from the family of the deceased;
- The University, through the Office of the Registrar, shall formally inform the Embassy or the High Commission or the Consulate, whichever is applicable, about the demise;
- If the family decides that the body of the student should be sent to the home country, the Directorate shall liaise with the KNUST Travel Services to plan for the repatriation of the body to the home country;
- The University, through the Directorate, shall inform the Ministry of Interior of the demise of the international student and request permission to repatriate the mortal remains to the home country;
- Hospital and Mortuary bills shall be paid by the University.

The following documents shall be needed before the body of the student could be repatriated to the home country:

- Official Cause of Death (through the post-mortem report);

E. Welfare Services

- Certificate of Embalmmment;
- Environmental Health Certificate from the KMA;
- Letter of Non-Contagious Disease;
- Certificate of Medical Cause of Death;
- Official Certificate of Death (to be issued at the Head Office of Registry of Births & Deaths, Accra).

It is required that the body of the student should be accompanied by a family member of the deceased. This means that:

- A member of the family should be requested to come to accompany the body;
- Or the family should give the “Power of Attorney” to someone else in Ghana to represent the family in all the documentation processes and follow the body home.

The Body shall be accompanied by a Senior Member of the University, in this case, a counsellor; or anyone appointed by the University Management.

Part 2:

Accidental Death on Industrial Attachment

When an International Student dies in an **accident**, while school is in session, then in addition to all the requirements of the part one (1) above, the Police Inquest Form and the Coroner’s Report must be added.

An example of expenses made for an International Student in **October 2021** is summarised as follows:

No	Particulars/ Item	Amount (GHS)	Amount (USD)
1.	Corona's Report & Court Documents	500.00	84.73
2.	Mortuary Expenses, Cost of Post-Mortem, and evacuation of body from KATH to SMS morgue	2,595.00	439.76
3.	Letter of export and death certificate for international death bodies from office of Birth and Death Registry, Accra	455.00	77.12
4.	Mortuary Expenses and Undertaken Services at KNUST (paid by the University)	-	
5.	Certificate of Embalmmnt	500.00	84.73
6.	Environmental Health Certificate from KMA	1,500.00	254.20
7.	Coffin	1,250.00	211.83
8.	Suit and other Accessories to prepare Student for trip	750.00	127.10
9.	Ambulance/Hearse to Accra Airport	2,000.00	338.93
10.	Air Tickets for two (2) people	9,719.00	1,647.02
13.	Payment for Cargo (Mortal Remains)	12,448.00	2,109.51
14.	Payment for Cargo handling	1,800.00	305.04
15.	Expenses for Staff who travelled Outside including per diem	12,731.52	2,157.56
16.	TOTAL	46,768.52	7,925.66

F. STUDENT SUPPORT & FINANCIAL SERVICES

SCHEDULE A: GUIDELINES FOR ADVERTISING SCHOLARSHIPS AND BURSARIES AND CONDUCTING INTERVIEWS FOR SCHOLARSHIPS AND BURSARIES

1.0 ADVERTISING OF SCHOLARSHIPS

At the beginning of the Academic Year, the Office of the Student Support and Financial Services contacts all the major providers/partners of Scholarships to ascertain their programme of activities for the academic year.

After securing the various dates, a calendar is drawn showing when each scholarship will be advertised and the various eligibility criteria as outlined by the Scholarship partners.

The scholarships are publicized through the various university channels, such as:

- i. The University Website;
- ii. Social Media Handles of the SRC, GRASAG, NUGS-Local, Colleges, Faculties and Departmental Associations;
- iii. All Major Notice Boards of the University, especially at Dosa, and Departmental Notice Boards;
- iv. Text messages to target groups, where necessary.
- v. Flyers

2.0 FORMATION OF INTERVIEW PANELS

The College Representative on the Student Financial Services Board is expected to lead in the formation of the Interview panels. The following shall guide the formation of the panels:

- i. The Interview Panels should be made up of between three (3) members and five (5) members of the Department/Faculty. *One person*

interviewing students for bursaries and scholarships is unacceptable and not be encouraged.

- ii. The Panel members should be made up of at least one member from each of these categories:
 - Academic Staff (Faculty Member)
 - Administrative/Professional Staff
 - Senior Staff
- iii. The College Counsellor is an automatic member, an ex-officio member of at least one panel and shall be consulted as and when needed by other panels for decision-making on an applicant.
- iv. If Panels are constituted at the Departmental level; at least one member of the Panel should be from a Cognate Department.
- v. A Panel made up of staff solely from the same Department or Faculty is not permitted.
- vi. Student Leaders should be co-opted into the Panel as Non-Scoring Members.

3.0 DOCUMENTS TO INSPECT FROM SHORTLISTED APPLICANTS

Shortlisted applicants are required to attend the interview with the following **mandatory documents** and the panel members are **expected to inspect them and verify their authenticity**. Panel members should authenticate the fees details from the Student Information Systems (sis) of the University.

- i. Student ID Card;
- ii. Proof of Need for the Bursary or Scholarship;
- iii. A print copy of the current **Fee Details (it is the fee details that will show if the applicant is on other scholarships or bursaries)**;
- iv. Result slips or unofficial transcripts;
- v. Recommendation Letters, if any.

4.0 THE INTERVIEW PROCESS AND GUIDE FOR SCORING STUDENTS

- i. The Panel should make use of the Student Information System (sis) to verify if applicants are already beneficiaries of other very good scholarships or bursaries.
- ii. Kindly note that students are **permitted** to benefit from two or more scholarships **on condition that the scholarships do not exceed the total fees owed by the student for that academic year.**
- iii. Sample Scoring Sheet and the total proposed number

SN	INDICATORS /AREAS FOR ASSESSMENT	SCORE
1	Underprivileged Economic Background or Economically Disadvantaged The need level of the Guardian, Parents' income, living conditions, difficulties faced in the past and present, and the number of siblings, etc.	40
2	Academic achievements (results, awards, ambitions, critical and analytical thinking)	20
3	Giving back to the community/community engagement (understanding community needs, finding a solution to address a community need, problem/challenge, demonstrating ethical values, etc.	20
4	Leadership potential and future plans, ambitions, and passion	10
5	Communication skills: oral skills, ability to express oneself, confident	10
	TOTAL	100

Kindly note that questions asked by Panel Members should be guided by the above indicators and additional relevant questions that will help in the selection of the right applicant to benefit from the scholarship or bursary.

5.0 SUBMISSION OF INTERVIEW RESULTS

The list of final recommended students is submitted to the Office of the Student Affairs and Financial Services for final compilation and final decision making by the Scholarship Providers and onward submission to the Director of Student Affairs.

SCHEDULE B: FORMS OF SCHOLARSHIPS AND BURSARIES

The various forms of scholarships are as follows:

a. **Comprehensive/Full Scholarship**

Full Scholarship package for beneficiaries shall include, but is not limited to the following:

- i. Full Academic Fees;
- ii. Full Residential Fees;
- iii. Text Books and Stationery;
- iv. A Laptop;
- v. Adequate Monthly Stipend for upkeep;
- vi. Must span **the full duration** of the programme of the beneficiary.

b. **Partial Scholarship – Option One (1)**

Partial Scholarship Option One (1) shall include, but not limited to the following:

- i. Full Academic Fees;
- ii. Full Residential Fee;
- iii. Must **span the full duration** of the programme of the beneficiary.

c. **Partial Scholarship – Option Two (2)**

- i. Payment of Full Academic Fees ONLY
- or**

- ii. Payment of Full Residential Fee ONLY

And either:

- iii. **Must** span the full duration of the programme of the beneficiary.

d. **Bursaries/Support**

- i. **Full** Academic Fees for One Year Only
or
- ii. **Full** Residential Fee /**One Bedspace** for One Year Only
or
- iii. **Part** Payment of Academic Fees for One Year Only
or
- iv. **Part** Payment of Residential Fee for One Year Only
- v. Monthly stipend for one (1) year only

Step By Step Approach For Partners

Step 1:

The Institution providing the scholarship or bursary shall develop a **brief proposal** of what they want to offer to their potential beneficiaries. The proposal should include the following information among others:

- a. General Introduction
 - *who they are;*
 - *the institutions' purpose, aims and objectives;*
 - *the main purpose of the scholarship/bursary scheme;*
 - *its expected outcome.*
- b. The Scheme – Scholarship (full or partial) or Bursary
- c. Target Beneficiaries (*gender [male or female], programme, college, constituency, region, etc*)
- d. Duration of the scholarship or bursary scheme
- e. Eligibility/Qualifying Criteria (this should answer the question who qualifies to apply to benefit from the scheme?)
- f. Roles and Responsibilities
- g. Role of the Partners (that is the group instituting the scheme, how do they intend to select the beneficiaries, etc).

- h. Role of the University (what support they require from the University, represented by the Student Support and Financial Services Office under the Directorate of Student Affairs or the College)

Step 2:

The potential Partner shall submit the proposal with a cover letter to the Director of Student Affairs announcing the Scholarship or Bursary. The letter should include the Partners availability for engagement by the Director of Student Affairs for a face-to-face meeting on the proposed scheme. Based on the target beneficiaries for the Scholarship or the Bursary, the Director of Student Affairs shall invite the representatives for example the College/ Department who are members of the Student Financial Services Board (SFSB) to be part of the meeting with the Partners.

Step 3:

The Student Support and Financial Services Office under the Directorate shall assist in the publicity of the scholarship/bursary using both the available avenues and innovative approaches as outlined in the proposal. It will include uploading applications for eligible applicants, undertake the initial shortlisting of beneficiaries, plan for joint interview sessions with the partners if required, and support in the final selection and disbursement of funds for fairness and transparency.

Step 4:

The Director of Student Affairs shall inform the University Management (the Vice-Chancellor, the Pro Vice-Chancellor, the Registrar, the Finance Officer and the Provosts) about the introduction of the new scholarship and/or bursary within the University.

Step 5:

After finalising the strategies and informing the appropriate offices about the scholarship or bursary a Memorandum of Understanding shall be developed and signed between the Partners and the University on the scholarship or bursary.

SCHEDULE B: PROCEDURE FOR OBTAINING INTRODUCTORY AND/OR ATTESTATION LETTER

1.0 INTRODUCTORY OR ATTESTATION LETTER

Introductory and Attestation Letters are one of the approved means by which the University confirms to external institutions whether someone is a student of the University or not. It is also used to support students who apply for Visas to travel outside the country.

Introductory Letters are therefore addressed to Embassies, High Commissions and Consulates confirming vital information usually given by the student. This includes:

- Student's Full Name
- Programme of Study
- Year/Level of Programme
- Date of Birth
- Passport Number

An **Attestation letter**, now called **Introductory Letter**, on the other hand serves the purpose of confirming the bearer's status as a student of the University, and it is issued to students who need to apply for passports, internships, open bank accounts, seek a driver's license and other international internship.

1.1 Manual Version

The procedure for acquiring both letters are the same and they are as follows: The Applicant, that is the student should:

- i. Pick the appropriate application Form from Room 19 at the Directorate of Student Affairs
- ii. Pay the designated fee at the Accounts Office at Dosa, Room 14.
- iii. Submit the completed Application Form at Room 19, Dosa, with copy of the payment receipt. Introductory Letter for Visa Application should be submitted with one passport size photograph.

- iv. The letter takes a maximum of two (2) working days to be processed;
- v. Students are called to pick up their letters when it is ready; or walk in after two (2) working days to pick up the letter themselves.

NB: Required Information/items needed when requesting an Introductory Letter/Attestation include:

“Passport Picture, Passport Number (For Introductory Letters), Details of Addressee of the Letter, Date of Birth, Student Number, Year of Study, Programme, Full Name, Date of Beginning School, expected Date of Completion, Purpose of Your Request.”

1.2 Online Version

In this era of digitization, the Student Support & Financial Services under the Directorate could issue the Online version of Introductory Letter and Attestation.

The procedure for acquiring either letter is the same and they are as follows:

- i. Students are required to visit the online platform: swiftintro.knust.edu.gh and log in using their student credentials.
- ii. Students have the option of requesting either an introductory/attestation letter on their dashboard.
- iii. The online form must be filled and submitted for review.
- iv. The designated fee for either an introductory or attestation request is paid online via mobile money.
- v. The letter takes a maximum of two (2) working days to be processed.
- vi. Students are notified via email to pick up their letters when it is ready.

OR

- The letter is dispatched through EMS to the address provided by the student, at an additional cost to the student.

NB: Required items for making a request for attestation/introductory letters
Online

“Passport picture, Passport number (for introductory letters), details of addressee of the letter, date of beginning school, date of completion, purpose of your request.”

2.0 SIGNATORY

The Deputy Registrar or his/her appropriate representative shall sign all introductory and attestation letters.

SCHEDULE D: PROCEDURE FOR OBTAINING ADMISSION LETTER

The letter of admission is used by the university to serve as proof of a student's admission which may be required for various purposes, such as obtaining identification cards and participating in academic events.

The procedure for acquiring the letter is as follows:

- A request is made by the student at room 19, Dosa;
- A nominal fee is required to be paid (In support of food banks and other charitable initiatives).
- The letter takes a maximum of one (1) working day to be processed.
- Students are to pick up their letter when it is ready after one (1) working day.

SCHEDULE E: PROCEDURE FOR FOOD AND CLOTHING BANK APPLICATION & ASSESSMENT

The Food & Clothing Bank initiative is a programme spearheaded by Dosa to aid students facing food or clothing insecurity. It involves the collection of food products and clothing obtained mainly through solicitations from various organizations.

Procedure to access food & clothing from the bank are as follows:

- **Counselor/Tutor Consultation:**

To initiate the process, a student in need is required to schedule a meeting with a counselor or tutor. During this consultation, the student's circumstances are assessed.

- **Official Request to Dosa:**

Following the assessment, if the student is identified as in need, an official request is submitted to the Directorate. This request includes relevant details about the student's situation and the nature of assistance required.

- **Assessment by Dosa:**

Dosa conducts an assessment based on the official request. This evaluation considers the availability of food products/clothing in the banks and the urgency of the student's need.

- **Distribution of Food Products/Clothing:**

Upon successful assessment and, depending on the availability of food products/clothing in the bank, the approved students receive distributions. This ensures that assistance is provided to those who qualify based on their assessed needs.

"The Food & Clothing Bank initiative is conducted bi-monthly. This regular schedule ensures that the food banks are consistently restocked and available to support students in need.

The Directorate encourages individuals and institutions/companies to donate generously to the food /clothing bank.

SCHEDULE F: IMMIGRATION SERVICES FOR INTERNATIONAL STUDENTS

1.0 ACQUISITION OF RESIDENT PERMIT

To make the stay of International Students easy, the University has provided office space for the Ghana Immigration Service on campus in the J. Harper Building, Room 14. The Office facilitates the processing of residence permits for International Students thereby curbing the annual systemic challenge of securing residence permits. This is carried out in collaboration with the Directorate of Student Affairs, Dosa. What Students Need to Know about Immigration services are as follows:

- All foreign students need to acquire a residence permit to allow them to stay in the country legally for their studies;
- Residence permits are renewed yearly until students complete their programmes successfully and go back to their country;
- Students who fail to renew their residence permit on expiry pay a penalty for every month of stay;
- Failure to acquire a residence permit whilst schooling in Ghana may render your certificate invalid in your home country upon completion;
- ECOWAS nationals are given a maximum grace period of 90 days while non-ECOWAS nationals are given 60 days upon arrival into the country, after which they would need to acquire a residence permit for continuous stay;
- Students who arrive at the various entry points without a visa are to take a visa on arrival at an approved point of entry;
- Any student who enters the country through an unapproved route should report to the nearest Immigration office within 48 hours (Immigration Act, 2000 section 2(2));
- Students who complete school and need to stay for a short period either for graduation or project work are required to apply for an extension of permit to stay legally in the country;

- Students on exchange programmes are required to acquire a residence permit if they would stay for more than six (6) months;
- Students must register for their courses before visiting the Immigration Office to apply for a permit;
- Students are required to renew their passports six (6) months before expiry;
- Students who misplace their passports are required to present a police report with their new passports when applying for a permit; and
- Students are required to present an admission letter, School fees receipt (Scholarship form if under scholarship), Non-Citizen Card, and Completed Application form for permit processing).

SCHEDULE G: SAFE ARRIVAL

1.0 SAFE ARRIVAL ACTIVITY

The Directorate of Student Affairs, formerly the Dean of Students Office, has successfully organized safe arrival initiatives to welcome Ghanaian first-year students in previous years. Building on this success, the program has been expanded to include international students.

1.1 Hostel Inspection

Two months prior to reopening, the Directorate convenes a meeting with recommended hostel owners/managers for first-year students. The purpose is to communicate KNUST's expectations regarding facility standards and amenities in preparation for the newcomers' arrival.

A focused inspection team, comprising: Housing Officer, Off-campus Senior Tutors and Security Representative conducts a site visit to ensure compliance. Hostel owners/managers are required to implement necessary measures within a stipulated timeframe. Also, number of bedspaces to be made available per hostel is agreed. At this meeting, Apnet provides network services for placement into the hostels invited.

1.2 1st Stakeholders meeting

The 1st Stakeholders meeting for safe arrival is a crucial event that takes place 3 weeks before reopening. This meeting brings together key stakeholders, including the Director, Deputy Directors, Deputy Registrar, and Senior Assistant Registrars, to discuss vital aspects of the safe arrival program concerning the number of personnel, logistics, roles and responsibilities of each stakeholder.

1.2.1 Stakeholders Involved

- KNUST Counseling Centre
- KNUST Police Service
- KNUST Security
- Fire Service
- Committee of Hall Administrators
- Off-Campus Senior Tutors
- University Hospital
- Transport Department
- Cadet
- SRC
- GRASAG
- LNUGS
- KNUST Embossed Taxi
- UITS

Notably, the Estate Office previously facilitate the hiring of chairs, mobile toilets and canopies, but now that the University has procured these items, it's suggested that the Directorate of Student Affairs (Dosa) rent from the estate. Note however that mobile toilets will still have to be rented from a private company.

1.3 Responsibilities

Every staff member in Dosa, including National Service Personnel, has specific duties, except for, Director, Deputies, Head of KNUST Counselling Centre and Directorate Registrar who have more flexibility in their operations.

Similar meetings are held at the Obuasi Campus to ensure a smooth and safe arrival process. Effective communication and stakeholder engagement are vital for the program's success. The coordinating Dean then reports to the meeting.

1.4 Team for International students in Accra

To welcome international students, a 15-member team is formed and divided into two groups (Kumasi Airport Team and Accra International Airport team), comprising representatives from:

- Student Representative Council (SRC)
- Graduate Students Association of Ghana (GRASAG)
- Local NUGS (LNUGS)
- International students

A Senior Tutor oversees the team's activities and reports to the Director. An administrative staff (preferably male) is assigned to work with the Accra Team. Team members wear branded T-shirts and carry placards and pullups welcoming international students at the airports.

A driver and bus are assigned to transport freshers from the Kumasi Airport to KNUST. Members of the team are given part of their per diem before departure.

1.5 Accommodation in Accra

Accommodation in Accra for the safe arrival team is typically arranged at the GNAT Hostel, which has been the preferred choice for the past two years. This decision was made after the team found KNUST Guest House to be expensive and inconvenient, as they didn't allow double occupancy. The GNAT Hostel, offers rooms that can accommodate up to two people per room.

1.6 Food Provision

To ensure the well-being of staff and stakeholders during the safe arrival exercise, the Directorate arranges for meal (breakfast, lunch, and supper) for them.

Payments to food vendors are made after the safe arrival exercise. The Student Representative Council (SRC) caters for its members' food needs. The Cadet's meals are provided by the Directorate, with costs reimbursed by the SRC.

Meals are distributed to representatives from each unit, ensuring everyone receives their designated meals.

1.7 2nd Stakeholders Meeting

The 2nd stakeholders meeting is scheduled 3 days before students' arrival. The objective of this meeting is to finalize stakeholder commitment, preparations and confirm logistics. The same applies to the Obuasi Campus. A Senior Member from Dosa represent the Directorate at the Obuasi stakeholders meeting.

1.8 Payment of Accommodation and AFUF

Before reopening the Directorate Registrar coordinates with Finance Officer and the Registrar to notify banks to operate on the reopening Saturdays and Sundays for students' payments.

The Directorate arrangement on the day of reopening make sure that parade grounds are organised to welcome students and guardians. The reporting time for work is 5.30 am. National Service Personnel are given orientation on table arrangements, visitors receiving, and seating labels. Students undergo biometric registration, while parents wait.

Unaccompanied students are directed to the conference room for assistance with accommodation booking via APP net.

Immigration officials, aided by cadets, facilitate luggage tagging throughout the process. Work typically commences in the afternoon on the 2nd day (Sunday).

The Directorate partners with APP Net, an accommodation network service provider, to assist student's book bed space at approved hostels.

When students pay accommodation fees to the banks, APP Net invests the funds once they reach a threshold amount. The investment generates interest by the time Hostel Owners/Managers reconcile payments. The accrued interest is shared between APP Net and the Directorate.

Conduct checks to ensure all drivers are fully participating. Drivers at the Directorate are excluded from the pool since they have specific duties to perform. Fuel coupons are used to fill all vehicle which will be used for exercise and managed by an Administrator. Since its student exercise, it is billed to the SRC and GRASAG accounts.

Cadets, Senior Tutors for off-campus and GUSSS, Traditional halls, and SRC/ NUGS/GRASAG volunteers work together to receive the students.

The SRC Hall Master and Senior Tutor also welcome students at Wilkado hostel assisted by Security and Police personnel.

The exercise continues till Monday.

1.9 Student Orientation Schedule

Facilitators for the orientation are Senior Tutors (Traditional Halls and Off-campus) and Counsellors.

- Traditional Halls: Sunday and Monday (3 halls per day)
- Off-Campus Hostels: Tuesday to Thursday (prioritizing large student populations)
- Obuasi Campus: Friday

Orientation for international students is done during the 2nd week of reopening for freshers.

1.10 Honorarium

Allowances are paid to all staff who participate in the safe arrival activity.

Food vendors are also paid after the exercise.

1.11 3rd Stakeholders Meeting

In a week or two after the safe arrival, a final meeting is held to review the effectiveness, identify areas for improvement and plan for future enhancements.

There shall be three (3) meetings to plan for the safe arrival of fresh students.

- The first meeting will take place few weeks before arrival of students to share and review tasks among stakeholders.
- The second meeting will take place three (3) days before the safe arrival date to check preparedness of each stakeholder.
- The third (3rd) meeting will take place after the safe arrival to review the programme and make suggestions for improvement in the subsequent years.

The following shall constitute the stakeholders:

- Director, Dosa;
- Deputy Directors, Dosa;
- Deputy Registrar;
- Hall Masters/Wardens/Tutors
- Representative Fire Service
- Representative Ghana Police
- Representative Security Services
- Representative Ghana Immigration Service
- Representative Embossed Taxis
- Dean, Obuasi Campus
- Registrar, Obuasi Campus
- University Relations Office
- Representative of Hostel Owners Association
- KNUST Counselling Center
- Senior Assistant Registrars, Dosa

- KNUST Career Services
- All Registrars, DosA
- International Students Association
- SRC
- GRASSAG
- CADET

G. KNUST COUSSELLING CENTRE, KCC

SCHEDULE A: PROCEDURE FOR ACCESSING THE SERVICES OF THE KNUST COUNSELLING CENTRE (KCC)

The procedure can be by walk-in/Referral/E – Counselling

- i. A Client (student, staff, staff dependent, general public) walks into the Secretariat and is directed to the College Counsellor or a Counsellor available due to the severity or special nature of the case. A Client may also go to a counsellor's office at Dosa or the counsellor's office at the College. The kcc has a designed data sheet for client record keeping and evaluation of services provided to clients.
- ii. A Client can be referred by another professional or specialist to a specific Counsellor or is assigned a Counsellor based on the condition for which the client was referred.
- iii. A Client may opt for E-Counselling through the following media: Phone call, WhatsApp chat, E-mail or Zoom.

Referral

- iv. Counsellors may refer clients to the KNUST Hospital, Dosa, or the KNUST security services depending on the nature of his/her case.
- v. Counsellors make follow up on such cases to make sure that clients are satisfied.

1.0 PROCEDURE FOR RECRUITING PEER COUNSELLORS

- i. Adverts are sent to students to apply;
- ii. A shortlist is generated based on the year of study;
- iii. A screening interview is conducted to select qualified students;
- iv. A training is done for successful applicants;

- v. Regular capacity-building programmes are organised for Peer Counsellors; and
- vi. Peer Counsellors make referrals to the KCC.

2.0 PROCEDURE FOR HANDLING EMERGENCIES

2.1 Bad News (Death of a parent/Student)

- i. When a student dies, it is reported to the Director of the Directorate who informs the Head of KCC or College Counsellor to disclose to the family or significant others. Depending on the nature of the occurrence, the emotional support given by the Team of counsellors may be extended to other affected persons, including parents and or family of deceased student, roommates, siblings of student, classmates and friends.
- ii. In the case of the death of a parent/guardian of a student, considering the suddenness of the occurrence and or the nature of death, it may require counselling before the disclosure to the student who may be emotionally vulnerable.

2.2 Attempted Suicide/Victim of Fraud/Relationship Issues

- i. First report to a Counsellor or the Director of Student Affairs (DOSA).
- ii. The Counsellor is to provide emotional support to the client.
- iii. The Counsellor collaborates with DOSA, KNUST Security, etc., for support including accommodation and security, when necessary, among others.
- iv. The Counsellor connects with guardian or relation of the client for social support.
- v. The Counsellor continues counselling through follow-up until client is emotionally stable.

H. KNUST CAREER SERVICES CENTRE (KCSC)

SCHEDULE B: CAREER COACHING

The Career Services Centre holds one-on-one coaching sessions with students to support them set goals and make decisions to move ahead in their lives and careers.

1.0 REQUEST FOR CAREER COACHING

The first step to accessing our career coaching service is for a student to make a request via the following means:

- An email to applications.careerservices@knust.edu.gh
- A call to the Centre on 0322190741
- A personal visit to the Centre to fill the coaching request form

2.0 APPOINTMENT SCHEDULING

Officers at the Centre will immediately assign the student a Coach and schedule an appointment that is convenient for both the coach and the student.

3.0 PREPARE FOR COACHING

On the designated day, the student reports to the Career Services Centre for the session with a curriculum vitae and any other pertinent documents.

4.0 POST-COACHING SUPPORT

In most instances, several appointments are required to support the student reach his/her goals. If these appointments are not scheduled by the Coach, a student can contact the Career Services Center again if he/she requires further support. The Career Services Centre is committed to providing ongoing support to students.

SCHEDULE B: NATIONAL SERVICE PLACEMENT

1.0 ADVERTISEMENTS

- The Career Services Centre provides information on available opportunities (including eligibility criteria, and application deadlines) through the Centre's Facebook page, the Centre's Website and sms
- Interested students meeting the criteria set out in the adverts are to respond via the media stipulated in the advertisement.
- Students can also call the Centre, send an email or visit personally to verify the opportunities available as well as their eligibility for available openings.

2.0 APPLICATION SUBMISSION

Students are usually required to submit their applications by sending cvs or other required documents to applications.careerservices@knust.edu.gh.

3.0 INTERVIEW AND SELECTION

- The Centre reviews applications and invites shortlisted students for interviews.
- The Centre offers cv review services to ensure completeness and quality.
- Shortlisted candidates attend interviews or assessments to evaluate their qualifications and suitability.

4.0 INTERVIEW SKILLS TRAINING FOR SHORTLISTED CANDIDATES

Shortlisted candidates are provided with training sessions to improve their interviewing skills. Training may cover topics such as effective communication, answering common interview questions, and presenting oneself confidently. The goal is to prepare candidates for successful interviews with employers.

5.0 INTERVIEW BY EMPLOYER SEEKING NATIONAL SERVICE PERSONNEL

- Candidates who successfully pass the initial interview are invited for interviews with the employer or the organization seeking national service personnel.
- The employer assesses candidates' qualifications/suitability for their organization, and specific requirements for the role. Candidates also have the opportunity to learn more about the employer's expectations and ask questions about the service assignment.

6.0 ACCEPTANCE AND ORIENTATION

Pre-service orientation is organized by the Career Services Centre for selected candidates to provide insight into roles, responsibilities, and expectations during service with the company.

7.0 NATIONAL SERVICE PERIOD

- Participants formally accept the national service offer.
- Participants begin their national service assignments, reporting to their designated locations.

SCHEDULE C: INTERNSHIP PLACEMENT

1.0 STUDENT REGISTRATION/ADVERTISEMENTS

- Students interested in internships register with the Career Services Centre by sending an email to applications.careerservices@knust.edu.gh or walking into the Centre's office to fill a request form.
- The Centre advertises internship opportunities on its various platforms, including the website, social media, and sms notifications.

2.0 APPLICATION AND INTERVIEWS

- Students submit applications to the internship opportunities of their choice by sending cvs or other required documents to applications.careerservices@knust.edu.gh.

- The Centre assists with interview preparation, including mock interviews and tips for success.

3.0 PLACEMENT AND CONFIRMATION

The Centre facilitates the acceptance and confirmation process, helping students understand their roles and responsibilities.

4.0 INTERNSHIP

- Students begin their internship assignments and follow workplace protocols.
- The Career Services Centre maintains communication with students to monitor progress and address any concerns.

5.0 EVALUATION AND FEEDBACK

- Midway through the internship, students and employers provide feedback to the Career Services Centre regarding the internship experience.
- The Centre uses this feedback to make adjustments or offer additional support if needed.

6.0 COMPLETION AND EVALUATION

At the end of the internship, students submit required documentation and evaluations.

SCHEDULE D: JOB PLACEMENT

The centre liaises with employers and industry stakeholders with the aim of supporting alumni to secure jobs congruent with their area of study.

1.0 CV POOL MANAGEMENT

- The Centre maintains a database and cv pool of job seekers/individuals who express interest in employment.
- When employers seek to hire students or alumni, the Centre first refers to the cv pool to identify eligible candidates matching the employer's requirements.

2.0 ADVERTISEMENT

- When no suitable candidates are found from the cv pool, employment opportunities are advertised on various platforms, including the Centre's website, social media channels, sms notifications, and through student leaders of GRASAG, Colleges, Faculties, and Departments.
- Students and alumni are encouraged to apply for advertised positions by sending cvs or other required documents to applications.careerservices@knust.edu.gh.

3.0 APPLICATION REVIEW AND INTERVIEW

- The Centre reviews applications received for advertised positions.
- Eligible candidates are invited for interviews based on their qualifications and suitability for the position.

4.0 SKILLS TRAINING FOR SHORTLISTED CANDIDATES

Shortlisted candidates are provided with training to improve their interviewing skills. Training may cover topics such as effective communication, answering common interview questions, and pitching with confidence. The goal is to prepare candidates for successful interviews with employers.

5.0 INTERVIEW WITH EMPLOYER

- Candidates who successfully pass the initial interview are invited for interviews with the employer.
- Selected candidates are notified of their selection and are prepared for commencement of employment.

I. MANAGEMENT OF STUDENT ASSOCIATION

SCHEDULE A: PROCEDURE FOR THE REGISTRATION OF STUDENTS' CLUB AND ASSOCIATION

The Directorate of Student Affairs is responsible for the recognition and granting of approval for the establishment and operation of student clubs and associations, be it secular or religious. This is to ensure adherence to the student code of conduct as well as decorum and sanity in the student milieu. The Directorate coordinates all operations involving registration of student groups in collaboration with the Student Representative Council (SRC) to achieve the former.

For a student group to qualify for first time registration, it should have a minimum membership of one thousand (1000) students, except for Junior Common Rooms (JCR), and associations which are established based on Programme of Study, Department, Faculty or College and special chapters of professional associations.

All registered clubs and associations are required to do an annual renewal of their status with the Directorate.

The Documents required for registration with the Directorate are:

- An application letter routed through the Head of Department, Dean, Provost or Patron where applicable
- A letter of support from a Senior Member who serves as a Patron
- A letter from the SRC Secretary confirming alignment of constitution with that of SRC
- Up to date proof of registration. E.g., charter/letter of conferment/ Certificates of incorporation and operation for professional associations or associations registered by law where applicable

I. Management Of Student Association

- Copy of detailed constitution presented to the SRC which includes sections on mission, vision, number and list of principal officers, key stakeholders, activities, procedure for elections, oath of office, procedure for removal from office, etc.
- Signed list of members (with details such as student number, programme and year of study and college) for first time registration
- Religious groups require approval from the Chaplaincy.

As part of the approval process, all associations must register with the SRC and also renew their status annually and attach proof of their registration with SRC to their documents submitted to the Directorate. The SRC, among other things, checks for the alignment of the Association's constitution with that of the SRC's.

SCHEDULE B: STANDARD OF OPERATION FOR STUDENT CLUBS, SOCIETIES AND LEADERSHIP

The committee shall organize general orientation for newly appointed executives.

- The committee shall enforce book keeping, budgeting and educate student leaders on how to make a request.
- The committee shall ensure student leaders submit minutes and reports for every meeting covered.
- The committee shall ensure student leaders submit end of tenure reports and handing over notes.
- The committee shall organize psychosocial orientation prior to student' elections: The speakers will include former student leaders, KNUST Counselling Center and students who have lost elections before and how they coped
- The committee shall organize leadership development, training and workshop for student leaders twice every academic year at both local and international levels.

- The committee shall ensure grooming of exiting students to become alumni ambassadors. E.g., Course reps, floor reps, Peer counselors, etc.
- The committee shall ensure all student clubs, societies and leadership comply with the student leadership policy in the KNUST Student Guide and Code of conduct, page 58, section 8.1.9.
- The Directorate shall work and provide 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 shall organize training for student leaders in capacity-building, to equip them with the necessary knowledge and skills in performing their roles as representatives of students in the University.
- The Office shall operate an open-door policy for all students and their leadership i.e., they can walk in and have their concerns addressed. Additionally, the Directorate will hold 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 shall provide logistic support for student leadership elections at all levels

SCHEDULE C: STUDENT ELECTIONS

- Elections shall be carried out electronically using the biometric voting system.
- All SRC-related elections nomination forms shall be sold at the respective authorised account offices to ensure transparency.
- While progressively working towards having all vetting done virtually, the practice of vetting (screening) candidates in the SRC electoral processes shall be done with the physical presence of a maximum of 5 representatives per candidate and all others viewing virtually.
- The order of vetting of aspirants must be done by balloting, starting with aspirants for the Presidential position.

I. Management Of Student Association

- All electioneering activities must start at 8 am and end by 4 pm.
- All panel members must be active students of KNUST and must be carefully selected to represent different units that form the College or the association.
- NUGS elections shall be held within 3 days of the reconstitution of the new SRC Parliament.
- All elections must be conducted, at least, one (1) week before the End of Semester Examinations with SRC elections being the last (except for the NUGS -KNUST)
- All College and JCRC Handing Over Ceremonies must be conducted before the SRC Handing Over Ceremony.
- The SRC and GRASAG Handing Over Ceremonies must be conducted latest one (1) week after the End of Second Semester Examinations.
- Campaigning must end at 4 pm on the day before voting.
- Vetting panel members do not qualify for appointment.
- Effective assumption of office date is for the academic year when the SRC/GRASAG/NUGS leaders have been elected. However, they may take over one (1) month before the academic year.

SCHEDULE D: Guidelines for Disbursement of Students Association Dues

This policy outlines projects and programmes which can be undertaken by the Association at various levels.

- The elected student leaders shall undergo training in planning and budgeting before assuming office.
- Provision of bursaries for Needy Students shall be undertaken solely by the College Associations
- There shall be evidence of attendance to meetings/programmes to support expenditure claims.

- Patrons of the Associations shall be made to countersign the final request for payment before it is submitted to the Director of Student Affairs for the release of the money.
- A 25% Mandatory Retention of Dues contributed, reserved, and invested for use by incoming Executives shall be strictly enforced at all levels.
- The Managers of the Student Association accounts shall take steps to increase transparency in the students' accounting and financial system by providing:
 - data on registered students to guide student leaders in their demands,
 - opening balances of the 25% retained by the previous administration and the interest thereof,
 - the end of the academic year bank and financial balances for the incoming Executives, among others.
- Payment of sitting allowances shall be uniform for all Student Associations including Hall Executives and should be ₵30.00 per sitting for two (2) meetings per semester, subject to review, when necessary.
- Payment for services should be made directly to vendors and service providers and not the leadership of the Associations.
- The cost of refreshments for programmes shall be standardized. This may be reviewed each year.
- The College/ Institute Accountant shall be made to mentor and coach Student Association Leaders on proper financial procedures and processes. At the beginning of the academic year, Departmental, Faculty, and College student associations must agree on the sharing ratio for the student association dues.
- The Departmental, Faculty, and College Student Associations would at the beginning of the academic year submit a budget approved by their respective patrons to the Director of Student Affairs.

- College Associations shall not spend their quota of the dues on programmes such as socialization, orientation, excursions, and end-of-year dinner. These shall be the responsibilities of the Faculty and Departmental Associations. All such end of year dinners and socialization shall take place on campus.

SCHEDULE E: Guidelines for the Observance of College/ Faculty/ Department/ Hall/ Society Week Celebration and other Students' Public Activities.

The following shall constitute the Guidelines for the observance and/or celebration of College/Faculty/Society Week and other Students' Public Activities:

- All forms of processions and floats in and around the campus and outside of the campus during the said Week Celebrations shall not be allowed. However, in exceptional cases, express approval shall be sought from the Vice-Chancellor, through the Director of Student Affairs, at least TWO WEEKS before the event. Such procession shall not be held between the hours of 6.00 p.m. and 6.00 a.m.
- All College/Faculty/Hall/Society Week Celebration shall be organized from Wednesday through to Saturday of the week.
- All programmes or activities shall be submitted to the Directorate of Student Affairs through the respective patrons or Hall Masters/Warden for review and approval, at least TWO WEEKS, before the intended start date of the celebration.
- All College/Faculty/Hall/Society Groups shall submit to the Director of Student Affairs through the Student Representative Council (SRC) the list of all their Executives and Organizers of their programmes of activities.
- For Hall Weeks, Hall Masters/Warden along with JCRC executives shall sign an undertaking with the Directorate to ensure the rules and regulations of the University are upheld for the entire duration of their celebrations.

- In the event of any acts of indiscipline, commission, or omission during a Week Celebrations, the Executives and Organisers of the programme shall be held responsible severally and collectively.
- All activities during the celebrations shall be restricted to the University Campus unless otherwise approved by the Vice-Chancellor through the Director of Student Affairs.
- All programmes involving external Artists shall be cleared with the Director of Student Affairs at least TWO WEEKS before the event takes place.
- The University Security and Safety Committees shall be adequately informed of all programmes that take place after 1800 hours (6.00 pm) to enable them to monitor the safety and security of life and property at such functions.
- All recognised Students' Clubs, Societies and Associations shall have PATRONS who will provide the necessary guidance and counselling for the respective groups. Patrons are to ensure that all monies generated or collected on behalf of the association/group are judiciously disbursed for the common good of all members.
- All clubs, societies, and associations shall write to the Director of Student Affairs indicating their acceptance and compliance with these Guidelines as a precondition for approval to hold a week celebration or any organised student public activity.
- All properly registered student organizations permitted to operate in the university shall conduct themselves in accordance with the objectives and regulations of the university. Any act of any organization that is contrary to the objectives of the university or is anti-social in nature, including but not limited to, excessive noise making, lewd behaviour, odd times of meeting, and strange rituals is not permitted.
- Disciplinary measures, including suspension and loss of privileges, shall be taken against any organization that in the judgment of the university is engaged in activities that adversely affect the university.

KNUST OWNED HOSTELS (KOHs)

RESIDENCY AT KNUST OWNED HOSTELS (KOHs)

The four hostels under KOHs have cumulative capacity of 2298 (Otumfuo Osei Tutu II Hostel = 1450; Wilkado Hostel = 710; Shaba = 66 and Graduate Students' Hostel = 72). These hostels were established to help ameliorate the accommodation challenges occasioned by the increasing number of students. Shaba and Graduate Students' hostels are for postgraduate students while the SRC Hostel houses continuing undergraduate students and persons with physical challenges.

The Wilkado Hostel accommodates only first-year students and has the capacity to host 710 students.

With the current capacity has an estimated bed capacity of one thousand four hundred and fifty (1450), the SRC hostel is the second-largest accommodation facility owned and managed by KNUST through a Hall Master and a Senior Tutor.

Duration of Residency

Consistent with the hostel's policy of ensuring that as many students as possible have the opportunity to stay at the hostel, residency in the Hostel is for only one academic year except under the following circumstances.

1. A student leader who resides in the hostel by virtue of their office may have another year of residency that is ordinarily enjoyed by all students.
2. A student with a special medical condition certified by an appropriate officer of the University may stay in the hostel for more than one academic year.

Procedure for application

1. Online application for bed spaces via www.kohs.knust.edu.gh shall be mandatory and the only means to gain residency at the hostel. Any student who uses any other medium apart from the above-mentioned portal does so at his/ her risk.

2. The management of the Hostel shall announce to students and the University community at least one week before the accommodation portal, www.kohs.knust.edu.gh, is opened.
3. The portal would be opened for a duration of at least 24 hours to allow students adequate time to apply. No student would be able to apply for bed spaces after the given deadline.
4. Following the submission of students' online applications, an automated validation or auditing shall be conducted to disqualify all applicants who have either slept in the hostel before or have already secured spaces at other on campus accommodations such as GUSSS.
5. An automated system based on a first come first served algorithm shall be used to approve the applications of those who qualify.
6. The application of all other students who could not secure bed spaces shall be declined to enable them search for accommodation in other hostels.
7. Students whose applications have been approved shall be required to pay an appropriate fee into the approved bank account of the hostel within a stipulated period. Payments made through any other account or medium would not be acceptable and the student would have to deal with the consequences of such a decision.
8. Students who are unable to pay the appropriate fees within the given period shall lose the offer after the deadline.
9. Following the payment of the required fees, students would be expected to select rooms from the online platform.
10. Under no circumstance should a student transfer allocated bed space to another party. Any student who indulges in such as act will lose the bed space, forfeit the payment made and face any other sanction prescribed in the Students Code of Conduct.
11. Students who are in residence at the hostel are required to observe all rules and regulations prescribed by the management of the hostel and the University as a whole.

RULES AND REGULATIONS

Students who are in residence at the hostel:

1. **SHALL REGISTER IN PERSON** during the reporting date for both first and second semesters. Each student shall present, to the registration officials of the hostels, two passport size photographs, signed copies of the room allocation slip and a valid student identity card. There shall be no registration by proxy.
2. **SHALL NOT** transfer ownership/occupancy of the bed-space allocated to him/her by the Hostels Authorities, to any student or person, either for monetary gains or on humanitarian grounds without the written permission of the Hostels' Authorities. If so found, the student originally assigned the bed space together with the recipient of the offer, shall be liable to penalties prescribed in the students' guide.
3. **SHALL NOT** accommodate any **percher(s)** in my room, and if so found, he/she shall be liable to the loss of his/her residency and shall further be processed to face disciplinary committee for Junior Members.
4. **SHALL** seek permission from the Hall Master/Warden before entertaining an overnight guest, and ensure that he/she is checked in and out at the Hall Assistants' office (overnight guest of the opposite gender is prohibited).
5. **SHALL** respect, give due regard to, keep and maintain the property of the Hostels, the property hereby protected by the laws of the University and the Hostels. He/she shall not wrongfully tamper with, cause alteration to, or destroy any property of the Hostels, and if so guilty, shall pay twice the price of the property and/or a prescribed fine of minimum of Hundred Ghana Cedis (GHS 100.00) and or forfeit his/her residency in any of the Hostels. Property hereby refers to the building in the Hall/Hostel, plumbing or electrical fittings, furniture, glass fittings, paintings, notice boards, papers and posters among others of the Hostels.
6. **SHALL NOT** change the lock to my room, carry out any painting or alter any fittings in my room, be it electrical, wooden or otherwise, without prior notice and concern of the Hostels' Authorities. If so found, he/

she shall be liable to the appropriate punishment as prescribed in the Students' Guide.

7. **SHALL NOT** deface my room or any part of any of the Hostels. Equally, residents shall not paste any posters, handbills, etc. on any door or any part of any of the Hostels, except on the notice boards. If so found, he/she shall be liable to the punishment prescribed in the Students' Guide.
8. **SHALL NOT** litter any of the hostels, the lanes in front of the rooms, walkways, Games Room, TV Room, or JCR, and if so found, he/she shall be liable to the payment of a prescribed fine and/or forfeiture of my resident status.
9. **SHALL NOT** use or store in any of the Hostels, appliances with exposed heating elements: among other devices, this includes George Foreman grills, toasters and toaster ovens, gas cooker cylinders, lightweight extension cords and multi-plug adapters, quartz halogen lamps, candles with or without wick, and other objects with an open flame. If so found, I shall forfeit my residency and be liable to the penalties prescribed in the Students' Guide. **Permitted electrical appliances such as table top fridges, stoves and microwave ovens, rice cookers should be fitted with 3-pin plugs.**
10. **SHALL NOT** indulge in any form of smoking, sniffing, possessing, using, sharing, distributing and selling any narcotic drugs in and around any of the Hostels. If so found, he/she shall forfeit his/her residency and be liable to the penalties prescribed in the Students' Guide.
11. **SHALL NOT** steal, and if so found, he/she shall forfeit his/her residency and be liable to the penalties prescribed in the Students' Guide.
12. **SHALL NOT** carry out or condone with any room-mates to carry out commercial activities in the room, if so found, he/she shall forfeit his/her residency.
13. **SHALL NOT** cause excessive and/or repeated noise making, rampant shouting and hooting at ladies nor gentlemen. Students who persistently play their sound systems loudly shall have their systems seized, or they will be fined or will lose their residency.

14. **SHALL NOT** duplicate the keys to any of the hostels. If so found, he/she shall be liable to the appropriate punishment as prescribed in the Students' Guide.
15. **SHALL** neither leave nor enter the hostel after 12:00am. Also, no resident shall host any visitor beyond 10:00PM without express permission of the hostel's administration.
16. **SHALL NOT** riot, fight or create chaos and pandemonium in any of the hostels. If caught in such acts, he/she shall forfeit his/her residency. He/she shall as much as possible, use the channel of communication in the Hostel to address his/her concerns.
17. **SHALL NOT BULLY, HARRASS, MOLEST** etc. any student and/or worker in the Hall/Hostel. If found to have engaged in such an act, he/she shall forfeit his/her residency and be liable to the penalties prescribed in the Students' Guide.
18. **SHALL** abide by the regulations of the University, S.R.C. Constitution, the Hostel rules, and any rules and regulations governing any part of the Hostels.
19. **SHALL** apply level-headedness and common sense to all that he/she does in any of the Hostels.
20. **SHALL** sign a declaration form confirming his/her willingness to abide by all rules governing their stay in any of the Hostels.

OFFENCES, ACTS AND THEIR CORRESPONDING PENALTIES

CLEANING – (i) Students are to ensure that their rooms are kept tidy at all times. Failure to do so would attract a fine. (ii) Failure to clean the rooms at the end of semester when students are going on vacation.

- *Penalty:* Each student in that room will pay an amount of **GHS 50.00** payable before they are allowed back into the room or before their clearance forms are endorsed by the Hall Accountant.

FIRE EXTINGUISHER – Flushing out content of the extinguisher/breaking or pulling out the safety cable/pin without any just cause (fire emergency) will attract a penalty.

- **Penalty:** If the culprit is identified – the identified culprit will pay twice the amount of refilling the fire extinguisher. In an event that the culprit is not identified, all students on that particular lane or floor will bear the cost of refilling the fire extinguisher.

DOOR LOCK – (i) If a door lock is damaged by a student; that particular student will pay for the cost of replacement of the lock or all the roommates will share the cost of replacement if the culprit is not identified. (ii) If an individual roommate or the entire roommates misplaces a room key, they will pay for a lock and key holder.

LOUVRE BLADES – Residents will be surcharged for the cost of broken louvre blades and torn nets in each room (cost of replacement: **Net - GHS 100.00 and Louvre blade - GHS 20.00 a blade**).

ELECTRICAL FITTINGS – If through the negligence of a student an electrical fitting (socket, fan and regulator) is damaged; all the roommates of that room will bear the full cost of replacing the electrical fittings (cost of replacement: **Socket - GHS 60.00, Fan regulator - GHS 90.00**).

BEDS

- **MATTRESS COVER** – Any damage (tearing, disfiguring, removal etc.) caused to the mattress cover will attract a penalty and a fine of **GHS 300.00** which will be used to replace the mattress cover.
- **MATTRESS** – Any damage caused to the mattress (tearing, disfiguring, removal etc.) will attract a penalty of **GHS 900.00** which will be used to procure a new mattress to replace the damaged one.
- **METAL BEDS** – Any damage caused to a bunk bed will attract a penalty that will be determined by the extent of damage.

BATH HOUSE – Messing of the washrooms/defecating at areas that are not designed for such purposes, spraying the entire toilet bowl with faecal matter and any other acts that will make it impossible for other students to use the facility will attract the following penalty: (i) the identified culprit will pay a fine of **GHS200.00** and be made to clean the place. (ii) a second act of this nature from the same person will be evicted from the Hall.

I. Management Of Student Association

PLUMBING – Blockage of drainage at the balcony of the rooms will attract a penalty of **GHS 100.00**.

PAINTING – Any student who deface any painted wall/door/room wall, will be made to pay for the full cost of painting that part of the wall/door/room wall.

NB

- **Room inspection will be conducted by the occupants and a Hall Assistant before students vacate the rooms to assess the extent of damage to the above listed items.**
- **Prices of all items are subject to review.**
- **All monies must be paid to the bursar and a receipt collected.**

REFERENCES

Kwame Nkrumah University of Science and Technology, Kumasi (2004). Statute. Kumasi: KNUST Printing Press

Kwame Nkrumah University of Science and Technology, Kumasi (2019). KNUST Counselling Policy. Kumasi: KNUST Printing Press

Kwame Nkrumah University of Science and Technology, Kumasi (2020). KNUST Administrative Manual. Kumasi: KNUST Printing Press

Kwame Nkrumah University of Science and Technology, Kumasi (2023). Students' Guide and Code of Conduct. Kumasi: KNUST Printing Press

Kwame Nkrumah University of Science and Technology, Kumasi. (2016). KNUST Accounting Policies and Procedures Manual. Kumasi: KNUST Printing Press

Kwame Nkrumah University of Science and Technology, Kumasi. (2020) IDL Policy. Kumasi: KNUST Printing Press

Kwame Nkrumah University of Science and Technology, Kumasi. (2022), KNUST Student Fees Credit and Debt Management Policy. Kumasi: KNUST Printing Press

Kwame Nkrumah University of Science and Technology, Kumasi. (2022), Recorder No. 518 April. Vol. 57. 1. Kumasi: KNUST Printing Press

THE DIRECTORATE OF STUDENT AFFAIRS,
DoSA
Kwame Nkrumah University of Science and Technology
KNUST, Kumasi
PMB UPO, Kumasi-Ghana

ISBN: 978-9988-2-8487-9

