



Students Services Policy

19th July, 2019

STUDENT SERVICES DEPARTMENT

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PART 1: POLICY PREAMBLES

1. INTRODUCTION

Student Services Department plays an integral part in the student learning life at the IBSUniversity. It provides services and supports to student while studying at the Institution to enhance growth and development. It does this by:

- 1.1 Providing Programme information to prospective students
- 1.2 Informing students on the processes involved in getting enrolled in IBSUniversity' learning programs,
- 1.3 Providing useful information on the fee-payment procedures and other options available to students,
- 1.4 Referring students to other people within the organization who can help solve student issues, and many more.

It is the hub of the institute's core business and thus in this way it promotes the Institute's vision, mission, goals and objectives.

2. PURPOSE

The purpose of this policy is to ensure that all students and futures students of the IBSUniversity have access to appropriate academic and welfare support services and information as and when it is required.

3. OBJECTIVE

The objective of this policy is to assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented to enable such students to realize their full potential as well as provide guideline to students during their Programme of study at the IBSUniversity.

4. SCOPE


This Policy applies to all Students of IBSUniversity. It provides students with knowledge of the type of services provided by the IBSUniversity, its facilities, policies and procedures, familiarity of the university values, community and campus environment that is conducive to successful tertiary study.

5. DEFINITIONS

“Academic Transcript” A transcript is a completion document containing permanent academic record of student. A record that declares Programmes taken, all grades received and degrees conferred to a student.

“Advanced Standing” is also known as credit transfer or recognition of prior learning. It is the acknowledgement of prior study granted towards your current degree, based on prior study or work experience. **Advanced standing** may result in decrease of the length of study.

“Attendance” list is defined to mean a list of names of students registered for a particular Session/unit appear irrespective of the payment made.

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“Conditional Letter of Offer” means the submitted application was not supported by original certificates for verification, whereby the applicant is required to collect a statement of result from the Measurement Services Unit.

“Daily Attendance” is defined to mean tracking and recording the student’s regularity of class attendance throughout the duration of the learning program with the intention of making an assessment decision.

“Deferral” means rescheduling the academic Programme s by the students due to various circumstances.

Deferral Request is defined as a formal request communicated through a letter that is accompanied with a completed Deferral Request from (Appendix 9) the student who wishes to commence his/her studies at a later date.

“Student Management System” is the Student Management System used by IBSUniversity for recording all the details and records of students both existing, new and registering potential students as enquiries.

“Enquiries” are defined to mean client requests, queries or follow-ups on information about Programmes offered, Enrolments &Registration, Fee payments, Results, Change of Personal Details, Status of Programme Completion, Graduation Details and Continuation of Programme.

“Enrolment” means the process of completing all required procedures including the payment of all prescribed fees and charges the Programme to be undertaken by the student.


“Firm Letter of Offer or Letter of Offer” Official document issued from the University declaring an applicant successfully met the entry requirement set out in the Admissions Policy and have been offered a placing in the Programme of selection after sighting of original copies of certificates, and signed off by the Student Services Manager.

“Letter of Conditional Offer” Official document issued from the University declaring an applicant successfully met the entry requirement set out in the Admission Policy and have been offered a placing in the Programme of selection however, he or she is yet to present the original copies of the attached documents to be certified “firm” Letter of Offer.

“MSU” is also known as Measurement Services Unit, the government department in PNG that manages and issue results for High School Certificate and Lower School Certificate. The admissions department of the University always communicate with the MSU in terms of certifying result copies of certificates presented for Admission or refers applicants missing certificates to place request for a new copy.

“Notification of Advanced Standing” This is the document that is issued reflecting the outcome of the Advanced Standing applied for by an applicant or student for Programme crediting on prior learning indicating the number of units or modules exempted or credited from the total unit of the degree.

“Offer Letter” Is also the same as First Letter of Offer or Conditional Letter of Offer. Sometimes is also called Firm Offer Letter or Conditional Offer Letter.

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“Programme Synopsis / Syllabus” The Syllabus is a planning tool, setting Programme objectives of the Programme content and learning outcomes and is informative to student about the Programme materials they will engage with.

“Progressive Report” A progressive report is a document containing the current session or semester’s academic record of the student. A record that declares the academic progress or performance of a student in a given semester only. Progressive report is not considered official hence it is an unofficial academic record that only provide information on student’s progression.

“Registrar – Administration” means Registrar – Administration or other officer authorized by the Registrar - Administration.

“Registration” is defined to mean the acceptance of eligible students who have met all the requirements of IBSUniversity enrollments.

“Repeaters & Absentees Exam” means special examination that is prepared and given to students who have not attended the defined exam as per the academic schedule subject to an acceptable grounds Academic Staff of the highest Authority and to students who have failed and are attempting the unit exam subject to the approval of the Academic Staff of the highest Authority.

“Supplementary Exam” is an additional exam or may be in the form of an assessment that may be approved for a student in the following circumstances: A student who has come close to passing a subject and meets the relevance school guidelines for awarding.

“Variation of Enrolment” refers to making reasonable adjustment such as adding to or subtracting from the number of units/subjects taken at the time of registration in a particular programme.

“Withdrawal” means a student who has already been registered as a bona fide student into a Programme subject to his or her own accord or circumstances decides to leave the degree or Programme and deregister from the University for an indefinite period. Sometimes the student may withdraw forever or sometimes only resume after 1 year only.

“Withdrawal Request” can be defined as a formal request communicated through a letter that is accompanied with a completed Withdrawal Request from (Appendix 8) a student who wishes to withdraw from the Programme permanently. In short, withdrawal means the removal of concerned student’s records from the Student Management System and,


6. ROLES & RESPONSIBILITIES

Student Services Manager is responsible for the effective implementation of this policy.

Finance Manager to liaise closely with Student Services Manager in respect to admission and fee payments.

Student Services Officers are to observe this policy clauses very closely as the implementers of this policy

Finance Officers to work closely with Student Services Officers in fee payments and receipting of payments

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Chief Operating Officer to oversee this policy and ensure that required approvals are given before actual implementation where appropriate.

Programme Promoters to liaise closely with Student Services Manager in relations to acceptance and necessary passes.

PART 2: POLICY GUIDELINES, PROCESSES AND PROCEDURES


7. ENQUIRY

7.1 Policy Guidelines

- (a) All employees working in the Student Services Department (SSD) are responsible for receiving and responding to all enquiries from internal and external clients regarding IBSUniversity Programme s and programmes, academic transcripts, fee payments, Reference, Progress Report, Assignment submission, Revision Test, Supplementary Exams & Repeaters and Absentees Examination, Batch Transfers, Deferral/Withdrawal of Studies, Variation of Enrolments, Student Requests, Respond to enquiries via email, fax, postal and phone, etc.
- (b) To ensure that there is efficient and effective response to enquiries that are being channeled through the service counter or by telephones, email or fax and re-directed to officers responsible for specific type of enquiry.

7.2 Policy Procedures

- (a) A prospective student shall enquire about IBSUniversity Programme s either in person or by telephone, fax, e-mail or postal mail.
- (b) In case of an in-person enquiry, the prospective student must be served promptly and an enquiry must be registered in Student Management System and Visitor's Logbook [SSD0009].
- (c) In case of the telephone enquiry, the enquiry must be answered by a Team Leader/any officer in the student services in a polite manner. Provide necessary information as possible and an enquiry must be made in Student Management System, and the Programme information must be either posted, e-mail or faxed as per request on the same day.
- (d) In case of a fax or an e-mail enquiry, the enquiry must be recorded in the fax and e-mail Enquiry Registry, and then an enquiry must be made in Student Management System. Once the Programme information is forwarded, the fax and e-mail Enquiry Register must be updated immediately.
- (e) In case of mail enquiry, the enquiry must be recorded in the Mail Enquiry Register, and then an enquiry must be made in the Student Management System and the Programme information must be forwarded on the following day without fail. Once the Programme information is forwarded, the Mail Enquiry Register must be updated.
- (f) In all cases once an enquiry is made in the Student Management System, then the enquiry number (automatically created by Student Management System and unique to the enquiry)

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should be recorded in the Application Form [SSD0001] and other Programme information along with the Application form must be forwarded to the prospective student as per his/her request. Once the information package is sent, then the Student Management System must be updated.

- (g) The Team Leader of Student Services must ensure that all enquiries are replied properly and Programme information forwarded at least by the following day without failure.


8. APPLICATION SUBMISSION PROCESS

8.1 Policy Guidelines

- (a) All applications submitted must be supported with prescribed certified copies of relevant documents which shall be checked and screened by delegated Student Services staff before processing them.
- (b) Application Submission Process the receiving of application together with other relevant documents from interested candidates and checking that all details are correctly entered onto the application forms. The required documents for Application Submission are:
 - (i) Certified Copies of all academic qualifications. (Attachment 1)
 - (ii) 2 copies of passport size photos. (Attachment 2)
 - (iii) Programme synopsis/syllabus (If applying for enrollment with advance standing) (Attachment 3)
 - (iv) Read and signed the Programme Fee Refund Policy.
- (c) To ensure that screening process of intending candidates' documents is done in a transparent manner following Student Services and Admission policies and procedures and not subjected to any form of biases or prejudice.

8.2 Policy Procedures

- (a) Upon receipt of the application documents, it is the responsibility of officer serving at the front counter to thoroughly check whether the Application Form is fully completed and signed and that all other relevant documents are attached.
- (b) SSD staff must ensure that all required documents are verified with originals and duly certified copies are submitted. The certification must be done by the Commissioner for Oath.
- (c) SSD staff must ensure to advise the applicant accordingly if only the photocopies of Certificates are provided shall provide the statement of result from Measurement Service Unit (MSU).
- (d) If and when all application documents meet the requirements, the responsible SSD staff shall then submit all completed application documents to the Registrar/Team Leader for verification.
- (e) The responsible Student Services Officer either verify the application without any conditions if the applicant satisfies all the requirements, or verifies with the conditions or withhold the application.
- (f) In the case of *verification without conditions*, the responsible officer responsible for the Programme for which the applicant applied will get a response advising to prepare the Firm Letter of Offer for the particular enquiry number.

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- (g) The Responsible officer responsible for the Programme must collect the application form from the Team Leader – Student Services and enter all personal details in the Student Management System.
- (h) When the enquiry is completed and the Responsible officer navigates to save and close, the Firm Letter of Offer [SSD0014] and Pro-forma Invoice [SSD0015] will be prepared by Responsible officer by using the Student Management System.
- (i) The Pro-forma invoices for accommodation, transport and the tuition fees for relevant session shall be prepared using Student Management System or manually done if the system is down. Student Services team shall be responsible for preparing all pro forma invoices relating to:
 - (i) Programme fees,
 - (ii) Transport & Accommodation fees.

In the case of outside accommodation, students are required to contact directly the service provider based on the information provided by the student services officer.


- (j) The Firm Letter of Offer must be forwarded to the Team Leader/Senior liaison officer or Admission officer for signature and a photocopy of the Firm Letter of Offer and Pro-forma invoices must be taken.

The Originals must be given to students and the photocopies of the same must be filed in the personal file along with the applicant’s application.

- (k) In the case of *verification with conditions*, the Team Leader must enter the condition into the Student Management System and verify the application, and then a response must be sent to the Responsible officer concerned to prepare the Letter of Conditional Offer [SSD0016].

The responsible officer responsible for the Programme should collect the application form from the Team Leader and enter all personal details in the Student Management System. When the entry is completed and the responsible officer navigates to save and close, the *Letter of Conditional Offer* and the Pro-forma invoice will be prepared by the Student Management System. Team Leader must ensure to remind the students.

- (l) *Letter of Conditional Offer* must be forwarded to Team Leader for signature and a photocopy of the Letter of Conditional Offer and Pro-forma invoices must be taken. Originals must be given to students and the photocopy of the same must be filed in the personal file along with the applicant’s application.
- (m) In the case of incomplete applications, the responsible officer must withhold the application and shall advice the applicant in a one-on-one consultation meeting accordingly stating the reasons why the application is being withheld or rejected.
- (n) Applications shall be submitted in person or by mail, e-mail or by fax.
- (o) If application is submitted in person, then the Firm Letter of Offer or Letter of Conditional Offer must be given as early as possible. The Student Services Department staff must co-ordinate and communicate with the Team Leader and the relevant responsible officer to expedite the process.
- (p) If an application is submitted by mail or by fax, then the Letter of Conditional Offer must be forwarded to the prospective student within two working days. Application Register must be updated immediately.

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9. CONFIRMATION OF REGISTRATION

9.1 Policy Guidelines

- (a) All intending students to IBSUniversity shall fill in the confirmation of Registration Form [SSD0002] and submit to Student Services to undergo the registration process.
- (b) To ensure that the student has met all the IBSUniversity entry requirements and is officially registered on the attendance list for that particular session.


9.2 Policy Procedures

- (a) Students who are enrolled are issued, bus pass, study guides and others.
- (b) On payment of the required enrolment fee, a student will be registered by the Finance Officer and issue a confirmation of enrolment indicating enrolment number.
- (c) Once registered the student shall go to ICT Centre with the approved ID application form from the Student Service Officer to be have an Identity Card processed.
- (d) The Student Services Officer must advise the student accordingly of the process followed during the enrolment period before the registration form of a student is forwarded to finance. The Finance Officer must ensure that the units appearing on the Registration Screen are the units that the student intends to enroll for that session. Any variation can be accommodated using the subject maintenance screen by the responsible Student Services Officer.
- (e) If a student is given advanced standing the Notification of Advanced Standing must be prepared and issued to the student immediately after the screening of the application by the Registrar.
- (f) The Timetable shall be issued to all registered students along with the induction kit on the induction day.
- (g) On continuation of registration, if a student wants to change the units he/she applied to enroll in, then the units must be changed before re-enrollment. This confirmation must be done by the student services officer before sending the paperwork to finance. The Finance Officer must ensure that the units appearing on the Registration Screen are the units the student intended to enroll for that Session. Any variation can be accommodated using the subject maintenance screen.
- (h) If a student is given advanced standing then the notification of Advanced Standing shall be prepared and issued to the student.

10. ATTENDANCE LIST

10.1 Policy Guidelines

- (a) Student Services shall access the attendance list to update enrolment report, keep track of number of students' attendance for induction, to monitor the number of students in each Session's registration, forward list to academics, finance or school administration.
- (b) To ensure that the number of students registered and attending classes are the same. This report should be used for internal purpose.

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10.2 Policy Procedures

- (a) An attendance list [ACD0003] shall be prepared in Student Management System which will produced two kinds of reports.

Attendance List

- (i) In this report, the names of all students who paid their required enrolment fees will appear.
- (ii) It will also produce another report that will show the list of registered students who are eligible to attend classes. This report is usually pulled by Students Services as well as Academic Assistants.
- (iii) If the Finance Manager has excused any student to register with a lower payment with a guarantee letter giving 3 weeks assurance, the screen in Student Management System would allow his name to appear in the Attendance list.
- (b) The Attendance list shall be regularly updated until the. This will take effect for a period of three weeks prior to commencement.
- (c) On the commencement date, irrespective of the number of students enrolled, the Attendance list must be prepared and submitted to academics.
- (d) That IBSUniversity may allow corporate sponsored students and self-sponsored students to go to classes for a transitional period of three weeks on the basis of letter of guarantee issued by the Government Department or corporate bodies.
- (e) Students shall only be registered upon payment of at least 60% of the total Programme fee. Refer Finance Policy for more details.

11. DAILY ATTENDANCE


11.1 Policy Guideline

All lecturers shall commit themselves to taking daily attendance list to monitor students' regularity in attending classes and submit this information to Academic Assistants on the same day in ample time.

11.2 Policy Process and Procedures

- (a) If and when a lecturer finds that a student or group of student's names are missing from the Attendance List, the lecturer must advise the students to go and see the Academic Assistants as soon as possible.
- (b) The Academic Assistants must check the Daily Attendance sheet whether all students have written their names and signed before entering the daily attendance into the Student Management System.
- (c) The is required to give notice to students who have not paid any Programme fees but are attending classes to leave classes until payments are made. This process is also assisted by Student Services Officer.

There are special cases such as the student is accepted under certain conditions to attend classes until payment is made within a given period of time. It is required that the Finance

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Officer responsible for Programme fee registration as well as Student Services Officer is aware of this arrangement.

- (e) In the first three weeks of the enrolment period the Daily Attendance Sheets shall be prepared on a daily basis by the Academic Assistants and all lecturers are expected to collect these from the Academic Assistants.
- (f) After all enrolment is closed Academic Assistants will print in weekly basis and hand it over to the respective lecturers.
- (g) At the end of the first week of the Session, all registrations must be finalised, and daily attendance for the 2nd week must be prepared by Academic Assistants and issued to lecturers concerned on the Friday of the first week.
- (i) If and when a students' name appears to have been added on to the Daily Attendance list, Academic Assistants this list must be forwarded to the Student Services for verification.
This occurrence may mean that student has not followed the proper registration process and/or the paperwork is still incomplete even though they have paid their Programme fees.
- (j) Any daily attendance data prepared incorrectly must be reported to the Student Services Manager for either updating or deletion.

12. VARIATION OF ENROLMENT


12.1 Policy Guidelines

- (a) All Variation of Enrollment shall be the responsibility of the responsible upon the advice of the Student Service Manager.
- (b) To ensure that there is the practice of access and equity granted to student should they feel that they are unable to cope with the Units registered earlier.

12.2 Policy Procedures

- (a) Students are permitted to make variations only during the first three (3) weeks of the teaching period.
- (b) If a student wishes to change his/her enrolment before registration, then the approval can be given by the responsible officer for the Programme. Student Services Manager must ensure that the variation must be done properly. A variation must be entered in the Student Management System using the Subject Maintenance Screen.
- (c) Students can be permitted to make variations only during the first three (3) Weeks of the teaching period.
- (d) If a variation must be done after registration/continuation, the Student Services Manager should find out the reasons why the student would like to drop or add units and it must be written on the variation form before the responsible officer approves and adjust the records in the system.

Student must sign on the Enrollment Variation Form [SSD0004] and be given a copy. Student Services and finance team must keep separate copies for future reference.

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- (e) It is necessary that Student Service Team ensure that the variation made on student enrolment is reflected in all areas especially Programme fee, registration summary and daily attendance. This must be properly documented and checked.

13. WITHDRAWAL AND DEFERRAL REQUEST

13.1 Policy Guidelines

- (a) Students with the intent to defer studies to a later time or with the intent to withdraw from studies completely are required to write a letter to Programme Promoter, copy to Student Services Manager and Finance Manager stating their intentions.
- (b) In a deferral situation, a student's participation in a Programme is temporarily delayed until the student is ready to continue the study program. In a deferral the Programme fees shall be retained.
- (c) To ensure that all factors relating to withdrawal or deferral are considered and documented prior to acceptance of the deferral or withdrawal.
- (d) For deferral or withdrawal request students shall complete Deferral Application Form [SSD0005] or the Withdrawal Application Form [SSD0006].

13.2 Policy Procedures


- (a) There are two types of letter to write either Withdrawal or Deferral.
 - (i) For student intending to withdraw from studies must do so in writing three (3) weeks prior to the commencement of the Programme. Undergraduate Programme s have three weeks grace period to sort out enrolment issues.
 - (ii) If the withdrawal notice is received 3 weeks after the commencement of the Programme, the school fees shall be forfeited.
 - (iii) Deferred students can be re-enrolled in the next available Session. The Programme fees paid will be retained and set off against current Programme fees.
 - (iv) Before any withdrawal is approved by the Student Service Manager, the Library Clearance Form [LIB0014] must be obtained by Student Service Officer.

14. REGISTRATION SUMMARY

14.1 Policy Guidelines

- (a) By the third week, all enrolment should be finalised thus enabling the Enrolment Summary Report to be generated by Student Services. This document shall be forwarded to finance team to check against their records to ensure that the registration of students agrees with the Student Services records.
- (b) Enrolment Summary Report is as a report stating the number of units/ any one student have enrolled in.
- (c) To ensure that all students have met the fee payment policy required as stipulated in the Finance Policy on Fee Payment.

14.2 Policy Procedures

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- (a) All enrolment details must be finalised by the end of the third (3) week of a particular teaching period and the registration summary must be submitted to Finance Manager for confirmation. After the confirmation it should be forwarded to the respective collaborated university's Registrar.
- (b) Before forwarding to the collaborated university, the Registration Summary must be cross-checked with the original application forms and subsequent variation on enrolment and the Programme fee payment details. This is the responsibility of the Student Services Manager and the Finance Manager.


15. EXAMINATION ADMISSION PASS

15.1 Policy Guidelines

- (a) The Student Services is responsible for preparing and issuing Examination Admission Pass to eligible students without any outstanding Programme fees. Students who have outstanding fees to pay shall not be granted Examination Passes. Clearance procedures to be identified by Student Services Manager and Quality Assurance Manager.
- (b) An Admission Pass refers to a formal document giving details of the examination and granting the student access to enter the examination room.
- (c) To ensure that only students who have paid in full their Programme fees are permitted to sit for the examination.

15.2 Policy Procedures

- (a) An Examination Admission Pass must be issued to students who have paid in full the Programme fee for the Session.
 - (i) For all the Undergraduate programme the Admission Pass must be issued one week before the examination
 - (ii) All outstanding Programme Fee reminders for the Session need to be sent out by the finance team four weeks prior to the examination.
 - (iii) Students who have cleared on their academic and library obligations, as evidenced by Examination Clearance Form [SSD0012].
- (b) The Student Management System has the facility to prepare an Examination Admission Pass [SSD0017] as and when a student pays his/her Programme fees for that particular Session. The student could be issued with the Examination Admission Pass as and when the Programme fee until the commencement of the particular Session examination
- (c) Those students with outstanding fees for a particular Session, may be allowed to appear for the examination if Chief Operating Officer is convinced with the reasons given by the student in writing. Then, the Student Services Manager/ Finance Manager may allow the student to sit the exam for the particular Session only or one unit for Undergraduate Programme s with letter of Guarantee form only completed
- (d) Once the Chief Operating Officer-has allowed a student to appear for the examination, a response is given to the respective responsible officer to prepare an Admission Pass for that particular student

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- (e) Letter of Programme Fee Reminders [SSD0018] must be issued to students with outstanding Programme fees by the Finance Officer three weeks before the final Session's examination. These outstanding Programme fees must be settled before the examination.
- (f) If a student misplaces his/her admission pass, then a duplicate admission pass could be generated by the Student Management System using the Duplicate Admission Pass facility.

16. EXAMINATION ATTENDANCE

16.1 Policy Guidelines

- (a) An Examination Checklist form [SSD0013] shall be generated from Student Management System and forwarded to the Chief Operating Officer and the Programme Promoters on the Examination day. This attendance List will show a record of the students sitting for the examination on the schedule dates.
- (b) Examination attendance is a confirmation of the list of students who will be sitting for the examination as well as confirming those students who have sat for the examinations
- (c) To ensure that the names on the Examination Attendance list matches the names:
 - (i) of students who have sat for the exams, and
 - (ii) that appear on the Answer Sheets that are submitted at the end of the examination

16.2 Policy Procedures

- (a) The Examination Attendance list must be prepared and given to the Chief Invigilator one day before every scheduled examination.
- (b) Chief Invigilators must not permit any student to write his/her name on the Examination Attendance list and sign it
- (c) The Examination Attendances must be given to the Chief Invigilator at the end of the exams by the respective Invigilator.


These attendances must be checked thoroughly with the head counts of all students who have sat for the exams before the invigilator signs off and forward to Chief Invigilator with all answer scripts before submitting to records. This must be done on the same day of the exam.

- (d) Students wishing to sit for their repeaters/absentees' exams must complete a Student Request Form and must have it submitted to the respective Programme Promoters to be approved before the payment is done.

Request shall be processed based on the approval of the lecturer and the payment done shall be entered in the Student Management System.

Repeaters – Students who sat the final/scheduled examination and scored a Fail in a particular Unit may re-sit this supplementary examination.

Absentees – Students who missed out on the final scheduled examination may sit a supplementary examination only under compassionate circumstances.

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17. GRADUATION

17.1 Policy Guidelines

- (a) The Student Service Department in consultation with Academic shall screen students' graduation application and shall check, verify and confirm the list of students who are eligible to graduate.
- (b) Graduation mean the verification and confirmation of student's eligibility and attendance to graduation.
- (c) To ensure that only students who have satisfactorily fulfilled all prescribed graduation requirements are eligible for graduation and that they have applied to graduate by going through the proper processes for conferral.


17.2 Policy Procedures

(a) Applying to Graduate

- (i) Upon receipt of properly completed graduation applications, the Student Service officer responsible under the leadership of the Chief Operating Officer shall prepare a tentative listing of graduands.
- (ii) Before preparing the conferral list, qualifying requirements such as fees, results, and any others are checked before the list is conferred for graduation ceremony.
- (iii) Those that opted to attend the Graduation Ceremony must be sent an invitation letter at least two weeks before the Graduation Ceremony. Those who opt to attend the Graduation Ceremony should send a duly completed application form to Student Services Officer responsible for graduations four (4) weeks prior to the Graduation Ceremony.
- (iv) Students Services produces reports on the following.
 - List of graduands attending graduation
 - List of graduands not attending graduation
- (v) Students Services generate completion list and submit to Chief Operating Officer to confirm the students to confirm eligibility to graduate. This information is checked against the Detailed Record Marks Statement (DRMS) [ACD0006]. After confirmation the list is forwarded to Results & Records for Certificate printing
- (vi) The above Graduation lists should be submitted to the Marketing Department for preparation of Graduation brochure two (2) weeks before the graduation Ceremony
- (vii) Graduation ceremony is held in the First week of April annually for the Degree Programmes. Marketing team sent out the invitation cards to grandaunts who are confirmed to attend the graduation.
- (viii) The next graduation ceremony date, decided by the Council but not entered in the Student Management System, just after the current graduation ceremony completed.

(b) Graduation Gowns

- (i) Details of charges for Academic Gown, should be informed to students after the confirmation from Finance Department.

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- (ii) Conditions of wearing graduation gown as per the information presented in the Ordinances.
 - Degree graduands' are entitled to wear yellow gown with black line gown and hat & hood.
 - Master Degree graduands' are entitled to wear yellow gown with red line and hat & hood.
 - PhD Degree graduands' are entitled to wear yellow gown with purple line and hat & hood.

(c) Issue of Testamurs

- (i) All certificates, unless otherwise collected in person, upon the request of graduates will be posted under Registered Mail upon clearance from Finance.
- (ii) Before the Certificates are mailed by Registered Post Student Services/Records should ensure the correctness of the recipient's address.
- (iii) Any Certificate that has outstanding queries must be kept in the Records office until all queries are cleared.

18. OTHER STUDENT ADMINISTRATIVE SERVICES


18.1 Policy Guidelines

- (a) The Student Service Department is solely responsible in assisting student through the provision of a range of services for students throughout the period of their student life in IBSUniversity.
- (b) To ensure that students' issues are handled in an efficient and professional manner by officers responsible and that there is smooth running of student affairs.

18.2 Policy Procedures

- (a) Change of Contact Details and Names
 - (i) Change of Contact details and Names is permissible on the understanding that there is legal documentation to support the change.
 - (ii) The student/s shall advise the Student Service officer in writing to update the detail in the student information system.

The Name Change of student is accepted for females based on the Legal documents, such as marriage certificate, is provided.
 - (iii) The University takes no responsibility for any loss of information or document due to the wrong postal address being furnished.
 - (iv) It shall be the student's responsibility to update the IBSUniversity of any changes of address. IBSUniversity takes no responsibility for any loss of documents or delays in receiving letters on account of the student furnishing an incorrect address to IBSUniversity.
 - (v) IBSUniversity reserves the right to use the name that is printed on the Grade 10 or Grade 12 certificates.

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(b) Student Request Forms

- (i) All student requests for various reports / documents must be made by filling the Request Application Form²² [SSD0019].
- (ii) All requests must be attended to within 5 working days.
- (iii) Responsible officer shall, from the Student Management System prepare with all relevant details including to whom the letter must be addressed.
- (iv) Student requests must be entered in the Student Request Register and updated and filed by the responsible officer whenever the particular request is attended to.

(c) Student ID Replacement Request


The student has to complete Student ID Card Application Form [SSD0003] The prevailing administrative charges of K10.00 must be paid at Finance and receipts presented to Student Services Officer before the Student ID Request is lodged with Students Services Manager for approval.

(d) Student Confirmation Letter

- (i) The Student Services upon a specific student request may write a Student Confirmation Letter to the; Banks, Border & Immigration (Passport/Visa), Sponsors, Institutional Transfers, Employers' Requests, etc., on behalf of students.
- (ii) The Student Service Officer must ensure that the student ID Card signature and student signature on the Student Application Letter are the same.

PART 3: FORMS

<u>Code</u>	<u>Title</u>
SSD0001	IBSU Application Form Template
SSD0002	Undergraduate Registration Form
SSD0003	Student ID Card Application Form
SSD0004	Enrolment Variation Form
SSD0005	Deferral Application Form
SSD0006	Withdrawal Application Form
SSD0008	Orientation Programme Template
SSD0009	Visitors' Logbook
SSD0010	Student Progress Report Template
SSD0012	Examination Clearance Form
SSD0013	Examination Checklist Template
SSD0014	Firm Letter of Offer Template
SSD0015	Proforma Invoice Template
SSD0016	Letter of Conditional Offer Template
SSD0017	Examination Admission Pass
SSD0018	Letter of Programme Fee Reminder
SSD0019	Request Application Form
ACD0003	Attendance List
ACD0006	Detailed Record of Marks Statement
LIB0014	Library Clearance Form

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