



UNIVERSITY OF RWANDA

STUDENTS' WELFARE

POLICY

Adopted by UR Board of Governors on 19 July 2019

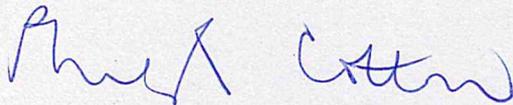
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PREAMBLE

The University of Rwanda was created and exists for the students and one of its values is being student-centeredness. The University strives to serving, nurturing and helping the students achieve their full potential.

This University of Rwanda Students' Welfare Policy intends to provide the principles and guidelines guiding academic and administrative staff in supporting the students to face various challenges they encounter in the course of their studies at UR. These challenges may be in finding accommodation, adjusting to new study requirements and environment, choosing a career and preparing for it, dealing with personal and family circumstances such as death of a close relative, mental or physical health, financial management, nurturing sport or artistic skills, etc.

The University of Rwanda, through this policy, commits to do all in its power to ensure that the students enjoy good welfare to enable them to succeed in their studies. I therefore call upon each and every academic and administrative staff of the University to contribute to the implementation of this policy and provide to our students the best service possible from the time they seek admission to the time they graduate and obtain their credentials from the University of Rwanda.



Prof. Philip Cotton
Vice Chancellor

Table of Contents

| | |
|-------------------------------------------------------------------------------------------------------------|-----------|
| 1. BACKGROUND OF THE UNIVERSITY OF RWANDA, ITS VALUES, VISION AND MISSION | 3 |
| 2. SCOPE OF THE POLICY | 3 |
| 3. PURPOSE OF THE POLICY..... | 4 |
| i. STUDENTS' ACCOMMODATION | 4 |
| ii. HEALTH, HYGIENE AND SANITATION..... | 5 |
| iii. DEATH OR DISAPPEARANCE OF A STUDENT | 6 |
| iv. STUDENTS WITH DISABILITIES | 6 |
| v. CLUBS AND ASSOCIATIONS | 6 |
| vi. GAMES, SPORTS, CULTURE AND RECREATION..... | 7 |
| vii. ACADEMIC AND ADMINISTRATIVE SUPPORT TO THE STUDENTS..... | 8 |
| viii. UNIVERSITY AND CAMPUS GUILD COUNCILS | 8 |
| 4. IMPLEMENTATION AND MANAGEMENT OF THIS POLICY | 9 |
| 5. REVISION OF THIS POLICY | 10 |
| APPENDIX I: RULES AND REGULATIONS FOR ACCOMMODATION IN UNIVERSITY OF RWANDA HOSTELS..... | 11 |
| 1. Application for accommodation | 11 |
| 2. Accommodation committee..... | 11 |
| 3. Criteria for selecting the students to be accommodated in University's hostels | 11 |
| 4. Payment for accommodation in University's hostels | 11 |
| 5. UR management's obligations in hostel matters..... | 12 |
| 6. Obligations of students residing in University hostels..... | 13 |
| 7. Code of conduct/Students behavior in the hostels | 13 |
| 8. Accommodation contract, its nature and duration | 14 |
| 9. Breach of contract | 14 |
| 10. Commitment to abide by rules and regulations governing the resident students in University hostels..... | 15 |
| APPENDIX II: RULES AND REGULATIONS FOR HEALTH, HYGIENE AND SANITATION | 16 |
| APPENDIX III: GUIDELINES FOR DEALING WITH THE DEATH OR DISAPPEARANCE OF A STUDENT..... | 18 |
| APPENDIX IV: GUIDELINES FOR SUPPORTING STUDENTS LIVING WITH DISABILITIES | 21 |
| 1. Definition of disability:..... | 21 |
| 2. Registration into University of Rwanda | 21 |
| 3. Accommodation for resident students with disability | 21 |
| 4. Facilitation in examination | 22 |
| APPENDIX V: RULES AND REGULATIONS GOVERNING CLUBS AND ASSOCIATIONS OF STUDENTS | 23 |
| 1. Definition | 23 |
| 2. Principles governing associations and clubs..... | 23 |
| 3. Membership of clubs and associations | 23 |
| 4. Registration of a club or an association | 23 |

| | |
|--------------------------------------------------------|-----------|
| 5. Scope of activities for clubs and associations..... | 24 |
| 6. Reporting of clubs and associations..... | 24 |
| 7. Support for clubs and associations..... | 24 |
| 8. Organs of a club or an association | 24 |
| Sources consulted..... | 26 |

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1. BACKGROUND OF THE UNIVERSITY OF RWANDA, ITS VALUES, VISION AND MISSION

The University of Rwanda (UR) was established by the Government of Rwanda through the law no 71/2013 of 10/09/2013. It resulted from the merger of the former nation's seven public Higher Learning Institutions (HLIs) into one public institution now called University of Rwanda (UR).

The merged institutions were National University of Rwanda (NUR), Institut Supérieur d'Agriculture et l'Elevage (ISAE), Kigali Health Institute (KHI), Kigali Institute of Science and Technology (KIST), Kigali Institute of Education (KIE), School of Finance and Banking (SFB) and Umutara Polytechnic (UP). In 2015, 5 more public HLIs were integrated into UR [2 Teacher Training Colleges (Rukara and Kuvumu) and 3 Nursing and Midwifery Schools (Byumba, Nyagatare and Kibungo)] and in 2016 two subsidized private Nursing and Midwifery Schools (Rwamagana and Kabgayi) were also integrated into UR.

Currently, the University of Rwanda is made up of six specialized colleges:

- College of Arts and Social Sciences (CASS)
- College of Agriculture, Animal Sciences and Veterinary Medicine (CAVM)
- College of Business and Economics (CBE)
- College of Education (CE)
- College of Medicine and Health Sciences (CMHS)
- College of Science and Technology (CST).

The **Core Values** of the University of Rwanda are: Academic excellence, Honesty and integrity, Freedom of inquiry, Student-centeredness, Humanitarian perspective, Innovation and Creativity, and Social justice.

The **Vision** of the University of Rwanda is to be a leading University that develops highly enterprising graduates prepared and dedicated to building a more just and sustainable society locally, nationally and globally, with appropriate innovations that advance the quality of life.

The **Mission** of the University of Rwanda is to support the development of Rwanda by discovering and advancing knowledge, committed to the highest standards of academic excellence, where students are prepared for lives of service, leadership and solutions.

2. SCOPE OF THE POLICY

This policy is applicable to all registered students of the University of Rwanda during the period of their academic stay at the University and after completion of studies where it is deemed necessary.

3. PURPOSE OF THE POLICY

The purpose of this policy is to give a framework for decision making, initiatives taking, practices in all activities related to physical, social, emotional, financial and academic welfare of the students of the University of Rwanda. It addresses in particular the following issues that affect the student's experience during her/his life at the University of Rwanda:

- i. Student's accommodation;
- ii. Health, hygiene and sanitation
- iii. Death or disappearance of student;
- iv. Students with disabilities
- v. Clubs and associations
- vi. Games, Sports, Culture and Recreation
- vii. Academic and administrative support to the students
- viii. UR and Campus Guild Councils
- ix. International Students

The University of Rwanda commits to inclusiveness and gender sensitivity in serving the students community.

i. STUDENTS' ACCOMMODATION

The University of Rwanda believes that having good accommodation and sleeping well hugely contributes to the student's successful learning and academic achievements. Therefore, the University is committed to providing or assisting the students to get decent and convenient accommodation.

The University of Rwanda possesses a very limited accommodation capacity on its various campuses and shall continue to work with all its stakeholders, national and international partners and philanthropists to increase its student accommodation capacity.

The University has established procedures for applying for accommodation in its hostels, criteria for selection as well as the expected conduct and behavior of students residing in its hostels as found in **Appendix I**.

The Campus Office of Students' Welfare, in collaboration with the Campus Guild Councils, is responsible for the management of the University's hostels, including the diligent application of

the rules and regulations for accommodation in University's hostels and for providing guidance and support to students seeking accommodation outside the University's campus.

ii. HEALTH, HYGIENE AND SANITATION

The university believes that good health, hygiene and sanitation conditions are a must to creating an enabling environment for teaching, learning, research as well as healthy living. The University is committed to ensure that there exist on all its campuses and in its hostels conditions for good health, hygiene and sanitation. To create and maintain good health, hygiene and sanitation conditions in the hostels and on the campus in general, require in particular that students abide by the rules and regulations in **appendix II**

The University shall operate on each campus a Students' clinic to provide first aid to the students and staff and address minor health conditions while referring the more serious cases to advanced healthcare services. The University shall ensure that Students' clinics are well staffed with qualified medical personnel, basic medicines and equipment to be able to respond to basic health needs of students and staff. UR shall ensure that all its clinics are licensed by the Ministry of Health to offer the level of medical services they deliver and shall also ensure that all medical staff members in these clinics are licensed to practice in Rwanda and they maintain their licenses current.

For the students to remain healthy, it is important that they are well fed. The University is committed to ensure that the students' restaurants and food canteens on all campuses operate in good hygienic conditions and serve safe and nutritious food in sufficient quantities.

Mental health difficulties, particularly the Post-Traumatic Stress Disorder (PTSD) and comorbidity, remain a public health concern in Rwanda and students of the University of Rwanda are not immune to these illnesses. This situation is often compounded by the stressful nature academic studies and change of living conditions that they experience when transitioning into University. Therefore, the University is committed to offering psychological support and mental health services to its students by ensuring that the staff of Campus clinics are trained to offer first assistance and that there are roving psychologists and mental health specialists from the Department of Clinical Psychology who will move from campus to campus to offer more advanced treatment.

An important factor of good hygiene and health is the availability of portable/drinking water. The University shall ensure availability of safe drinking water on all campuses, especially in University hotels by installing water filtration equipment in relevant points in all campuses.

There shall also be on each campus an officer in charge of Hygiene and Sanitation to ensure that the campus is kept in good hygiene and sanitation conditions.

iii. DEATH OR DISAPPEARANCE OF A STUDENT

The death of a student is not only a loss to the family and friends of the deceased but also for the whole University of Rwanda community at large. In this situation, the Campus Management must respond with compassion, thoroughness, and most importantly, with a measure of dignity towards the deceased and his/her family.

Likewise, the missing or disappearance of a student is a tragedy and a worrisome situation for the University family. The University commits to do whatever is in its power, working with the family of the missing student, the local and national authorities as well as the security services, to search for the missing student until the case is resolved.

The guidelines in the **Appendix IV** shall help the University/Campus management in responding to the death or disappearance of a student.

iv. STUDENTS WITH DISABILITIES

The University of Rwanda is an inclusive institution committed to providing equal rights and opportunities to all, especially Rwandans and residents of Rwanda, without any discrimination based on disability, gender, religion, skin colour, ethnicity, region of origin, race, etc. The University recognizes that people living with disabilities face natural hindrances or barriers to their rights in general and education in particular. Therefore, the University is committed to identifying and removing any barrier or hindrance that may prevent people living with disabilities from enjoying their rights to education and to create conditions for them to attain their full human and intellectual potential.

The **Appendix IV** provides guidelines to supporting, encouraging and facilitating students living with disabilities to successfully enjoy their rights to quality education and achieve their full human and intellectual potential.

v. CLUBS AND ASSOCIATIONS

The University of Rwanda believes in a value-based and culture-rich education and is committed to train and encourage its academic and administrative staff to ensure that they create an academic and social environment that permeates the Rwandan values and culture. Indeed, the 16th Century French writer Francois Rabelais said that “Science without consciousness is the ruin of the soul”!

Some of the values and skills that the University wishes to promote in its students are teamwork, solidarity, leadership, planning, organizing, sharing, communication and service to the community. The University believes that these values and skills can be fostered and acquired

through clubs and associations of students. The University of Rwanda is committed to promote, supports and facilitate the creation and good functioning of clubs and associations of students.

The **Appendix V** provides the rules and regulations of clubs and associations of students at the University of Rwanda.

vi. GAMES, SPORTS, CULTURE AND RECREATION

University of Rwanda believes in the old Chinese proverb, which states that “A healthy mind lives in a health body”. It is therefore committed to creating an environment that enables students to develop their sport talents and relax through sports, games as well as through cultural and other recreative activities. The University shall encourage, promote and support sports activities through competition among students of different schools, colleges, campuses and universities. It shall also support cultural activities to promote the appreciation and protection of the rich Rwandan culture by the youth. To that end, the University shall ensure that:

- a) All students of the University of Rwanda both males and females are encouraged to engage themselves in sports, physical exercises and other physical activities to achieve their social, emotional and physical welfare and a healthy body. In order to achieve that, the University of Rwanda will provide equipment and all necessary and possible facilitation so that all students can have the opportunity to engage themselves in sports and other physical exercises.
- b) Talented students will be detected and developed for both team and individual sports. This is important as it will lead to the achievement of excellence in body and mind. In order to achieve this goal, the University of Rwanda will provide the support needed.
- c) All students will have equal rights to access and use university sports facilities. Important to note is that members of the University teams will be selected based on merit by the concerned University authorities.
- d) University men and women teams in different sports activities shall be supported by the University of Rwanda to participate in national, regional and international sports competitions. The trophies won by the teams representing the university will belong to the University and not to the winning teams or individuals.
- e) University of Rwanda shall create an environment that allows students to have both recreational and entertainment opportunity. In addition, the university shall support the students' community by availing and providing facilities necessary to achieve a conducive environment for both recreational and entertainment among university students.

- f) Since the University is composed of national and international students with different cultural backgrounds, it shall encourage students to preserve and express the culture of their countries in a manner that promotes peace, respect and good interpersonal relationships and promote cultural exchanges instead of conflict of cultures. In order to achieve this, the management of the University of Rwanda shall promote multicultural events and activities among students.

vii. ACADEMIC AND ADMINISTRATIVE SUPPORT TO THE STUDENTS

The University of Rwanda believes that it exists first and foremost to provide quality education to the youth and is committed to creating a conducive learning, teaching and research environment, in particular by encouraging and requiring its entire academic and administrative staff to be student-focused and provide them with excellent service and support. To this end,

- a) The University shall ensure that academic, administrative and support staff members are always available to help students sort out issues that confront them on daily basis.
- b) The University leaders shall make all staff understand the importance of responding to the students' needs and queries as soon as they are approached and hence good customer service delivery.
- c) In addition to the work done by the Career and Employability Officers, the University shall encourage all Departments/Schools/Centers to institute a mentorship system for students whereby all students, especially those in first year are offered academic mentors to guide them in their transition into the university academic and social life. In department with high number of students, those in final year can also be requested to serve as mentors to their juniors.
- d) The Librarians are requested to guide the students on how to use the Library not only for their academic success but also to improve their literacy and numeracy.
- e) The University shall encourage and require the schools to establish students-staff committees that shall meet regularly, at least once per trimester to openly and freely discuss the challenges faced in teaching and learning in various departments and courses.

viii. UNIVERSITY AND CAMPUS GUILD COUNCILS

The University of Rwanda is committed to putting its students at the forefront of all its activities and to listen to them and involve them at all levels of its decision making. In particular, the students shall be involved in all decisions pertaining to their welfare and academic life. To be able to listen to the students and involve them in all University activities, it is important that they are organized and should elect representatives to represent their views and air out their concerns where necessary to the University academic and administrative management. There shall be

established at each campus and at University level a Guild Council formed by elected representatives of the students. The elections and operations of Guild Councils are regulated by the University of Rwanda Student Union's Constitution.

ix. INTERNATIONAL STUDENTS

Convinced that diversity is a source of intellectual and cultural strength and creativity, UR is committed to internationalizing its academic and research programmes by attracting students, lecturers and researchers from all over the world. Therefore, UR is committed to developing support systems for international students, which shall be designed and implemented to make the study-in-Rwanda for foreign students, an easy, enjoyable and enriching experience from application all the way through to graduation. The support system shall comprise of the following components:

- a) A pre-arrival information pack, which may be available online, or sent by mail to students who are admitted or those seeking admission, and should contain useful information about visa requirements, accommodation options, arranging medical insurance, tuition fee payments, budget for living expenses, part-time work and advice on what to bring. The information pack shall also include information about UR university and how things work there, including important online resources, administrative departments and campus facilities
- b) An orientation programme designed to provide practical support and information, and also to encourage international students to get to know one another and to integrate in the wider student population. The programme shall include the following components: pick-ups from the airport, tours of the campus and local area, social events and activities, and introductory lectures and talks about Rwanda.
- c) Ongoing support system which shall comprise of staff in the students' welfare office allocated the responsibility of attending to international students, a UR team of international students advisers with skills and experience to deal with practical issues faced by students regarding homesickness, culture shock, language difficulties, unfamiliar academic or grading systems, immigration, insurance and health problems.
- d) Organization of international days to promote cross cultural experiences

4. IMPLEMENTATION AND MANAGEMENT OF THIS POLICY

The students are the main "raison d'être" of the University of Rwanda and should therefore be the focus of attention and actions of all University staff, especially the managers and leaders. Therefore, the entire University community is responsible for the implementation of this policy, especially:

- The students who are the main beneficiaries of this policy and should have interest and commitment to ensuring that they enjoy the full benefits accruing from its implementation.
- The administrative and academic staff who should be interested in having students well cared for, teachable and able to learn and achieve their full intellectual potential.

The Students' Welfare Offices assisted by the Offices of Career and Employability Services on each campus are responsible for the daily management and implementation of this policy.

The Office of Institutional Advancement has the responsibility of coordinating and ensuring the management and implementation of this policy university-wide as well as its monitoring and evaluation and the initiation of its review when necessary.

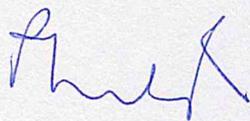
At all levels, the University management in charge of implementing monitoring this policy or monitoring its implementation shall do it in close collaboration with Students' Guild Councils.

5. REVISION OF THIS POLICY

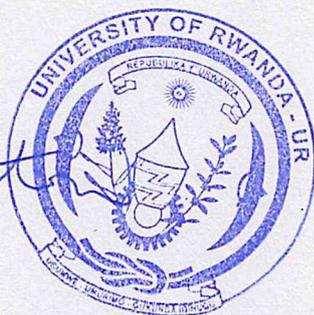
The Office of Institutional Advancement which is mandated to coordinate the implementation, monitoring and evaluation of this policy shall also be responsible for initiating its revision. It shall propose a draft revised policy to the organs of the University every 4 years to be ultimately adopted by the Board of Governors.

This Students' Welfare Policy comes into effect after the approval of the Board of Governors of the University of Rwanda that sat on 13/07/2019

Signed by



Prof. Philip Cotton
Vice Chancellor



APPENDIX I: RULES AND REGULATIONS FOR ACCOMMODATION IN UNIVERSITY OF RWANDA HOSTELS.

This appendix establishes a set of rules and regulations governing the accommodation in the University's hostels.

1. Application for accommodation

Students desiring to reside in the University's hostels must apply for it. Application for accommodation will be done manually or online through the official UR website. Students should write their application letters to the Director of Students' Welfare of the campus where they want the accommodation and submit them to the Hostel Wardens or the office of the Students' Welfare.

2. Accommodation committee

The Accommodation Committee is established on each Campus to assess the applications for accommodation and award the limited rooms/beds available. The committee is composed of the following:

- The Director of Students' welfare who is the chair of the committee,
- Wardens from both female and male hostels and
- Minister of Social Welfare in each campus.

The Campus Managers shall oversee and support the work of this committee and expand it where necessary.

3. Criteria for selecting the students to be accommodated in University's hostels

In selecting students to be accommodated in the University's Hostels, the Accommodation Committee shall apply the following criteria in order of priority:

1. Students with disability
2. Students with special cases
3. Guild Council committee members
4. First year students, starting with female students
5. Students in category one of (Ubudehe)
6. Female students in other years

4. Payment for accommodation in the University's hostels

The following are the regulations for the payment of accommodation.

1. Students accommodated in the University's hostels shall pay accommodation fees determined by the UR Board of Governors (BoGs). The rates may change according to the prevailing situation.

2. Modalities of payment are determined by UR fee structure. Variations to these may be granted only by the College/Campus Administration upon submission of a written request with genuine reasons and their decision must be documented.
3. Accommodation fee should only be paid to campus bank account and the original payment slip should be submitted to the directorate of finance while its copy should be given to the Warden for room allocation, and a second copy should be retained by the resident student.
4. The Finance office will issue a clearance statement to students who have paid all their accommodation fees, and any possible fines related to their accommodation in University's hostels, to enable them to graduate or access their credentials.
5. In recognition of their role and contribution to the smooth running of the University, members of the Campus Guild Council Committee are exempted from paying accommodation fee during their mandate/time of office. The College/Campus management has the right to make other exemptions if deemed right and necessary but must document their decisions.

5. UR management's obligations in hostel matters

The University of Rwanda is committed to ensuring that the hostels offer a conducive, habitable, clean and working residential environment, by:

1. Providing a room to the student who meets the accommodation requirements;
2. Providing a resident card to the registered student who has been granted accommodation in order to reduce on illegal occupants in the hostels who at the end of the day may cause unnecessary congestion, insecurity, hygiene and health hazards.
3. Verifying that residents in the hostels are in possession of their resident cards;
4. Providing basic equipment such as a bed, mattress, table, chair and wardrobe built-in storage or removable
5. Availing cleaning services for hostels common areas such as bathrooms, hallways/corridors and for the surrounding areas
6. Providing hygiene materials like toilet papers
7. Providing running/tap water and electricity
8. Providing door keys to the residents
9. Providing and fixing mosquito nets for hostel windows and ventilators
10. Providing disposal bins for female sanitary materials/towels
11. Providing a special room for girls (Icyumba cy'abakobwa)
12. Availing special care to students with disability

6. Obligations of the students residing in the University hostels

Students residing in the University hostels have the following obligations, among others:

1. Every resident student should return to the Warden all properties belonging to the hostels including keys and other materials at the end of the residence period.
2. All the rooms, items and materials should be returned in good condition.
3. Resident students are liable to replacing lost items and repairing damaged ones. Hostel Wardens should ensure that this is implemented.

7. Code of conduct/Students behavior in the hostels

Students residing in the University hotels are required to abide by the following code of conduct and behavior:

1. Each resident student should obey UR policies by demonstrating maximum discipline and respect to them.
2. All resident students are required to maintain standards of behavior and avoid bringing disrepute to the University of Rwanda. This should be reflected in both inside and outside university campuses.
3. All the hostel residents should poses and carry their valid hostel cards issued by the College/Campus and submit them willingly at the official security check points of the University.
4. It is the responsibility of every resident student to observe cleanliness desired within and outside rooms. Any maintenance services required should be reported to the Warden.
5. In case of damage or loss of hostel property the cost should be met by the student or students responsible, if identified, or by all the students of the hostel in question if no one is identified. This should be determined by the Campus management.
6. Resident students should not remove any furniture from its proper allocated place in which they are found and should not damage them in any way. If there are any additional items other than the ones that belong to the hostels, the owner should inform the Warden and failure to do so will lead to fines.
7. Resident students should not remove any fittings whether wooden or metallic from one room to another for personal interest. This is strictly prohibited.
8. Possession or use of firearms, cycle chains, and iron rods or any other deadly or dangerous weapons and materials to hostel inmates are strictly prohibited in the hostel. Anyone found in possession of any of the above or any other dangerous object not mentioned here will be handed over to the police and expelled from the hostel immediately. College/Campus management will take further disciplinary measures.

9. Resident students should not use Cooking stoves, Electric kettles and/or other heavy machines that consume electricity at high rate. All such gadgets are strictly prohibited from halls of residence.
10. Smoking and consumption of alcoholic drinks and/or narcotic drugs in the hostels premises are strictly prohibited.
11. Resident students should never engage themselves in a violent situation. In case of any misunderstandings between two or groups of people, no individual should insult one another or cause harm to the opponent. All matters should be reported to the authorities concerned for conflict resolution in a more harmless approach.
12. Raging or teasing which is criminal and offensive is defined in legal parlance as, “display of noise, disorderly conduct, doing any act which causes or is likely to cause physical or psychological harm or raise apprehension/anxiety or fear, shame or embarrassment to a student is strictly prohibited.
13. Any student who is found to be repeatedly indulging in undesirable activities such as physical insult, teasing, speaking of jokes that intend to hurt a fellow student or using abusive language will be liable to disciplinary action.
14. No overnight guest is allowed in students’ rooms. No person of the opposite sex be it a guest, a fellow student or staff will be permitted to stay overnight in any part of the hostel.
15. The residents should not participate in any anti-national, anti-social, or undesirable activity within and outside the college/campus of the university.

8. Accommodation contract, its nature and duration

Every student who is fully registered at the University of Rwanda and is given a residence in any of the university hostels must sign an accommodation contract valid for a period of one academic year.

This contract is the same for all categories of students whether sponsored by the government, self-sponsored or sponsored by any other organizations so long as that particular student has been allocated a room in any UR halls of residence.

9. Breach of contract

If the resident student is found to be in breach of his/her obligations, code of conduct and behavior or of any other provision of the Students’ Welfare Policy, the College/Campus management reserves the right to make appropriate disciplinary actions including termination of his/her residence in the University’s hostel without any further notice. No refund of accommodation fees will be given to resident students removed from the residence halls for reasons of misconduct.

10. Commitment to abide by rules and regulations governing the resident students in University hostels

Before a student is admitted into the University hostels, she/he shall be required to sign the form here under declaring that she/he has read and understood the rules and regulations governing the residence in University hostels and that she/he is committed to observing and obeying them as well as any other new instructions, rules and regulations that may be instituted by the University/Campus Management as the situation may dictate.

DECLARATION FORM BY RESIDENT STUDENT

I,..... (Full names)

Registration Number.....

Year of study.....

School of.....

Department.....

Next of kin (Guardian).....

Contacts.....

declare to have carefully read and clearly understood the University of Rwanda hostels rules and regulations and I hereby agree and commit to abide by all the rules and code of conduct contained therein. I am liable for disciplinary action in case I breach any of the aforementioned rules and regulations and any new instructions, rules and regulations that may be instituted by the University/Campus Management.

Date:

Signature.....

Telephone number:

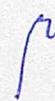


APPENDIX II: RULES AND REGULATIONS FOR HEALTH, HYGIENE AND SANITATION

The University of Rwanda is committed to create good health, hygiene and sanitation conditions on all its campuses and hotels, but this requires collaboration and contributions of members of the University community, especially the students. Students are required to abide by the following health, hygiene and sanitation rules and regulations:

1. Identified silliness and sicknesses should be immediately reported to the warden for necessary actions to be taken.
2. The university management should once in a while invite relevant medical personnel to come and talk to students on issues related to health, hygiene and sanitation in general.
3. It is strictly forbidden to wash and hang clothes to dry in corridors, stairs or at the balconies. All the clothes after washing should be hung on the hung lines that were specifically put in place for that very purpose.
4. All the resident students are responsible for the day to day cleaning of their rooms, doors, windows and curtains. Resident rooms must be kept neat and clean at all times.
5. Tarnishing painted walls by putting unnecessary/meaningless writings on them is prohibited. Occupants of any room found dirty with such tarnished/spotted walls, will be required to immediately re-paint the whole room.
6. Any resident student with chronic or contagious disease must inform the head of clinic on the first day of reporting for assistance and healthcare follow-up.
7. All resident students are reminded to verify and identify any spot/dirt on the room walls and report it to the Wardens before occupying it in order to avoid being held responsible.
8. No student is allowed to put anything harmful, or likely to cause blockage in any pipes in order to protect the drainage system. It is therefore strongly recommended to use hygienic papers in washrooms.
9. No student should throw or drop anything whatsoever from windows or balconies of the halls of residence. Students must use waste paper-baskets/dustbins provided for in the hostel rooms.
10. It is strictly forbidden to share or sublet/rent or loan out accommodation to any other person. Furthermore, resident students are not allowed to conduct any commercial activity in the hostel.

11. No person other than legally and officially permitted is allowed to stay or just sleep within the hostel premises. This is strictly forbidden.



APPENDIX III: GUIDELINES FOR DEALING WITH THE DEATH OR DISAPPEARANCE OF A STUDENT

A. DEATH OF A STUDENT

In case of the death of a student the University/Campus shall follow the following guidelines in dealing with the tragedy.

1. Notification to UR management, the family of the deceased student, the diplomatic representation and administrative offices

Depending on the program for which the deceased student was registered for, coordination of all aspects related to the notification will be done by Director of Students' Welfare/Program Coordinator in case of a student registered in specialization programs.

- 1.1 An official from the Campus Resident Principal's office or the Campus Academic Leader's Office or the Campus Manager's office will serve as a notice to the Office of the Vice Chancellor and the Institution about the death of the student in question and copies will be sent to the following offices for immediate action:
 - i. Registrar/Admissions
 - ii. Academic Departments
 - iii. Finance Unit
 - iv. Library Services
 - v. Students' Welfare Unit
 - vi. Clinic Unit
- 1.2 The Campus Resident Principal/Academic Leader shall also inform the family of deceased. In case of an international student, the Campus Management will formally inform the Embassy/Diplomatic Representation of the deceased's country of origin for the repatriation and burial arrangements.
- 1.3 In case the death occurred by suicide or by criminal act the Rwanda National Police shall also be notified for appropriate action.

2 Administrative actions in response to death notification

2.1 Closing of the student's records

Following the death of a student, concerned offices will take necessary actions in relation to the student's records. These offices/units include:

- Registrar/Admissions: – update the student's academic records, remove the student's name from active list and close the student's file
- Academic Department: update the student's academic records; remove the student's name from active students list.

- Finance Unit: update the student's financial records and close financial files and process refund where applicable in accordance with the existing policy on refund matters.
- Library Services: Update the student's data in the Library database and follow up on any outstanding items.
- Clinic unit: Medical follow-up if needed and closing of the student's medical file.
- Students' Welfare Unit: if the deceased was a resident in the University hostels, ensure that his/her belongings are sent to his family and close that student's file

2.2 Support to the deceased funeral services

2.2.1 Principles to be applied

In supporting the bereaved family, the following principles shall be applied by the management of the campus where the deceased student was based:

- Upholding the Rwandan cultural values and practices related to the death of a member of the community;
- Showing solidarity and the spirit of humanism" ubumuntu"
- Where possible, official representation of the campus at the student's funeral place, shall be organized.

2.2.2 Transport to the funeral services

2.2.2.1 Within the country

The Management of the Campus shall, alone or in collaboration with the Insurance Company that provides life insurance to UR students, ensure transportation of the deceased body to the place of funeral as determined by the bereaved family. The Management of the Campus shall also provide transport for a reasonable number of the students and staff who will represent the University at the burial ceremony

2.2.2.2 International students

In case of an international student, the University/Campus Management will formally inform the family of the deceased student and their Embassy/Diplomatic Representation of the death of the student and collaborate with them for burial arrangements.

In case, the family of the deceased student and the Embassy decide to bury the deceased in Rwanda, the University/Campus Management shall offer maximum support for the burial arrangements.

In case the family of the deceased and their Embassy decide to repatriate the body, the University shall offer maximum support in arranging the repatriation formalities and where possible, the university will designate an official to accompany the deceased.

2.3 Financial support to the family of the deceased student

Following the death of a student, a financial support of one hundred thousand Rwandan francs (**100,000 Rwf**) will be given to the family of the deceased. This will be handed over by the University/Campus Official representative on the day of the funeral service.

Additional special support to cover funeral expenses may be provided upon a request and justification from the Students' Union in case the deceased student hailed from a destitute family which is unable to meet burial expenses.

2.3.1 Financial support to a student who has lost first-degree relative

In case a student loses a first-degree relative (a father, mother, brother, sister, spouse or child), the College/Campus management will support with a condolence envelope of fifty thousand Rwandan Francs (**50,000 Rwf**). In this case, the family of the deceased must present supporting documents such as birth certificate, legal adoption certificate, marriage certificate.

2.3.2 Formal representation of the University to the burial

The University/Campus/School Management shall be represented at the funeral of the deceased student, except in the case where the deceased is an international student and the body is repatriated, which may not always be possible. The University representative shall offer, among others, a bouquet of flowers.

B. MISSING OR DISAPPEARANCE OF A STUDENT

In case the University/Campus notices that a student has gone missing, the following shall be done:

1. Any report about the missing student (s) will be fully investigated by appropriate University personnel under the joint coordination of the Director of Students' Welfare office. When a student is reported missing, the Principal/Campus manager will immediately report to the National Police and the parents of the student (s).
2. The Director/Officer of Students' Welfare will inform verbally and in writing the Principal and copy to all relevant people.
3. The College/Campus management should facilitate the police to make further investigations.
4. The family of the missing student (s) shall have the obligation to cooperate with the investigating authorities and shall also be kept informed of any development in the investigation process.

APPENDIX IV: GUIDELINES FOR SUPPORTING STUDENTS LIVING WITH DISABILITIES

1. Definition of disability:

Disability is defined as a physical or mental impairment that is likely to have a substantial and long-term effect on an individual's ability to carry out day to day activities in normal circumstances. In addition, **disability** is a physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks without special support. Students with disability therefore refer to those students with special needs who require special attention, care, support in their families and communities at large. Consequently, such students need encouragement to determine full potential in life with regard to the needs created by the interaction between a person with impairment and the environmental and attitudinal barriers faced.

2. Registration into the University of Rwanda

UR will encourage applications from prospective students who have a disability. Students with disability will also be required to provide documentation of their disability that demonstrates how their disability functionally impacts their participation in courses, programs, jobs, activities and/or the use of facilities at the University. This information will facilitate the proper planning for Students' Welfare Directorate and the Registrar. The office of the Registrar and Director of Students' Welfare will make reasonable efforts to contact those applicants who have declared a disability to discuss their needs.

3. Accommodation for resident students with disability

The University shall give priority to students with disability when offering accommodation in its hostels. This may require modifications of the room, its access and other amenities to provide access or enable them to perform essential functions.

Based on the specific circumstances and the documentation received from the students with disability, their accommodation will include;

- Space for academic accommodation (Lecture rooms)
- Housing and dining accommodation
- Modifications to University policies, rules and regulations as applied to the individual
- Environmental adjustments such as the removal of architectural, communication, or transportation barriers
- Modified work schedules
- Auxiliary aids and services; this policy will always be guided by special needs, rules and guidelines.

4. Facilitation during examinations

The university management shall ensure that assessments for students with disabilities are thoroughly and thoughtfully done at the right time, in the right place and by the right staff in order to avail a special environment and care for all students in this category.

During examination period, students in this category should be given special treatment by availing and reserving seats for them in the examination rooms. This should be implemented in all university campuses with the supervision of chief examination officer.

Such students with disabilities should be allowed and be given chance to enter the examination rooms before the rest.



APPENDIX V: RULES AND REGULATIONS GOVERNING CLUBS AND ASSOCIATIONS OF STUDENTS

1. Definition

Clubs and associations are groups of organized people who work for a common cause or interest in agreed framework that allows them to achieve the mission and vision of their choice. In the University of Rwanda, meaningful associations and clubs are allowed to be initiated and to function among the members of the university community.

2. Principles governing associations and clubs

- i. All the University of Rwanda clubs and associations should adhere to national vision, laws, policies and regulations.
- ii. All the clubs and associations should indicate the source and use of its funding.
- iii. No club or association should be affiliated to any political party.
- iv. A club or an association should be made up of at least thirty (30) members. Contrary to this, should be subject to the approval of the Guild Council and Directorate of Students' Welfare.
- v. All the clubs and associations should be part of the campus forum of clubs and associations.

3. Membership of the clubs and associations

- i. Any club or an association of the University of Rwanda community is allowed to recruit members from:
 - Registered students
 - Academic and support staff of the university
 - Alumni of the university.

The club or association can have honorary members who are not part of the above-mentioned categories, but those members cannot be representatives of the club or the association.

- ii. All clubs and associations must respect gender and promote equity principles in their membership, leadership and during daily operations.

4. Registration of a club or an association

- i. Every club or association that seeks to operate within the university community must have a written authorization from competent office of the university. If the club or association operates at campus level, it will get the authorization from campus administration, i.e. the Campus Academic Leader or Campus Operations Manager.
- ii. Every club or association must operate under the guidance and in close collaboration with the Guild Council and the Directorate of Students' Welfare.

- iii. When a new club or association is to be initiated, the initiator should have a written authorization from the competent office after presenting the concept note. The initiator has the right to get proper guidance and mentorship during the process.

After getting the authorization, the initiator has the right to look for founding members who will help in the drafting of the constitution, mission, and vision and action plan for the club or association.

- iv. Founding members will submit the draft of the constitution, mission, vision and action plan to the administration with the letter requesting the authorization to operate as a club or an association.
- v. A provisional authorization to operate will be given for three months, after this period, the assessment of activities of the club or association will be done. If the assessment proves that the club or an association has made considerable achievement toward their vision and mission, a final authorization to operate will be given.
- vi. Every year, each club or an association shall present an annual report of the previous year, and an action plan of the year of operation.

5. Scope of activities for clubs and associations

- i. The activities of a club or an association can be campus-wide, College-wide, University-wide or Country-wide. When a club or an association wants to carry out some activities beyond the boundary of the university, it must be in close collaboration with the consent of local leaders where the activities will be carried out. Campus/College Management should be informed about the off-campus activities to be carried out.
- ii. The activities of a club or an association shall not in any circumstances compromise the activities of the campus or college or disturb peace in the community.

6. Reporting of clubs and associations

- i. Every club or an association must produce both quarterly and annual reports of its activities.
- ii. The reports will be submitted to the Directorate of Students' Welfare (Campus) through the office of the Guild Council.

7. Support for clubs and associations

- i. Where possible, clubs and associations will get support from the university budget for activities that aim at advancing and promoting the university image and wellbeing of students and university community at large.
- ii. Clubs and associations may get support from donors, sponsors or government.

8. Organs of a club or an association

In general university clubs and associations shall have the following organs:

- i. **General assembly**

The general assembly is made up of all members of the club. It is the supreme decision-making organ.

ii. Management committee

The management committee will be responsible for overseeing the activities of the executive committee and is constituted by a five- member committee elected by the general assembly.

iii. Executive committee

The executive committee will be made up of three people: President, Vice President and Secretary.

Sources consulted

- HEC: Students regulations and disciplinary procedures in higher education (revised April 2007)
- Other Higher Learning Institutions' policies and guidelines on students conduct
- <https://int.search.myway.com/search/GGmain.jhtml?>
- http://www.baringass.vic.edu.au/policies/welfare_policy.pdf
- <https://www.smgs.nsw.edu.au/wp-content/uploads/2016/06/student-welfare-and-discipline-policy.pdf><http://stopsexualviolence.iu.edu/policies-terms/welfare.html>
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