



ZCAS UNIVERSITY

STUDENT WELFARE POLICY

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GENERAL POLICY INFORMATION

Policy Name	Student Welfare Policy
Policy Number	ZCASU/25/05
Adopted	28 th March 2025
Version	1
Revised	Nil
Next Review	28 th March 2028
Owner	Dean of Students/Student Welfare Officer

1.0 DEFINITION OF TERMS

1.1 In the context of this Policy, unless otherwise stated, the following definitions shall apply:

- 1.1.1 **Counselling** means a professional helping relationship aimed at facilitating self-exploration, understanding and problem-solving to optimise mental, emotional, and social well of the students at ZCAS University.
- 1.1.3 **Counsellor** means a qualified professional or employee of ZCAS University who provides counselling services to students.
- 1.1.4 **Student** means any person who is enrolled for a course of study at ZCAS University.
- 1.1.5 **Welfare** means the overall well-being of students, encompassing their mental, emotional, physical, social, and academic aspects.

2.0 POLICY STATEMENT

ZCAS University recognizes and attaches importance to the wellbeing and holistic development of its students. This Policy underlines the University's commitment to maintaining a supportive environment that fosters academic success and personal growth. The Policy outlines the welfare services available to students and the procedures for accessing them.

3.0 PURPOSE AND OBJECTIVES

The purpose of this Policy is to provide a framework for promoting the wellbeing and holistic development of students in the University. The objectives of the Policy are to:

1. Raise awareness among students about the welfare services available at the University.
2. Promote student engagement with the welfare services provided by the University.
3. Facilitate the effective provision of student welfare services at the University.

4. Provide clear procedures for accessing student welfare services.
5. Comply with the requirements of the Higher Education Authority regarding student welfare services.

4.0 SCOPE

This Policy applies to all students of ZCAS University and specifies the welfare services available to them. It encompasses all the student welfare activities provided by the University including counselling, medical, placement, sports, and recreation, religious, accommodation and orientation.

5.0 PRINCIPLES

5.1 The following core values underpin the provision of student wellness services:

5.1.1 Integrity. The welfare services will be provided in an upright and transparent manner.

5.1.2 Confidentiality. All interactions and information shared between students and Counsellors during counselling sessions will be kept strictly confidential, adhering to professional standards and legal regulations.

5.1.3 Disclosure. While maintaining confidentiality, information shared by students during counselling will not be disclosed to others, except under the following legally permissible circumstances:

- i. When the counsellor believes that a student is at significant risk or in immediate danger of attempting or completing suicide, or is unable to function independently, care for themselves, or make informed decisions.
- ii. When the counsellor determines that a student poses a potential risk of harm to another individual.
- iii. When disclosure is required by law

5.1.4 Respect. University Staff will treat every student with dignity, regardless of their background, beliefs, or circumstances and respect their right to make independent decisions.

5.1.5 Professionalism. The University staff will maintain the highest standards of professionalism in all aspects of service delivery. They will undertake sufficient professional learning to ensure they are aware of contemporary best-practice in student welfare services.

5.1.6 Inclusivity. The University staff will ensure an inclusive and welcoming environment is maintained where every student feels valued and supported.

5.1.7 Collaboration. The provision of welfare services will be done in collaboration with various University units, faculty members, and relevant stakeholders.

6.0 ROLES AND RESPONSIBILITIES

6.1 University Senate

- i. University Senate shall approve the Policy and oversee its implementation through quarterly reports.
- ii. Through its Standards and Curriculum Development Committee, the University Senate shall review the Policy.

6.2 University Management

- i. Allocate resources to ensure the effective implementation of the Policy.
- ii. Facilitate ongoing training and professional development opportunities for Staff involved in the implementation of the Policy.

6.3 Dean of Students

- i. Supervises the implementation of this Policy and provide leadership for student welfare services.
- ii. Reports progress on the implementation of the Policy to Management through quarterly reports.

6.4 Staff

- i. Staff under the office of Dean of Students including the Counselling and Placement Officer, Sports and Recreation Officer and Chaplain shall provide welfare services to students in accordance with this Policy and give feedback through submission of periodic reports.
- ii. All academic and non-academic staff of the University will support the implementation of this Policy.

6.6 Students

- i. Comply with the provisions of this Policy.
- ii. Support the implementation of this Policy.

7.0 PROVISION OF WELFARE SERVICES

7.1 Counselling and Mental Health Services

The provision of counselling and mental health services in the University is done to help students deal with problems associated with adjusting to university life, personal, crises, and related social concerns.

7.1.1 Types of counselling and mental health services offered.

The University shall provide various types of counselling and mental health services/activities to meet the needs of the student community. These shall include individual counselling sessions; group counselling and mental health sessions; workshops and support groups on various topics related to mental health, academic success, and personal development; crisis intervention and support; referrals to external resources for specialized support, such as medical, social welfare, or legal professionals; and liaison with faculty, academic and professional staff to support students facing academic challenges.

- i. **Individual Counselling Sessions:** These are one-on-one sessions between a student and the Counselor, where personal concerns, mental health issues, or emotional difficulties are addressed in a confidential and supportive environment.
- ii. **Group Counselling and Mental Health Sessions:** These sessions involve multiple participants who share similar issues, such as stress, anxiety, or adjustment challenges. They provide peer support and offer opportunities to learn from others' experiences while receiving guidance from the Counselor.
- iii. **Workshops and Support Groups on Various Topics:** These are structured sessions aimed at providing students with skills and knowledge in areas like managing stress, improving academic performance, enhancing personal growth, and addressing mental health challenges. They often feature expert speakers and group activities.
- iv. **Crisis Intervention and Support:** This service provides immediate assistance to students who are experiencing severe distress or mental health crises. It includes emergency support, such as offering safety plans and connecting students to necessary resources for urgent mental health care.
- v. **Referrals to External Resources for Specialized Support:** When the University's counselling services are unable to meet specific needs, students may be referred to other professionals, such as medical doctors, social workers, or legal advisors, who can offer specialized support. The Counsellor will work closely with the student, and

in certain cases, with the student's guardians, to identify suitable referrals and facilitate a seamless transition to the appropriate support services.

To access counselling and mental health services, students can visit the Counsellor's office in person or contact the Counsellor online, by phone, or via email using the official contact details provided by the University.

7.1.2 Record Keeping

To comply with professional counselling standards, Counsellors will maintain records in accordance with the standards. The period for retention of student counselling records will be as specified in the Data Management Policy of the University.

7.2 Medical Services

7.2.1 Medical services are a key aspect of student welfare provision. The medical services for students shall cater for their primary health care needs. These include:

- i. An outsourced student medical scheme or
- ii. A clinic/sick bay operated/leased by the University.

7.2.2 All registered full-time students shall be automatically registered and invoiced for the Student Medical Scheme every semester.

7.2.3 Medical Slips will be issued by the Dean of Students Office for students who may need to access medical services. In the absence of the medical slip a valid University invoice may be produced at the health facility by a student as proof that they are bona fide students of ZCAS University.

7.2.4 The Dean of Students Office shall from time to time communicate with students the relevant information about available medical services and providers.

7.3 Placement Services

The University shall provide support to both students and graduates in securing career-related opportunities in accordance with its Student Placement Policy and Procedures

7.4 Sports and Recreation Services

- 7.4.1 In recognition of the importance of a healthy lifestyle in the holistic development of students, the University shall provide opportunities for students to participate in a variety of sports and recreation activities.
- 7.4.2 The range of sports and recreation activities provided to students shall include the following:
- i. Team sports.
 - ii. Individual sports.
 - iii. Fitness classes and wellness programs.
- 7.4.3 An annual sports day shall be designated on the academic calendar.

7.6 Accommodation Services

- 7.6.1 The University considers accommodation services to be a key aspect of student wellbeing and shall collaborate with ZCAS and other relevant stakeholders to help students access and occupy conducive and safe accommodation.
- 7.6.2 Student welfare activities with respect to accommodation will include:
- i. Provision of information on university accommodation and how to access it.
 - ii. Promotion of safety and hygiene in the hostels.
 - iii. Ensuring Student Code of Conduct, rules and regulations are enforced

7.7 Orientation Services

Orientation services play a critical role in supporting students' successful transition into university life. These services equip students with the essential knowledge, skills, and resources to navigate the complexities of academic and campus life. The following activities will be implemented to facilitate this transition:

- i. **Welcome Sessions:** At the start of their first semester, new students will participate in welcome sessions led by University officials, Schools and Student leaders. These sessions will include speeches, presentations, and introductions to key University personnel, student policies, clubs, and associations to provide students with a comprehensive overview of university life.
- ii. **Student Support Services:** Presentations from staff members of various support units, as well as external support systems, will inform students about available services. Topics covered will include counseling services, campus

safety, and resources for international students. These sessions will ensure that students are aware of the resources and support systems in place to assist them academically, personally, and professionally.

- iii. **Campus Tours:** Guided tours of the campus will be conducted to help students familiarize themselves with essential locations, including academic buildings, the library, hostels, recreational areas, health facilities, and administrative offices, ensuring that they feel comfortable navigating the campus.
- iv. **Introduction to Academic Programmes:** Representatives from various schools will provide new students with valuable information on academic programmes, progression requirements, career pathways related to specific fields of study, and available research opportunities, ensuring students have a clear understanding of their academic journey.
- v. **Technology and Campus Systems:** The Information Communication Technology (ICT) unit will guide students on how to access and effectively use critical campus systems and online platforms, such as the Student Portal, Moodle, Student Information System, email accounts, library e-resources, and Wi-Fi networks, ensuring students are equipped to engage with university systems.
- vi. **Workshops and Talks:** Interactive workshops will be held on a range of topics such as leadership, time management, study skills, curriculum vitae writing, and mental health. These sessions will provide students with practical tools and strategies for academic success, personal growth, and overall wellbeing

7.8 Academic Support Services

7.8.1 Tutoring & Mentorship Programs – Providing academic support through peer tutors and faculty mentors.

7.8.2 Library & Research Assistance – Access to well-equipped libraries, online databases, and research support.

7.8.3 **Career Guidance** - The University shall offer advice and support to help students make informed decisions about their career paths. Career talks, lectures, and seminars will be organized to provide insights and guidance on various career options and industry trends.

7.9 ICT Services

The University shall provide free Wi-Fi and Computer Labs to ensure that students have access to internet and study resources.

7.10 Financial Aid & Scholarships

Bursaries & Grants – Financial assistance for underprivileged students.

Student Loan Guidance – Helping students access loans from the Higher Education Loans and Scholarships Board (HELSB).

Work-Study Programs – Part-time job opportunities within the university.

8.0 IMPLEMENTATION AND MONITORING

8.1 Implementation and Communication

8.1.1 Dean of Students shall coordinate implementation of the policy under the supervision of the Vice Chancellor while the University Senate will oversee the implementation of the policy through regular reports.

8.1.2 Training of staff responsible for the implementation of the policy shall be supported to ensure effective implementation.

8.1.3 The policy shall be communicated to stakeholders to ensure awareness through various platforms including the student portal, website and orientation programmes.

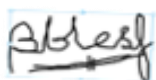
9.0 REVIEW PERIOD

This Policy shall be reviewed every three (3) years, or as soon as practicable should there be a material change in any provisions.

10.0 RELATED POLICIES AND DOCUMENT

This Policy should be read in conjunction with the following related documents:

1. Student Placement Policy and Procedures
2. ZCAS University Student Handbook
3. ZCAS University Student Code of Conduct and Disciplinary Procedures



28th March 2025

Prof. Edwin Bbenkele

Date

Acting VICE CHANCELLOR

