



THE UNITED REPUBLIC OF TANZANIA
TANZANIA PORTS AUTHORITY
BANDARI COLLEGE



STUDENTS' WELFARE GUIDELINES, 2023

JULY, 2023

FOREWORD

College is a place where students advance themselves academically as well as socially. The two aspects are mutually reinforcing, since knowledge enables one to understand oneself and the surrounding world. College environment should therefore be designed to foster academic and social development of students. This dual responsibility should be preciously balanced to nurture educated, disciplined, caring, ethical and responsible people during and after studies. Bandari College (BC) is committed to create such an environment through its governance instruments.

Social development of students among others includes welfare which is a broad issue that cannot be fully addressed in one document. Almost all the governing instruments pertaining to student academics and affairs contain components of welfare. These Guidelines are not meant to supersede other instruments rather to consolidate and expand on the existing provisions. These Guidelines should therefore be read in conjunction with other relevant instruments of the BC.

These Guidelines identify students' welfare issues, statements for implementation and creates responsibilities to ensure delivery of expected outcomes.

I call upon all who will be involved in implementing these Guidelines to play their roles honestly, responsibly and objectively for the betterment of BC and the Nation at large.

.....
Dr. Lufunyo S. Hussein
Principal

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ABBREVIATIONS

AIDS	Acquired Immunodeficiency Syndrome.
BACOSO	Bandari College Students' Organization
BC	Bandari College
HIV	Human Immunodeficiency Virus
NACTE	National Council for Technical Education
NACTVET	National Council for Technical and Vocational Education and Training
NTA	National Technical Award
THA	Tanzania Harbours Authority
TPA	Tanzania Ports Authority

CHAPTER ONE

INTRODUCTION

1.1 Establishment

The history of Bandari College (BC) can be traced to the defunct East Africa Harbours Corporation which had a subsidiary company called East Africa Cargo Handling Services Limited. BC then conducted port training activities in Tanga and Dar es Salaam (Sokoine Drive) offering clerical courses for port employees, i.e., clerical checkers “C”, “B” and “A”.

After the breakup of the East African Community in 1977, Tanzania Harbours Authority (THA) Act, 1977 was passed. THA Act created Tanzania Harbours Authority mandated among others to control and manage seaports in mainland Tanzania. THA Act was later repealed and replaced by the Ports Act, 2004 (ACT) (as amended) which created Tanzania Ports Authority (TPA) which among other is mandated to control and manage sea and lake ports in mainland Tanzania.

As a training institution, BC is owned by TPA. The functions of BC as a training institution is set out in Section 12(1) (k) of the Act, where TPA has been mandated to undertake *“promotion of training, research, and development in the fields of marine and port services and facilities in collaboration with universities and other educational institutions for the promotion of technical and operations education and training in the fields of marine and port related services and facilities”*. BC core functions are therefore to provide technical training, applied research, and consultancy services in the field of marine, port and port related services and facilities.

BC was registered by NACTVET (then NACTE) in 2004 with registration number REG/EOS/018. BC continued to provide training until the college finally obtained full accreditation in July, 2017 whereby three (3) Departments of “Transport, Cargo and Marine Operations”, “Engineering” and “Business Administration and Management” were recognized and accredited.

BC offers competence-based education in its programmes with a flexible mode of delivery and assessments at Basic Technician (NTA level 4), Technician (NTA level 5) and Ordinary Diploma (NTA level 6) certificates. It also offers a wide range of short courses at its campus as well as tailor made courses as need arises.

1.2 **Vision**

To be the Centre of excellence in training, research and consultancy in port management and maritime logistics in Sub-Saharan Africa.

1.3 **Mission**

To offer competence-based training, undertake applied research, and provide consultancy services in port management and maritime logistics in response to current and future needs of the maritime transport subsector.

1.4 **Core Value**

The building of a consistent and binding culture is a fundamental prerequisite for the sustainable development of the College and its core values are:

- Integrity
- Dynamism
- Customer Care
- Teamwork
- Excellence

1.5 **Rationale**

BC has in place a Students' Welfare Policy (Policy) which was approved by the Board of Governors during its 39th Ordinary Meeting held on 7th June, 2022. To enable implementation of the Policy, BC has developed these Guidelines to address commitments on students' welfare which will ensure a conducive training and learning environment.

These Guidelines are therefore meant to provide for students' wellbeing during their stay at BC by bridging the gaps between students' welfare matters with academics and administrative issues.

1.6 Objectives of the Guidelines

1.6.1 Main Objective

Generally, the Guidelines aim at creating an enabling teaching and learning environment by providing the students with support services so that they achieve their academic endeavours and ultimately succeed in their career ambition.

1.6.2 Specific Objectives

The specific objectives of these Guidelines are as follows:

- (i) Ensure the system for overseeing students' welfare is properly defined and coordinated.
- (ii) Ensure wellbeing, safety, and protection of the students at BC.
- (iii) Always ensure availability of guidance and counselling services to all students.
- (iv) Ensure fair, transparent, and proper handling of students' complaints and disciplinary matters and other welfare issues in a manner that will enhance harmony at BC.
- (v) Foster cohesive interactions between students.
- (vi) Ensure equal opportunities for students in a variety of extra-curricular activities during their studies.
- (vii) Promote gender equality among students during various academic and extra-curricular activities during their studies.
- (viii) Foster students' awareness on protection of the environment, infrastructure, and facilities at BC.
- (ix) Enable BC community to address specific student's welfare issues as they arise.

1.7 Scope of the Students' Welfare Guidelines

These Guidelines covers all registered students of BC.

CHAPTER TWO

POLICY STATEMENTS AND OPERATIONAL PROCEDURES

2.1 Accommodation Services

2.1.1 Policy Statement

In collaboration with BACOSO, BC shall assist in sourcing safe, well maintained, and affordable accommodation facilities for students.

2.1.2 Operational Procedures

BC shall ensure:

- (i) Accommodation Committee identifies and recommends safe, well maintained, and affordable private accommodation facilities for students one **(1)** month before opening of the College.
- (ii) The Students' Welfare Office and BACOSO provides advice to students living in private accommodation during orientation week and where need arises.

2.2 Students Orientation Session

2.2.1 Policy Statement

The College to conduct orientation program for one week for all new students before commencement of studies. The program should include pertinent academic and social issues related to students' welfare.

2.2.2 Operational Procedures

BC shall ensure:

- (i) The Office of the Registrar in collaboration with the Students' Welfare Office advertises orientation programme to all new students before registration.
- (ii) The Office of the Registrar in collaboration with the Students' Welfare Office circulates orientation timetable to BACOSO and BC Management for their inputs before registration.

- (iii) The Office of the Registrar in collaboration with the Students' Welfare Office coordinates orientation of new students as per orientation schedule.
- (iv) The Office of the Registrar provides all necessary documents to students during orientation week (i.e., Prospectus, Almanac, Students' By-Laws, Students' Welfare Policy, Examinations Regulations, and Admission Regulations).

2.3 Students' Health Services

2.3.1 Policy Statements

- (i) BC to ensure that students acquire timely valid health insurance cover.
- (ii) Ensure the first aid room is properly fitted to provide first aid and appropriately staffed.
- (iii) Ensure the environment within the College is clean, well maintained, and conducive to academic pursuits.

2.3.2 Operational Procedures

BC shall ensure:

- (i) The Office of the Registrar follows up and enforces measures for all students to have health insurance cover.
- (ii) The Office of the Human Resources and Administration equips and maintains BC first aid kit and makes first aid services available to students during studies.
- (iii) The Office of the Human Resources and Administration maintains clean and safe environment at BC.

2.4 Catering Services

2.4.1 Policy Statement

BC will continue to allow private vendors to offer catering services on campus based on clear agreed conditions among others on safety and cleanliness standards. Further, BC to ensure catering services are of required quality, affordable and timely provided to students.

2.4.2 Operational Procedures

BC shall ensure:

- (i) The Students' Welfare Office follows up submission by BACOSO of valid licenses and health inspection documentations of contracted catering service provider.
- (ii) The the Students' Welfare Office assesses and evaluates provision of safe, clean, affordable and timely catering services to students.
- (iii) The Office of the Human Resources and Administration trains and provides clear guidance to BACOSO on occupational safety requirements before engagement of catering services provider.
- (iv) The Office of the Human Resources and Administration guides BACOSO on catering services contract management.

2.5 Guidance and Counselling

2.5.1 Policy Statements

- (i) Put in place a system for provision of counselling and guidance on academic and social advice to students.
- (ii) Ensure adequate availability of qualified counsellors.

2.5.2 Operational Procedures

BC shall ensure:

- (i) Adequate staffing of the Students' Welfare Office with skilled and knowledgeable counsellors.
- (ii) Training of teaching staff to acquire knowledge and skills on guidance and counselling to ensure availability of academic advisors in each programme.
- (iii) Deputy Principal Academic Research and Consultancy in collaboration with the Students' Welfare Office appoints academic advisors in each programme(s).

2.6 Students' Organisation and Association

2.6.1 Policy Statements

- (i) Ensure that BACOSO has a comprehensive constitution approved by the Board of Governors.
- (ii) Ensure smooth and transparent operations of the BACOSO activities in accordance with its constitution and College rules and regulations.

2.6.2 Operational Procedures

BC shall ensure:

- (i) The Students' Welfare Office coordinates training on newly elected BACOSO leaders.
- (ii) The Students' Welfare Office advises and participates in periodic review of the BACOSO constitution when need arises and revised Constitution is presented to the Board of Governors for approval.
- (iii) The Students' Welfare Office issues guidance on establishment of clubs/association in accordance with BACOSO Constitution.
- (iv) BACOSO approves its annual plans and budget in accordance with their Constitution and submits to the Students' Welfare Office.
- (v) BACOSO holds meetings in accordance with its Constitution to approve operational expenses and submits minutes of the meetings for approval to the Students' Welfare Office prior to withdrawal of any funds.
- (vi) The Students' Welfare Office demands and receives from BACOSO quarterly physical and financial performance.
- (vii) The Office of the Bursar audits BACOSO activities for compliance with approved budget.

2.7 Strengthening the Office of Students Affairs

2.7.1 Policy Statement

- (i) Strengthening the Students' Welfare Office to enable it to timely and properly handle students' affairs and services in a manner that is comprehensive and sustainable.

- (ii) BC shall endeavour to provide quality support services to its diverse and growing student population in a manner that is comprehensive and sustainable.

2.7.2 Operational Procedures

BC shall ensure:

- (i) Training of staff from the Students' Welfare Office to acquire knowledge and skills on guidance and counselling.
- (ii) The Students' Welfare Office is fully involved in students' welfare and affairs.

2.8 Students with Special Educational Needs

2.8.1 Policy Statement

BC shall endeavour to provide appropriate services and assistance to students with special needs to enable them to pursue their studies comfortably.

2.8.2 Operational Procedures

BC shall ensure:

- (i) Review of its policies and guidelines to accommodate students with special needs.
- (ii) Allocates budget for improving BC facilities and infrastructure to accommodate students with special needs.

2.9 International Students

2.9.1 Policy Statements

BC to provide appropriate assistance whenever necessary to ensure conducive learning and living environment for international students.

2.9.2 Operational Procedures

BC shall ensure:

- (i) The Office of the Registrar provides timely and accurate information to international students regarding immigration, admission and related academic issues.
- (ii) The Students' Welfare Office in collaboration with BACOSO assist and guide international students on accommodation availability, local culture and values etc.

2.10 Students' Code of Conduct and Ethics

2.10.1 Policy Statement

BC shall endeavour to nurture students to become educated, responsible, service-oriented, and respected citizens.

2.10.2 Operational Procedures

BC shall ensure:

- (i) Sanctions are imposed to students who violate code of conduct and ethics in the Students' Bylaws by relevant organs.
- (ii) Offices of the Registrar and Students' Welfare conduct periodic awareness sessions to students on code of conduct and ethics and other related matters.

2.11 Handling of Disciplinary Matters – Sexual Harassment

2.11.1 Policy Statements

- (i) BC shall facilitate and promote peace and harmony among students and other members of the College community.
- (ii) BC to develop and enforce rules on prohibition and punishments of all forms to prevent all forms of harassment especially sexual harassment and bullying against students.
- (iii) Zero tolerance of all forms of harassment especially sexual harassment and bullying against students.

2.11.2 Operational Procedures

BC shall ensure the Students' Welfare Office:

- (i) Provides continuous awareness and support to students regarding all forms of harassment especially sexual harassment and bullying.
- (ii) Circulates and educate students on existing rules and sanctions against all forms of harassment especially sexual harassment and bullying.
- (iii) Encourages students to use available platforms and other reporting mechanisms as stipulated in the Whistleblowing Guidelines.
- (iv) Provides continuous guidance and counselling to students to promote self-discipline and character building.

2.12 HIV/AIDS and Other Communicable Diseases

2.12.1 Policy Statement

Mainstream HIV/AIDS issues and other communicable diseases in BC internal policies and rules with a view to ensure that students are imparted with correct information on HIV/AIDS and other communicable diseases.

2.12.2 Operational Procedures

BC shall ensure the Students' Welfare Office:

- (i) Invites health practitioner's stakeholders to create awareness about HIV/AIDs, other communicable and non-communicable diseases.
- (ii) Prints and display sufficient banners and posters on HIV/AIDs and other communicable diseases in strategic places within BC premises.
- (iii) Initiates periodic campaigns through BACOSO to encourage students on voluntary health check-up and testing, participation in sports and games by joining various clubs.

2.13 Sports, Games and Recreational Activities

2.13.1 Policy Statements

Create conducive environment to allow students' participation in sports, games, and other recreational activities.

2.13.2 Operational Procedures

BC shall ensure Office of Students Affairs:

- (i) In collaboration with BACOSO organize and influence students to participate in games and sports bonanza.
- (ii) In collaboration with BACOSO seek sponsorship for organizing sports, games and other recreational activities.

2.14 Students' Death and Funeral

2.14.1 Policy Statement

BC in collaboration with BACOSO shall ensure the deceased student is handled appropriately.

2.14.2 Operational Procedures

BC shall ensure:

- (i) BACOSO in consultation with the the Students' Welfare Office establish students' welfare emergency fund which will receive 10% of their total collections to facilitate students' funeral arrangements. In case of student death, BACOSO will donate TZS. 600,000/=.
- (ii) The Students' Welfare Office coordinates collection and effective use of funds raised from students and BC staff to support funeral arrangements.

CHAPTER THREE

GOVERNANCE STRUCTURE AND MISCELLANEOUS PROVISIONS

3.1 GOVERNANCE STRUCTURE

The College has various organs and key staff charged with overseeing students' welfare as follows:

3.1.1 Board of Governors

The Board of Governors is the supreme authority responsible for ensuring that the College complies with these guidelines and treat all students fairly in accordance with the provisions of these guidelines. In order to fulfil this responsibility, the Board of Governors and its Human Resource and Students Affairs Services Committee will receive quarterly reports on student welfare from College Management.

3.1.2 The Principal

The Principal is the Accounting Officer who is the final decision maker at College Management level in respect to implementation of these Guidelines.

3.1.3 BC Management

BC Management under stewardship of the Principal is responsible for the day-to-day implementation of these Guidelines. To that end, BC Management will ensure:

- (i) All BC staff are fully aware of these Guidelines and their respective roles and responsibilities,
- (ii) Structures and processes are developed and maintained to coordinate student welfare, and
- (iii) The Guidelines are reviewed and updated when need arises.

3.1.4 **Instructors**

Instructors interact daily with the students and are responsible to impart knowledge, mentor, create awareness and protect the overall welfare of students during their studies at the College.

3.1.5 **Students' Welfare Office**

The Office of Students Affairs is the Office responsible for dealing with all matters related to students' welfare. Therefore, the Office of Students Affairs will:

- (i) Be a bridge between students and BC in coordinating and managing students' welfare issues.
- (ii) Work closely with BACOSO in addressing students' welfare issues.
- (iii) Receive and work on information from students on matters that take place contrary to the provisions of these Guidelines.
- (iv) Issue necessary directives to students and provide guidance on students' welfare issues at the College.
- (v) Advise BC Management on students' welfare matters.

3.1.6 **BACOSO**

BACOSO is the students' organization at BC and operates in accordance with its constitution and BC rules and regulations. Therefore, BACOSO is responsible for:

- (i) Being a bridge between students and BC in coordinating and managing students' welfare issue.
- (ii) Work closely with the Office of Students Affairs in addressing students' welfare issues.

3.1.7 **Non-Teaching BC Staff**

Non-Teaching BC staff are also important players in ensuring successful implementation of these Guidelines. Non-Teaching BC staff are expected to

interact with students honestly, openly and objectively and carry out their duties with due regard to the provisions of these Guidelines.

3.1.8 Students

Students' wellbeing is essential in ensuring academic excellence. These Guidelines have been designed to protect and nurture students during their stay at BC. Students are therefore encouraged to understand these Guidelines in order to know their rights and obligations.

3.1.9 Parents and Guardians

Parents and Guardians are also key being interested party in the wellbeing of their children studying at the College.

3.1.10 Service Provider

Service Providers are essential in ensuring welfare of students at BC by cooperating with BC to ensure their offered services are safe, of good quality and affordable to students.

3.2 Custodian of the Guidelines

The Principal is the custodian of these Guidelines policy and on his behalf the Students Welfare Office shall be responsible for ensuring due implementation and review of these Guidelines, where necessary.

3.3 Applicability and Review

- 3.2.1 These Guidelines shall become applicable after approval by the Board of Governors.

3.2.2 These Guidelines are not exhaustive of the rules and regulations governing students conduct at the College and do not exclude the application of any other regulation, rules, and lawful directives.

3.2.3 These Guidelines maybe reviewed from time to time as need arises.

Approved by
Board of Governors
42nd Ordinary Meeting

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Eng. Anthony F. Swai
Chairperson, Board of Governors

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Dr. Lufunyo S. Hussein
Principal/Secretary

Dar es Salaam
30th June, 2023