

**Tanzania Ports Authority**



**BANDARI COLLEGE**

**STUDENTS' WELFARE POLICY**

**June, 2022**

## **FOREWORD**

A College is a place where students advance themselves academically as well as socially. The two aspects are mutually reinforcing; knowledge enables one to understand himself/herself, those around him/her and the world. The College environment should therefore be designed in such a way that it fosters 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 is committed to create such an environment through its governance instruments.

Student welfare is a broad issue that cannot be fully addressed in one document. Almost all the governing instruments pertaining to student affairs contain components of welfare. This Policy is not meant to supersede the other instruments rather to consolidate and expand on the existing provisions. The Policy should therefore be read in conjunction with other relevant instruments of the College.

The Policy identifies student welfare issues, states the strategies for implementation and creates responsibilities to ensure the Policy delivers the expected outcome.

I call upon all who will be involved in implementing this Policy to play their roles honestly, responsibly, and objectively for the betterment of our College and the Nation at large.

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

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## **ABBREVIATIONS**

|                |                                                                  |
|----------------|------------------------------------------------------------------|
| <b>AIDS</b>    | Acquired Immunodeficiency Syndrome.                              |
| <b>BACOSO</b>  | Bandari College Students Organization                            |
| <b>BC</b>      | Bandari College                                                  |
| <b>HIV</b>     | Human Immunodeficiency Virus                                     |
| <b>NACTE</b>   | National Council for Technical Education                         |
| <b>NACTVET</b> | National Council for Technical Education and Vocational Training |
| <b>NHIF</b>    | National Health Insurance Fund                                   |
| <b>NTA</b>     | National Technical Award                                         |
| <b>THA</b>     | Tanzania Harbours Authority                                      |
| <b>TPA</b>     | 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 is in the process of transforming its operations by enhancing the college's capacity to impart knowledge to students by providing competence-based training in the fields of maritime and port sector and subsector(s). To achieve this, BC has developed this Policy to address students' welfare and ensure a conducive training and learning environment for both students and College. This Policy is meant to provide for students' wellbeing while learning by bridging the gaps between students' welfare matters with academic and administrative issues at the College

## **1.6 Objectives of the Policy**

### **1.6.1 Main objective**

Generally, the policy aims 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 Policy specific objectives 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 the College.
- (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 the College.
- (v) Foster a cohesive relationship 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 the College.
- (ix) Enable BC community to address specific student's welfare issues as they arise.

## **1.7 Scope of the Students' Welfare Policy**

This Policy covers all registered students of BC.

## **CHAPTER TWO**

### **SITUATIONAL ANALYSIS, POLICY ISSUES, STATEMENTS AND STRATEGIES**

#### **2.1 Accommodation Services**

##### **2.1.1 Situational analysis**

BC faces the challenge of having limited learning facilities for students at its campus. BC only have learning infrastructure and does not provide accommodation for its students. However, BC Students Organisation (BACOSO) coordinates with private house owners to facilitate accommodation for students.

##### **2.1.2 Policy issues**

Lack of accommodation facilities at BC.

##### **2.1.3 Policy statement**

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

##### **2.1.4 Strategies**

In order to fulfil the Policy statement, BC has to ensure:

- (i) BACOSO collaborates with the Office of Dean of Students to scout, identify and recommend safe, well maintained, and affordable accommodation facilities for students from private providers.
- (ii) The office of the Dean of Students in collaboration with BACOSO provides advice to students on off campus accommodation during orientation week.

## **2.2 Students Orientation Session**

### **2.2.1 Situational analysis**

Orientation programs for freshly admitted students during registration period are mandatory. The goal of the programs is to broadly acquaint students to the academic environment, facilities, codes, rules, and regulations of BC. Orientation program for new students are coordinated by Office of the Dean of Students in collaboration with academic departments, Office of the Registrar and BACOSO.

The challenge is to ensure outreach to each newly admitted students.

### **2.2.2 Policy issue**

Unsatisfactory orientation program to newly registered students.

### **2.2.3 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.

### **2.2.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Require new students to attend the orientation program.
- (ii) Organize a comprehensive orientation program.
- (iii) Provide necessary documents to students (e.g., Students' By-Laws, 2021, Students' Welfare Policy, Examinations Regulations, 2021 and Admissions Regulations, 2021).

## **2.3 Students' Health Services**

### **2.3.1 Situational analysis**

BC to ensure students' health issues are taken care by having a first aid section for attending emergency cases. However, it is mandatory for all students to have a valid Health Insurance coverage. During orientation week, National Health Insurance Fund (NHIF) personnel are at the campus to cater for students insurance needs, where needed.

Students are encouraged to attend the College's first aid section when they fall sick within the College premises. In case a student falls sick at the campus or seriously injured which requires admission to a hospital, the Office of the Dean of Students shall ensure that transport is made available to take the student to the hospital and appropriate medical care is given to the student.

### **2.3.2 Policy issues**

- (i) Inadequate mechanism in enforcing the mandatory requirement of securing health insurance coverage.
- (ii) Inadequate and unsatisfactory first aid facilities at the College.

### **2.3.3 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 1<sup>st</sup> aid and appropriately staffed.
- (iii) Ensure the environment within the College is clean, well maintained, and conducive to academic pursuits.

#### **2.3.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Ensure all students have valid health insurance cover.
- (ii) Equip and maintain the College's First Aid kit.
- (iii) Promote sports and games to improve students' acumen, health, and fitness

### **2.4 Catering Services**

#### **2.4.1 Situational analysis**

Provision of catering services requires higher standards of safety and cleanliness from the manner the foods is prepared, served, consumed, and the environment of the service provision. Catering services at campus is available and offered by private vendors.

#### **2.4.2 Policy issues**

- (i) Lack of consistency in hygiene and provision of quality food.
- (ii) Lack of awareness of the quality required in catering services.

#### **2.4.3 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.

#### **2.4.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Ensure catering service provider has valid licenses and health inspection documentations.

- (ii) Provide clear guidance to BACOSO on occupational safety requirements including maintenance of surrounding environment for catering services.
- (iii) Ensure BACOSO enters into contract with a competent entity to provide quality catering services required.

## **2.5 Guidance and Counselling**

### **2.5.1 Situational analysis**

Guidance and counselling are important services to students of all levels and should therefore always be available to students who require the services. The aim of guidance and counselling is to help students acquire psycho-social skills and psycho-sociological support services so that they can be successful in their studies. Currently, guidance and counselling services are offered by the Dean of Students who is also tasked with other administrative duties. Thus, there is a need to have more qualified counsellors at the College specializing in following areas: psychological and health counselling, academic and career counselling, and the social issues counselling.

### **2.5.2 Policy issues**

Shortage of professional counsellors and facilities.

### **2.5.3 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.

### **2.5.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Strengthen the Office of the Dean Students.

- (ii) Offer opportunities for staff to gain new knowledge and skills on guidance and counselling through short courses and seminars.
- (iii) To have an academic advisor in each programme(s).

## **2.6 Students' Organisation and Association**

### **2.6.1 Situational analysis**

BC ensures that, all students are involved in academic and social welfare issues through their organization, i.e., BACOSO. BACOSO's operations are guided by its Constitution. However, BACOSO faces administrative challenges and lacks transparency in the conduct of its affairs.

### **2.6.2 Policy issues**

- (i) Lack of accountability and transparency in BACOSO operations.
- (ii) Poor information sharing between BACOSO and BC management.

### **2.6.3 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.

### **2.6.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Facilitate leadership training to newly elected BACOSO leaders.
- (ii) Ensure BACOSO conducts a review of its constitution, and it is approved by the Board of Governors.
- (iii) Allow students to form clubs/associations in accordance with BACOSO constitution.

- (iv) Monitor BACOSO activities and ensure BACOSO funds are audited in line with TPA financial regulations.

## **2.7 Strengthening the Dean of Students' Office**

### **2.7.1 Situational analysis**

Student affairs and services are coordinated by the Dean of Students' Office in collaboration with BACOSO. Currently, BC has inadequate number of staff which also affect the Dean of Students' Office. There is therefore need to strengthen the Dean of Students' Office.

### **2.7.2 Policy issue**

Inadequate number of staff in the Dean of Students' Office.

### **2.7.3 Policy statement**

- (i) Strengthening the Dean of Students' 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.

### **2.7.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Strengthen the Dean of Students' Office to cater to the diverse student affairs and services.
- (ii) Increase the accountability of the Dean of Students' Office.

## **2.8 Students with Special Educational Needs**

### **2.8.1 Situational analysis**

BC recognizes the importance of serving the needs of students with special needs. Currently, BC's infrastructure and facilities do not cater for the presence of the persons with disabilities.

### **2.8.2 Policy issues**

Lack of friendly infrastructure and facilities to assist students with special needs at the College.

### **2.8.3 Policy statement**

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

### **2.8.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Provide for special needs students in College's policies and guidelines.
- (ii) Improve College facilities and infrastructures to accommodate students with special needs.

## **2.9 International Students**

### **2.9.1 Situational analysis**

International students have been part of the College community since its establishment. International students may find it exciting to study in a new environment. However, they may face challenges and stress related to among other things, coping with the new environment, being away from home, culture shock and finance. BCs student support system needs to be responsive in providing prompt advice and ensuring that international students enjoy their academic and social lives while at the College.

### **2.9.2 Policy issues**

Lack of responsive system to support and advice international students at BC.

### **2.9.3 Policy statements**

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

### **2.9.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Provide necessary advice on immigration issues.
- (ii) Provide support and advice on matters related to their studies and lives at the College.

## **2.10 Students' Code of Conduct and Ethics**

### **2.10.1 Situational analysis**

The College is committed to nurture and empower students to emerge into the society as educated, responsible, service-oriented, and respected citizens. Code of conduct and ethics are essential aspects within the college life. However, currently BC has no code of conducts and ethics guidelines for students.

### **2.10.2 Policy issue**

Lack of code of conducts and ethics for students.

### **2.10.3 Policy statement**

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

#### **2.10.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Develop and implement students' code of conduct and ethics.
- (ii) Create awareness to students on adherence to the students Bylaws and code of conduct and ethics.

### **2.11 Handling of Disciplinary Matters – SEXUAL HARRASSMENT**

#### **2.11.1 Situational analysis**

Discipline is an important factor in ensuring student welfare at the College. A sound student disciplinary system and a sense of self-discipline on the part of students are important components in ensuring the existence of an environment propitious for students' academic and social pursuits. Given the diversity of students in terms of culture, belief and thought, their daily interaction in academic and social activities may turn chaotic if disciplinary measures are not properly defined and enforced.

Discipline is an important factor in ensuring student welfare at the College. A sound student disciplinary system, sense of self-discipline and caring for other on the part of students are important components in ensuring the existence of an environment propitious for students' academic and social pursuits. Furthermore, given the diversity of students and their daily interaction in academic and social activities, the preservation and protection of students from any form of harassment especially sexual harassment and bullying is key to students' growth and self-worth.

#### **2.11.2 Policy issue**

Inadequate enforcement of disciplinary mechanisms for handling disciplinary offences.

### **2.11.3 Policy statements**

- (i) BC shall facilitate and promote peace and harmony among students and other members of the College community.
- (ii) The College 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.

### **2.11.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Ensure students' disciplinary rules and procedures are enforced.
- (ii) Provide continuous information and guidance on all forms of harassment especially sexual harassment and bullying during student's tenure.
- (iii) Ensure that students comply with students' Bylaws and other rules and regulations governing their conduct at the College.
- (iv) Establish clear modalities to ensure safe and confidential reporting of all forms of harassment especially sexual harassment and bullying.
- (v) Encourage students' self-discipline for their personal growth and standing.

## **2.12 HIV/AIDS and Other Communicable Diseases**

### **2.12.1 Situational analysis**

HIV/ AIDS is not only a national but also a global concern. It is a disease which affects people of all ages in particular youths who are most vulnerable. BC need to ensure aggressive sensitization on HIV/AIDs and other communicable diseases is made as guided by TPA HIV/AIDs policy of 2017. Currently BC has no formal systems to sensitize students on HIV/AIDS and other communicable diseases.

#### **2.12.2 Policy issues**

Lack of formal HIV/AIDs and other communicable diseases awareness programs specifically for the students.

#### **2.12.3 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.

#### **2.12.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Collaborate with other stakeholders in creating awareness about HIV/AIDs, other communicable and non-communicable diseases by giving relevant information and education to students.
- (ii) Promote displaying of banners and posters at Bandari College to create awareness on HIV/AIDs and other communicable diseases.
- (iii) Encourage students to take care of their health by exercising, periodic health check-ups and vigilance on HIV/AIDS and other communicable diseases while pursuing their academic ambitions.

### **2.13 Sports, Games and Recreational Activities**

#### **2.13.1 Situational analysis**

Sports and games inculcate the spirit of cooperation, competition, and endurance. Sports are also an opportunity for students' interaction and character building. Further, sports and games as a form of recreation contribute to fitness of the body and the mind. Currently the College only has a netball facility.

#### 2.13.2 **Policy issues**

- (i) Inadequate sports, games, and recreational facilities at the College.
- (ii) Inadequate participation of students in sports and games activities.

#### 2.13.3 **Policy statements**

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

#### 2.13.4 **Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Encourage students to participate in sports, games, and other recreational activities through establishment of sport clubs.
- (ii) BACOSO in collaboration with the Office of the Dean of Students to raise funds or resources for sports and Bonanza related activities.

### 2.14 **Students' Death and Funeral**

#### 2.14.1 **Situational analysis**

Where a student passes away while studying at the College, the process, and associated costs of facilitating the burial of such a student is basically coordinated and borne by his/her family. However, it is reasonably conceivable that the College community may play a role in the process simply by virtue of the student being a member of the College Community and the death happened while he/she was at the College. The College therefore needs a good system to define and engage the College community in cases of such incidences.

#### 2.14.2 **Policy issue**

Lack of formal system on handling students' deaths and funeral arrangements.

#### **2.14.3 Policy statement**

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

#### **2.14.4 Strategies**

In order to fulfil the Policy statement, BC has to:

- (i) Ensure BACOSO establish students' welfare emergency fund to facilitate funeral arrangements.
- (ii) Contributions from students and BC staff is used to support funeral arrangements.

## **CHAPTER THREE**

### **GOVERNANCE OF THE POLICY**

#### **3.1 Organization and Mandate**

In implementing this Policy there is a need for active participation of all College stakeholders. Responsibilities and actions will require collaboration and effective linkages at all levels. The Office of the Dean of Students shall coordinate the implementation of this Policy.

**Approved by**

**Board of Governors:**

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**Eng. Anthony F. Swai**

**Chairperson, Board of Governors**

.....

**Dr. Lufunyo S. Hussein**

**Principal/Secretary**

**Dar es Salaam**

**Date.....**

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