



The University Student Handbook 2017/2018



The AOU website provides access to information, services and resources to help Students to access programs

Visit www.aou.university

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FOREWORD

African Open University (AOU) a registered university in Zambia, welcomes the prospective candidates to the Management Programs. This hand book provides information on the rules, regulations, policies and procedures pertaining to the award of BBA/MBA/DBA degree.

All enquiries or suggestions should be directed to:

AFRICAN OPEN UNIVERSITY

NDOLA, ZAMBIA

Email: apply@ao.university

DISCLAIMER

The University Handbook provides only basic information about the African Open University (AOU) and should neither be viewed as a complete guide to academics, research, or other components of the University experience nor as any kind of a contract or legally binding document. Persons using this handbook who may require additional confirmation of any information should refer to the relevant School or Department of the University. The rules contained in this Handbook apply to all registered students at the University. Discretion lies in the Senate to waive any rule as circumstances dictate or until such time as further revisions are made by the University. While every effort has been made to ensure that the information contained in the Handbook is accurate at the time of publication, the University expressly reserves the right to amend its policies and procedures from time to time without notice. Further, the University does not accept responsibility for any loss or damage occasioned by use of the information contained in this Handbook.

GENERAL INFORMATION

African Open University (AOU) is a partner organization to the Indian Institute of Enterprise Management of India (IIEEM). IIEEM was originally established in India in 2007 to offer courses in Process Excellence Methodologies targeted towards working professionals.

Process Excellence Methodologies help working Professionals to acquire knowledge of Process improvisation, Process efficiency & Cost reductions in their respective fields.

Process Excellence is “Lean – Identification & Elimination of Waste from the process; Six Sigma – Identification & Elimination of Variation from the process”.

Though IEM India offers Process Excellence training to various working professionals, a need still exists to launch these methodologies through UNIVERSITY Registered Programs.

Previous method of “Training and Certifications” through Institute in India have helped working professionals ONLY in their career enhancement,

The new method of Process Excellence Methodologies offered through UNIVERSITY Programs & Certification (**based out of ZAMBIA**) will help both

- ✓ Students to acquire knowledge for Career Opportunities, Certification for future academic growth.
- ✓ Working Professionals to Acquire Knowledge for Career Enhancement, Certification for future academic growth.

Presently many of the reputed organizations among all the sectors in the world, including Zambia, are looking forward to the implementation of Process Excellence (through Lean and Six Sigma).

ACADEMIC STANDARDS

Awards Framework and Regulations

The University has adopted a coherent framework for awards of Postgraduate level. The university’s awards framework recognizes Post Graduate Levels as follows:

Masters level is equivalent to Level 9 as per Zambian Qualification Framework.

The academic advisory board periodically reviews all the programs. It monitors the conduct of the program through the program coordinator and also checks the quality through the students.

REGULATIONS

Entry Level

Bachelor of Business administration

For Three Year Program

- ✓ Applicants should have obtained at least three (3) 'A' level credits including English.
- ✓ National Registration Card

For Four Year Program

- ✓ National Registration Card
- ✓ Applicants should have obtained at least five (5) 'O' level credits including English; or

- ✓ National Senior Certificate or National Certificate Vocational with appropriate subject combinations and levels of achievement; or
- ✓ An equivalent NQF level 4 qualification with proven proficiency in English; or
- ✓ A Higher Certificate, an Advanced Certificate or Diploma.

Master of Business Administration

- ✓ Must be in possession of a Form V or Grade 12 School Certificate or its Equivalent, including a Credit Pass or Better in English language at Ordinary level
- ✓ A relevant professional qualification or any Bachelor's Degree or its equivalent
- ✓ Mature age entry with relevant qualification and proven experience will be permitted
- ✓ Technical subjects will be an added advantage

Doctor of Business Administration

- ✓ National Registration Card
- ✓ Must be a Master of Business Administration

Duration of the Program

Bachelor of Business administration

Three / Four Years

Master of Business Administration

Two Years

Doctor of Business Administration

Three /Four Years

Admission Procedure

Application

Applicants are required to complete the online application form or can submit by post. The University operates a screening process of pre- qualification assessment after receiving the entry required documents as per entry level for each Program.

There is no formal closing date for admission into program into the online learning program.

For students participating in In-Company schemes, application is normally made through the company and / or the department concerned.

Selection

A recommendation to admit an applicant will be made by the Program Coordinator and the Program Director on the basis of:

- Whether the applicant meets the entry requirements as published in the Website.
- Whether the applicant has adequate proficiency in the English Language.

- Any additional information that may be requested by the Program Director.

Credit transfer and Recognition of Prior Learning (RPL)

At least 3 exemptions will be given to those who have done foundational courses at generic MBA degree level [e.g. Managerial Economics, Management Theory and Practice, and Management and Financial Accounting] and want to focus more on tailor-made core Programs. Intake through RPL should be monitored annually by faculties and a summary report should be presented by the Dean (Academic).

Registration

Students must register on joining a program and then renew registration at the start of each new academic year of the Program. Students are required to accept the terms of the university's offer and agree arrangements for payment with the Finance Officer before they are registered for the program. Continued registration will be depending on satisfactory progress, which will be formally reviewed at regular intervals.

PROGRAM DELIVERY

Students undergo the programs as per the prescribed curriculum

Programme Structures

Master's programme are normally modular and credit rated using the same basis for assigning the level and volume of credit

The Programme, Master of Business Administration in Process Excellence is structured with 37 credit hours, 12 courses. The student should achieve 37 credits at master's level to justify the award of Mater of Business Administration (MBA).

Learning outcomes are clearly specified for all courses in a program. These take account of the level descriptors for the framework.

Mode of Study

AOU is an online institute which generally approaches e-learning by self-paced methods.

Self-paced learners are alone and completely independent. University will provide different levels of support in terms of course material and references.

Self-paced e-learning

Learners are offered e-learning courseware, which can be complemented by supplemental resources and assessments.

Courseware is usually housed on a Web server or sent through the student emails, and learners can access or download it from an online learning platform.

Learners are free to learn at their own pace and to define personal learning paths based on their individual needs and interests.

E-learning content is developed according to a set of learning objectives and is delivered as text and/or graphics. It will provide as much learning support as possible (through explanations, examples, interactivity, feedback, glossaries, etc.), in order to make learners self-sufficient. However, a good kind of support, such as e-mail-based technical support or e-tutoring, is normally offered to learners.

It is asynchronous model which is time-independent, where a student and facilitator / Instructor can have a discussion through e-mail.

Access of e- library within the website with good resources of reference books shall be made possible.

Presentation of Dissertations

Length of Dissertations

A dissertation for the degree by publication should not normally exceed 40,000, and should include a 4,000-word integrative chapter.

The above maxima are exclusive of the abstracts, other preliminaries (tables of contents), footnotes, appendices and bibliography, but are inclusive of all other content, including tables, charts and captions.

Content of Dissertations

- ✓ While a Dissertation may not include extensive unchanged material that has Previously Been submitted and approved for the award of a degree by this or any other university. The incorporation of previous work into a larger argument is permissible.
- ✓ The Number of papers that may be included is not prescribed, but they and the other content and the thesis/ dissertation should reflect the amount, originality and the level of work expected of a candidate towards a conventional dissertation.
- ✓ Acknowledgement must be made in the dissertation by the candidate if any paper forms part of another dissertation submitted within the university or elsewhere by a co-author.
- ✓ That a dissertation includes a paper that has been published is no guarantee that the Examiner will recommend the award for which the candidate is being examined. The Examiners are required to assess the quality of the whole dissertation against the criteria described in the regulation for the relevant degrees.
- ✓ The contents of the dissertation should address the following matters:

The aims, objectives and the results of the candidate's research.

The research methodology where not otherwise described

The contribution made by the papers in the context of the approved field of study

A statement of the candidate's contribution to co-authored papers

A literature review

The extended introduction should comprise a chapter, to which the word limits apply, which shall explain how the forms a coherent whole, and explain how it meets the awards assessment criteria.

Language of thesis

Normally, all thesis will be submitted in English

Presentation and arrangement of dissertation

PAPER: International A4 (210mm x 397 mm) or US Letter size (216mm x 279 mm). No restrictions are placed on the size of the drawings, maps or similar material, which should however be bound in with the dissertation or placed in a wallet affixed to the inside of the back cover.

MARGINS: 30mm on the left and right- hand sides, 20mm on the top and bottom margins.

TYPING: Double or one -and -a-half spacing should be used in typescript except for indented quotations or footnotes, for which single spacing may be used.

Font: Size 12 in Arial

Uploading: PDF Format, scan a copy of your signed Original Approval of Candidacy and send through mail.

NUMBER of PAGES: All pages including abstract, appendices, indices, drawings, maps, pages, photographs, etc., should be numbered consecutively in one sequence starting with the title page as 1.

SEQUENCE: Material should be arranged in the following sequence:

Title page, with declaration

Abstract

List of contents

List of tables illustrations, etc. (if any)

Authors declarations (if necessary, being a statement of the nature and extent of the author's individual contribution if the work is based on joint research)

Definitions (if any, being a list of definitions of any terms specific to the work); abbreviations (if any)

Introduction (When 2.2 applies)

Text (Divided into chapters, sections, etc.)

Appendices (if any)

Glossary (If any)
Bibliography
Index (if any)

TITLE PAGE: For dissertation submitted for degrees of MBA PE90 a title page should be signed for each volume and state the following:

[The full title (and sub-title if any) of the dissertation as approved]

[The total number of volumes, if more than one and the number of the particular volume]

Submitted by [Full Name], to the university as a dissertation for the MBA degree in [Degree Title], [Month and Year of submission for Examination]

This dissertation is available for library use on the understanding of that it is copyright material and that no Quotation from the thesis may be published without proper acknowledgement

ABSTRACT: All dissertation must include an abstract of approximately 300 words Bound in with each copy and placed so as to follow the title page.

TABLE OF CONTENTS: The title page and abstract should be followed immediately by the table of contents which should give in sequence, with page, number, all relevance subdivisions of the work.

ASSESSMENT

Students assessments are designed and approved as an integral part of class and course to test the stated learning outcomes. A variety of methods are used as appropriate and students are informed in advance of the nature of assessment. Required standards of achievement and credit values for each course be explicit, owned by all the staff and made known to the students.

Where a student enrolls in a course after the commencement of teaching or for whatever reason is not present when students are given information concerning the assessment plan of the course, it is the student's responsibility to ascertain the information from the Program Coordinator.

- i) One Assignment [40%]
- ii) Final Exam [60%]

Grading

Awards of all Grades

A grade is the result that students receive in a course through the process of aggregating and weighting the marks achieved in individual assessment tasks. The overall grade is awarded by the relevant Dean (Learning and Teaching), and signifies the student's overall performance in the course.

The total possible points are calculated as indicated below:

Grading Scale	GPA
A = 80% and above	4
B = 70%-79%	3
C = 60%-69%	2
D = 50%-59%	1
F = 49% and below	0

Students' grades in courses are recorded using the following:

4 - High Distinction - Student demonstrated an *exceptionally* high quality of performance or standard of learning achievement.

3 - Distinction - Student demonstrated a high quality of performance or standard of learning achievement.

2 - Credit - Student demonstrated a good quality of performance or standard of learning achievement.

1 - Pass - Student demonstrated a satisfactory quality of performance or standard of learning achievement.

0 - Fail - Student demonstrated an unsatisfactory quality of performance or standard of learning achievement. There was evidence of achievement of desired learning outcomes close to the passing standard but insufficient to pass.

Resubmission of Assessment

Failed assessment tasks may be resubmitted or re-attempted; the opportunity to resubmit an individual assessment task/s or re-attempt assessment may be available within a course as determined by the Program Coordinator in consultation with the Program Director for the purpose of academic recovery. Only one opportunity to resubmit the assessment task or reattempt assessment is to be awarded.

Resubmission is where a student is permitted to make substantial changes to a nominated assessment task which they have failed, within a specified timeframe for re-examination by the original examiner to achieve a mark no greater than the minimum for a pass standard for the assessment task. The student has five working days from return of the assessment task to resubmit for re-examination. Resubmission is not to be offered for research projects or dissertations. Re-attempt is where a student is given a second opportunity to demonstrate their achievement of a course's key learning outcomes before they can progress to new learning or participate in subsequent learning activities. A student who is given the opportunity to re-attempt assessment may achieve a mark no greater than the minimum for a pass standard for the assessment.

The Course Profile is to specify the assessment tasks for which resubmission may be available or key course learning outcomes if failed which warrant a re-attempt, and the conditions under which the Program Coordinator may ask for the task to be resubmitted or re-attempted. The Program Coordinator, following consultation with the Program Director, is responsible for awarding students the opportunity to resubmit or re-attempt assessment and advises the student of the decision on return of the assessment, the fail mark and feedback.

PROGRAMS FEES

fees must be paid before the commencement of the term or as agreed at the time of admission.

ACADEMIC CODE OF CONDUCT

General responsibilities for academic progress

Students are responsible for being committed to their learning, including taking responsibility for their own academic progress. Students who have been identified as making unsatisfactory progress, or who are at risk of making unsatisfactory progress, are expected to take all possible steps to improve their performance including seeking feedback, using available academic and other support services and participating fully in the development and implementation of an academic performance improvement plan.

The Student shall strictly follow and adhere to rules and regulation of AOU University which is included in this handbook, student indemnity form and periodic notices published by the University which shall be updated from time to time. Students should not be involved in any activities directly or indirectly which would tarnish the image of the University or any other activities such as:

- ✓ Making negative remarks about University or its Students to other fellow students, staff or others.
- ✓ Disrespect the University Staff in any form.

Academic Integrity:

Academic integrity means honesty and responsibility in grant through respecting the work of others while having the freedom to build new insights, new knowledge and ideas.

University upholds the values of academic integrity as fundamental to the grant undertaken by all members of its community.

Academic work in a university depends on the practice of academic integrity as a core value. It is an important part of academic life for both students and staff, and essential to academic thought and practice. All work produced must acknowledge the sources of ideas presented and cite the original written work which informed it.

Misconduct:

- ✓ **Academic misconduct** includes any act that is improper, affects the evaluation of a student's academic performance or achievement, or any act designed to deceive a professional educator or staff of the University.
- ✓ **Local, State, or Federal Law Violations** - engages in conduct that may violate any provision of federal, state, or local laws, whether or not the violation occurs on University property or in connection with any University-oriented activity.
- ✓ **Bad Behaviour**—Wrong, aggressive, abusive, suggestive, use of filthy language, behaves in a manner that demeans or threatens or endangers the health or safety of any student or employee of the University, or of visitors to the campus or image of the University.

- ✓ **Sex Discrimination and Sexual Misconduct** - violates the University's prohibition of sex discrimination, sexual harassment, sexual assault, sexual misconduct, interpersonal violence (including domestic violence and dating violence).
- ✓ **Theft and/or Property Damage** - damages, defaces, destroys, tampers with, or takes without authorization property of the University, property belonging to any student or employee of the University, or property of a visitor on the campus.
- ✓ **Individual and/or Unauthorized Group Disturbance** - engages in speech, including but not limited to verbal, electronic, or written communication, that is directed to inciting or producing imminent lawless action and is likely to incite or produce such action.
- ✓ **Unauthorized Access to Artificial Bodies of Water and/or Damage to Other Property** - enters, walks, runs, lies, plays, remains, or is in the water of any fountain or other artificial body of water on the University office that is not designed and maintained for recreational or therapeutic purposes; dumps, throws, places, or causes to be placed any material, object, trash, person, animal, waste, or debris in the water of any fountain or other artificial body of water located on the University campus; or damages, defaces, or removes any portion of any fountain, monument, building, statue, structure, facility, tree, shrub, or memorial located on the University office.
- ✓ **Harassment** - engages in harassment; harassment is defined as conduct that is sufficiently severe, pervasive, or persistent to create an objectively hostile environment that interferes with or diminishes the ability of an individual to participate in or benefit from the services, activities, or privileges provided by the University.
- ✓ **Unauthorized Use of Institutional Property** - engages in unauthorized use of property, including keys, equipment, resources, supplies, buildings, or facilities owned or controlled by the AOU, including unauthorized entry into property, buildings, or facilities owned or controlled by the AOU.
- ✓ **Unauthorized Use of Institutional Technology** - engages in an inappropriate or disproportionate use of an information technology resource owned or controlled by the University or uses an information technology resource for an illegal, threatening, or intentionally destructive purpose; prohibited conduct includes, but is not limited to, circumventing system or network security, committing copyright infringement, transmitting unsolicited e-mail, sharing a University-issued password, falsifying an e-mail header, and using resources for personal financial gain or profit.
- ✓ **Stalking** - engages in stalking; stalking is defined as repeated conduct directed specifically at another person that reasonably causes that person, or a member of that person's family or household, to fear for his or her safety or that person's property; such conduct may include but is not limited to repeated, close physical or visual contact, watching, following, and making direct or implied threats by phone calls, e-mail messages, letters, or messages.
- ✓ **Providing False and Misleading Information**
 - Engages in the falsification of academic records, including but not limited to altering or assisting in the alteration of any official record of the AOU and submitting false information or omitting requested information that is required for or related to any academic record of the University. Academic records include, but are not limited to, applications for admission, the awarding of a

degree, registration materials, grade change forms, and reporting forms used by the Office of the Registrar. A former student who engages in such conduct is subject to a bar against readmission, revocation of a degree, and withdrawal of a diploma; or,

- Furnishes false information to or withholds material information from any University official, faculty member, or staff member acting in the course of his or her duties; or,
- ✓ Alters or assists in the alteration of any official nonacademic record or document, including parking permits and athletic tickets, of any University office.
- ✓ **Privacy Violation** - engages in surveillance or recording of any type without the subject's knowledge or consent in areas where there is a reasonable expectation of privacy and/or the broadcasting or distribution of such material.
- ✓ **Disruptive Conduct**
- ✓ otherwise engages in the following acts of inappropriate conduct that have the potential to interfere or disrupt the student learning or teaching function of the University: pranks, repeated contact of a harassing nature through a personal or electronic medium, and berating or otherwise abusive behavior; or,
- ✓ attempts to commit any violation of University rules or regulations, or to assist another person or persons in committing any violation of University rules or regulations; or,
- ✓ behaves in a manner that impedes, interferes with, or disrupts any University teaching, research, administrative, disciplinary, public service, learning, or other authorized activity
- ✓ **Failure to Comply**
- ✓ refuses to identify himself or herself to an institutional representative in response to a request when on any institutional property. A person identifies himself or herself by giving his or her name and complete address, substantiated by a current driver's license, voter registration card, or other official documentation, and by stating truthfully whether or not he or she is a student or employee of the University. An institutional representative includes any member of the Board of Regents; any executive officer or administrative officer of the system; any administrative officer of the University; and any attorney, peace officer, or security officer of The University acting pursuant to the authority. or,
- ✓ engages in action that interferes with or obstructs the student disciplinary process. This includes, but is not limited to, failing to appear for a meeting when summoned by letter or e-mail to do so, failing to appear at or testify at a hearing, attempting to intimidate, harass, or unduly influence a potential witness or complainant, and failing to complete judicial sanctions; or,
- ✓ refuses to identify one's self to a University official, faculty member, or staff member acting in an official capacity; or,
- ✓ engages in any prohibited conduct while suspended for disciplinary reasons.
- ✓ **Retaliation**- retaliates in any way against an individual who has brought a complaint under this chapter or participated in an investigation of such complaint.
- ✓ **Violent Conduct** - engages in actual or threatened violent conduct against a person.
- ✓ **University System and Institutional Violations** - violates any provision of the procedures, rules, regulations and policy of The AOU, or specific instructions issued by an administrative official acting in the course of his or her authorized duties.

- ✓ In the case of disruptive activity on the campus of the University, neither the dean of students nor the president nor any representative of them will negotiate or attempt to negotiate with any person or persons so engaged. When such a situation arises, the dean of students or the president, or their representative, will take immediate action to utilize all lawful measures to halt and eliminate any and all such disruptive activities that come to their attention, and may initiate disciplinary proceedings.

Identifying and managing incidences of plagiarism

Plagiarism is the presentation of the work, idea or creation of another person as though it is one's own. It is a form of cheating and is a very serious academic offence that may lead to expulsion from the University. Plagiarized material can be drawn from, and presented in, written, graphic and visual form, including electronic data, and oral presentations. Plagiarism occurs when the origin of the material used is not appropriately cited.

When submitting work for assessment students are required to certify that they are the original author of that work. The University have right to question on the work submission if any clarification is required

Examples of plagiarism include, but are not restricted to:

- ✓ copying sentences or paragraphs, tables, diagrams or formulae word for word from one or more sources, whether published or unpublished, which could include, but are not limited to, books, journals, reports, theses, websites, conference papers, course notes, etc., without proper citation
- ✓ closely paraphrasing sentences, paragraphs, ideas or themes without proper citation
- ✓ piecing together text from one or more sources and adding only linking sentences
- ✓ copying or submitting whole or parts of computer files without acknowledging their source
- ✓ copying designs or works of art and submitting them as one's original work
- ✓ copying a whole or any part of another student's work
- ✓ submitting work as the student's own that someone else has done for the student

Detection and management of incidences of plagiarism must be managed in accordance with the instructions for identification and management of plagiarism in coursework programs or, the instructions for the management of plagiarism in research programs, as appropriate.

Improper Influence:

Attempting to influence a grade or to receive any other academic benefit not earned through the normal exercise of academic effort by offering anything of value, including the performance of services, to a professional educator, College employee, other College student, or any other person, is prohibited.

A student may appeal against any decision as a result of academic misconduct through the established Grievance Procedure and Official Review Process for Academic Standards.

Withdrawal:

It is the permanent discontinuation from the program and quitting the education with the University. Student may decide to discontinue the program and quit the University, ideally before the beginning of the program and not later than the First Week of the program. There shall be no REFUND for withdrawal.

Refunds:

There will be NO refunds on application, registration, examination or any other fees to the students who withdraw from the program before the completion of the program. Students withdrawing within one week from their joining date will be refunded with the tuition fees paid by the student after deducting USD200. There will be no refund on tuition or any other fees for the students withdrawing after 3 weeks from the date of their joining.

Default Student Policy:

Students who fail to clear the subjects in their first attempt will have to give the supplementary exams. This exam can be given after paying the prescribed amount to the university.

Convocation fee.

The degree and Transcript will be awarded to successful students who have cleared the final exams conducted by the University. The students will have to fill up the Graduation form and submit through mail.

Duplicate Transcripts and Degree.

Duplicate Transcripts and Degree can be obtained from the university upon sending a formal request by the student stating the reason for the duplicate with supporting documents. A fee of 50 USD will have to be paid to the university for the preparation of the Transcript and Degree and attesting the same

EXAMINATION

Resource Materials in Examinations

As the university conducts examination through online, student should have an access of well internet zone. Student should find the place in front of a proctor where there is atmosphere to write an examination without any disturbance.

The student can only appear for examination after completion of total credit hours and submission of necessary assignments.

The candidate can re appear for the examination on payment of re- examination fee of USD50.

CONTACT DETAILS

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Program Coordinator



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