



**UNIVERSITY OF ZAMBIA  
DIRECTORATE OF QUALITY ASSURANCE**

**APPEALS FOR CHANGE OF MODE OF STUDY  
GUIDELINES FOR APPLICANTS**

## **1.1 Background**

These guidelines are intended to explain the process for consideration and resolution of appeals for change of mode of study at the University of Zambia. The circumstances under which the appeal may be made include:

- (a) a student is on full time or parallel studies and wishes to change to distance education;
- (b) a student is on distance education and wishes to change to full time study;
- (c) a student is on part-time studies but wishes to go to change to distance education; and
- (d) a student is on parallel studies and wishes to change to full time study.

Please note that, under normal circumstances, students enrolled in parallel programmes are not permitted to change to regular programmes. This change is allowable only in exceptional cases which are supported by evidence of hardship and the need for a obtaining a government-sponsored loan.

## **1.2 Scope**

The procedure for making appeals for change of mode of study allows applicants to relating to their mode of study. These provisions are applicable to all applicants to the University, whether, regular, distance or extension studies.

These guidelines do not override the provisions in other Regulations and must be interpreted so as to be consistent with other University Regulations and Statutes.

## **1.3 Resolution of Appeals for Change of Mode of Study**

### **1.3.1 The student should be in good standing academically**

A student who wishes to change the mode of study must have cleared all courses in the programme he or she is following before the change.

### **1.3.2 Quota allocations**

A student may only be granted permission to change the mode of study if space is available and other requirements are met in the school. This process is guided by the functions and procedures of the *Admissions and Quotas Committee of Senate*.

### **1.3.3 Submission of the Appeal**

If a student decides that he or she has reasonable grounds for the appeal for change of mode of study, the student should:

- (a) appeal on his or her own behalf and take the responsibility to obtain the required evidence;
- (b) note that the University will not contact third parties on behalf of the student;
- (c) complete and submit the form “*Appeal for Change of of Mode of Study*” with supporting documentary evidence; and
- (d) ensure that the appeal is submitted by the stated deadline as a failure to do so will result in the appeal being disallowed.

The deadline is ***14 days after publication of results*** unless it is otherwise communicated on a year-by-year basis.

It is important that the student submits evidence to support the appeal.

On receipt of the appeal, it will be checked to confirm that the appeal is presented in the right format with sufficient supporting documents. If not, the applicant will be notified in writing and advised that the appeal cannot be accepted or the applicant will be offered the opportunity to supply more information or evidence within a stated timeframe.

All appeals will be acknowledged within 2 days of receipt.

### **1.3.4 Unacceptable Behaviour in Resolution of Academic Complaints**

The University reserves the right not to continue with the appeals resolution process if the appeal is conducted in a way which is abusive, offensive, defamatory, aggressive or intimidating, or pursued in an unreasonably persistent or vexatious manner.

## **1.4 Procedure for Resolution of an Admission Appeal/Complaint**

**Stage 1:** Lodging an Appeal to the University

**Stage 2:** Checking the Documents and Dispatch to the School

**Stage 3:** Consultation Process in the School and the Quota Allocations Committee

**Stage 4:** Notification to Applicants