



**UNIVERSITY OF ZAMBIA  
DIRECTORATE OF QUALITY ASSURANCE**

**APPEALS FOR CHANGE OF PROGRAMME OF STUDY  
GUIDELINES FOR STUDENTS**

## **1.1 Background**

These guidelines are intended to explain the process for consideration and resolution of appeals related to application for change of programme within a School at the University of Zambia.

A student's first choice for his or her academic plan may not suit him or her as the interests develop. A student may also discover other interesting careers and their related programmes that the University has to offer. A student may then wish to change the programme within the school in which he or she is registered in order to obtain a different qualification from the University.

The programme or department to which a student wishes to transfer will apply the appropriate admission requirements and the student is advised to contact the department involved before making the appeal. Written evidence of this contact and its outcome must be available before the application can be considered.

A student who is allowed to change programmes under these conditions is not required to stay away from the University for any period of time as is the case with a student that has been excluded from a programme and has to re-apply for re-admission to another programme within the school.

## **1.2 Scope**

These guidelines are intended to deal with appeals made by students for change of programme of study in all University programmes of study and in all the different modes of study provided by the University.

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 Programme**

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

A student who wishes to change programmes must have cleared all courses in the programme he or she is following before the change. The motivation to change programmes must be related to a career change, be well-intended and not be forced by the consequences of poor academic results.

### 1.3.2 Quota allocations

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

### 1.3.3 Circumstances under which change of programme is not permitted

Please note that the following will not be entertained:

- (a) a student has been admitted under the parallel programme but wishes to change to a programme in the same school where he or she meets the cut-off points to be admitted into full time study;
- (b) a student has been excluded in a programme but wishes to be admitted in another programme in the same school on full-time study without staying the mandatory period away from the University; and
- (c) a student has been placed on part-time study in a programme but wishes to be admitted in another programme in the same school on full-time study.

### 1.3.4 Submission of the Appeal

If a student decides that he or she has reasonable grounds for the appeal for change of programme, 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 his or her behalf;
- (c) complete and submit the form "*Appeal for Change of Programme*" 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.

### 1.3.5 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 Appeals**

**Stage 1:** Lodging an Appeal for Change of School in the University

**Stage 2:** Checking the Documents and Dispatch to Schools involved

**Stage 3:** Admitting School Consultation Process

**Stage 4:** Notification to Student