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MINISTRY OF NATURAL RESOURCES AND TOURISM  
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## STUDENT HANDBOOK



V.01

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## CEO`S Message



Welcome to the National College of Tourism (NCT).

We support and seek to promote the principles of opportunity in all aspects of our operations including admissions, teaching and learning, support resources for students, quality assurance, management and governance. Every possible step will be taken to ensure that all students, staff and visitors are treated equally, friendly and fairly.

As with any group or individuals living in a community, it is necessary to observe certain rules and regulations in order to promote harmony and respect for others. This is particularly true in a community such as NCT, where staff and students come from diverse social and cultural backgrounds. For students, rules and regulations require respect of individual identity while promoting appropriate levels of empathy, integration and co-operation. These procedures are paramount in promoting our community at NCT, as well as the development of a professional attitude within the hospitality and tourism industry. This handbook is designed to guide you through the rules, procedures other information necessary for an enjoyable and successful period of study. Every student is required, to sign a declaration form confirming that he/she has received, read, understood and will abide by these Rules and Regulations within one month after receiving these rules and regulations.

The hospitality and tourism industry offers diverse, interesting, fun and challenging opportunities. The rewards are waiting for you in this sector. We therefore wish you all the best with your studies at the NCT and hope that you will enjoy your training experience with us. Remember your journey has just begun.

Once again, the entire NCT`S Community would like to welcome you to our institution and wish you all the best in your studies with us.

Dr. Shogo Mlozi Sedoyeka  
**Chief Executive Officer**

## **1.0 THE NATIONAL COLLEGE OF TOURISM COMMUNITY**

We are glad to receive you to our community as a student. You have began your journey towards the excellence of your career. Once a student in our community you share our values and commitment towards attaining excellence in your career. You are now part of the most prestigious college in Tanzania that believes in attaining the highest standards for those with the interest in Hospitality and Tourism. You will always be a member of our community from now as a student and and Alumni after you have graduated the college. We therefore believe and hope that as our new or continuing member, you will carry yourself with pride and absolute excellence in our own community and wherever you visit and depict utmost professionalism, exceptional conduct, character and Citizenship.

### **1.0.1 ABOUT NCT**

The National College of Tourism (NCT) is a government-owned institution, which offers hospitality and tourism training at the Technician Certificate and Diploma levels. NCT is the successor to the Hotel & Tourism Training Institute (HTTI), which was established in 1969 under a British firm called Hallmark Hotels Ltd. Its aim was to provide basic training in Front Office Operations, Housekeeping & Laundry, Food Production, and Food & Beverage Services. The Institute was first handed over to the Tanzania Tourist Corporation (TTC), and then later on in 1977, to the Ministry of Natural Resources & Tourism. Due to emerging needs for improving service delivery and the growing demands of the tourism industry, NCT was launched as an Executive Agency under the Ministry of Natural Resources and Tourism on 24<sup>th</sup> January 2003, in accordance with the Executive Agency Act No. 30 of 1997. NCT is fully accredited by the National Council for Technical Education (NACTE), with registration No REG/ANE/015.

Now the college is running Four Campuses which are Arusha, Bustani (based on Hospitality Operations) and Temeke Campus, Mwanza (based on Travel & Tourism and Tour Guiding). The college provides specialized programs in Tourism and Hospitality at Certificate and Diploma levels (NTA LEVEL 4, 5 and 6). The main basic skills programs are Front Office Operations, Housekeeping & Laundry, Food Production, and Food & Beverage Skills, Pastry & Bakery Production, Tour Guiding Operations and Travel and Tourism.

### **1.0.2 OUR MISSION**

To become a centre of excellence in Africa that delivers high quality training, research and consultancy services in hospitality and tourism industry.

### **1.0.3 OUR VISION**

To provide quality Training, Research and Consultancy services in Hospitality and Tourism Industry through using professional staff and modern facilities in order to meet customer expectations.

## 1.0.4 CORE VALUES

The following are our core values:

- Teamwork – The success of NCT is believed to be through teamwork within the organization. This is the value that NCT will continue to strive for in its operations.
- Excellence – NCT aspires to attain excellence in all areas of its activities, i.e. training, research and consultancy.
- Customer Focus – NCT aspires to deliver its services to meet and exceed customer needs and expectations.
- Professionalism – NCT will help its learners to reach their full potential of professionalism
- Equality – NCT will give equal opportunities to its students and staff and continuously ensure that there is gender equality at all times.
- Integrity, Transparency and Accountability – NCT is committed to promote integrity, transparency and accountability in everything it does.
- Innovativeness – New and innovative ways of doing things are at the centre of the NCT's operations.

## **2.0 COLLEGE RULES, REGULATIONS AND PROCEDURES**

The College strives to provide quality training to ensure high standards of responsible communal life are established and maintained. Therefore, the College expects high level of personal integrity and sense of responsibility from its students in the campus, field training and other places where it will have stakes. Students are expected to conform to the Professional Attitude and Development Code of Practice

### **2.0.1 TIME TABLE FOR CLASSROOM SESSIONS AND BREAKS.**

- 2.0.1.1 The time table shall start at 08:00am to 05:30pm and will include but not limited to lectures, tutorials, practical sessions as well as tea and lunch breaks.
- 2.0.1.2 During tea and lunch breaks, meals shall be taken in the specified areas for a specified time.
- 2.0.1.3 Students shall adhere to the time table all the time while in college and make sure that they are at the right place, at the right time failure to do so will result to disciplinary measures.

### **2.0.2 THE NCT DRESS CODES**

- 2.0.2.1 Each course requires students to wear a specific uniform; this uniform shall be worn by all students during hours of instruction both in classroom and practical sessions.
  - I. All students shall be required to wear clean and designated uniform and will not be allowed to enter into a classroom without conforming to the set standards.
    - a. Navy blue/Black head scarfs will be allowed in the classroom but not in the practical platforms.
    - b. Students shall wear designated professional uniform during practical training in the practical platforms such as training kitchen, application kitchen, training/ application restaurant, housekeeping practical rooms, reception and laundry plant. Failure to abide to that shall lead to a student being expelled from a particular training as for a respective day.
  - II. Female students are required to wear low heel black leather shoes, male students are required to wear low heel black leather shoes with socks.
  - III. Expected mother student(s) shall wear a maternity gown of the color similar to the uniform of the respective course or black and/or white
  - IV. While in college students shall not wear casual costumes (including khanga), sleepers, tight clothes, shorts and vests failure to observe this shall be treated as misbehavior to be handled accordingly.

## 2.0.3 GENERAL GROOMING STANDARDS

2.0.3.1 NCT grooming Standards have been drawn up as a guide of conduct for future tourism and hospitality professional. They reflect the industry's best practices and our College's high standards. All students are expected to present well groomed and professional appearance at all time.

- Hair must be neat and trimmed at above the standard collar line and combed well.
- No extreme hairstyles or haircuts
- Hair color must be natural
- Long hair must be kept tied back.
- Beards and goatees are undesirable and cannot be grown during the semester.
- Moustaches are permitted only if they do not extend past the upper lip

### 2.0.3.2 JEWELRY

- Bracelets, bangles, braided strings, fabrics or cloth are not permitted.
- No necklace should show outside the uniform
- No dangling earrings allowed. Only stud type and only one should be worn.
- No Pins/brooches except for the name tags.
- No Piercing of other part of the anatomy( including tongue) allowed
- No nose piercing or earrings allowed.
- Visible body tattoo /body paint are not permitted during semester trainings.
- Black Belts should not be too large or small

### 2.0.3.3 PERSONAL HYGIENE

- Pay special attention to your personal hygiene: brush your teeth, use deodorant, keep your hair clean and take a shower daily.
- Nails should be neat, clean & trimmed.
- Nails should be well manicured
- Nail polish is not permitted
- Nail longer than the fingertips are not permitted.
- Male students are required to cut hair short and maintain well shaved beard while female students are required to keep smart and moderate hair styles.
- All students are required to avoid excessive make-up and strong perfumes.

## 2.0.4 CAMPUS FACILITIES

### HOSTEL

- 2.0.4.1 College hostels are available at Temeke Campus for both female and male students however priority shall be given to all first year students, students with disabilities as well female students however continuing students and students who could not secure a place in campus hostels may be assisted to look for the off campus hostels basing on their needs whereby, students will have to consult hostel owners and pay for accommodation. The college will not be responsible of any irregularities which may occur in off campus hostels.

### SAFETY AND SECURITY

- 2.0.4.2 Students are expected to familiarize themselves with the instructions placed on student notice boards as well as posted in public areas. In case of any indication of smoke, flames or suspicion of fire, students should take the following actions immediately:

- I. Pull the nearest fire alarm, yell "**FIRE**", quickly evacuate the building in a calm and orderly manner and close all doors if possible.
- II. Grab a towel to cover faces while exiting. Do not waste time collecting personal belongings.
- III. Assist mobility impaired persons in exiting the building. When exiting, touch all doors at the top to feel if they are hot before opening.
- IV. If a door is hot to touch, try to find an alternative exit route.
- V. Once outside the building, locate a phone and call the Fire Brigade at (999). If the fire is in the campus residence halls or apartments, attempt to contact Residential Life server staff.
- VI. Proceed to the Emergency Assembly Area of the building to be counted for and to assist in a counting for others.
- VII. Use the available fire fighting equipment to extinguish fire.

## 3.0 THE ACADEMIC REGULATIONS

### 3.0.1 LANGUAGE OF INSTRUCTION

- 3.0.1.1 The language of instruction at NCT is English. The College encourages all students to use both English and French in class and on campus at all time. The use of Kiswahili or any other mother language is highly discouraged.

### 3.0.2 GENERAL CLASSROOM AND ACADEMIC REGULATIONS/PROCEDURES

- 3.0.2.1 Students are not permitted to install programs/software on College's computers, so as to halt invasion of computer viruses.
- 3.0.2.2 Food, drinks and smoking are prohibited in all classrooms and computer rooms.



- 3.0.2.3 Student(s) are required to be in the classroom before commencement of the lesson. Ten minutes late will guarantee expulsion from the respective session.
- 3.0.2.4 Students are prohibited to sit on top of the writing and demonstration tables
- 3.0.2.5 Students are obligated to attend all classes without unnecessary excuses. Uninformed prolonged absence from lectures/practical training is not allowed (three consecutive weeks of uninformed absence will lead to repeating a semester)
- 3.0.2.6 A college student should wholeheartedly adhere to excellence and academic integrity. The following lists behaviours that the college considers as unacceptable and should be avoided. The list will be exhaustive as possible nonetheless student(s) should understand and avoid related behaviours.
- I. **Cheating:** refers to using unauthorized notes, study aids, or information on an examination; changing a graded work after it has been returned, then submitting the work for regrading; allowing anyone to do one's work and submitting that work under one's own name; submitting matching or similar papers for marking in more than one course assessment.
  - II. **Plagiarism:** submitting material that in part or whole is not fully one's own work without citing and referencing to their correct source.
  - III. **Fabrication:** forging or falsifying any data, information, writing or citation; presenting data that were not gathered, with standard guidelines and failing to define the appropriate methods for gathering or producing data and omitting accurate description of where, when, and how the data were gathered or collected.
  - IV. **Unfair academic practices:** The following practices help a student in obtaining false and unfair marks or credits
    - a) Purposely changing, rewriting, copying and snooping with another student's academic work.
    - b) unauthorized collaborating on an academic assignment(s), tests, quizzes or any form of unauthorized assistance.
    - c) Reusing another students work that was already submitted as part of a previous assignment, test or examination without permission from the authors or citing.
    - d) Obtaining, hiding, possessing, using and circulating past examinations that were to be returned to tutors/invigilators after the final examination.
    - e) Obtaining illegally, destroying, tearing, cutting, burning or any form of alteration with the sole purpose of making other students miss, or fail to obtain library or any campus laboratory materials.
    - f) Seducing, stealing, obtaining, reproducing, circulating and any prior access to the examinations before the allocated time of the exam.
    - g) Creating, seducing, illegal activities that help you illegally obtaining credits or marks in your academic works

- V. **Supporting and assisting academic fraudulence;** such as,
  - a) Circulating for free or by intentions of obtaining any form of payment of any materials, outlines, notes, Powerpoints or any graded assessments.
  - b) False witnessing in relation to inquiries and accounts that will assist you or any other student in obtaining academic credentials.
  - c) Provision of any data, assistance, written or unwritten information that will assist another student in violating any college guideline
- VI. **Forgery of records and official documents:** changing documents, forging of signatures, grades, college letters, ID cards, registration numbers, names, or any college or government document to gain academic credits or any form of advantage.
- VII. **Illegal Access:** Accessing illegally any computer, academic or administrative database or system so as to view, circulate, change, rewrite, publish or any form of interference to any college systems to gain any academic or non academic advantage.

### 3.0.3 EXAMINATION REGULATIONS/PROCEDURES

- 3.0.3.1 All NCT students shall be assessed from time to time as the tutors will see fit in understanding how far the student(s) have understood, captured and the general performance of each candidate in the lessons presented prior. Therefore, the intentions of the assessments is to evaluate student(s) performance, knowledge and understanding of the modules taught. Students can either be assessed through:
  - I. Continuous assessments-CA (may comprise of a combination of controlled tests, homework, essays and practicals depending on the module) and,
  - II. Semester Examinations-SE (done at the end of the semester in written form to measure the understanding of the overall course)
- 3.0.3.2 A student should understand the below procedures and regulations beforehand to avoid inconveniences in the assessment periods.
- 3.0.3.3 Lectures/practical training attendance of 75% is mandatory. A student below an attendance at least 75% shall not be allowed to seat for a semester examination
- 3.0.3.4 Sick student shall be allowed to sit for examination if she/he has attended classes for at least 60%, such student shall be asked to bring certified document to prove the illness.
- 3.0.3.5 Pass mark for Continuous Assessment (CA) is 27/60 for Ordinary Diploma (NTA Level 6) and 30/60 for Technician certificate (NTA level 5) and Basic Technician certificates (NTA level 4).

- 3.0.3.6 Pass mark for Semester examination (SE) for Ordinary diploma students is 18/40 and for Technician Certificate (NTA level 5) and Basic technician certificates (NTA level 4) is 20/40.
- 3.0.3.7 A student who does not pass in the first attempt shall be allowed to sit for supplementary examinations provided that the he/she has Cumulative GPA of 2.0 and above and has paid **25,000 Tsh** per every module he wishes to sit for supplementary examination. .
- 3.0.3.8 A candidate shall be allowed to repeat the year provided he /she has attained an overall GPA of 1.5 to 1.9.
- 3.0.3.9 A candidate, whose Cumulative GPA is less than 1.5 shall be disqualified from the College.
- 3.0.3.10 A candidate failing to pass the coursework shall repeat the module(s) when the module is next offered and upon paying the prescribed fee
- 3.0.3.11 A candidate failing two attempts of a supplementary examination shall restart the same level in the following year upon paying the prescribed fee.
- 3.0.3.12 A candidate shall be responsible for the follow-up of each continuous assessment results and shall sign a Continuous assessment results form to agree on the results before entering the examination room, no candidate will be admitted without signing the results form.
- 3.0.3.13 A candidate shall be responsible in keeping time and arriving early in the examination hall, no examination will be provided with an exam if s/he appears 30 minutes after the examination has began.
- 3.0.3.14 Candidates won't be allowed out of the examination room 30 minutes after the examination has began and 30 minutes before the end of an examination.
- 3.0.3.15 All NCT students shall be registered in the Students Results information system (SARIS) system. It is the duty and responsibility of the student to follow-up on the results after their published and the advert has been posted.
- 3.0.3.16 Any candidate that feels s/he has received unfair marks and credits after paying **25,000 Tsh** can appeal their results.
- 3.0.3.17 Any candidate wishing to postpone examinations shall inform the director of studies through writing 7 working days before the beginning of the Semester Examinations.
- 3.0.3.18 All Students shall strictly attend the semester examination meeting with the examination officer to go through all the procedures and examination regulations.
- 3.0.3.19 Each candidate shall access his/her published examination results by using his/her user name and password. The Institute is not responsible for keeping (or any loss of) the student user name and/or password.
- 3.0.3.20 All problems relating to published examination results shall be reported to the Examination Officer within two (2) weeks from the date of publication. Thereafter, no case of negligence and irresponsibility on the part of the student shall be entertained.

### **3.0.4 FIELD ATTACHMENT REGULATIONS**

- 3.0.4.1 Field attachment is compulsory to all students therefore students shall take their field attachments as part of their necessary training at NCT and shall have positive attitude towards learning by practice.
- 3.0.4.2 Students shall respect all field training supervisors and any other persons they interact with throughout their Field attachment period regardless their ethnic, religious or education backgrounds and social differences.
- 3.0.4.3 Students shall work diligently wherever they are posted /attached to. Attachment adjustments shall only be done basing on the procedures, rules and regulations stipulated in the field attachment policy.
- 3.0.4.4 Students shall participate in developing the day-to-day work plans with their field supervisors and perform the duties and responsibilities assigned.
- 3.0.4.5 In case of any concern or problem during field attachment that require a response from the NCT, students will be required to inform the field attachment coordinator while maintaining positive work ethic and integrity in their establishments despite taking matters on their hands.
- 3.0.4.6 Students must adhere to the NCT field attachment code of conduct and code of conducts of particular host organizations.
- 3.0.4.7 Before leaving for field attachment students shall be provided with relevant field attachment materials including but not limited to training objectives manual, students evaluation form and field log book which have to be shared to the field supervisors in concern. Students should ensure that such documents are well-kept throughout their field attachment.
- 3.0.4.8 Students are required to immediately inform their parents/guardians/sponsors on their allocated field attachment areas for other logistics.
- 3.0.4.9 Students shall ensure that the field attachment costs including transport, accommodation and meals are set within the bounds of their budgets.
- 3.0.4.10 The on-site supervisor shall assess the daily records in the logbook. In addition, the students' logbooks shall be assessed and signed by the academic supervisors during the time for visiting student (s) in the field.
- 3.0.4.11 Upon completion of the field attachment, a student shall produce a completed program assessment form from the on-site supervisor.
- 3.0.4.12 All college policies and procedures shall apply throughout the field attachment period. Field attachment coordinator will be responsible for ensuring that people involved in the field training are aware of all relevant policies and the penalties for students who do not comply with the guidelines.

## **4.0 STUDENT CODE OF CONDUCT**

### **4.0.1 STUDENT DISCIPLINARY CONDUCT**

- 4.0.1.1 Any kind of misconduct by students or any group of students which has the effect of tarnishing the good name and image of the college both on and off

campus is strictly prohibited. The following acts shall constitute a disciplinary action:-

- I. A conduct which is likely to cause damage, defacement or injury to any person or property within the College.
- II. A behaviour of any kind that is likely to encourage or instigate violence among students towards property or any individual/employee of the College regardless of whether this behaviour occurs on or off campus.
- III. Noise making in the college compound.
- IV. Mobilizing other students/ individuals to create a chaos of any kind at the College.
- V. Participating in any mob action, strike, or boycotting classes or any civil actions.
- VI. Wilfully organizing and or participating or call to order any illegal meeting.
- VII. Use of alcoholic beverages is confined to designated sites or to any other sites where arrangement have been made between the College authorities and NCTSO.
- VIII. Strictly student (s) is not allowed to attend class sessions while drunk or use alcoholic beverages during class sessions.
- IX. Smoking in college compound and using illegal drugs is strictly prohibited.
- X. Interrupting or preventing the normal and lawful academic activities scheduled to take place within the College.
- XI. Providing false information/personification or failure to provide the appropriate documents when called upon to do so by any authorized officer.
- XII. Unlawfully possessing and using any dangerous weapon both within or outside the College
- XIII. Acting fraudulently collecting money from fellow students or any other person(s) is prohibited.
- XIV. Harassment on the basis of gender, race, religion or sexual orientation, is strictly prohibited
- XV. Using and/or selling drugs are strictly prohibited and shall be treated as serious criminal offences.

- XVI. Failure to abide by, neglect of or refusal to abide by any law issued in the College or uphold any lawful decision of the college.
- XVII. Any criminal offence, shall lead to immediate dismissal of the responsible student. Students found in violation of this regulation shall be issued a warning letter and repetition of the same mistake thrice will lead the students to three weeks suspension from the College.

#### **4.0.2 COLLEGE PROPERTIES**

- 4.0.2.1 For any loss or damage of College properties by student, the student in concern shall be responsible for making compensation of such an item.

#### **4.0.3 USE OF COLLEGE ENTRANCE AND EXIT GATES**

- 4.0.3.1 Students shall only use the authorized gate(s) to enter in and to go out of the College. For a campus with one gate for entrance and exit the campus management shall provide procedures to be followed.
- 4.0.3.2 The Security Guards shall inspect each student coming and going out of the College. Male student(s) shall be inspected by a male security guard and female student(s) shall be inspected by a female security guard

#### **4.0.4 USE OF COLLEGE NOTICE BOARD**

- 4.0.4.1 Formal communication from the administration, tutors and other important information shall be posted on the campus notice boards. The use of notice boards for putting any announcement shall be approved by the head of department of respective campus. Failure to abide to this rule shall lead to disciplinary action. NCT students are encouraged to visit the notice board from time to time.

#### **4.0.5 RELATIONSHIPS.**

- 4.0.5.1 The College administration expects that the nature of relationships between students remains of a strictly academic nature. The relationship between students and tutors shall always be that of a tutor and a student.

#### **4.0.6 STUDENT ORGANIZATION**

- 4.0.6.1 The National College of Tourism Student Organisation (NCTSO) constitutes a structure through which students become involved in the affairs of the College including but not limited to working in partnership with the College Management, and staff for the benefit of the College and its student community. It is a forum used by students to share ideas, interests and concerns within the student community

and with the College Management. It also coordinates College-wide activities for students including social events and other development agenda. NCTSO often serves to engage students in learning leadership. All students are obliged to participate as active members of NCTSO in their respective campus.

- 4.0.6.2 The student's organization elects the student council according to the NCTSO constitution.
- 4.0.6.3 Any matters relating to the interest of the student shall be handled by the student organization NCTSO in their respective campus.
- 4.0.6.4 Any official correspondence outside the Campus by the NCTSO regarding any issue(s) shall be routed through the Campus Manager of the respective Campus and Heads of the Respective Department.

#### **4.0.7 INDEPENDENT COMMITTEE FOR NON-ACADEMIC MATTERS**

- 4.0.7.1 There shall be an Independent Committee (IC) to resolve student's claims on non-academic matters.
- 4.0.7.2 Decision by the Independent Committee on matters that might be brought before it shall be final and conclusive.
- 4.0.7.3 The Independent Committee shall deal with all claims of student who believe to have been treated unfairly in non-Academic Circumstances.
- 4.0.7.4 The Committee shall be composed by the following members;
  - i. Director of Studies and Professional activities
  - ii. Dean of students
  - iii. Head of Department of the aggrieved student(s)
  - iv. Gender focal person
  - v. President of Student Organization
  - vi. RAAWU Chairman, Campus Branch

#### **4.0.8 PROCEDURES FOR NON ACADEMIC CLAIMS**

- 4.0.8.1 Whatever the claim, whether relating to the treatment of management, tutors or peers should whenever possible be initially discussed with the person concerned.
- 4.0.8.2 If the plaintiff has reason to believe that the person responsible is unwilling to act in a fair manner, the claim must then be prepared in writing and submitted to the Student Affairs Committee. The written justification must give all details related to the argument/ complaint at hand. After a written complaint is brought to the Student Affairs Committee no additional details can be brought forward, unless they occur after the written complaint has been submitted to the Student affairs.
- 4.0.8.3 If the plaintiff believes that a satisfactory solution has not been established after two working days, he/she must provide a copy of the written complaint letter to the Director of Studies and Professional Activities.
- 4.0.8.4 If the solution remains unsatisfactory after two working days, the plaintiff can demand his/her complaint be brought to attention of the CEO. He/she should proceed to send a copy of the written complaint to the Director of studies and Professional Activities ,

with a cover letter stating his/her decision to bring the case forward from the Student Affairs Committee, to the attention of the CEO.

- 4.0.8.5 The CEO shall provide the plaintiff with a decision regarding the written complaint within five working days of receiving the complaint.
- 4.0.8.6 The CEO shall inform the plaintiff and the Student Affairs Committee once a decision has been reached.
- 4.0.8.7 If the student is not satisfied, the CEO shall request the Student Affairs Committee to submit his/her own side of the incident in writing within five working days.
- 4.0.8.8 Thereafter, the CEO shall form Independent committee to investigate the matter within a week, in order to reach diplomatic and just decision regarding the incident. The Committee shall request a hearing with both parties. Once a decision has been reached it shall be communicated within two working days in writing to the plaintiff and the CEO.
- 4.0.8.9 The decision of the Independent Committee shall be final.

## **5.0 STUDENT SERVICES AND FACILITIES.**

### **5.0.1 LIBRARY SERVICE RULES**

- 5.0.1.1 The College has libraries that will operate in accordance with the Library Rules and Regulations set by the College authority. The library offers learning resources that are at the disposal of all college students for the duration of their academic programme. You are therefore encouraged to utilize the available assorted library Services.
- 5.0.1.2 The libraries open at 8:30 Am and closes at 5:00 Pm from Monday to Friday. On Weekends and public holidays the libraries shall remain closed. However the management shall reserve the authority to alter these hours anytime when needed but shall notify the users.

### **5.0.2 LIBRARY REGULATIONS**

- 5.0.2.1 Admission to the library and use of its resources are conditional upon the strict observance of library regulations and ignorance shall not be accepted as an excuse for their non-observance.
- 5.0.2.2 All NCT management, teaching staff, non-teaching staff and registered students of NCT are eligible to use library facilities and are automatically members. The Director of Studies or Campus Managers reserve the right to revoke library privileges from any person demonstrating disregard for the regulations of the library.
- 5.0.2.3 The following rules shall be adhered to when using the library and its resources:
  - I. Silence must be observed in the library.
  - II. Readers should not wear high heeled shoes that make noises in library
  - III. No food or drink may be brought into the library.
  - IV. Mobile phones must be switched off or kept silent while in the library.



- V. Readers are requested not to re-shelve books taken from the shelves for reference instead the books should be placed on the tables to be re-shelved by the librarian.
- VI. The right to borrow materials from the library is a privilege of library members only.
- VII. All borrowers are required to present their personal identity card to the librarian.
- VIII. No materials may be removed from the library until they have been officially issued to the borrower.
- IX. The borrower in whose name a book is withdrawn is solely responsible for returning it.
- X. Any borrower, who fails to return the borrowed book on the due date, shall be liable for the penalty of **Tshs. 1,000** per book per day until the book has been returned. If it takes two weeks' time and the book is not returned, it will be assumed that the borrower has lost the book and will be needed to pay for the book and shall lose library membership.
- XI. The costs of late or unreturned library materials will be recovered from their caution money and /or the withholding of academic certificates until such costs are recovered.
- XII. All books shall to be returned in the library towards the end of the Semester to allow annual inventory of library materials.
- XIII. The Librarian reserves the right to recall any book borrowed before the due date.
- XIV. Readers or borrowers will be held responsible for any damage occurring to books while in their hand and will be required to pay the full value of such book in case of damage.
- XV. Any material borrowed against the borrower's identity card shall be the responsibility of the borrower.
- XVI. If the member is found guilty of stealing library property, she/he shall be banned from using libraries for three months.
- XVII. Coats, bags, parcels etc. must be left in the area assigned for them by the librarian and therefore must not be brought into the library.

## **6.0 RECREATION FACILITIES AND SOCIAL EVENTS**

The College has sports facilities including a football pitch at Temeke, therefore It will be rewarding to bring with you sports gears. Students have access to television for educational and entertainment purposes. Organised sports are recognised as part of the College extra curriculum. A student Sports Committee will be appointed for the running of sport and sports activities in co-operation with the College authorities. The Sport Tutor shall act as the liaison officer between the Management and students on sports and entertainments matters. .

Mail and messages are displayed at the reception desk or on appropriate notice boards. Registered mail will be handed out personally. Students graduating or prolonging their

training should notify the local post office of their new address. Mail for students who are no longer studying in College will be returned to sender.

General information about timetables, task lists, forthcoming events will be affixed to the notice boards areas of the NCT campus; College encourage students to visit the notice board daily so as to take note of any new event or any announcement.

## **7.0 MEDICAL SERVICES**

All students are obliged to join the National Health Insurance Fund (NHIF) obtained at **Tshs 50,400/= annually**. The membership can be renewed if a student wishes to do so during his or her stay in NCT. The College will not be responsible for individual health issues unless for emergency incidences which might occur while at school compound. First aid services are provided at the Campus designated areas. Students requiring medical attention during working hours will report to the consultation rooms or call through provided numbers. Students who will need treatment outside the College will be referred to a hospital and shall obtain a medical certificate from the hospital and present it to the Clinician or focal persons upon return.

All students shall fill in a medical examination form before joining the college.

The college encourages the students to have their healths checked regularly so as to stay fit during the semester/year.

The new NHIF requires an upload of the students recent passport you will therefore fill-in the electronic form and upload your passport as a requirement to be registered.

All health inquires should be addressed to the campus medical office/infirmary.

## **8.0 GRADUATION CEREMONY AND ALUMNI**

### **8.0.1 ATTENDANCE TO GRADUATIONS CEREMONY**

Attendance on graduation is compulsory. However, the College acknowledges that some of the graduates might find the timing of graduation ceremonies rather inconvenient. Graduates who are unable to attend the graduation ceremony, should write to the respective Heads of Department, detailing their reasoning not later than 3 weeks prior the advertised graduation date.

### **8.0.2 COLLECTION OF CERTIFICATES AND TRANSCRIPTS**

8.0.2.1 Students shall collect their Academic Transcripts after;

- I. All school fees, library penalties and other outstanding balances are fully settled.
- II. All course requirements have been met, i.e. all required examinations have been passed and industrial attachments have been fulfilled.
- III. Students must have successfully completed all required periods of field attachment, submitted assessment reports and been evaluated by the College academic supervisor.

- IV. A photocopy of signed clearance form , that has been submitted to the registrars office.
- V. A receipt of payment of **10,000/= Tshs** , and two passport size photographs with a blue background.

8.0.2.2 Students shall collect their original Certificates, after the graduation ceremony if they meet the following conditions;

- I. Has collected their transcript from the examination office.
- II. A signed clearance form , with the students' registration card has been submitted to the registrars office.

8.0.2.3 Any graduate of NCT desiring to be issued with another transcript/Academic certificate after the first being lost, destroyed, stolen or damaged shall submit his/her application in writing together to the DSPA/campus manager with a police report and a payment of **25,000 Tsh** .

8.0.2.4 Any graduate of NCT has a grace period of up to three (3) years to collect his transcript/Academic Certificates, thereafter a retaining fee of **20,000 Tsh** per year will be charged

### **8.0.3 ALUMNI**

All NCT graduands are the colleges testimonies to the tourism and hospitality community and the world at large. The college therefore takes their alumni as part of the front line pride of the college. Any student that has graduated is an Alumni and is still part of the college wherever they find themselves. You may contact the registrars' office for more information on NCT alumni's programmes or visit the colleges website and social media sites. [www.nct.ac.tz](http://www.nct.ac.tz)

## **9.0 THE AMENDMENTS.**

The management of the National College of Tourism reserves the right to make amendments to the information contained within this document without giving prior notice.



THE UNITED REPUBLIC OF TANZANIA  
 MINISTRY OF NATURAL RESOURCES AND TOURISM  
 NATIONAL COLLEGE OF TOURISM

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**Annex III**

**Semester Registration Form**

1. Surname.....
2. Other Names.....
3. Level.....
4. Course.....
5. Year of study.....
6. Semester.....
7. Amount of fee paid.....
8. Outstanding amount of fee.....
9. Remarks.....

<b>Names</b>	<b>Signature</b>	<b>Date</b>
Head, Account Office	.....	.....
Registrar Office	.....	.....
Head of Department Office	.....	.....
Director of Studies and Professional Activities	.....	.....



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**ANNEX IV**

**Student's declaration form**

Dear Madam/ Sir,

1. I have read and understood the College Student Handbook provided to me.
2. I hereby abide to the College Rules and Regulations.
3. I shall obey the instructions given to me by my tutors and other staff.
4. I am aware that if I will not follow the rules and the College regulations.

I will be fully responsible to undertake any punishment that may be given to me including discontinuation from my studies.

**NAME:** .....  
**(BLOCK LETTER)**

**SIGNED:** .....

**Date:** .....