



For an Open Mind

UNIVERSAL TECHNOLOGY AND MANAGEMENT UNIVERSITY

UTAMU

UTAMU STUDENTS SUPPORT SERVICES POLICY AND PROCEDURE, 2026.

For an Open Mind

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CHAPTER ONE

INTRODUCTION

1.1 University Profile

Universal Technology And management University (UTAMU) was granted a license by the National Council for Higher Education (NCHE) on 11th March 2013 (License No. UIPL022) to operate as a private university in Uganda. Its name and particulars were published in the Uganda Gazette Vol. CVI No. 14 of 22nd March 2013 under Legal Notice No. 4 of 2013.

The University was established to make a difference in the training of Technology and Management Professionals across the globe. Thus, the University has positioned itself as a high-quality education and research global institution. Furthermore, the University has positioned itself to undertake consultancy, knowledge and technology transfer partnerships and business incubation.

Universal Technology and Management University (UTAMU) is committed to the provision of quality, relevant, inclusive, and innovative teaching and learning that responds to the needs of learners, industry, society, and national development priorities. This Teaching and Learning Policy establishes a coherent institutional framework to guide teaching and learning practices across all academic programmes and modes of delivery at UTAMU. This Policy is aligned with the requirements of the National Council for Higher Education (NCHE) and UTAMU's strategic direction.

1.2 Vision, Mission and Philosophy

1.2.1 Vision

The Vision of UTAMU is A global educational institution of excellence in management, science, technology and innovation.

1.2.2 Mission

The mission of UTAMU is to provide global quality education, research and innovation critical to economic and human development.

1.2.3 Core Values

The Core values of UTAMU are:

- a) **Professionalism:** making sure that staff and students conduct themselves with the highest ethical standards and taking responsibility for all their actions
- b) **Creativity:** committing to stimulating the culture of scientific and technological advancement, innovation and practical enrichment to UTAMU's stakeholders through a rich and flexible educational experience
- c) **Integrity:** adhering to ethical and moral principles in all the educational, research and innovation processes
- d) **Transparency:** seeking to provide accountability and value for money to UTAMU's stakeholders
- e) **Empowerment:** offering unsurpassed practical opportunities to UTAMU's stakeholders through industry-oriented collaborations, research engagements and incubation clusters in order to transform the educational environment
- f) **Community Engagement:** working with the community

1.2.4 Policy Statement

UTAMU is committed to providing comprehensive student support services that are appropriate in scope, accessible in practice, responsive to student needs, and continuously reviewed for effectiveness. The University affirms that support services will be available from pre-enrolment through to course completion and beyond, and that all students will be informed clearly about how to access these services.

Support will be delivered in a manner that respects confidentiality, protects student dignity, promotes independence, and upholds fairness and procedural justice. No student will be disadvantaged on the basis of background, nationality, disability, gender, religion, socio-economic status, or any other protected characteristic.

1.2.5 Purpose

The purpose of this policy is to establish a comprehensive and systematic approach to student support that ensures all students, whether domestic or international, are provided with equitable access to academic and welfare services necessary to successfully complete their studies. The policy aims to create a safe, respectful, inclusive, and supportive learning environment that promotes student engagement, wellbeing, retention, progression, and completion.

1.2.6 Procedure

Universal Technical and Management University (UTAMU) is committed to providing appropriate academic support and welfare services that foster a safe, inclusive, and supportive learning environment. The University seeks to ensure that every student feels valued, respected, and empowered to participate positively in the UTAMU community.

UTAMU will ensure that comprehensive student support services are readily accessible and responsive to individual needs. These services are designed to assist students in successfully progressing through their studies, overcoming academic or personal challenges, and achieving their educational and professional goals.

1.2.7 Scope

This policy applies to all students enrolled at UTAMU across all campuses and delivery modes, including face-to-face, blended, and distance/online learning. It also applies to all Academic, Administrative and support staff who share responsibility for implementing student support services and fulfilling the University's duty of care obligations.

1.2.8 Guiding Principles

UTAMU's Student Support Services are guided by:

- Equity and access
- Student-centeredness
- Confidentiality
- Timeliness
- Continuous improvement
- Duty of care

CHAPTER TWO

STUDENT SUPPORT MECHANISM

2.0 Support Mechanism

Student Support Services at Universal Technology and Management University (UTAMU) are structured to provide holistic and continuous support to students throughout their academic journey. The Mechanism includes the following components:

- a) **Pre-Enrolment Support** - UTAMU provides prospective students with accurate information on programmes, admission requirements, career prospects, and study modes to enable informed decision-making prior to admission.
- b) **Enrolment and Orientation Support** - New students participate in orientation programmes that introduce them to academic regulations, university policies, learning resources, digital platforms, and available student support services to facilitate smooth transition into university life.
- c) **Academic Support Services** - The University offers academic advising, mentorship, tutorial support, and progress monitoring to ensure students meet programme requirements. Intervention measures are implemented where academic difficulties are identified.
- d) **Welfare and Personal Support Services** - Students have access to counselling, guidance, and support on personal, financial, or social matters. Where necessary, referrals are made to appropriate external professional services.
- e) **Career and Employability Support** - UTAMU provides career guidance, internship coordination, skills development workshops, and engagement with industry to enhance graduate employability and professional readiness.
- f) **Support for Students with Special Needs** - The University provides reasonable academic accommodations and support services to ensure equitable access to education for students with disabilities or special learning needs.
- g) **Monitoring and Early Intervention** - Student academic performance and engagement are regularly monitored. Early intervention strategies are applied to support students identified as being at risk.

- h) **Support upon Completion** - Graduating students receive guidance on career progression, further study opportunities, and alumni engagement to support their transition beyond the university.

2.1 Student Support and Safety

UTAMU is committed to providing and maintaining a safe, secure, and supportive environment that protects the health, safety, and wellbeing of all students and staff. The University recognises its duty of care and ensures that appropriate systems, policies, and personnel are in place to minimise risks and promote a positive learning environment.

UTAMU achieves this commitment through the development and implementation of a comprehensive Health and Safety Policy, supported by clear procedures designed to safeguard members of the University community. The University enforces policies that prevent and address all forms of discrimination, harassment, bullying, or victimisation, ensuring that all students and staff are treated with dignity and respect. The Student Code of Conduct is actively upheld to promote responsible behaviour and mutual accountability.

The University designates responsible officers to oversee health, safety, and student welfare matters. The University has an office that coordinates academic and welfare-related services, providing a central point of contact for students requiring assistance. Where matters fall outside the University's scope or expertise, appropriate referrals are made to external professional counselling, medical, legal, or social support services.

UTAMU also keeps students informed of relevant security concerns or public safety advisories and provides timely guidance where necessary. Academic progress is continuously monitored within the University's policy framework to ensure that students receive the academic and administrative support required to achieve their educational goals.

Recognising that students may encounter personal, social, financial, or accommodation-related challenges during their studies, the University provides access to confidential advice and guidance through the Student Support Office. Where additional or specialised intervention is required, referrals to appropriate external support services are arranged to ensure comprehensive care and assistance.

2.2 Student Handbook

All current and prospective students at UTAMU are/will be provided with a comprehensive Student Handbook. This handbook contains essential information to support students in adjusting to life in Uganda, including guidance on academic requirements, campus facilities, student services, and relevant external resources for international students.

A digital copy of the Student Handbook is also accessible on the University's official website (<https://utamu.ac.ug/>) to ensure that students can easily reference the information at any time.

2.3 Student Support Office

UTAMU has a Student Support Office that provides comprehensive student support services, including but not limited to: accommodation, counselling, crisis management, disability and equity issues, financial matters, legal issues, medical concerns, mental health support, peer mentoring, programs promoting social interaction, religious and spiritual guidance, and stress management. The Student Support Office also coordinates learning and academic support services in consultation with the Academic Registrar.

- Students are required to make an initial report or inquiry, after which urgent matters will be attended to promptly—either upon advice from the Front Desk (initiated by the student) or through referral by University staff members.
- Academic and learning support needs will be referred to the Academic Registrar. The Student Support Office will ensure that necessary academic support services are provided through scheduled learning support activities. They will maintain regular communication with students to gather feedback.
- In each Academic Department there is a designated academic staff member that serves as the learning support officer. All academic staff are trained and encouraged to provide academic support to specifically assist students with academic challenges and preparation, including writing, learning, and research skills, under the supervision of the Head of Department.
- Counselling services and other external referrals will be arranged as deemed appropriate by the Student Support Office. There is no fee for welfare support or

referral services; however, any costs charged by external services will be the responsibility of the student.

- All students are required to attend an orientation day at the start of their studies. During orientation, the Student Support Office will explain the support services available and guide students on how to access them throughout their studies.

CHAPTER THREE

3.0 Students with Language, Literacy and Numeracy (LLN) Needs

- LLN needs may be identified through pre-enrolment assessments, pre-training assessments, during student orientation, or via trainer/assessor recommendations. UTAMU will assess these needs and develop an appropriate strategy to provide assistance. LLN requirements will be addressed through lecture room learning and assessment activities throughout the duration of the program.
- LLN skills are foundational for all learners, supporting vocational learning, employability skills, and workplace communication, regardless of the course or training level. Accordingly, UTAMU embeds LLN principles within its teaching, learning, and assessment activities.
- Depending on the student's specific needs, UTAMU may refer learners to appropriate English language programs, either within or through external providers, to ensure they receive the necessary support to succeed.

CHAPTER FOUR

Orientation and Programme

4.1 Student Orientation

At the beginning of their programme of study, students will participate in a short orientation, which will include the following:

- A tour of the UTAMU, highlighting classrooms, student areas, the student administration area, and other relevant facilities such as toilets, fire exits, and restricted areas.
- Information on emergency evacuation procedures.
- Guidance on how to access student support services within UTAMU.
- Information on academic, financial, administrative and support services

4.2 Orientation Programme

Orientation includes:

- Introduction to UTAMU governance and management structure
- Academic regulations and policies
- Career guidance and change of programme
- Student Code of Conduct
- Library and ICT systems
- E-learning Management System training
- Health and safety procedures
- Student support services access procedures
- Student assessments and examinations
- Complaints and appeals mechanisms

Any other business competently introduced at the orientation meeting

Attendance is documented and filed.

5. Academic and Learning Support Services

Students may experience concerns related to attendance, academic performance, or other issues that place them at risk of not meeting programme requirements or completing their studies within the expected duration. UTAMU provides ongoing academic support, which may include Language, Literacy, and Numeracy (LLN) programs or referrals, course progress interventions, scheduled learning and study support sessions, and specialized support for students with disabilities or learning difficulties. Academic support is provided to help students successfully complete their courses on time.

- Students can access the University's support services by contacting the Student Support Office or any staff member they are in regular contact with. Additionally, students will be provided with a Student Concern Form and relevant information regarding policies and procedures for reporting and addressing any issues of concern or welfare.

- All students are guaranteed access to University resources and equal opportunity to participate in programs and services, including Information and Communication Technologies (ICT), library resources, course and learning materials, and access to Academic and Administrative staff. Students also have avenues to lodge and resolve complaints, access student welfare and support services, and review their administrative and academic records.

6. Student Welfare and Wellbeing Support

UTAMU acknowledges that students may face personal, financial, social, cultural, or psychological challenges that affect their academic performance. The University provides access to a dedicated Student Support Office that coordinates welfare services and serves as the primary point of contact for non-academic concerns.

Students may seek assistance for accommodation issues, financial stress, family matters, employment concerns, mental health challenges, cultural adjustment difficulties, or interpersonal conflicts. Where matters fall outside the University's expertise or scope, referrals are arranged to qualified external professionals, including counselling services, medical practitioners, legal aid services, and community support organisations.

While referrals are provided without charge, any costs imposed by external service providers remain the responsibility of the student unless otherwise subsidized.

In emergency situations, students are instructed to contact national emergency services immediately. The University maintains clear emergency response procedures and 24-hour escalation protocols where required.

UTAMU ensures a safe and supportive environment by:

- Upholding the Student Code of Conduct
- Enforcing anti-discrimination and anti-harassment policies
- Maintaining a Health and Safety framework

7. Students with Disability

UTAMU acknowledges the Person with Disabilities Act, 2020, which prohibits discrimination in educational institutions, and which mandates inclusive education and structural adaptations and recognizes its obligation as an education and training provider to support the rights of students with disability. Students with disability have the right to participate in educational courses and programs on the same basis as students without disability.

Students who wish to apply for adjustments to teaching or assessment methods due to a disability shall contact the Academic Registrar and provide supporting documentation (e.g., a letter from a treating professional) for consideration.

Reasonable adjustments to training and assessment methods are made according to the following principles;

Students with disabilities are generally subject to the standard rules and policies on teaching and assessment. Adjustments are considered only when appropriate documentation demonstrates that the student is disadvantaged due to their disability.

Reasonable adjustments are designed to minimise the disadvantage experienced by students with disabilities, rather than provide a competitive advantage.

Any adjustments to assessment are made in a manner that maintains the fundamental nature of the assessment. Students with disabilities are still required to demonstrate a predetermined level of ability in relation to essential competency requirements.

8. Student Hardship Support

The requirements of study may present some students with hardship due to economic, social, or other difficulties. Where genuine hardship exists, a student may request a review of their workload or other related matters.

To make a request, the student must submit a letter to the Student Support Office explaining the nature of their hardship. The letter should include evidence supporting the claim, for example:

- Financial hardship: Financial documents, pay slips, or bank statements indicating financial status.
- Medical grounds: Medical certificates outlining the nature of the condition and its expected duration.
- Family situation: Reports or recommendations from a doctor, counsellor, or external community/welfare agency.

The Student Support Office will review the request and, where necessary, arrange a face-to-face meeting to discuss the issues. Support may be provided through internal resources, external referrals, and appropriate guidance to help the student manage their hardship while continuing their studies.

9. Information to Students

Information about student support services and the procedures for accessing them, including the contact details of the Student Support Office, will be made available to all students through:

- Student Handbook
- UTAMU Website
- Student Orientation Program

The Student Support Office will ensure that all information regarding student support services is up-to-date and that contact details are current.

Students may access the Student Support Office directly via email or phone, or by contacting any administrative staff, the Academic Registrar, or the front desk. The front desk will also assist in scheduling appointments as soon as practicable.

4 Monitoring, Review, and Continuous Improvement

To ensure that UTAMU maintains student support services that are appropriate in scope, quality, and capacity relative to its size and modes of programme delivery, UTAMU will implement a structured and ongoing process of review and stakeholder feedback. This process will monitor the effectiveness, availability, and accessibility of support services and facilitate timely enhancements and improvements where necessary and this will be achieved through:

4.1 Stakeholder Feedback

Regular stakeholder feedback, collected through structured survey instruments, will inform UTAMU's review of the adequacy, effectiveness, and quality of its student support services through the following process:

- Student feedback is systematically collected through structured survey instruments administered during each study period. These surveys include a dedicated section evaluating the quality, accessibility, responsiveness, and effectiveness of student support services. Students are encouraged to provide constructive feedback and recommendations to enhance their overall learning experience and wellbeing.
- Upon completion of each survey cycle, the Quality Assurance Directorate undertakes a formal review of the collected data. This review includes analysis of quantitative ratings and qualitative feedback to identify trends, strengths, areas of concern, and opportunities for enhancement. A summary report is prepared outlining key findings and recommended actions in relation to student support services. This report is submitted to the Vice Chancellor for consideration.
- The Vice Chancellor engages in both formal and informal consultations with the School Deans, Heads of Departments and the Student Affairs Office to discuss identified issues and explore strategic responses. These consultations aim to ensure that student feedback is translated into practical and measurable improvement initiatives.
- Where improvements are identified, the Student Support Office, in collaboration with relevant academic and administrative staff, prepares formal recommendations outlining proposed actions, required resources, implementation timelines, and measurable outcomes. These recommendations are presented to the Management Committee for review and endorsement.
- Once approved, responsibility for implementation is allocated to designated staff members, and clear timeframes for completion are established. Progress against agreed actions is monitored as a standing agenda item at Management meetings to ensure accountability and timely resolution.
- Where proposed improvements require financial resources beyond existing budget allocations, formal approval must be obtained from the Vice Chancellor prior to implementation.

4.2 Ongoing Review

The Management Committee will undertake a systematic and ongoing evaluation of the effectiveness, accessibility, and quality of student support services within their respective areas of responsibility through a structured governance and review process designed to ensure continuous improvement and accountability.

- At each scheduled Management Committee meeting, matters relating to student support services will be included as a standing agenda item. Each member of Management is required to report on any issues, risks, emerging trends, or improvement opportunities identified since the previous meeting.
- Where areas for improvement are identified, the Management Committee will determine appropriate corrective actions. Clear responsibilities will be assigned to designated staff members, and agreed timeframes for implementation will be formally documented.
- All outstanding actions will be systematically monitored by University Management until satisfactory evidence of completion is provided. Documentation may include revised procedures, updated resources, training records, or implementation reports demonstrating that the agreed improvements have been fully enacted.
- Where proposed improvements require financial resources beyond existing budget allocations, formal approval must be obtained from the Vice Chancellor prior to expenditure. Funding decisions will be made in accordance with the University's strategic priorities and financial governance framework.

5.0 Implementation of Improvements

- Allocation of responsibilities
- Defined timelines
- Budget approval where required
- Monitoring of completion

Student support services are reviewed annually.

6.0 Responsibilities

Role	Responsibility
Vice Chancellor	Overall oversight
Director Quality Assurance	Monitoring and compliance
Academic Registrar	Academic support coordination
Deans & Heads of Department	Academic monitoring
Student Support Office	Welfare and referral services
All Staff	Duty of care and student support

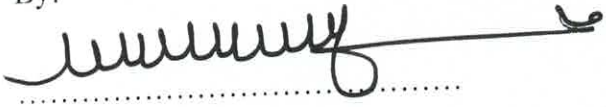
7.0 POLICY REVIEW

This Policy shall be reviewed every five (5) years or earlier as may be required by the University Council on the recommendation of university management or council committee.

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Signed on this 27th day of March 2026

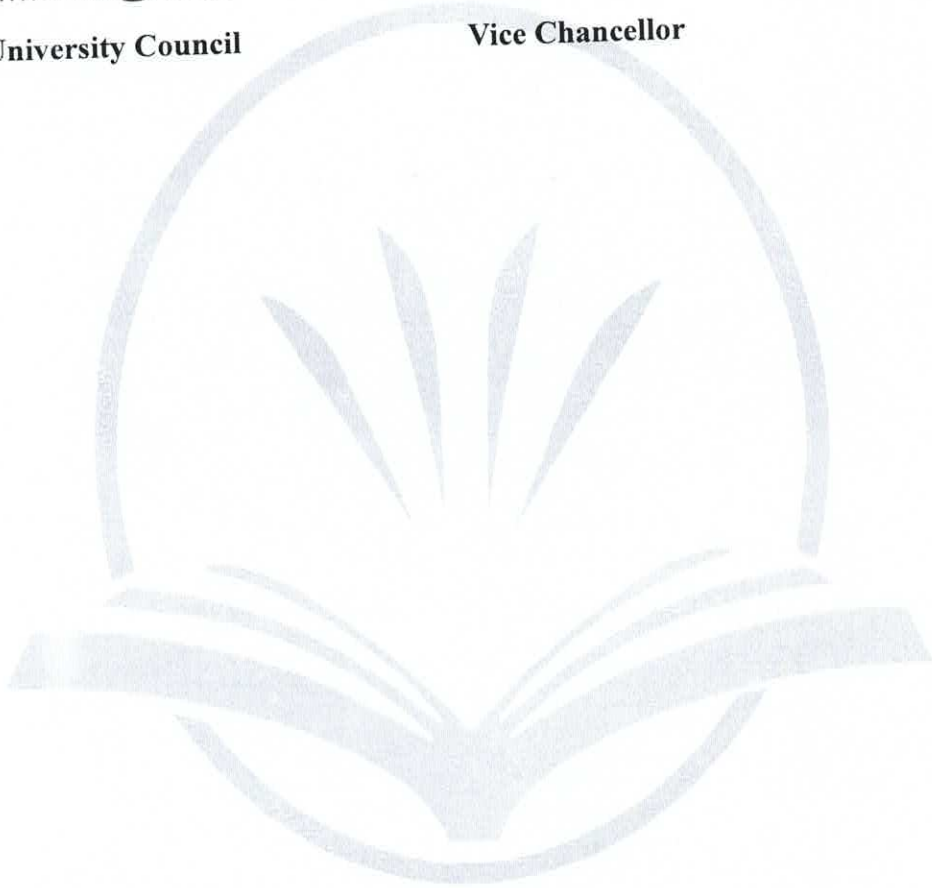
By:





Chairperson, University Council

Vice Chancellor



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