



For an Open Mind

UNIVERSAL TECHNOLOGY AND MANAGEMENT UNIVERSITY

**UTAMU**

**UTAMU STUDENT'S WELFARE AND  
DEVELOPMEENT POLICY, 2026.**

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## Policy Authority Statement

This Policy is issued under the authority of the Charter and Statutes of **Universal Technology and Management University (UTAMU)** and forms part of the University's governance framework for student affairs, wellbeing, and development.

The implementation of this Policy shall be guided by the institutional governance structure of the University, including:

1. The **University Council**, which provides overall policy oversight;
2. The **Vice Chancellor**, who provides executive leadership for institutional implementation;
3. The **Directorate responsible for Students' Affairs**, which coordinates student welfare and development programmes;
4. Relevant **academic and administrative units** responsible for specific support services; and
5. Applicable national laws and regulatory expectations governing higher education institutions.

This Policy shall be read together with other institutional policies that promote student wellbeing, safety, inclusion, responsible conduct, and academic success.

## Executive Summary

The Students' Welfare and Development Policy establishes the institutional framework through which Universal Technology and Management University (UTAMU) promotes the wellbeing, safety, and holistic development of its students.

Universities function not only as centres of academic instruction but also as communities where students develop socially, physically, and personally during their educational journey. Effective student welfare systems are therefore essential to supporting student success, promoting inclusive participation in university life, and ensuring a safe and supportive learning environment.

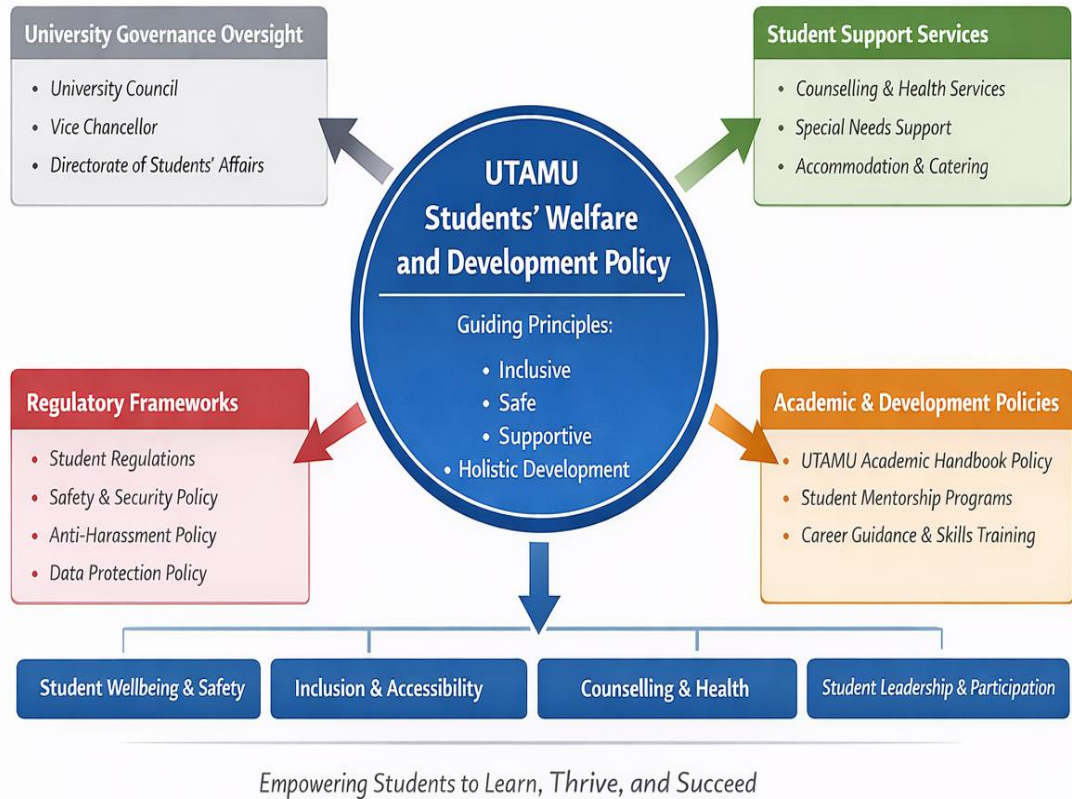
This Policy provides the governance framework through which UTAMU coordinates student welfare services including accommodation support, health and counselling services, catering services, sports and recreational activities, student governance, and student safety systems.

The Policy distinguishes **student development** from **academic development**, recognising that while academic progress is guided by teaching and learning policies, student welfare services support the broader personal, social, and leadership development of students during their time at the University.

Through this Policy, UTAMU affirms its commitment to creating a student-centred environment that supports wellbeing, participation, and responsible citizenship while enabling students to achieve their academic and professional aspirations.

## UTAMU Student Welfare Governance Architecture

*Ensuring a Supportive and Inclusive Learning Environment*



**Figure 1: UTAMU Student Welfare Governance Architecture**

### Figure 1: UTAMU Student Welfare Governance Architecture

The diagram illustrates the institutional governance framework supporting student welfare and development at UTAMU, linking policy oversight, regulatory frameworks, academic policies, and operational student support services

## Preamble

Universal Technology and Management University (UTAMU) recognises that the welfare of students is fundamental to the successful delivery of the University's academic mission. The quality of teaching, learning, research, and community engagement is closely linked to the wellbeing, safety, and overall development of students during their time at the University.

Universities operate not only as centres of knowledge creation but also as communities where students pursue intellectual growth, personal development, and social engagement. Effective student welfare systems therefore provide the necessary support structures that enable students to participate fully in academic life while maintaining their physical health, psychological wellbeing, and social stability.

This Policy establishes the institutional framework through which UTAMU provides and coordinates welfare services for its students. These services include, but are not limited to, student accommodation, health and counselling support, catering services, sports and recreational activities, student governance structures, and other support systems designed to enhance the overall student experience.

The Policy seeks to ensure that student welfare services are delivered in a structured, transparent, and responsive manner that supports both student wellbeing and institutional effectiveness. By strengthening welfare systems, the University affirms its commitment to creating a supportive learning environment that enables students to achieve their academic potential while developing as responsible members of society.

In this Policy, the term “**student development**” refers to the personal, social, leadership, and wellbeing dimensions of the student experience that complement academic learning. It does not refer to academic development, which is governed through the University's academic policies, curriculum frameworks, and teaching and learning processes. Rather, this Policy focuses on the institutional systems that support student wellbeing, campus life, leadership development, and participation in the broader university community.

## Student Experience Statement

Universal Technology and Management University recognises that the student experience extends beyond the classroom and encompasses the full range of academic, social, and personal engagements that shape a Students' development during their time at the University. A supportive student environment strengthens learning outcomes, promotes wellbeing, and prepares graduates to contribute responsibly to society and the economy.

Through this Policy, UTAMU affirms its commitment to fostering a holistic student experience that integrates wellbeing, safety, leadership development, sports and recreation, student participation, and community engagement. These elements complement academic learning by

enabling students to develop the personal resilience, social awareness, leadership capabilities, and professional attributes required for success in a dynamic global environment.

By strengthening institutional systems that support student welfare and development, the University seeks to cultivate a campus culture where students are empowered to learn, participate, lead, and thrive throughout their educational journey.

### **Holistic Graduate Development Statement**

Universal Technology and Management University recognises that higher education is not limited to the transmission of academic knowledge but also involves the formation of capable, responsible, and socially engaged graduates. Student welfare and development systems therefore play a critical role in shaping the broader student experience by supporting wellbeing, leadership development, social engagement, and participation in university life. Through structured welfare services, student governance participation, sports and recreational activities, and inclusive support systems, the University seeks to nurture graduates who possess not only academic competence but also the personal resilience, ethical awareness, collaborative skills, and civic responsibility required to contribute meaningfully to society and the economy. In this way, student welfare and development functions complement academic learning by strengthening the formation of well-rounded graduates prepared for professional leadership and lifelong learning.

## 1. Introduction

### 1.1 Background

UTAMU was granted a Provisional License by the **National Council for Higher Education (NCHE)** on 11 March 2013 (License No. UIPL022), with its establishment published in the **Uganda Gazette Vol. CVI No. 14 of 22 March 2013 under Legal Notice No. 4 of 2013**. The University operates within the core mandate of **teaching and learning, research and innovation, and community engagement**. Maintaining a safe and secure institutional environment is essential to safeguarding academic integrity, ensuring regulatory compliance, protecting institutional assets, and enabling effective delivery of the University's mandate. This Policy is therefore aligned with the regulatory requirements of the **National Council for Higher Education (NCHE)** and UTAMU's institutional governance framework.

### 1.2 Vision

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

### 1.3 Mission

The mission of UTAMU is to provide global quality education, research and innovation critical

to economic and human development.

### 1.4 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 to solve the real-world problems as a focal point towards economic development.

## **2. Purpose**

The purpose of this Policy is to establish a framework for the provision, coordination, and governance of student welfare and development services at UTAMU.

The Policy seeks to:

1. Promote student wellbeing and safety
2. Support academic success and student retention
3. Provide structured welfare support services
4. Foster holistic student development
5. Strengthen institutional accountability for student support systems

## **3. Scope**

This Policy applies to:

1. All students enrolled at UTAMU
2. All university staff involved in student welfare services
3. University units responsible for student services
4. Student organisations and leadership structures

The Policy applies to all welfare services provided by the University including services delivered through partnerships or external providers.

## **4. Definitions**

1. **Student Welfare:** Institutional services and support systems provided to ensure the wellbeing, safety, and development of students.
2. **Student Development:** Activities and programmes designed to support the personal, social, and leadership growth of students.
3. **Student Support Services:** Institutional services designed to assist students in addressing academic, social, health, or personal challenges.

## **5. Policy Objectives**

The objectives of this Policy are to:

1. Provide a structured framework for the delivery of student welfare and development services at the University.

2. Promote a safe, inclusive, and supportive campus environment that enables students to learn, participate, and thrive.
3. Ensure that student welfare services contribute to holistic student development and personal growth.
4. Promote student participation in University life through responsible leadership and representation structures.
5. Ensure that welfare services are delivered in a manner consistent with institutional governance standards and regulatory expectations.

## 6. Guiding Principles

The implementation of this Policy shall be guided by the following principles:

1. **Student-centredness:** Student welfare systems shall prioritize the wellbeing, safety, dignity, and development of students.
2. **Inclusion and Equity:** The University shall promote inclusive participation in University life and ensure that support services are accessible to all students.
3. **Respect and Dignity:** All members of the University community shall respect the rights, dignity, and wellbeing of others.
4. **Wellbeing and Development:** Student welfare programmes shall contribute to the holistic development of students including physical, social, emotional, and personal wellbeing.
5. **Accountability:** Student welfare services shall be delivered through clearly defined institutional responsibilities and monitored through appropriate governance mechanisms.
6. **Holistic Development:** Student welfare shall support intellectual, physical, emotional, and social development

## 7. Governance Structure

Student welfare services at UTAMU shall operate within the University governance framework.

1. **University Council:** Provides oversight of institutional policies affecting student welfare.
2. **Vice Chancellor:** Provides overall leadership and ensures implementation of welfare policies.
3. **Directorate responsible for Student Affairs/ Student Welfare Unit:** Coordinates welfare services and student development programmes.
4. **Academic Units:** Support student welfare through academic advising and mentoring.

5. **Student Leadership Structures:** Represent student interests and participate in welfare initiatives.

### **8. Student Accommodation**

Where applicable, the University shall facilitate access to safe and suitable accommodation for students.

Accommodation services shall prioritise:

1. student safety
2. conducive study environments
3. access to essential amenities

Students shall comply with residence rules where accommodation facilities are provided.

### **9. Catering and Food Services**

The University shall ensure that catering services available to students meet basic standards of:

1. hygiene
2. safety
3. nutritional quality

Where food services are outsourced, providers shall comply with applicable health and safety standards.

### **10. Student Health Services**

UTAMU shall support student health through appropriate services including:

1. well-equipped campus clinic
2. medical referral systems
3. health awareness programmes
4. health education initiatives

The University may collaborate with external health facilities to support student healthcare needs.

### **11. Guidance and Counselling Services**

The University shall provide counselling services to support students facing:

1. academic challenges
2. personal difficulties
3. psychological stress

Counselling services shall be confidential and accessible.

## **12. Sports and Recreation**

UTAMU recognises sports, recreation, and student clubs and societies as important components of student development and wellbeing.

The University shall promote participation in:

1. sports activities
2. recreational programmes
3. student clubs and associations

Sports programmes shall support physical health, teamwork, and student engagement.

## **13. Student Governance and Representation**

UTAMU recognizes the importance of student participation in institutional governance and campus life. The University shall support recognized student leadership and representation structures that promote constructive engagement between students and the University administration.

Student leaders shall:

1. represent student interests responsibly;
2. promote constructive dialogue between students and the University;
3. support initiatives that enhance student welfare and development;
4. encourage responsible student participation in University programmes and activities.

Student leadership structures shall operate in accordance with the regulations governing student associations and representation at the University.

## **14. Student Safety and Safeguarding**

The University shall promote a safe and respectful environment for all students within the University community.

Measures shall be taken to prevent conduct that threatens student safety, dignity, or wellbeing, including harassment, abuse, discrimination, and exploitation.

The University shall provide appropriate mechanisms for reporting welfare or safeguarding concerns and shall ensure that such concerns are addressed in a fair, confidential, and timely manner.

Students are expected to:

1. observe University regulations and standards of conduct;
2. respect the rights and dignity of others;
3. report safety or welfare concerns through appropriate institutional channels.

## **15. Students with Special Needs**

UTAMU shall promote inclusive education by taking reasonable steps to ensure that students with disabilities and other special needs are able to access University services and participate in University life without discrimination.

Support measures may include:

1. accessible learning and physical environments;
2. reasonable accommodation in the delivery of support services;
3. academic advisory support where appropriate;
4. referral to specialized services where necessary.

The University shall implement this Policy in a manner consistent with principles of dignity, accessibility, and equal participation.

## **16. Student Conduct and Responsibility**

Students shall comply with university regulations governing conduct and behaviour.

Student misconduct affecting the welfare or safety of others shall be addressed in accordance with university disciplinary procedures.

## **17. Monitoring and Evaluation**

The implementation of this Policy shall be monitored by the Directorate for Student s'Affairs in collaboration with relevant University units.

Monitoring mechanisms may include:

1. student satisfaction and feedback surveys;
2. welfare service utilization data;
3. safeguarding and welfare incident monitoring;
4. complaint and grievance records;
5. periodic reviews of accommodation, counselling, health, recreation, and inclusion services.

The findings of monitoring and evaluation activities shall inform improvements to student welfare systems and contribute to the continuous strengthening of institutional support structures.

## **18. Policy Review**

This Policy shall be reviewed every **five years** or earlier if necessary.

## **19. Related Policies**

This Policy shall be read together with other institutional policies and regulations that support student wellbeing and responsible conduct, including:

1. UTAMU Student Regulations
2. UTAMU Safety and Security Policy
3. UTAMU Data Protection and Privacy Policy
4. UTAMU Anti-Sexual Harassment Policy
5. UTAMU Academic Handbook Policy
6. any other policy governing student support, safety, or welfare services.

Together these instruments form part of the University's institutional governance framework for student wellbeing and responsible participation in University life.

## **20. Approval**

This approval shall be approved by the University Council.

Signed on this .....day of ..... 2026

By:

.....

**Chairperson, University Council**

.....

**Vice Chancellor**

## **Annexes**

### **Annex 1 – Student Counselling Request Form**

This form shall be used by students requesting counselling or psychological support services.

The form should capture:

1. Student name and registration number
2. Programme of study
3. Nature of concern (optional)
4. Preferred appointment time
5. Contact information
6. Confidentiality statement

**Purpose:**

**To ensure structured access to student counselling services while maintaining confidentiality**

### **Annex 2 – Sports and Recreation Programme Structure**

This annex outlines the institutional framework through which UTAMU promotes student participation in sports and recreational activities.

It may include:

1. sports teams and clubs
2. recreational programmes
3. inter-university competitions
4. wellness and fitness programmes
5. student clubs and societies

**Purpose:**

**To support physical wellbeing, teamwork, leadership development, and student engagement**

### **Annex 3 – Student Accommodation Guidelines**

This annex provides operational guidance on student accommodation arrangements where applicable.

It should outline:

1. eligibility for accommodation
2. residence rules and conduct
3. safety and security provisions
4. sanitation and facility standards
5. dispute resolution procedures

**Purpose:**

**To ensure that accommodation environments support student wellbeing and a conducive study atmosphere.**

### **Annex 4 – Student Welfare Complaint Procedure**

This annex establishes the procedure through which students may raise welfare-related concerns.

The procedure should include:

1. Reporting welfare concerns
2. Internal review process
3. Confidential handling of complaints
4. Escalation mechanisms
5. Resolution and feedback

**Purpose:**

**To ensure that student welfare concerns are addressed transparently and fairly.**

## **Annex 5 – Student Welfare Incident Reporting Form**

This form should be used to report incidents affecting student welfare, including:

1. harassment or misconduct
2. safety concerns
3. mental health crises
4. discrimination
5. welfare emergencies

Fields should include:

1. incident description
2. date and location
3. persons involved
4. reporting officer
5. action taken

**Purpose:**

**To strengthen institutional safeguarding and welfare monitoring.**