

# **AITI-KACE COURSE PARTICIPANTS HAND BOOK**

## **WELCOME MESSAGE FROM THE DIRECTOR- GENERAL**

Congratulations for choosing AITI-KACE to further your education and training! AITI-KACE is recognized as a premier ICT Centre and our graduates enter the workforce with a guarantee that their skills match employer needs. Our performance record is one of the most outstanding in Ghana and the West African sub-region.

Our commitment to your educational and training goals as well as career objectives is reflected in this Participant Handbook. This document is a handy reference to policies, procedures, and regulations, which address Participant conduct and concerns. It can also facilitate your planning for successful studies at AITI-KACE.

Regardless of your Participant status -- credit or non-credit, full-time or part-time -- we pledge to offer quality programs and services that result in your gainful employment and career success. Our partnerships with employers in business, industry, and government serve to reinforce this pledge. You are indeed at the right place at the right time.

Here at AITI-KACE we pride ourselves in having a friendly environment, equipped with world-class technology for delivering quality teaching and learning. Our emphasis on small class size means that our course participants can freely exchange views with teaching staff and peers. However, we realise that many questions will arise during the course of your stay here and at times that you might need immediate answers. This handbook is therefore intended to serve two main purposes:

- i. To be a good place to start when you have a question about something at AITI-KACE; and
- ii. As a collection of all AITI-KACE policies, procedures, and regulations.

Accordingly, you are responsible for reading this publication in order to become familiar with all AITI-KACE policies, procedures, and regulations. However, please do feel free to come to see any of us in the Director, Academic Affairs/ Academic Secretary's Office if you have any questions about AITI-KACE, and /or life in general. We may not always know the answer, but we can generally get you started in the right direction.

## **LETTER FROM THE DIRECTOR OF STUDIES**

First, I want to extend a warm welcome to all new comers to the AITI-KACE Community. You are joining an institution, which is among the leaders in providing ICT skills in the West African Sub-Region. It is reassuring that many Participants choose AITI-KACE as their place of study due to the quality of training that is offered here. At the end of a successful programme, you will be awarded a certificate or a diploma, which is recognised worldwide.

Second, I would urge you, as an important member of the AITI-KACE family, to take full advantage of the many opportunities the Centre offers. These opportunities will present themselves not only in the classrooms, but also in the social interactions you will have with your course mates and other peers outside of the class activities. In particular, I urge you to attend all the events and activities that take place at the Centre. Needless to say that your view of the world adds to the richness and diversity of the AITI-KACE atmosphere. We believe strongly that a world-class institution thrives on a diversity of opinions. Thus, we look forward to adding your thoughts and ideas to the already diverse mix that constitutes the beautiful world of The Ghana India Kofi Annan Centre of Excellence in ICT.

As your Director of Studies, I am here to assist you in achieving your educational goals. If at any time you have questions or concerns about any aspect of your training here, do not hesitate to call on me or send me an e-mail.

I wish you the best for a successful experience here at the Ghana India Kofi Annan Centre of Excellence in ICT

**Director of Studies**

## **1. INTRODUCTION AND BRIEF HISTORY**

Ghana is an emerging economy with a rapidly expanding need for technology. India is a nation that is recognized as a pace setter in terms of the global knowledge economy. The Government of India is committed to assisting developing countries to bridge the digital gap in order to accelerate their development

In August 2002, His Excellency John Agyekum Kufuor, President of Ghana, went to India on a four-day state visit, in search of business partners to invest and undertake joint ventures in Ghana. During that visit, a historic bi-lateral agreement was signed between the two Governments to facilitate cooperation in the area of Information and Communication Technologies.

The Ghana-India Kofi Annan Centre of Excellence in ICT (AITI-KACE) was set up under this agreement. India provided state-of-the-art computer hardware, software and other communication equipment to set up the Centre. Ghana provided the infrastructure as well as administrative and technical staff. In addition, India trained ICT instructors from Ghana and helped in the design of the curriculum for teaching of ICT. AITI-KACE, which came into existence, barely a year after the two countries signed the memorandum of understanding, was inaugurated on the 9th of December 2003.

The Centre was named after Busumuru Kofi Annan, the United Nations Secretary General in recognition of his support for the use of ICT to bring about accelerated development. Training and technological solutions at the Centre are designed for the needs of the West African sub-region, with particular emphasis on building the key competencies for driving industry as well as reforming the public sector.

(It should be noted that the AITI-KACE is not affiliated to the United Nations).

## **2. MISSION STATEMENT**

To employ a world class Information and Communication Technology (ICT) facility:

- a. For market oriented training of ICT professionals.
- b. To develop and apply research and innovative technologies for socio-economic development for West Africa
- c. To catalyse the growth of the ICT sector in ECOWAS in collaboration with our partners

### **3. OUR VISION**

To be a Centre of Excellence in Information and Communication Technology for West Africa

### **4. PHILOSOPHY**

Our Philosophy is that every individual can achieve excellence. We believe that ICT can help everyone, irrespective of their background, fulfil their potential

### **5. ACCREDITATION**

AITI-KACE is accredited by the National Accreditation Board to run Certificate, Diploma and Postgraduate Diploma Programmes, in affiliation with the Centre for the Development of Advanced Computing of India (CDAC); the institution under whose supervision the programmes will be run and which will be awarding the certificate and Diplomas to graduating participants

In addition to the accreditation by the National Accreditation Board AITI-KACE is also accredited by the following vendor organisations to run their programmes:

- Cisco
- Oracle
- Microsoft
- Citrix

### **6. OVERVIEW OF OUR FLAGSHIP PROGRAMMES**

#### **6.1 Diploma in Advanced Computing (DAC)**

This ten-month course is designed to train university graduates and HND holders for careers in software industry. The unique structure, strict admission procedure and intensive teaching methodology equip Participants with the much needed software skills. On completion of the course the Participant will be able to understand and appreciate emerging topics and technologies such as Object Oriented Analysis and Design, Uniform Modelling language (UML), Software Engineering, Oracle Database Technology, XML, COM, Java, Microsoft. Net Suite, and Webb Technologies.

The business touch given to the programme equip Participants with the skills and techniques required to put together a business plan good enough to attract funding to establish their own businesses as well as skills required to analyse and interpret financial statements.

A major element of the programme is the substantial amount of “hands-on” experience gained by Participants through interactive lecture sessions, lab sessions, mini-projects and industry attachments.

### **6.1.1 Admission into the Programme**

To be admitted into the programme, a candidate must have a:

- Minimum of HND, a Bachelor Degree or higher
- A candidate must pass the Graduate Entrance Examination organised by AITI

### **6.2 Diploma in Business Computing**

This course is targeted at those who wish to gain expertise in developing database driven application with Visual Basic front end. On completing the course the Participant will be able to understand database concepts and develop driven commercial applications using Visual Basic as front end and Oracle 9i/SQL Server.

#### **6.2.1 Course Benefits:**

The course provides a comprehensive hands-on training on project-based client-Server technologies. Throughout the course, real time project environment is provided so that Participants understand the software development life cycle and implement the relevant technologies.

#### **6.2.1 Prerequisite:**

##### **a. SSCE holders:**

- Minimum of aggregate 24 or better and a pass in Core Mathematics and Core English
- Must Pass an Entry exam organized by AITI-KACE comprising of an aptitude test in English, Logic and Basic knowledge of Computers

##### **b. 'A' Level holders:**

- Minimum of two passes and a pass in general paper
- Must Pass an Entry exam organized by AITI-KACE comprising of an aptitude test in English, Logic and Basic knowledge of Computers
- However professionals without any formal certificate can also apply but must

Pass an Entry Exam organized by AITI-KACE comprising of an aptitude test in English, Logic and Basic knowledge of Computers

**6.2.3 Duration:** 4 months

### **6.3 Diploma in Web Technologies**

This course is targeted at those who wish to develop Web applications using tools and technologies such as Java, ASP and XML. On completing the course the Participant will be able to understand the concepts of Web based applications and to develop web based application software, which has a front end in Java with a backend database.

#### **6.3.1 Course Benefits:**

On completing the course the Participant will be able to understand the concepts of web based applications and to develop web base application software, which has a front end in Java or ASP with a backend database.

#### **6.3.2 Prerequisite:**

a. **SSCE holders:**

- Minimum of aggregate 24 or better and at least a pass in core Mathematics and core English
- Must Pass an Entry Exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers

b. **'A' Level holders:**

- Minimum of two passes and a pass in general paper
  - Must Pass an Entry exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers
- However, professionals without any formal certificate can also apply but must Pass an Entry exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers

**6.3.3 Duration:** 4 months

### **6.4 Diploma in Microsoft .Net Technologies**

MS.NET is Microsoft's platform for creating and using Extensible Mark-up Language (XML)-based Web services. This platform will enable developers to create programs that transcend device boundaries and harness the connectivity of the Internet, as well as help them be more productive with their time. .NET also represents a fundamental shift in development technology. Diploma in MS.NET is appropriate for professionals who wish to design and develop leading-edge enterprise solutions with Microsoft development tools, technologies, platforms, and the Microsoft .NET Framework.

#### **6.4.1 Prerequisite:**

- a. **SSCE holders :**
  - Minimum of aggregate 24 or better and at least a pass in core Mathematics and core English
  - Must Pass an Entry exam organized by AITI comprising of an aptitude test in English, English, Logic and Basic knowledge of Computers
- b. **A' Level holders:**
  - Minimum of two passes and a pass in general paper
  - Must Pass an Entry exam organized by AITI-KACE comprising of an aptitude test in English, English, Logic and Basic knowledge of Computers
- However, professionals without any formal certificate can also apply but must Pass an Entry exam organized by AITI-KACE comprising of an aptitude test in English, Logic and Basic knowledge of Computers

#### **6.4.2 Duration:** 6 months

### **6.5 Certificate in C Programming**

This course is targeted at those who wish to understand the fundamentals of computing and gain the knowledge in Programming using C language. On completing the course the Participant will be able to develop applications using C Language.

#### **6.5.1 Prerequisite:**

- a. **SSCE holders :**
  - Minimum of aggregate 24 or better and at least a pass in core Mathematics and core English
  - Must Pass an Entry exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers

b. **'A' Level holders:**

- Minimum of two passes and a pass in general paper
- Must Pass an Entry exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers
- However, professionals without any formal certificate can also apply but must Pass an Entry exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers

**6.5.2 Duration:** 3 months

## **6.6 Certificate in Web Programming**

This course is targeted at those who wish to gain skills necessary to develop web applications using Web development tools and technologies. On completing the course the Participant will be able to understand the concepts of web based applications and develop applications using ASP and XML technologies

### **6.6.1 Prerequisite:**

a. **SSCE holders:**

- Minimum of aggregate 24 or better and at least a C in core Mathematics and core English
- Must Pass an Entry exam organized by AITI –KACE comprising of an aptitude test in English, Logic and Basic knowledge of Computers

b. **'A' Level holders:**

- Minimum of two passes and a pass in general paper
- Must Pass an Entry exam organized by AITI-KACE comprising of an aptitude test in English, Logic and Basic knowledge of Computers
- However professionals without any formal certificate can also apply but must Pass an Entry exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers

**Duration:** 3 months

## **6.7 Certificate in Database Technologies**

This course is targeted at those who wish to gain expertise in developing database driven applications with Visual Basic front end. On completing the course the Participant will be able to understand the database concepts and develop Microsoft Visual Basic- based applications that accesses data from a

database, create Actice X Controls and use Oracle 9i or SQL Server as backend.

### **6.7.1 Prerequisite:**

#### **a. SSCE holders:**

- Minimum of aggregate 24 or better and at least a pass in core Mathematics and English
- Must Pass an Entry exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers

#### **b. 'A' Level holders:**

- Minimum of two passes and a pass in general paper
  - Must Pass an Entry exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers
- However professionals without any formal certificate can also apply but must Pass an Entry exam organized by AITI comprising of an aptitude test in English, Logic and Basic knowledge of Computers

### **6.7.2 Duration:** 3 months

## **6.8 PREDAC PROGRAMME**

The PreDac course has been initiated to facilitate the Participants to enter the world of computing through the knowledge in computer fundamentals and programming using C language.

This also enables the Participants to prepare for the Diploma in Advanced Computing conducted by the Kofi Annan Centre of Excellence in Advanced Information Technology.

PreDAC is a 100-hour course consisting of four compulsory modules

## **6.9 GRADUATION FROM THE PROGRAMME**

Graduation from the programme is based on successful completion of the programme. To successfully complete the programme, a Participant is required to attend all lectures, write and pass the prescribed examinations and all other assignments. A programme has not been completed if there are outstanding resits to be done or a project /research work to be submitted.

A candidate's progress is evaluated through a combination of continuous assessment and term examinations. The continuous assessment of each module

includes class tests, tutorials, case studies, programming exercises, presentations, project assignments and other methods appropriate to the specific modules.

## **6.10 EVALUATION OF PARTICIPANT'S PERFORMANCE**

Participants will be assessed through end-of-module practical and written examinations as well as continuous assessment, in the form of quizzes, tests, assignments and mini-projects.

### **a. Written Examinations**

Participants are made to write 2-hour examination at the end of each module or programme. The mark obtained in this exam constitutes 40% of the 80% weight assigned to the end-of-module exams.

### **b. Lab /Practical Examinations**

AITI-KACE places so much premium on practical examinations. Practical examinations constitute 60% of the 80% weight assigned to the end-of-module exam.

### **c. Continuous Assessment**

Continuous assessment constitutes 20% of the total assessment. Participants are assessed continuously through the following means:

#### **i. Class Assignment**

At least three (3) assignments will be done in each course. The Instructor will determine the form and duration of the assignment

#### **ii. Quizzes and Tests**

Quizzes and test are conducted periodically to assess participants' understanding of concepts and principles by participants as the course progresses

### **iii. Syndicate Presentation**

Participants will work in groups and prepare on specified topics for presentation to the class.

Evaluation of a candidate's performance in the internship programme includes an individual appraisal by management from the sponsoring organisation as well as evaluation of completeness and accuracy of projects assigned to the candidate during his/her internship.

A candidate must perform satisfactorily in attendance and the continuous assessments of all modules before he/she is permitted to sit the examination, otherwise he/she will be required to leave the course.

A candidate who performs satisfactorily in the continuous assessment of the modules but fails in any one paper in the examination may be permitted to take a supplementary examination.

## **6.11 AWARD OF DIPLOMA**

The diploma in Advanced Computing will be awarded to a candidate who has:

- a. Passed in the continuous assessment throughout his/her course of study for the Diploma
- b. Passed in all examinations including supplementary examinations (if any);
- c. Received a satisfactory report in all his/her placements in the internship Programme

The Board of Examiners may recommend the award of the Diploma in Advanced Computing with Distinction to a Participant who has distinguished himself / herself in all facets of his/her coursework, the end-of-module examinations, and in the placements in the internship programme

## **7.0 PROGRAMME EVALUATION**

### **7.1 External Assessment**

All Examination question papers and marked answer scripts shall be moderated and approved by external examiners before and after the examinations respectively. The external examiner will send a report to the Director, Academic Affairs and copy to the Academic Committee. External Examiners' comments will be used to correct observed deficiencies where necessary. External Examiners will be drawn from renowned practitioners and experts in both Ghanaian and overseas organisations.

### **7.2 Evaluation by Participants**

At the end of each module each participant will be requested to complete an evaluation questionnaire in the absence of the lecturer or lead Instructor under conditions of confidentiality and anonymity. Participants will submit the completed questionnaire in a sealed envelope to the Director of Studies. The questionnaire will cover the following items: relevance of the subject, coverage, organisation and presentation, content, methodology, texts and other materials, lecturer's performance and conduct, quality of programme, grading, fees and facility conditions. The data shall be analysed and the results used to improve/enrich the programmes.

## **8.0 DECLARATION OF RESULTS**

The Academic Committee will consider external examiners' reports and approve all examination results. Results of examinations taken shall normally be published before the commencement of the next group of modules. A result slip indicating the Participant's performance in the examination shall be made available to the participant or an access code will be made available to the Participant/participant to access an electronic notice board where results will be posted.

### **8.1 Academic Transcript**

Participants shall receive one copy of the transcript of their academic record on completion of the programme. This transcript be marked "Participant's Copy". Any subsequent hard copy issue of the academic transcript will be upon request and payment of the prescribed fee by the Participant. Such transcripts shall be sent only to institutions.

### **8.2 Cancellation of Awards**

An AITI-KACE Diploma, Certificate or Degree conferred on a participant may be cancelled at any time, even with retrospective effect. An award can be cancelled if, for instance, it becomes known that the participant gained admission with false qualifications, or impersonated someone else, or had been guilty of examination malpractice, or has otherwise conducted himself/herself in a manner that is judged to be incompatible with the status of a holder of AITI-KACE Diploma, Certificate, or Degree

### **8.3 Alumni Association**

An Alumni Association will be formed. The Association will keep past Participants in touch with the Centre. It will meet once in a year at the end of July during the Alumni Homecoming Weekend and it is intended that the Alumni will contribute immensely to the progress of the Centre.

## **9.0 INTERRUPTION OF STUDY PROGRAMME**

### **9.1 Participation**

A Participant registered for a programme is assumed to have made adequate arrangements for his/her full and uninterrupted participation in the programme.

### **9.2 Interruption**

A Participant who intends to interrupt his/her programme can only do so with the prior written approval of the Academic Board obtained by an appropriate application made in advance through the Head of Department.

### **9.3 Inability to Complete study Programme**

A Participant who is unable to complete his/her study programme within the maximum period allowed shall lose all accumulated credits.

## **10.0 DEFERMENT OF EXAMINATION**

### **10.1 On Grounds of Ill-Health**

A Participant who is eligible to write an examination but is unable to take the examination on grounds of ill health, shall on application to the Director of Studies and on provision of a medical certificate be allowed to defer the examinations, and shall be allowed to take them at the next offering. Subsequent application for deferment, on grounds of ill health, shall be subject to a Medical certificate issued by a properly constituted Medical Board.

### **10.2 On Grounds other than Ill-Health**

In case of deferment on grounds other than ill-health the Director of Studies shall invite the applicant for an interview and advise the Academic Committee as appropriate. It shall be the Participant's responsibility to satisfy the Centre beyond reasonable doubt why he/she wishes to defer the examination or programme (s).

## **11.0 SUPPLEMENTARY EXAMINATIONS**

A Participant who fails in any course shall be allowed to re-write the examination in the failed course at supplementary examination to be held before the commencement of the next group of course. Supplementary examinations shall not include continuous assessment marks.

## **12.0 ACCEPTABLE USE POLICY – (COMPUTER SYSTEMS AND NETWORK)**

### **12.1 Computer Software Licensing**

The Centre purchases or licenses the use of various computer software programs. Neither the Centre nor any of the Centre's Participants has the right to duplicate this computer software or its related documentation. Unauthorized duplication of computer software is a punishable offence and an appropriate legal action will be taken against the offender.

The Centre does not condone the illegal duplication of software. All Participants must use the software in accordance with the license agreement. This policy applies not only to individual desktop computers and laptops but to local area networks as well.

Participants learning of any misuse of software or related documentation within the Centre shall notify a member of Management. Participants who reproduce, acquire or use unauthorized copies of computer software will be subject to discipline, up to and including dismissal.

### **12.2 Internet Usage And Electronic Mail Usage**

As a Centre of Excellence in ICT, the Centre recognizes the need to stay on the cutting edge of technology. This is one of the reasons why the Centre allows employees to have access to the Internet and electronic mail.

The Internet and electronic mail should be used for business purposes only.

The use of the Centre's Internet and electronic mail access for personal communications or for non job-related solicitations including but not limited to religious or political causes is strictly prohibited.

Participants are also prohibited from displaying, transmitting and/or downloading sexually explicit images, messages, ethnic slurs, racial epithets or anything, which could be construed as harassment, or disparaging to others.

Consistent with applicable state law, the time a Participant spends on the Internet and electronic mail shall be tracked through activity logs for business purposes. All abnormal usage will be investigated thoroughly.

Participants learning of any misuse of the Centre's Internet and electronic mail access shall notify a member of Management.

### **12.3 Distributing Virus**

#### **12.4 Definition**

For the purpose of this policy, a computer virus is defined as any computer software program that causes or influences either hardware or software to operate in a manner contrary to the intentions of or in a manner unapproved by the original owner/user of said software or hardware. Viruses may be intentionally or inadvertently introduced into a computer and then spread or self-replicated to other systems, causing malfunctions and loss of data.

AITI –KACE desires to protect its Participant body from both the intentional and unintentional introduction and promulgation of any computer virus, which is a violation of the law. Any Participant who knowingly utilizes AITI-KACE’s hardware or software in connection with a computer virus, either at AITI or off-site at a location, to which he/she was referred by AITI-KACE, will be subject to disciplinary sanctions under the **AITI –KACE Participant Code of Conduct**, in addition to any civil or criminal penalty. The unintentional or unknowing introduction or transportation of a computer virus because of careless or unauthorized use of unchecked software on AITI-KACE hardware may also result in a school disciplinary sanction under the AITI-KACE Code of Conduct.

### **13.0 DISSEMINATION OF INFORMATION TO THE AITI-KACE COMMUNITY**

#### **13.1 Electronic Bulletin Board**

Information of interest and importance to all Participants shall regularly be posted on the Centre’s electronic bulletin board. The Centre suggests that Participants should access it regularly. This bulletin board is for administrative use only; Participants may not post or remove any information.

### **14.0 AITI-KACE LETTERHEADS AND LOGO**

Unauthorised use of AITI-KACE intellectual property, including letter-heads and logo is forbidden.

### **15.0 CLASS ATTENDANCE**

Participants enrolled in AITI-KACE programs are preparing themselves for direct entry into gainful employment. Employers state that the main characteristic sought in potential employees is dependability and punctuality. The importance of Participant attendance is emphasized at AITI-KACE and all Participants are expected to be present and prompt for all class sessions. **Therefore, Participants may be subject to dismissal from individual classes or the Centre for excessive absences.**

At the beginning of each quarter, lecturers and /or instructors must define absentee limits for the Participants in each course.

A Participant may be withdrawn from a course/programme after exceeding the maximum number of absences allowed by the Lecturer and/ or the instructor, unless the final absence falls within the last 10 days of the quarter, in which case the Participant will receive an "F". Participant dismissal for excessive absences will be a joint decision made by the Lecturer and /or the instructor, and the Director of Studies.

### **15.1 Standards of Classroom Behaviour**

The primary responsibility for managing the classroom environment rests with the faculty. Participants who engage in any prohibited or unlawful acts which result in disruption of a class may be directed by the faculty member to leave the class for the remainder of the class period. Longer suspensions from a class, or disenrollment on disciplinary grounds, must be preceded by a disciplinary conference or hearing via Extraordinary Disciplinary Intervention procedures.

**COMMENTARY:** The term "prohibited...acts" would include behaviour prohibited by the Lecturer/Instructor (e.g. smoking in the classroom, persistently speaking out in a manner which is disruptive, refusing to be seated, leaving and entering the room without authorization, etc.). It must be emphasized that this provision is not designed to be used as a means to punish differing academic interpretations of course content.

***ABSENT OR PRESENT, PARTICIPANTS ARE RESPONSIBLE FOR ALL ASSIGNED WORK IN EACH CLASS.***

### **16.0 EXAMINATIONS POLICY**

To gain entry to an exam, a participant must satisfy the following requirements:

- ✓ Followed an approved course/module
- ✓ Attendance should be in good standing
- ✓ Pass continuous assessment
- ✓ Paid fees

Participants eligible to sit for examinations are required to be of good conduct before, during and after an examination

## **1.7.0 PARTICIPANTS RECORDS**

AITI-KACE relies on the accuracy of information contained in the application letter and the data compiled during the admission process. Any misrepresentations, falsification, or material omission on any of this information may result in dismissal. It is the practice of the Centre to check references of all Participants. Please update the Centre with any changes to your information.

Upon admission each Participant will be required to give personal particulars on a form, which will be kept on the Participant's personal file.

Every Participant admitted by the Centre will be required to provide his/her personal particulars in full.

Confidential Matters: Each Participant shall ensure and pledge to observe strict secrecy in respect of the Centre and related transactions

### **17.1 Changes In Personal Data**

To aid any Participant /or his family in matters of personal emergency, the Centre needs to maintain up-to-date information.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be written on a P.A.N. (Personal Action Notice) form and submitted to the Centre promptly.

### **17.2 Background Checks**

In order to ensure a safe environment for our Participants, AITI-KACE conducts background checks on all course participants. All applicants for admission to programmes run by the Centre must be willing to sign a release form. If any course participant or applicant is unwilling to sign the release form for any reason, it is AITI-KACE's right to dismiss that course participant.

### **17.3 Reference Checks**

The Centre will not honour any oral requests for references. All requests must be in writing. Generally, the Centre will only confirm the participant's date of admission and academic performance.

A participant, under no circumstances, should provide another individual with information regarding current or former employees and/or course participants of the Centre. Any participant who receives a request for reference information, should forward such a request to Director, Finance & Administration.

## **18.0 RECORD RETENTION POLICY**

Storage of non-current or unofficial copies of records retained for managerial or regulatory reasons in considerable staff, maintenance, and storage expenses for an Institution, Storing records efficiently reduces cost and litigation exposure, improves service, and meets accountability commitments (internal or external audit). This policy provides departments with an efficient way, to manage records by providing retention and disposition guidelines.

The term "records" is a unit of information, regardless of form, made or received by an employee while transacting official business of the Centre.

Examples of records: include academic files, administrative files, Participants files, correspondence, books, letters, memoranda, forms, charts, reports, maps, photographs, films, microfilms, microfiche, electronic files and data processing output in media, and sound recordings.

All records (created, received, or maintained) by departments during their operations belong to the Centre and are retained and disposed of accordingly. Do not dispose of the Centre's records until the stated minimum retention period of ten (10) years has lapsed.

## **19.0 ACADEMIC LEAVES**

Course participants are able to apply for academic leave during their candidature and it is the participant's responsibility to notify the course instructors and /or Director of Studies regarding absences from scheduled academic activities. There are two types of academic leaves:

### **a) Medical Leave**

Medical Leave will be granted to Participants on submission of a medical certificate from the physician of the Ridge hospital in Accra. If the medical certificate is submitted by any other registered medical practitioner, leave will be granted only after consultation with the physician at the Ridge Hospital. The Participant will submit his/her medical leave to the Academic secretary. If the medical leave is **not more than fourteen days (inclusive of weekends and public holidays), the application will be processed directly by the Academic Secretary upon consultation with the programme coordinator concerned.** If a Participant requests for **medical leave of more**

**than fourteen days, the application of leave of absence will be submitted to his/her programme coordinator, for onward transmission to the Director of Studies Office for final approval.**

**b) Special Leave**

Special Leave may be granted for Participants for participating in overseas seminars, competitions, sports, community services, etc. Special leaves of absence may also be granted for a Participant who needs to attend to personal matters such as the death of a family member or even to start-up a company. The Participant should notify in writing to his/her programme coordinator, not later than seven (7) days in advance to seek approval for such leave, unless it is on an urgent basis. If the period of leave is **not more than fourteen days (inclusive of weekends and public holidays), the application will be processed directly by the coordinator concerned. If the leave is more than fourteen days, the concerned coordinator will then forward it with recommendations, to the Director of Studies Office for final approval.**

**20.0 ETHICAL POLICIES**

AITI-KACE aims at not only producing the accomplished scholar/professional but also a person of high integrity dedicated to improving upon the quality of life in Ghana, Africa and any where in the World. To this end AITI-KACE will take uncompromising stand against any person (Participant or staff) who breaches the high moral standards of our society or exhibits in any way behaviour that is not transparently above moral acceptance.

The Faculty members will at all times be expected to exhibit professional interest in Participants, with the sole purpose of mentoring, generating and disseminating knowledge. Any interaction between a Faculty and a Participant, which is contrary to this prescription, shall be deemed an infringement of Good Conduct on both sides. In this regard the conduct of the Faculty member must be clearly above suspicion.

AITI-KACE Participants shall be expected at all times to show concern for public issues and public property. They shall be expected to comport themselves in the best interest of tradition of academic decency and social involvement. This includes strict adherence to the national laws on drug abuse, indecent social behaviour, examination malpractice and falsification of certificate for the purpose of gaining admission.

In addition to these, the Ghana-India Kofi Annan Centre of Excellence in ICT has certain core ethical policies that govern staff, Participants and the any member of

the public who comes into contact with the Centre. Below are some of the unethical policies that are not allowed by the Centre.

### **20.1 Staff-Participant Policy:**

- a. It is unethical for a Faculty Member to assist a Participant to pass an exam with the intent of benefiting from the Participant.
- b. It is unethical for a staff member of the Centre to harass a Participant.
- c. Any act by which the signature of an Instructor, Lecturer or any authorized agent of instructor (including Participant faculty assistants) is changed or forged for the purpose of misrepresenting the signature of the instructor or his/her authorized agent.
- d. Any act which changes or alters the time or date of a submitted assignment for the purpose of misrepresenting an established due date or time.
- e. The alteration of any previously completed examination record or an examination or any other assignment, which has been returned to the Participant, in an attempt to claim instructor error. This includes any attempt to gain an improved grade or additional credit for work not originally demonstrated.
- f. Substituting worked scripts during or after the examination.
- g. Seeking or receiving help from non-candidates such as invigilators, Supervisors, or other personalities during examination.
- h. Bribing another person to obtain an unadministered test or information about an unadministered test.
- i. Offering money, any item, or service to a faculty member or any other person to gain academic advantage for oneself or another.
- j. The offering, giving, receiving or soliciting of any unauthorized information in exchange for anything of value.

### **20.2 Participant-Participant Policy:**

- a. Any Participant who brings into the Examination Room, notes, textbooks, prepared materials or any other printed materials, shall have his/her SUBJECT RESULTS CANCELLED
- b. Any act of copying information from another Participant by any means to obtain an advantage for one's self.
- c. Any act of conveying information to another Participant for the purpose of providing unfair advantage to that Participant.

- d. Any act of representing others' work, whether copyrighted or not, as one's own. Others' work includes, but not limited to, homework, written papers, examinations, laboratory assignments, published work, etc.
- e. Any act of two or more Participants actively cooperating on any assignment when the instructor has not expressly permitted such cooperation. This may include, but is not limited to, homework, papers to be completed outside of the normal classroom scheduled hours, in-class assignments, laboratory exercises or reports and take-home examinations.
- f. Any individual representing another Participant or being represented by another person for the purpose of taking an examination, authoring a paper for another Participant, or in any other way fulfilling the obligation of another Participant when that obligation is expected to be the work of the non-participating Participant.

### **20.3 Solicitation and Distribution**

- a. In order to avoid unnecessary annoyances and interruptions from any Participant's work, solicitation by any Participant of another Participant is prohibited.
- b. Participant distribution of literature, including handbills, in work areas is prohibited at all times.
- c. Selling on the Centre's premises is strictly prohibited except at the reserved snack area where selling will be done solely by the agent selected by the centre.
- d. Trespassing, soliciting or distribution of literature and selling by non- Participants on these premises is prohibited at all times

## **21.0 RIGHTS AND RESPONSIBILITIES OF PARTICIPANTS**

### **21.1 Code Of Academic And Personal Conduct**

#### **21.1.1 Introduction**

Participants are charged with certain rights and responsibilities that legitimise their membership in the AITI-KACE Community or family. All Participants are expected to understand and exercise their rights, fulfil their responsibilities, and respect the rights of others.

Knowledge of Participant rights and responsibilities can help Participants to avoid the sanctions prescribed for violations of conduct. More important, it can assist Participants in helping to maintain a climate in which their skills and abilities can be developed without denying the same opportunity to others. Unfamiliarity with Participant rights and responsibilities does not excuse Participants from carrying out their charge as members of the AITI-KACE Community or family.

AITI-KACE promotes an orderly climate of academic integrity, rational and critical inquiry, intellectual freedom, and freedom of individual thought and expression consistent with the rights of others. Faculty, staff, and Participants have reciprocal rights and obligations designated to establish and maintain these tenets. AITI-KACE protects the rights of Participants and invokes sanctions where conduct adversely affects the Centre's pursuit of its educational and training objectives.

#### **21.1.2 Participant Rights**

Participants have a right to be heard through the Director of Studies in matters, which affect their rights and responsibilities.

Participants have the right to take stands on issues, to examine and discuss questions of interest, and to support legal causes by orderly means that do not disrupt the Centre's operations or interfere with the rights of others. Participants or Participant groups wishing to engage in a peaceful demonstration must obtain a permit from the Centre's Director-General at least forty-eight (48) hours prior to the demonstration. The demonstration must be restricted to the area specified in the permit.

Participants have the right to freedom of expression by word or symbol as long as it does not materially or substantially interfere with the orderly operation of the Centre or the rights of others. This right of expression does not protect lewd, indecent, or obscene conduct and expression.

Participant publications and communications are guaranteed the rights inherent in the concept of "freedom of the expression." Individual Participants and organizations have the right to publish, distribute, and broadcast material on the AITI-KACE Centre provided that the materials are identified by the name of the Participant and organization. All publications and broadcasts are subject to the canons of responsible journalism, including the avoidance of libel, avoidance of indecency or obscenity, undocumented allegations, and techniques of harassment and innuendo.

Participant organizations approved by the Director-General may meet at the Centre's premises provided they make arrangements in accordance with the rules and regulations for room and space reservation. Participants and/or Participant groups may not make reservations in their names for outside groups or organizations to use Centre's facilities.

Only Participant organizations approved by the Director-General may invite speakers to the Centre for the purpose of hearing the speaker's ideas and opinions. The Director – General of AITI-KACE or an authorized representative may cancel a speaker's reservation when there is a clear and present danger that the speaker would threaten the orderly operation of the Centre. Such a cancellation will be communicated to the sponsoring organization.

Participants have the right to have their academic and disciplinary records kept confidential subject to existing law. No official records are kept which reflect any alleged political activity or belief of Participants. No official records of Participants are available to unauthorized persons without the expressed written consent of the Participant involved except under legal compulsion.

## **22.0 DEFINITION OF UNACCEPTABLE BEHAVIOUR**

Certain behaviors are inherently destructive to the relationships that are required in a community organized to provide ICT Training. Behaviours such as violence, sexual and other harassment, abuses of power, and discrimination (based on race, colour, religion, national origin, gender, sexual orientation, age, disability, citizenship, marital status, genetic predisposition, or any other characteristic protected by law) will not be tolerated.

## **23.0 PLAGIARISM:**

In speaking or writing, plagiarism is the act of representing someone else's work as one's own. In addition, plagiarism is defined as using the essential style and manner of expression, of a source as if it were one's own. If there is any doubt, the Participant should consult his/her instructor. Also, any statement made without

documentation is claimed as your own and therefore subjects you to this plagiarism policy. Examples of plagiarism include:

- a. Participant submission of word for word passages of others' work without proper acknowledgment.
- b. Paraphrasing of others' work which contains specific information or ideas and which is not shown within quotation marks or is not properly acknowledged.
- c. Two or more submitted papers, lab assignments, computer programs, etc., which contain a resemblance decidedly beyond the bounds of reasonable coincidence.
- d. A paper, examination or assignment that contains data or conclusions which, upon questioning, the Participant cannot explain, support or demonstrate direct knowledge of.
- e. Computer piracy which includes any act of copyright infringement, the use of software which has otherwise been expressly prohibited, copying, duplicating software code and copying notes, specifications, technical descriptions of any software code whether copyrighted or not.

## **24.0 CHEATING**

Cheating is committing fraud and or deception on a record, report, paper, computer assignment, examination or any other course requirement. The following are examples but this list is by no means exhaustive:

- a. Obtaining work or information from someone else and submitting it under one's own name.
- b. Using unauthorised notes, or study aids, or information from another Participant or Participant's paper on an examination.
- c. Altering a graded work after it has been returned, then submitting the work for re-grading.
- d. Allowing another person to do one's work and to submit the work under one's own name.
- e. Submitting substantially the same paper for two or more courses in the same or different programmes without the expressed approval of each instructor.
- f. Fabricating data that were not gathered in accordance with the appropriate methods for collecting or generating data *and* failing to include a substantially accurate account of the method by which the data were gathered or collected.
- g. Submitting, as your own work, a computer program or part thereof which is not the result of your own thought and efforts. Contributions to a computer program from external sources must be acknowledged and properly documented.
- h. Failing to comply with a specific condition of academic integrity, which has been clearly announced in a particular course.

## **25.0 AIDING AND ABETTING DISHONESTY**

Providing material or information to another person with knowledge that these materials or information will be used improperly. This includes both deliberate and inadvertent actions.

## **26.0 LYING**

Lying is the deliberate misrepresentation by words, actions, or deeds, of any situation or fact, in part, or in whole, for the purpose of enhancing one's academic standing, or for the purpose of avoiding, or postponing the completion of any assignment, duties, test or examination in a course, internship, or cooperative education assignment or program.

## **27.0 OTHERS/ MISCELLANEOUS**

- a. Any act of misrepresenting the facts regarding an absence, or work that has not been completed, for the purpose of gaining an extension of an established due date or for taking a make-up examination.
- b. Any act of using the material of others, however obtained, for the purpose of gaining advantage or credit unless the use of such material is expressly authorized.
- c. The use of any work previously submitted for credit unless the use of such previously completed work is expressly authorized.
- d. Stealing, as theft of grade books from faculty offices or elsewhere.
- e. Knowingly using, buying, selling, stealing, transporting, or soliciting, in whole or in part, the contents of an un-administered test.
- f. Intentionally or knowingly helping or attempting to help another to commit any act of academic dishonesty.
- g. Acts that infringe upon the privacy of others, such as copying, altering, or deleting shared files, e-mail, etc., without the express permission of the owner.
- h. The use of any other person's written words, images, graphics, programming code, etc., as if they were one's own or without proper attribution or necessary permissions.
- i. The use of Centre's computers or peripherals for activities with no authorized academic purpose. This includes but is not limited to game playing, downloading of complex graphic, audio or video files, or printing personal documents.

- j. Tampering, whether malicious or not, with network configurations, hardware, software, or peripherals.
- k. "Hacking" or related behaviour attempting to compromise the security of any computer system accessed through AITI-KACE equipment or systems, whether successful or not.
- l. Providing others with access to one's personal computer account(s) or gaining or attempting to gain access to the electronic information of others or to accounts, files, or systems to which authorized access has not been awarded.
- m. Downloading or distributing to others commercial or copyrighted software or proprietary data which has not been placed in the public domain or been distributed as freeware.
- n. Libel, slander, or harassment of any person, whether intentional or unintentional. This includes, but is not limited to the following:
  - i. Using or displaying language or graphics that might be offensive to another
  - ii. Contacting another person to annoy, harass, or bother.
  - iii. Initiating or encouraging chain letters, mass postings, or other types of large-scale distributions.
  - iv. Use of electronic communications to perpetrate fraud, misrepresentation, or illegal activity.
  - v. Sending of electronic communications to any party who has expressed a desire not to receive such communications.

## **28.0 FALSIFICATION OF ACADEMIC RECORDS AND OFFICIAL DOCUMENTS**

These include but not limited to the following:

- a. Fabrication of data
- b. Altering documents affecting academic records
- c. Misrepresentation of academic status
- d. Forging a signature of authorisation or falsifying information on an official academic document, grade report, letter of recommendation/reference, letter of permission, petition, or any document designed to meet or exempt a Participant from and established College or University academic regulation.

## **29.0 MISUSE OF FACILITIES**

It is misconduct for any Participant to use without authority, any property or facilities provided for the purpose of the Centre for some other purposes not connected with his/her studies other than what is intended for.

## **30.0 DRUGS AND ALCOHOL (SUBSTANCE ABUSE)**

No alcohol drinking, use of cocaine, depressants, narcotics or any other stimulant while on AITI-KACE's property.

## **31.0 POLICY FOR NON-ACADEMIC MISCONDUCT**

### **31.1 Definitions of Non-Academic Misconduct**

Behaviour that is subject to disciplinary action under this Code includes violations of the laws of Ghana, conduct that threatens the safety or well being of the Centre's community, and any other behaviour that adversely affects the Centre or its educational and training mission. Examples of behaviour that will be subject to disciplinary action include:

### **33.2 Underage Alcohol Violation**

Possession and/or consumption of alcoholic beverages by all persons under the age of 21.

### **33.3 Alcohol Violations**

- a. Possession or consumption of any alcohol beverage inside any of the Centre's facility except on such occasions as designated by the Director-General or his/her representative.
- b. Aiding and abetting the possession and/or consumption of alcoholic beverages by a person who is under the age of 21.

### **33.4 Contempt**

- a. Failure to comply with a written directive or order, issued by the Centre's adjudicatory, legislative or regulatory body, without excuse or justification.
- b. Knowingly violating the terms of any disciplinary sanction imposed in accordance with this Code, including failure to complete sanctions by the deadlines established in the decision made in accordance with this Code.
- c. Intentionally or recklessly interfering with normal Centre's or Centre-sponsored activities, including, but not limited to, studying, teaching, research, Centre administration, or fire, police, or emergency services.

### **33.5 Failure to Submit Identification**

Failure to submit identification upon request to duly authorized and properly identified Centre's officials. Participants not having identification in their possession will be given adequate opportunity to find and present it.

### **33.6 False Alarm**

Intentionally initiating or causing to be initiated any false report, warning or threat of fire, explosion or other emergency on the Centre's premises or at Centre's-sponsored activities.

### **33.7 Fireworks**

Possession or unauthorized use of fireworks or any explosive device, including, but not limited to, firecrackers, cherry bombs, dynamite, and homemade explosives on the centre's premises or at Centre's-sponsored activities

### **33.8 Harassment**

- a. The Centre prohibits harassment of one Participant by another Participant, employee, supervisor, or a third party for any reason including, but not limited to: veteran status, race, colour, religion, marital status, national origin, physical or mental disability, age and/or sex. Harassment of third parties by our Participants and employees is also prohibited.
- b. The purpose of this policy is not to regulate the personal morality of Participants. It is to assure that in the Centre, no Participant or employee harasses another for any reason.
- c. While it is not easy to define precisely what harassment is, it includes: slurs, epithets, threats, derogatory comments, unwelcome jokes and teasing
- d. Any Participant who feels that he/she is a victim of such harassment should immediately report the matter to his/her direct supervisor or any other member of management. The Centre will investigate all such reports as confidentially as possible. Adverse action will not be taken against any Participant who reports or participates in the investigation of a violation of this policy. Violations of this policy are not permitted and may result in disciplinary action, up to and including dismissals.

### **33.9 Sexual Harassment**

The Centre firmly prohibits sexual harassment of any Participant by another Participant, employee, supervisor, or a third party. While it is not easy to define precisely what sexual harassment is, it includes: unwelcome sexual advances, requests for sexual favours and/or verbal or physical conduct of a sexual nature

including, but not limited to, drawings, pictures, jokes, teasing, uninvited touching or other sexually-related comments.

Sexual harassment can also be defined, as is unwelcome behaviour, either verbal or physical in nature, which invites or imposes a requirement of sexual cooperation as a condition of academic advancement or sustained employment. Sexual harassment of Participants or any member of AITI-KACE community is prohibited and will subject the offender to possible disciplinary action after compliance with procedural due process requirements. Ghanaian and International laws also prohibit sexual harassment.

Violations of this policy may result in disciplinary action, up to and including dismissal or separation.

There will be no adverse action taken against Participant who report violations of this policy or participate in the investigation of such violations.

Any Participant who feels that he/she is a victim of sexual harassment should immediately report in accordance with the following procedure. All complaints will be promptly and thoroughly investigated.

- a. Any Participant who believes that he/she has been a victim of sexual harassment should report the act immediately to his/her direct supervisor. If the Participant prefers not to discuss the matter with his/her direct supervisor, he/she may contact any other member of management.
- b. The Centre will investigate every reported incident immediately. Any Participant, employee, supervisor or agent of the Centre who has been found to have sexually harassed another Participant, employee, supervisor or agent may be subject to appropriate disciplinary action, up to and including immediate dismissal.
- c. The Centre will conduct all investigations in a discreet manner. The Centre recognizes that every investigation requires a determination based on all the facts in the matter. The Centre also recognizes the serious impact a false accusation can have. The Centre trusts that all Participants will continue to act responsibly.

The reporting Participant and any Participant or employee participating in any investigation under this policy have the Centre's assurance that no reprisals will be taken as a result of a sexual harassment complaint. It is the Centre's policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behaviour.

### **33.10 Hazing**

Any act that injures, degrades, harasses, or disgraces any person. A criminal conviction for hazing or aiding and abetting others in the commission of this offence requires expulsion from the Centre.

### **33.11 Infliction or Threat of Bodily Harm**

- a. Intentionally or recklessly causing physical harm to any person while on the Centre's premises or at Centre's-sponsored activities, or
- b. Intentionally or recklessly causing other persons on the Centre's property or at sponsored activities to believe that you mean to harm them, or
- c. Intentionally or recklessly causing any act that creates a substantial risk of bodily harm to any person who is on the Centre's property or at Centre's sponsored activities, including but not limited to, throwing objects from buildings.

### **33.12 Misuse of Fire or Safety Equipment**

Intentionally or recklessly misusing or damaging fire safety equipment.

### **33.13 Possession, Distribution, or Sale of Controlled Substances**

Any activity and possession, use, sale or manufacture of any substance declared illegal in Ghana is a violation.

### **33.14 Providing False Information**

- a. Intentionally furnishing oral or written false information to the Centre, or
- b. Forgery, or deliberate misrepresentation or unauthorized alteration, or unauthorized use of any of the Centre's document or instrument of identification including but not limited to, Photo I.D.'s, medical excuse, and other applications, etc., or
- c. Submitting form(s) that one knows or has reason to know have been forged, altered, or modified.

### **33.15 Sexual Misconduct**

Rape, other sexual offences, and sexual assault will result in severe sanctions from the Centre as well as possible criminal prosecution. These categories include:

- a. Forcing someone to have vaginal intercourse, engage in other sexual acts such as oral or anal intercourse, digital penetration, or penetration by an object.

- b. Sexual contact without full and free consent given by the person (including situations where drugs or alcohol impair a person's ability to give full and free consent); and/or
- c. Sexual contact when the perpetrator knows or should know the behaviour is offensive to the person; and/or
- d. Sexual contact when the perpetrator knows the person is unaware of the sexual contact; and/or
- e. Sexual contact when the person is less than the statutory age of consent.

**Commentary:** If a person is forced to have sexual intercourse or if the person is unable to consent, the behaviour of the perpetrator is considered rape. Forcing someone to engage in other sexual acts such as oral, anal, or digital penetration are also felonious offences. The force necessary is any amount or threat of physical force that places the person in fear of injury or in fear for his or her life. The perpetrator does not need to use a weapon or beat that person to make him or her fearful of injury or for his or her life. The perpetrator may be someone known to the victim. Forced, unwanted sexual intercourse with a person you know, sometimes referred to as acquaintance rape, is still rape under the law. A social or dating relationship, which began prior to the rape, is not a defence against charges of rape. Sexual contact is defined but not limited to touching an erogenous area such as a breast, thigh, or buttocks with the intent of arousing either person and may also include any of the sexual acts listed in this section. Consent to sexual activity must be explicit either verbally or by overt action. If a person says "no," subsequent sexual contact with that person may constitute both a crime under the law and misconduct under this Code.

### **33.16 Receipt and/or Possession of Stolen Property**

Receiving and/or possessing by any means property one knows or has reason to believe is stolen.

### **33.17 Theft**

Theft includes the unlawful taking or use of the Centre or personal property and of services. "Services" includes but is not limited to telephones; unauthorized use of the Centre's computers, illegal copying of software, acts in violation of the copyright laws, and theft of the Centre's keys or duplication of the Centre's keys.

### **33.18 Vandalism or Defacement of Property**

Any act that intentionally or recklessly destroys, damages or defaces The Centre's property or property of any person on the Centre's premises or at the Centre's sponsored activities

**33.19 Weapons**

Unauthorized use, possession or storage of any weapon on the Centre’s premises or at the Centre’s sponsored activities. The term weapon includes but is not limited to: gun, rifle, pistol, bow, dynamite cartridge, bomb, grenade, mine, bowie knife, dirk, dagger, sword, num-chucks, sling shot, leaded cane, switch-blade knife, black jack, metallic knuckles, stun gun, and knife with a blade five or more inches in length. It also includes chemicals such as "mace," "pepper spray" or tear-gas (if used in an illegal manner).

**34. ESSENTIAL ABILITIES**

A candidate wishing to pursue a programme at AITI-KACE with the aim of taking up a job in the ICT industry must possess abilities and skills that include those that are communicational, intellectual-conceptual (integrative and quantitative), working for long hours, working under stress to meet deadlines etc

**35. APPLICANT’S CERTIFICATION OF ESSENTIAL ABILITIES**

I have read and understood the above essential abilities, and I hereby certify that I am able to meet these standards.

Name: \_\_\_\_\_

Programme Offered: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**36. HEALTH SERVICES**

AITI-KACE has entered into an agreement with the Ridge Hospital to provide Health Care to all staff and Participants. The cost of first aid treatment at AITI-KACE is free. However, the cost of consulting a physician, the purchase of prescribed medicine, and hospitalisation at Ridge Hospital are the responsibility of the participant.

## 37. GUIDANCE AND COUNSELING – ACADEMIC COUNSELORS

The Office for **Participant Counseling and Placement** offers assistance and guidance to participants with regard to choice of subjects, planning of courses, academic orientation and general study methods.

Participants who are uncertain about their aptitudes, motivation, interests, future careers and planning of studies are advised to contact the Office for Participant Counselling and Placement.

## 38. PARTICIPANT GUIDELINES

### 37.1 GRADING SYSTEM

*The grading system used at AITI-KACE is as follows:*

<i>Percentage Range</i>	<i>Grade</i>
<i>80% and above</i>	<i>A+</i>
<i>70% - 79.9%</i>	<i>A</i>
<i>60% - 69.9%</i>	<i>B+</i>
<i>50% - 59.9%</i>	<i>B</i>
<i>45% - 49.9%</i>	<i>C+</i>
<i>40% - 44.9%</i>	<i>C</i>
<i>0% - 39.9%</i>	<i>F</i>

*A student will be awarded a grade based on his aggregate score in all three (3) components End-of-Module Written Examination, End-of-Module Lab. Examination, and Continuous Assessment (Class Assignments, Tests, Quizzes etc).*

### 37.2 PROGRESSION AND CERTIFICATION REQUIREMENTS

1. *A participant's attendance in a module must be in good standing (minimum 80% attendance) to be granted clearance to sit for the end-of-module exam.*
2. *A grade of C or higher must be earned in all pre-requisite courses and Common Entrance Tests for admission into AITI-KACE programme*
3. *A grade of C++ or higher must be earned in all required programme modules*
4. *A participant must complete all required modules at each level in a programme before progressing to the next level.*
5. *Participants will be given the opportunity to repeat only two (2) core modules in a programme. Any subsequent failure in a core module of a programme will result in dismissal from the programme.*

### **37.3 ADVISOR/PARTICIPANT PROGRESSION POLICY**

*Given the shared responsibility of the Participant and the academic advisors of AITI-KACE, the goal of AITI-KACE Participant Affairs Committee is to make decisions by considering all available options that promote successful progression in AITI-KACE programmes*

### **37.4 PARTICIPANT RETENTION**

*The Admissions, Exams and Retention Committee (AERC) tracks the retention rate of participants and plans interventions to maintain or increase retention. Instructors, Teaching Assistants and Adjunct Faculty in selected modules are hired through the Human Resource Department in consultation with management and faculty. The Director of Studies schedules Participants Durbar at least once every two months for faculty, staff and participants to attend.*

### **37.5 PARTICIPANTS AFFAIRS COMMITTEE (PAC)**

*The Participants Affairs Committee has the authority to administer academic discipline and grant or deny requests for waivers and modification of academic rules. Committee members are charged with the interpretation and supervision of program policies. The Committee will consider an exception to standard policy if a proposed alternative to specific requirement is supported by sound rationale.*

### **37.6 REVIEW OF PARTICIPANTS' SCHOLASTIC STANDING**

*A Participant must demonstrate satisfactory achievement in all aspects of a programme: Attendance, Continuous Assessment (Assignments, Quizzes, Tests), End-of-Module Theory Exam, End-of-Module Lab Exam, Project Work and Internship. The PAC reviews the records of all participants whose achievements in any of these aspects falls below the minimum acceptable limit.*

### **37.7 PETITION TO PARTICIPANTS AFFAIRS COMMITTEE**

*Participants requesting an exception to policy or a modification of their academic programme should consult and file a petition with the Academic Secretary. The signature of a Programme Advisor is required. Participants should submit petitions to the Academic Secretary in good time for the PAC to review them and make a decision.*

*Petitions are required to:*

- ✓ Defer admission into a programme to a later start date*

- ✓ *Take an academic leave*
- ✓ *Withdraw from a programme*
- ✓ *Waive a general admission or other programme requirement*

### **37.8 PROCEDURES FOR HANDLING INFRACTIONS OF THE CODE OF CONDUCT**

This regulation sets forth the procedures that apply when a Participant is charged with violation of the Code of Participant Conduct. While the Participant judicial system at this Centre does incorporate some principles associated with the legal system, it is fundamentally an administrative review process and should not be compared to the system of resolution offered in the Courts. The Centre's responsibility is to provide a safe environment for the members of this community, to educate Participants about appropriate conduct, and to provide a fair hearing process. Reasonable deviations from these procedures will not invalidate a decision or proceeding unless significant prejudice to a Participant may result.

A Disciplinary Committee conducts hearings on Participant discipline, Participant discrimination, or sexual harassment and submits a recommendation to the Director, Academic Affairs who will make a hearing decision. A Participant may appeal the decision of the Disciplinary Committee to the Director of Studies within five (5) working days of the date when the decision was received in person or by mail. Such appeal must be in writing, dated, and set forth the specific grounds of the appeal. A Participant wishing to appeal the decision of the Director of Studies to the Director-General shall do so in writing within five (5) business days after the decision is made. The Director-General shall make a decision within five (5) business days.

Should the aggrieved Participant be dissatisfied with a decision of the Director-General, the Participant has the right to appeal in writing to the AITI-KACE Court of Governors. The appeal shall be submitted within a period of ten (10) days after the Director-General's decision and shall recite all reasons for dissatisfaction with the previous decision. The Court of Governors or a committee of the Court of Governors shall make a final decision within thirty (30) business days.

Hearings shall be conducted according to the following guidelines:

- a. Hearings normally shall be conducted in private.
- b. Admission of any person to the hearing shall be at the discretion of the Disciplinary Committee Chairperson.

- c. In hearings involving more than one accused Participant, the Disciplinary Committee Chairperson may permit hearings concerning each Participant to be conducted separately.
- d. The complainant, the accused, and the Disciplinary Committee shall have the privilege of presenting witnesses, subject to the right of cross-examination by the Disciplinary Committee.
- e. Other than AITI-KACE suspension or expulsion, disciplinary sanctions shall not be made part of the Participant's permanent academic record maintained by the Academic Office, but shall become part of the Participant's confidential record, maintained by the Director of Studies. Upon graduation, the Participant's confidential record may be expunged of disciplinary actions, Centre's suspension or Centre's expulsion, upon application to the Disciplinary Committee.

### **Types of Disciplinary Action**

#### **Warning:**

A participant will be placed on warning if a grade less than C is earned in a required module or if the participant's average grade is less than C++ . For a student to be removed from the warning list, he/she must earn no grade less than C and must raise his/her average grade up to at least C++.

#### **Continued Warning:**

Continued warning may be given to a participant who has met the terms of the previous warning, even though the overall average of C++ has not yet been achieved. The action of continued warning requires a substantial reduction in the grade point deficit. Generally, continued academic warning does not extend beyond three programme modules.

#### **Ineligible to Register:**

The PAC requires that a participant withdraw from a programme when he/she has failed to meet the minimum progression requirements and/or has been unable to maintain an average grade of C. Generally, a participant may not progress after failing a module more than once; failing any two (2) modules (theory and lab); or being on academic warning for more than a period covering 4 (4) modules.

## **46.0 DISCIPLINARY PROCEDURES**

In disciplinary issues, the Director of Studies may issue a disciplinary action on behalf of the Centre.

Participants have the right to due process when accused of or involved in any violation of AITI-KACE regulations or rule of conduct. It includes the following:

- a. The right to a notice in writing of any charges.
- b. The right to admit the alleged violation, waive a hearing, and accept AITI-KACE's action.
- c. The right to admit the alleged violation but request a hearing.
- d. The right to deny the alleged violation and request a hearing.
- e. The right to a fair hearing before a Disciplinary Committee, not including those who brought the charges.
- f. The right to appear in person at a hearing or not to appear with assurance that the failure to appear shall not be construed as an indication of guilt.
- g. The complainant and the accused have the right to be assisted by any advisor they choose, at their own expense. The advisor may be an attorney. The complainant and/or the accused is responsible for presenting their own case and, therefore, advisors are not permitted to speak nor to participate directly in any hearing before a Disciplinary Committee.
- h. The right to call witnesses and present evidence in their behalf.
- i. The right to request a list of witnesses who will appear against them.
- j. The right to confront and cross-examine witnesses and/or accusers.
- k. The right to request a copy of the record or the tape recording of a hearing if the offences involve possible suspension or dismissal.
- l. The right to appeal to a Director of Studies, The Director-General, and AITI-KACE Court of Governors if the sanction is suspension or dismissal.

#### **47.0 PARTICIPANT GRIEVANCE PROCEDURE**

AITI-KACE provides a grievance procedure that enables an aggrieved Participant to redress violations of conduct. Faculty, staff, or Participants can be called to task when an aggrieved Participant is willing to follow due process in pursuit of a prompt, orderly, and fair resolution.

When an aggrieved Participant has a legitimate complaint against faculty, staff, or another Participant, the Participant should first discuss the complaint informally with the Department Head, Lecturer or the lead instructor in efforts to obtain a speedy resolution. If the complaint is against an administrator, the process should

begin with the next higher level of administration.

If the Participant complaint is not resolved with the Department Head, Lecturer or lead instructor, a similarly informal effort should be made with a Director of Studies for academic issues. For non-academic issues, an effort should be made with the Human Resource Manager or the Academic Secretary at the Centre. The complaint should be made in writing and brought to the attention of a Director of Studies within thirty (30) calendar days of the alleged violation. The Director of Studies will then conduct an appropriate investigation, seek a resolution, and guide the Participant in filing a formal grievance with the Director – General, if necessary.

When the aggrieved Participant chooses to file a formal complaint, the Participant should file a written complaint to the Department Head, Lecturer or the lead instructor within ten (10) days after the initial meeting. The complaint will then follow due process as described below:

#### **47.1 DUE PROCESS**

AITI-KACE provides due process for participant appeals in areas pertaining to admissions, disciplinary actions, academic issues, sexual harassment, and participant discrimination.

When a participant wishes to appeal any decision affecting their status at AITI-KACE, they should first appeal to the Lecturer, instructor or staff member making the decision. All such appeals should be in writing and state the basic facts of the case. If the Participant is not satisfied, a further appeal should be made to the appropriate Department Head or designated lead instructor. If the Participant is not satisfied at the Department Head level, Lecturer or the lead instructor level, the next step is to appeal to the Director of Studies for academic issues. For non-academic issues, an appeal should be made to the Human Resource Manager Or the Academic Secretary at the Centre. All appeals must be made within thirty (30) days of the alleged violation.

If the issue is still not resolved, a formal appeal should be made. A formal appeal involving a grievance should be made to the Director of Studies for academic issues. For non-academic issues, the formal appeal should be made to the Human Resource Manager or the Academic Secretary.

Appeal forms and grievance procedures may be obtained from the Director of Studies, Department Heads, Academic Secretary, and the Human Resource Manager.

#### **48.0 PARTICIPANT CLUBS AND ORGANISATIONS**

The Participant Clubs and Organisations of AITI-KACE are composed of elected officers and members from the Participant body. The purpose of the clubs and associations is to serve and represent the Participant body, provide a channel through which Participants may exhibit leadership, recommend activities that enhance Participant life outside the classroom, and provide for constructive discussions leading to improvement of the Centre. An additional purpose is to improve communication among Participants, faculty, staff, and the community or family to promote a Learning spirit and loyalty to AITI-KACE. The following are the Participant clubs and associations:

- Software Developer Club – Software Engineering Club
- Internet Society Chapter – Networking Technology
- GIIT Participant Chapter
- Women in ICT
- Open Source Club
- iNeta
- IEEE Computer Society – Participant Membership
- ACM- Participant Membership

*For details on each of these clubs, contact the Academic Secretary or the Director of Studies.*

#### **49.0 MEDICAL FACILITIES**

It is the duty of the Centre to ensure that every Participant who reports sick is granted permission to seek immediate medical treatment.

#### **50.0 SUGGESTION AWARD**

The Centre shall institute Suggestion Award as incentive to any Participant whose suggestion is accepted and implemented by the Centre to increase efficiency, productivity, save cost or generally improve the image of the Centre. Any award so granted shall be at the sole discretion of the Director-General or the Centre.

#### **51.0 HOLIDAYS-**

- a. The Centre normally observes the following holidays during the year:
  - i. New Year's Day
  - ii. Independence Day 6<sup>th</sup> of March
  - iii. Republic Day 1st of July
  - iv. Farmers' Day
  - v. Christmas
  - vi. AU Day
  - vii. Easter
  - viii. Eid Al Fitr
  - ix. Eid Al Adha

- x. Any other statutory or public holidays declared by Government
- b. If one of the above holidays falls on Saturday/Sunday, it normally is observed on the preceding Monday.

## **52.0 CUSTOMER AND PUBLIC RELATIONS**

The Centre's reputation is built on excellent service and quality service. To maintain this reputation requires the active participation of every Participant.

The opinions and attitudes that customers have toward our Centre may be determined for a long period of time by the actions of our Participants and employees. It is sometimes easy to take a customer for granted, but when Centre does, it runs the risk of losing not only that customer, but his or her associates, friends or family who may also be customers or prospective customers.

Each Participant must be sensitive to the importance of providing courteous treatment in all working relationships with customers.

## **53.0 PROTECTING CORPORATE INFORMATION**

Protecting the Centre's information is the responsibility of every Participant and the Centre shares a common interest in making sure it is not improperly or accidentally disclosed. No Participant shall discuss the Centre's confidential business with anyone who does not work for the Centre.

All telephone calls regarding a current or former Participant's position with the Centre must be forwarded to the Participant's supervisor.

The Centre's address shall not be used for the receipt of personal mail.

## **54.0 PERSONAL TELEPHONE CALLS**

It is important to keep the Centre's telephone lines free for customer calls. Although the occasional use of the Centre's telephones for a personal emergency may be necessary, routine personal calls are not permitted.

All Participants must pay personal, long-distance calls. Any Participant may opt to reimburse the Centre by way of check made payable to the Centre. Excessive use of the Centre's telephone may result in disciplinary action, up to and including dismissal.

## **55.0 CONFLICT OF INTEREST/CODE OF ETHICS**

The Centre's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers, Participants and other employees. Therefore, Participants and employees must never use their positions with the Centre, or any of its clients, for private gain, to advance personal interests or to obtain favours or benefits for themselves, members of their families or any other individuals, corporations or business entities.

The Centre adheres to the highest legal and ethical standards applicable in its business. The Centre's business shall be conducted in the strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Participants of the Centre shall conduct their personal affairs in such a fashion that their duties and responsibilities to the Centre are not jeopardized and/or legal questions do not arise with respect to their association or work with the Centre.

All Participants should declare at all times to Centre all business interests held by such Participants. The Centre shall have the right to advise any Participant of a potential conflict of interest in which case such a Participant shall take steps satisfactory to the Centre to prevent any conflict of interest

On admission to a programme or course of study, all Participants should declare to the Centre all business interests held by such a Participant. The Centre shall have the right to advise any such Participant of a potential conflict of interest in which case such a Participant shall take steps satisfactory to the Centre to prevent any conflict of interest.

## **56.0 CARE OF EQUIPMENT**

All Participants are expected to demonstrate proper care when using the Centre's property and equipment. No property may be removed from the premises without the proper authorization of Management. If any Participant loses, breaks or damages any property, the Participant should report such an incident to his supervisor at once.

## **57.0 ACCIDENTS AND DAMAGE TO PROPERTY:**

- a. Injuries occurring to persons during working hours or damage to the Centre's equipment must be reported immediately to the Director-General or his representative or one's supervisor, who shall take the necessary action.
- b. The Director-General or his representative shall keep labelled duplicates of all office keys. The Centre reserves the right of access to all desks, file cabinets, closets and files maintained on the Centre's property.



## **58.0 HANDING OVER OF ALL CENTRE'S PROPERTIES**

Upon leaving the Centre's (including dismissal) a Participant is under obligation to return promptly all documents and property belonging to the Centre's.

## **59.0 PROFESSIONAL ATTIRE**

Participants are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.

The Centre's customers' satisfaction represents the most important and challenging aspect of its business. Whether or not a Participant's job responsibilities place him/her in direct customer contact, the Participant represents the Centre with his/her appearance as well as his/her actions. The properly attired individual helps to create a favourable image for the Centre, to the public and fellow Participants.

## **60.0 TUITION FEES AND MODE OF PAYMENT**

### **60.1 Fees**

Participants shall pay the prescribed required fees for all programmes in accordance with the terms and at the times specified in the admission letter. The fees to be paid for the programmes shall be determined by the Centre from time to time. Payment terms may be arranged but full payment should be made before the end of the programme. A Participant who is being sponsored on a programme shall provide evidence of the sponsorship (from the sponsoring individual, organisation or company).

### **60.2 Default**

A Participant who defaults in the payment of fees may either be disallowed from sitting for the examinations or in the extreme case be requested to withdraw from the programme.

### **60.3 Refund**

Tuition and other fees are not refundable if a Participant withdraws from or is absent from parts of a programme. Refund shall be made only to the sponsor where applicable.

## **61.0 TALK TO US**

The Centre encourages you to bring your questions, suggestions and complaints to our attention. The Centre will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to your supervisor so the problem can be settled by examination and discussion of the facts. We hope your supervisor is able to satisfactorily resolve most matters.

If you still have questions after meeting with your supervisor or if you would like further clarification on the matter, request a meeting with The Director-General or the Director of Finance & Administration. They will review the issues and meet with you to discuss possible solutions

Your suggestions and comments on any subject are important and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with your supervisor or the next level of management, discuss your concern with any other supervisor with whom you feel comfortable.

## **62.0 CHANGE IN REGULATIONS**

AITI-KACE reserves the right to change rules, regulations and policies, as well as programme and course requirements outlined in this Participant Handbook without prior notice.

#### **60.4 RECEIPT OF PARTICIPANT HANDBOOK**

I have this day received a copy of the Ghana – India Kofi Annan Centre of Excellence in ICT Course Participant’s Handbook, and I understand that I am responsible for reading the contents.

I agree to abide by the policies and procedures contained therein. I understand that the contents of this Course Participant’s Handbook may be added to, deleted or changed by the Centre at any time.

If I have questions regarding these policies, or the content or interpretation of any policy in the Handbook, I am required to bring them to the attention of my supervisor.

NAME \_\_\_\_\_

PARTICIPANT \_\_\_\_\_

SIGNATURE \_\_\_\_\_