



**ASSOCIATION OF AFRICAN UNIVERSITIES**  
**ASSOCIATION DES UNIVERSITES AFRICAINES**  
**اتحاد الجامعات الأفريقية**



**THE ASSOCIATION OF AFRICAN UNIVERSITIES (AAU) &  
THE UNIVERSITY OF DAR ES SALAAM  
PRESENT**

**A CAPACITY BUILDING WORKSHOP FOR UNIVERSITY REGISTRARS AND ADMINISTRATORS  
(INFORMATION & SKILLS EXCHANGE PROGRAMME)**

**REGISTRATION LINK:** <https://www.surveymonkey.com/r/TANZAN92021DAR>

**CONTACT DETAILS:** +233 263 129 798 vmakuku@aau.org and vmakuku@gmail.com

**DATES:** 20th-22nd SEPTEMBER, 2021

**VENUE:** UNIVERSITY OF DAR ES SALAM, TANZANIA

**WORKSHOP FEES:** US\$650. 00 **per delegate** (To cover Tea/Coffee Breaks, Lunch + refreshments, Certificates, Workshop Training Materials, Local Transport only) & **US \$300.00 (697 800TS) for Tanzanians** . The discounted rate for local participants is to encourage local participation in the host country for maximum benefit.

Team Tour = \$100 per delegate (Optional and to be paid in cash on-site)

**COORDINATOR:** Dr Violet Makuku-Quality Assurance Specialist, Workshops Coordinator & Project Manager-Harmonization of African Higher Education Quality Assurance & Accreditation (HAQAA) Initiative, (AAU)

**N/B: ALL COVID-19 PROTOCOLS WILL BE STRICTLY OBSERVED & ADHERED TO AS PART OF THE NEW NORMAL**

**N/B1: African Countries that do not require visa to enter Tanzania**

Botswana, Gambia, Ghana, Kenya, Lesotho, Malawi, Madagascar, Mauritius, Mozambique, Namibia, Rwanda, Seychelles, Swaziland, St. Helana, South Africa, Uganda, Zambia, Zimbabwe

## **N/B2: African countries Which Can Obtain Visa on Arrival in Tanzania at the Entry Points**

Algeria, Angola, Benin, Cape Verde, Central African Republic, Chad, Comoros, Congo, Egypt, Gabon, Guinea, Guinea-Bissau, Ivory Coast, Liberia, Madagascar, Mauritania, Morocco, Mozambique, Niger, Nigeria, Reunion, Sao Tome and Principe, South Sudan, Sudan, Togo, Tunisia

## **N/B3: African Countries Which Their Nationals Require Referral Visa**

Referral visa requires permission or special clearance from the Commissioner of Immigration Services in Tanzania. This means that such nationals who require referral visa will need to fill a form and provide some other documents for processing before the clearance can be issued. If you're a citizen or national of any country in the list below, you should apply for a referral visa for clearance to enter Tanzania.

**Chad, Djibouti, Ethiopia, Eritrea, Equatorial Guinea, Mali, Niger, Senegal, Somalia, Sierra Leone, Mauritania, Kyigten Republic, Somaliland**

## **WORKSHOP OVERVIEW**

### **BACKGROUND AND RATIONALE**

For every Higher Education Institution (HEI), the registrar's office is the axis on which every activity spins and the hub of staff, students and alumni's data for everything related to them. Due to the vital role of the Registrar's office in administrative excellence and students' academic success, the registrar, who is one of the principal officers, should see himself/herself as a peer of academics and a partner in the delivery of educational programs. As the steward of the academic record and the keeper of institutional data, the registrar is in a unique role at the institution. An institution needs good data to advance its initiatives. The registrar, who sits at the crossroads between student service and academic programming, is distinctly suited to use the data at hand to help shape discussions and decisions in the context of desired educational outcomes for the institution and students alike. While serving and advancing higher education by safeguarding the academic integrity of the institution, there are broad professional principles of good practice, management, and conduct that should be followed. When these principles are not being followed, those served by the registrar's office, majority of whom are students, are the ones that bear the consequences of a disengaged office. The registrar must be current, consistent and professional to ensure the integrity of degrees and maintain the ability to accurately advise students about degree requirements and other administrative requirements. Continuous professional development is central to enabling the registrar perform at optimal level for the overall benefit of his/her institution. It is against this backdrop that the Association of African Universities (AAU) is organizing a capacity building workshop for university registrars in universities and colleges in Africa. The workshop addresses one of AAU's strategic goals of strengthening the delivery capacity of HEIs through enhanced leadership and management capacity development. The modules for the AAU Capacity Building Workshop for University Registrars include:

## **OBJECTIVES AND EXPECTED OUTCOMES**

The overall goal of this event is to enhance the capacity of the African Higher Education Institutions (HEIs) Registrars and Administrators to deliver as custodians of records in HEIs in. The expected outcomes include:

- Improved knowledge about staff and students' records management and processes of records retention, disposal, transcript guide and records archiving.
- Improved knowledge of innovative approaches to staff and student recruitment, admission, registration and displacement.
- Enhanced awareness of the examination management processes and best practices.
- Improved knowledge on how to organise effective online support services for students.

## **MODULE 1: QUALITY ASSURANCE IN REGISTRY SERVICES & SYSTEMS**

### **PROFESSIONAL DEVELOPMENT OF REGISTRARS**

The module is intended to set the grounds for personal assessment of the participants, identify areas where improvement is needed, set goals for the future and as a reference for principles of good practices for professional development.

### **MODULE 2: MANAGEMENT OF STAFF RECRUITMENT/HIRING, SUSPENSIONS, TERMINATIONS & RETIREMENTS**

Effective and efficient processes and procedures as well as good practices in the documentation and handling of information related to the above.

### **MODULE 3: MANAGING STUDENT RECRUITMENT/ADMISSION, REGISTRATION AND DISPLACEMENT**

This module looks at good practices in students' enrolment, administration and registration. It considers responsibilities, ranging from registration and academic scheduling to detecting credentials' fraud. The module also explores how students, who are displaced by acts of violence, natural disasters, sexual assault, financial displacement, school closings, pandemic outbreaks, and military intervention, can be integrated back into the system for smooth academic operation and to ensure the academic success of students.

### **MODULE 4: STAFF & STUDENTS' RECORDS MANAGEMENT: RETENTION, TRANSCRIPT GUIDE, DISPOSAL AND ARCHIVING**

This session will involve sharing of best practices in records management and to provide guidance for developing or revising institutional records retention and disposition schedules. The session will provide recommendations to assist college and university personnel with the challenging decisions surrounding records management and provide a comprehensive set of best practice recommendations to develop and modify student records management policy, practice, and the application of technology. Specifically, the session will provide an overview of the complex issues facing student records managers today, how registrars can develop or modify their own records retention and disposition schedule. The session will also provide some examples from specific

institutions by type, state guidelines, accrediting body guidelines, and other samples for special categories of records. Finally, the session will address the myriad of security considerations around student records management.

### **MODULE 5: CURRICULUM MANAGEMENT AND THE ROLE OF THE REGISTRAR**

This model presents information to help registrars understand how to help support reasoned curriculum management at the undergraduate and graduate levels. Included in this model will be recommendations and examples of how to establish and maintain positive working relationships with academics and other stakeholders; how to say “no” as needed; how to manage processes associated with curriculum management; and how to guide the application of technology.

### **MODULE 6: EXAMINATION MANAGEMENT**

This module looks at processes of organising college/university examination to ensure smooth running of examinations and avoid timetable clashes. The session will also explore the roles of examination managers which includes effective practice for preventing and detecting examination fraud.

### **MODULE 7: STUDENT ONLINE SERVICES**

This module looks at how the university can develop an online system that provides support services to students.

### **MODULE 8: GRADUATION AND COMMENCEMENT**

This module will provide a guide and experiences on how to organise successful graduation ceremony. The module also explores different aspects of preparing and executing the college or university graduation from start to finish, including logistical arrangements, commencement programs, diplomas, regalia, and academic honours.

### **METHODOLOGY**

The workshop will be held over a period of three days and will include the use of case studies, focused group discussions, experiential learning (Live Case Study of the University of Dar es Salam), presentations and sharing ideas, knowledge and skills. The workshop will develop a strategy of follow-up to ensure that university registrars are implementing the good practices to be learned from the workshop at their various institutions of higher learning. The participants will have the opportunity to engage in dialogue with peers on the various challenges at their universities and strategies to overcome them. A post workshop report will be compiled, and recommendations made will be integrated into improving subsequent workshops.

## TARGET GROUP

- Registrars
- Enrolment Managers
- Provosts
- Deans and Faculty
- Academic Advisors
- Staff of the Registry Departments.
- Examination Managers and

All who are interested in learning.

**RECOMMENDED HOTEL(S)/GUEST HOUSES:** Generally, participants are advised to look for Hotels in Mwananyamwala, Ubungo, Mikocheni, Mlimani areas. These are areas near University of Dar es Salaam and also easily accessible.

**1) ROYAL CROWN KBG HOTEL:** 3.5 Star Hotel and 0.4 Miles from the University of Dar es Salaam, Ubungo, TANZANIA

**2) CORNRAD HOTEL:** 3.5 Star Hotel and 0.5 Miles from the University of Dar es Salaam, Ubungo, TANZANIA

**3) SILVER PARADISE HOTEL:** 3.5 Star Hotel and 1.7 Miles from the University of Dar es Salaam, Ubungo, TANZANIA

**4) LANTANA HOTEL:** 2.3km from University of Dar es Salaam, Sinza Kwaremi, Sinza, Dar es Salaam, Tanzania, US\$46. 00

**5) JAROMAX PALACE HOTEL:** Dar es Salaam (3.5 km from University of Dar es Salaam) With Kariakoo Market reachable in 7 km, US\$40. 00

**8) MEDITERRANEO BOUTIQUE HOTEL:** 3 stars, Hotel in Mbezi, Dar es Salaam US\$67. 00

**9) LANDMARK MBEZI BEACH HOTEL:** Resort 4 stars, Hotel in Kunduchi, Dar es Salaam

**10) CHELSEA HOTEL:** 3 stars, Hotel in Kariakoo, Dar es Salaam, is situated in Dar es Salaam, 1 km from the City Mall and 1 km from downtown Dar es Salaam, US\$51. 00

**11) SERENE BEACH RESORT:** Hotel in Kunduchi, Dar es Salaam, From US\$46.80 per night

## BANK DETAILS

### INTERNATIONAL BANK TRANSFER (ALL OTHER COUNTRIES)

Account Name: Association of African Universities

Bank Name: Standard Chartered Bank, High Street Branch, Accra, Ghana

Acc N#: 8700202448801

Swift Code: SCBLGHAC

**NAIRA ACCOUNT: (NIGERIANS ONLY)**

Account Name: AAU/CVC

Bank Name: ACCESS BANK PLG, PPPRA BRANCH, ABUJA

Acc N#: 0730902405

**NIGERIA USD ACCOUNT (Nigerians Only)**

Account Name: CVC/AAU

Bank Name: ACCESS BANK PLG, PPPRA BRANCH, ABUJA

Acc N#: 0731023358

**GHANA CEDI ACCOUNT (GHANA ONLY)**

Account Name: Association of African Universities

Name of Bank: Standard Chartered Bank, High Street Branch, Accra

Acc N#: 0100100581500

Swift Code: SCBLGHAC

**GHANA DOLLAR ACCOUNT (GHANA ONLY)**

Account Name: Association of African Universities

Name of Bank: Standard Chartered Bank, High Street Branch, Accra

Acc N#: 870-150-244-8800

Swift Code: SCBLGHAC

**WORKING LANGUAGE**

The working language of the meeting is English.

**VISA**

An invitation letter from the host university will be given to all Delegates after registration, for use in applying for visa at any Tanzanian Embassy or Consulate in their home country. Delegates from the SADC region countries do not need a visa to enter Tanzania.

**A BRIEF BACKGROUND OF THE AAU**

The Association of African Universities (AAU) founded in 1967 with an initial membership of 34 universities, currently has more than 400 member institutions spread across 46 African countries. The Association represents the voice of higher education in Africa and draws its membership from all five sub-regions of Africa and operates in four official languages, namely English, French, Portuguese and Arabic. The Association's mandate as an apex organization for higher education in Africa is to promote cooperation, academic linkages and exchange of information on higher education issues across the continent. The mandate further extends to

support members in their core functions of teaching, learning, knowledge generation and its dissemination through fundamental and applied research and community engagement. The AAU also plays a key role in setting up dialogue platforms, advocacy and raising awareness for and about the major needs of African higher education institutions and coordinates the means by which these needs are met. The Association also acts as a catalyst for increased networking between and among its members and the wider African and international higher education academic community. In pursuit of its mandate, AAU coordinates and facilitates one of the World Bank's biggest Education Projects; the Africa Higher Education Centres of Excellence (ACE) Project. The AAU frequently identifies areas where member institutions require capacity building through its training programmes that are tailor-made to address such needs.