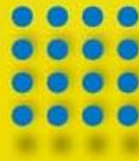




UNITED REPUBLIC OF TANZANIA
MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY
MOSHI CO-OPERATIVE UNIVERSITY (MoCU)
CHUO KIKUU CHA USHIRIKA MOSHI



OUTREACH POLICY AND GUIDELINES, 2022





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FOREWORD

Moshi Co-operative University (MoCU) is mandated to undertake training, consultancy, research and outreach services as core functions. Outreach is the delivery of services to a group of people who would not otherwise have access to formal services. Outreach includes, but is not restricted to, continuing education, community education, services and extension work. Outreach is essential for informing research and training. Public presentations are a popular way to provide outreach services. These can be general presentations that educate on a variety of topics, or they can be more focused on addressing community or group developmental issues. Through outreach activities, MoCU provides co-operative education and training of co-operative members, leaders and other stakeholders. For many years, the University has been working to ensure that co-operatives and self-help organisations work more effectively toward self-sufficiency by improving their organisational and managerial skills. Accordingly, this policy was developed in response to the needs of various stakeholders both from within and outside the University who have the interest to work jointly with the University. The policy emphasises the importance of outreach services being given the same consideration as consultancy, teaching and research, stating the direction to take, and guiding the entire process from planning to execution, feedback provision, monitoring and evaluation. This Policy provides a systematic and professional guidance on how outreach services at the University will be undertaken. It is anticipated that increased outreach activities will enlarge the University's visibility, mobilisation of resources, transparency and standard of performance in the co-operative sector. The Policy is also expected to foster collaboration that establishes a collective effort based on strengthened synergy among players to provide quality co-operative education and training through outreach endeavours.

Prof. Alfred S. Sife
VICE CHANCELLOR

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LIST OF ABBREVIATIONS

CEIU	-	Co-operative Entrepreneurship and Innovation Unit
DICCE	-	Director Institute of Continuing Co-operative Education
DVC (ARC)	-	Deputy Vice Chancellor - Academic, Research & Consultancy
ICCE	-	Institute of Continuing Co-operative Education
ICT	-	Information and Communication Technology
KICoB	-	Kizumbi Institute of Co-operative and Business Education
MIS	-	Management Information System
MoCU	-	Moshi Co-operative University
MUCCoBS	-	Moshi University College of Co-operative and Business Studies
NGOs	-	Non-governmental Organizations
RePCOs	-	Regional Programme Coordinators
SACCOS	-	Savings and Credit Co-operative Societies
SUA	-	Sokoine University of Agriculture
TCU	-	Tanzania Commission for Universities
ToT	-	Training of Trainers
TZS	-	Tanzanian Shilling

DEFINITIONS OF KEY TERMS

Advisory service	The expert opinion offered to stakeholders by MoCU staff through participation in their official meetings/fora or operations.
Client	An applicant in the delivery of outreach services who seeks expert guidance from MoCU.
Collaboration	Working together through a partnership with other institutions for mutual benefits.
Community service	Voluntary advisory or University initiated or directed work intended to help people in a particular area/community in fulfilment of the University vision and mission.
Continuing education	Professional-oriented short courses, workshops, seminars and conferences that may award certificates to qualified participants.
Co-operative	Registered-autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly-owned and democratically-controlled enterprise under a co-operative law.
Co-operative education committee	An appointed committee(s) responsible for planning, coordinating and supervising cooperative education and training at the national and regional levels.
Department	Department of Extension and Outreach.
Dissemination	A process that involves sharing an idea or message to make it reach a wider audience.
Cooperative Education	A structured educational strategy of integrating academic education with practical work

	experience.
Empowerment	A process of facilitating people's access and control of power and resources needed to improve their lives.
Extension	Continuing interactive process of sharing research-based knowledge, information, technologies and innovations with individuals, groups, communities or organisations to improve work efficiency, productivity, incomes and living standards.
Innovation	An idea, practice, or object perceived as new by an individual or other unit of adoption such as an organisation or household or community. The newness aspect of innovation is in terms of awareness, value addition, persuasion for change of behaviour and decision to adopt or reject the idea, practice or object.
Member-based organisation	Any association where people with shared needs and goals cooperate to improve their lives through collective action.
Outreach	An activity carried out by the University (staff or/and students) that provides service or advice to members of society, community, or industry who would not otherwise have access to those services to increase intervention.
Partnership	Collaborative engagement between two or more parties sharing a similar vision aimed at reaching a common goal by devising and implementing a mutually agreed modus operandi, while maintaining their respective identities and agenda.
Service	Amenities provided by the University include

	education and training, advisory services, mentoring and coaching and provision of educational materials.
Stakeholder	An individual, a group of people, an institution or an organisation that has an interest or shares common values with the University or who can influence the implementation of its decisions. These may include co-operatives, member-based organisations, alumni, government and non-government organisations.
Staff	The staff of the University as defined by the MoCU Charter, 2015.
Student	A registered student at MoCU in a particular semester or module.
Technology	The creation and use of technical means and their interrelation with life, society and the environment, to solve a problem, improve a pre-existing solution to a problem, achieve a goal, handle an applied input/output relation or perform a specific function.
Training	Set of actions for teaching people particular skills and behaviour to promote change in their daily life.
University	The Moshi Co-operative University (MoCU).

1.0 INTRODUCTION

The history of the Moshi Co-operative University (MoCU) dates back to 5th January 1963 when the then Co-operative College Moshi was established. The College's primary responsibility was the training of human resources in the co-operative sector under the then Ministry of Co-operatives and Community Development. The College was subsequently established through the Co-operative College Act No. 32 of 1964 (Repealed) as an autonomous institution with its own Governing Board.

In 2004, the Co-operative College Moshi was transformed into MUCCoBS as the Constituent University College of Sokoine University of Agriculture (SUA) through the Government Notice No. 172 of 2004. MoCU came into being as a result of transforming MUCCoBS into a full-fledged University in September, 2014. The University is governed by its own Charter, made under the Universities Act No. 7 of 2005. MoCU is located in Moshi Municipality, on the foot of Mount Kilimanjaro along Sokoine Road. The University has an Institute located in Shinyanga Region along Tabora Road, namely Kizumbi Institute of Co-operative and Business Education (KICoB).

1.1 Vision and Mission Statements

1.1.1 Vision

The Vision of the University is "*To be an eminent academic institution committed to supporting co-operative and business development*".

1.1.2 Mission Statement

The University Mission is "*To promote sustainable co-operative and business development through quality training, research and advisory services.*"

1.1.3 Motto

The motto of the University is "*Ushirika ni Biashara*".

1.1.4 Core Values

The University's core values include cooperation, professionalism, integrity, transparency, accountability, social responsibility, equality, courtesy to all, creativity and innovation.

1.1.5 Objects and Functions

The general objects and functions of the University are to advance knowledge, wisdom, understanding and enhance creativity through training, research and advisory services on all matters relating to co-operative development, rural transformation, business studies, information and communication technology, law and any other relevant area of learning and knowledge at national and international levels. The specific objects and functions of the University are spelt out in the Moshi Co-operative University Charter, 2015.

1.2 Outreach Services

The University is mandated to provide outreach services to various stakeholders including co-operatives, grass-roots economic groups and the general public. These services are provided by various academic units of the University such as faculties, directorates and departments. For many years the University has been providing these services through the coordination of the Institute of Continuing Co-operative Education (ICCE) as the main arm in the provision of such services. The ICCE's history dates back to 5th January 1963 when the Co-operative College Moshi started its operations catering for the training of manpower in the co-operative sector under the then Ministry of Co-operatives and Community Development. The main objective was to provide co-operative education to co-operators and the public at large. To achieve this objective, the Co-operative Education Centre (CEC) was established in July, 1964 by an agreement between the Government of Tanganyika on behalf of the Co-operative Union of Tanganyika (CUT) and the Nordic Co-operative Consortium. CEC had the purpose of carrying out co-operative education through distance and field interventions to members, staff, committee members and employees of primary co-operative societies.

As the policies and practices changed over time, CEC adjusted its programmes accordingly and expanded its operations from headquarters in Moshi to newly established Co-operative Wings (now called Regional Offices) in both Tanzania Mainland and Tanzania Island (Zanzibar). In 1993, CEC was transformed into the Directorate of Field Education (DFE) and operated until 2004. Then the DFE changed to the Institute of Continuing Co-operative Development and Education (ICCDE). The current ICCE came into being in 2014 following the transformation of MUCCoBS to Moshi Co-operative University (MoCU).

The ICCE provides services through 13 Regional Offices which cater for among others, the provision of outreach services throughout Tanzania. These offices are in Mtwara, serving (Mtwara and Lindi regions); Mbeya (Mbeya, Rukwa and Songwe regions); Kilimanjaro (Kilimanjaro and Arusha regions); Shinyanga (Shinyanga, Simiyu and Mara regions); Mwanza (Mwanza, Geita and Kagera regions); Iringa (Iringa and Njombe regions), Dodoma (Dodoma and Morogoro regions); Coast (Coast, Dar-es-Salaam regions; Unguja and Pemba Islands); Singida (Singida and Manyara regions); Tabora (Tabora and Katavi regions); Ruvuma, Tanga and Kigoma. The ICCE is continuing to provide education and training to co-operatives and the public at large.

1.3 Situational Analysis

MoCU is a centre of excellence in co-operative and business management of the East Africa Community and the only University in Tanzania offering co-operative education and training with numerous accomplishments in training, research and outreach services. The availability of content, university-developed co-operative models, the presence of competent and experienced staff, the presence of basic conference facilities and services, and the existence of designated 13 regional offices for outreach services that link the University with the grass-roots are some of the key strengths of the University in the provision of outreach services. Other strengths include the availability of transportation services, the presence of official and informal collaborators and partners across the country, and the existence of institutional frameworks that facilitate outreach efforts. Increasingly, stakeholders both from inside and outside the country are calling for cooperative education and training. They also want to see research findings and cooperative business models scaled up through the advantageous use of technological advances such as information sharing facilitated by ICT. Despite the aforesaid strengths and opportunities, MoCU has not been able to completely achieve its potential for expansion of the outreach services due to several weaknesses and challenges. These include inadequate staff, infrastructure and facilities; insufficient funding for outreach activities and lack of a policy to guide the outreach undertakings.

2.0 RATIONALE, OBJECTIVES AND SCOPE OF THE POLICY

2.1 Rationale of the Policy

Over the years, the University has provided outreach services to a variety of stakeholders through ICCE and other academic units. However, there has been no

policy guiding the delivery of these services. As a result, the services have not been implemented systematically. Therefore, this Policy is intended to guide University outreach services. Furthermore, the Policy is developed to boost professionalism by promoting innovative outreach services that address the needs of various stakeholders in a changing socio-economic environment. The goal is to ensure that the Policy contributes to the achievement of the University's Vision and Mission. The Policy is consistent with the MoCU Corporate Strategic Plan (2021/22-2025/26), which calls for increased extension, outreach, publicity, linkages, and partnerships, among other things. It is also intended to help achieve the National Five-Year Development Plan III (2021/2022-2025/2026) and other national, regional, and international policies, legislations, programmes and strategies.

2.2 Policy Objectives

The main objective of this policy is to establish a well-defined operational framework that guides University efforts in the provision of outreach services. Specifically, the policy seeks to:

- (i) Provide a framework for the development and management of the services;
- (ii) Promote staff involvement in the provision of outreach services;
- (iii) Guide staff and external clients about the appropriate usage of University resources in providing the services;
- (iv) Promote and guide collaboration(s) in the provision of the services;
- (v) Provide for uniform operation and quality assurance of the services;
- (vi) Strengthen institutional and organisational capacity, governance and diversity of co-operatives and other member-based organisations;
- (vii) Enhance generation of additional University income from the services;
- (viii) Promote dissemination of scientific findings and proved problem-solving models to the public through various forums and use of information and communication technology (ICT) facilities;
- (ix) Mainstream cross-cutting issues in the provision of the services; and
- (x) Provide an institutional framework for monitoring and evaluating the services.

2.3 Scope of the Policy

The provisions of this Policy and Guidelines shall apply to all University staff, students, collaborators and other stakeholders. Among others, the target stakeholders include co-operatives, Government, non-governmental organisations (NGOs), economic groups, entrepreneurs, community, member-based organisations and the general public.

3.0 POLICY ISSUES, STATEMENTS AND STRATEGIES

This Policy is intended to guide the daily operations of the University in the following key areas:

- (i) Education and training;
- (ii) Community involvement and advisory services;
- (iii) Information and communication technology;
- (iv) Organisational capacity enhancement;
- (v) Good governance and ethics;
- (vi) Networking and collaboration;
- (vii) Documentation and dissemination; and
- (viii) Mainstreaming cross-cutting issues.

3.1 Education and Training

3.1.1 Policy Issue

One of the University's major roles is to provide education and training to co-operatives, pre-co-operatives, and other member-based organisations, as well as the general public. Education and training aim in the development of competent workers capable of establishing, managing and sustaining organisations. However, education and training activities have reached a smaller number of people over time compared to the available potential clients.

3.1.2 Policy Statement

The University shall ensure that all stakeholders receive quality, affordable, adequate, and timely education and training that meet their needs and aspirations.

3.1.3 Implementation Strategies

- (i) Conduct regular training needs assessment;
- (ii) Design and implement demand-driven education and training programmes;

- (iii) Institute processes for designing and testing new concepts and methodologies leading to community empowerment;
- (iv) Develop collaborative arrangements in the development and delivery of education and training locally and internationally;
- (v) Develop guiding processes and methodologies for trainers in executing education and training programmes; and
- (vi) Undertake backstopping, follow-up and monitoring of education and training programmes.

3.2 Community Involvement and Advisory Services

3.2.1 Policy Issue

The University has been involved over time in the provision of community services through advisory services to its stakeholders. The number of stakeholders receiving community and advisory services from the University is small compared to the demand. Also, the outcome of the services provided is unsatisfactory.

3.2.2 Policy Statement

The University shall enhance access to quality and timely provision of community advisory services.

3.2.3 Implementation Strategies

- (i) Build the capacity of staff to effectively engage in community advisory services;
- (ii) Engage in soliciting and executing assignments to various clients on cost sharing or voluntary basis;
- (iii) Develop joint community and advisory services delivery programmes;
- (iv) Engage the community regularly by the use of appropriate channels; and
- (v) Provide advisory services to stakeholders by the use of appropriate methodologies.

3.3 Information and Communication Technology

3.3.1 Policy issue

The advancement of information and communication technology (ICT) is critical in improving the delivery of University outreach services as well as the performance and sustainability of clients. However, the use of information and communication technology in the delivery of outreach services to a variety of clients on a national and international level is limited.

3.3.2 Policy Statement

The University shall ensure the availability and use of ICT to enhance the delivery of outreach services.

3.3.3 Implementation Strategies

- (i) Build the capacity of staff on contemporary ICT-related issues to enhance the provision of outreach services;
- (ii) Increase the application of various ICT programmes to deliver outreach services; and
- (iii) Initiate collaborative arrangements with other stakeholders in the use of ICT facilities in the delivery of outreach services.

3.4 Organisational Capacity Enhancement

3.4.1 Policy Issue

Co-operatives and other member-based organisations are instrumental in promoting the socio-economic development of members, communities and the nation at large. These organisations can exploit existing and emerging opportunities, develop internal capacity and successfully operate in a highly competitive environment only if their capacities are enhanced. However, most of them have inadequate capacity to attain their objectives.

3.4.2 Policy Statement

The University shall provide training aiming to strengthen the organisational capacity of co-operatives and other member-based organisations.

3.4.3 Implementation Strategies

- (i) Design and execute demand-driven organisational development programmes for co-operatives and other member-based organisations;
- (ii) Empower members, staff and leaders of co-operatives and other member-based organisations to improve bargaining power for their products and services;
- (iii) Build the capacity of stakeholders in designing by-laws, guidelines, policies and business plans;
- (iv) Create awareness among leaders, staff and members of co-operatives and other member-based organisations on various available business models, innovation and entrepreneurial skills; and
- (v) Coordinate the volunteering and custodianship programmes for co-operatives and other member-based organisations.

3.5 Good Governance and Ethics

3.5.1 Policy Issue

Governance principles and practices are important in the performance of co-operatives and other member-based organisations. However, these organisations have experienced inappropriate governance practices such as resource misappropriation, poor decision-making, limited transparency and unethical conduct resulting in unsatisfactory performance.

3.5.2 Policy Statement

The University shall promote good governance practices and ethical conduct among members, leaders and staff of co-operatives and other member-based organisations through training and community services.

3.5.3 Implementation Strategies

- (i) Build capacity to members, leaders and staff of co-operatives and other member-based organisations on governance and ethical issues;
- (ii) Collaborate with other stakeholders in facilitating co-operatives and other member-based organisations to develop governance instruments;
- (iii) Conduct coaching and back-stopping on governance practices.
- (iv) Document and disseminate good governance practices in co-operatives and other member-based organisations; and
- (v) Foster a culture of adherence to governance instruments in co-operatives and other member-based organizations.

3.6 Networking and Collaboration

3.6.1 Policy Issue

Developmental challenges are most effectively addressed through collaborative approaches such as multi-stakeholder partnerships and multi-disciplinary practices. Collaborations with external and internal stakeholders are actively sought as an attempt to maximise impact and sustain co-operatives and community accountability. Limited networking and collaborations are experienced in outreach services.

3.6.2 Policy Statement

The University shall continue to seek networking and collaboration with local and international stakeholders in the provision of outreach services.

3.6.3 Implementation Strategies

- (i) Identify key partners and solicit their commitment to the provision of outreach services locally and internationally;
- (ii) Build the capacity of collaborators in the provision of the services;
- (iii) Collaborate with other local and international stakeholders in the delivery of the services; and
- (iv) Form joint teams for the provision of the services for mutual benefits.

3.7 Documentation and Dissemination

3.7.1 Policy Issue

The University has been conducting research, training and community services on cooperative and business development over time. However, the research findings and field reports have not been well documented and disseminated to targeted users.

3.7.2 Policy Statement

The University shall increase its efforts to research, document, publish, and timely disseminate findings and experiences to various targeted users via appropriate channels.

3.7.3 Implementation Strategies

- (i) Sensitize University staff and students on the need to conduct research, community services, document and disseminate findings;
- (ii) Build the capacity of University staff on repackaging research findings for appropriate users;
- (iii) Document, publish and disseminate, case studies, and field best practices based on experience and research findings in various electronic and print media; and
- (iv) Encourage and support the participation of staff in national, regional and international conferences for sharing field knowledge and skills.

3.8 Mainstreaming Cross-cutting Issues

3.8.1 Policy Issue

The University acknowledges the significance of integrating cross-cutting issues into the delivery of outreach services. This is based on the fact that gender imbalance and limited youth participation in co-operatives; environmental degradations; food insecurity;

and outbreaks of communicable and non-communicable diseases all have an impact on the delivery of University services and co-operative development.

3.8.2 Policy Statement

The University shall mainstream cross-cutting issues in the provision of outreach services.

3.8.3 Implementation Strategies

- (i) Create awareness among its staff, students and other community members on emerging cross-cutting issues;
- (ii) Promote participation of women, youth and people with special needs in co-operatives;
- (iii) In collaboration with other stakeholders build the capacity of women, youth and people with special needs on leadership, governance, business management, environment, food insecurity, communicable and non-communicable diseases; and
- (iv) In collaboration with other stakeholders create a pool of women, youth and people with special needs as change agents through the training of trainers (ToT).

4.0 POLICY GUIDELINES

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

4.1 Management of Outreach Services

- (i) The Institute of Continuing Co-operative Education (ICCE) shall be responsible to coordinate the provision of outreach services;
- (ii) The Department of Extension and Outreach shall manage the provision of outreach services;
- (iii) There shall be quarterly departmental meetings chaired by the head of the department;
- (iv) The members of the departmental meeting shall consist of all regional programme coordinators; Coordinator of the Co-operative Entrepreneurship and Innovation Unit (CEIU); Coordinator of the Certificate of Coffee Quality and Trade (CQT) programme and ICCE administrator;
- (v) Among other things, the Departmental meetings shall:
 - (a) Evaluate the needs, programmes and strategies for the provision of outreach services;

- (b) Receive, consider and recommend the quarterly performance reports;
 - (c) Receive, consider and recommend the annual budget and action plans;
 - (d) Receive, consider and recommend the emerging outreach practices;
 - (e) Receive, consider and recommend a database of outreach activities undertaken or proposed to be undertaken; and
 - (f) Any other functions.
- (vi) The departmental meetings' reports shall be submitted to ICCE Board.

4.2 Types of Outreach Services

The University anticipates offering the following type of outreach services:

- (i) Outreach services initiated and funded by the University;
- (ii) Outreach services initiated and funded by stakeholders;
- (iii) Outreach services initiated and funded by donors; and
- (iv) Outreach services initiated from collaborating institutions.

4.3 Identification, Declaration and Approval of Outreach Services

The following procedures shall be used to identify, approve and implement outreach services:

4.3.1 Identification of Outreach Services

The University Units, staff, regional offices and partners shall identify outreach services opportunities through:

- (i) Needs assessment;
- (ii) Mass media and newsletters;
- (iii) Contacts with prospective clients, snowballing and lobbying; and
- (iv) Other appropriate strategies.

4.3.2 Declaration and Approval of Outreach Services

- (i) All University staff shall, by using a prescribed form, declare all outreach services undertakings regardless of how, when and in which capacity they were acquired;
- (ii) The provisions of this part apply equally to all outreach services undertaken without prior sanction of the faculty, department, unit or the University;
- (iii) Declarations under this part shall be made immediately and subsequent changes shall be communicated to the responsible department;

- (iv) The outreach services offered to various stakeholders by a University staff shall require approval of the head of the department; and
- (v) Failure to declare constitutes a disciplinary offence.

4.4 Guiding Principles

All outreach services provided by the University must adhere to the following principles:

- (i) This policy shall govern all outreach services provided by MoCU staff;
- (ii) Outreach services have to meet the applicable University quality standards;
- (iii) The outreach services shall be provided by MoCU staff and/or in collaboration with other qualified and approved stakeholders by the University authority through MoCU regional offices and the department responsible for outreach programmes;
- (iv) All outreach services must respond to market needs, development opportunities and stakeholders' demands;
- (v) All outreach services shall be reported to the department responsible for outreach services;
- (vi) All outreach services shall be developed with the interest of the University and targeted stakeholders;
- (vii) Priority in planning and delivery of outreach services should be given to activities that maximise the number of persons to benefit;
- (viii) Outreach services shall have a budget that anticipates reasonable surplus after all applicable costs have been accounted for, unless meant for social benefits;
- (ix) All outreach services shall periodically be reviewed and approved by the relevant authorities of the University; and
- (x) All outreach services undertaken by the University staff shall be documented and reported to the University management.

4.5 Costing and Pricing of Outreach Services

The costing and pricing of outreach services are critical; the two processes are detailed in the following subsections:

4.5.1 Pricing for training services

- (i) The pricing of all training services shall consider the cost of the service provided and market rates depending on the nature of training;

- (ii) The client shall meet the full cost for training including fees and daily subsistence allowance (DSA) as per the agreed rates between the University and client(s);
- (iii) The fee paid by the client/stakeholder(s) shall be agreed by University and client(s);
- (iv) The fee shall cover facilitation fee, training venue (if not provided by the client), training materials, communication, transport, training certificate(s) and DSA (if applicable). The cost of the study tour, food and refreshments are optional, depending on the client's preferences; and
- (v) All training services with a gross value not exceeding five hundred thousand Tanzanian shillings are exempted from the distribution under Guideline 4.6 (iii).

4.5.2 Cost for community advisory services

- (i) The cost of all reimbursable while undertaking community advisory services shall consider approved government payment rates and the institutional approved annual budget;
- (ii) If the community advisory service is initiated by the University, MoCU staff involved in the assignment shall be reimbursed with travel costs, food & refreshment cost or DSA (if applicable);
- (iii) If the community advisory service is initiated by the client/stakeholder, all associated costs shall be covered by the client/stakeholder;
- (iv) If the community advisory service is initiated by both MoCU and the client/stakeholder, the costs shall be incurred as per the approved agreement by the two parties; and
- (v) All community advisory services shall be offered without any fees.

4.5.3 Pricing for MoCU outreach facilities

- (i) The pricing of all outreach facilities shall consider market rates, approved University rates and the prevailing condition of a facility;
- (ii) All payments related to hiring of the facilities shall be paid through an approved payment system by the University;
- (iii) Hiring of the MoCU regional offices' facilities shall be made through formal requisition from a client; and
- (iv) The client shall be entitled to acknowledgment approval and payment receipt from the University; and

- (v) Regional programme coordinators shall administer and grant approval for the use of the facilities in consultation with the University relevant authority.

4.6 Distribution of Benefits Accrued from Outreach Services

- (i) The University income for outreach services accrued from training shall be calculated on the basis of the distributable gross amount;
- (ii) Distributable gross amount shall be construed to mean the total training amount less 1% banking charges;
- (iii) The distribution of the gross income from training services shall be on the ratio of 10% and 90%. Ten per cent (10%) of the distributable amount shall be paid to the University and 90% to trainer(s); and
- (iv) The 90% paid to the trainer(s) shall cover all training costs stated under Guideline 4.5.1.
- (v) The University may amend or revise the training income distribution proportions from time to time.

4.7 Distribution in case of Joint outreach training services

In case of a joint outreach, training services under this Policy shall apply only after the external trainer(s) have taken their share of the training facilitation fee and DSA as per the assignment agreement.

4.7.1 Joint outreach training services

- (i) Where the University is aware of outreach training services (at the stage of applying or implementing) whose nature, owing to the available expertise, requires collaboration with another institution(s)/stakeholder(s), the University may endeavor to collaborate with the said institution(s)/stakeholder(s) in order to solicit the assignment and or implement it more professionally;
- (ii) Where the University is approached by another institution/stakeholder for collaboration purposes (in applying or implementing), the University shall assess its competence (availability of experts) in the respective area; and
- (iii) Where University staff are approached by other institutions/stakeholder (at the level of application or implementation), the staff shall inform the responsible department.

4.8 Execution of Outreach Services

4.8.1 Approaches in the deliverance of outreach services

The following approaches shall be used to undertake outreach activities:

- (i) Teaching and demonstrations;
- (ii) Use of extension materials in form of manuals, pamphlets and leaflets, case studies and brochures, periodicals and policy briefs;
- (iii) Consultations, study tours and focused group discussions;
- (iv) Use of television, radio, videos, slides, printed materials and electronic media including mobile phones; and
- (v) Exhibitions, conferences, workshops and seminars.

4.8.2 Roles of stakeholders in managing outreach services

In managing outreach services, the University shall engage its departments/units, staff, regional offices and collaborating partners. To realise the expected outreach services output, the following shall be the roles of the stakeholders:

4.8.2.1 Departments/Units of the University

The Department/Units shall engage in provision of outreach services.

- (i) The Department/Units or its staff are responsible to identify outreach services opportunities;
- (ii) The Department/Units or its staff involved in the provision of outreach services shall share their quarterly plans, activities and reports with the ICCE through the Department of Extension and Outreach Programmes;
- (iii) The Department/Units or its staff in consultation with respective RePCO(s) shall coordinate the provision of the outreach services in their designated regions;
- (iv) The outreach services implemented by MoCU staff shall provide feedback (if any) to the clients/stakeholders in collaboration with the respective RePCO(s); and
- (v) Staff shall provide outreach reports to their respective departments and the Extension and Outreach department.

4.8.2.2 Extension and Outreach Department

The department shall engage directly in the provision of outreach services.

- (i) It shall prepare annual outreach activity plans, budgets, and calendar/master plan and submit it to the ICCE Board for approval with the recommendations

from the extension and outreach departmental meeting (stated under Guideline 4.1(d & e));

- (ii) The department shall create awareness and disseminate the annual outreach services calendar to the regional offices and other relevant stakeholders;
- (iii) The department shall receive a request for the provision of outreach services, scrutinize and recommend to DICCE;
- (iv) The department shall coordinate the development of outreach activities/proposals in the university for external funding and support;
- (v) The department shall maintain a database of all outreach services undertaken or proposed to be undertaken and detailed reports of completed services;
- (vi) The department shall coordinate information dissemination in national or international exhibitions or trade fairs or other fora;
- (vii) The department shall provide outreach services based on University's vision and mission as well as stakeholder(s) demand; and
- (viii) The department shall regularly monitor, evaluate, compile periodical reports, prepare performance report and provide feedback on outreach services to the University Authority.

4.8.2.3 MoCU Regional Offices

The Regional Offices are directly responsible for the provision of outreach services to the grass root stakeholders and therefore, the regional programme coordinators shall undertake the following roles:

- (i) The regional programme coordinators shall prepare quarterly/annual outreach services plans, budgets, calendar/master plan, reports and submit the same to the Head of Extension and Outreach Department for approval;
- (ii) All regional programme coordinators shall identify opportunities for the outreach services and solicit fund for implementation in collaboration with regional education cooperative committee;
- (iii) All regional programme coordinators shall promote the University services when performing outreach services;
- (iv) All regional programme coordinators shall make close follow up, mentoring, coaching and provide guidance to the relevant stakeholders in a more professional manner; and
- (v) Notwithstanding, the provisions under this Policy, all regional programme coordinators shall perform other duties as stipulated in their appointment letters.

4.8.2.4 Collaborative Partners

University may collaborate and complement with government and other stakeholders in providing outreach services.

4.9 Funding of Outreach Services

- (i) Outreach services will be internally or externally funded;
- (ii) The University shall determine and allocate some fund in its annual budget for facilitating outreach services;
- (iii) MoCU staff may also source external financing for outreach services;
- (iv) Outreach services to be undertaken by joint teams comprising member(s) of the University and organisation(s) or individual(s) who are not members of the University shall be undertaken under contractual terms that shall be agreed upon before the inception of the outreach exercise.
- (v) The stakeholders shall finance the outreach services based on the rates that are agreeable between the implementors and clients;
- (vi) All financial transactions shall be dealt with by the Accounting Office, subject to the existing University policies and regulations;

4.10 Remuneration and Allowances

- (i) Outreach services will be conducted on paid or voluntary basis depending on their nature;
- (ii) Outreach staff will be paid relevant allowances according to the University/government policies/donor/client approved rates/terms;
- (iii) For outreach activities solely funded by the University, payments will be made based on University budget, policies and regulations; and
- (iv) Payment of wages for occasional workers and casual labourers shall be paid according to Government circulars in force;

4.11 Code of Ethics and Integrity

- (i) All staff shall be expected to observe high ethical standards while conducting outreach services;
- (ii) Outreach shall be conducted in an open and transparent manner;
- (iii) Staff shall ensure that all outreach properties under their care are properly used and adequately protected;
- (iv) Respect for gender, religion and culture shall be upheld by all staff and their collaborators;

- (v) Staff shall respect the rights of others by refraining from disruptive, threatening, intimidating, harassing or harmful behaviour to themselves or other persons or property;
- (vi) The outreach service implementor(s) shall not divulge any information about their clients in respect of the imminent, ongoing or completed outreach services; and
- (vii) Any use of information obtained in the course of the outreach services must be permitted by the client beforehand and University authority.
- (viii) Throughout the undertaking of outreach services, it is strictly prohibited under this Policy to engage in malpractice, graft and corrupt practices.

4.12 Implementation, Reporting and Dissemination

- (i) After approval of outreach services by the University authority, implementors shall ensure agreed timeline with the client is observed;
- (ii) In case there are changes to the services, programme or project during implementation, the implementors shall immediately inform the University authority and the client before carrying out such changes for approval;
- (iii) The implementation of outreach services shall be monitored by the department through the periodic reports that have to be submitted based on the specified timeline and means of communication;
- (iv) The outreach services may be terminated anytime during its implementation if the results of the evaluation dictate so. Termination may be temporary or permanent, depending upon the assessment;
- (v) The outcomes of outreach services shall be documented and reported to the department which may share with the stakeholders; and
- (vi) The outreach information may be disseminated through publications, University website or any other acceptable means.

4.13 Sustainability of Outreach Services

The sustainability of outreach services is considered central priority of the University to ensure a lasting impact on the communities and to account for the resources invested in community.

- (i) The outreach services shall be well planned but flexible to adapt to the needs of different beneficiaries to enhance sustainability;

- (ii) The outreach services shall engage stakeholders through community participation empowerment during identification and mobilisation of assets and resources; and
- (iii) Materials developed shall be documented, stored and disseminated to enable the replication of best practices and lessons learnt.

5.0 MONITORING AND EVALUATION

5.1 Monitoring

The overall monitoring of this Policy shall be undertaken by the ICCE. Specifically, the ICCE shall:

- (i) Prepare a checklist of performance indicators aimed at assessing inputs and outputs from outreach services;
- (ii) Conduct periodic evaluation of University-wide outreach services;
- (iii) Address unethical practices of outreach implementors through prescribed procedures; and
- (iv) Record specific complaints or concerns from clients, address them and adopt measures to prevent them in the future.

5.2 Evaluation and Review

Evaluation and review shall be conducted after every three years, or at any such time as may be deemed necessary. The evaluation exercise shall be participatory in order to generate realistic results and come up with relevant and practical recommendations.

5.3 Effective Date

This Policy shall come into force upon its approval by the University Council.

UNITED REPUBLIC OF TANZANIA



MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY

MOSHI CO-OPERATIVE UNIVERSITY (MoCU)
CHUO KIKUU CHA USHIRIKA MOSHI



INSTITUTE OF CONTINUING CO-OPERATIVE EDUCATION

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This form serves as declaration of all privately sourced assignments by MoCU Staff as per article 4.3.2 of the MoCU Outreach Policy and Guidelines.

I, _____ (full names), from the department of _____ under the Faculty of _____

Confirm that I am fully aware that MoCU Outreach Policy and Guidelines requires me to declare any privately sourced assignments as follows:

1. Name of the outreach services: _____
2. Name of the client: _____
3. Duration of outreach services: Start _____ End _____
4. Outreach service charge ¹: _____
5. Implementation status: _____

I acknowledge that should any information in the application form, claim form, or supporting documents respectively cause damage or loss (including reputational loss), to the MoCU, it must act in terms of the laws of United Republic of Tanzania, including the Treasury Regulations and the Finance Act, 2015, the Public Procurement Act, 2011 and any other laws and regulations.

I also acknowledge that, should the whole or part of the information submitted to MoCU during declaration be misleading, the MoCU will have no option but to institute disciplinary actions. I accept that both the client and the outreach service provider will be held jointly and severally liable should it be established that there was an arrangement between us to mislead MoCU.

Signature of Outreach service Provider _____

Signed at _____ on this _____ day of _____ 20_____

Approved by: _____ Head of _____ Signature _____

c.c. VC
DVC-ARC
Faculty Dean, Director

¹ Attach agreement/evidence of service provided



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