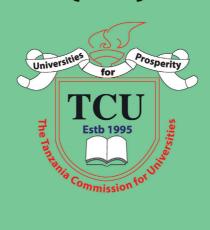
Tanzania Commission for Universities (TCU)



PRINCIPLES AND GUIDELINES FOR LICENSING OVERSEAS STUDENT RECRUITMENT AGENCIES AND ISSUANCE OF A NO OBJECTION CERTIFICATE

TANZANIA COMMISSION FOR UNIVERSITIES (TCU)



PRINCIPLES AND GUIDELINES FOR LICENSING OVERSEAS STUDENT RECRUITMENT AGENCIES AND ISSUANCE OF A NO OBJECTION CERTIFICATE

DECEMBER 2019

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PREFACE

Since the 1990s Tanzania has been implementing socio-economic reforms that, among others, have led to the expansion of secondary school enrolment to unprecedented levels. Thus, in 2016 the total secondary school enrolment was 1,806,955 students, which included 131,362 students in the A level stream, of whom 64,738 were in form 6.1 The latter figure represents the main pool of candidates for admission into universities, beside students with equivalent qualifications and those admitted through other channels. However, the expansion of enrolment in secondary school education has not been taking place in tandem with a similar outcome in higher education. Expansion in higher education enrolment, among others, is hampered by inadequate capacity in the existing universities, which is caused by limited teaching and learning facilities as well as constrained human and financial recourses.

During the opening ceremony of the 2019 Exhibitions of the Tanzania Commission for Universities (TCU) held on 16th July 2019, the Prime Minister raised concern on the low higher education enrolment level in Tanzania as compared to those in some neighbouring countries. Therefore, the Prime Minister urged the Commission to address this shortcoming with immediate effect, in order to ensure that the country prepares adequate human resources to cater for the current industrialisation drive.

Meanwhile, there is now growing awareness in Tanzania on the importance of higher education to the socio-economic prosperity of individuals and the nation at large. This has stimulated an unprecedented demand for access to higher education in the country. Therefore, there is need to address this growing access demand through expansion of higher education enrolment in the country to catch up with national human resource needs as Tanzania aspires to soon become an industrial economy. However, such expansion needs to be undertaken while

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¹ United Republic of Tanzania, President's Office, Regional Administration and Local Government. 2016. Pre-Primary, Primary and Secondary Education Statistics in Brief, https://s3-euwest-1.amazonaws.com/s3.sourceafrica.net/documents/118112/Tanzania-Pre-Primary-Primary-and-Secondary.pdf

ensuring that the students being admitted have adequate and valid entry qualifications, and that the universities admitting them are credible and maintain the quality and relevance of their programmes to internationally acceptable standards.

In view of the limited admission capacity in local universities, there is need to diversify channels for admitting students in higher education. In that regard, Tanzania need to take advantage of the possibility to access higher education opportunities in overseas universities. According to data compiled by the UNESCO Institute of Statistics (UIS), a good number of Tanzanian students are already studying in overseas universities. Thus, in the period of five years from 2012 to 2017 there were about 36,731 Tanzania students studying abroad, distributed as follows: 2012 (5,359), 2013 (5,520), 2014 (6,075), 2015 (6,453), 2016 (6,585), and 2017 (6,579)².

The increase in the number of Tanzanian students wishing to pursue studies in overseas universities has led to private agencies setting in to recruit students for admission into the overseas universities. Thus, in order to ensure that the recruitment of Tanzanian students by the agencies is legitimised, there is need for an appropriate national oversight system for the recruitment process of students wishing to pursue studies abroad. Hence, the Commission, within its functions as spelt out in section 5 of the Universities Act, Cap. 346, has decided to develop these Principles and Guidelines to facilitate the Commission in overseeing the overseas student recruitment process in the country.

The Principles and Guidelines are also meant to facilitate the issuance of a no objection certificate to students going to pursue studies in overseas universities. Issuance of such a certificate is meant to enable the Commission to ensure the validity of the students' qualifications for admission into the overseas universities. It is also intended to ensure that the universities and programmes the students expect to pursue are valid and relevant and have unquestionable quality standards. Furthermore, for the purposes of planning for the human resource requirements in the

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² UNESCO Institute of Statistics (UIS). 2019. http://data.uis.unesco.org/index.aspx?queryid=172

country, there is need to ensure that the national higher education database also captures particulars of students studying in overseas universities. Therefore, the issuance of the no objection certificate will also help the Commission to obtain such relevant information for the national higher education database, which the Commission is developing.

The development of the guidelines, which are referred to as Principles and Guidelines for Overseas Students Recruitment Agencies and Issuance of a No Objection Certificate, was carried out by two experts: Prof Mayunga Nkunya, former Executive Secretary of the Commission and the Inter-University Council for East Africa (IUCEA) respectively, and Prof Masoud Muruke, former President of the East African Higher Education Quality Assurance Network (EAQAN) and former Director of the Quality Assurance Bureau of the University of Dar es Salaam. Four staff from the Commission, namely Dr Telemu Kassile (Director of Accreditation), Ms Roserine Rutta (Legal Officer), and Mr Omari Shegilla and Ms Dativa Tesha (Accreditation Officers) provided operational inputs to the experts during the review. I express my sincere appreciations to the two experts and staff from the Commission for undertaking the review and subsequently developing these Principles and Guidelines.

The Commission expects that these Principles and Guidelines will be helpful in making informed decision and speeding up the process of issuance of licenses to Agencies intending to carry out recruitment of Tanzania students for studies in overseas universities. It will also smoothen the issuance of a no objective certificate to students going for studies in overseas universities. The Commission is committed to undertake the issuance of licenses to the Agencies and a no objection certificate to the students with the highest level of objectivity.

Prof Charles Kihampa

EXECUTIVE SECRETARY



INTRODUCTION

CONTEXT

The process towards globalisation is bringing in enormous opportunities in the higher education sub-sector. These include those enabling students to pursue studies through enrolment into overseas universities. In the case of Tanzania, data compiled by the UNESCO Institute for Statistics (UIS) indicate that for the period of 5 years from 5,359 in 2012 to 6,579 students in 2017, and increase of about 23 per cent.³.

Worldwide as well as in Tanzania, the desire for some students to pursue studies in overseas higher education institutions has stimulated the engagement of agents in the recruitment of such students. In some countries the use of such agents is quite high. For example, in China about 45 per cent of the students intending to pursue studies in overseas institutions use agents. In India the figure stands at about 43 per cent, while in Nigeria it is about 30 per cent.

Students and parents use agents to assist them in arrangements for overseas studies even where the students have obtained their own placement. This is because the students and parents lack knowledge and understanding of overseas education systems and the corresponding arrangements for overseas travel. Some students and parents also lack the time or confidence to complete the necessary formalities, especially visa application procedures. Due to these factors, students and parents have been readily willing to pay for the services provided by agents.

The desire by Tanzanian students to enrol into overseas universities is prompted by a number of factors. One of such factors relates to the expansion of enrolment in secondary education in the country leading to an increase in the number of secondary school graduates who qualify for admission into universities in the country. However, that increase does not go in tandem with a corresponding expansion in the admission capacity of universities. There is also growing awareness in Tanzania on the important of higher education to the socio-economic prosperity of

³ UNESCO Institute of Statistics (UIS). 2019. http://data.uis.unesco.org/index.aspx?queryid=172

individuals and the nation at large. These factors have stimulated unprecedented demand for access to higher education in the country, thus prompting some Tanzanians to pursue higher education opportunities in overseas universities

The growing demand by Tanzanian students wishing to pursue studies in overseas universities has stimulated the establishment of agencies to facilitate the students to access study opportunities abroad. But this development poses a number of challenges, including the possibility of the students falling prey to bogus arrangements. Therefore, it is important that the Commission establishes an appropriate oversight system in the recruitment of students for studies abroad. The system will enable the agencies recruiting the students to work closely with the Government in achieving the common goal of enhancing access to university education opportunities to Tanzanian students. This is the context under which the Commission has developed these Principles and Guidelines.

RATIONALE

Although the use of agents in recruiting students wishing to purse studies in overseas institutions provides the needed assistance to the students, the practice poses the danger of the students falling prey to fraudulent agents or being recruited into bogus universities or academic programmes. Experience from some countries that have already instituted systems of using agents for recruiting students for overseas studies have shown that some of such agents tend engage themselves in helping the students to forge materials required for admission into the overseas institutions. There are also some agents that cheat the students they recruit by securing them places for admission in unscrupulous or bogus institutions. This has led a number of overseas institutions becoming wary to accept students from some countries. It has also led to a number of students from several countries to have their applications rejected by overseas institutions as a result of suspicion of fraudulent practices.

In the case of Tanzania, there have also been instances where the qualifications attained from overseas institutions are not recognisable in the country. These are some of the issues that need to be addressed by instituting an oversight system in the recruitment of Tanzanian students wishing to pursue studies abroad. In order to address such need, the Commission has a provision in Regulation 47 (1) (c), (e) and (f) of the Universities (General) Regulations issued through GN No. 226 of 2013, which states: "No person or institution, whether local or foreign shall without the express approval of the Commission advertise to offer any University level award, organize exhibitions on University education or recruit students in the United Republic to join foreign university institution". These Principles and Guidelines have been developed in order to operationalize that provision and to ensure that the Commission plays an oversight role in the recruitment of students for overseas studies. The Principles and Guidelines are also intended to guide the issuance of a no objection certificate to student going for studies abroad.

PURPOSE

The purpose of these principles and guidelines is to enable the Commission to play an oversight role in the recruitment of students for studies in overseas universities by issuing licenses to the agencies wishing to recruit Tanzanian students for studies abroad. This is intended to ensure that the students seeking opportunities to pursue studies in overseas universities do not fall prey to unscrupulous or bogus agencies recruiting them. Therefore, the main purpose of these Principles and Guidelines is to ensure that the agencies engaged in the recruitment of Tanzanian students for studies in overseas universities work closely with the Government towards the common goal of enabling Tanzanian students to access university educational opportunities in validated universities aboard.

The Principles and Guidelines are also intended to facilitate the issuance of a no objection certificate by the Commission to students going to pursue studies in overseas universities. Issuance of such a certificate is meant to enable the Commission to ensure the validity of the students'

qualifications for admission into the overseas universities. It is also intended to ensure that the universities and programmes the students expect to pursue are valid and relevant and have unquestionable quality standards. Furthermore, for the purposes of planning for the human resource requirements in the country, there is need to ensure that the national higher education database also captures particulars of students studying in overseas universities. Therefore, the issuance of the no objection certificate will also help the Commission to obtain such relevant information for the national higher education database, which the Commission is developing.

SCOPE

These Principles and Guidelines shall apply to all agencies wishing to carry out recruitment of Tanzanian students to pursue studies in overseas universities. They will also apply to the students for obtaining a no objection certificate from the Commission, enabling them to proceed for studies abroad.

THE PRINCIPLES AND GUIDELINES

CONDITIONS FOR AGENCIES TO RECRUIT STUDENTS IN TANZANIA FOR STUDIES IN OVERSEAS UNIVERSITIES

It shall be a requirement for every Agency engaging in the recruitment of Tanzanian students for studies in overseas universities to be legally registered in Tanzania, and licensed by the Commission to carry on such function in the United Republic of Tanzania.

- 1.1 Every agency desirous to be engaged in the recruitment of Tanzanian students in the United Republic of Tanzania for studies in overseas universities shall be required to apply to the Commission for a license for engagement in such function.
- 1.2 In applying for a Commission license the Agency shall provide information as indicated in **TCU Form No. 18 (Annex 1)**.
- 1.3 An Agency in the form of a corporation (a limited company) applying for a Commission license to be engaged in the recruitment of Tanzanian students for studies in overseas universities shall be required to submit to the Commission the following documents:
 - (a) Memorandum of Association and Articles of Association;
 - (b) Certificate of incorporation;
 - (c) Recent letter from BRELA confirming current status of the company;
 - (d) Business licence;
 - (e) Tax Identification Number (TIN); and
 - (f) VAT registration number.
- 1.4 In applying for a Commission license to carry on recruitment of Tanzanian students for studies in overseas universities, an Agency in the form of an individual person engaging in such business shall be required to submit to the Commission the following documents:
 - (a) Certificate of Registration;

- (b) Extract from Register;⁴
- (c) Current personal information;
- (d) Business licence;
- (e) Tax Identification Number (TIN); and
- (f) VAT registration number.
- 1.5 Every Agency desirous to obtain a Commission license for the purpose of recruiting Tanzanian students for studies in overseas universities and applying for a Commission license shall be required to have:
 - (a) office premises with fixed address and adequate facilities like office rooms, computers and servers enabling the Agency to efficiently and effectively process applications by students and for keeping data collected from the students in hard copies and electronically for easy access and retrieval, and the information properly secured against loss or destruction;
 - (b) demonstrable understanding of higher education systems in Tanzania and overseas; and
 - (c) qualified staff, having a first degree as the minimum qualification and adequate knowledge of higher education systems in Tanzania and overseas;
- 1.6 A foreign institution engaging in advertisements or participating in exhibitions in Tanzania for the purpose of recruiting Tanzanian students for studies in overseas universities shall work through an Agency legally registered in Tanzania and licensed by the Commission to carry on such business.

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⁴ An extract from Register is a document indicating among other things, name(s) of owner(s) of the business, Business Number and Location.

CONDITIONS FOR AGENCIES TO OBTAIN A COMMISSION LICENSE TO RECRUIT STUDENTS FOR STUDIES IN OVERSEAS UNIVERSITIES

Every institution applying for a Commission license to undertake recruitment of Tanzanian students in the United Republic of Tanzania for studies in overseas universities shall be required to satisfy all the licensing conditions prescribed by the Commission.

- 2.1 For an Agency to be eligible to obtain a Commission license for the purpose of recruitment of Tanzanian students for studies in overseas universities or advertising or participating in exhibitions for the above purpose, the Agency shall be required to possess:
 - (a) proof of legal registration as a business entity in Tanzania in the form of:
 - (i) a business registration certificate;
 - (ii) TIN number; and
 - (ii) VAT registration number;
 - (b) proof of formal engagement with the overseas universities in the form of memorandum of understanding or other agreements between the Agency and the overseas universities in relation to recruitment of Tanzanian students for studies in the overseas universities;
 - (c) institutional profile specifying:
 - (i) physical and postal address of the office premises, telephone number(s) and e-mail address(s);
 - (ii) name, position, academic qualifications and other qualifications, telephone number(s) and e-mail address(s) of the Chief Executive Officer and staff of the Agency;
 - (iii) organisation structure; and

- (iv) business plan clearly articulating the *modus operandi* of the recruitment of students and institutional financing and sustainability mechanisms.
- (d) certified copy of a lease agreement for the office premises covering a duration of two years if the office premises of the Agency are in a leased or rented property;
- (e) certified copy of a title deed if the office premises of the Agency are in the Agency's own property.
- (f) institutional profiles and degree programmes of the overseas universities it represents;
- (g) proof of accreditation status of the overseas universities granted by a competent authority recognised by the host country; and
- (h) institutional brochures of the Agency in hard copy or electronic version providing information pertaining to the overseas universities it represents and other relevant aspects.
- 2.2 For effective management of student recruitment and provision of support services to the recruited students, an Agency applying for a Commission license to recruit Tanzanian students for studies in overseas universities shall be required to have adequate staff to handle its operations in the areas of student/career guidance and counselling, marketing, IT, financial management, financial audit, public relations, and general management, as indicated in **Annex 2** as the minimum.
- 2.3 The staff holding the positions indicated in **Annex 2** shall carry out the basic functions indicated below:
 - (a) Chief Executive Officer as the overall head of the Agency;
 - (b) Administrative officer:
 - (i) general management and administration;
 - (ii) financial management; and
 - (ii) provision of IT services.

- (c) Admissions Officer:
 - (i) student recruitment;
 - (ii) student/career counselling and advisory services;
 - (iii) linking with foreign institutions on academic and accreditation matters; and
 - (iv) linking with Government, TCU, NACTE, NECTA, and other bodies on quality assurance matters.
- (d) Marketing Officer:
 - (i) advertising and marketing the Agency; and
 - (ii) advertising and marketing the overseas universities represented by the Agency and their programmes.
- (e) Liaison Officer:
 - (i) linking with foreign institutions on logistics and other issues;
 - (ii) Visa arrangements;
 - (iii) student travel arrangement; and
 - (iv) liaison with students and parents.
- 2.4 Only persons having the relevant qualifications as follows shall hold the corresponding staff positions in the Agency:
 - (a) Chief Executive Officer: Administrative and management experience of a business entity of at least 3 years.
 - (b) Administrative Officer: At least a first degree and relevant experience in management and administration, knowledge of financial accounting principles and IT.
 - (c) Admissions Officer: At least a first degree, adequate knowledge of higher education systems in Tanzania and overseas, experience in management of students in areas related to academic affairs and student counselling.
 - (d) Liaison Officer: At least a first degree, adequate knowledge of higher education systems in Tanzania and overseas, experience in management of student affairs, and skills in public relations and mass communication.

- (e) Marketing Officer: At least a first degree preferably in marketing or business management, adequate knowledge of higher education systems in Tanzania and overseas, experience in management of student affairs, and skills in marketing and advertising.
- 2.5 The minimum facilities required for the applying Agency to be considered for a Commission license shall consist of the following:
 - (a) Computer facilities:
 - (i) Access to computer facilities for each staff;
 - (ii) At Least one printer serving all staff; and
 - (iii) At least one scanner serving all staff.
 - (b) IT services:
 - (i) Reliable Internet services and access; and
 - (ii) Institutional website.
 - (c) At least one server system to handle:
 - (i) Student records (student information system);
 - (ii) Management information system; and
 - (iii) Institutional website.
 - (d) Office rooms for:
 - (i) Chief Executive Officer;
 - (ii) Administrative Officer;
 - (iii) Admissions Officer;
 - (iv) Liaison Officer; and
 - (v) Marketing Officer.
 - (e) Other rooms:
 - (i) Server room; and
 - (ii) Meeting room for at least 10 people equipped with at least 2 computers and an LED projector to be used by students.
- 2.6 The Commission shall determine the number and specificity of facilities to be possessed by an Agency beyond the set minimum, in consideration of the number of students being handled.

- 2.7 To be eligible for a Commission license for the purpose of recruitment of Tanzanian students for studies in overseas universities, the applying Agency shall pay a non-refundable application fee as well as annual subscription fees as the Commission shall determine from time to time.
- 2.8 The Commission shall undertake physical evaluation of the Agency applying for a license to recruit Tanzanian students for studies in overseas universities using the checklist indicated in TCU Form No. 19 (Annex 3), the outcome of which shall provide the final basis for the Commission to either grant or not grant the sought license.
- 2.9 The licence issued by the Commission as specified in these Principles and Guidelines shall be valid for a period of three years and may be renewed severally subject to the licensed Agency adhering to conditions set by the Commission and after having paid a renewal fee and other subscribed fees.

PROCEDURES FOR RECRUITMENT OF STUDENTS FOR STUDIES IN OVERSEAS UNIVERSITIES

It shall be mandatory for an Agency licensed by the Commission to recruit Tanzanian students for studies in overseas universities, to adhere to student recruitment procedures set by the Commission.

- 3.1 An agency licensed by the Commission to recruit Tanzanian students for studies in overseas universities shall:
 - (a) carry out marketing and liaison activities in Tanzania for the foreign university or universities it represents;
 - (b) advertise its services and participate in exhibitions in the country for the purpose of recruiting Tanzanian students for studies in overseas universities it represents;
 - (c) Recruit students who meet minimum requirements for admission as prescribed by the respective admitting overseas university, provided that such qualifications are consistent with the admission pathways recognised in the host foreign country and Tanzania, and are also consistent with international practices. In the event of controversy, Tanzania admission pathways shall prevail; and
 - (d) provide counselling and other support services to the recruited students.
- 3.2 In recruiting Tanzanian students for studies in overseas universities, the Agency licensed by the Commission to undertake such task shall:
 - (a) ensure that the recruited students get admission into accredited universities and programmes, which are recognised by the host country;
 - (b) provide the recruited student with clear and comprehensive written information regarding the university admitting

him/her with respect to, among others:

- (i) institutional contacts: physical and postal addresses, name of contact person(s), telephone numbers, and email address;
- (ii) accreditation status of the programme as recognised by the host country, mode of delivery, assessment criteria as well as expected award upon successful completion of the programme;
- (iii) reasonable monthly living cost per student;
- (iv) accommodation arrangements;
- (v) quality and cost of health facilities available to the student:
- (vi) level of safety and security at the university and the host country in general; and
- (vii) any other information relevant to the student for better understanding of the overseas university admitting him/her regarding the study environment, academic programme the student intends to pursue, and student welfare provisions;
- (c) provide the recruited student with appropriate and adequate information as well as counselling and support services regarding the:
 - (i) adequacy of the student's academic qualifications and their suitability for admission into the selected study programme;
 - (ii) career prospects with respect to the academic programme the student intends to pursue;
 - (iii) financial implications in relation to the level of tuition fees, other academic and living costs, and the prescribed modes of payment;
 - (iv) accommodation arrangements;
 - (v) health insurance and medical care arrangements;
 - (vi) coping strategies as a result of living in a foreign country,

- in relation to issues like cultural and language differences, etc.;
- (vii) observance of ethical and moral standards; and
- (viii) any other pertinent issues essential to the student during his/her stay at the overseas university;
- (d) provide the recruited student with adequate travel support services involving:
 - (i) entry visa and other immigration formalities;
 - (ii) pre-departure and post-arrival information and/or services, such as vaccination requirements; etc.
 - (iii) airport formalities; and
 - (iv) any other formalities required for the student's travel to the overseas university and the respective host country.
- (e) not process any student who has not acquired a No Objection Certificate from the Commission.

KEEPING A NATIONAL DATABASE BY THE COMMISSION FOR STUDENTS STUDYING OVERSEAS

To ensure information pertaining to students studying in overseas universities is properly kept for easy retrieval, the Commission shall establish and maintain a national database for Tanzanian students studying overseas.

- 4.1 All students going for studies in overseas universities shall be required to register at the Commission by providing their particulars and those of the universities and programmes of their studies.
- 4.2 The Commission shall keep a register of all agencies it licenses to recruit Tanzanian students for studies in overseas universities and the register shall be accessible to the public.

- 4.3 The Commission shall publish annually the list of all agencies it licenses to recruit Tanzanian students for studies in overseas universities providing information regarding the universities that the agencies represent.
- 4.4 Every Agency licensed by the Commission to recruit Tanzanian students for studies in overseas universities shall:
 - (a) provide information on all students studying in overseas institutions that the Agency had recruited indicating the following:
 - (i) country of study;
 - (ii) university name and study programme being pursued;
 - (iii) year of study; and
 - (iv) any other information as may be required by the Commission; and
 - (b) submit to the Commission annual reports of its operations by December 31st of each calendar year during the tenure of its license issued by the Commission.

ISSUANCE OF NO OBJECTION CERTIFICATE TO STUDENTS GOING FOR STUDIES IN OVERSEAS UNIVERSITIES

For the purpose of ensuring the validity, quality, and relevance of the admission qualifications, the overseas university, and the programme to be pursued, any Tanzanian going for studies in an overseas university shall be required to obtain a **No Objection Certificate (NOC)** issued by the Commission.

- 5.1 A Tanzanian going for studies in an overseas university shall be required to apply to the Commission for a No Objection Certificate (NOC) and shall proceed for studies only after obtaining the certificate.
- 5.2 Upon receipt of an application for a NOC the Commission shall:

- (a) verify and certify the validity and relevance of the qualifications used for admission into the overseas university and the programme to be pursued;
- (b) verify and certify the validity and quality of the foreign university and the programme to be pursued; and
- (c) document the detailed particulars of the person going for studies in an overseas university for entry into the national higher education database.
- 5.3 A person applying for a NOC shall be required to possess the following:
 - (a) certified copies of the letter of admission into the programme in the overseas university;
 - (b) minimum entry requirements for the programme to be pursued as indicated in the institutional brochure of the admitting university, provided that such qualifications are consistent with the admission pathways recognised in the host foreign country and Tanzania, and are also consistent with international practices. In the event of controversy, Tanzania entry qualifications shall prevail;
 - (c) relevant qualifications for admission into the particular programme to be pursued by the student;
 - (d) proof of accreditation of the overseas university and programme of study and recognition of the accreditation status by the host country; and
 - (e) financing arrangements for the studies.
- 5.4 An applicant for a NOC shall be required to avail to the Commission necessary information as indicated below:
 - (a) signed application letter addressed to the Executive Secretary clearly describing the programme to be pursued, the particulars of the overseas university and the name of the host country;

- (b) filled in application form provided in **Annex 4**;
- (c) certified copies of the following documents where applicable:
 - (i) Postgraduate/Degree/Advanced Diploma/Diploma certificates and/or transcripts;
 - (ii) Form IV and Form VI National Examination Certificates; and
 - (iii) certificates from foreign examination bodies for Ordinary and Advanced level education;
- (d) English translations of certificates appearing in a foreign language submitted together with the original certificates; and
- (e) copy of the passport page containing the details of the applicant.
- 5.5 A NOC issued by the Commission shall be valid for the entire study duration for the programme for which the NOC was applied.
- 5.6 In case of change of programme of study or university, the NOC holder shall be required to apply to the Commission for a new NOC.
- 5.7 A new NOC shall be required if a NOC holder having graduated from a programme of study for which NOC was issued, wishes to pursue a next level of study.
- 5.8 Application for NOC shall be made to the Commission at least 30 days before the applicant is expected to depart for studies in the overseas country.
- 5.9 Application for a NOC shall be accompanied by proof of payment of a processing fee, payable to the Commission, the amount of which the Commission shall review from time to time.

ISSUANCE OF A NO OBJECTION CERTIFICATE TO STUDENTS GOING FOR OVERSEAS STUDIES IN PROGRAMMES LEADING TO PROFESSIONAL PRACTICE

Students going overseas to pursue studies in programmes leading to professional practice applying for a NOC from the Commission shall be required to first seek guidance from the relevant registration bodies for the particular profession regarding the validity of their qualifications for admission into the programme and relevance of the curriculum for the programme to Tanzania in relation to the particular profession, before the Commission issues the NOC.

GUIDELINE

6.1 The NOC issued by the Commission to students going overseas to pursue studies in programmes leading to professional practice shall relate to academic considerations only while issues related to professional suitability of the study programme and other arrangements shall be left to the relevant registration bodies for the particular profession in the country to provide appropriate advice to the students.

PRINCIPLE 7

ADMINISTRATIVE ARRANGEMENTS PERTAINING TO AGENCIES RECRUITING STUDENT FOR STUDIES IN OVERSEAS UNIVERSITIES

To ensure smooth and transparent operations of agencies licensed by the Commission to recruit Tanzanian students for studies in overseas universities, the agencies shall be guided by administrative arrangements set by the Commission.

GUIDELINES

- 7.1 An Agency licensed by the Commission to recruit Tanzanian students for studies in overseas universities shall:
 - (a) be required to follow the guidelines issued by the Commission hereby contained or any others as the Commission may issue from time to time; and
 - (b) not be eligible to collect, remit, or make any financial transactions to the student's overseas university related to tuition or any other fees and financial obligations of the recruited student to the university.
- 7.2 The Commission shall carry out periodic evaluation of the licensed Agency in terms of adequacy of facilities, staff and student recruitment record management systems, and the overall conduct of the student recruitment process.
- 7.3 Where an evaluation reveals inadequacies in the institutional set up and operations of an Agency, the Commission shall require such Agency to address such deficiencies within a period to be set by the Commission.
- 7.4 The Commission may cancel a licence it issued to any agency for the purpose of recruiting Tanzanian students for studies in overseas universities if the Agency is in violation of the terms and conditions under which the licence was issued.

PRINCIPLE 8

RENEWAL OF A COMMISSION LICENSE FOR AN AGENCY RECRUITING STUDENTS FOR STUDIES IN OVERSEAS UNIVERSITIES

The Commission licence issued to an Agency for the purpose of recruiting Tanzanian students for studies in overseas universities shall be renewed after every three years.

GUIDELINES

- 8.1 The outcome from verification of the agencies' status to be carried out periodically in accordance with **Guideline 7.2** above within a period of two years shall enable the Agency to be granted renewal of its license issued by the Commission.
- 8.2 An agency seeking renewal of its license issued by the Commission shall submit to the Commission a filled in application form **(TCU Form 18)**, and evidence of payment of a non-refundable fee for renewal application as well as the prescribed annual subscription fees as the Commission shall determine from time to time.

PRINCIPLE 9

RECRUITMENT OF FOREIGN STUDENTS INTO UNIVERSITIES IN TANZANIA

An agent licensed by the Commission to recruit Tanzanian student to pursue studies in overseas universities shall also be allowed to recruit foreign students into universities in Tanzania.

GUIDELINE

9.1 An agency wishing to recruit foreign students into universities in Tanzania shall do so provided that it adheres to provisions in the respective university's Charter and other pertinent rules, regulations and procedures set by the university and the Commission.

TCU FORM NO.18

TANZANIA COMMISSION FOR UNIVERSITIES



APPLICATION FOR A COMMISSION LICENCE/RENEWAL OF THE LICENSE FOR AN AGENCY TO RECRUIT TANZANIAN STUDENTS FOR STUDIES IN OVERSEAS UNIVERSITIES

CATEGORY OF APPLICATION

N	ew lic	ense application	
PAR'	PART A: TO BE FILLED BY THE AGENCY		
1.	Basic	c particulars of the Agency:	
	(a)	Name:	
	(b)	Postal addressCity/Town:	
	(c)	Physical address (Street, Plot/House No.):	
	(d)	Telephone No: Fax No	
	(e)	E-mail address: Website	
	(f)	Occupancy status of office premises: Rented Own Own	
	(g)	If rented, indicate date when contract expires:	
	(h)	Date of incorporation/registration (attach registration certificate):	

	(i)	TIN:VAT Reg. No
2.	Parti	culars of the contact person:
	(a)	Name
	(b)	Title in the Agency:
	(c)	Position in the Agency:
	(d)	Telephone No: Fax No
	(e)	E-mail address:
3.	Part	iculars of the owner of the Agency
	(a)	Owner's name:
	(b)	Owner's nationality:
	(c)	Owner's qualifications:
	(d)	Postal addressCity/Town:
	(e)	Physical address (Street, Plot/House No.):
	(f)	Telephone No: Fax No
	(g)	E-mail address:
4.	Partic	ulars of the Chief Executive Officer (Attach a detailed Curriculum
	Vitae -	- CV and copies of academic certificates):
	Name:	
	Qualif	cations:
Functional position:		
		rality:
		ency status in Tanzania: Resident Non-resident
	Teleph	none: E-mail:
5.	Status	s of the Agency in the country (please check in the appropriate box):
	(a)	Local Foreign
	(b)	If foreign, please state the country of origin:
6.	Is this	the sole Agent of the Agency in the country?
	Yes 🗌	No 🗌

	If No, please list all Associate Agents/Partners of the Agency and their ad-		
	dresses [Attach MoUs or any other legal document(s)], indicating estab-		
	lished branches in the country in case of application for renewal of		
	license:		
	(a)		
	(b)		
	(c)		
	(d)		
	(e)		
7.	Have you ever been involved in any prosecutions?		
	Yes No No		
	If yes, please give details:		
8.	Staffing of the Agency (Attach a separate list of names of all staff, their		
	positions, academic qualifications, their CVs and copies of academic certifi-		
	cates for each staff)		
	(a) Number of all staff		
	(b) Categories of staff in accordance with requirements shown in the		
	matrix given in Annex 2 of this document.		
9.	Indicate the facilities for use in the recruitment of students at the		
	Agency in accordance with requirements indicated in Guidelines 2.5 and		
	2.6 of the Principles and Guidelines for Licensing Overseas Student Re-		
	cruitment Agencies and Issuance of No Objection Certificate issued by the		
	Commission in 2019, by attaching a separate list of the facilities.		
10.	Marketing and students' recruitment strategy of the Agency		
	Describe the Agency's marketing and students' recruitment strategy (use		
	additional sheet if the space provided is not enough):		

11.	Services that the Agency provides to students (Please check all tha			
	apply):			
	Application/enrolment support			
	Course selection			
	University selection			
		Admission requirements in the overseas universities		
		Language requirements (e.g., English language proficiency tests)		
		Coping strategies/cross-cultural issues/ethical standards		
		Travel arrangement (e.g. Visa application)		
		Accommodation and other living expenses		
		Travel/medical insurance		
		Immigration assistance		
		Counselling (e.g. programme of study, future career prospects, etc.)		
		Other (Please specify)		
12.	Administrative arrangements			
	(a)	Does the Agency charge prospective students a fee for its services? Yes \(\scale \) No \(\scale \). If yes, please attach a copy of your fee sheet.		
	(b)	Does the agency have any effective and consistent procedures for dealing with students' complaints in relation to the recruitment process? Yes \(\scale \) No \(\scale \). If yes, please describe the procedures hereunder:		
13 .	Part	iculars and accreditation status of overseas universities the		
	Ager	ncy represents		
	(a)	Does the Agency have any legal agreements with the overseas universities it represents? Yes No No		
	(b) Provided a list of all overseas universities represented by the Agency.			

(c)	Provide the following information for each of the overseas universities the Agency represents (Attach separate document for each university):		
	(i) e-mails and telephone numbers of contact persons;		
	(ii) copy of the memorandum of understanding/contract;(iii) programmes offered and their accreditation status;		
	(iv) minimum entry requirements (Attach separate document fo each university);		
	(v) institutional accreditation status (provide evidence of recognition of the status by host country);		
	(vi) Accrediting body's name (Attach separate document for each university);		
	(vii) students support services to be provided to students while abroad; and		
	(viii) chargeable tuition and other fees.		
Mair	sources of funding of the Agency:		
(a)			
(b)			
(c)			
	se of license renewal, growth of the Agency during the previ- icense period:		
	ate in a separate sheet any growth that has taken place related to nsion of student recruitment activities during the previous license d.		
	es and addresses of three referees who may be contacted in rent to the application:		
(a)	1st Referee:		
(b)	2 nd Referee:		
(c)	3 rd Referee:		

14.

15.

16.

17.

mission

Describe anything else that the Agency wishes to inform the Com-

18. Proof of payment of a non-refundable application fee of Tanzania Shillings three million only (i.e., TZS. 3,000,000.00)

[All payments to be made to the Tanzania Commission for Universities (TCU) through CRDB Bank Account Number: 01J1026795701].

19. Declaration

I hereby declare that the information provided in this application and all supporting documentation submitted is true and complete to the best of my knowledge and I stand to be held responsible under the Laws of Tanzania for any false information that appears in this Form and associated supporting documentation.

Name:	Title:	
Signature:	Date:/20	J

Official Stamp/Seal

PART B: FOR OFFICIAL USE ONLY

1.	Receipt and compilation of application by Accreditation Officer					
	Fees Paid					
	Control/Receipt					
	No					
	•					
	Receipt date:					
	Application received and compiled by:					
	Name: Title:					
	Signature: Date					
2.	Eligibility Screening by the Head of Department					
	Site Visit of the Agency recommended Not recommended Reasons for not recommending sight visit:					
	Name:					
	Signature: Date					
	Digitation of the state of the					
3.	Approval by Director of Accreditation for undertaking Site Visit at					
	the Agency					
	Approved Not approved					
	Reasons for not approving:					
	Name:					
	Signature: Date					
4.	Recommendation by Director of Accreditation					
	Summary of findings from the Site Visit:					
	Issuance of license recommended Not recommended					
	Reasons for not recommending:					
	Name:					
	Signature: Date					
	Digitatai Ci IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII					

5.	Approval by the Executive Secretary on Issuance of License					
	Issuance of license approved Reasons for not approving:					
	Name:					
	Signature:		Date			

ANNEX 2

MINIMUM STAFF REQUIREMENT FOR AN AGENCY TO BE GRANTED A COMMISSION LICENSE FOR RECRUITMENT OF TANZANIAN STUDENTS FOR STUDIES IN OVERSEAS UNIVERSITIES

POSITION	NUMBER OF RECRUITED STUDENTS PER ANNUM AND NUMBER OF STAFF REQUIRED							
	Up to 50	Up to 100	Up to 200	Up to 500	Up to 1000	Up to 2000**		
Chief Executive	1	1	1	1	1	1		
Deputy Chief Executive	0	0	0	1	1	1		
Administrative*	1	1	2	2	3	4		
Admission	1	1	2	4	5	7		
Marketing	1	2	3	5	7	10		
Financial Accounts	0	1	1	1	2	2		
Financial Audit	0	1	1	1	1	1		
Legal	0	0	1	1	1	2		
Communication/Liaison	1	1	1	2	3	4		
IT	0	1	2	2	2	2		
Total staff	5	9	14	20	26	34		

^{*} When the number of students is not more than 50 the Administrative function should be able to handle Financial Accounts and IT, while the Financial Auditor and Legal functions may be outsourced.

^{**} Beyond 2000 students, an increase of the staffing level shall be 30% for each batch of additional 1000 students.

TANZANIA COMMISSION FOR UNIVERSITIES



CHECKLIST FOR PHYSICAL EVALUATION OF AN AGENCY APPLYING FOR A COMMISSION LICENSE TO RECRUIT TANZANIAN STUDENTS FOR STUDIES IN OVERSEAS UNIVERSITIES

PURPOSE OF THE CHECKLIST

- 1. According to Regulation 2.8 of the Principles and Guidelines for Issuance of a Commission Licence to Agencies to Recruit Tanzanian Students for Studies in Overseas Universities related to conditions for obtaining the license, the Commission shall undertake physical evaluation of the applying Agency.
- 2. The Commission shall also conduct periodic audits to monitor compliance of the Agency to the license conditions and for the purpose of renewal of the license after every 3 years.
- 3. This checklist shall be used by experts engaged by the Commission during audits of the Agencies to guide the evaluation process as the basis for issuance or renewal of the Commission license.
- 4. The outcome of the evaluation during the licensing process or renewal of the licence shall provide the final basis for the Commission to either grant or not grant the license.

PART A

Name of Agency being evaluated:
City/Town:
Date of the evaluation:

PART B PARTICULARS OF THE AGENCY IF A REGISTERED COMPANY

Particulars	Adequa	Remarks	
	Adequate	Inadequate	
The Agency is a registered company			
1.1. Name of applying Agency			
1.2. Postal and physical address			
1.3. Telephone.			
1.4. E-mail address			
1.5. Website			
1.6. Date of incorporation or registration of the Agency			
1.7. Origin of the Organization (Local/Foreign)			
1.8. Tax Identification Number (TIN)			
1.9. VAT Registration Number			
1.10 Nature of office premises:			1
(a) Rented			
(b) Own property			
Overall assessment			

PART C
PARTICULARS OF THE AGENCY IF AN INDIVIDUAL PERSON

Particulars	Adequa	cy Status	Remarks
	Adequate	Inadequate	
2. The Agency constitutes an individual person			
2.2. Name and title			
2.3. Nationality			
2.4. Academic qualifications			
2.5. Nature of the business of the Agency			
2.6. National Identification Number (NIN)			
2.7. Tax Identification Number (TIN)			
2.8. Physical address			
2.9. Postal address			
2.10. City/Town			
2.11. Telephone Number			
2.12. Mobile Number			
2.13. Fax Number			
2.14. E-mail Address			
2.15. Website			
Overall assessment			

PART D
ADEQUACY OF HUMAN RESOURCES ACCORDING TO THE DISTRIBUTION MATRIX IN ANNEX 2

S/N	Staff Position	Number of Staff		Qualif	Qualifications		
		Number	Adequate	Inadequate	Adequate	Inadequate	
1.	Chief Executive						
2.	Deputy Chief Executive						
3.	Administrative						
4.	Admission						
5.	Marketing						
6.	Financial Accounts						
7.	Financial Audit						
8.	Legal						
9.	Communication/ Liaison						
10.	IT						
11.	Others (specify)						
12.	Others (specify)						
13.	Others (specify)						
14.	Others (specify)						
Overa	all Assessment						

PART E ADEQUACY OF FACILITIES

S/N		Item	Number(where	Adequa	ıcy Status	Remarks	
			applicable)	Adequate	Inadequate	1	
1.	Com	puter facilities:		•			
	(i)	Computer facilities for each staff					
	(ii)	At Least one printer serving all staff					
	(iii)	At least one scanner serving all staff					
2.	IT se	ervices:	I	l .			
	(i)	Reliable Internet services					
	(ii)	Institutional website					
3.	At le	ast one server syste	m to handle:				
	(i)	Student records					
	(ii)	Management information					
	(iii)	Institutional website					
4.	Offic	e rooms for:					
	(i)	Chief Executive Officer					
	(ii)	Administrative Officer					
	(iii)	Admissions Officer					
	(iv)	Liaison Officer					
	(v)	Marketing Officer					
	(vi)	Financial Accounts					
	(vii)	Financial audit					
	(viii)	IT Manager					
5.		er rooms:					
	(i)	Server room					
	(ii)	Meeting room					
	(iii)	Others (specify)					

		(iv)	Others (specify)		
		(v)	Others (specify)		
Overall assessment					

PART F

INFORMATION PERTAINING TO THE OVERSEAS UNIVERSITIES REPRESENTED BY THE AGENCY

	Particulars	Adequa	Remarks	
		Adequate	Inadequate	
1.	Particulars and accreditation status of overseas universities represented			
2.	Agency's institutional brochure for guiding students			
3.	Legal agreements/MOUs with the overseas universities			
4.	Institutional profiles and details of the overseas universities represented			
5.	List of all overseas universities represented			
Ove	erall Assessment			

PART G SUSTAINABILITY OF THE AGENCY

	Item	Adequacy Status		Remarks
		Adequate	Inadequate	
1.	Source of funding for the Agency (evidence provided)			
2.	Reference of previous experience in similar business			
3.	Opinion from at least three referees			
Ove	erall Assessment			

$\label{eq:parth} \mbox{PART H}$ SUMMARY ASSESSMENT RESULTS FROM PHYSICAL EVALUATION OF THE AGENCY

	Part	Adequa	Remarks	
		Adequate	Inadequate	
В	Particulars of the Agency as a Registered Company			
С	Particulars of the Agency as an individual person			
D	Adequacy of Human Resource according to the distribution matrix in Annex 2			
Е	Facilities			
F	Information pertaining to the Overseas Universities represented			
G	Sustainability of the Agency			
Ove	erall Assessment			

RECOMMENDATION BY THE TCU EVALUATION TEAM:	

APPLICATION FORM FOR A NO OBJECTION CERTIFICATE

TANZANIA COMMISSION FOR UNIVERSITIES



APPLICATION FOR A NO OBJECTION CERTIFICATE ISSUED BY THE COMMISSION TO TANZANIAN STUDENTS GOING FOR STUDIES IN OVERSEAS UNIVERSITIES

Any Tanzanian student going for studies in overseas universities shall be required to apply for a no objection certificate by providing information listed in section A of this form and filling the application form provided in section B.

A. CONDITIONS FOR APPLICATION

- 1. Applicants should submit the following items to the Tanzania Commission for Universities:
 - (a) Application letter (addressed to the Executive Secretary, P.O. Box 6562, Dar es Salaam, e-mail address: es@tcu.go.tz) indicating the name of the:
 - (i) overseas university together with its postal, physical and email address and telephone number;
 - (ii) university's accrediting agency;
 - (ii) host country; and
 - (iii) study programme.
 - (b) Proof of financing arrangements for the studies.
 - (c) Copies of the letter of admission into the programme in the overseas university.
 - (d) Certified copies of the following documents where applicable:

- (i) postgraduate/Degree/Advanced Diploma/Diploma certificates and/ or transcripts;
- (ii) Form IV and Form VI National Examination Certificates; and
- (iii) certificates from foreign examination bodies for Ordinary and Advanced level education;
- (e) English translations of certificates appearing in a foreign language submitted together with the original certificates;
- (f) Copy of the passport page containing the details of the applicant; and
- (g) Filled in application form given overleaf.
- (h) Proof of payment of TSh. 50,000/= as NOC application fee payable to the Commission at CRDB Bank, Account No. 01J1026795701.

В.	APPLICATION FORM
1.	Full Name of Applicant:
2.	Nationality:
3.	Tel. No E-mail:
4.	Passport Number:
5.	Study Programme:
6.	Programme duration: (years/months)
	Starting from: to:
7.	Admitting overseas university:
	Postal Address:
	Physical address:
	Tel. No E-mail:
8.	Country:
9.	Accrediting Agency of the overseas university:
Sigr	nature:Date:

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1.	Preliminaries (To be handled by the Head of Department)
	Fees Paid
	Receipt No
	Application for NOC Checked by:
	Signature: Date:
2.	Recommendation by the Director of Admissions
	Recommended for approval of issuance of NOC Not recommended
	Reasons for not recommending for approval:
	Signature: Date:
3.	Approval by the Executive Secretary
	Application for issuance of NOC approved Not approved
	Reasons for not approving:
	Signature: Date:

ANNEX 5

LIST OF ABBREVIATIONS AND ACRONYMS

BEST Basic Education Statistics for Tanzania

Cap. Chapter

EAC East African Community

EAQAN East African Higher Education Quality Assurance

Network

BRELA Business Registration and Licensing Agency

FAAS Foreign Award Assessment System

GN Government Notice

ICT Information and Communication Technology

IT Information Technology

IUCEA Inter-University Council for East Africa
NACTE National Council for Technical Education
NECTA National Examination Council of Tanzania

NOC No Objection Certificate

ODeL Open, Distance and electronic Learning

RPL Recognition of Prior Learning

SADC Southern African Development Community

TIN Tax Identification Number

TRA Tanzania Revenue Authority

TCU Tanzania Commission for Universities

TV Television

UNESCO United Nations Educational, Scientific and Cultural

Organization

UIS UNESCO Institute of Statistics

UQF University Qualifications Framework

VAT Value Added Tax

GLOSSARY

Academic programme: Design of learning content, which is multidimensional and includes intentions, structure of content, delivery modes, academic resources and assessment modes.

Academic qualification: Formal outcome of an assessment and validation process, which is obtained when a competent body determines that an individual has achieved learning outcome based on given standards.

Accreditation: Regulatory system for recognizing higher education institutions and academic and professional programmes associated with those institutions for a level of performance, integrity, appropriate standards and quality which entitle them to the confidence of the education community and the public they serve.

Agency: A person, company, individual or institution that is an intermediary between the student who wishes to pursue studies overseas and the overseas University institution.

Agent: A person, company, individual or institution that is an intermediary between the student who wishes to pursue studies overseas and the overseas University institution.

Award: A final determination given after successful completing/attaining/achieving specific academic level.

Certificate: Non-degree award as well as non-diploma award offered at the UQF Level 6, 7 or 9.

Certification: Formal recognition that a learner has successfully completed a qualification or part qualification with respect to high level learning outcomes in relation to level descriptors, credits and quality assurance arrangements.

Commission: The Tanzania Commission for Universities as established under Section 4 of the Universities Act, Cap 346 of the Laws of Tanzania.

Curriculum: Any documented programme of study.

Degree: A qualification awarded to students upon successful completion of a course of study in higher education, normally at a college or university at UQF level 8 (Bachelor degree), level 9 (Master's degree) and level 10 (Doctorate degree).

Diploma: is a non-degree award offered at UQF level 6, 7, and 9.

Discipline: Branch of knowledge, skills and competences acquired through teaching or learning at university or professional level through specific programmes (e.g. Agriculture, Education, Law, ICT, etc.).

Education and training: Any process by which learners may acquire knowledge, skill or competence.

Foreign university: A university which is incorporated and, or established in accordance with the law of its country of domicile and empowered to offer its programmes, courses and awards outside that country and authorized to carry on higher education operations, activities or functions in Tanzania in accordance with the provisions of Universities Act.

Fraudulent: Unlawful act or practice intentional making of a misrepresentation which causes actual prejudice or which is potentially prejudicial to another.

Guideline: A statement that indicates how a particular process should be undertaken or done according to a set routine or sound practice.

Higher Education: Education offered at a university college or university that leads to an award of a degree.

License: Permission or permit and the corresponding document granted by the Commission to and agency allowing it to carry on recruitment of students in Tanzania.

No Objection Certificate: A certificate issued by the Commission to any person who wishes to obtain studies outside Tanzania, upon satisfying itself that the holder possesses the minimum requirements to undertake the said study and the university that he/she wishes to join is accredited and recognisable in Tanzania.

Overseas education: Education that transcends national borders of Tanzania.

Principle: Fundamental context that a plan, operation or system is based on.

Programme: Curriculum of studies that leads to some form of recognition through an academic, technical or professional award in a discipline.

Quality Assurance: Process of establishing stakeholder confidence that provision of education (input, process and outcomes) fulfils expectations or measures up to threshold minimum requirements

Quality (of higher education): Phenomenon in higher education that transforms a student to become an active and productive member of society.

Recognition of award: The process of verifying that an award attesting to the knowledge, skills, competencies and education obtained in another country is comparable to the standards prescribed by the UQF.

Standard: Specification of aspects, elements or principles to which an institution, programme, higher education institution or quality assurance agency should conform or by which quality is judged.

Transcript: Certified document that represent an official summary of student academic performance and records at an institution.

University: An institution which offers a level of education and training that leads to intermediate and full academic or professional qualification and competencies namely certificates, diplomas and degrees.

University Qualifications Framework: Tool for comparing levels, credits and competencies attained by the holder of the qualification awarded in a foreign university institution.

The Tanzania Commission for Universities



Ministry of Education, Science and Technology Building, Ground Floor P.O. Box 6562, 7 Magogoni Street, 11479 Dar es Salaam Tel. Gen: +255(0) 22 2113694, Fax: 255 22 2113692 E-mail: es@tcu.go.tz

Website: www.tcu.go.tz

Hotline Numbers:

+255 765 027 990, +255 674 656 237, and +255 683 921 928,