

Annual Institutional Prospectus



2024



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1. MESSAGE FROM THE CEO

It has been more than two years since the dawn of Covid-19 and its aftermath.

During this time, we have seen our world turn upside down and lives torn apart around the globe. We've witnessed our nation struggle to find balance between health costs and economic consequences— as well as emerging hazards such as local supply shortages, fuel prices, vaccine misinformation, forced quarantine mandates, career disruptions for people -all while combating continued different outbreaks and wars that are threatening livelihoods and psychological health.

We believe the future is precious and worth fighting for no matter what the world throws at us. Together, we will find our way back on to solid ground again one day at a time. It's incredible to see how South African people from all walks of life have rallied together to face our challenges head-on. It will be a difficult journey back to normalcy but like many others we've been inspired by the power of humanity. Our country is rich in potential and people that can change our society for the better.

Education and its potential in transforming South Africa is an often-debated topic. The drive to transform society through education sparks great hope for many and acts as a catalyst for growth. The power and purpose that education holds are truly what inspires people to want to change the world. In recent sentiment and reports we can see that there is still much work left to do before the equality divide within society will be narrowed. With this in mind, we at iQ align ourselves with those who refuse to back down from achieving our goals; sacrificing whatever necessary until they are reached.

iQ is a specialist Private Higher Education institution that strives to serve its communities all over Southern Africa. Our goal is simple - empower people through education. We're driven by our desire and passion for this goal, which we know will change lives forever. From diverse backgrounds, there are many different ways available to people to learn; but they all lead to one destination - self-actualization. Transformative personal habits can be learned anywhere and at any time, making learning opportunities more accessible than ever before in history! Our mission principles are design to realise potential within each of our students. The rapid transformation of the online learning environment has created a new ecosystem that has the potential drive real and sustained value for current and future students. It does however come with substantial pitfalls such quality and empty promises. Thus do your research and chose the partner and option that is right for you.

Times were tough for our institute during the past two odd years but with the support of enthusiastic teaching staff and innovative learning technologies, we pushed through. An incredible 756 new graduates came out from our qualifications this year - an increase from 526 last year. There was also 5000+ successful completions from our short course programmes during 2021 academic year; enough evidence that all the hard work put in by those students was worth it. We wish our alumni a future blessed with opportunity and success; we believe in you!

iQ turned 15 years young this year and we are very proud of being a critical role player in the South African higher education sector. After starting with just one student in 2007, we now have over 1800 students actively studying towards qualifications. Our programme range has grown to

include six accredited qualifications and 36 industry-ready short courses, incorporating both online and Internet-supported programmes. We'll be celebrating our birthday all year round - so keep an eye out for more information on what's coming up!

In 2022 we took major strides in achieving our goals and vision. With 100% of all short courses now available through online tuition, it has now become easier than ever to craft a better future with us. We've also had our first intakes on our online only public sector qualifications, namely the Higher Certificate in Local Governance (NQF 5 - 120 Credits) and Higher Certificate in Public Administration (NQF 5 - 120 Credits). These dynamic and innovative qualifications are ideal for ambitious current or future governmental employees and councillors wanting to make a real difference in their communities. Our faculty members have directed an industry lead curriculum design, review and development process through involvement of panels of experts to ensure alignment of our programmes to industry.

With the success of our multi-year technology transformation program - complete with implementing Microsoft Dynamics CRM in 2021 - it's time for the next chapter of our innovation. To serve students even better, we're focusing on creating engaging and enriched learning experiences through technology. In pursuit of this goal, we are upgrading our current online learning platforms and instructional practices to improved learning opportunities and success. Our focus will be on introducing new teaching technologies and upgrading our learning platform. The upgrade will see us streamlining the platform and adding enhanced, feature-rich functionality, making student life easier and more organized than ever before. Our faculty experts and teaching staff are developing new approaches to pedagogy through modern day technologies. Our faculty has established a responsive model using both synchronous and asynchronous methods, that is agile lead to cater for learners who work full-time or have other obligations. These technological advancements make learning easily accessible for students who have busy lifestyle.

We thank and appreciate each one of our students who has chosen to study with us as they embody everything this company strives for. Our active student community continuous to inspire us to be better and be more. The employees of our organisation are the backbone of what makes it possible for us to meet goals, provide experiences, and maintain a successful institutional model; inspiring others every day with their creativity and compassion. Thank you all for being so dedicated!

We continue to expand our holistic approach to empowerment of our students. IQ has never been just about education - it is about creating value and a mindset for our people throughout their lives. We remain committed to enhancing our student experience with free services including our Student Lifestyle and Well-Being Programme, DO Life that provides innovative everyday skills and support to succeed in life. Since its launch, over 15000 unique modules have been completed, demonstrating the truly amazing adoption and enjoyment. Our programme now consists of twenty free five micro course.

During my reflection on the past year, I rediscovered my passion for reading and became reacquainted with Leo Tolstoy, a Russian author, and probably, in my view, one of the world's greatest. He said, "Everyone thinks of changing the world, but no one thinks of changing himself". I believe that the message he is reflecting on is that change starts from within, it is founded in taking accountability for your life and what happens in it. Through setting the

example for others you will inspire change in your community. As we enter this new year, we hope our students will grow and prosper as individuals while also impacting those around them in ways they never thought possible. We wish all our students, partners, staff members and collaborators an inspired, successful, and impactful 2023.

Lo-Ammi Fourie

Chief Executive Officer

iQ Academy

2. OUR VISION AND MISSION

We empower the human potential. That is why we exist, that why we are more than just education, that is our vision.

Our mission is to broaden access to relevant education that changes the lives of the generation of today and tomorrow. We will drive our mission through our principles:

Learning Programmes

We offer expertly and industry crafted curricula that is supported by engaging and interactive learning content that balances knowledge acquisition and practical application

Teaching & Support

We create a supportive learning environment where qualified lecturers provide proactive and engaging learning opportunities.

Technology

We invest in technology innovation that supports learning to offer intelligent user-friendly solutions that maximises results and reduces redundant effort.

People

We foster and grow a transformational people culture to create aligned attitudes to support our altitude. We create opportunities to grow and capacitate our human capital to better our communities.

Our Brand

Through our results we build iQ as a trusted education institution where promises meet expectations, and it comes alive through the experiences we create.

Our Values

We create a values-based organisation that celebrates diversity in people. We build on lessons from the past and peers to strengthen our vision for our people.

Part One: Institutional Information (DHET Regulations 24)

3. CONTACT DETAILS

Physical Address:

57A Western Avenue
Vincent
East London
5201

Telephone Number: +27 87 086 6065

Email Address: info@iqa.ac.za

Website Address: www.iqacademy.ac.za

4. REGISTRATION AND ACCREDITATION

Legal Name and Company Registration Number of iQ Academy

iQ Academy (Pty) Limited, Company Registration No. 2006/033114/07 is:

- Registered with the Department of Higher Education and Training until 31 December 2027 as a Private Higher Education Institution under the Higher Education Act, 1997, Registration Certificate No. 2012/HE07/001.

5. SENIOR MANAGEMENT

DESIGNATION	NAME & SURNAME
CEO	Mr Lo-Ammi Fourie
Dean	Dr Amy Long
Head of Enrolments	Umesha Naidu

6. ACADEMIC STAFF

Full-Time Academic Staff

NAME & SURNAME	QUALIFICATIONS
Mrs Thandekile Nkohla	BTech (Marketing), PGDE, PGCE Senior & FET Phase
Ms Yvonne Mushaniga	BCom Hons (Industrial Psychology), (PDTE)
Mr Olwam Ndai	MA (Industrial Psychology)
Ms Jayde Nel	BA Hons Psychology, (PGCE)
Mr Guswin de Wee	MA (Political Science)
Ms Sinovuyo Nomandla	Dip (Tourism)

External Examiners/Moderators

NAME & SURNAME	QUALIFICATIONS
Dr Juliet Puchert	PhD (Industrial Psychology)
Dr Annelize Van Niekerk	PhD (Industrial Psychology)
Mr Phomolo Mosito	MA (English)
Mr Menzi Masengeni	MA (Education)
Mr Jethro Bhondayi	MA (Business Leadership)
Ms Noreen Matsikidze	BA (Marketing)
Mr Stefan Roodt	BCom, PGDTE
Prof Yvonne Joubert	DCom (Industrial Psychology)
Mrs Vivienne Aldag	BCom Hons (Psychology)
Ms Melanie Joubert	BCom (Marketing)
Dr Amina Jakoet-Salie	PhD (Public Administration)
Ms Noluthando Mbangeleli	MCom
Ms Memory Jubera	MSocSci (Sociology)
Prof Kwame Asmah-Andoh	DPhil (Public Administration)

7. ACCREDITED PROGRAMMES

iQ has been registered to offer its approved programmes at the following site of delivery:

East London: 57A Western Avenue, Vincent, East London, 5201

iQ is registered to offer the following programmes:

- Higher Certificate in Business Management, SAQA ID 80726, (HEQSF Aligned, 120-Credits: Distance Mode)

- Higher Certificate in Public Administration and Management, SAQA ID 118443, (HEQSF Aligned, 120-Credits: Distance Mode)
- Higher Certificate in Human Resource Management, SAQA ID 90760, (HEQSF Aligned, 120-Credits: Distance Mode)
- Higher Certificate in Local Governance, SAQA ID 117727, (HEQSF Aligned, 120-Credits: Distance Mode)

8. REGISTRATION STATUS OF SHORT COURSE PROGRAMMES

Registration of short courses is not required by the Department of Higher Education and Training. This means that all iQ Short Courses are non-credit bearing, are not registered with the South African Qualifications Authority (SAQA) and do not lead to a qualification or part-qualification registered on the National Qualifications Framework (NQF). Our Short Course Programmes are developed for and with industry and focus on career and professional growth. They are internally quality assured and approved. A certificate of achievement is awarded to students when the following conditions are met:

- Completion of all academic requirements.
- Payment of all fees.
- Receipt of certified copy of ID document.

9. MODE OF INSTRUCTION

All iQ's courses, including full qualifications that are credit-bearing and registered on the NQF and other non-credit-bearing short course offerings are offered through a distance mode of delivery. There are no face-to-face contact sessions such as in a traditional classroom setting. A student's academic journey differs depending on whether they are enrolled for a formal qualification or a short course. Higher education programmes follow a more structured or semester approach, whereas short course programmes, albeit more flexible, are being registered as part of an intake with defined start and end dates.

Teaching and learning on all such courses are actively supported by our online student portals. On our student portals, students are able to access lecture notes and teaching videos, and interact with their lecturers and tutors. iQ students are also able to obtain telephonic and email support with skilled lecturers and tutors.

As part of iQ's digital transformation journey, all our courses are offered online only. For online courses, study materials, assessments, academic support and other student services are ONLY available on the student portal.

As a progressive institution, iQ continuously experiments with innovative solutions in the development of eLearning content which supports mobile learning. This means that students can meaningfully participate on a 24/7 basis and successfully complete their courses using their mobile devices.

10. LANGUAGE POLICY OF THE ACADEMY

iQ subscribes to the use of English as the medium of instruction and communication, due to the language's local, regional and international operability and the strong presence of English in commerce and trade.

11. RULES OF THE INSTITUTION

Definition of Terms

Unless the context otherwise indicates, the definitions below inform the rules that follow and apply to students registered for formal qualifications registered on the NQF:

1. **Academic Intake: Short Courses Programmes:** There are four academic intakes for the Short Course programmes (unless otherwise specified). To be considered for a given intake, a student must apply to study with iQ and make first payment. For all Online Short Courses, study material will be made available on the student portal.
2. **Academic Intake: Higher Certificates:** iQ has two academic intakes per annum, namely Semester One (March) and Semester Two (August). To be considered in a given intake, the following applies:
 - A student's first-time registration status will be confirmed by 28 February or 31 July of each respective intake in a given calendar year.
3. **Admission:** This refers to approval of prospective students to be eligible for registration as a student at the institution, regardless of whether the person has previously been registered as a student.
4. **Prospective Student:** Any person who intends to study at iQ and who is applying for admission for a specific qualification or non-credit-bearing short course.
5. **Recognition of Prior Learning:** A student's previous learning and experience (however obtained) is considered together with the outcomes required for a specific qualification, as well as the purposes of a qualification which meets these requirements.
6. **Student:** Any person registered for a qualification or short course offered by iQ, either within a programme or as an occasional student.
7. **Academic Year: Higher Certificates:** The two consecutive semesters of study following the successful first-time registration of a student. An academic year runs either from March to November of a given calendar year or from August to June of the following year.
8. **First-Time Registration:** All students registering at iQ for the first time.
This includes:
 - The receipt of the first payment
 - All required student documentation having been received
 - Approval of the minimum entrance requirements for a given programme
 - Successful admission to a given programme

9. **Academic Semester:** Students who register for the first time are allocated to a given semester. Semesters provide structure to the teaching and learning process and participation in a specific semester requires students to follow the prescribed syllabus for the programme for which they are registered. The specific allocation of a student to a semester depends on the date by which a student has registered. For Higher Certificate programmes students must have successfully registered by 28 February or 31 July to participate in either the first or second semester.

10. **Academic Exclusion (Higher Education only)**

The table below contains a summary of the minimum and maximum study period associated with a particular Higher Education programme.

Programme	Minimum credits for qualification	Maximum period in which qualification must be completed (Years)	Suggested Period for Completion of Studies (Years)	
			Full-Time (if available)	Part-Time
Higher Certificates	120	3	1	2

Students who are not academically active, may be excluded from further participation in a given programme.

- Students registered for a Higher Certificate must pass at least 20 credits per academic year or in any two consecutive semesters.

11. **Second Year Registration:** Students are automatically registered for second year once results have been released. Second year registration is subject to the following:

- Higher Certificates: Confirmation of successful completion 20 credits accumulated in the first academic year of study.
- At least 60% of course fees for the previous registration period paid up.

12. **Third and Subsequent Years of Study:** Students are automatically registered for subsequent academic years of study once results have been released. Registration is subject to the following:

- Higher Certificates: Confirmation of successful completion of 40 credits accumulated over the previous two consecutive semesters.
- At least 60% of course fees for the previous registration period paid up.

13. **Date of Registration:** The actual date of successful first-time registration and/or any subsequent registrations.

14. **Module Re-Registration: (Higher Certificates):** Students who have failed a specific module(s) or attempted a module without completing such module, must re-register for that module in the following semester. Module re-enrolment cannot exceed the maximum number of modules for a given semester, per the programme enrolment plan. Applications

for exceptions to this rule must be sent to the Registrations Office and approved by the Academic Board.

15. **Module Re-Registration Fee (Higher Certificates):** A re-registration fee per repeat module is payable. Fees can be obtained from the student handbook. These fees will be added to the student's account.
16. **Semester Eligibility (Higher Certificates):** A student becomes eligible to participate fully in a semester following the receipt of the first payment.
17. **Module:** A coherent, self-contained unit of learning, designed to achieve a set of specific learning outcomes (overarching competencies). These are assessed within that unit and are allocated a period of learning. A module is also the smallest unit for which a final mark is entered into the student's records.
18. **Programme:** A structured set of learning outcomes, usually comprised of a combination of modules that must be completed to fulfil the requirements for a specific qualification or course.
19. **Syllabus:** A description of the learning outcomes and content dealt with in the module.
20. **Assessment:** The evaluation of a student's achievement of the learning outcomes of a module.
21. **Class Mark (CM): Higher Certificates:** This is the mark obtained by a student during a semester for a module in respect of assignments and/or other forms of formative assessments that have been completed.
22. **Examination: Higher Certificates:** Examinations are administered by iQ in May/June and November/January of each year. These may include supplementary examinations in order to assess a student's knowledge.
23. **Extended CM: Higher Certificates:** A student who has been admitted to the examination in a module and fails the examination, may be permitted to be re-assessed in the module without re-attending the formative assessments of the module. This re-assessment is subject to the approval of the Academic Board, on the recommendation of the Dean subject to the following limitations:
 - Limited to a maximum of one semester module per semester.
 - Re-assessment in a module may be granted only once and within the 12 months following the original semester in which the student was registered for the module.
24. **Final Module Mark:** This is the mark obtained at the end of each completed module. The composition and computation of the module is determined by the rules for that programme.
25. **Supplementary Assessment:** An extension of the initial work or examination, whereas "re-assessment" constitutes a separate, new assessment.
26. **Progression and Promotion: Higher Certificates:** Semester results are released on or before 10 July and 15 December of each year. The release of results is subject to students' fees being

up-to-date and the institution reserves the right not to release results to students whose accounts are in arrears. A determination of the student's eligibility to register for the second and subsequent registration will be made by the Examinations Committee in June and December of each year, following each main examination session. Students who have not attained the required minimum credits by the end of their first academic year, may not be allowed to register for the second academic year until such minimum academic requirements have been met.

27. **Attendance Requirements:** Rules that a student is expected to participate in a given programme or module and for which a class mark of at least 40 percent must be obtained.
28. **Credits: Higher Certificates:** These determine the relative value of modules. Each credit represents 10 notional hours spent by a student towards completing the module.
29. **Board:** Any person to whom the authority and/or powers in a specified area have been delegated by iQ's Academic Board.
30. **Dean:** The administrative and operations head of Faculty.
31. **Head of School:** The administrative head of a learning programme.

12. ADMISSION REQUIREMENTS

Higher Certificate Qualifications (HET)

To gain access to this qualification, candidates must have one of the following qualifications:

- National Senior Certificate with at least 30% in English.
- Senior Certificate with at least 30% in English.
- National Certificate (Vocational) (NCV) (Level 4) with at least 30% in English.

International Students

International students wishing to apply with iQ must ensure the following:

- Certified Copy of ID or valid passport.
- A certified copy of study permit has been obtained.
- All international qualifications have been evaluated by the South African Qualifications Authority (SAQA).
- Certified copy of marriage and/or divorce certificate (only if surname on highest qualification and on copy of ID does not match).

For further information regarding the above, visit the SAQA website on www.saqa.org.za .

Recognition of Prior Learning (RPL)

Prospective students who do not meet the minimum entrance requirements for the module and/or programme, but can demonstrate comparable RPL competency, may also be granted admission when applying to the Academy. Admission of prospective students through RPL will not constitute more than 10% of the total student-intake for the module and/or programme. The prospective student will also be liable for all costs associated with any RPL undertaken. For further information regarding the above, please refer to the RPL policy.

Mature Age Exemption

Prospective students of a mature age (23 years) will also be considered for admission, based upon their experience, should they not meet the minimum entrance requirements.

Conditional Age Exemption (Applies to HET Qualifications)

Students who are older than 45 years should submit an ID document or valid passport, highest qualifications and CV detailing working experience in order to be considered for higher certificate studies.

Short Course Programmes

While it is recommended that prospective students present a Grade 12 (Matric) certificate to gain entry into an iQ Short Course, special provision has been made to allow entry for prospective students who possess a minimum of a Grade 9 (Standard 7) school leaving certificate for some of these courses. In the latter case, the candidate must be at least 18 years of age with the ability to read and write in English (the language of instruction). iQ reserves the right to request prospective students to supply additional evidence pertaining to the candidate's work experience.

Fully Online Course

To be able to enrol for an online course the following technology requirement must be met:

- Internet access as well as an electronic device (smartphone/laptop)
- An active email accounts
- Access to a minimum of 1GB of data per month

13. PROGRAMME RULES

The rules relating to assessment, academic credit accumulations, progression and certificates differ from programme to programme. These rules can be viewed in the Programme Guide and Module Guides which are issued to students once the registration process has been successfully completed.

14. REGISTRATION PROCEDURE

iQ will, at all times, ensure that the number of students enrolled on the programmes does not exceed the capacity of the staff and the administrative infrastructure to provide for student support and the assessment needs of students.

The registration procedure is as follows:

- A student can express interest in studying with iQ through a number of our digital and social media channels.
- Once a prospective student has expressed their interest, a student advisor will contact the individual via their preferred contact method. The advisor will enquire about prospective student's study interests, their academic and career aspirations.
- The advisor will guide the prospective students through our programmes, the advisor will help the prospective student through the process of selecting the appropriate area of study for their goals.

- Having settled on the appropriate programme for the prospective student, all relevant details are captured onto the enrolment application software for enrolment purposes.
- The enrolment advisor will take care to explain the terms and conditions of the prospective student's enrolment with iQ.
- The prospective student will then receive his/her provisional acceptance. They will receive full student status once they have sent all relevant documentation (academic qualifications and ID documents) to iQ and have met the payment requirements applicable to the selected programme.
- All enrolment applications go through a verification and quality control process to ensure the proper procedure has been followed and all requirements are met. Our quality control process is designed for the protection of the prospective student.
- When all the criteria related to the programme are met, the prospective student will be assigned full registration status as a student with iQ.
- On completed registration, the study material will be made available on the student portal.

15. ACADEMIC AND STUDENT SUPPORT SERVICES

Academic Support

iQ seeks to create a rich learning experience for its students. Consequently, we are continuously exploring new and better ways to best support distance learning. We are also committed to shortening the "distance" in distance learning. Both of these objectives are achieved by keeping in touch with our students via phone and email support.

It is important that students keep us informed about any changes to their personal information, including cell phone number(s), physical and postal address(es) and email address(es). Without the correct contact details, students may not receive important information or support from iQ.

In addition to this, students have access to iQ's online learning portal. Our learning portal is a great way for students to conveniently view course content, interact with tutors/lecturers and take part in learning and other interactive experiences.

Student Experience Team

iQ has a dedicated team who officially welcomes new students when they enrol. The "Welcome Call", as we call it, is an important interaction as it is a way for us to orientate students with iQ, to answer any questions students may have and to provide support during the initial stage of registration.

Technology Mediated Learning

Distance learners often experience a feeling of isolation. Through advances in internet-based technologies and access to connectivity, we have created dynamic platforms to encourage one-on-one interaction between students and tutors/lecturers and to facilitate student communities where challenges, questions and topics of interest can be discussed.

iQ provides students with a platform that allows students to leverage technology, which in turn, facilitates learning. Our student portal is accessible through PCs, laptops, tablets, smartphones, etc. and can be accessed at: ican.iqa.ac.za .

In addition to being conveniently accessible 24/7, the student portal also gives students the power to:

- View course and module information
- Check progress and academic results
- Access course content and digital resources
- Learn through interactive experiences
- Chat with your tutors/lecturers
- Submit assignments

The iQ Library

The iQ library is located at its East London campus and stocks a selection of printed and electronic resources relevant to programmes and courses offered by the institution. All prescribed and recommended books and readings form part of this collection.

The iQ library collection is continually growing with ongoing initiatives to increase the titles through new acquisitions.

Please note that there are certain restrictions pertaining to library loans. For example, certain titles are only available on a short-loan basis (4-hour, 1-day loan, etc.).

Electronic Library

iQ subscribes to the popular electronic database Ebscohost. Subscribing to Ebscohost allows staff and students access to a large collection of electronic journals and eBooks. Only registered students are able to access these resources remotely via the internet. Access to Ebscohost is restricted. Students who are fully registered with iQ are able to access the electronic library via one of the Institutional LMS', iCan. Students who experience difficulties accessing this platform are encouraged to contact their programme manager or module/course lecturer.

iQ is also constantly exploring the utilisation of Open Educational Resource (OER) content available on the internet and has already identified several open-source journals and free resources that will adequately assist students registered for the various programmes iQ has on offer.

Technical Support

Since students are not part of iQ's proprietary network, we cannot assist them with problems and troubleshooting that relate to their own resources, such as internet access, PCs or mobile phones. If students experience problems with accessing resources remotely, as introduced above, i.e. the institution's website, student portal, Ebscohost, Facebook, etc., kindly bring this to the attention of your programme manager or module lecturer(s) so that a query can be logged. We have a dedicated IT team which can resolve such issues, but only at the request from academic and support staff.

16. STUDENT ENROLMENT CONTRACT

Students are required to register at the start of their academic journey with iQ. Due to the nature of distance learning, all student contracts are completed telephonically with the student, guardian and account payer (sponsor). During the registration process, various important points such as fees, payment options, terms and conditions, disclaimers i.e. understanding of course

registration status, are discussed with the student, guardian and account payer (sponsor). All parties are required to accept these points.

Once the registration process has been completed, the agreement (contract) becomes a legally binding document which is valid for the duration of the programme.

Once the account payer (sponsor) has accepted the agreement, this person becomes liable for the payment of all fees. Information pertaining to the cancellation of studies, deferment of studies and refunds can be obtained in the Student Handbook.

17. TUITION FEES

Tuition fees cover the cost of the application, registration, course materials, delivery of an individual programme of study and support provided throughout the duration of the programme or course. This also includes any study handbooks, other guides and any administrative and academic counselling. Tuition fees must be paid in full before final marks will be released. A further breakdown of fees and costs are included in the Terms and Conditions.

18. SCHEDULE OF FEES

Higher Education Programmes

The fees in the schedule below are applicable to students who have registered for the 2022/2023 academic intake on a higher certificate qualification. Fees are subject to change, as fees are revised on an annual basis. Students must verify their courses and associated fees, levies, and other charges on a regular basis. Any updates to fees will be updated on the iQ website.

The fees outlined below include all courier fees.

Table 1: Schedule of fees for Higher Certificate Qualifications (2022/2023)

Fee Type	Amount	Payable
Business Management/Public Management/Local Governance/Human Resource Management	R24,610	A total course fee is comprised of an annual course fee and includes annual registration fees. The payment of which can be made on registration or can be scheduled over 12, 15, 18 or 24 months.
De-registration Fee	Variable	The fee that is payable upon de-registration (variable, depending on how far the student is with his/her programme or course).
Course change prior to 1 st payment	No Charge	
Examination Re-mark Fee	R300	This fee is payable on application for an examination re-mark.
Academic Exclusion Re-admission fee	R500	This fee will be added to the students account upon re-admission into course.

Fee Type	Amount	Payable
Assignment Re-Mark Fee	R150	This fee is payable on application for an assignment re-mark.
Special Examination Fee	R500	This fee is payable in order to write a special exam. This fee is at the discretion of the Academic Head. Please see General Rules.
Supplementary Fee	R500	This fee is payable in order to write a supplementary Exam.
Module Re-registration/Module Repeat Fee	R1,000	This fee is payable on re-registration or repeat of a failed Module with no books required.
Shipping Fee	R150	Courier fee when an item does not include shipping.
Recognition of Prior Learning (RPL) Fee	R150	This fee is payable on application and acceptance of RPL, where there is a requirement for an assessment to be completed as part of the RPL process.
Duplicate Certificate Fee	R400	This fee is payable on request for duplicate certificate. Fee excludes shipping.

Short Course Programmes

The fees for an iQ Short Course Programme can be viewed on our website at any time. Fees are subject to change, as fees are revised on an annual basis. The fees published on our website include all study material and courier fees.

Students must verify their courses and associated fees, levies, and other charges on a regular basis. Any updates to fees will be updated on the iQ website.

Method of Payment

The following methods of payment described below are acceptable.

Direct Deposits or Internet Payments

Direct deposits or Internet payments can be made into the following account:

Bank	Standard Bank
Branch	Vincent Park
Branch Code	003721
Account Holder/Name	IQ Academy
Account Number	251390527
Reference	Student number, ID number or passport number, Contract number

Debit Order

If elected to use a debit order, tuition fees are collected via an agreed debit order on a monthly basis.

The following fees may be added to the tuition fees and can be paid via normal debit order:

- Special examination and supplementary fees, where applicable.
- Examination script re-mark.
- Module(s) re-registration fee.

Electronic Payments

All electronic payments for student fees are accepted and payments can be made via the student's bank into iQ's bank account.

Please note that for Standard Bank customers we are an authorised and approved beneficiary. Reference to be used is your ID number.

International Payments

Where payment is being made for students applying foreign currency, payment must be made via telegraphic transfer into iQ's bank account. Please visit the iQ website for more details.

Proof of Payment

To avoid the possibility of a payment not being credited to the correct student account, it is essential that the student name and student number or ID number are entered on the deposit slip or telegraphic transfer.

Please email a copy of the deposit slip or transfer to iQ's student experience team via accounts@iqa.ac.za.

19. STUDENT FINANCIAL AID

The only form of financial aid which is offered to students is through the affordable payment options, where no deposit is required and the inclusion of textbooks in the course fees. If students require assistance with the payment of fees, he/she can discuss such matters with a student services agent. iQ has a limited number of bursaries available which are awarded to prospective students.

20. STUDENT HEALTH AND WELLNESS

The health and wellbeing of iQ's employees, contractors, students and visitors are of the utmost importance. We believe that all occupational illnesses, workplace injuries and environmental incidents are preventable. We will, therefore, never compromise health and safety standards and procedures.

With this in mind, iQ has implemented procedures for safety and security in terms of the Occupational Health & Safety Act, 1993 (Act No. 52 of 1993). These policies and procedures are made available to students on the iCan student portal, under the student information section.

Studying through our distance learning options can become very challenging yet rewarding at the same time. To assist with these pressures, iQ's academic team are available to support students with academic issues and are able to refer students to various wellness organisations.

The following examples of various wellness organisations include:

- **AL-Anon:** Al-Anon Family Groups offer understanding, help and support to the families and friends of problem drinkers. Call 0861 25 26 66.
- **Lifeline Southern Africa:** 24-hour crisis intervention service, offering free, confidential telephone counselling, rape counselling, trauma counselling, Aids counselling and a range of other services. Call 0861-322-322.
- **National Aids helpline:** For assistance with HIV/AIDS information, support and services referral. Call 0800-012-322 or visit aidsline.org.za.
- **Narcotics Anonymous SA:** For recovering drug addicts who meet regularly to help each other stay clean. Call 083 900 MY NA (083 900 69 62) or visit www.na.org.za.
- **SA Depression and Anxiety Group:** Call 0800 121 314, SMS 31393 (for a call-back request) or visit www.sadac.org.
- **Stop Gender Abuse:** Crisis counselling for women who have been raped or abused, advice and support for people wanting to support women in need of help, legal and other options available for abused women and rape survivors. Call 0800 150 150.

21A. COMMUNITY ENGAGEMENT AND SOCIAL RESPONSIBILITY

iQ partakes in various initiatives with the local community (stakeholders within the community). Our objective is to provide access to higher education for disadvantaged communities, creating the opportunity for betterment and growth that has a positive impact on individuals and communities as a whole.

During the course of 2020 iQ assigned over 100 bursaries and has engaged with two CHILDREN'S charities to support the development of Math Literacy and English. We further support school leavers from these charity catchment areas with bursaries to study further. 2022 holds some exciting projects for iQ and various charities to continue our involvement and support.

21B. IQ ACADEMIC ACHIEVEMENT

Publications

de Wee, G. (2020). Evaluating and Understanding the outcomes of the South African National Drug Master Plan 2013-2017: A systems-based Integrative Propositional Analysis application. *Systems Research and Behavioural Science* <https://doi.org/10.1002/sres.2769>

de Wee, G. & Asmah-Andoh, K. (2021). Model for Overcoming Policy Analysis Limitation and Implementation Challenges: Integrative Propositional Analysis of South African National Mental Health Policy Framework and Strategic Plan 2013-2020, *International Journal of Public Administration*, 10.1080/01900692.2021.1878219

de Wee, G. (2021). Comparative Policy Analysis and the Science of Conceptual Systems: A Candidate Pathway to a Common Variable. *Foundations of Science* <https://doi.org/10.1007/s10699-021-09782-5>

Huni, T. Rukuni, T. Tshetu, P. Leontes, I. Takura, E. (2020) Evaluating operational competencies and the success of agricultural cooperatives in South Africa. *Journal of Entrepreneurial Innovations*.

Huni, T. Rukuni, T. Magombeyi, M. Machaka, Z. Takura, E. (2019) Leadership competencies and performance in a government department in the City of Tshwane, South Africa. *African Journal of Public Affairs*.

Conference Proceedings

de Wee, G. & Asmah-Andoh, K. (2019). Model for overcoming policy analysis limitation and implementation challenges: Integrative Propositional Analysis of South African National Mental Health Policy Framework and Strategic Plan 2013-2020. Presented at: ASSADPAM Conference, Bloemfontein, South Africa.

de Wee, G. (2021) Using Science of Conceptual Systems to guide policy and theory of social change: A push towards more accurate anticipatory system modelling. Presented at: The International Society of System Sciences, Conducted virtually.

de Wee, G. & Asmah-Andoh, K. (2021). Assessing policy design and interpretation: An Integrative Propositional Analysis perspective on the implementation gap. Presented at: SAAPAM, Durban, South Africa.

Dlamkile, P (2019) Efficient water utilisation and management by Keiskammahoek Villagers in EC through Local Government. Presented at: University of Fort Hare Postgraduate Conference. Alice, South Africa.

Long A.M. (2021) Police Criminality in Buffalo City Metropolitan Municipality. Presented at: The International Sociological Association Forum on Sociology, Brazil.

Long A.M. (2018) A Sociological Appraisal of Police Crimes and Disciplinary Measures in Buffalo City Metropolitan Municipality – South Africa. Presented at: The International Sociological Congress, Toronto, Canada.

Long A.M. (2017) Trust and Policing in South Africa – A Sociological Analysis. Presented at: The International Conference on Trust, Tokyo, Japan.

Long A.M. (2014) An exploration of religious philosophies' influences on meat consumption patterns and asceticism among congregants in East London, South Africa. Presented at: The South African Sociological Association Congress, Port Elizabeth, South Africa.

Long A.M. Moyo P. (2013) Debunking Employment Equity and Affirmative Action in Small Scale and Medium Enterprises in Gauteng, South Africa. Presented at: The South African Sociological Congress, Pretoria, South Africa.

Professional Affiliation

iQ is a member of NADEOSA, National Association of Distance Education and Open Learning in South Africa.

iQ Academy (Pty) Ltd Company Registration No. 2006/033114/07: is registered with the Department of Higher Education and Training as a Private Higher Education Institution under the Higher Education Act, 1997, Registration Certificate No. 2012/HE07/001.

Long, A. Member - International Sociological Association.

Long, A. Member - South African Sociological Association.

Mushaniga, Y. Member - South African Board for People Practices.

Long, A - Executive Member of NADEOSA.

Nel J. Member - South African Council for Educators (SACE).

Dlamkile, P. Member - South African Association of Public Administration and Management.

Huni, T. Member - Institute of Directors

22. DE-REGISTRATION AND REFUNDS

The De-Registration Process

- All de-registration requests must be made either verbally or in writing and submitted to iQ.
- Application for de-registration must be submitted before the seven-day cooling off period ends in order to avoid paying any fees.
- Once the de-registration application has been received, the student's de-registration will be processed within 24 hours to prevent unnecessary costs and to ensure that de-registrations do not fall into iQ's retention call campaigns.
- If a refund is due, the request will be processed, and the refund will be paid to the student within 21 business days.
- If any outstanding fees still remain, these will be collected via normal collection processes until outstanding or arrear fees have been paid in full.
- If a student requires more information regarding de-registration, these requests must be made by calling 087 086 6065 or be put in writing to info@iqa.ac.za.

The Refund Process

- If a student requires a refund, these requests must be made either by calling 087 086 6065 or be put in writing to info@iqa.ac.za.
- Supporting documents may be required in order to validate the refund properly.
- The request is validated against the student's account and supporting documents.
- If the refund is not due, the student will be notified of the outcome.
- If the refund is due, the refund will be paid out within 7 business days.

23. STUDENT CODE OF CONDUCT

iQ is serious about the conduct of its students. A comprehensive and official Code of Conduct is available via iCan, our student portal, in order to ensure that students are aware of what is expected of them.

The Code of Conduct can be made available to students upon request, by sending an email request to studentadmin@iqa.ac.za.

24. STUDENT COMPLAINTS AND GRIEVANCES

iQ is committed to ensuring that students have a positive student experience. We constantly monitor and evaluate our academic courses, administrative systems and student support services with a view to improving its quality. If any student feels that we are not living up to our expectations, we welcome constructive feedback at any time, even if this includes laying a complaint.

If a student wishes to lodge a complaint, he/she may do so in writing within seven days of any dissatisfaction being experienced. Complaints may be lodged with the Dean. A full process of the Complaints Procedure can be found in the Student Handbook.

The following are examples of the types of complaints which may be lodged:

- Quality of teaching and learning.
- Quality of services received.
- Lack of support.
- Assessment results.
- Disciplinary sanctions.
- Fees.
- Refunds.
- Other.

25. POLICY ON DISABILITY

iQ upholds the rights of students and staff with disabilities in accordance with section 9 (4) of the Constitution. It further upholds the rights of students and staff with disabilities through its adherence to the relevant legislative requirements regarding disability programmes and by the recognition of the Convention on the Rights of Persons with Disabilities (2008).

iQ commits to the ongoing provision of services for students and staff with disabilities. This provision is designed to eliminate special barriers to equal educational and employment opportunities, including legal, financial, academic and institutional obstacles in order to achieve equitable inclusive services and practices through the implementation of this Disability Policy.

26. KEY DATES Please contact the office for more details on intake dates.

Part Two: Faculty

27. FACULTY

All current programmes and courses offered by iQ have been arranged under one Faculty, the Faculty of Management and Economic Sciences, comprising of two Schools, the School of Management and Commerce and the School of Public Management.

The School of Management and Commerce

The School of Management and Commerce is responsible for providing those qualifications related to business, human resource and marketing management. In addition to this, the School offers the bulk of our short course programmes, which are business, human resource, travel, commerce and events oriented. The School is supported by a Head of School, Lecturers and Tutors, to ensure a successful learning journey for our students. Course offerings are suitable for practising and emerging managers, marketers, human resource practitioners, supply chain professionals, and many other professions across various disciplines.

The School of Public Management

The School of Public Management was incepted in 2021, in order to accommodate the various public management programmes offered at iQ. Currently we have a number of short course programmes in the public management discipline, and one fully accredited higher certificate programme. The School is also supported by a Head of School, Lecturers and Tutors. The purpose of the public management programmes are to equip students with foundational, practical skills and knowledge, which can be exercised in the delivery of services to South Africans.

The Dean of the Institution oversees the operations of Faculty. Each department strives to provide high-quality and market-relevant education. The mode of delivery is through technology-enabled distance learning that is assisted by suitably qualified and experienced academics.

iQ Higher Education

iQ Higher Certificate Programmes

While many students leave school with a Grade 12 qualification, many find themselves at a loss because they have not obtained university exemption. Additionally, a number of school-leavers who have obtained exemption for degree studies, are not admitted to public institutions due to the limited places available.

iQ's Higher Certificate Programmes comprise of a strong vocational element, seeking to bridge the gap between theory and practice. These qualifications give candidates an alternate route into higher education. After the successful completion of a 120-credit NQF Level 5 Higher Certificate, candidates may apply for admission into an Advanced Certificate. Higher Certificate

graduates may also apply for unconditional exemption, which also provides an alternate access route to degree studies.

The programme structure for the iQ Higher Certificate Programmes allows part-time students to complete a programme over two years, with a maximum duration of three years. Once students have registered, they will receive study material for the first four of the seven modules. The remaining three modules are made available to students once they have successfully completed at least three of the first four modules or once a student has accumulated 40 of the 120 credits. The second release of modules is also subject to the student having settled a minimum of 60% of their course fees.

1.1. Higher Certificate in Business Management (HCBM)

The HCBM programme is a response to the workplace need for competent managers across all economic sectors. Government, businesses and the Labour Department have expressed a growing current and future need for competent junior and middle managers to assist in growing the economy. The skills, knowledge, attitudes and values required by managers are encapsulated in this qualification.

Many people in several industries have the technical know-how and skillset. However, when asked to step into managerial roles, they are often underprepared. In addition, new entrants to the workplace often find it difficult to contextualise the function of management, to solve problems and make qualitative decisions.

This programme provides exciting career prospects for people who are involved with or who are interested in becoming involved in the business management field. Essentially, the programme provides individuals with the ability to broaden their knowledge and skills to become effective managers and accountable leaders. As an entry point to the business management discipline, the programme provides and equips individuals with knowledge and skills needed for both personal success in the context of managing self and teams as well as in the success of the organisation. To this end, the curriculum has been designed to give students a solid foundation in the field of business management, within non-profit and profitable organisations.

This iQ Higher Certificate Programme comprises the following seven modules:

- Module 1: Academic Literacy
- Module 2: Business Management
- Module 3: Principles of Leadership
- Module 4: Human Resource Management
- Module 5: Marketing Management
- Module 6: Finance for Managers
- Module 7: Project Management

1.2. Higher Certificate in Human Resource Management (HCHR)

The HCHR programme is a response to the growing need for competent human resource practitioners to effectively manage a company's or the country's workforce employees or human capital across all economic sectors, including government, business, and labour. The skills, knowledge, attitudes and values required by employees in the human resources' field are captured in this qualification and will enable future decision-makers to develop their skills and

actively take control of their sphere of influence, making sound business decisions which will benefit both the specific industry and the economy.

This qualification is designed to match an ever-changing business environment, taking cognisance of the attributes essential for functionaries in the field. Organisational and business growth is predicated on competitive advantages, which is leveraged by the people they employ. For companies to be strategically positioned in a competitive market, skilled personnel need to be competent at all levels, including entry-level positions.

The programme is created to qualify students for entry-level positions in human resource management-related jobs. Students completing this qualification will have foundational, theoretical knowledge and practical skills across the board of human resource management roles, including organisational design, change management and wellness.

This iQ Higher Certificate Programme comprises the following seven modules:

- Module 1: Academic Literacy
- Module 2: Human Resource Management
- Module 3: Principles of Leadership
- Module 4: Business Management
- Module 5: Organisational Development and Change Management
- Module 6: Organisational Health and Wellness
- Module 7: Human Resource Integrated Case Study

1.3. Higher Certificate in Public Administration and Management (HCPAM)

The purpose of the HCPAM is to develop basic vocational, theoretical and applied competences of students at NQF level 5 in the interpretation and application of national and provincial government sector legislation and policies on national and provincial government levels, good governance, and public management principles and methods. This higher certificate programme is intended for public officials and elected political leaders involved with service delivery activities and strategic-level objectives for communities. This type of programme contributes to the development of management skills for political executives, executive managers (senior, middle and line managers) and other role-players who contribute to the development of improved service delivery in the public sector. The knowledge and skills will equip students to function in the highly complex and dynamic public arena where state, market forces and civilians interact in the shaping of society.

The course provides a basis of government and the position of public administration and management (PAM) in government, focusing on various knowledge areas from management principles and public sector techniques to ethics guiding the public sector. Once qualified, students are ideally placed to take up a position in any of the three spheres of government or in arms-length agencies, including the public service and the broader public sector, such as state departments, local and provincial departments, public entities and public enterprises. They will also be able to join non-profit organisations as well as public affairs and other select divisions within private sector companies. The specialised modules on offer allow students to explore possible career options.

This iQ Higher Certificate Programme consists of the following eight modules:

- Module 1: Academic Literacy
- Module 2: Government in Focus
- Module 3: Foundations of Public Administration, Public Management and Governance
- Module 4: Selected Public Management Applications, Skills and Competencies
- Module 5: Service Delivery Excellence
- Module 6: Public Sector Human Resource Management
- Module 7: Ethics Management in the Public Sector
- Module 8: Public Organisational Design and Development

iQ Short Course Programmes

In addition to higher education programmes, Faculty also offers a variety of non-credit-bearing short courses in business and related fields.

iQ is committed to the principles of life-long learning. We view life-long learning as all forms of learning, both formal, informal and non-formal that occur throughout an individual's personal journey through life. Constant changes in the work environment and various spheres of life make it necessary for people to continuously upgrade their skills in order to stay competitive in the modern world.

Through distance learning, individuals benefit from greater flexibility in realising their personal development aspirations. This method of learning also places students in control of their own learning through independent studies and with the increased accessibility to technology (especially mobile technology), students can interact with fellow learners and tutors as part of a community, on our internet-enabled platforms.

Short Course Programmes offer students the following:

- An opportunity to gain or update knowledge and skills
- Sharpen individuals' occupational direction
- Increased mobility within the workplace, improved future employability and self-employment possibilities
- A contribution towards closing the specialised skills gap
- Personal enrichment

Short Courses may run over several weeks or months. These Short Courses provide a flexible educational solution that is an affordable way to improve knowledge and skills in a wide variety of subjects and disciplines.

As iQ Academy we continuously add new Short Courses to our programme offering throughout the year. For the latest list of available courses please click the button below to visit our website, where you can view the newest and most popular Short Courses or a full list of all available programmes.

-END-