

HIGHER CERTIFICATE

Student Handbook

STUDY RESOURCE



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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 institution during the past two odd years but with the support of enthusiastic teaching and support 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 - iCan. The iCan 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.



CHIEF EXECUTIVE OFFICER (CEO)
IQ ACADEMY

OUR VISION AND MISSION

We believe that education holds the power to positively impact our nation and transform the world we live in for the better, for today and for future generations to come.

Our vision is that of a nation of people who are empowered with the agency of choice and have the capacity to give back to our communities.

Our mission is to provide purposeful and accessible education that empowers potential.

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.

IQ– PAST, PRESENT AND FUTURE

iQ was originally established in 2006 as a small department of Centurion Academy, to improve student employability through distance learning Short Courses in the business-related sciences. With the success of our students and a desire to offer more, iQ exited the Centurion Academy umbrella to merge with Fernwood Business College (Pty) Ltd, and subsequently launched as a private tertiary institution called “iQ Academy (Pty) Ltd”.

iQ is registered with the Department of Higher Education and Training as an independent Private Higher Education Institution (PHEI). To ensure a quality learning experience for our students, we are committed to continually developing our capacity to provide a holistic and enriching student education experience within the regulatory framework.

STRUCTURE OF THE STUDENT HANDBOOK

Students and staff are required to familiarise themselves with the content in this handbook as it contains very important information regarding the institution and its rules.

The handbook has been arranged into the following sections:

Part 1 - Institutional Information

Part 2 - Student Information

PART ONE: INSTITUTIONAL INFORMATION



1. CONTACT DETAILS

Physical Address: 57a Western Avenue
Vincent
East London
5201

Telephone Number: 087 086 6065

E-Mail Address: info@iqa.ac.za

Website Address: www.iqacademy.ac.za

2. 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.

3. INSTITUTIONAL GOVERNANCE, MANAGEMENT AND STAFF

COMMITTEES OF THE ACADEMIC BOARD

The following committees and membership of such are presented below:

Leadership Committee (EXCO)

Mr L. Fourie
Dr. A. Long
Ms U. Naidu
Mrs. G. Robertson
Mr. N. Grobbelaar
Mr H. van Heerden
Mrs. I. Wainwright

Academic Board (AB)

CEO (ex-officio)
Dean (ex-officio)
Heads of Schools
Student Support Team Leader
Compliance Manager

Examination Committee

Dean
Heads of Schools

Quality Committee

CEO
Dean
Heads of Schools

Library Committee

Dean
One Head of School
Librarian

Programme Committee

CEO
Dean
Heads of Schools

THE LEADERSHIP TEAM

NAME:

Mr Lo-Ammi Fourie
Dr Amy Long
Ms Umesha Naidu

DESIGNATION:

CEO
Dean
Head: Student Enrolment

FULL-TIME ACADEMIC STAFF

NAME:

Dr Amy Long
Mr Guswin de Wee
Mrs Thandekile Nkohla
Ms Yvonne Mushaninga
Mrs Jayde Nel
Mr Olwam Ndai
Dr Memory Jubera
Ms Z Rickett

QUALIFICATIONS:

PhD (Sociology)
MA Political Science
BTech (Marketing), PGDE
BCom Hons (Industrial Psychology)
BA Hons (Psychology), PGCE
MCom (Industrial Psychology)
PhD (Sociology)
BA (Hons) Psychology

EXTERNAL EXAMINERS/MODERATORS

NAME:

Mr P. Mosito
Mr M. Masengeni
Mr J. Bhondayi
Ms N. Matsikidze
Mr S. Roodt
Dr A. Van Niekerk
Mrs V. Aldag
Ms M. Joubert
Ms N. Mbangeleli
Dr J. Puchert
Dr A. Jakoet-Salie
Ms M. Jubera
Prof K. Asmah-Andoh
Prof Y. Joubert

QUALIFICATIONS:

Masters: English Studies
Masters: Education
Masters: Business Leadership
BA (Marketing with English)
BCom, PDGTE
DAdmin: Industrial Psychology
Bcom Hons (Psychology)
BCom: Marketing Management
Masters: Commerce Psychology
PHD: Industrial Psychology
PhD (Public Administration)
MSocSci (Sociology)
DPhil (Public Administration)
DCom (Industrial Psychology)

4. COMMUNICATING WITH IQ ACADEMY

When emailing us, use a descriptive phrase in the subject header of your email, e.g., academic support, assignment, results, payment, etc. as this will assist us in channelling your enquiry to the relevant department.

When phoning us, students will be assisted by one of our Student Experience agents. It is our aim to resolve queries where possible on the 1st call but in the event, this is not possible, the student query will be directed to the relevant department.

Table 1: iQ Contact Details

Academic and Student Support	
ONLY enquiries about academic assistance should be directed to lecturing or tutoring staff. Please have your study material with you when you contact us. Academic staff are NOT able to assist with administrative matters so to avoid delays, contact the Student Support Office.	
Phone Number	087 086 6065

Email Address	studentadmin@iqa.ac.za
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Enquiries about Assignments and Assignment Results	
Upon receipt of an assignment and once an assignment has been marked, a SMS's and/or email will be sent to the student. For further enquiries regarding confirmation of receipt of assignments and assignment results, please direct your enquiry to the following:	
Phone Number	087 086 6065
Email Address	studentadmin@iqa.ac.za

Submission of Assignments	
Assignments may be submitted in the following ways:	
Higher Certificate: Business Management Higher Certificate: HR Management Higher Certificate: Public Administration & Management Higher Certificate: Local Governance Diploma	Assignments are completed online Assignments are completed online Assignments are completed online Assignments are completed online Assignments are completed online

The graphic features the iQ academy logo at the top. Below it is a red-to-purple gradient bar with the text 'Queries - Directory'. The main content is a grid of ten white boxes on a dark blue background, each containing a category name and an email address:

- Balance/Account**: accounts@iqa.ac.za
- Registration-related**: registrations@iqa.ac.za (incl. cancellations and re-reg)
- Short Course Results**: scresults@iqa.ac.za
- Admission-related**: admissions@iqa.ac.za
- HET Results**: studentadmin@iqa.ac.za
- Academic Exclusion Appeals**: exclusions@iqa.ac.za
- Certificate**: certificate@iqa.ac.za
- Lecturer Assistance**: lecturers@iqa.ac.za
- iCan Help**: icanhelp@iqa.ac.za
- General**: info@iqa.ac.za

Annual Registration and Module Re-Registration Enquiries	
For enquiries about annual and module re-registration	
Phone Number	087 086 6065
Email Address	studentadmin@iqa.ac.za

Business Hours:

Times (Inbound telephone calls and emails):

Inbound Business Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Student Experience Business Hours	07:00-17:00	07:00-17:00	07:00-17:00	07:00-17:00	07:00-16:00	08:00-12:00	Closed

Times (Social Media: Facebook and Live Chat)

Inbound Business Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Social Media	07:00-17:00	07:00-17:00	07:00-17:00	07:00-17:00	07:00-16:00	08:00-12:00	Closed

All other departments:

Monday - Thursday 07h00 - 1700

Friday 07h00 - 1600

We strive to ensure that all enquiries and emails are answered within three working days, but this may vary due to the high volumes of enquiries experienced from time to time.

5. MODE OF INSTRUCTION

- 6.1 Full qualifications and short courses are offered through a distance or online mode of delivery.
- 6.2 Learning through a distance mode of delivery is not easy, therefore it is critical that students familiarise themselves with the approach taken by the institution in delivering learning and support. Documentation and Study Material available on the student portal, constitutes a very important part of the learning process as it contains information and instructions that students should take seriously.
- 6.3 Different academic delivery systems and methods have been put in place or are made available to support the academic well-being of students, which include, among others telephonic support with well-versed teaching staff and tutors, live “chats” on iCan and video technologies. All these supportive teaching and learning initiatives have been put in place for teaching staff to ‘bridge the gap’ between the student and the teacher.
- 6.4 Please note that Virtual Campus portal is the official platform of teaching and learning.

6. LANGUAGE POLICY

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

PART TWO: STUDENT INFORMATION



1. DEFINITION OF TERMS

Unless the context otherwise indicates, the definitions below inform the rules that follow:

	Definition
1.	Academic intake: Higher Certificates The institution has two (2) academic intakes per annum, namely semester 1 (March) and semester 2 (August). To be considered for participation in a given intake, the following applies: <ul style="list-style-type: none">• A student's 1st time registration status should have been confirmed by 28 February January or 31 July of each respective intake in a given calendar year.
2.	Admission Means approval to participate for registration as a student at the institution, irrespective of whether the person has previously been registered as a student.
3.	Prospective student Means any person who intends to study at the institution and is applying for admission for a specific qualification, or short course, and the acceptance for the purposes of a qualification or short course, for that which meets the requirements.
4.	Recognition of prior learning Means the comparison of the previous learning and experience of a student, however obtained, against the outcomes required for a specific qualification, and the acceptance for the purposes of a qualification of that which meets the requirements.
5.	Student Means any person registered for a qualification offered by the institution, either within a programme or as an occasional student.
6.	1st Registration Refers to all students who are registering at the institution for the first time and the period/date on which the registration status of a prospective student has been confirmed. This includes: <ul style="list-style-type: none">• The receipt of the applicable registration fee.• All required student documentation having been received.• Approval of the minimum entrance requirements for a given programme.• Successful admission to a given programme.
7.	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.
8.	2nd Year registration Students are automatically registered for second year once results have been released. Second-year registration is subject to confirmation of successful completion of 30 credits accumulated in the first academic year of study.
9.	Third and subsequent Year of Study: Once results have been released registration is subject to confirmation of successful completion of 40 credits accumulated over the previous two consecutive semesters.
10.	Date of registration Refers to the actual date of successful 1 st time registration and/or any subsequent registrations.
11.	Module re-registration Applies to a student who is required to repeat a module/s or who has not completed a module within the specified period.
12.	Module re-registration fee A re-registration fee per repeat module is payable. Please refer to the fees schedule under section 6.11.

Definition

13.	<p>“Semester” comprises a six (6) month period within a given calendar year. A semester starts either in March or August of a given calendar year and ends either in June or November of that same calendar year. The period March to June is referred to as the 1st semester, whereas the period August to November as the 2nd semester.</p>
14.	<p>Student academic year A student’s academic year is determined by the period and date of their first registration at IQ. The start of a student’s academic year is the date on which the student becomes eligible to participate in a full semester of academic activities, including a reasonable opportunity to participate in all assessments specified for such a semester.</p>
15.	<p>Module Means a coherent, self-contained unit of learning, which is designed to achieve a set of specific learning outcomes (overarching competencies) that are assessed within that unit and allocated period of learning and which is the smallest unit for which a final mark is entered into the student’s records.</p>
16.	<p>Programme Means a structured set of learning outcomes, which usually comprises a combination of modules to be completed to fulfil the requirements for a specific qualification or programme.</p>
17.	<p>Syllabus Means a description of the learning outcomes and learning content dealt with in the module.</p>
18.	<p>Assessment Means the evaluation of a student’s achievement of the learning outcomes of a module.</p>
19.	<p>Class mark Means the mark obtained by a student during a semester for a particular module in respect of assignments and/or other forms of formative assessments having been completed.</p>
20.	<p>Examination Means examinations administered by the institution and may include supplementary examinations in order to assess a student’s knowledge.</p>
21.	<p>Final module mark Means the mark obtained at the end of each completed module, the composition and computation of which is determined by the rules for that programme.</p>
22.	<p>Supplementary assessment Is an extension of the initial work or examination, whereas “re-assessment” constitutes a separate, new assessment.</p>
23.	<p>Attendance requirements Means rules in respect of which 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.</p>
24.	<p>Credits Determine the relative value of modules, where each credit represents 10 (ten) notional hours spent by a student towards completing the module.</p>
25.	<p>Board Includes any person to whom the authority and/or powers in a specified area have been delegated by IQ Academy’s Academic Board.</p>
26.	<p>Head of School Means the administrative head of a unit offering the relevant programme, or his/her delegate.</p>
27.	<p>De-Registration Refers to the de-registration (cancellation) from studies once registered as a student.</p>
28.	<p>Academic Exclusion Refers to a student being excluded from studies due to various reasons such as non-participation, failure to obtain the minimum number of credits etc.</p>
29.	<p>Leave of Absence from Studies Refers to a request by a student to be exempt from studies for a period.</p>

2. REGISTRATION INFORMATION

2.1 REGISTRATION

Before commencing their studies in any year, students shall register as a student of the institution on or before the expiry of a student's academic year. Except with the Dean's written permission, no person who is in arrears with the payment of any fees due to the institution shall be allowed to register or re-register as a student.

Students who have been admitted to a programme shall register for the specified modules before the commencement of such modules. No late registrations shall be accepted except with the written permission of the Dean, and within the period indicated in the official institutional calendar.

2.2 COMPLIANCE WITH PROGRAMME REQUIREMENTS

The onus is on the student to ensure that the modules for which they are registered for, comply with the requirements of the programme and the sequence in which programme modules should be completed.

The Academic Board may approve a special curriculum within the framework of the rules for a student who has been exempted from any module(s) in terms of the provision of the relevant statute.

2.3 CONCURRENT REGISTRATION EXCEPT BY PERMISSION OF THE ACADEMIC BOARD

No student shall concurrently be registered for more than one (1) programme at the institution without the permission of the Dean.

2.4 REGISTRATION/CONCURRENT REGISTRATION WITH ANOTHER INSTITUTION

Where a student is, for any reason whatsoever, unable or unwilling to register for a module, which is required for him/her to complete the curriculum of the qualification for which he/she is registered at iQ, the institution shall (through the Academic Board) provide permission for the student to register for that module with any other higher education institution.

A student who has completed a module with another higher education institution, in accordance with this rule, shall be entitled to apply for recognition of the credit as soon as possible after he/she obtains a pass in the relevant module. This rule/provision shall not apply to a module that constitutes a 'major' within an undergraduate curriculum.

2.5 MODULE RE-REGISTRATION

Students who have failed or have attempted but not completed a specific module(s) must re-register for that module in a semester to be determined by the Institution. In cases where no such determination has been made, the module should be repeated within a twelve (12) month period following the release of results for the failed or incomplete module(s). Applications for exceptions to this rule must be sought from the Dean and approved by the Academic Board.

2.6 MODULE RE-REGISTRATION FEE

A re-registration fee is levied for each module repeated. This amount will be added to the student's account.

3. PROGRAMME RULES

3.1 OFFERING OF MODULES

The Academic Board may set a maximum class size for a programme, after due consideration of the staffing and facilities available for that programme.

3.2 ACADEMIC BOARD EXEMPTION

The Academic Board may exempt students from attendance and assessment in a module on the grounds of them having obtained credit for the same or equivalent modules prescribed for another qualification of the institution.

3.3 MINIMUM CREDITS FOR HIGHER CERTIFICATE QUALIFICATIONS

All iQ Academy qualifications shall, in terms of SAQA credits, be configured such that each year of study shall entail students completing a minimum of 30 credits. Students shall only qualify for an iQ Higher Certificate after completing a minimum of 120 credits.

3.4 MINIMUM TIME SPENT TOWARDS A HIGHER CERTIFICATE QUALIFICATION

To graduate with an iQ Higher Certificate qualification, a student must, in the course of his/her studies at IQ Academy, successfully complete a minimum of 1 year of studies.

3.5 CREDITS OF MODULE/S

Undergraduate modules from other institutions for which credits are requested may not be older than five (5) years. IQ modules retain their validity towards unfinished qualifications for eight (8) years. The Academic Board may refuse recognition of a module (credit) on the basis that its content has changed and/or the module (credit) is too old to be given recognition.

3.6 SPECIAL PREREQUISITES AND ANCILLARIES FOR PARTICULAR MODULES

The Academic Board may determine that students shall not be admitted to a module unless they have obtained credit, or simultaneously registered, for another specified module. Failure to adhere to the above-mentioned rule of pre-requisites and co-requisites, where applicable, may result in the immediate cancellation of the module(s) involved.

3.7 CHANGE OF PROGRAMME AND INTERRUPTION OF STUDY

A student, in his/her 1st year of study, who wishes to transfer from one programme to another, should notify the Student Support Office of such intention within fourteen (14) calendar days following the start of the semester in which the transfer is to take effect. Failing to comply with this deadline would mean that the required transfer may only take effect at the start of the next semester.

3.8 ACADEMIC PROGRESSION AND EXCLUSION

Where one (1) year of full-time study is regarded as being equivalent to two (2) years of part-time study, students who have failed to obtain the minimum number of credits towards the qualification for which they are registered, may not be able to progress to the 2nd academic year:

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	Suggested period in which Qualification should be completed	
			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.

- Higher Certificate students must pass at least 30 credits per academic year or in any two consecutive semesters.
- After year two (2), a minimum of 40 credits must be obtained before a student may register for his/her 2nd year.
- Should students not obtain the minimum credits as indicated above, such students may be excluded on academic grounds.
- The higher certificates are offered over one or two years, the maximum duration for students participating on the programme is three (3) years.
- Periods of attendance and examination results at another institution shall not be considered.
- The institution may re-admit a student who has been excluded from the institution where his/her subsequent experience or academic achievement justifies re-admission.
- A student, who was previously eligible for exclusion but who was not excluded at that time, may be excluded on that basis at the end of any subsequent academic year.

3.9 APPEAL AGAINST ACADEMIC EXCLUSION FROM THE INSTITUTION

3.9.1 A student, who has been excluded on academic grounds, shall be entitled to appeal his/her exclusion with the Registration and Support Office. Such appeal must be lodged with the Dean within 3-days of receiving such notification. The Dean will consider each appeal within 2 days of receipt and will notify the Academic Board of such decisions.

3.9.2 The Registration and Support Office shall be entitled to consider all factors deemed pertinent to such a matter, including the student's historical, academic performance, physical and mental health (supported by appropriate documentation) and compelling personal circumstances (as evidenced by appropriate documentation). Where the Registration and Support Office considers it appropriate, it MAY impose clear/specific conditions on the re-admission of a student excluded on academic grounds.

3.9.3 A student who is dissatisfied with the outcome of a decision of the Registration and Support Office, shall be entitled to appeal the decision to the Academic Board. The Academic Board must consider and decide upon such appeals at its first meeting in each academic year. The Academic Board may set aside the decision of the Registration and Support Office or uphold his/her decision in its entirety or vary the terms thereof. In respect to the appeal process prescribed under this rule, the Academic Board's decision shall be final.

3.10 EXTENSION OF STUDIES

It is the responsibility of students to familiarise themselves with the deadlines pertaining to the qualification, however, should a student wish to extend their study period, an application in writing must be submitted to the Registration and Support Office at least 2-months before their contract expires. All applications for extension of studies, can be emailed to studentadmin@iqa.ac.za. Extensions of study is not automatic and depends on the students' academic progress and general conduct.

3.11 AMENDMENT OF RULES AND RULE BREACHES

3.11.1 If the rules regarding the arrangement of a programme/qualification are amended, students registered under the "old" rules may, provided there is no break in their registration and that the "new" rules contain no provision to the contrary, elect to continue under either the "old" or the "new" rules, provided that, except by special permission of the Academic Board:

3.11.2 they shall not be permitted to proceed partially under the "old" rules and partially under the "new" rules.

3.11.3 they are bound by their decision; and

3.11.4 they shall forfeit the right to continue under the "old" rules if they have obtained insufficient credits within the semester or if there is a break in their registration.

3.12 MODULE PARTICIPATION REQUIREMENTS

The Head of School or Dean shall determine what constitutes satisfactory participation and the Head(s) of School shall notify students thereof verbally or in writing at the commencement of each module. Satisfactory attendance, in the distance-learning context, shall mean participation by students on the student learning platform or any other medium used by the institution to facilitate teaching and learning. This includes, but is not limited to, the use of e-mail communication and telephonic engagement, as well as the timeous submission of assignments and/or tasks as prescribed. In cases where students do not have access to the internet, it is the student's responsibility to engage with the institution or to ensure that any change in the student's contact details is communicated to the institution timeously.

4. ACADEMIC SUPPORT

iQ seeks to create a rich learning experience for its students and we are continuously exploring new and better ways that best support distance learning. Due to the mode of delivery being distance, iQ's challenge is to provide support to its students in innovative ways. The following are some of the initiatives:

- Student Academic Development.
- Provide the necessary support to students via the student portal, telephonic, and e-mail media and mobile platforms.
- Provide interactive learning material to students which will guide them through the student's learning experiences.
- Regular review of the students' progress.
- Provide additional resources to students, i.e., access to online library resources.
- Other programmes that will enable students to achieve legitimate and realistic outcomes, e.g., to improve skills, knowledge and competencies, compete more effectively in the labour market and progress to other chosen education and training programmes.
- Adapt learning material and facilities to cater for a diverse range of students.

We are committed to shorten the “distance” in distance learning. To do so, we need to keep in touch with you, the student. We use a combination of SMSs, e-mails and Internet-based and mobile technology to reach students on academic and other related matters such as student administration.

It is also important that you keep us informed about your most current personal information such as cell number, address details, including your email address. Changing your address or cell phone number may result in you not getting important information such as results or invitations to participate in discussions on important content such as assignments and exams. You are also encouraged to participate in online discussion forums or “chat” sessions which are being administered by our academic and support staff as these will give you an opportunity to interact with lecturers, tutors and fellow students.

Students are, therefore, actively encouraged to communicate via the student portal as it is a great way to facilitate interaction between staff and students and as well as peers. Students can access the student portal anywhere, anytime using mobile devices such as tablet, smart-phone and/or laptop.

4.1 STUDENT EXPERIENCE

iQ has a dedicated Student Experience team who will formally welcome the student to the institution and the programme for which he/she is registered. Students are phoned and encouraged to familiarise themselves with the contents of their study material.

You can, therefore, expect a call from one of the team welcoming you to the programme and associated modules. The team will also encourage you to peruse the Programme and Module Study Guides and invite you to login to the student platform.

4.2 TECHNOLOGY MEDIATED LEARNING

iQ utilises a student learning platform to facilitate all teaching and learning. This platform is called the iQ Virtual Campus.

4.3 WHAT CAN STUDENTS DO ON THE VIRTUAL CAMPUS STUDENT PORTAL?

- Access course information and academic material
- Participate in academic activities such as quizzes and discussion forums
- Chat to tutors and other students doing the same course
- View academic information, including academic results and account information
- Submit assignments electronically
- View student policies and examination information

4.4 THE IQ LIBRARY

iQ's library is located at its East London campus and stocks a selection of print and electronic resources relevant to programmes and courses offered by the institution. The library collection is growing consistently with on-going initiatives to increase the titles through new acquisitions and/or donations. Currently the library holds approximately 800 book titles.

All prescribed and recommended books and readings are part of this collection. The library management system "Papyrus" was installed to assist iQ to manage its library resources. The library includes a small facility with desktop PCs where students can log onto the internet and browse electronic articles and other online resources.

4.5 ELECTRONIC RESOURCES

Insofar as electronic resources are concerned, iQ subscribes to the popular electronic database Ebscohost. Subscription to Ebscohost allows staff and students access to a large set of electronic journals as well as publications in e-book format which constitutes a massive increase in resources for the institution and its students. Only registered students can access these resources remotely via an Internet connection.

4.6 TECHNICAL SUPPORT

Since students are not part of the institutions proprietary network, we cannot assist you with problems and troubleshooting that relate to your own resources such as internet access, PCs or mobile phones. If you do experience problems with accessing resources remotely as introduced above, e.g., iQ website, Virtual Campus student portal, Ebscohost, etc., kindly bring that to the attention of your Module Lecturer or Head of School so that we can log the query. We have a small, dedicated IT team which can resolve such issues, but only on request from academic and support staff.

4.7 STUDY TIPS

The best way to prepare for an examination is to work systematically throughout the year. This implies that students must:

- Plan their studies and the writing of assignments by considering their work schedule and other commitments.
- Make a habit of planning well ahead and noting in advance those dates and events that could affect their studies.
- Arrange study leave well in advance.

4.8 STUDENT POLICIES

Students are required to familiarise themselves with the policies of the institution. All policies pertaining to students are available on the institutional website.

4.9 STUDENT CODE OF CONDUCT

iQ is serious about the conduct of its students. A comprehensive Code of Conduct is available to ensure that students are aware of what is expected of them.

4.10 STUDENT COMPLAINTS /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 their quality. Should a student feel that we are not living up to our expectations, we welcome constructive feedback which may be in the form of a complaint.

Complaints may be lodged with the Student Support Team Leader or Head of School. 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

Should a student wish to lodge a complaint, he/she may do so in writing within three (3) days of dissatisfaction being experienced.

4.11 STUDENT HEALTH & WELLNESS

The health and well-being of iQ Academy’s employees, contractors, students and visitors are of utmost importance. We believe that all occupational illnesses, workplace injuries and environmental incidents are preventable, and we will therefore never compromise health and safety standards and procedures.

iQ has implemented procedures for safety and security in terms of the Health & Safety Act, 1993 (Act No. 52 of 1993) as well as the prevention of COVID-19. Policies and procedures are made available to employees and students.

Studying through distance mode can be very challenging but rewarding at the same time. iQ through the Academic team can assist students with academic issues and are able to refer students to various wellness organisations. Examples of such wellness organisations are listed below:

<p><u>AL-Anon</u> Al-Anon Family Groups offer understanding, help and support to the families and friends of problem drinkers. Call them on: 0861 25 26 66</p>
<p><u>Lifeline Southern Africa</u> 24-hour crisis intervention service. Offers free, confidential telephone counselling, rape counselling, trauma counselling, Aids counselling, and a range of other services. National counselling line: 0861-322-322</p>
<p><u>National Aids helpline</u> For assistance with IAIDS /AIDS related information, support and services referral National toll-free number: 0800-012-322 and aidshelpline.org.za</p>
<p><u>Narcotics Anonymous SA</u> For recovering drug addicts who meet regularly to help each other stay clean. National 24-hour helpline: 083 900 MY NA (083 900 69 62) Website: www.na.org.za</p>
<p><u>SA Depression and Anxiety Group</u> - 24hr Helpline 0800121314 or SMS 31393 (for a call back request) Website: www.sadac.org</p>
<p><u>Stop Gender Abuse</u> 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. Run by LifeLine Southern Africa. Toll-free helpline: 0800 150 150</p>

4.12 POLICY ON DISABILITY

iQ has a Disability Policy and 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).

The Academy commits to on-going provision of services for students and staff with disabilities. Such provision is designed to eliminate special barriers to equal educational and employment opportunities including legal, financial, academic and institutional obstacles to achieve equitable inclusive services and practices through the implementation of this Disability Policy.

5. INFORMATION RELATING TO ASSESSMENTS

5.1 ASSESSMENT PARTICIPATION

Students will only be permitted to participate in assessment opportunities if they are officially registered for a programme /course. Specific assessment rules for each module can be obtained in the module study guides.

5.2 PLAGIARISM

Definition – the practice of taking someone else’s work or ideas and passing it off as one’s own.

The committing of such acts above is strongly forbidden. Conduct that may constitute plagiarism shall be scrutinized, processed and the appropriate sanction or institutional response shall be determined, in accordance with the institution’s Plagiarism Policy.

5.3 FORMATIVE ASSESSMENTS

In terms of each module within a specific programme, a minimum of two (2) formative assessments and one final examination must be completed. Details on assessment requirements for each module can be obtained in the module study guides.

5.4 SUBMISSION OF FORMATIVE ASSESSMENTS

Students may only submit formative assessments in PDF format unless otherwise stipulated. Formative/Summative assessments must be typed in Arial, Font 10 and submitted with the required assessment cover page.

Should a student submit a formative/Summative assessment in any other format other than what is stated above, the formative assessment will not be accepted, and the student will receive a 0%.

It is the responsibility of the student to ensure that details included on the cover page of the formative assessment are correct. Assessment submitted with incorrect information will not be marked and the student will receive a 0%.

All assessments **MUST** be submitted directly on the student portal. No email submissions will be accepted.

5.5 LATE SUBMISSION OF FORMATIVE ASSESSMENTS

Assessment dates are made available at the start of the semester via email and on the student portal. Students are required to submit assessments on or before the deadline date. Assessments received after the deadline date will be penalised by 10% per assessment.

5.6 RELEASE OF FORMATIVE ASSESSMENT RESULTS – HIGHER CERTIFICATES

Formative assessment results are made available to students 2-3 weeks from the assessment deadline date via the student portal.

5.7 CLASS MARK

The class mark is accumulated from various formative assessments completed throughout the semester. Students are required to obtain a minimum class mark of 40% to register for the examination.

5.8 LEAVE OF ABSENCE FROM STUDIES

Students who wish to postpone their studies, are required to complete and submit the “Leave of Absence from Studies” application, on or before the submission deadline date as stipulated in this handbook. To postpone a module, students must have a valid reason and submit supporting documentation as follows:

- Medical certificate in the event of the student being hospitalised
- Death certificate in the event of a death in the family
- No other reason will be accepted as a “leave of absence” request

A fee of R150.00 for postponement will be added to the student's account.

The "Leave of Absence from Studies Form" must be emailed to studentadmin@iqa.ac.za for the attention of the Registration and Support Office. The Registration and Support Office will respond to the application within 3 working days of receipt.

Should the leave of absence be granted, the module(s) will be postponed for a period of 6 months. Leave of absence from studies may only be granted once in a student's study period i.e. if leave of absence has been granted during a semester, no further leave of absence will be granted.

5.9 EXAMINATION REQUIREMENTS

Only formally registered students of IQ may sit for examinations.

- Requirement to gain entry to an examination: To enter the examination or supplementary examination the student must obtain a minimum semester mark of 40% in the module.
- Requirement of an examination sub-minimum. Notwithstanding the provisions of the immediately preceding rule, a student shall only be credited with a pass in a module if he/she has obtained a minimum of 40% in the main or supplementary examination.
 - A student who has been unsuccessful in obtaining the examination sub-minimum mark of 40% in the main examination shall be entitled to a second chance at obtaining the said sub-minimum mark through a supplementary examination, provided he/she obtained a minimum final mark of 40%.

5.10 LEAVE OF ABSENCE FROM THE FINAL EXAMINATION

Students who wish to postpone an examination/s are required to complete and submit the "Leave of Absence from Examination Form" either before the exam date as stipulated, or within seven calendar days of the final examination missed. To postpone an examination/s, students must have a valid reason and submit supporting documentation as follows:

- Letter from company advising that the student is unable to write
- Medical certificate in the event the student is ill
- Death certificate in the event of the death of an immediate family member (i.e. spouse, child, mother or father)

A fee of R350.00 per examination postponement will be added to the student's account.

The "Leave of Absence from Examination Form" must be emailed to exam@iqa.ac.za for the attention of the Registration and Support Office. The Registration and Support Office will respond to the application within 3 working days of receipt.

Should the leave of absence be granted, the class mark achieved by the student will be carried over to the next examination sitting.

A student may apply for leave of absence from examination once during the study period i.e. if leave of absence has granted during a semester, no further leave of absence will be granted.

5.11 ASSESSMENT DATES & VENUES

Examination dates are published on the student portal, and an individual examination timetable is available to each HET student. Changes to examination dates, but in the unlikely event of changes to examination dates, IQ will notify students timeously of these changes. Irrespective of the programme / course, invigilators are properly mandated and monitored to ensure that examinations are completed according to assessment principles. As of 2020, all IQ HET examinations are conducted fully online.

5.12 RELEASE OF FINAL MARKS

Final results including examination results will be released to students within 4 weeks from the last date of the summative assessment /examination. Students shall proactively seek out their examination results. Accordingly, it is the responsibility of students to obtain notification of their results.

Students shall not be entitled to a supplementary examination merely because of lack or delay of notification of their results. Students shall not be entitled to obtain final marks for modules for which

they have been registered if they are in arrears with payments to the institution or have not complied with the entrance requirements for the module(s).

5.13 FINAL MARK, PASS MARK, EXAMINATION MARK AND DISTINCTION

After every assessment, a student shall be awarded a final mark not exceeding 100%. The pass mark for every module shall be 50%. The student shall be awarded a pass with a distinction in a module if, at the first attempt, a final mark of at least 75% was obtained.

Where a student has obtained a semester or examination mark of 38% to 39% and/or a final mark of 38% to 39% or where a student has obtained a final mark of 48% to 49% or 74%, he/she shall be entitled to an automatic condonation towards the higher mark. This rule shall be implemented by the Registration and Support Office, without the requirement of any faculty/departmental resolution or formality. In applying this rule, the number of modules in which a student has obtained a semester or examination mark of 38% to 39% or a final mark of 38% to 39% or 48% to 49% or 74% shall be immaterial.

5.14 AWARDING OF QUALIFICATIONS CUM LAUDE

Unless the Academic Board decides otherwise and subject to specific provisions in the relevant Faculty's rules, a qualification shall be awarded cum laude if a student obtained an overall average of equal or above 75% in the student's prescribed programme, and further provided that, none of the modules prescribed in the programme must have been failed or repeated.

5.15 SUPPLEMENTARY ASSESSMENT

5.15.1 Students in any module may be required to present themselves for a supplementary assessment or re-assessment of any work or examination previously completed by them. If a student fails to report for such an assessment, due to reasons other than those mentioned or contemplated in 5.7 above, the opportunity shall be forfeited, and the original mark awarded.

5.15.2 A supplementary assessment shall be based on the work prescribed for the previous assessment, but a department may exempt a student from a section of the work which has already been passed.

Supplementary assessments shall be granted at the discretion of the department concerned in terms of policy laid down by the relevant faculty. Information about the way in which a department will implement this rule shall be communicated in writing to students at the commencement of a module.

Where a student has written a supplementary examination and obtained a final (pass) mark for the module, the final mark shall be captured in the student's academic record as 50%.

5.16 RE-ASSESSMENT

Special examinations may be granted to students who, by reason of illness or other special circumstances, have been unable to sit or complete an examination. This examination is offered in the same examination session as the supplementary examination.

5.17 RE-MARKING OF EXAMINATION SCRIPTS

5.17.1 Students are entitled to have one (1) or more of their examination scripts re-marked after they have submitted a written application to the Head of School and paid the prescribed fees.

5.17.2 Unless the Academic Board decides otherwise, application for the re-marking of an examination script(s) must be submitted not later than fourteen (14) days after the marks for the previous term have been published. A student who has applied for the re-marking of a script(s) shall thereby not forfeit any right he/she may have to a supplementary examination. If the re-marking results in the student passing the module, this mark shall supersede any supplementary examination results in the same module. A student who qualified for and wrote a supplementary examination, and who also applied for the re-marking of a script(s) for the same module, shall pay the prescribed fee for both the re-marking and the supplementary examination. The fees for re-marking shall be refunded if the re-marking results in a correction of the mark so that the student qualifies for a supplementary examination, a pass or a distinction in the module concerned.

5.17.3 Re-marking will be done by an examiner, who was not involved in the original marking of the script(s). The marks allocated by the examiner shall be averaged with the closer of the original marks to constitute the result of re-marking.

5.18 CONDONATION OF RULE BREACHES

5.18.1 The Academic Board may condone a rule breach if it is satisfied that such a breach was due to an error and that the student concerned, not having contributed to such error, would suffer undue hardship should the rule be applied.

5.18.2 Faculty rules may further circumscribe the General Rules and then act as an extension of the General Rules; in such cases, Faculty Rules shall take precedence.

5.19 APPEALS PROCESS

- iQ acknowledges a student's right to appeal against his/her summative assessment (examination) result.
- Appeals should be e-mailed to the Student Support Office (studentadmin@iqa.ac.za)
- Stage 1 - The student has an opportunity to submit an appeal within three (3) working days of being informed of his/her final semester results.
- He/she will do this by way of completing the Student Appeal Application Form and forwarding it to the Student Support Office.
- Faculty will respond to all appeals within three (3) working days of receipt and will consider the student's appeal and provide him/her with a clear explanation of why the assessment decision is upheld, combined with a re-evaluation of the evidence or an amendment of his/her assessment record, should this be appropriate.
- Stage 2 - Should the student still find the explanation given in Stage 1 to be unsatisfactory, he/she can notify the Registration and Support Office in writing within two (2) working days after the release of Stage 1's decision.
- The Registration and Support Office will take up the matter with the Appeals Committee.
- The function of the Appeals Committee (a sub-committee of the Academic Board) is to meet to discuss appeals-related issues pertaining to the institution.
- The Appeals Committee will receive the student's original assessment record and evidence submitted, as well as the original Student Appeal Application Form.
 - No assessment material or copies thereof (e.g., answer scripts or portfolios) will be provided to the student.
- Should the Appeals Committee decide that a remark is appropriate, and the original result be upheld, the student will be responsible for the payment of a remark fee which will be added to the student's account.
- The decision of the Appeals Committee is final.

5.20 EXAMINATION TIMETABLE – HIGHER CERTIFICATES ONLY

The semesterly examination timetable will be made available on the student portal at the start of the semester.

6. INFORMATION RELATING TO FEES

6.1 RULES REGARDING FEES

6.1.1 It is the student's responsibility to ensure that his/her fees are paid promptly, as per the original agreement between the institution and the student or, in the case of a minor, his/her guardian or sponsor.

6.1.2 Fees are determined by the Academic Board each year and are subject to revision without notice. Students with outstanding arrear balances on their fee accounts:

- will not be permitted to graduate
- will be handed over to a debt collection agency for collection

6.2 OUTSTANDING FEES

6.2.1 Students with outstanding fees, will not be awarded certificates at the graduation ceremony if any amount is still outstanding by the week before the graduation ceremony date.

6.2.2 A student must check his/her fee account on a regular basis. This is especially important prior to the end of a student's academic year. Students may enquire about their accounts from the Student Experience department or access their account details on the student portal.

6.3 CANCELLATIONS

Should a student wish to cancel his/her studies at the institution, he/she must give verbal or written notice of such intention to the Student Experience department. A cancellation must be done prior to payment of any fees..

6.4 DE-REGISTRATION PROCESS

All deregistration requests are to be made either verbally or in writing and submitted to the Academy.

- Upon receipt of the deregistration application:
- If a refund is due, a workflow query will be logged, the request processed, and the refund will be paid to the student within 21 business days.
- Should fees remain outstanding same will be collected via normal collection processes until outstanding or arrear fees have been paid in full.
- A reduction in tuition fees may be considered in special circumstances, depending on whether the notice of intention to de-register has been received.
- A student, whose registration has been cancelled by the institution because of disciplinary measures taken against the student, will not qualify for any reduction in fees.

6.5 DE-REGISTRATION MANDATE:

If you are de-registered, you will no longer receive any services from iQ. You will no longer have access to the tutors. Your assignments will not be marked and your status as a student will be terminated.

6.6 WITHDRAWAL FROM INDIVIDUAL COURSES OR MODULES

When students withdraw from an individual module for a minimum duration of one (1) semester, any fee reduction is dependent upon the date of withdrawal, as well as other factors. Students must enquire about applicable cancellation fees from the Student Experience department.

6.7 LIABILITY OF STUDENTS

A student, who has agreed to the terms and conditions of his/her registration and the undertaking therein, is personally liable for the payment of all fees. Where such a student is assisted by a parent/guardian, then such a parent/guardian will be jointly and severally liable for all fees.

6.8 SCHEDULE OF FEES

The fees in the schedule below are applicable to students who have registered for the 2024 academic in-take. 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.

Table 1: Schedule of fees (2023)

Fee Type	Amount H.Cert	Payable
Module Repeat	R1000	Module repeat fee with no books required
Assignment Remark	R90	Remarking of assessment
Exam Script Remark	R300	Payable upon request for exam script remark
Supplementary Exam	R500	Payable when student does not write the exam, or is granted a supplementary opportunity to sit for a supplementary examination

Replacement Certificate	R400	Fee is payable on request of a replacement certificate due to loss/damage etc.
Shipping/Courier	R150	Shipping fees when item does not include shipping

The above fees will be added to the students account and debited via the normal debit order.

6.1 ADDRESS DETAILS

All correspondence about fees should be addressed to the Student Experience department. Please quote your student number, ID number or passport number in all correspondence.

Phone Number	087 086 6065
E-mail Address	accounts@iqa.ac.za

6.2 METHOD OF PAYMENT

The following methods of payment are acceptable to the institution:

6.2.1 Bank Details

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

6.2.2 Debit Order

All registration fees are paid via direct deposit or a special debit order can be arranged. All deferred tuition fees are collected via an agreed debit order monthly.

6.2.3 Pay Portal

<http://pay.iqacademy.ac.za>

7. KEY DATES FOR 2024

Staff and students of iQ must take special cognisance of the key calendar events, as presented in the two (2) tables below. Any changes to these dates require special permission by the Academic Board.

IMPORTANT NOTE:

Semester 1 and 2 dates below apply to students who submitted the required documentation and paid the 1st instalment on or before the 28 February of each year.

Higher Certificates:

Students who submitted the required documentation and/or paid the 1st instalment after the 28th February of each year may only commence with their studies at the start of Semester 2.

Semester 1

Closing date for registration: New intake, 2nd year renewal, module re-registration	29 February 2024
Orientation	04 March 2024
1 st semester classes commence	05 March 2024
Formative Assessments	See student portal for deadline dates
June 2023 Summative Assessments/Examinations commence	See student portal for deadline dates

Semester 2

Closing date for registration: New intake, 2 nd year renewal, module re-registration	31 July 2024
Orientation	05 August 2024
2 nd semester classes commence	06 August 2024
Formative Assessments	See student portal for deadline dates
November 2022 Summative Assessments/Examinations commence	See student portal for deadline dates

8. CONCLUSION

We trust that you will enjoy a rich learning experience for the duration of your studies at iQ. We hope that we will exceed your expectations and that, as you pursue your journey of life-long learning beyond this Higher Certificate, we are able to retain you as a student for many years.

9. ANNEXURE A: TERMS AND CONDITIONS

In this Agreement, the following expressions bear the meanings assigned to them hereunder, and cognate expressions bear corresponding meanings:

1. Definitions:

- Academy – iQ (Pty) Ltd, registration number 2006/033114/07;
- Academy Regulations – the regulations of the Academy, setting out the Rules, Policies and Procedures of the Academy, and in respect of any Faculty or Programme;
- Admission Application – the request of the Student to be admitted to the Academy and to enrol for a Programme, which requests shall take the form of a verbal or written agreement and include these terms and conditions;
- Admission – the formal process of the Academy whereby it registers a student on a Programme;
- Agreement – the Agreement, voice recorded or written, concluded between the Academy and the Student once the Student's Admission Application has been approved by the Academy and will consist of an Admission Application read together with these Terms and Conditions and Academy Regulations;
- Assessment – the prescribed and/or compulsory forms of gathering evidence of student's work and knowledge to measure and make judgments about the achievement or non-achievement by the student of the standards needed to complete a module/Unit Standard/Programme, and which shall take the form of either a Formative Assessment or a Summative Assessment;
- Formative Assessment/Portfolio of Evidence – assessment that takes place during the process of learning and teaching, in the form of assignments, projects, and/or tests taken during the course; the body of compulsory work to be completed by the Student as part of the completion of the Programme/any Unit Standard forming part of any Programme, and which is submitted either to the Academy or the regulatory or quality assurance body for evaluation;
- Full Programme Fees – consists of application, registration, service and module fees;
- Parties – the Academy and Student, and in certain circumstances the Sponsor, which may be a parent or guardian of the Student;
- Programme – the Programme/qualification/short course of study presented by the Academy and to which the Student is applying to be admitted on and enrolled by the Academy, which the Student is to complete;
- Qualification – means the formal recognition of the achievement of the required number and range of credits and such other requirements at specific levels of the National Qualifications Framework as may be determined by the relevant bodies registered for such purpose by the South African Qualifications Authority (SAQA)
- Student – the person who is submitting the Admission Application to the Academy for enrolment in one of the Programmes presented by the Academy;
- Summative Assessment – assessments for making a judgment about achievement, which are carried out towards or at the end of a Programme;
- Sponsor – the person that agrees to be held liable for the Programme Fees on behalf of the Student;
- Short course – a relatively short learning course for which no credits are awarded, and it is not registered on the South African Qualifications Authority (SAQA). The course type is developed, and quality assured by the Academy and is an avenue for students to develop key skills and knowledge.

2. Admissions

- The parties enter into the Agreement in good faith and the Student applies to be admitted into a Programme offered by the Academy and study through the Academy towards an award.

- By the Student making application and through the Academy accepting the Admission Application, the Parties hereby conclude a binding Agreement for the student registering with the Academy and the student is admitted into the Programme selected by the Student.
- The Academy retains the absolute right to in its sole discretion approve or decline any Student's Admission Application, the Student however has the right to request and be supplied with reasons why his/her application was declined, in accordance with the Admissions Policy of that Programme set-out in the Academy Regulations.
- The Academy may provisionally admit a student on the information provided without the student submitting his/her certified copy of Identity Document and certified Proof of Higher Qualification.
- Such provisional admission may be cancelled by the Academy should the Student not submit the required documents before the stipulated deadline. It is the Student's sole responsibility to submit such documentation to the Academy and ensure they are received timeously. Should provisional admission be cancelled the Student will be liable for all fees in terms of the Deregistration Policy and Clause 10 below.
 - The Agreement between the Student and the Academy consists exclusively of the Admission Application and of the Academy Regulations. Once completed by the Student and delivered to the Academy, the Admission Application shall constitute an unconditional offer by the Student for the acceptance or non-acceptance by the Academy, and such offer shall remain open until the soonest occurring of the following:
 - The Academy accepts this offer and communicates the decision to admit and register the Student to the Programme; or
 - The Student withdraws his/her application on written notice to the Academy; or
 - The Academy rules that the Student does not qualify for admission to the Programme, and communicates this decision to the Student; or
 - The Student breaches any Academy Regulations in making the Admission Application.
 - The parties waive the right to rely on any alleged express provision not contained in the Agreement.
 - The Student acknowledges that he or she may not transfer, cede or assign any of his/her rights or obligations under this Agreement to any third party.
 - The parties agree that no variation to this Agreement is valid unless reduced to writing and signed or verbally over a recorded telephone call,

3. Fees and Payment

- All registration fees are paid in advance and are non-refundable.
- The Programme Fees include the following:
 - The Programme registration fee;
 - Tuition fees for the defined period of studies;
 - Exam fees for one examination per module /unit standard within the Programme;
 - First assessment, moderation and marking of Assessments if such portfolios are assessed by the Academy;
 - Monthly account management cost such as collection cost, student services and support.
 - Student support during office hours Monday to Friday.
- The Full Programme Fees exclude the following:
 - Re-assessment fees of any Formative Assessment due to late submission, failing, not yet competent or any reason because of a student's negligence;
 - Exam fees for any additional or failed modules, or for any re-write or non-completion by the Student of any Exam. Costs of additional Exam fees are available on request;
 - Re-registration fees for a module/unit standard or the full Programme;

- Postage of any items by the Student to the Academy or any of its agents, or any other correspondence/queries of the Student to the Academy; and
- Any interest and collection cost should the Student's account be handed over to a debt collecting company.
- The full Programme Fees set out in the Admission Application shall become due and payable:
 - Normal Enrolment Process: upon signature of the Agreement, subject only to the Student's limited right of withdrawal contained in 10.1, below.
 - Provisional Enrolment Process: upon enrolment, subject only to the Student's limited right of withdrawal.
- Fees may be structured and deferred over a period as agreed to between the Parties.
- It is specifically recorded that the Student/Sponsor remains liable for the Full Programme Fees in the event of a failure by the Student to complete the Programme.
- Re-registration fees are payable in full and in advance and students will be required to make full payment before they are able to register and continue with their studies.
- Please note that all services included within this agreement will only be available if the agreed payments are up to date.
- The sponsor may not transfer to, or substitute with, anyone else, your rights or obligations to this agreement.

4. Rules & Regulations

- The student hereby undertakes to fully comply with the Academy Regulations (rules, policies and procedures) as amended from time to time by the Academy in its sole discretion.
- It is the Student's responsibility to familiarise him/herself with the Academy Regulations.
- The student may request updated copies of the documents as and when they become effective.
- All Academy Regulations are available on request.

5. Programme Changes

- 5.1 The student shall exercise his/her application for a Programme change by notifying the Academy in writing of the desired change.
- The student may change the Programme selected subject to the following conditions:
 - In the event of a student having completed an assessment and/or an exam the student will have to be deregistered from his current Programme and the student will have to submit a new Admission Application for the new Programme.

6. Programmes

- The student is aware that the time limit for completion of the Programme are applicable and communicated in their study materials and are strictly to be adhered to.
- Should the Student foresee failure to complete the Programme within the specified programme duration, a written application setting out the reason for non-completion must be submitted to the Student Support Team Leader, requesting an extension of time.
- The Academy may, at its sole discretion, allow an extension of time to a maximum of 6 (six) months.
- Applicable fees and other administrative matters are disclosed in the Programme Rules contained in the study materials and are available on request.
- The Academy may from time to time appoint duly authorised agents to act on behalf of the Academy and fulfil certain administrative functions, but the Academy shall not delegate any of its academic obligations to the student or any other educational obligation that is required by law to be fulfilled by the Academy specifically: the Student may therefore only look to the Academy for the performance of such obligations.

7. Communications and Student Details

- The Academy's contact details are provided in the Programme materials. It is the responsibility of the student to familiarise themselves with the communication channels specific to their Programme or course, the Academy does not accept responsibility should the student send info to the incorrect address.
- The student undertakes to notify the Academy in writing, before such change takes effect, of any change of either, the Student's physical residential address, postal address, email address, cellular phone number, and any other contact details as well as of any change of the Student's employer.
- The Student expressly agrees that the Academy or its duly authorised agents may communicate by e-mail/SMS (short message service) to the Student's computer/cellular telephone as provided by them. These methods will be regarded as a valid method of sending any administrative communication in respect of the agreement.
- The Academy or its agents shall dispatch all supplementary study material, notices, certificates and any other documents the Academy is obliged to provide the Student ("the Programme correspondence") to the address of the Student nominated by the Student in this application.
- The Student confirms that he/she would like to hear from us and our partners about special offers and value adding products.

8. Copyright, Intellectual Property and Academy Property

- Copyright subsists in the study material and all supplementary materials. Any unauthorised reproduction, copying and/or distribution of the study material are acts of copyright infringement and make the student liable for civil law copyright infringement and may in certain circumstances make the Student liable for criminal prosecution. The Student also understands that the study material is solely for his/her own use and may not be passed on.

9. Withdrawal & Academic Exclusion

Withdrawal

- The student may withdraw from this Agreement on the condition set out in this clause after acceptance of the Admission Application by the Academy and the Student is enrolled.
- All withdrawal requests must be made in writing and submitted to the Academy on or before the dates prescribed.

Exclusion

A student may be excluded on any of the following grounds:

- Non-payment of fees;
- Non-adherence with Academy Regulations;
- Through the disciplinary process relating to any misconduct by the student;
- Non-academic activity or failure to complete the programme or parts thereof within specified time limits.

Temporary suspension

A student's registration may temporarily be suspended due to any of the following reasons:

- Non-payment of fees;
- Non-adherence with Academy Regulations;
- Through the disciplinary process relating to any misconduct by the student;
- Non-academic activity or failure to complete the programme or parts thereof within specified time limits.

During this temporary suspension the student may be refused entry into any exams, results withheld, refused access to tutorials, support and other activities pending the finalisation of the suspension matter.

10. Disputes

- Any dispute arising out of this Agreement will be dealt with through the Academy's quality management process.
- Students may address any dispute/complaint in writing to the Registration and Support Office: studentadmin@iqa.ac.za

11. General

- No failure by either Party to enforce any provision of this Agreement shall constitute a waiver of such provision or affect in any way a Party's right to require performance of any such provision at any time in the future, nor shall the waiver of any right arising from any subsequent breach nullify the effectiveness of the provision itself, or be used as an estoppel against any party in respect of its rights under this Agreement.
- These terms and conditions along with the Academy Regulations forms the entire agreement between the parties and no amendment will be valid unless reduced to writing and signed by both parties.
- The Institution offers both Short Courses and Qualifications. By the Student making application and through the process of the Academy accepting the Application, the Student declares that he/she is fully aware of the status of the programme/short course that he/she has registered for.
- By the Student making application and through the process of the Academy accepting the Application, the Student declares that he/she is aware that the language of tuition at iQ is English.

Document Name: Student Handbook (Undergraduate)
iQ

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