

HIGHER CERTIFICATE

# Student Handbook

STUDY RESOURCE



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## MESSAGE FROM THE CEO

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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 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 designed 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 to drive real and sustained value for current and future students. It does however come with substantial pitfalls such as 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 our prior 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!

In recent years, we have taken major strides in achieving our goals and vision. With 100% of all our programmes now available through fully online tuition, it has now become easier than ever to craft a better future with us. 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 though 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, to make the learning and certification experience simpler and smoother for all our students. 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 a 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 do 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. 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.



CHIEF EXECUTIVE OFFICER (CEO)  
iQ ACADEMY

## OUR VISION AND MISSION

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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

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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. Our core values are:

### Betterment

#### Empowering students through independence

Understanding the reality that our students face on a daily basis, drives us to create an educational experience that truly makes a difference in our people's lives. We understand that true empowerment is not something that comes from the outside, but rather it is a quality that is nurtured and enabled within the individual. For this reason, we create courses that are designed to expand our people's world by giving them access to purposeful education. This education provides tools to make the journey from a place of dependence to ultimately having increased agency. For each of our students, we seek to offer an education that will increase their ability to choose who they can be, where they can go and what they can achieve for themselves and their communities.

### Access

#### Affordable education driven by the latest technology

In the current economic climate in South Africa, there are often obstacles in the way of getting a good education. We are focused on removing those obstacles through innovation in eLearning and finance options. We understand that education is an investment, and we are proud to offer payment plans for all of our programmes that are tailored to suit each students' unique needs. Our goal is to make the journey of studying as seamless as possible with access to the latest eLearning technology, academic support and affordable fees.

### Relevance

#### Equipping our students with job-ready skills

We are constantly innovating our eLearning and distance learning strategies to empower our students more holistically for today's job market. Our programmes are designed by leading academics and subject matter experts ensuring industry-relevance to strengthen our students' opportunities toward employment and promotion.

## **IQ– PAST, PRESENT AND FUTURE**

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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

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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

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## 1. CONTACT DETAILS

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Physical Address: 57a Western Avenue  
Vincent  
East London  
5201

Telephone Number: 087 086 6065

E-Mail Address: [info@iqa.ac.za](mailto:info@iqa.ac.za)

Website Address: [www.iqacademy.ac.za](http://www.iqacademy.ac.za)

## 2. REGISTRATION AND ACCREDITATION

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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

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### 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  
Mr C. Grigor  
Mr D. Nel  
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

DESIGNATION:  
CEO  
Dean



Ms Umesha Naidu  
Mr Carl Grigor  
Mr David Nel

Head: Student Enrolments  
Head: MIS  
CFO

## ACADEMIC STAFF

### FULL-TIME:

#### NAME:

Dr Guswin de Wee  
Mrs Thandekile Nkohla  
Ms Yvonne Mushaniga

#### QUALIFICATIONS:

PhD (Public Administration)  
BTech (Marketing), PGDE  
Master of Commerce (Industrial and Organisational  
Psychology); PGDTE  
MCom (Industrial Psychology)  
MA (Public Admin)

Mr Olwam Ndai  
Ms Mahlatse Malajie

### PART-TIME:

#### NAME:

Ms Jayde Nel  
Ms Bulelani Dumalisile  
Mr Medalto Gotore  
Ms Tendai Huni  
Ms Nomawethu Mnyanda  
Ms Debbie Chetty  
Mr Mduduzi Mzanywa  
Ms Nokwanda Gazu  
Ms Geolice Bower  
Mr Cosmos Bennie  
Ms Siphosethu Libala  
Mr Siphosethu Numa  
Ms Beu-Line v/d Walt  
Ms Tasmin Jones  
Mr Thabane Shokane  
Ms Andisiwe Tshikitsha  
Mr Terrance Molobela  
Ms Irene Masetla  
Mr France Nyameko  
Mr Andile Langbooi

#### QUALIFICATIONS:

BA Honours, PGHRM  
BCom Hons (LR and HRM)  
Master of Commerce  
Masters in Business Administration  
BCom Hons (HRM)  
BCom Hons  
Masters in Business Administration  
Masters in Business Administration  
BCom Hons (IS)  
Master of Science, BSC Accounting  
Bachelor of Education (FET)  
BCom Hons  
Bachelor of Administration Honours  
Adv. Dip (Public Admin & Management)  
BA Hons (Public Man & Admin)  
BA Hons (Public Administration)  
Master of Public Administration & Management  
BAHons in Public Management & Governance  
MA Public Management & Governance  
MA Public Administration

### EXTERNAL EXAMINERS/MODERATORS

#### NAME:

Dr A. Van Niekerk  
Dr CB. Motsitsi  
Dr I. Langton  
Dr T. Maramura  
Dr R. Mafundu

#### QUALIFICATIONS:

PhD: Industrial Psychology  
PhD: Public Management and Administration  
PhD: Business Administration  
PhD: Public Management and Water Governance  
PhD: Business Administration, Masters: Business  
Administration, BBA  
PhD: Public Administration  
PhD: Development Studies  
BCom Hons  
Masters: Public Management and Development  
MCom: HRM  
BA Honours: Industrial Psychology  
Masters: Education, PGTE, BCom Honours  
BA Hons: Public Admin and Policy  
Master of Commerce: Industrial Psychology  
BA Hons: Business Management

Dr R. Kutu  
Dr T. Musekiwa  
Mr E. Hlengwa  
Mr KT. Themba  
Ms L. Ratau  
Mr L. Goboshivana  
Mr M. Karodia  
Mr O. Mono  
Mr S. Mapete  
Ms Z. Jooste

## 4. COMMUNICATING WITH IQ ACADEMY

When emailing us, use a descriptive phrase in the subject header of your email, e.g. academic support, assessment, 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 1<sup>st</sup> 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 available 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	<a href="mailto:studentadmin@iqa.ac.za">studentadmin@iqa.ac.za</a>
Enquiries about Assessments and Assessment Results	
Upon completion of an assessment, an email will be sent to the student. For further enquiries, please direct your enquiry to the following:	
Phone Number	087 086 6065
Email Address	<a href="mailto:studentadmin@iqa.ac.za">studentadmin@iqa.ac.za</a>
Submission of Assessments	
All assessments are completed online on the Learning Management System (Virtual Campus)	
Annual Registration and Module Re-Registration Enquiries	
For enquiries about annual and module re-registration	
Phone Number	087 086 6065
Email Address	<a href="mailto:studentadmin@iqa.ac.za">studentadmin@iqa.ac.za</a>
Queries Directory	
Balance / Account related	<a href="mailto:accounts@iqa.ac.za">accounts@iqa.ac.za</a>
Registration related (including cancellations & re-registrations)	<a href="mailto:registrations@iqa.ac.za">registrations@iqa.ac.za</a>
Admission related	<a href="mailto:admissions@iqa.ac.za">admissions@iqa.ac.za</a>
HET Results related	<a href="mailto:studentadmin@iqa.ac.za">studentadmin@iqa.ac.za</a>
Academic Exclusion Appeals related	<a href="mailto:exclusions@iqa.ac.za">exclusions@iqa.ac.za</a>
Certificate related	<a href="mailto:certificate@iqa.ac.za">certificate@iqa.ac.za</a>
Lecturer Assistance related	<a href="mailto:lecturers@iqa.ac.za">lecturers@iqa.ac.za</a>
General	<a href="mailto:info@iqa.ac.za">info@iqa.ac.za</a>

### Business Hours:

Times (Inbound telephone calls and emails):

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

Friday 07:00 - 16:00

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

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- 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 email support with well-versed teaching staff and tutors 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 our Virtual Campus portal is the official platform of teaching and learning.

## 6. LANGUAGE POLICY

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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

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## 1. DEFINITION OF TERMS

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

	Definition
1.	<b>Academic intake: Higher Certificates</b> Our qualification programmes are available for enrolment and commencement all year round. Meaning you can enrol and start a qualification with us, at any stage in the year.
2.	<b>Admission</b> 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.
3.	<b>Prospective student</b> Any person who intends to study at iQ and who is applying for admission for a specific qualification or non-credit-bearing short course.
4.	<b>Recognition of Prior Learning</b> 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.
5.	<b>Student</b> Any person registered for a qualification or short course offered by iQ, either within a programme or as an occasional student.
6.	<b>First-Time Registration</b> All students registering at iQ for the first time. This includes: <ul style="list-style-type: none"> <li>• The receipt of the first payment.</li> <li>• All required student documentation having been received.</li> <li>• Approval of the minimum entrance requirements for a given programme.</li> <li>• Successful admission to a given programme.</li> </ul>
7.	<b>Academic semester</b> Students who register for the first time are enrolled into a Semester, which commences from their unique date of enrolment. 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.
8.	<b>Date of registration</b> The actual date of successful first-time registration.
9.	<b>Module re-registration</b> Applies to a student who is required to repeat a module/s.
10.	<b>Module re-registration fee</b> A re-registration fee per repeat module is payable. Please consult the fees schedule outlined within the Institutional Prospectus document.
11.	"Semester" comprises a six (6) month period. The semester is unique to each student and commences from the date of enrolment onto the programme.
12.	<b>Student academic year</b> 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.
13.	<b>Module</b> A coherent, self-contained unit of learning, designed to achieve a set of specific learning outcomes (overarching competencies). These are assessed within each unit and are allocated a period of learning.
14.	<b>Programme</b> 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.
15.	<b>Syllabus</b> A description of the learning outcomes and content dealt with in the module.
16.	<b>Assessment</b> The evaluation of a student's achievement of the learning outcomes of a module.
17.	<b>Class mark</b> This is the weighted average of results achieved for any number of prescribed class assignments. A sub-minimum is prescribed for each formative assessment - this being 50%, and as a result students will have achieved the prescribed minimum as a class mark, by the time they reach the summative assessment.

Definition	
18.	<b>Examination</b> This is the summative assessment being administered in month 6 of the module registration to ensure students are not able to complete the programme quicker than the legislatively stipulated 12 months on higher certificate programmes. These may include supplementary assessments in order to assess a student's knowledge.
19.	<b>Final module mark</b> 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.
20.	<b>Supplementary assessment</b> Is an extension of the initial work or examination, whereas "re-assessment" constitutes a separate, new assessment.
21.	<b>Attendance requirements</b> Rules that a student is expected to participate in a given programme or module and for which a class mark of at least 50 percent must be obtained.
22.	<b>Credits</b> These determine the relative value of modules. Each credit represents 10 notional hours spent by a student towards completing the module.
23.	<b>Board</b> Any person to whom the authority and/or powers in a specified area have been delegated by IQ Academy's Academic Board.
24.	<b>Head of School</b> The administrative head of a learning programme.
25.	<b>Dean</b> The administrative and operations head of Faculty.
26.	<b>De-Registration</b> Refers to the de-registration (cancellation) from studies once registered as a student.
27.	<b>Academic Exclusion</b> Refers to a student being excluded from further participation in a given programme due to not being academically active.

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## 2. REGISTRATION INFORMATION

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### 2.1 REGISTRATION

Before commencing their studies, students shall register as a student of the institution.

### 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 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.

### 2.4 MODULE RE-REGISTRATION

Should a student fail a module (fail the summative attempt/fail the supplementary attempt), they will be automatically re-registered for the module, and will be required to complete all the unit formatives and the final summative assessment again. The student must submit all compulsory assessments for the module.

### 2.5 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

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### 3.1 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.

### 3.2 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.

### 3.3 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.

### 3.4 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.

### 3.5 ACADEMIC PROGRESSION AND EXCLUSION

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 are required to complete their studies within the required timeframe as stipulated in the rules of the programme. It is the responsibility of the student to ensure that they are familiar with the minimum and maximum periods of study for the module and/or programme for which they have enrolled.

Students are able to work through the modules at a defined pace (units are released each month). Failing to complete the formative or summative assessment within this specified timeframe, will not result in the student being excluded from the module or programme, until the end of the 36 month period of registration on the programme. To moderate students' progress on the programme, the second set of modules will not be made available until the student has achieved a pass on a minimum of 1 module in the first semester of the programme.

- 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.

### 3.6 APPEALS

3.6.1 If a student is dissatisfied with the allocation of marks, he/she may appeal to the Head of School by way of completing an Appeals Form. The application form must reach the institution seven calendar days after the release of results.

3.6.2 The Head of School may, at his/her discretion, decide to appoint an external arbitrator to re-assess the final examination. A fee as determined by the Institution is payable for the assessment by arbitration. The decision of the Head of School is final.

3.6.3 Given the moderation, testing and stringent set up procedures implemented against all assessments, as well as the automatic nature of the marker, the Institution does not foresee appeals against subjectivity in marking from occurring.

### 3.7 EXTENSION OF STUDIES

Should a student require an extension to his/her study period, the "Exclusions Appeal" form must be completed and submitted to the Registrations Office. It is the discretion of iQ to either grant or deny an extension request. Should such a request be granted, it may not exceed a period of more than 12 months (1 year). All applications for extension of studies, can be emailed to [studentadmin@iqa.ac.za](mailto:studentadmin@iqa.ac.za).

### 3.8 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

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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 can access the student portal anywhere, anytime using mobile devices such as tablet, smart-phone and/or laptop.

### 4.1 THE INITIAL STAGE OF REGISTRATION

The initial stage of registration can be overwhelming for some students. iQ has a dedicated team that offers support and guidance throughout this process, ensuring that students feel comfortable and supported as they navigate through the necessary steps. They may offer assistance with administrative tasks, troubleshoot any issues that arise, and offer reassurance to students as needed.

### 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
- View academic information, including academic results and account information
- Submit assignments electronically

#### 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. 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.

#### 4.5 ELECTRONIC RESOURCES

iQ subscribes to the popular electronic database Ebscohost. Subscription to Ebscohost allows staff and students access to a large set of electronic journals and eBooks. Only registered students are able to access these resources remotely via the internet.

#### 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 at the request from academic and support staff.

#### 4.7 STUDY TIPS

The best way to prepare for a final (summative) examination is to work systematically throughout the year. This implies that students must:

- Plan their studies and the submission of assessments 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.

#### 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. The Code of Conduct can be made available to students upon request, by sending an email request to [studentadmin@iqa.ac.za](mailto:studentadmin@iqa.ac.za).

#### 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 its quality. Should a student feel 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 three (3) days of any dissatisfaction being experienced. 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

#### 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. 85 of 1993). Policies and procedures are made available to employees and students.

Studying through distance mode can be 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 them on: 0861 25 26 66

**Lifeline Southern Africa**

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

**National Aids helpline**

For assistance with IAIDS /AIDS related information, support and services referral

National toll-free number: 0800-012-322 and [aidshelpline.org.za](http://aidshelpline.org.za)

**Narcotics Anonymous SA**

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](http://www.na.org.za)

**SA Depression and Anxiety Group**

- 24hr Helpline 0800121314 or SMS 31393 (for a call back request) Website: [www.sadag.org](http://www.sadag.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. Run by LifeLine Southern Africa.

Toll-free helpline: 0800 150 150

#### 4.12 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 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 to achieve equitable inclusive services and practices through the implementation of this Disability Policy.

## 5. INFORMATION RELATING TO ASSESSMENTS

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### 5.1 ASSESSMENT PARTICIPATION

Students will only be permitted to participate in assessment opportunities if they are officially registered for a programme/course.

### 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

Students are required to complete formative assessments as stipulated in the module guides. Formative assessments are made available to students in a linear fashion, meaning that in order to access the next unit formative, a student will be required to have achieved a minimum of 50% for the previous unit formative. The formative assessments are released over a period of 5 months, within

each module. The pace of this release is determined by the teaching and learning plan on the module, and the number of units in the module. All formative assessments are administered using multiple choice assessment (MCQ) and modified essay question (MEQ) methodologies.

#### 5.4 SUBMISSION OF FORMATIVE ASSESSMENTS

All programmes are administered fully online, and students are therefore expected to complete the online quizzes located on the learning management system. Assessment may not be emailed to iQ. Formative assessments are released on a linear time-bound basis, linked to the student's initial date of enrolment. Each month, a unit (or a set of units, depending on the Teaching and Learning plan/pacer for the module), will be released to students. They can only access the next month's unit formatives, once they have passed the previous unit formatives. The schedule for release of these unit-based formatives are communicated with the student on the learning management system.

To aid student success, students will be permitted unlimited re-tries on the formative assessment quizzes. Students will not be provided with answers to correct or incorrect questions and are expected to be well prepared for each unit formative, prior to attempting such.

#### 5.5 RELEASE OF FORMATIVE ASSESSMENT RESULTS – HIGHER CERTIFICATES

Formative assessment results are made available to students immediately following their submission (due to the automatic and electronic nature of the marking). These results are populated into the module gradebook for the student to refer back to at any point in time. Should a student fail a formative assessment, this result will remain in the gradebook until the formative assessment is completed again and passed. The gradebook will save the highest result from all the attempts made by the student.

Assessment results are communicated to students using the gradebook and an automated email communication triggered directly from the learning management system. A student's performance against these formative assessments results in a 'class mark' which is added to the summative result, to become the final mark at the end of the module.

#### 5.6 CLASS MARK

The class mark is the weighted average of results achieved for any number of prescribed class assignments. A sub-minimum is prescribed for each formative assessment – this being 50%, and as a result students will have achieved a minimum of 50% as a class mark, by the time they reach the summative assessment.

#### 5.7 LEAVE OF ABSENCE

Leave of absence from the summative assessment/s does not apply to iQ students, given the continuous enrolment process. Students are able to elect to complete their summative assessment, as soon as they qualify. Access to the summative will occur (at a minimum) 5 full months after commencing with the module. There will therefore not be a requirement for leave of absence applications.

#### 5.8 EXAMINATION REQUIREMENTS

Students are required to write one summative assessment per module. Summative assessments are also administered via a multiple-choice assessment/modified essay question methodology and instrument. The summative assessment is administered in month 6 of the module registration to ensure students are not able to complete the programme quicker than the legislatively stipulated 12 months on higher certificate programmes.

In order to access the summative assessment, students need to have achieved a minimum of 50% for each unit formative assessment. Students will be permitted one attempt to pass the summative quiz. Once this attempt commences, the student will have 24hrs to complete the attempt. Failure to complete the attempt will result in the attempt being automatically closed and the attempt being considered the student's final submission. A result of 50% is required to pass the summative assessment. Once internal moderation has been completed, the summative assessment bank is externally moderated by a subject matter expert.

#### 5.9 ASSESSMENT DATES

Assessment dates will be made available to students at the start of each semester. Each student's semester will start on the day they are enrolled onto the programme. Therefore, assessment due dates will differ from student to student. The module and programme pacer will assist students to understand what is expected of them each month in terms of academic progress. Coupled with this, module lecturers will host regular live sessions to ensure students stay on track according to their module pacer, given the continuous enrolment model.

#### 5.10 RELEASE OF FINAL MARKS

In order to access the summative result, students are required to have uploaded their admission documents onto the learning management system, in order for the institution to verify the particulars of the student, as captured during the point of enrolment. Further, the student's documents will have to be set to an 'approved' status by the Institution, as part of the finalisation of the compliance check. Failure to ensure 'approved' documents have been received by the Institution by month 6 of the semester, will result in the summative and final module results being withheld from the student, until such time as the documentation has been approved.

#### 5.11 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%. A student passes with distinction if the student obtains an average of at least 75% for the programme and an average of 75% for the exit-level subjects of the programme.

#### 5.12 AWARDING OF QUALIFICATIONS WITH DISTINCTION

Unless the Academic Board decides otherwise and subject to specific provisions in the relevant Faculty rules, a qualification shall be awarded with distinction 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.

#### 5.13 SUPPLEMENTARY ASSESSMENT

Students will qualify for the supplementary assessment if they have achieved a mark between 40-49% on the summative attempt. Should a student achieve between 0-39% on the summative attempt, the student will be regarded as having failed the summative and will be prompted to re-submit all the formative assessment questions. A module result of 'Fail' will reflect against the student's academic record for the module failure. Fees will be raised against the student's account where they are required to attempt the supplementary assessment or repeat the module.

The supplementary attempt will also be available for 24 hours once the attempt has commenced. Where a supplementary assessment is attempted, the result from this attempt will form 100% of the results of the module for the semester. If a student achieves less than 50% for the supplementary attempt, a module result of 'Fail' will be recorded against the student's academic record and the student will be required to redo all the formative assessments on the module.

#### 5.14 RE-MARKING OF EXAMINATION SCRIPTS

5.14.1 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.

#### 5.15 APPEALS PROCESS

If a student is dissatisfied with the allocation of marks, he/she may appeal to the Head of School by way of completing an Appeals Form. The application form must reach the institution seven calendar days after the release of results. The Head of School may, at his/her discretion, decide to appoint an external arbitrator to re-assess the final examination. A fee as determined by the Institution is payable for the assessment by arbitration. The decision of the Head of School is final. Given the moderation, testing and stringent set up procedures implemented against all assessments, as well as the automatic nature of the marker, the Institution does not foresee appeals against subjectivity in marking from occurring.

## 6. INFORMATION RELATING TO FEES

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### 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.

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 learning management system.

### 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.

### 6.4 DE-REGISTRATION PROCESS

Students are entitled to deregister at any stage based upon the institutional rules.

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

### 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 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.

### 6.7 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 (2023/2024)

Fee Type	Amount H.Cert	Payable
Module Re-Registration/Module Repeat	R1000	This fee is payable on re-registration or repeat of a failed Module with no books required.
Assignment Re-Mark	R150	This fee is payable on application for an assignment re-mark.
Examination Re-Mark	R300	This fee is payable on application for an examination re-mark.
Supplementary Exam	R500	This fee is payable in order to complete a supplementary exam.
Certificate: Printing & Courier	R400	This fee is payable on request for the printing and courier services associated with a certificate.

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

#### 6.7.1 Address details

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

Phone Number	087 086 6065
E-mail Address	<a href="mailto:accounts@iqa.ac.za">accounts@iqa.ac.za</a>

#### 6.7.2 Methods of payment

The following methods of payment are acceptable to the institution:

##### 6.7.2.1 Bank Details

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

Bank	Standard Bank
Branch	Vincent Park

Branch Code	051001
Account Holder/Name	IQ Academy
Account Number	251390527
Reference	Student number, ID number or passport number, Contract number

#### 6.7.2.2 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.

#### 6.7.2.3 Pay Portal

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

#### 6.7.2.4 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.

#### Proof of Payment

To avoid the possibility of a payment not being credited to the correct student account, it is essential that one of the following be used as the payment reference:

- Student number
- Contract number
- ID number or Passport number

Please email the proof of payment to iQ's Student Experience team via [accounts@iqa.ac.za](mailto:accounts@iqa.ac.za) .

## 7. CONCLUSION

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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.

## 8. ANNEXURE A: TERMS AND CONDITIONS

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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 Module;
- 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 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](mailto: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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