



Student Prospectus 2010

Message from the Principal



Follow through on your decision to enhance your life and your future prospects by enrolling on Damelin Correspondence College courses. Our student consultants are always available to give you assistance and further course information. Call them now!

Wishing you every success in your studies and your future!

Thivhudziwi Vele
College Principal – Damelin Correspondence College

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CONTACT DETAILS

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Cape Town: Shop 34, Matador Centre, 62 Strand Street, Cape Town 8001, PO Box 4180, Cape Town 8024, Tel: 021 417 8160, Fax: 021 417 0300

Durban: The Educor Gallery, Educor House, 325 Smith Street, Durban 4001, PO Box 2553, Durban 4000, Tel: 031 374 9750, Fax: 031 3010301

Pretoria: Shop 6, 273 Andries Street, Pretoria 0002, PO Box 1332, Pretoria 0001, Tel: 012 352 9111, Fax: 012 322 6369

Port Elizabeth: 246 Cape Road, Mill Park, Port Elizabeth 6001, PO Box 27067, Greenacres Port Elizabeth 6057, Tel: 041 363 0877, Fax: 041 363 0896

Nelspruit: 25 Brown Street, Nelspruit 1201, Tel: 013 752 2400, Fax: 013 752 6184

Namibia: Shop 17, Mezzanine Floor, BPI House, 269 Independence Avenue, Windhoek, Tel: +264 61 308 835

E-mail: info@damelin.edu.za

Website: www.dcc.edu.za

THE MANAGEMENT TEAM

Acting CEO: Julian Kannigan

Chief Academic Officer: Theuns Laubscher

Human Resources Executive: Allen Nkomentaba

Regional Sales Manager: Rakesh Patel

College Principal: Thivhudziwi Vele

Head of Product: Phillip Slatter

Corporate Services: Taryn Haynes-Smart

Senior Manager, Customers Services: Theo Pillay

Senior Manager, Finance: Suniel Bhasdaw

Senior Manager, Credit: Matthew Byron

Assessment Processing Manager: Michelle Sephton

Academic School Head Technical and Computer Schools: TBA

Academic School Head Business and General Schools: Thivhudziwi Vele

Academic School Head High School: Deidre Assure

Academic School Head Creative & Vocational Schools: Michelle Carvelas

Quality and Regulatory Compliance Manager: Stephanie Nelson

Programme Accreditation Manager: Niena Alexander

Maintenance and Office Management: Faldiela van der Schyff

ACCREDITATION AND REGISTRATION STATUS

Accreditation with Umalusi

Damelin Correspondence College is Provisionally Accredited with UMALUSI. The Provisional Accreditation number for Damelin Correspondence College is **FET 00475 PA**. Employers are required to quote this number in their claims to the Skills Levy Fund, for investing in their employee's education as set out in the Skills Development Act 2003.

Registration with Department of Education

Damelin Correspondence College (Pty) Ltd has been granted Provisional Registration by the Department of Education as a Private FET College until 31 December 2014. Registration no **2008/FE07/037**.

Damelin Correspondence College is committed to ensuring compliance to criteria set by regulatory bodies.

VISION AND MISSION STATEMENT

DAMELIN Correspondence College (Pty) Ltd, (DCC) Mission Statement

Damelin Correspondence College offers programmes of high quality that are recognized by business and provide learners with opportunities for obtaining qualifications and advancing in their careers.

DCC learning philosophy

The following learning philosophy is endorsed in the design of all qualifications:

- DCC recognises human worth and growth and is committed to the development of learners, primarily by means of education and technology.
- DCC is committed to playing a leading role in education by setting educational standards and best practices in distance education.
- DCC is committed to providing learner-centred and up-to-date education opportunities in keeping with market requirements.
- DCC is committed to providing quality, recognised education and training to a diverse body of learners within a multi-purpose learning environment to the benefit of all its stakeholders.

The learning programmes (or courses) are outcomes-based, and, as such, are designed to meet the varying and specific requirements of the South African social economy and business world. Programmes are designed to develop learners to become equipped with the necessary skills, knowledge and values that will enable them to participate successfully in South African society.

Goals and objectives

DCC aims to:

- create an integrated and articulated pyramid of learning programmes that enable the learner to progress on a course of lifelong learning;
- enhance the quality of education and training;
- develop the skills of South African learners towards improving quality of life, career prospects and social mobility;
- facilitate access to, and mobility and progression within, education, training and career paths within and beyond FET level;
- contribute to the full personal development of each learner and the social and economic development of the nation at large;
- promote self-confidence and self-motivation through successful learning and achievement of qualifications; and
- Accommodate training and employment opportunities for the corporate sector by developing learnerships and skills programmes on demand.

CODE OF CONDUCT

This Code of Conduct applies to learners and staff of DCC while representing or carrying out activities related to the College. All members of the College community will undertake to:

- conduct themselves in a manner that respects and promotes the dignity of others, and interact with others in the community in a spirit of co-operation, goodwill and mutual respect;
- conduct themselves in an honest and ethical manner, refraining from abusing their position or authority to exploit any other party, refraining from misrepresenting themselves, their work or qualifications in any manner, and refraining from abuse or discrimination of any kind;
- assist in the maintenance of good order in the learning process; and
- refrain from violating specific regulations of the institution.

RIGHTS AND RESPONSIBILITIES OF LEARNERS

DCC recognises that there are rights and obligations on the side of both learners and the College. To meet its own obligations to learners, the College will make every effort to ensure that learners can realise the expectations derived from the following declaration of rights and responsibilities.

RIGHTS

Services

Every registered learner has an equal right to available services and facilities.

Contracts

Every person having legal capacity has a right to contract on equal terms without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or handicap.

Respect for human dignity

All learners have a right to be treated with respect and in a civil manner at all times by staff of the College.

Fair and impartial assessment

All learners have a right to have their work assessed in a fair and impartial manner according to well-defined procedures.

Access to policies and procedures and interpretation of policy

All learners are given access to the policies and procedures that govern the College and its activities, insofar as these relate to learners and learning activities.

Freedom to express concerns

All learners may express concerns regarding their course and services.

Awareness of services

All learners can expect to be informed, by suitable means, of services available to them so that they can choose to take advantage of these.

RESPONSIBILITIES

Learners have the responsibility to:

- honour the College's code of conduct;
- apply themselves to their studies to the best of their abilities;
- become familiar with the rules and regulations governing the programme, the academic or work environment and any service they may use in the course of their studies;
- be aware of the policies and practices contained in the materials and information made available to them;
- be aware of the regulations concerning the use of support services and other facilities, as described in study guides or learner guides;

- contribute to the development of programmes and policies by participating in consultative processes in a responsible and ethical manner;
- accept responsibility for their own learning;
- take the initiative and consult appropriately when problems arise;
- meet deadlines for work to be submitted, where these are stipulated;
- attend practical workshops and tutorial sessions, where required;
- submit original work for assessment, without plagiarising or cheating;
- be aware of the institution's commitment to equal opportunity and to demonstrate tolerance and respect for all staff and other learners;
- recognise and respect the legitimate exercising of authority by staff;
- respect the rights of staff members;
- lodge any complaints in a timely manner and according to established procedures; and
- meet their contractual obligations.

LEARNER EXPECTATIONS

Insofar as both the College and the learner adhere to their contractual obligations, the College will provide the conditions necessary to meet the following expectations of learners:

Study material

Learners can expect to be provided with the study material and courseware corresponding to the programme of study on which they are enrolled. Learners can expect material to be provided in batches that are dispatched in sequence according to their progress. Where learners have paid in full for a programme or course, they can expect all material and courseware to be provided on registration. Study Material and courseware will be dispatched 21 working days after registration.

Support services

Learners can expect to have access to the support services and facilities indicated in the study guide accompanying the learning material, for the purpose of gaining access to libraries and/or computer centres, face-to-face tuition and/or workshops and services such as counselling.

Academic support services

Learners will be able to access academic advice from tutors and to be informed of their tutors' availability for consultation.

Counselling services

Learners can expect to be able to receive counselling on career choice and educational issues.

General advisory services

Similarly, learners can expect to be able to access general advice of a problem-solving nature or to facilitate resolution of a problem or complaint by contacting the Call centre.

Information concerning academic requirements

Learners can expect to be informed in a timely manner of all requirements for achieving their qualifications via formative and summative assessment, which, together with practical assessment where applicable, constitute a final result.

Appeal against assessment and academic decisions

Learners can expect to be able to appeal against assessment results.

Representation, redress and resolution routes

The College recognises the need for learners to:

- address specific issues of interest;
- express concerns and expect a response; and
- appeal.

To this end, there are policies and procedures that relate to specific types of representation.

The College also recognises the need to use disciplinary procedures, which in certain cases may include the curtailing or withdrawal of certain rights and privileges. It is therefore important to note that there are also policies and procedures of conduct, misconduct, and discipline.

REGISTRATION

Policy

Registration consists of programme selection and application for enrolment in a programme or course by the learner, together with payment of a deposit, followed by processing of the enrolment application and, if successful, registration of the learner on the desired course or programme.

Procedures, roles and responsibilities

1. *Career counselling*

Tests to assist in career selection are available to prospective learners, and learners are encouraged to use the College's career counselling service before registering.

2. *Documents required for registration procedure*

All applications for registration must include:

- the completed registration form;
- a certified copy of the first page of the learner's identity document; and
- *either:*
 - 2.1 a certified copy of the document that serves as proof of the prior qualification or learning required for admission to the programme for which the learner wishes to enrol; and
 - 2.2 a certified copy of the learner's academic record relating to this qualification, indicating that the learner has passed relevant subjects (where required);

or

- 2.3 certified documentary proof in recognition of prior learning that is the equivalent to the entry requirements of the desired programme of study.

All required documents must be submitted in order for registration to proceed, and delays will result in the application being disregarded.

3. *Provisional admission*

A person who does not meet the minimum admission requirements, but who is at least 23 years old on the day of registration, may apply for recognition of prior learning (RPL). To qualify for RPL, learners must either prepare and submit to DCC a portfolio of evidence in support of the application, or undertake to qualify via challenge, in other words by successful completion of the examination (summative assessment tasks) for the course for which the learner seeks exemption (see RPL policy below).

4. Applicants whose applications are confirmed receive confirmation and study material by post. This includes full information regarding:

- payment of fees;
- the programme of study; and
- support services offered by the College and its partners.

5. Learners will be prevented from registering if:

- registration procedures are incomplete and certain required documents have not been provided by the learner;
- financial debt from a previous programme of study is outstanding to the College;
- conditions of suspension or expulsion are currently in force; or
- specific academic prerequisites set by the Department of Education have not been met. Learners are responsible for ensuring that they have fulfilled the entrance requirements. Failure to observe this point may result in the course registration being withdrawn.

6. *Foreign learners*

Prospective learners who are non-nationals, or who have qualifications issued by a country other than South Africa, must apply to the South African Qualifications Authority (SAQA) to have their qualifications evaluated before they apply for registration. Contact details for SAQA are:

Postnet Suite 248
Private Bag X06
WATERKLOOF 0145

Tel: (012) 431 5000
Fax: (012) 431 5039

Website: www.saqa.org.za

Learners are advised that this process can take six weeks or longer, so they should approach SAQA in good time before applying to register for a course with DCC.

CHANGES TO ORIGINAL REGISTRATION

Policy

Learners have the right to request a transfer of registration from the original course to another course after enrolment, providing that the learner satisfies the entrance requirements for that course.

Records

If the request is granted, the learner's original contract will be canceled and a new contract will be signed between the College and the learner, relevant to the course to which transfer has been effected, which will replace the terms and conditions of the original contract. They will also need to sign the Contract Amendment form, which will be attached to the new enrolment contract.

All requests made in the following circumstances will be considered:

Procedures, roles and responsibilities

1. *Approval of changes (Transfers)*

Changes to original registration must be in accordance with registration requirements.

Learners who wish to make changes to their original registration may apply to do so by contacting the Learner Support Contact Centre and speaking to a Student Advisor

All transfer applications must be channelled through the Student Services department.

Transfers may only be approved within the first year of the student's contract.

For Computer School programmes, transfers may only be approved within the first 6 months of student's contract.

2. *Fees*

A learner may have his or her fees adjusted according to the published fee schedule.

If authorisation for the transfer is obtained, the Student Services department will send the student a new contract, including costs involved (deducting any refundable fees), plus a transfer administration fee.

Where relevant, information relating to credits already obtained while enrolled for the original programme will be transferred from the original programme to the new programme for which the learner has registered.

Student Services will then put the learner on the new programme using the existing student number. The learner's account must be up to date before the transfer will be approved.

In certain instances, where the value of the course to which the learner is transferring exceeds R6 000, the transfer needs to be verified by the Credit Department and approved before the transfer will be completed.

3. *Responsibility*

Throughout the period during which the transfer application is being considered, the learner remains party to the contract and is liable according to the conditions therein. Similarly, where a request for transfer is refused, the learner remains party to the contract and is liable according to the conditions therein.

EXTENSION OF A STUDY CONTRACT

Preamble

Should a learner not complete the course or programme within the time stipulated in the contract with the College, the enrolment may be extended, provided the learner has completed 75% of the required assessments.

Policy

The College recognises that certain circumstances may obstruct or prevent the learner from completing the desired course or programme in the time stipulated in the contract between the College and the learner and in all cases, the College endeavours to facilitate completion.

However, it is the responsibility of the learner to inform the College immediately when he or she encounters problems or circumstances that might prevent completion of the course, in order to request an extension of the contract.

Procedures, roles and responsibilities

The learner should contact Learner Support Contact Centre to renew the contract.

The learner must provide an undertaking to pay the fees due for extension of the contract period.

If a contract is extended, the learner is entitled to purchase up-to-date study material and will receive services that are being provided to all currently enrolled learners.

PROGRAMME STRUCTURE

Preamble

Each programme has an established, approved programme of study, outlining the combination of modules that have to be completed successfully to entitle a learner to certification as a graduate of the programme. The programme of study is divided into achievement levels, each one outlining the modules to be taken in a given level. The number of modules taken in a particular period of time is referred to as the *course load*.

Policy

1. Learners may register for more modules than those outlined in one programme of study.
2. Permission to take additional modules will be withdrawn in cases where the learner does not attain, through study, the academic level required to undertake further modules.

Procedures, roles and responsibilities

1. Additional fees may be assessed, in accordance with fee guidelines, for any increase in course load.
2. Where a learner enrolls for modules over and above the standard programme, it is advisable to allow at least one notional hour of study time per module per day for the extra modules chosen.

TRANSFER OF ACADEMIC CREDIT (INTERNAL)

Preamble

The College recognises that courses delivered within the College in different programmes may lead to the same essential learning requirements.

The assigning of equivalency status allows learners to receive an internal transfer of credit for an identical or equivalent College course when entering another programme of study.

Policy

Courses or modules in the College will be deemed equivalent to other courses or modules on the basis that they require the learner to achieve the same or equivalent learning requirements.

Normally, internal transfer of credit will be awarded to a learner, registered in a programme, who has completed an identical or equivalent module or course in the College within the past five years.

In cases of internal transfer of credit, results provided for identical and equivalent courses will be automatically forwarded to the learner's current programme of study, subject to programme progression criteria.

Procedures, roles and responsibilities

1. Course or programme equivalencies will be reported to the Branch Managers and the Registration office, and will be expanded on as Academic Heads confirm new equivalencies for each School within the College during the ongoing review process.
2. Following the learner's application for registration on a further course or programme for which she or he requests exemption for a certain credit or number of credits, the Academic Head for the relevant School will make the decision as to equivalency of learning between courses or programmes and the credits that are transferable from the completed programme to the new programme for which the learner wishes to enrol.
3. In cases where the learner requests internal transfer of credit for a course or module that has not previously been declared equivalent, the Branch Manager must notify the Academic Head of the request in order for the course or module to be assessed for equivalency.
4. The Academic Head has the sole right to make decisions concerning internal equivalency. No learner may be granted exemption from parts of a programme without equivalency first having been established for the programmes concerned by the Academic Head of the relevant School.
5. Requests for internal transfer of credit from learners will be forwarded at the point of enrolment by the Branch Manager to the Academic Head concerned, and enrolment may proceed only once clarity has been received from the Academic Head concerning equivalency and the exemption to be granted to the learner.

TRANSFER OF ACADEMIC CREDIT (ARTICULATION)

Preamble

Formal recognition of learning attained in other educational institutions enhances equality of educational opportunity, economic viability and geographic mobility. The transfer process recognises equivalency between formal educational courses and programmes and acceptance of shared responsibility in the assessment of learning outcomes.

By 'articulation' we mean matching or connecting a learner's previous studies at another institution to the requirements for the course they want to do through DCC. Learners may apply for credit transfers of subjects already completed in a partially completed programme at another educational institution, where the learner intends to complete the programme through further studies at the College. The learner may be granted credit transfers where the learning outcomes of the subjects concerned can be matched to those of the corresponding College programme.

However, where more than half the programme for which the learner wishes to register has been completed at another institution, the qualification should be issued by that institution. If learners are unable to complete the qualification at that institution, exemption may be given for no more than half of the programme for which credit transfers are requested. No exemption may be given for the final level of the major subject in the programme. The credits required at the final level to obtain the College qualification must be completed through the College.

Policy

1. The College will award transferred credit(s) to learners for courses completed at other recognised institutions, on the basis that the learning outcomes are equivalent and current to courses and programmes offered by the College.
2. Transferred credit(s) will be recognised in the form of course exemptions.
3. The amount of transferred credit(s) will be limited so that at least 50% of the credits required in a complete programme of study must be completed at the College.
4. Where the learner has already obtained a qualification and wishes to obtain the same or similar qualification from the College, a second certificate or diploma will not be issued unless at least 50% consists of new knowledge.

Procedures, roles and responsibilities

1. To receive exemptions for courses on the basis of external transfer of credit for articulation purposes, learners are to submit an 'exemption application' form with supporting documentation to the Academic Head of the School accompanying their application for registration. An assessment fee will be levied for all external transfers of credits, except where articulation has been confirmed by the National Qualifications Framework or where inter-institutional agreements are in place.
2. The Academic Head of each School will draw up and maintain a table of recognised course equivalencies to be updated on a yearly basis. The Academic Heads will use these lists to automatically process exemption applications within the terms of this policy.

3. Documentation required includes copies of the syllabi or learning outcomes of the subjects or courses for which transfer is requested, stamped and signed by the Head of the institution attended, as well as an original academic record issued by the institution the learner attended, indicating the results/marks obtained.
4. In cases where the learner applies for transfer of credit for a course that has not previously been declared equivalent, the application will be forwarded to the appropriate Academic Head to be assessed for equivalency. The Academic Head will report the decisions to the Branch Manager of the enrolling branch, and will record the equivalency exemptions which have been granted. The Branch Manager will notify the learner of the results of the exemption application.
5. *Registration may not proceed until the results of the exemption process have been made known by the Academic Head to the learner and the Branch Manager.*

RECOGNITION OF PRIOR LEARNING (RPL)

Definition

As defined in the National Standards Bodies Regulations 18787 of 28 March 1998:

'Recognition of prior learning means the comparison of previous learning and experience of a candidate howsoever obtained against the learning outcomes required for a specified qualification, and the acceptance for purpose of qualifications of that which meets the requirements'.

NOTE: This policy refers to *recognition of experiential and non-accredited learning and applies only to prospective learners who wish to participate in skills programmes and learnerships.*

For *recognition of accredited formal learning*, see the existing policy for formal credit transfer, covered in the previous chapter of this handbook.

The RPL policy will be implemented on learnerships from 2005 in collaboration with INSETA.

PROCEDURE FOR RECOGNITION OF PRIOR LEARNING

Marketing

The RPL programme is marketed to target groups.

Screening

The prospective candidates requesting RPL will undergo a pre-screening by means of direct discussion with the College's RPL Manager, or through representation by an appropriate and qualified RPL assessor for that sector of the industry. The viability of the application will be ascertained by means of the discussion.

The basis for RPL will either be that the candidate has already completed the work covered or can demonstrate knowledge acquired for which recognition is sought.

The College's RPL Manager will provide the candidate with copies of the registered (unit) standards and learning outcomes for which recognition is requested in the agreed areas of learning. The candidate will be expected to present evidence that the standards and outcomes have been covered to the required level.

| | |
|---------------|--|
| If viable | The candidate completes an application and submits it, together with the supporting evidence, to the RPL advisor. |
| If not viable | The candidate is referred for further advice on alternative pathways. The candidate may also be referred to a career counsellor when required. |

Selection

The RPL Manager submits the applications of screened candidates to a subject specialist or RPL assessor who does the selection of candidates for the RPL programme.

Pre-assessment

The College's RPL Manager, together with the relevant RPL assessor for the particular industry, will develop an assessment plan encompassing the unit standards/learning outcomes, method of assessment, assessment tools and the evidence needed for assessment.

| RPL Portfolio | Challenge Examination |
|---|---|
| <p>RPL advisor takes candidate through preparing for an assessment:</p> <ul style="list-style-type: none"> Portfolio development and related workshops, and/or one-on-one advising Review of unit standard(s) and requirements Guidance and collection of evidence, which is the candidate's responsibility <p>When the RPL advisor considers the portfolio to be ready for submission, it is accepted and submitted for assessment.</p> | <ul style="list-style-type: none"> Unit standard(s) and requirements are reviewed. Venue, dates and times of assessment are to be decided in consultation with the respective role players. |

Assessment stage

| RPL Portfolio | Challenge Examination |
|---|--|
| <p>The portfolio is assessed according to the set criteria.</p> | <p>The candidate:</p> <ul style="list-style-type: none"> undergoes practical assessment, and/or sits a knowledge test, and/or does an oral examination. |

Judgement stage

The RPL assessor judges the evidence compiled and presented by the candidate.

| | | |
|--|--|---|
| If the candidate is competent: | The assessor credits the candidate. | <ul style="list-style-type: none"> The candidate is allowed to enrol for next course. The relevant qualification is conferred upon the candidate. |
| If the candidate is not yet competent: | Credits are not awarded. | The candidate is allowed to enrol in the regular manner. |
| | The candidate can submit further evidence. | The candidate signs a learner contract to submit further evidence. |

Moderation stage

- A subject expert who is an acknowledged assessor and moderator will moderate the evidence.
- The RPL Manager will receive recommendations from the RPL assessor and RPL moderator.
- An annual report on RPL within DCC is to be written and presented to the Academic Board.

Feedback stage

The RPL advisor or RPL assessor advises the candidate of the outcome.

Appeals process

The candidate can appeal against the outcome and follow the general appeals process spelled out in the Appeals Committee Policy document. A copy of the application form for learner appeals is included at the very back of this document.

FEES

Preamble

The College offers learners the options of either paying their fees in full on registration, or paying in monthly instalments. In the case of the latter option, learners pay a deposit on enrolment, followed by monthly instalments.

Policy

All learners whose accounts are up-to-date are entitled to the rights and services corresponding to their registration by virtue of their contracts with the College.

Procedures, roles and responsibilities

1. *Methods of payment*

Any learner with an official DCC learner number can make a deposit at any branch of First National Bank or pay by:

- cash;
- cheque;
- postal order;
- money order;
- credit card;
- debit order; or
- direct deposit.

1.1 *Cheques and postal orders*

Cheques, money orders and postal orders must be made payable to Damelin Correspondence College and must be crossed 'not transferable'. If a cheque is dishonoured by the bank, the bank charges will be added to the learner's fee account. Post-dated cheques are accepted.

1.2 *Credit cards*

Learners who wish to pay by credit card can fill in the required details on the appropriate form and submit it to the College. They may choose to instruct a monthly debit to be made from their credit card accounts or alternatively a once-off payment to the College and thereafter pay their creditor via instalments.

1.3 *Debit orders*

Learners who wish to pay by debit order can fill in the required details on the appropriate form and submit it to the College, after which a debit order will be placed on the account. Learners who enrol by the 15th of the month are liable for the first debit order payment by the 1st working day of the new month. Enrolments after the 15th will have the first instalment deducted by the first working day of the following month.

1.4 *Direct deposits*

Learners may pay their fees at any First National bank branch by depositing the amount due directly into the College account via the deposit slip attached to the monthly statement.

2. *Payment procedures*

Initial payment

An initial minimum payment of a deposit is compulsory on the day of enrolment in order for the application to be processed and registration to take place. Thereafter learners should pay their instalments according to the terms of their learning contracts.

Payments for subject additions

After the initial registration is completed, registration of additional subjects will be allowed by adding the proportionate amount due to the monthly instalments payable by the learner.

3. *Minimum financial commitments on registration*

3.1 No learner will be registered unless the minimum required amount has been paid. Where learners are being sponsored by their employer, they must submit a signed letter of authority from the employer, on company letterhead, in addition to the required minimum payment. Letters of authority must be the original documents (photocopies or faxes are not acceptable) and must be authorised by the issuing authorities.

3.2 Any learner who has defaulted on fees in previous years and wishes to re-register must comply with the following conditions:

- All arrears must be paid in full.
- No third party debit orders or loan documents will be accepted.
- Companies sponsoring learners in arrears are required to pay the arrears in full.

3.3 Letters of authority and bursaries

Where fees are paid by an employer, letters of authority and bursaries will be accepted from pre-approved companies. In the event of an employer or bursar not paying, the learner will be held liable for fees and penalties, as the official contract (registration form) is between the College and the learner.

The College will accept letters of authority from those employers who have been officially approved and accepted. Thereafter the College does not involve itself in disputes between the employer and the employee, and accounts and receipts are sent to employers or sponsors.

Results obtained by the learner for all assessments will be released to the learner, and only made available to the employer with the learner's written consent.

3.4 Rules relating to non-payment of fees

Failure to pay any amount of fees or instalment due will have the following consequences:

- study material will not be dispatched;
- assignments will not be marked;
- examination results will not be released; and
- the qualification will not be awarded.

Learners will be held legally responsible for outstanding fees. All debt collection will be outsourced to the College's shared services partner.

3.5 Sundry amounts

Fees include study material, tuition and prescribed books, but do not include payment for the following services:

- examination fees;
- extra computer training and/or practice sessions; or
- external counselling, on referral of the College counsellors.

The learner will be held responsible for all legal fees accrued that are incurred in the process to collect unpaid debt.

Statements of account will be posted to learners on a monthly basis after enrolment and registration until the account is paid in full. It is the learner's responsibility to inform the College of any change in address (change from address supplied at date of registration) to ensure that study material, accounts and other correspondence are sent to the correct address.

CANCELLATION POLICY AND PROCEDURES

Policy

Learners have the right to request cancellation of a course after enrolment, and all requests made in the following circumstance will be considered:

Cancellation

The learner reserves the right to cancel agreement within 14 (fourteen) days from date of registration, whereafter this agreement shall not be cancelled without the consent of both parties (college and student).

Refund

Where cancellation is granted before dispatch of the first batch of study material, fees are refundable in full, less the registration fee.

Where cancellation is granted after dispatch of the first batch of study material, the amount refunded will depend on whether the study material has been returned to the College, unopened and in good condition. If so, fees are refundable in full, less the registration fee. If not, fees are refundable in full, less the registration fee and the value of the study material.

Study material must be returned to the College via Registered Mail.

The Cancellations Committee will decide whether a refund will be granted and the value of the refund.

A cancellation fee will be deducted from the refundable amount. Refunds can take anything up to 3 months to process.

Throughout the period during which the cancellation application is being considered, the learner remains party to the contract and is liable according to the conditions therein. Similarly, where a request for cancellation is refused, the learner remains party to the contract and is liable according to the conditions therein. Under no circumstances is the contract, together with the attached rights and responsibilities, transferable to a third party.

Procedures

All cancellation applications must be channelled through the Student Services department and no request for cancellation will be considered unless backed by documentary proof substantiating one/more of the above grounds for cancellation.

The cancellation application and supporting documents are forwarded to the Cancellation Committee, which meets weekly, for processing within 15 days of having received the request.

The Cancellation Committee may request input from any department Managers and members of staff who may assist in reaching a decision on the application for cancellation.

The Finance Department is to obtain clearance authorisation from the bank before approving any refunds.

If authorisation for the cancellation is obtained, the Student Services department will process the necessary documentation to cancel the course.

The Student Services Department must contact and inform the learner within 2 working days of the Cancellation meeting being held of the decision taken by the Cancellation Committee, and also inform the learner in writing of the decision taken.

Failure by the learner to adhere to the above procedure will result in learners being held responsible for the full outstanding fees plus finance charges and collections costs, in the event of legal action.

Appeal procedures

If the learner wishes to appeal against the decision, a written request must be directed to the Appeal Cancellation Committee within 3 weeks of the decision being communicated to the learner, stating the precise reasons for which the student wishes to appeal against the decision of the Appeal Cancellation Committee.

A written response will be sent to the learner within 30 days of the Appeal Cancellation Committee's sitting.

During the Appeal procedure and until a resolution is reached, the original contract between the College and the learner remains in force and both parties are liable to fulfil their obligations according to the terms of the contract.

DOCUMENTING THE LEARNING PROGRAMME

Preamble

Study programmes and study guides are essential components of all learning programmes offered for credit at the College. They document the curriculum at the course level. (Note: The study programme is a piece of paper; the learning programme is the course, e.g. the Higher Diploma in Early Childhood Development.)

Policy

1. Every learner will be given a study programme at the beginning of each course.
2. Study programmes will be reviewed annually and revised as necessary.
3. Current study programmes are accessible to members of the college community and prospective learners.

Procedures, roles and responsibilities

1. Study programme
 - 1.1 The study programme is prepared by the Programme Manager, using an approved format and acting on instructions from the Programme Advisory Board.
 - 1.2 Approved study programmes are provided to each learner and are used to support learning. Learners are responsible for keeping their programme outlines for future use in applications for transfer of credit to other educational institutions.
2. A study guide contains the following:
 - an explanation of the purpose of the study guide;
 - a study schedule;
 - an explanation of study sessions (prescribed reading, learning outcomes and assignments);
 - an overview of each study unit (specific outcomes, assessment criteria, critical cross-field outcomes; activities and competence checking questionnaires);
 - learner support information and contact details; and
 - assignment(s) for submission.

ASSESSMENT OF LEARNING

Preamble

The College is accountable for the assessment of each learner's performance through the application of standards that guide assessment and promotion. A formal process of assessment provides learners with timely and specific feedback as they work towards achieving their learning outcomes. It informs learners of their current level of achievement in a course or programme. A process of formal assessment also enables the College to make decisions about learners' progress through a course or programme.

Formative assessment

All programmes and courses require learners to complete assessments in the form of tests, written assignments, portfolios and/or practical assignments at regular intervals while progressing through the course or programme. Written assessments are submitted to the College for marking by tutors and are designed to assess performance in accomplishing learning objectives and contribute to the quality and effectiveness of learning. College tutors mark the assessments and provide feedback, as well as offering guidance and assistance to learners on how to approach learning and improve performance.

Summative assessment / Examination

Summative assessments for a subject, course or programme will take the form of an assessment that will test:

- evidence of knowledge;
- application of knowledge; and
- evidence of reflective knowledge.

Summative assessments of various types take place at least once a year, during examination sessions conducted at examination centres throughout the country.

Policy

1. The Assessment Department establishes processes for the assessment of learner performance.

2. Assessment of performance will be based on criteria that reflect the learning requirements established for the course.
3. Assessment results will be formally documented and delivered to the learner. The overall achievement demonstrated by means of formative and summative assessment will be translated into a final result.
4. Learners have the right to appeal assessment decisions.

Procedures, roles and responsibilities

A. Formative assessment

1. The relevant Academic Head is responsible for ensuring that the guidelines for assessment provided by the Programme Advisory Board for each course are adhered to.
2. The learning material will include:
 - clear statements of the required learning that is to be achieved in order to successfully complete the course;
 - the methods or instruments to be used to assess performance, such as projects, written tests, assignments, performance tests, and so on; and
 - the suggested intervals during the course when performance can be assessed.
- 2.1 Tutors assess learners' work using marking schemes that identify and use criteria for assessment and that are congruent with the learning requirements established for the course.
- 2.2 Learners have more than one opportunity to demonstrate their achievement of the required learning. Several assessment methods are used, and assessments are spaced at intervals to allow for ongoing feedback regarding progress and to provide a further opportunity to learn.
- 2.3 Results of the assessment are formally documented and communicated to the learners in a manner that is timely, supports their ongoing learning and identifies academic progress.
- 2.4 A formative mark obtained from formative assessment results will be assigned at the end of a course after the learner has completed all the written assignments. The mark will be based on continuous assessment of the learner's achievement of the established course learning requirements.

B. Summative assessment / Examination

It is the responsibility of learners to notify the College when they are ready to write an exam by submitting an examination entry form to the College. Examination timetables and entry forms are supplied to learners with the study material, and the form may be submitted when the learner is prepared for the examination.

Should a learner not receive an examination entry form or timetable, he or she should contact the College as soon as possible to request these documents. Completed examination entry forms must reach the College by the closing date for the exam session in which the learner wishes to write. Late entries are not accepted, and learners who miss the deadline will have to re-apply to write during a future exam session within their contract period.

Examination dates appear on the examination confirmation letter that is sent to learners approximately 30 days before the examination. Any learner who has not received an examination confirmation letter two weeks before the examination must contact DCC's Assessment department. It is the responsibility of all learners who have registered for an exam to check that they have been registered by contacting the Institute if they have not received their examination confirmation letter.

Cancellations

Cancellations of registration for examinations are accepted until two weeks before the date on which the *examination session* begins (note: not the date of that particular examination). Should a registration be cancelled less than two weeks before commencement of the examination session, the examination fee will be forfeited.

Clashes

No special arrangements will be made to accommodate examination dates of subjects, courses or programmes outside the College examination programme.

Registration for summative assessment

Learners may do the assessment while their learning contracts with the College are valid. It is the responsibility of the learner to ensure that the learning contract is valid for the duration of the examination session, as learners whose contracts have expired will not be registered or allowed to do the assessment.

Should a learner's contract terminate within one calendar month before the last assessment session, the learner is eligible to write. Should the learner wish to do the assessment in that session, permission must be requested from Learner Support to extend the duration of the contract.

If learners have failed to pay their full course and tuition fees as stipulated, they will neither receive their assessment results nor be awarded the corresponding qualification.

Competency – Formative Assessment

- To demonstrate competency in a subject, a mark of 50% is required.
- Learners will receive a distinction should they obtain a subject exam mark of 75% or more.

Competency – Summative Assessment

- To demonstrate competency in a subject, a mark of 40% is required. This pass mark is dependant on the course taken, and could vary. Your study guide will inform you of the summative assessment pass mark requirements.
-
- Learners will receive a distinction should they obtain a subject exam mark of 75% or more.
- Credits per course may be accumulated up to a period of three years.

Re-assessment

Re-assessment may be allowed, depending on the learner's needs. The learner may request an examiner's report or re-assessment according to the appeal.

A fee will be charged for re-assessment and on requesting an examiner's report.

Exam rules

- Read these exam rules before you write the exam.
- You are required to write all your exams on the date and at the time officially specified by the College.
- You must arrive at the exam centre no later than 30 minutes *before* the start of an exam.
- You will only be permitted access to the examination hall if you have the following:
 - your *exam confirmation letter*, confirming your exam registration at the centre;
 - your *identity document* or other official proof of identity (e.g. passport or driver's licence card with photo); and
 - the required exam *stationery* and *additional requirements* (e.g. a calculator).
- You must sign the *attendance register* when you arrive and when you hand in your exam booklet before leaving the exam room.
- Ensure that you complete, sign and hand in a loose *attendance slip* before leaving the exam room. Exam booklets will not be accepted for marking without this slip.
- Ensure that you are writing the correct exam paper and that the exam paper contains all the sections and questions. You will find a summary of the exam contents on page 3 of the exam paper.
- Be sure to write your learner number on the cover of the exam booklet.
- You may use *only* the official DCC exam booklets, accounting packs, disks and other answer material supplied by the College.
- You may not have any study material, disks or notes in your possession, *unless* otherwise stated on the exam question paper.
- Leave all your personal belongings at the front of the exam room. Remember that you do so at your own risk and that neither DCC, the exam centre, nor any of the staff of either, will be held responsible for the loss, theft or damage of your belongings.
- Switch off your cellphone before you enter the exam *building*. You may place your cellphone and wallet/purse under your chair rather than at the front of the room, but you may not touch either of these while in the exam room. Cellphones may only be switched on again when you leave the *building*.

- You need to bring your own pens, pencils, rulers, and if necessary calculator as well as other material as indicated in your study material or on the exam paper. You may not bring any other materials, notes or articles unless otherwise stated on the exam question paper.
- You may not enter the exam room more than one hour after the exam has started. You may not leave the room during the first hour of the exam.
- Once the exam begins, you may not speak or in any way communicate with other learners until you have left the exam room.
- You may communicate with an invigilator quietly, if necessary.
- Neither you nor the invigilator may pass stationery or anything else from person to person while the exam is in progress.
- If your exam period is shorter than the exam period of other learners writing different papers in the same room, you may leave the exam room *quietly*. You may not talk until you have left the building.
- Only under exceptional circumstances will you be permitted to leave the exam room while an exam is in progress. If the invigilator gives you permission to leave, he or she will accompany you. Only one learner may be absent from the exam room at a time.
- You may not smoke in the exam room, nor may you leave the exam room to smoke while an exam is in progress.
- You may not tear pages out of your exam booklet. You must hand the booklet to the invigilator after the exam. You may not use scrap paper. The 'For Your Notes' pages in the booklet are intended for any notes or planning of answers that you may wish to make.
- Make sure that you follow the instructions for each question.
- You may not act dishonestly in any way.
- You are warned that breaking the exam rules or disobeying the instructions of an invigilator can result in the exam being declared invalid and/or in your suspension or expulsion from the College.

Disciplinary procedures

Invigilators must act promptly should disciplinary action be required.

In the case of a written assessment, the invigilator must:

- collect the assessment script of the candidate concerned and all material in the candidate's possession;
- endorse the candidate's script;
- complete a report in the presence of the candidate and a witness, and sign it;
- request that the candidate and the witness also sign the report. In a situation where the candidate is unwilling to sign, this information must be added to the report and signed by the invigilator and witness;
- offer the candidate concerned the opportunity of making a written statement on the matter; and
- submit the report, together with the evidence, to the Assessment Manager.

Candidates may also be expelled from the examination centre immediately.

The Academic Board will, based on the evidence at their disposal, make a decision on further action.

Appeals

Candidates may appeal according to the appeals policy – see Appeals Policy.

MARKING SYSTEM

Preamble

The College is accountable for evaluating learner achievement based on established standards and for communicating the results of assessments in a clear, consistent and equitable manner. The assigning of formative and summative assessment marks to constitute final results formalises a learner's status within a course or programme and provides a basis for decisions regarding promotion to the next level.

Policy

| Results Grading Matrix | Formative Assessments | Summative Assessments |
|--|-----------------------|-----------------------|
| Distinction | 75% to 100% | 75% to 100% |
| Pass mark. For summative assessments, the pass mark is dependant on course taken and can vary. | 50% to 74% | 40% to 74% |
| Supplementary Exam. A re-submission of assignment in the case of a formative assessment. | 50% | 40% to 49% |

APPEALS POLICY

Introduction

Learners may appeal against decisions of the College, including those about assignments, projects, reports, examinations, or any other marks or outcomes. The appeals procedure depends on whether the appeal relates to summative assessments (exams) or to formative assessments or other matters. For appeals on matters not covered in this chapter, e.g. disciplinary actions, learners are asked to consult learner support. (An application form for learner appeals is included at the very back of this document.)

Appeals relating to formative assessments

All appeals on formative assessments are handled by the Academic Head of the relevant School. Learners who are unhappy about their marks or other decisions by the College can phone the Academic Head directly and discuss the matter. Learners are entitled to ask for a re-mark and can also request a report from the tutor who marked the assignment.

Appeals relating to examinations

First appeal

A learner who wishes an assessment decision to be changed may appeal on the following grounds:

- Illness, or other factors unknown to the Examination Board when it reached its decision, adversely affected performance in the coursework or assessment, or prevented submission of the coursework or attendance at the assessment.
- There was a material administrative error.
- The assessments were not conducted in accordance with the regulations for the programme.
- Some other material irregularity occurred in the conduct of the assessment.

The learner may, within one month of the publication of a result, request an examiner's report and/or a review of the decision in the form of a re-mark.

Procedure

- The learner should request an *Application Form for a Re-mark* from the Examinations Department and submit the completed form to the same department.
- The learner will receive a written acknowledgement of receipt of the application, followed by the report or the result of the re-mark.

Further appeals

In the event of a learner not being satisfied with a re-marking decision for a final examination, a further and final appeal may be directed to the Examination Appeals Committee.

The Examination Appeals Committee consists of:

- a chairperson of senior standing, e.g. the Quality Assurance Manager;

- the Head of Academic Support Services; and
- the Academic Heads of Schools.

Procedure for lodging a further appeal

- The learner fills in a *Final Appeal Form*, which is also obtainable from the Examinations Department, and submits it to that department.
- The learner receives a written acknowledgement of receipt of the application.
- The Head of School presents the completed appeal document to the next meeting of the Examination Appeals Committee.
- The learner is notified in writing as to when the appeals meeting is to be held.
- The Examination Appeals Committee makes a decision on the appeal and informs the learner in writing of this decision.
- The Academic Heads of School keep records of appeals heard by the Examination Appeals Committee and of the results of such appeals.
- The DCC Academic Board is notified of all decisions made by the Examination Appeals Committee at the following board meeting.

PROGRAMME PROGRESSION AND AWARDING OF QUALIFICATIONS

In order to be awarded a certificate or diploma in an approved learning programme, learners are required to successfully complete all course or subject requirements as set out in the approved study programme.

The learning programme provides a continuum in learning, from basic to more complex levels. At various points, learners have to demonstrate, by successfully completing assessments, that they are ready to progress to the next stage of the course. In addition, some programmes require an overall review of progress in the form of portfolio submissions at various stages.

Policy

1. Learners are informed in advance of the criteria that will determine successful transition through the learning programme, leading to successful completion. To this end, progression criteria are applied in all situations.
2. Progression through the learning programme depends on successful completion of modules. Where modules are assigned to academic achievement levels, progress from one level to the next depends on the learner's meeting programme promotion criteria.
3. In individual cases, modules within the learning programme may be accounted for through transfer of academic credit, RPL, or another elective.
4. The time required to complete a learning programme depends on the learner. It is normally about twice as long as it would take in a full-time face-to-face course, provided that the learner studies continuously. Some programmes may allow a longer or shorter period for completion.
5. Graduation from the programme is dependent on the learner's successful completion of all course requirements of the learning programme.

Procedures, roles and responsibilities

1. *Learning Programme*
 - 1.1 The learning programme is established by the Programme Advisory Committee during curriculum and development of the programme.
 - 1.2 The programme is subject to internal modification and regular review, after which the College communicates changes that may affect the learner's progression.
2. *Course Progression*
 - 2.1 The Programme Advisory Committee may establish subject or credit prerequisites and co-requisites, as well as minimum marks in prerequisite subjects or credits.

- 2.2 In order to progress through the programme, learners must meet the requirements for registration, including successful completion of course, subject or credit prerequisites and co-requisites.

3. *Certification*

- 3.1 Issuing of a certificate or diploma is determined by an evaluation of the learner's academic record against the learning programme.
- 3.2 The DCC Exam Board signs off learner's final results. Learners will not receive certification if they have outstanding financial obligations to the College.

ACADEMIC RECORD KEEPING

Purpose and intent

The College recognises its responsibility to the academic community and to the public for the orderly retention and disposition of all academic records, both active and inactive, and for the long-term preservation of historically significant documents that reflect DCC's origins and development and the activities and achievements of its facilitators, learners, and support staff.

Academic record keeping

The DCC Academic Board carries ultimate responsibility for academic record keeping within the College. The Board oversees the proper and safe storage and maintenance of academic records and historically significant documents.

The following academic learner records are kept:

- a copy of learner's identity document;
- documentary proof of the learner's highest academic qualification;
- proof of any credits attained;
- a copy of the learner contract;
- a hard copy of the learner's record cards;
- all results letters, kept updated; and
- all correspondence between the College (by whoever represents the College) and the learner.

Once learners have graduated, their records are kept in a safe, lockable area, with limited access.

SPECIAL ALLOWANCES FOR INDIVIDUAL NEEDS

1. Preamble

ICG is committed to provide support services to students with permanent or temporary psychological or physical disabilities, based on the student's individual requirements. Although the same academic standard prevails for all students, alternative arrangements in the courseware, learning support and assessment of students can be made to provide more equal opportunities for persons with disabilities.

The learning experience requires learner participation in order to meet the standards and requirements established by the programme. Occasionally, there is a need to negotiate special allowance for individuals related to these learning experiences.

2. Policy

- 2.1 Wherever possible, learners are expected to anticipate their need for special allowances, and enter into discussion with the College to make necessary arrangements.
- 2.2 A request for special consideration may apply to, but is not necessarily limited to, those learners who:
- 2.2.1 are ill or who face major personal crises such as bereavement; or
 - 2.2.2 are affected by a disability.

3. Definition of people with disabilities (*according to the Code of Good Practice*)

The scope of protection for people with disabilities focuses on the effect of a disability on the person in relation to the working environment, and not on the diagnosis of the impairment.

Only persons who satisfy all the criteria in the definition, are considered as persons with disabilities:

- the disability must be long-term or recurring;
- the impairment must be physical or mental; and
- the impairment must be substantially limiting.

4. General Procedures

Students are given the opportunity upon registration to disclose their disabilities on the enrolment form and to indicate whether they require support/special summative assessment/exams arrangements.

Students with disabilities are invited to discuss their particular individual needs with the College's Learner Counsellor, who will help them to make personal, academic and career choices.

ICG requires disabled students to submit documentation to the Counselling Department, which should identify the existence and nature of a student's disability in order to accommodate his/her learning environment.

Documentation should:

- be provided by an appropriate health professional or educational psychologist;
- be on a letterhead of the above person;
- have legible dates and handwriting;
- include information on the specific impairment, medical or mental health condition;
- indicate whether or not the disability is permanent, temporary, or fluctuating;
- clearly outline the functional implications/impact on study ability of any disability resulting from an impairment, medical or mental health condition;
- give any suggestions/recommendations for relevant alternative support; and
- be recent, i.e. in the last two-week period if temporary condition, in the last six months for fluctuating condition, and in the last three years for learning disability. Recent dates are not required for a permanent disability.

4.1 No adjustment of actual marks obtained by learners in any regular tests, exams, reports or other similar assignments will be made under any circumstances.

4.2 Wherever reasonable, and without compromise to acceptable academic standards, the College faculty will extend to such learners some latitude with respect to the following:

- 4.2.1 deadlines for submission of assignments and similar projects;
- 4.2.2 alternative assignments, assessments or any other form of evaluation related where possible, to the nature of the learner's extracurricular activity;
- 4.2.3 attendance, late arrival and/or early leaving of sessions (also relating to summative assessment/exam sessions);
- 4.2.4 adjustments to a learner's regular academic/exam timetable to facilitate his or her extracurricular activities or needs; and
- 4.2.5 separate venues and extra time for summative assessments/exams.

5. Specific Procedures, depending on type of disability

The following are some of the disabilities for which we offer support services:

5.1 Blindness and vision impairment

5.1.1 Learners can request assistance at registration or via the College's Call Centre and will be supplied with contact details of Braille Services and Tape Aids for the Blind, who convert course material to Braille and record it on audiotapes respectively.

5.1.2 Requests for specific arrangements for summative assessments/examinations need to be submitted to the Academic department at least one month prior to final closing date for an examination. Candidates are required to repeat their application at least one month prior to final closing date for each exam session they intend to write.

5.2 Hearing loss or impairment

5.2.1 Requests for specific support for study process need to be submitted to the Counselling Department. Instead of telephone guidance by tutors (DAT queries), the learner can obtain this service by letter, fax or email.

5.2.2 Requests for specific arrangements for examinations need to be submitted to the Academic department at least one month prior to final closing date for an examination. Candidates are required to repeat their application at least one month prior to final closing date for each exam session they intend to write.

5.3 Learning disability, Dyslexia, Attention Deficit/Hyperactivity Disorder (ADHD)

5.3.1 These learners can request assistance at registration or via the College's call centre and will be supplied with contact details of Tape Aids for the Blind, who can record study material on audiotapes.

5.3.2 Learners will be allowed to use a computer with a spell checker (except for Language courses).

5.3.3 Extra time can be granted for examinations (45 min. extra per hour, as per national benchmark).

5.3.4 Learners should attach documentation (*see guidelines for documentation above*), to each assessment/assignment he/she submits to the College, in order to remind the tutor/assessor of the learner's disability.

5.3.5 The Academic Department needs to contact the tutor/assessor to ensure that he/she is aware of the learner's disability, and will not penalise them for spelling or grammatical errors (unless in the instance of a Language subject, where the inherent requirement of the subject is to be able to spell and use grammar correctly). Here the tutor/assessor will use their discretion and have a more lenient marking approach.

5.3.6 If the disability is of a severe nature, audiotapes may be submitted.

5.3.7 Requests for specific arrangements for examinations need to be submitted to the Academic department at least one month prior to final closing date for an examination. Candidates are required to repeat their application at least one month prior to final closing date for each exam session they intend to write.

5.4 Other disabilities

If special services are required, learners should put requests in writing and submit these to the Counselling department.

BURSARIES

Preamble

The College recognises the ongoing financial challenges being experienced by learners and has therefore established a general bursary fund. This fund is administered by the Finance Department.

Policy

1. Bursary funds will be disbursed according to the following terms:
 - 1.1 Disbursements from the College Bursary Fund will normally be in amounts per applicant per course or programme.
 - 1.2 A learner must have been actively enrolled for at least one year of the current course or programme to qualify for a bursary.

Procedures, roles and responsibilities

1. Applications for bursary funds will be considered by the Finance Committee, which will discuss these once a year. An application form for bursary assistance must be completed in full and accompanied by the learner's detailed budget for the academic year. The application must be submitted before the beginning of the year of study for which the learner wishes the application to be considered.
2.
 - 2.1 Criteria for the selection of bursary recipients include the following:
 - 2.1.1 Learners must have successfully completed 50% of the learning programme.

2.1.2 Priority will be given to learners enrolled with the College who:

- have consistently good academic standing; and
- demonstrate their need of financial assistance to complete the course for which they seek bursary assistance.

2.2 Bursary decisions are made by assessing a learner's need relative to that of other learners.

3. The College reserves the right:

- to request receipts or invoices to substantiate any or all expenditures being claimed on the learner's budget;
- to request copies of official or legal documentation in connection with the bursary application; and
- to refuse to consider a bursary application if it is not completely filled out.

Learners are notified in writing of the outcome of their applications. The College does not undertake to make bursaries available to all applicants. In all cases, learners must be prepared to pay their fees in full should their applications be unsuccessful.

ADVISORY SERVICES (CONTACT CENTRE)

Preamble

The College's learner support programme seeks to foster a sense of connection and partnership between the academic goals of learners and the institutional mission to provide excellence in education.

Policy

The primary purpose of advising is to assist learners in their pursuit of meaningful educational programmes.

The parameters of advising may include:

- understanding institutional support services available;
- understanding institutional policies and procedures;
- information on academic progress through the programme; and
- facilitation of the resolution of complaints.

As a secondary purpose, advising assists the College by gathering information gained from the relationship between advisors and learners on the level of service provision and problem areas that might exist.

Procedures, roles and responsibilities

1. Every learner has access to advisors and to the services that learners require. The advisors form part of a support network of College personnel and services.
2. The aim of the College's advisory service is to help the learner make sound and informed decisions with regard to his or her development and to support, motivate and guide the learner through his learning programme during the period of his contract.
3. The advisors are members of staff who demonstrate advising skills and have detailed knowledge of courses, programmes, internal procedures, policies and careers in their fields, as well as the services offered by the College. Advisors have access to ongoing training and support tools.
4. The College advisory service is consistent with a common vision and central guidelines, but flexible enough to respond to the particular needs, culture and resources of the various programmes offered by the College.

COMPLAINTS

Preamble

The College strives to meet the needs and respect the rights of individual learners. In doing so, the College recognises its responsibility to provide an appropriate learning environment.

During the period of a learner's contract with the College, difficulties may be encountered relating to various aspects of learning and the learning programme. This chapter identifies a policy and a procedure for handling a variety of complaints.

Policy

2. It is in the interest of all members of the College community that complaints raised by learners are dealt with in a way that respects the rights of all parties and leads to the rapid resolution of disputes.
3. Learners have the right to raise complaints and expect feedback on such complaints.
4. The College recognises that in some instances learners may need assistance in initiating resolution of the problem. This assistance can be sought from the Student Services Department or the Formative Assessment Manager, depending on the nature of the problem.
5. Where a complaint is brought against an individual, it is the right of the learner to seek a resolution through the various levels of supervision in the department involved.

Procedures, roles and responsibilities

6. Before proceeding with a complaint, learners are advised that there are procedures dealing with specific types of problems and that they should follow the procedure relevant to the type of complaint involved. It is recognised that complaints do not always fall into a category, so learner(s) should seek assistance from one of the parties noted above, who will provide assistance as to the correct procedure at any stage of a complaint.

7. Categories

2.1 Non-academic College services

A complaint about a College service is addressed to Student Services Contact Centre, who will refer it to the head of the department providing the service. If this fails to resolve the problem satisfactorily, the complaint can be taken to higher levels of management.

The College will provide the registrar (regulator) the following documents in respect of each complaint listed in 2.1.1-2.1.4 and 2.2.1- 2.2.3:

- a) a copy of the letter of complaint;
- b) details of how the complaint was resolved; and
- c) details of further actions, if any, by the student or institution if the complaint is not resolved to the satisfaction of either of the two parties

7.1.1 Closure of private college without informing students

7.1.2 Unfair business practices

7.1.3 Cancellations

7.1.4 Refunds

2.1.4 Fees

7.2 Academic services

7.2.1 Quality of teaching and learning

7.2.2 Refusal to write examination

7.2.3 Certification

2.3 Staff

Any complaint against a staff member is taken to the individual's supervisor. If this does not result in a satisfactory resolution of the complaint, the complaint can be escalated to a higher level of management.

- 2.4 Complaints concerning tutorial issues are resolved by referring the problem to the Formative Assessment Manager, who will attempt to resolve the complaint. Learners are required to document the cause of their complaint to ensure correct and appropriate handling of the complaint. After the Formative Assessment Manager has reviewed the complaint, the learner(s) will be advised of the outcome, and where a tutor is affected or involved, the tutor will likewise be informed.
- 7.5 Complaints concerning examinations issues are reported to the Summative Operations Manager who will refer it to the relevant stakeholders as identified under internal examinations procedures
- 7.6 Complaints received via a regulatory body is sent to the Quality and Regulatory Compliance Manager
- 7.7 Complaints or investigations by the media should be escalated to the Customer Services Manager who will liaise with relevant role-players. The person ultimately responsible for media interactions is The Chief Academic Officer.

PROCEDURE FOR LODGING COMPLAINTS

Complaints are received via telephone, fax, e-mail, written correspondence and face to face. The department responsible for receiving and addressing these complaints is Student Support Department in conjunction with the relevant Department Head.

The query is investigated to determine the origin of the complaint. A possible resolution is reached and communicated to the learner via the same medium in which the complaint was received in.

Should the student not be satisfied with the prescribed solution the student may escalate their complaint to a Teamleader or Customer Services Manager.

In the event of the student still not being satisfied he or she may refer their complaint in writing to the college's primary ETQA, Umalusi and/or the Department of Education who will refer the matter back to the colleges Quality Assurance Manager for further investigation. The Quality Assurance Manager will liaise with the Customer Liaison Officer of the Student Services Department for final resolution. The outcome is then communicated in writing to Umalusi and/or The Department of Education and to the student.

If the college fails to resolve the complaint lodged by a student, the student may (depending on the nature of the complaint), refer the college to the consumer protector.

If the dispute cannot be resolved through the consumer protector, the student has the right to take the matter to court for adjudication.

In some cases and if the resolution is not to the student's satisfaction a cancellation is requested by the student. In this case the request to cancel is escalated to the colleges Cancellations Committee who reviews cancellation requests once a week.

Please see Cancellations Policy and Procedure

In cases, where a complaint is received via a media representative the complaint or allegation is handled by the Customer Services Manager together with relevant role-players and official response to the media will be presented by The Chief Academic Officer.

ACADEMIC DISCIPLINE

Preamble

The College believes that the development of self-discipline and adherence to acceptable standards of academic honesty are important aspects of the learning process.

The application of discipline for academic dishonesty is the responsibility of the College's faculty and administration.

Policy

1. Academic dishonesty takes into consideration the following:
 - plagiarism, defined as attempts to pass off another person's work as one's own; and
 - cheating in tests and examinations.
2. Learners who commit acts of academic dishonesty will be subject to disciplinary action.
3. Disciplinary action will take the form of a penalty, according to the nature and extent of the dishonest act.

Procedures, roles and responsibilities

1. The tutor, examination invigilator or any other staff members, when observing or discovering an act of dishonesty, will:
 - inform the learner of his or her observations and, in the case of cheating in a test or an exam, confiscate the exam or test along with any incriminating evidence; and
 - inform the assessment managers by means of a written report, providing details of the situation and circumstances, signed by the tutor or examinations invigilator and a witness.
2. The assessment managers, in consultation with College staff, will notify the learner in writing of the disciplinary action to be taken. This notification will be given within one calendar month after the incident has taken place.
3. Disciplinary actions will include one or more of the following, assigned according to the nature and extent of the act of academic dishonesty:
 - confiscation of exam(s) or assignment(s);
 - suspension of the right to be assessed for a time determined by the assessment manager;
 - suspension from the learning programme; and
 - expulsion from the College.
4. The assessment manager will retain a record of the situation, circumstances and disciplinary action in the learner's record.
5. Learners may appeal against disciplinary decisions. A copy of the application form for learner appeals is included at the very back of this document.

UNPAID DEBTS

Preamble

Some learners may incur debts by falling into arrears on their instalment payments while studying with DCC. Learners are obliged to honour financial obligations in order to receive services from the College.

Policy

The College will formally notify learners of any outstanding obligations and will take appropriate actions should these not be met.

Procedures, roles and responsibilities

1. Outstanding obligation(s) are identified in the statements sent to each learner every month.
2. If a learner does not clear his or her obligation while engaged in the programme for which he or she is enrolled, the College will:
 - refuse to produce a transcript, diploma or certificate;
 - withhold academic and other services provided to learners; and
 - take appropriate action to collect the debt by means of the agreement with its shared services partner for debt collection.

To have an encumbrance lifted, the learner will have to pay the outstanding debt.

LANGUAGE POLICY

Language Medium:

It is acknowledged that English is the language of most widespread general use in this country among its inhabitants, also serving globally as the primary language of communication. English is therefore the preferred language of:

- general internal and external communication
- study material and tuition services
- assessment
- provision of information.

It is recognised that communication is a two-way process that is equally the responsibility of staff, tutors, administrators and learners. Wherever possible, communication on a one-to-one basis takes place in the language preferred by the customer.

It is accepted that the institution is responsible for assisting learners in improving their communication skills, where these are inadequate and prevent the learner from achieving competency in outcomes.

PROGRAMMES

Damelin Correspondence College offers you the following learning opportunities:

National qualifications are credit-bearing qualifications registered on the NQF and accredited by a Quality Assurance Body, such as a SETA. A skills programme is an accredited component of a national qualification. An example of a National Qualification offered by DCC is the National Certificate in Bookkeeping, NQF Level 3, SAQA ID 58375, accredited by FASSET.

DCC Provider Programmes are DCC's vocational certificates and diplomas that enhance your skills and improve your career opportunities. Provider Programmes are not linked to the NQF, but they are in high demand and carry the approval of the DCC Academic Board. An example of a DCC Provider Programme is the DCC Certificate in Professional Secretary.

Agent Programmes are programmes for which DCC offers tuition, but where DCC does not issue the final certificate. The agent body issues the final certificate and manages the final examinations. An example of an Agent Programme offered by DCC is the Microsoft Office User Specialist (MOUS) programme.

Continuous Professional Development (CPD) Programmes are short courses that help you add to your current professional knowledge in a particular field, and hence boost your abilities within your career. An example of a DCC CPD programme is the DCC Short Course in Conflict Management.

Orientation Programmes are short courses that introduce you to a particular field or career, and that offer you the opportunity to explore an interest or skills set without having to enrol on a full programme. An example of a DCC Orientation Programme is the DCC Short Course: Introduction to Radio Broadcasting.

Self-employment Programmes were designed to refine your skills in a particular field of interest, to teach you how to make a living from a particular skill, interest or hobby, and to help you start your own business. An example of a DCC Self-employment programme is the DCC Diploma in Computerised Bookkeeping.

Commerce

Business Management
Supervision
Finance for Non Financial Managers
Marketing Management
Sales Management
Public Relations
Human Resource Management
Performance Management
Business Administration
Labour Relations
Clerical Administration
Local Government Management
Project management
Strategic Risk Management

Small Business Management
Interior Decorating
Event Planner
Presentation Skills

Accounting

Financial Accounting
Accounting Technician
Credit Management
Cost & Management Accounting
Company Secretary
FETC: Bookkeeping
Corporate Governance
Bookkeeping
Payroll Administration
Local Government Finance
JSE Investing & Share Trading

Technical Studies

Basic Safety & Electrical Fundamentals
Electrical Installation
Electrical Maintenance & Repair
Home Alarm Installation
Construction Supervision

Construction Plumbing
Computer Aided Drawing Plans

Logistics Management

Storekeeping & Stock Control
Production & Operations
Warehouse Management
Logistics Management

Paralegal

Paralegal Diploma
Legal Secretary Diploma
Commercial Law Diploma
Conveyancing Secretary Diploma

Secretarial

Professional Secretary
Personal Assistant
Office Administrator

Customer Relations

Call Centre Agent
Call Centre Management
Customer Relations Management
Customer Care

Professional Institutes

IAC, CIS, IBC, SAIM, IBS, PRISA, SAILT

Hospitality and Tourism

Introduction to Hospitality
Hotel Management
Hotel Reception
Food & Beverage Management
Junior Chef
Restaurant Manager
Travel & Tourism NTC

Protection Services

VIP Protection
Security Team Leader
Security Supervision
Security Management

Private Investigator
Crime Scene Investigator
Police Detective
Corporate Forensic Investigator

Criminal Justice

Criminal Justice Foundation Certificate
Criminal Justice Diploma
Policing
Metro Policing
Traffic Enforcement
Correctional Criminal Justice

High School

Academic Grade 10, 11 & 12
International Grade 11 (HGCSE)
International Grade 12 (HIGCSE)

Education

Educational Management
Outcomes Based Education

Media Studies

Journalism
Graphic & Advertising Design
Photography
Radio Broadcasting
Digital Sound Engineering

Computer Courses – General

Introduction to Computers 2008
Information Systems Management
e-Citizen (ICDL Foundation Short Course)

PC Engineering

I.T. Technician: CompTIA A+

Databases

Database Administration (Incl. Microsoft SQL Server 2000 Administration)
Microsoft SQL Server 2000 Implementation

Networking

MCSE 2003
CompTIA Network+
CompTIA Security+
CompTIA Linux+

Software/Applications

International Computer Driving Licence 2003
Computerised Bookkeeping

Pastel Accounting 7
MOUS 2003, MS Office

Programming

Introduction to programming
Visual C++ .NET Programme
Java Programming
Visual Basic .NET and Visual C# .NET
MCSD, MCAD

Systems Level

Computerised Project Management
Systems Analysis & Design

Computerised Design

Adobe Photoshop CS
Office CorelDraw X 3 Short Courses
Multimedia
Website Design
Website Development

Clerical Studies

Professional Institutions
Finance & Accounting

Vocational School

Criminal Justice
Security / Investigations
Tourism & Hospitality
Education
Health Care
Psychology Theory
Sports Science

Computer School

Introductory Courses
Programming
Networking
Databases
Computerised Art & Design
PC Engineering
Internet
Management & Systems
Technical Studies

Mechanical Engineering
Electronic / Electrical
Engineering
Construction
Chemical Engineering
Draughting

Creative School

Decorating & Design
Fashion Design
Media Studies
Art & Design
Beauty Care
Multimedia
Language Studies

For more information about our programmes, you can contact the nearest Damelin branch in your area, visit our website or call the toll free number.

The branch, website and toll free number details are as follows:
Toll Free Tel Number (this number will connect you to a branch in your area):
0860 61 61 61

BRANCH DETAILS

Braamfontein

1st Floor, Mineralia House, 78 De Korte Street, Braamfontein 2001, P O Box 31001, Braamfontein 2017, Tel: 011 712 2556, Fax: 011 712 2517

Cape Town

Shop 34, Matador Centre, 62 Strand Street, Cape Town 8001, PO Box 4180, Cape Town 8024, Tel: 021 417 8160, Fax: 021 417 0300

Durban

The Educor Gallery, Educor House, 325 Smith Street, Durban 4001, PO Box 2553, Durban 4000, Tel: 031 374 9750, Fax: 031 3010301

Pretoria

Shop 6, 273 Andries Street, Pretoria 0002, PO Box 1332, Pretoria 0001, Tel: 012 352 9111, Fax: 012 322 6369

Port Elizabeth

246 Cape Road, Mill Park, Port Elizabeth 6001, PO Box 27067, Greenacres Port Elizabeth 6057, Tel: 041 363 0877, Fax: 041 363 0896

Nelspruit

25 Brown Street, Nelspruit 1201, Tel: 013 752 2400, Fax: 013 752 6184

Namibia

Shop 17, Mezzanine Floor, BPI House, 269 Independence Avenue, Windhoek, +264 61 308 835

Website

E-mail: info@damelin.edu.za

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