

**ORIENTATION GUIDE 2013**

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## ORIENTATION GUIDE 2013

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## WELCOME TO DAMELIN CORRESPONDENCE COLLEGE (DCC)

Dear student

Welcome to Damelin Correspondence College! Congratulations on taking an important step towards realising your dreams. The College has been providing education and training since 1906, so you can rest assured that your future is in good hands.

In this *Orientation Guide 2013* for Damelin Correspondence College students, we'll give you some important information that you should read before you commence your studies.

### **Your damelin.me email address**

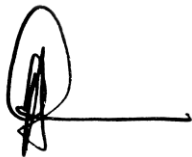
At Damelin Correspondence College we want to ensure that we can contact you whenever we need to inform you of something important. We realise that your address details, your cell phone number and even your email address may change during the course of your studies. This is why we have assigned to you a College email address that is guaranteed not to change. Please carefully read the section called *How to set up your damelin.me email account*, and then activate your email address as soon as possible. We will be sending important information to this address, so please ensure that your email is activated.

### **Important Examination Information**

Please note that some examination information, such as specific annual examination dates, may change. So please access the latest examination information, which is available on the Damelin Correspondence College website, from time to time.

If you need any help, please don't hesitate to contact us. We wish you all the best, and success with your studies.

Regards

A handwritten signature in black ink, consisting of a large, stylized initial 'A' followed by a horizontal line extending to the right.

Ajanth Choudhree

**General Manager, Damelin Correspondence College**

## FREE EMAIL, STORAGE, AND COMMUNICATION SERVICES OFFERED TO ALL DCC STUDENTS

### Summary

In partnership with Microsoft Live@edu and Windows Live, Damelin Correspondence College offers all students the following FREE services:

1. **A free damelin.me email account, for life!** This means that even after you have finished studying with Damelin Correspondence College, you'll still be able to use your damelin.me email address.
2. Access your email from anywhere in the world, via the web.
3. Free Microsoft Outlook Live, with the ability to manage your calendar, contacts and much of the functionality of Microsoft Outlook (10 GB of space).
4. 25 GB of online storage space via your own personal SkyDrive. You can share files with others, or store your personal documents, photos, and music safely and privately on your SkyDrive. It also means that you don't have to carry a hard drive or flash disk with you anymore.
5. Free Microsoft Office Live Workspace, where you can share and edit your Microsoft Office documents.
6. Free Windows Live Messenger, to chat live.
7. Free Windows Live Writer, to compose compelling blog posts using Windows Live Spaces or your current blog service.

### Why do I need a College email address?

As a modern student, you are highly mobile and usually at the start of your professional career. This means that you may change your email provider, your employer, your home address, or your cell phone number while you are studying with us. It is difficult for us to fulfil our service obligations to you if there isn't at least one way of contacting you that is guaranteed to remain constant while you are studying with us. Your College email address ensures that you are guaranteed to receive all official communication from us. And of course it provides you with a unique address that indicates that you are a student of Damelin Correspondence College.

### How must I use my College email address?

Damelin Correspondence College will send all official communication (such as examination information, assignments and tutorial answers) to your damelin.me email address. And we require that you use your damelin.me email address for all correspondence with us. What does this mean for you? It means that you have to visit your damelin.me email address regularly to ensure that you don't miss any correspondence from us. It also means that you will have a single place where all communication to and from the College will be kept.

For more details, please see the *Live@edu Frequently Asked Questions (FAQs)* on the next page.

## LIVE@EDU FREQUENTLY ASKED QUESTIONS (FAQS)

### 1. What is Live@edu?

Live@edu is a free email, document management, and file storage solution available to all Damelin Correspondence College students. This means that you will get a free damelin.me email address when you enrol, plus all the other services linked to Live@edu.

### 2. What services are linked to my free damelin.me email address?

Because your damelin.me email address is created via Live@edu, which is a service offered by Windows Live, you have free access to the following services:

**Outlook Live:** Outlook Live gives you a professional email experience, similar to what you may use in the workplace. It also provides enterprise-class management tools, like archiving and distribution lists, as well as an address book and a calendar.

**Office Live Workspace:** This enables you to create your own site to store, access, and share documents and files. With room for more than 1 000 files, Office Live Workspace enhances your ability to keep your work on track and collaborate with others on projects.

**Windows Live SkyDrive:** You can use Windows Live SkyDrive – a password-protected 25 GB of free online storage space – to share documents among devices and with friends. You can set up personal and shared folders within your SkyDrive, and turn shared access on or off. Because SkyDrive is accessible from anywhere online, the days of transferring files on flash drives may be at an end.

**Windows Live Messenger:** You can enjoy real-time chat, full-screen video calling, and computer-to-computer calls with friends and family using Windows Live Messenger.

**Windows Live Spaces:** This enables you to create personal websites in minutes, including blogs, forums, music lists, and photo albums to share with friends. You can also display SkyDrive content to share files easily. When it's time to put your education to work, you can set up e-profiles for prospective employers.

**Windows Live for Mobile Devices:** Even when you can't get to a computer, you can access your email account or Windows Live Messenger from web-enabled mobile devices.

### 3. Do I have to give back my damelin.me email address when I complete my course?

No. You will have your damelin.me email address for life.

#### **4. Do I need a regular Microsoft Office licence to use Office Live Workspace?**

No, you do not need an Office licence to use Office Live Workspace. You can create and save Office documents, and share or edit them, without installing Office. You can also create and store documents that are not Office documents, and can create web-based documents, called 'notes', without installing Office.

#### **5. Why is Live@edu important for Damelin Correspondence College?**

The workplace is changing, and the desktop applications that employers use today will evolve to desktop applications combined with web services tomorrow. Educators preparing tomorrow's workforce want to partner with companies that can give them affordable access to those tools today.

In addition, we find that our highly mobile students may change their address, telephone, cell number or email address while they are studying with us. We have to ensure that we are able to service all our students, and therefore a dedicated damelin.me email address ensures that we can meet our service commitments to you.

#### **6. Why is Live@edu important for me?**

Live@edu is important for you because you expect your learning environment to have rich, high-quality communications capabilities like those available to you in non-academic settings. Live@edu gives you a free, yet familiar, email and document management and sharing service at your fingertips, allowing you to communicate easily with us, and seamlessly incorporate your digital lifestyle with your academic work style. And it also shows off your link to Damelin Correspondence College.

#### **7. How do I know that my information is safe?**

Live@edu provides excellent spam-fighting, safety bar, and personal 'safelist' and 'blocklist' capabilities.

You can also have password-protected spaces where you can collaborate with others. Live@edu also does third-party penetration testing to help ensure there are no holes for hackers to exploit, and only authorised personnel are allowed access to the servers. Additionally, Live@edu has implemented industry best practices in their data centres to improve security of the servers and prevent unauthorised network access.

#### **8. What will my damelin.me email address look like?**

We will use your student number as the prefix to your email address. In other words, if your student number is, say, 401234, then your email address will be 401234@damelin.me.

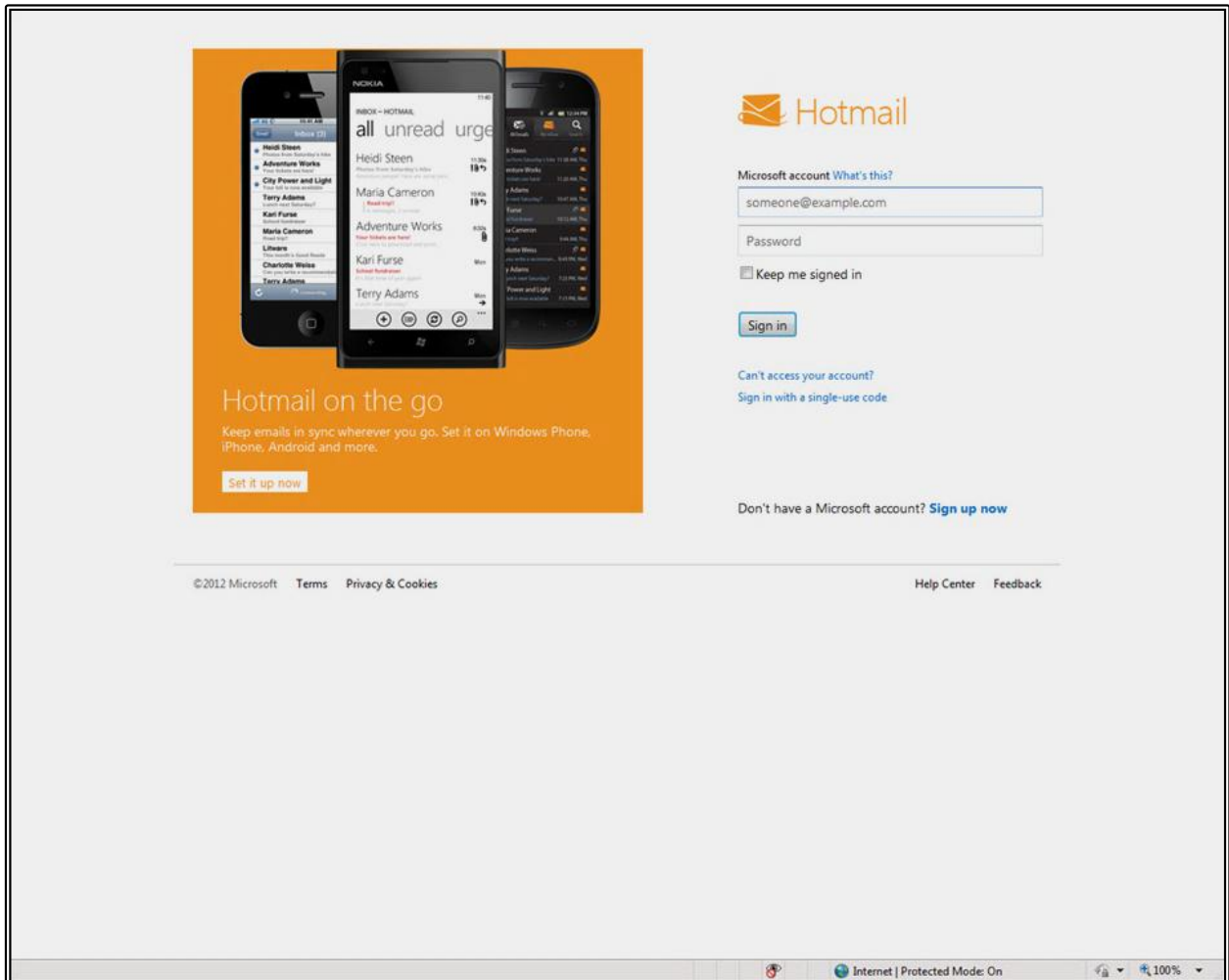
#### **9. How do I set up my damelin.me email address?**

Please see the instructions that follow in the next section.

## HOW TO SET UP YOUR DAMELIN.ME EMAIL ACCOUNT

**Please note:** You may find that the process described below is slightly different from the one you will experience. Do not worry about this. As long as you follow the on-screen instructions, you will set up your account successfully!

1. Go to <http://home.live.com>. The page should look like this:



2. Log in to Windows Live by using your damelin.me email address and password. Your email address will be **yourstudentnumber@damelin.me**. So if your student number is, say, 401234, then your email address will be 401234@damelin.me. Your initial password is 999999. Thereafter please follow the instructions as you proceed to set up your email account.

When you have set up your damelin.me mailbox, take the time to explore functions such as how to manage your contacts and link to your Facebook profile.

## LEARNING PHILOSOPHY AND GOALS OF THE COLLEGE

### **Damelin Correspondence College's Learning Philosophy**

Damelin Correspondence College's learning philosophy is as follows:

- Damelin Correspondence College recognises human worth and growth.
- Damelin Correspondence College is committed to the development of students, primarily by means of education, and assisted through the use of technology.
- Damelin Correspondence College is committed to playing a leading role in education by setting educational standards and best practices in distance education.
- Damelin Correspondence College is committed to providing student-centred and up-to-date education opportunities in keeping with market requirements.
- Damelin Correspondence College provides both formal and non-formal learning programmes, in line with the needs of students, the social economy, and the business world.
- Damelin Correspondence College programmes are designed to develop students to become equipped with the necessary skills, knowledge, and values that will enable them to participate successfully in South African society.
- Damelin Correspondence College provides education and training opportunities to working and non-working adults who cannot afford to leave their work or family in order to study full-time.
- Damelin Correspondence College engages regularly with government to ensure the rights of distance, part-time and adult students are included in the South African education regulations.

### **Damelin Correspondence College's Goals**

Damelin Correspondence College aims to:

- create an integrated and articulated pyramid of learning programmes that enable the student to progress on a course of lifelong learning;
- enhance the overall quality of education and training in South Africa;
- develop the skills of South African students to help them improve their 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 student and the social and economic development of the nation at large; and
- promote self-confidence and self-motivation through successful learning and achievement of qualifications.



## **CODE OF CONDUCT, RIGHTS, AND RESPONSIBILITIES OF THE COLLECTIVE COLLEGE COMMUNITY**

### **The Damelin Correspondence College Code of Conduct, Rights and Responsibilities**

The Damelin Correspondence College Code of Conduct, Rights, and Responsibilities published herein applies to all students registered with Damelin Correspondence College. Damelin Correspondence College shall accept that the Code of Conduct, Rights, and Responsibilities is read and fully understood by each student. Words denoting any gender shall denote all genders and words denoting persons shall include organisations and/or corporations, and vice versa. The rights and responsibilities published herein are subject to change if, in the opinion of the Damelin Correspondence College Academic Board, such action is warranted.

This Code of Conduct, Rights, and Responsibilities applies to both students and staff of Damelin Correspondence College (collectively known as the College Community) while representing or carrying out activities related to the College.

Every Community Member of Damelin Correspondence College is subject to the Damelin Correspondence College Code of Conduct, Rights and Responsibilities. A breach of the Damelin Correspondence College Code of Conduct, Rights and Responsibilities could lead to necessary action that results in the maintenance of Damelin Correspondence College's integrity as an institute of learning. The aim of the Damelin Correspondence College Code of Conduct, Rights and Responsibilities is to promote sound and quality academic performance, and constructive and progressive social conduct. A registered student is a representative of Damelin Correspondence College. Damelin Correspondence College trusts that every student shall, in all their dealings both within and outside of Damelin Correspondence College, be a worthy example and a credit to the individual and the College alike.

All members of this 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, refrain from abusing their position or authority to exploit any other party, refrain from misrepresenting themselves, their work or qualifications in any manner, and refrain 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 Students**

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

## Student rights

Students have the right to:

- **Services:** Every registered student 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 students 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 students 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 students have open access to the policies and procedures that govern the College and its activities, insofar as these relate to students and learning activities.
- **Freedom to express concerns:** All students may express concerns regarding their course and services.
- **Awareness of services:** All students can expect to be informed, by suitable means, of services available to them so that they can choose to take advantage of these.

## Student responsibilities

Students have the responsibility to:

- honour the Code of Conduct of the College;
- 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 that they may use during the course of their studies;
- be aware of the policies, procedures, 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 the Prospectus and within this document;
- 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, as and where required;
- submit original work for assessment, without plagiarising or cheating;

- make photocopies of ALL work, samples, items (such as photographs) before sending these to the College;
- be aware of the institution's commitment to equal opportunity and to demonstrate tolerance and respect for all staff and other students;
- 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;
- meet their contractual obligations; and
- register their damelin.me email address.

### **Student expectations**

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

- **Study material:** Students can expect to be provided with the study material and courseware corresponding to the programme of study on which they are enrolled. Study material and courseware will be dispatched within 21 working days after registration.
- **Support services:** Students can expect to have access to the College support services and facilities during working hours (8 am to 4:30 pm). Turnaround times for support services are published below.
- **Academic support services:** Students will be able to access academic advice from tutors, and academic staff, and will be informed of their tutors' availability for assistance via telephone or email.
- **Counselling services:** Students can expect to be able to receive basic counselling on career options and educational issues.
- **General advisory services:** Students 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:** Students can expect to be informed in a timely manner of all requirements for achieving their qualifications via formative assignments and summative assessment (examinations), which together with practical assessment where applicable, constitute a final result.
- **Appeal against assessment and academic decisions:** Students may appeal against assessment results.

- ***Representation, redress, and resolution routes***

The College recognises the need for students 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.

## **SPECIAL ALLOWANCES FOR INDIVIDUAL NEEDS**

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

The learning experience requires student 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.

### **Policy**

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

### **Definition of People with Disabilities**

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.

Please note: For externally examinable courses the request for special concessions will need to be made with the relevant external body. Although Damelin Correspondence College (DCC) will assist you to the best of its ability, DCC cannot be held responsible for decisions made by external parties.

### **Process**

Students are required to disclose their disabilities upon registration on the enrolment form and to indicate whether they require support and/or special teaching, learning or assessment arrangements. Students are required to ensure that confirmation of requested arrangements for assistance is concluded and confirmed during registration.

In the event that a student falls ill or becomes disabled after enrolling with the College, the student is invited to discuss their particular individual needs with the Damelin Correspondence College Student Counsellor and/or Academic School Head, who will assist them to make personal, academic, and career choices.

The College 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 or her learning environment.

Documentation should:

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

**Please note: The College reserves the right to verify information presented for consideration.**

No adjustment of actual marks obtained by students in any regular tests, examinations, reports or other similar assignments will be made retrospectively on the claim of a disability.

Wherever reasonable, and without compromise to acceptable academic standards, the College will extend to students with special needs some latitude in respect of the following:

- deadlines for submission of assignments and similar projects;
- alternative assignments, assessments or any other form of evaluation to accommodate the special need;
- attendance, late arrival and/or early leaving of sessions (relating to summative assessment/exam sessions);
- adjustments to a student's regular academic/examination timetable to facilitate his or her special needs; and
- separate venues and extra time for summative assessments.

## Specific Procedures, Depending on Type of Disability

The following are some of the disabilities for which Damelin Correspondence College offers support services:

- Blindness and vision impairment:

Students can request assistance at registration or via the College's Student Support Centre, and will be supplied with *contact details* of Braille Services (that convert study material into Braille) and Tape Aids for the Blind (that record study material onto audiotapes). Agreement to services and related costs are between the individual (student) and the provider of such services.

Requests for specific arrangements for summative assessments need to be submitted to the Examinations Manager at least one month prior to the final closing date for examination registration.

- Hearing loss or impairment:

Requests for specific support during the study process need to be declared at registration. Instead of telephone guidance by tutors (Dial-a-Tutor queries), students with hearing loss or impairment can obtain this service by letter, or email.

**Please note: Your damelin.me email account will be used to communicate with you in these matters.**

Requests for specific arrangements for examinations need to be submitted to the Examinations Manager at least one month prior to the final closing date for examination registration. Candidates are required to repeat their application at least one month prior to the final closing date for each examination session they intend to write.

- Learning disability, dyslexia, attention deficit/hyperactivity disorder (ADHD):

Students can request assistance at registration or via the College's Student Support Centre and will be supplied with *contact details* of suppliers of Tape Aids for the Blind, who can record study material onto audiotapes at the student's own cost.

Students will be allowed to use a computer with a spell checker (except for Language courses). Extra time can be granted for examinations (45 minutes extra per hour, as per national benchmark).

Students should attach documentation as per above, to each assignment or assessment he or she submits to the College, in order to remind the tutor or assessor of the student's disability.

Students will not be penalised for spelling or grammatical errors (except 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 or assessor will use his or her discretion and have a more lenient marking approach.

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

Requests for specific arrangements for examinations need to be submitted to the Examinations Manager at least one month prior to the final closing date for examination registration. Candidates are required to repeat their application at least one month prior to the final closing date for each examination session they intend to write.

- Other disabilities:

Students will not be penalised for spelling or grammatical errors (except in the instance of a language subject, where an inherent requirement of the subject is to be able to spell and use grammar correctly). The tutor or assessor will use his or her discretion and have a more lenient marking approach (than in the case of a language subject).

Requests for specific arrangements for examinations need to be submitted to the Examinations Manager at least one month prior to the final closing date for examination registration. Candidates are required to repeat their application at least one month prior to the final closing date for each examination session they intend to write.

If special services are required, students are required to present to the College requests in writing and submit these to the College.



## DOCUMENTING THE LEARNING PROCESS

Damelin Correspondence College courses usually consist of study programmes, study guides and study units. See the definitions below.

### **The study programme**

*The study programme*, where available, maps or documents the course outline at the course, subject, and item level. You will receive a printout of your study programme with your first batch of study material. The study programme indicates the course that you are registered for, outlining all the subjects that appear in your course and all the items (study guides, study units, textbooks and kit items) that make up the first subject(s) of your course. The study programme will also indicate your assignments. It is important that you know and understand which assignments you have to complete for study purposes, and which assignments you have to complete, submit, and pass successfully for each subject.

Each course or learning programme has an established, approved curriculum of study, outlining the combination of modules that have to be successfully completed to entitle a student to receive the indicated award as a graduate of the course or learning programme. The number of modules taken in a particular period of time is referred to as the *course load*.

### **Policy**

- Every student will be given a study programme at the beginning of each course.
- Study programmes will be reviewed annually and revised as necessary.
- Students must successfully complete all the prescribed formative assessments (or assignments) and summative assessments (or examinations) linked to the programme structure in order to achieve the award.
- Students may register for more modules than those outlined in one programme of study, except in the case of a national qualification.
- Permission to take additional modules will be withdrawn in cases where the student does not attain, through study, the academic level required to undertake further modules.

### **Study guides**

*Study guides* contain instructions on how to work through a subject. You should always read the study guide of a subject first, since the study guide will guide you through the study process, indicating which study units you have to study, in which order, and which assignments to complete after each study session. The study guide may also contain the assignments and/or activities to practise your skills.

Depending on the subject, you may be required to:

- complete the assignments and/or study activities to help you study; or
- complete assignments and/or activities that must be submitted to the College for marking.

The designated assignment(s) and/or activities must be completed and submitted to the College for marking. You will be required to pass these assignment(s) and/or activities.

A study guide contains the following:

- student support information and contact details;
- an explanation of the purpose of the study guide;
- a study schedule;
- an explanation of study sessions (prescribed reading, learning outcomes, activities and assignments);
- an overview of each study unit (learning outcomes and/or topics covered); and
- assignments and/or activities for learning and submission (which must be successfully passed).

### ***Study units***

*Study units* contain actual learning material. Study units are like textbooks. Study units contain facts and information you have to study in order to know and understand a subject. This is the information that you need to know, understand, and prepare for when you are assessed. The study guide will indicate the sequence in which you should work through your study units. Some courses are based on study units only, while other courses have a combination of study units and a textbook or textbooks. Make sure that you are familiar with the way in which your course and subjects are structured.

### **Policy**

A study unit contains the following:

- an introduction;
- lessons (learning outcomes, learning content, examples, activities and self-assessment questions and answers); and
- references and acknowledgements.

## ASSESSMENT OF LEARNING

Damelin Correspondence College is accountable for the assessment of each student's performance through the application of standards that directs assessment, learning promotion and the achievement of awards. A formal process of assessment provides students with specific feedback as they work towards achieving their learning goals. A process of formal assessment also enables the College to implement remedial action where required.

'Formative assessment' refers to all assessment events that happen *during* a learning programme or subject (generally called assignments or Portfolios of Evidence), while 'summative assessment' happens *at the end of* a learning programme or subject (generally by means of examinations).

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

### **Responsibilities of the Student with Regard to Assessment**

1. The student must be thoroughly prepared for the assessment/examination.
2. The student must arrange to be available for the assessment/examination on the date, time, and place as indicated in the exam registration confirmation letter.
3. When studying towards a National Qualification, a student who is assessed as 'not yet competent' has the opportunity to be reassessed. Should the student need to utilise the opportunity to be re-assessed, the student will be responsible for arranging a new assessment plan (in writing and signed by all relevant parties) with the assessor/moderator/verifier, at the prevailing cost of re-assessments. Should the student request to have their assessment moderated and the verification results confirm the original assessment, the student will be responsible for paying the cost of moderation.

### **The Rights of the Student with Regard to Assessment**

The student has the right to request a remark, and to appeal against any judgment given as a result of any assessment/examination. The student must have valid reasons for doing this. A student has the right to appeal under the following circumstances:

- If the prescribed assessment/examination procedures were not followed during the assessment/examination.
- If not all evidence available was taken into account during the summative assessment/examination that resulted in the final assessment judgment being made.

- The assessor/examiner was not a subject matter expert.
- The assessor/examiner did not assess according to the expected learning outcomes as indicated in the study guide/study material.
- Not all the expected learning outcomes were available for assessment.

The student has the **right to request an interpreter** should the student needs someone to perform this role. However, if one of the learning assumptions is that the student is competent within the language of assessment the student may not request/have an interpreter.

The interpreter shall be appointed by the Examination Manager; and  
the cost of an interpreter shall be at the expense of the student.

The student may request an **impartial witness** to attend any assessment session. This witness may not take any part in the assessment.

### **Confidentiality**

Assessment of outcomes, results, and reviews shall be treated as confidential. The information may not be given to other people (including financial sponsors and/or other interested parties) except for recording, assessment, moderation, and evaluation purposes.

### **Formative Assessment (Assignments and/or learning activities)**

All learning programmes require students to complete assessments in the form of tests, written assignments, portfolios (learning activities), and/or practical assignments at regular intervals while progressing through the programme. Written assessments are submitted to the College for marking. These assessments 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 students on how to approach learning and improve their performance. Dial-a-Tutor (DAT) queries that are received by the Assessment Processing Centre (APC) are forwarded to relevant tutors. Tutors must respond to the DAT queries within 72 hours.

### **Process**

1. The relevant Academic School 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 has to be achieved in order to complete the course successfully;
  - the methods or instruments to be used to assess performance, such as projects, written tests, assignments, or Portfolios of Evidence; and
  - the suggested intervals during the course when performance can be assessed.

- 2.1 Tutors assess students' work using marking schemes and/or model answers that are congruent with the learning requirements established for the course.
- 2.2 Students 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 on-going feedback regarding progress and to provide a further opportunity to learn.
- 2.3 Results of the assessment are formally documented and communicated to the students in a manner that is timely, supports their on-going learning, and identifies academic progress.
- 2.4 For some learning programmes, the formative marks count towards the final mark that leads to the issuing of an award. In these cases, the formative mark obtained from formative assessment results will be assigned at the end of a course after the student has completed all the written assignments. The mark will be based on continuous assessment of the student's achievement of the established course learning requirements. For other learning programmes, the formative marks do not count towards the final mark. This information is made clear in the relevant programme brochures.

#### **Competency – formative assessment**

- To demonstrate competency in a formative assessment (assignment), a mark of 40% or 50% (depending on the assignment specifics) is required, depending on the course or subject.

#### **Summative Assessment/Examination**

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

- evidence of foundational competencies (knowledge);
- evidence of applied competencies (applied knowledge); and
- evidence of reflective competencies (reflective application of knowledge).

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

#### **Policy of summative assessments/examinations**

Students who are enrolled on examinable learning programmes are required to pass all their examinations in order to receive the relevant award. Refer to the important dates for examination and controlled test sessions. Students who qualify to write examinations will be sent a letter of invitation to write an examination. It is the responsibility of students to send their examination entry forms to the College before the examination registration cut-off date. Examination timetables and entry forms are supplied to students.

Should a student not receive an examination entry form or timetable, the student should contact the College as soon as possible to request these documents. Late entries will only be accepted in exceptional cases. Examination dates appear on the examination confirmation letter that is sent to students approximately 30 days before the examination. Any student who has submitted an examination entry form, but has not received an examination confirmation letter by two weeks before the examination, must contact the College immediately.

### **Competency – summative assessment/exams**

- To demonstrate competency in a summative assessment (examination), in general a mark of 40% is required. However, for some subjects this mark may be lower (such as for High School) or higher (such as for some professional institute examinations). The relevant study guide will inform students of the summative assessment pass mark requirements.
- Credits per course may be accumulated up to a period of three years.

### **Cancellations**

Cancellations of registration for examinations are accepted up to two weeks before the date on which the *examination session* begins (not the date of a 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 outside the College examination programme.

### **Accounts in Arrears**

Students who are in arrears with their tuition fees or who have not paid the examination fee will not receive their assessment results, and will not be awarded the relevant certification, until their accounts are brought up to date.

### **Re-marks and Appeals**

Students have the right to request a re-mark of an assessment/examination paper. Students may also request an examiner's report for a subject. Re-marks and examiners' reports may be requested within 30 days of the declaration of results, at a cost of R270 per subject.

### **Examination Rules**

All students who write examinations must abide by the following rules:

- You are required to write all your examinations on the date and at the time officially specified by the College.
- You must arrive at the examination centre no later than 30 minutes *before* the start of an examination.
- You will only be permitted access to the examination hall if you have the following:
  - Your *examination confirmation letter*, confirming your examination registration at the centre;
  - Your *identity document* or other official proof of identity (such as passport or driver's licence card with photo); and
  - The required examination *stationery* and *additional requirements* (such as a calculator).

If, **for a valid reason**, you have not received your examination confirmation letter in time for the examination sitting, you will not be turned away.

- The invigilator will confirm your registration with the College before you can enter the examination room. However, you will be allowed to write only if the College agrees that there is a valid reason for the absence of your examination confirmation letter.
- You must sign the *attendance register* when you arrive and when you hand in your examination answer booklet before leaving the examination room.
- Ensure that you are writing the correct examination paper and that the examination paper contains all the sections and questions. You will find a summary of the examination contents on the cover page of the examination paper.
- Be sure to write your student number on the cover of the examination booklet.
- You may use *only* the official Damelin Correspondence College examination answer 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 examination question paper.
- Leave all your personal belongings at the front of the examination room. Remember that you do so at your own risk and that Damelin Correspondence College, neither the examination centre, nor any Damelin Correspondence College staff members will be held responsible for the loss, theft, or damage of your belongings.
- Switch off your cell phone before you enter the examination building. You may place your cell phone 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 examination room. Cell phones 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 on the examination confirmation letter. You may not bring into the examination room any other materials, notes, or articles unless otherwise stated on the examination confirmation letter.
- You may not enter the examination room more than one hour after the examination has started. You may not leave the room during the first hour of the examination.
- Once the examination begins, you may not speak or in any way communicate with other students until you have left the examination 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 examination is in progress.
- If your examination period is shorter than the examination period of other students writing different papers in the same room, you may leave the examination room *quietly*.

- Only under exceptional circumstances will you be permitted to temporarily leave the examination room while an examination is in progress. If the invigilator gives you permission to leave, he or she will accompany you. Only one student may be absent from the examination room at a time.
- You may not smoke in the examination room, nor may you leave the examination room to smoke while an examination is in progress.
- You may not tear pages out of your examination booklet. You must hand the booklet to the invigilator after the examination. You may not use scrap paper.
- Make sure that you follow the instructions for each question.
- You may not act dishonestly in any way to improve your examination marks.

Breaking the examination rules or disobeying the instructions of an invigilator can result in your examination results being declared invalid and/or in your suspension or expulsion from the College.

### **Programme Structure**

Each course or learning programme has an established, approved curriculum of study, outlining the combination of modules that have to be successfully completed to entitle a student to receive the indicated award as a graduate of the course or learning programme. The number of modules taken in a particular period of time is referred to as the *course load*.

### **Policy**

1. Students must successfully complete all the prescribed formative assessments (or assignments) and summative assessments (or examinations) linked to the programme structure in order to achieve the award.
2. Students may register for more modules than those outlined in one programme of study, except in the case of a national qualification.
3. Permission to take additional modules will be withdrawn in cases where the student does not attain, through study, the academic level required to undertake further modules.

### **Procedures, roles, and responsibilities**

1. Additional fees may be charged, in accordance with fee guidelines, for any increase in course load.
2. It is important that you know and understand the workload required for all the modules that you have applied for, before submitting your application.



## PROGRAMME PROGRESSION AND THE ISSUING OF AWARDS

### Preamble

In order to receive an award (such as a certificate or diploma), students are required to successfully complete all programme or subject requirements as set out in the approved study programme.

### Policy

1. Students 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 formative and/or summative assessments, as well as practical or workplace competence (where relevant). Students will only be promoted to the next level of studies if they meet all programme promotion criteria.
3. The time required to complete a learning programme depends on the student. It is normally about twice as long as it would take in a full-time face-to-face environment, provided that the student studies continuously. Some programmes may allow a longer or shorter period for completion.
4. Graduation from the programme is dependent on the student's successful completion of all course requirements of the learning programme.

### Procedures, Roles, and Responsibilities

#### 1. Learning programme

- 1.1 A learning programme is approved by the Programme Advisory Committee after circulation and development of the programme.
- 1.2 All programmes are subject to internal modification and regular review, after which the College communicates changes that may affect the student's progression.

#### 2. Course progression

- 2.1 The Programme Advisory Committee may establish subject or credit prerequisites and co-requisites, and minimum marks in prerequisite subjects or credits.
- 2.2 In order to progress through a programme, students 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 student's academic record against the learning programme.

3.2 The Damelin Correspondence College Examination Board signs off student's final results. Students will not receive certification if they have outstanding financial obligations to the College.

#### **Issuing of Awards (Certification)**

Damelin Correspondence College offers learning programmes that fall into three main categories, namely:

- national qualifications;
- Damelin Correspondence College programmes; and
- agent programmes.

#### **National qualifications**

National qualifications are formal qualifications that are registered on the National Qualifications Framework (NQF), and that are accredited by a relevant quality assurance body, such as a SETA (for unit standard-based qualifications). In the case of national qualifications, certification is done by the quality assurance body. Damelin Correspondence College only issues a statement of results.

#### **Provider programmes**

Damelin Correspondence College offers its own, unique programmes that are not registered on the NQF. These are called provider programmes. Provider programmes are dynamic and market-driven, and focus on teaching specific skills. Provider programmes do not carry NQF credits and do not lead to national qualifications. Damelin Correspondence College issues the relevant award in the case of provider programmes, as long as the student meets all assessment requirements.

#### **Agent programmes**

Damelin Correspondence College offers training towards a programme or qualification that will be awarded by another provider or institute – these are called agent programmes. The agent body usually sets and/or verifies the final examinations, and certifies the student. In the case of agent programmes, Damelin Correspondence College will only issue a statement of results.

#### **Certification responsibilities**

All awards are issued by the Awards Department, which falls under the management of the Examinations Manager. Certification signatories are the relevant Academic School Head and the Principal of Damelin Correspondence College. For some programmes, where a programme is endorsed by a professional body, a representative of the professional body will also sign the award.

### **Preventing the issue of fraudulent awards**

Damelin Correspondence College accepts that the technology exists to reproduce almost any paper version of a certificate that can be issued. The integrity and security of assessment records are top priority in order to ensure that the information that would lead to the printing of an academic record of eligibility in the first instance and a certificate in the second instance is protected.

Duplicate awards will only be issued if the following requirements are met:

1. If the original award was damaged, then Damelin Correspondence College requires the actual damaged original award, which will be destroyed once the duplicate award has been issued.
2. If the original award has been lost or stolen, then Damelin Correspondence College requires a signed affidavit stating how it had been lost or damaged and certified by the South African Police Service.
3. The student's records must still be available on the Damelin Correspondence College student record database.

## ACADEMIC DISHONESTY – EXAMINATION IRREGULARITIES

### Preamble

Damelin Correspondence College believes that the development of self-discipline and adherence to acceptable standards of academic honesty are important aspects of the learning process. No academic dishonesty will be tolerated, and action will be taken against all students found guilty of academic dishonesty.

### Policy

Academic dishonesty includes the following:

- plagiarism, defined as attempts to pass off another person's work as your own;
- cribbing, defined as receiving any means of help from a person, piece of paper or electronic device during an examination sitting in order to improve examination marks;
- copying, defined as two or more candidates colluding to submit the same or similar assessment scripts; or
- any other dishonest act that is committed in order to improve or obtain marks.

All students who commit acts of academic dishonesty will be subject to disciplinary action. Disciplinary action will take the form of a penalty, according to the nature and extent of the dishonest act.

### Procedures

#### Irregularities

A candidate's examination results may be declared null and void if:

- the candidate takes into the examination room, or has in his or her possession whilst in the examination room, any book, memorandum, notes or any piece of paper or electronic device that is not expressly allowed;
- during the course of the examination the candidate helps or attempts to help another candidate, or receives or attempts to receive help from another candidate or any other person, or in any way communicates or attempts to communicate with another candidate;
- any other person impersonates or attempts to impersonate the candidate at the examinations;
- the candidate behaves in an unruly, threatening, aggressive or intimidating manner; and
- the candidate obtains information before the examination about the contents of the question paper.

## **Duties of the Invigilator: Irregularities**

The invigilator must:

- inform the candidates about the policy prior to the commencement of each examination session;
- instruct candidates to remove all documents except those prescribed before the start of the examination; and
- ensure that the College's examination policy is duly executed.

If the invigilator suspects that a candidate has committed an irregularity, the invigilator must:

- confiscate the incriminating material with minimal disruption to other candidates while preserving the dignity of the person concerned;
- confiscate the answer book/s used by the candidate and write on the outside cover/s: 'Suspected irregularity: Answer book confiscated at ... (Time)';
- supply the candidate with a new answer book, marked on the outside cover: 'New book supplied at ... (Time)';
- not permit any additional time to the candidate for the examination;
- write the words 'Suspected Irregularity' next to the candidate's examination number on the mark sheet;
- submit a sworn statement about the circumstances of the irregularity;
- request the candidate to make a sworn statement regarding the incident – if the candidate refuses, the invigilator must include the candidate's refusal in his or her report; and
- send the following information under separate cover, but with the other candidates' scripts, to the College:
  - the incriminating evidence;
  - the answer book/s of the candidate; and
  - the sworn statement/s of the invigilator and candidate.

## **Duties of the Examiner: Irregularities**

All irregularities reported by the invigilator together with all incriminating evidence of material will be forwarded to the examiner under separate cover. Findings and recommendations must be submitted together with the scripts to the College.

Any discrepancies not reported by the invigilator but noted whilst marking (such as identical scripts from two or more students) must be reported by the examiner.

The Damelin Correspondence College Examinations Committee will prepare an Irregularities Report for each examination session. This report will be tabled at the Damelin Correspondence College Examinations Board, with recommendations related to each instance of an irregularity. The Examinations Board will, based on the evidence at their disposal, make a decision on further action.

### **Appeals**

Where the Examinations Board has found that a candidate is guilty of dishonesty during an examination sitting, a candidate may appeal against the findings of the Board.

See the appeals policy, which follows in the next section.

## APPEALS POLICY

### Introduction

Students 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 formative assessments, summative assessments, or other matters.

### Appeals Relating to Formative Assessments

Students who are unhappy about their marks or other decisions by the College related to formative assessments have the right to appeal.

### Procedure

Students who wish to appeal can do so by:

- sending a written appeal to [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za); or
- re-submitting an assignment to the College, together with a reason for the appeal.

The relevant Tutor Co-ordinator will complete an Application for Appeal form on behalf of the student and forward it to the Formative Assessment and Tutorial Support Manager. The manager will ensure that the relevant assignment is sent for re-marking by a qualified moderator.

The moderator will assess the marking of the original tutor; will evaluate the answers of the student, and recommend adjustments if applicable. The moderator will also provide the College with a report on his or her findings.

The relevant portions of the report will be made available to the student and the original tutor.

### Appeals Relating to Summative Assessments

#### First appeal

A student who wishes a summative assessment decision to be changed may appeal on the following grounds:

- Any factor that adversely affected performance in the examination that was directly caused by the College or a third party.
- Any gross administrative error by the College.
- Any material misalignment between the curriculum of the programme and the examination paper.

The student 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

- For re-marks, the student should request an *Application Form for a Re-mark* from the Examinations Department, and submit the completed form to the College. Re-mark requests are payable as per the current fee schedule. In the event that the outcome is in the applicant; the fee shall be refunded.
- For any other appeals, the student must appeal in writing to [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za). These appeals will be tabled at an ad hoc sitting of the Examination Committee.

## Further appeals

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

The Examination Appeals Committee consists of:

- the Quality Assurance and Regulatory Compliance Manager;
- the Examinations Manager;
- the Chair of the Examinations Committee; and
- the relevant Academic Head of the relevant school.

## Procedure for lodging a further appeal

- The student fills in a *Final Appeal Form*, which is also obtainable from the Examinations Department.
- The student will receive acknowledgement of receipt of the application, and will be notified when the next Examination Appeals Board will be held.
- The Academic Head of the relevant school presents the completed appeal document to the next meeting of the Examination Appeals Board.
- The Examination Appeals Board will make a decision on the appeal and will inform the student of this decision.
- The decision of the Examination Appeals Board is final.
- The Academic Board is notified of all decisions made by the Examination Appeals Committee at the following board meeting.



## ACADEMIC RECORD KEEPING

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

The following items of student information are kept and archived:

- a certified copy of the student's identity document;
- proof of the student's highest academic qualification/s at the time of registration with Damelin Correspondence College;
- a copy of the student contract; and
- records of formal communication events with the College, where the student communicated with a student advisor and relevant notes were made of the communication on the Damelin Correspondence College Student Management System (called Dorado).

## STUDENT SUPPORT SERVICES

Damelin Correspondence College students have access to student support, via telephone, email and skype, from 8 am to 5 pm. The Student Services environment, which provides a wide range of student support services, is staffed and equipped to field student enquiries.

The College provides specialist support for each of its schools, such as High School, and technical support for students taking computer-related courses. Programme specialists receive enquiries that have been escalated from Student Services, and provide second-tier support. They are the custodians of escalated enquiries, and ensure that solutions are found and implemented. By then training student support staff in finding such solutions, they enable the staff to deal with future queries without the need for escalation.

### Contact Details

Student Services support staff help students to liaise with the various support structures within the College. The Student Services Department can be contacted via:

- Landline, on 0860 41 41 41
- Email, on [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za)
- Fax, on 086 7546786
- Skype, on [damelin\\_student\\_advisor1](#) or [damelin\\_student\\_advisor2](#)

### Range of Support Provided

Damelin Correspondence College provides the following support for our students.

#### Study material

Our Student Services support staff will be able to track and trace the parcel containing your study material. They will also provide you with a Study Programme that details the study material that you should receive in order to complete your course successfully. You can either phone the call centre or send an email to [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za). Students may contact the call centre if they have a query regarding the content or quality of their study material.

#### Assignment results and returns

The Call Centre support staff is equipped to access your records and inform you about your academic results.

#### Dial-a-Tutor enquiries

Students who require assistance with their studies or course content may contact a student support advisor, who will tell them what details are needed in order to arrange for a tutor to assist them. A tutor will contact a student within 72 hours to ensure that the query is resolved.

You may also email [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za). Students will be required to provide details such as the subject that the query relates to, the serial number of the study unit that the query relates to, the page number or assignment number, and a detailed description of the query.

### **Examinations**

Students should contact support staff if they require information on examination timetables, examination registrations, examination eligibility letters, examination confirmation letters or examination results. The College will communicate with students to notify students about important dates. This information can also be accessed via our web page, [www.dcc.edu.za](http://www.dcc.edu.za). Please contact [dccexamshelpdesk@icg.edu.za](mailto:dccexamshelpdesk@icg.edu.za) should you need assistance.

### **Awards**

On successful completion of your course, you are required to contact the College to ask for your award to be processed. Processing of awards usually takes eight weeks. If there is a delay, be assured that the College will keep you informed.

### **Counselling services**

The Counselling Department assists students with career guidance, study methods and academic queries. The department also provides students with career counselling prior to their enrolling in the field of study that they wish to pursue. They give students viable alternatives to their current course and/or identify a new field of study. If the student wishes, he or she will be transferred to the new course or field of study.

In the event that the Counselling Department is asked to provide counselling for a personal problem, the student will be given a telephonic counselling session and, if the problem is serious, advised to seek further counselling from a suitably qualified professional.

The Counselling Department also assists with other academic-related queries via the 'At Risk Project'. The system identifies 'at risk' students, which are students who have not submitted assignments in the last three months. Learner Support Agents in the Counselling Department contact and motivate these students.

Details of students who have repeatedly failed an assessment or assessments will be forwarded to the Counselling Department, who will contact the students and identify the problem. They will then provide solutions if possible.

The Counselling Department also makes welcome calls to newly registered students and advises them with regard to information that they need to get started with their studies. The call includes, but is not limited to confirmation of their course, confirming their student number, advising them on how to submit assignments if applicable, and any exam-related information.

## Course transfers

If you feel that you may not have chosen the most suitable course for you, members of our support staff will be on hand to provide guidance and to help you to select the course that will benefit you the most.

If your request to change courses is granted, you will be required to sign a contract amendment form.

The following criteria must be met in order to qualify for a transfer:

- The student meets the entrance requirements for the new course. All transfers are subject to the approval of the relevant Academic School Head, who is guided by the course or learning programme, and, in the case of a national qualification, by the indicated qualification achievement end date.
- Transfers will only be considered up to a maximum of six months before the expiry date of the original contract.
- For Computer School programmes, transfers may only be approved within the first eight months of the student's contract.
- The student's account must be up to date.
- Where a student transfers to a programme with a higher monetary value than the original programme, and intends to pay off the programme in instalments, he or she must undergo a credit check and receive approval from the Credit Department.

**Note:** Recognition of prior learning (RPL) will apply. Please contact the Student Services Department for additional information. Individuals who wish to apply for RPL must submit a portfolio of prior learning as part of their application process.

## Process

The student must contact the Student Services Department. A consultant will advise the student as to what documentation will be required.

The student's request, and all supporting documentation, will be forwarded to the Academic School head for his or her approval.

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 student has registered. Supporting documentation with regard to academic achievements must be certified.

If authorisation for the transfer is obtained, the Student Services Department will send the student a new contract, including costs involved (deducting any credit transferable from the original course), plus a transfer administration fee.

The transfer request will only be processed once the student has signed and returned the amended contract, and has sent the Transfer Department proof of payment for any fees that may be applicable.

## **Cost of transfer**

If a student asks to transfer from a current course to a new course, the following rules will be applied to determine the cost of the new course:

- 25% of the cost of the current course, if the student has been on the current course for less than 6 months, **OR**
- 50% of the cost of the current course, if the student has been on the current course for more than 6 months, but less than 12 months, **OR**
- 75% of the cost of the current course, if the student has been on the current course for more than 12 months,
- **PLUS** or **MINUS** the difference between the current and the new course,
- **MINUS** the value of any unused study material returned to the College. Study material may only be returned for a reduction in retention fees within the first four months from the enrolment date.

**Throughout the period during which the transfer application is being considered, the student remains party to the original contract and is liable according to the conditions therein. Similarly, where a request for transfer is denied, the student remains party to the original contact and is liable according to the conditions therein.**

**Please note that if a student account is in arrears, no transfer will be allowed. Also, students who transfer to a new course will still be held liable for any outstanding fees on their current course.**

## **Course Extensions**

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

However, it is the responsibility of the student to inform the College immediately when encountering problems or circumstances that might prevent completion of the course, in order to request an extension of the contract. In some instances a written letter of motivation may be requested.

Should a student not complete the course or programme within the stipulated time, this learning period may be extended, provided the student has completed at least 50% of the required assessments. All extensions are subject to the approval of the relevant Academic School Head, and are guided by the course or learning programme, and, in the case of a national qualification, the indicated qualification achievement end date.

## **Procedure**

The student should contact the Student Services Department to request an extension at least one full month before the end of the contract with College.

The consultant will advise the student as to what documentation will be required.

The request, and all supporting documentation, is then forwarded to the Academic School Head for his or her approval.

If authorisation for the extension is obtained, the Student Services Department will send the student notification, and advise the student of any costs involved.

The extension request will only be processed once the student has signed and returned the amended documentation, and has sent the Transfer Department proof of payment for any fees that may be applicable.

Throughout the period during which the extension application is being considered, the student remains party to the original contract and is liable according to the conditions therein. Similarly, where a request for extension is denied, the student remains party to the original contract and is liable according to the conditions therein.

It is important that you know and understand that national qualifications are regulated by the South African Qualifications Authority (SAQA). Qualifications are registered on the National Qualifications Framework (NQF), and have a 'life cycle', regulated by the start and end date of the qualification. Therefore, Damelin Correspondence College does not have the legal authority to change or extend the study period beyond the published dates of expected completion of the qualification. Damelin Correspondence College undertakes to do all in its power to ensure that all students are given all the support they need to enable them to complete their studies within the expected timeframe.

Notwithstanding, it is important to know and understand that Damelin Correspondence College cannot be held accountable or liable in the event that a student fails to meet the designated dates for completing his or her studies.

## **Cost**

The student must pay the fees due for extension of the contract period. The fee is currently R200 per outstanding assignment, depending on the number of outstanding assignments, and is subject to change as determined by the College Academic Board.

If a student has already received his or her study material and requests a contract extension, the student is liable to purchase up-to-date study material and will receive services that are being provided to all currently enrolled students.

## Complaints Resolution

In the event that a student feels that he or she has not received satisfactory service from the College support centres, he or she may lodge a formal complaint with the Student Relations Officer at [dcccomplaints@damelin.edu.za](mailto:dcccomplaints@damelin.edu.za).

1. The complaints resolution process is to be followed by any students who have not resolved all outstanding matters, either directly with the relevant College department or through the Student Services Department.
2. A student who wants to lodge a formal complaint should email [dcccomplaints@damelin.edu.za](mailto:dcccomplaints@damelin.edu.za).
3. The Complaints Resolution Form will be emailed to the student for completion.
4. The student must complete all sections of the Complaints Resolution Form, and email it back to [dcccomplaints@damelin.edu.za](mailto:dcccomplaints@damelin.edu.za), with all supporting evidence attached.
5. As per the Complaints Resolution Form, all complaints must clearly stipulate (a) the nature of the complaint, and (b) the resolution sought by the student.
6. The student will receive an acknowledgement of receipt from the College within 48 hours, indicating the reference number for the complaint.
7. Students should include the reference number when communicating with the College during the complaints resolution process.
8. All students who submit a complaint will receive a formal answer from the College regarding the complaint.
9. Students who are not happy with the formal answer from the College have the right to escalate the complaint to the Principal of Damelin Correspondence College.
10. Students who send complaints directly to the Principal without going through the prescribed complaints resolution process above will be asked to follow the prescribed process in order to ensure that their complaints are dealt with quickly.
11. Students who are not happy with the formal answer from the College have the right to escalate the complaint to the FET Academic Executive.
12. Students who send complaints directly to the FET Academic Executive without going through the prescribed complaints resolution process above will be asked to follow the prescribed process in order to ensure that their complaints are dealt with quickly.
13. The decision of the FET Academic Executive will be final.

## **Account queries**

For account queries please e-mail the accounts department on [dccaccounts@icg.edu.za](mailto:dccaccounts@icg.edu.za).

In the event that you are unable to meet your financial obligations to the College, please contact the Credit Operations Department in order to make payment arrangements.

Please note: All support services will be suspended until such time as your account is up-to-date, or a payment arrangement has been made and adhered to.

## **Cancellations**

Students reserve the right to cancel the agreement, in writing, within 14 (fourteen) days from date of registration, where after this agreement shall not be cancelled without our consent.

A reasonable cancellation fee will be payable on cancellation, if granted, taking various factors into account, such as study material, postage/courier cost incurred, and administration cost. Refunds amounting as a result of cancellation, if granted, will be determined by the Review Committee.

All cancellation applications must be made in writing to the Student Services Department. Cancellation requests must be sent to [dccancellations@damelin.edu.za](mailto:dccancellations@damelin.edu.za). No requests for cancellation will be processed unless backed by documentary proof substantiating one or more relevant grounds for cancellation. A deregistration form needs to be completed to process any cancellation.

Such applications must be made by the person liable for the payments. An application for cancellation will be disregarded if made by persons not in contractual agreement with the College.

All refunds that may be due shall be payable only after a period of 90 (ninety) days after the said refund has been approved by the Refunds Committee. No refund shall be payable unless approval of the Refunds Committee is obtained, and all the requirements are met/satisfied.



## IMPORTANT CONTACT DETAILS

### Contact via email

Damelin Correspondence College has created new support email addresses to improve our service to you. We have found that generic email addresses cause bottlenecks and delays in servicing students.

In order to ensure that we process your request or query as quickly as possible, please use the specific email addresses below for your queries.

- For all examination-related queries, please email [dccexamshelpdesk@icg.edu.za](mailto:dccexamshelpdesk@icg.edu.za)
- For all study material queries, please email [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za)
- For all account queries, please email [dccaccounts@icg.edu.za](mailto:dccaccounts@icg.edu.za)
- For all certification queries, please email [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za)
- For all assignment queries, please email [dccassignments@damelin.edu.za](mailto:dccassignments@damelin.edu.za)
- For all tutor queries, please email [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za)
- For all counselling queries, please email [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za)
- For all transfer queries, please email [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za)
- For all complaints, please email [dcccomplaints@damelin.edu.za](mailto:dcccomplaints@damelin.edu.za)
- For all general queries, please email [dccsupport@damelin.edu.za](mailto:dccsupport@damelin.edu.za)

Look at the benefits of using the specific email addresses above:

1. An email sent to the appropriate email address can be dealt with speedily.
2. An email is a written record of your query.
3. Your email and our response can be used to build Frequently Asked Questions (FAQs) that may help other students with similar queries.
4. If you have more than one query, you can use more than one email address, which means your queries can be resolved at the same time by different departments.

**Please use your student number in the subject field and/or message header of your email.** This will help us to service you as quickly as possible.

### Contact via telephone

If you need to speak to us, please call our national call centre on 0860 41 41 41. Our call centre is open during office hours only, from 08:00 to 16:30 from Monday to Thursday, and from 08:00 to 16:00 on Friday. Our offices are closed over the weekends and on public holidays. Please note that our branches are not equipped to deal with study-related queries, so please contact our *call centre* if you have any study-related queries.

## Contact via fax

Sending a fax is not a completely reliable way of sending information. While the sender may receive confirmation from his or her fax machine that a fax has been sent, for various reasons it may not arrive at the receiver's fax machine. For instance, the paper may jam in the receiver's fax machine or the machine may run out of toner ink, so that the fax arrives only partially or not at all.

Damelin Correspondence has experienced many problems related to faxes sent by students. So when you send us a fax, **please contact the relevant department via email to confirm that we have received your fax.**

Please use the following fax numbers when sending documentation to us:

Department	Fax number	Purpose of fax	Notes
Accounts	086 754 6021	Account queries	If you don't have access to email, please fax account queries to this number, as well as any account-related evidence (such as deposit slips).
Complaints	086 754 6782	Complaints	Please fax any documents relating to complaints to this fax number.
Cancellations	086 754 6500	Cancellation documents	Please fax all cancellation documents to this number, for example medical reports and bank statements. <b>Please do not fax cancellation requests to this number – use the appropriate email address instead.</b>
Counselling	086 754 6786	Counselling documents	Please fax all counselling-related documents to this number, such as career assessments and medical evidence.
Transfers	086 754 6786	Transfer evidence	Please fax all transfer-related documents to this number, such as ID documents and salary slips.
General Support	086 754 6786	General support	Please use this fax number for all other documents that need to be faxed to the College.

Please note:

**DO NOT SEND ANY ASSIGNMENTS TO THE COLLEGE VIA FAX; THIS IS NOT RELIABLE, AS NOTED IN THE SECTION ABOVE. YOU SHOULD RATHER EMAIL OR POST YOUR ASSIGNMENTS TO THE COLLEGE.**