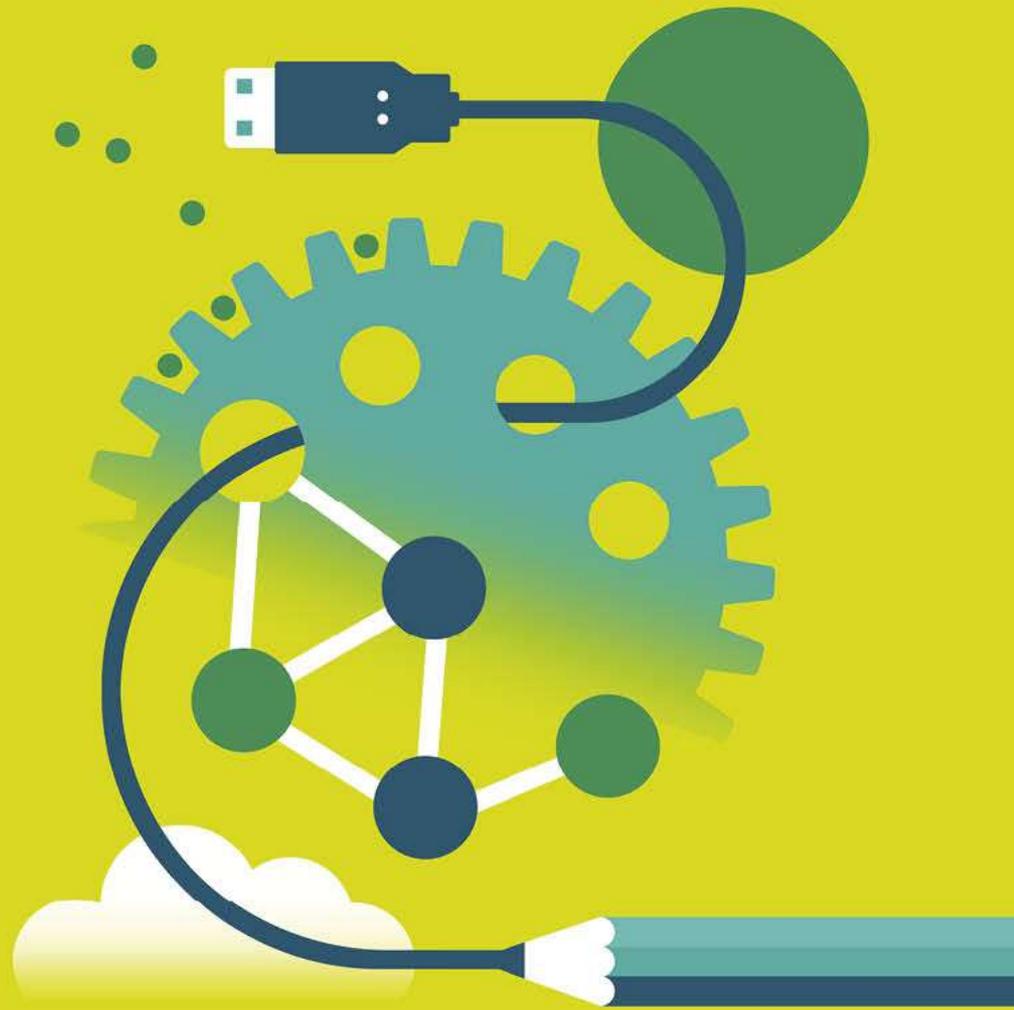




Pearson
Institute
of Higher Education



Conditions of

Enrolment

V1 2018

Conditions of Enrolment

DISCLAIMER

These terms and conditions ('Terms and Conditions') may be updated by the Institution from time to time without notice. Any changes to these Terms and Conditions can be found on the Student Learning Management System ('LMS').

It is the student's responsibility to regularly check the LMS to determine if there have been any changes made to these Terms and Conditions and to familiarise him/herself with such changes and to abide by these.

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This document is intended to provide a comprehensive guide to the rules, regulations, procedures and requirements for enrolment at CTI Education Group and/or Pearson Institute of Higher Education (herein collectively referred to as the Institution).

These terms and conditions form a material part of the student contract with The Institution and are contractually binding on both the student and/or sponsor.

1. General Conditions

Enrolment

Each campus will supply the student with all the necessary information pertaining to required documents, deadlines, procedures and fees.

Each student will be notified of his/her successful enrolment at the Institution.

In special circumstances, students may be permitted, prior to its commencement, to defer a module to the next semester in which it is offered. When deferring a module, students should take note that certain modules have pre-requisites and/or co-requisites, which may result in both modules being postponed. This could have an impact on the duration of their studies, in that the duration of studies may be extended.

Students who intend to suspend their studies due to illness or unforeseen circumstances, are required to submit a written request for approval for an interruption in study period to the relevant Academic Manager/Academic Co-ordinator.

2. Documentation Required for Enrolment

A student will be enrolled at the Institution if the student meets the minimum admission requirements. These requirements may vary depending on the course for which the student enrolls. For additional information on admission requirements, consult a student advisor and/or the prospectus.

When enrolling at the Institution, the student is required to provide the following documentation:

- A signed copy of the enrolment contract;
- A copy of the student's ID or passport;
- A copy of the account payer's/sponsor's ID or passport;

- Proof of payment of registration fee;
- A completed placement assessment may be required, depending on the qualification;
- A certified copy of a South African National Senior Certificate (NSC) or IEB certificate, or a certified copy of a matric certificate if matric was completed before 2008;
- Students with school-leaving certificates other than an NSC or IEB matric who intend to enrol for a foundation programme or Higher Certificate are required to provide a Certificate of Equivalence issued by the South African Qualifications Authority (SAQA) confirming a minimum of NQF Level 4 equivalence. Students with school-leaving certificates other than an NSC or IEB matric who intend to enrol for a degree programme are required to provide an Exemption Certificate issued by Universities South Africa (USAF).
- International students are required to provide proof of medical aid paid for 12 months. This will be required on an annual basis. Should a student fail to provide proof hereof, they will be required to join the Momentum medical aid scheme and the membership fee will be added to the student's tuition fees.
- International students are required to provide a valid study permit.

3. Payment Method

Sponsors/students may pay the qualification fees by way of any of the following methods:

- Debit order – This payment method is preferred by the Institution as it is convenient for both the student/sponsor and the institution. Debit order forms can be obtained from any campus.
- Bank loan – Details of the major financial institutions which provide student loans are available from campus.
- Cheque – Only post-dated cheques for the entire year will be accepted.
- Direct payment – Upfront payment made directly into the institution's bank account. The account details are available from the financial offices at all the campuses.
- Credit card.
- Electronic transfer – Electronic bank transfers can be used for upfront payments.

- All payments have to be made in South African Rand. No foreign cheques or currency will be accepted.
- A payment of 10% (1 month instalment) is payable upon enrolment.
- The student number must be used as the reference number for all payments. This will ensure the correct allocation of funds.

Upfront payments

- In order to qualify for an upfront payment discount, the student/sponsor must indicate the “Upfront Payment” choice on the registration form and pay the full qualification fee on or before the start date, failing which the student/sponsor will forfeit the upfront payment discount, and the payment method will revert automatically to monthly.
- Company-sponsored students are required to pay the 1st month instalment as per the contract upon enrolment and the balance within 30 days for commencement of classes. Failure to pay within 30 days will result in the payment method being reverted to monthly invoicing and the discount will be automatically forfeited. It is the responsibility of the student to ensure that the company pays on time. The Institution will also require, upon enrolment, an original letter from the company which must be on an original letter head and must have the company stamp with the relevant contact details confirming the company’s commitment of payment.

Monthly payments

Monthly payments shall be made on the 1st day of every month (where the start date is between the 15th and the 31st day of the preceding month) or the 15th day of every month (where the start date is between the 1st and the 14th of that month).

Bank Loans

Students applying for bank loans will only be permitted to start their studies, subject to the provisional acceptance requirements below, once the Institution has received the payment from the relevant bank, or in exceptional cases, on submission of a letter from the relevant bank confirming approval of the bank loan.

4. Pearson Scholarship and Discounts

Pearson Scholarship – prospective students

Qualifying criteria

- Registration for any Bachelor degree qualification for the first time after Grade 12. June/July results to be included in application.
- Only South African citizens are eligible for these scholarships.
- Registration for all modules in a specific programme, presented over an academic year.
- You do not qualify if you have been an undergraduate student, or studied at any other higher education institution.
- Scholarships are awarded based on the following criteria:
 - You passed all subjects on the Grade 12 certificate with an average between 50 and 59% (Rating code 4).
 - Only the six subjects with the highest rating (excluding Life Orientation) will be considered.
 - You must have taken Mathematics, not Maths Literacy, if you are applying to study a BSc or BCom Accounting qualification.
 - Application rankings are based on the average percentage of the rating score obtained on the Grade 12 certificate (or equivalent such as A-levels) as follows:

Rating code	Average %
7.00	80% – 89%
6.00	70% – 79%
5.00	60% – 69%
4.00	50% – 59%

You may be required to attend a panel interview.

Pearson Scholarship – existing students

Scholarships may be awarded to top performing students in various programmes.

Qualifying criteria

You may be eligible for a scholarship if:

- You did not fail or repeat any module in any year of academic study.
- You were enrolled for a full course load in your previous year of academic study.
- You completed all modules in the previous academic year with a pass mark of no less than 60% in any module.
- You have maintained an average pass mark of 75% or more before receiving the award.

Please note that you may be required to attend a panel interview.

Discounts

- Sibling discount – for students who have one sibling at the institution, the total tuition fees of the sibling with the lower fees will be discounted by 10%. If there are more than two siblings at the institution, the sibling with the highest fees will pay in full, while all other siblings will receive a 10% discount.
- Note that all bursaries and discounts mentioned above are only applicable to students with no outstanding or overdue fees or payments.

5. Overdue Payments

- The Institution will charge interest on all overdue payments on a monthly basis at the prime interest rate, plus 2% per annum.
- Payments not received on the due date may result in the following:
 - The Institution will withhold final results, and the student will be unable to loan books from the resource centre, as from the date after the payment was due, until the outstanding payment is received.

- The student will be suspended from the Institution from the 14th day after the monthly payment anniversary date (the date on which the payment was due) until the outstanding payment is received by the Institution.
- Possible legal action being taken, where appropriate, the cost of which will be for the student's account.
- Returning students who have outstanding fees of less than or equal to R12 000 can enrol for the next academic year, provided they sign an acknowledgement of debt agreement and arrange a payment plan with the campus finance department. For the current year of studies, they are then also expected to sign a direct debit order.
- Returning students who have outstanding fees of more than R12 000 will have to settle their outstanding balance up to R12 000 and then the above requirement is also applicable to them for enrolment for the next academic year.
- Students may, at the discretion of the Institution, continue with their year of study if fees are outstanding, but the Institution reserves the right to withhold academic results in such cases.

6. Provisional Enrolment

Where a student is enrolled provisionally, pending submission of outstanding documentation, his/her provisional enrolment will be cancelled at the discretion of the Institution if the following outstanding documents are not submitted by the last day of enrolment in the year of expected study:

- A signed copy of the contract;
- A certified copy of the student's ID or passport;
- A certified copy of the account payer's/sponsor's ID or passport;
- A certified copy of a South African National Senior Certificate (NSC) or IEB certificate, or a certified copy of a matric certificate if matric was completed before 2008;
- Students with school-leaving certificates other than an NSC or IEB matric who intend to enrol for a foundation programme or Higher Certificate are required to provide a Certificate of Equivalence issued by the South African Qualifications Authority (SAQA) confirming a minimum of NQF Level 4 equivalence. Students with school-leaving

certificates other than an NSC or IEB matric who intend to enrol for a degree programme are required to provide an Exemption Certificate issued by Universities South Africa (USAF).

- International students are required to provide proof of medical aid paid for 12 months. This will be required on an annual basis. Should a student fail to provide proof hereof, they will be required to join the Momentum medical aid scheme and the membership fee will be added to the student's tuition fees.
- International students are required to provide a valid study permit.

The student will be liable for payment of fees in respect of the full semester where the student is not successfully enrolled with the Institution due to non-submission of required documents.

Where a student is enrolled provisionally, pending the outcome of the student's application for a study loan ('the Application'), his/her provisional enrolment will be cancelled where:

- the application is unsuccessful, or
- The student has received no confirmation from the bank by 31 March of the year of expected study.

The student will not be liable for payment of fees where the student is not successfully enrolled with the Institution, but where the student is successfully enrolled he/she will be liable for the full course fee.

Students who are provisionally enrolled at the Institution shall:

- be bound by the provisional enrolment agreement and comply with all the rules, regulations, policies and procedures which the Institution may impose from time-to-time including the agreement;
- attend classes and be assessed; and
- purchase access tags and /or student cards, if required.

The Institution reserves the right to withdraw the provisional enrolment of the student, at its sole discretion, without prior notification.

7. Cancellation of Enrolment

- Either party will have the right to cancel the agreement within four weeks of the starting date by giving the other party written notice within this period. The student/sponsor will be liable for one month's payment, irrespective of the date of cancellation. Cancellation after four weeks of the starting date may incur the full qualification fee and/or a reasonable cancellation fee to be determined by the Institution in its sole discretion.
- Where a student chooses to cancel a specific module, he or she is to inform the relevant Academic Manager/Academic Co-ordinator in writing no later than four weeks after the commencement date of his/her course. Where the module is cancelled after the four weeks, the student will remain liable for the fee thereof. Once approved, a credit note will be awarded to the student. This applies to the cancellation of a module only – not the entire course.
- Any equipment or property belonging to the Institution e.g. a tablets, text books, access tags, that is in possession of the student at the time of cancellation, is to be returned to the Institution, or where applicable in accordance with the relevant terms in the e-learning agreement that is signed on collection of the tablet.
- Please note that no financial credits will be awarded for module clashes on timetables. Addressing timetable clashes as well as attending classes as per the Institution's regulations remain the responsibility of the student.
- Please note that no financial credits will be passed for modules that a student cannot take in the following semester/year due to pre-requisites failed in the previous semester or previous year. However, the student will not have to pay again for the module when taking it the following year.

8. Relationships with Staff Members

The following regulations are put in place to maintain the confidentiality of the material with which staff members work:

- A student is not allowed to socialise with staff members as this constitutes a breach of contract on the part of the staff members concerned.
- A student is not allowed to pursue a relationship with a staff member as this constitutes a breach of contract on the part of the staff member concerned.

9. Indemnity

General

The student/sponsor hereby indemnifies the Institution, its employees, agents, and directors against all or any claims, loss, and/or damage which may be brought against the Institution, its employees, agents, or directors arising out of, pursuant to, or resulting from personal injury suffered by the student or property damaged, or loss suffered, due to acts or omissions of the Institution, its employees, agents, directors, students, or third parties, howsoever caused.

Social

- For the purpose of this clause, social activity includes, without limitation, activities such as sport and excursions that are reasonably associated with study and student activities as well as transport to and from said activities and may from time-to-time include the use of transport made available by the Institution to the student to take part in the aforesaid activities.

The student/sponsor, indemnifies and holds harmless and absolves the directors, management and staff of the Institution and all other persons/organisations associated with the social activity, from any or all claims that may arise in connection with any loss or damages to the property or injury, illness or death to the person of the student in the course of any such social activity.

10. Software and Intellectual Property

- Copying of software onto the Institution's or other computers is prohibited and will be regarded as a copyright and intellectual property right infringement.
- As part of modules and/or qualifications, students may be given access to content and educational materials that were developed by Pearson South Africa (Pearson). Pearson is a third party and is the owner or licensee of certain intellectual property rights ("IPR"), specifically including copyrights and trademarks. All students are expected to respect and protect the IPR of the material to which they have been provided access and may not copy, forward, distribute, sell or make available in any format or on any platform to any other person, the Pearson material to which they have access.
- Failure to adhere to the above regulations will result in the immediate suspension of the offending student, pending a disciplinary board inquiry and/or become liable for copyright infringement.

11. E-learning

Students enrolled pre 2016

These will be governed by the respective Tablet Agreement entered into with the Institution unless provided otherwise herein.

Students enrolled in 2017

Students who enrolled with The Institution for degree courses, were entitled to receive a tablet device ('the device').

- The device will be used to access study content and/or electronic textbooks where applicable.
- The student shall use the device in accordance with these terms and conditions and/or any other Acceptable Use Policy that may be applicable.
- The student should ensure there is adequate space on the device for study content and textbooks where applicable.

- The device should be kept available on campus at all times for the primary purpose of e-learning.
- The student must keep the device safe and shall take all reasonable steps to eliminate the risk of theft, loss and/or damage to the device.
- The student may insure the device at their own cost.
- The student must not dismantle or tamper with the device or change the firmware without authorisation from the institution.

Students enrolled in 2018

These students will not receive devices and will be allowed to bring their own devices to access the Institution's network, in accordance with the Institution's applicable policies.

12. Study Material

The Institution will not provide the student with the prescribed textbooks and the student is solely responsible for sourcing their own prescribed textbooks, as required for each course/module.

13. Third Party Rights Owner

- The student acknowledges that study material (and/or 'content') may be made available to the student.
- The content may have been developed by third parties.
- Pearson South Africa and its subsidiaries and affiliates ('Pearson') is such a third party and is the owner or licensee of certain intellectual property rights ('IPR'), specifically including copyrights and trademarks, including but not limited to e-Text content made available on the tablet related to materials that the student would need to utilise for the purposes of completing the module and/or course for which the student has registered.

- Notwithstanding anything contrary contained herein, the ownership of the study materials made available whether Pearson owned or by any other third party shall at all times remain the property of their respective rights owner and the student shall receive no rights, title or interest in or to, and shall not be entitled to exploit the intellectual property, including any copyright, trademarks or other proprietary rights pertaining thereto.
- The student shall respect the IPR of Pearson and/or any other third party to which it has been given access to and will not copy, forward, distribute, sell or make available in any format or on any platform to any other person the material to which the student has access.
- Should the student participate in any of the acts described above, the student will be subjected to the disciplinary procedures of the Institution and/or become liable for copyright infringement.
- The student indemnifies the Institution, as the host and distributor of the Pearson and other content IPR, entirely from any liability and/or claims that may arise due to any of the acts that the student may commit as described in above.

14. Access to the Network

- Pearson has made arrangements to provide all students access to its network and its services (together referred to as, the 'service') for the benefit of any student for the purpose of their studies.
- No additional charge is made to Pearson for this service, but Pearson reserves the right to reconsider this policy as and when necessary.
- By connecting to this service, the Student agrees to this acceptable usage policy, which is intended to ensure that all users act responsibly in their usage of the wireless network.
- By connecting or continuing to remain connected to this service, the student is deemed to accept all amendments as they occur.

- The student must comply with this policy and follow any direction given by Pearson and/or the Institution with respect to use of this service.
- The student is responsible for ensuring that any computer or mobile device connected to the service is running up to date anti-virus software and is patched with the most up-to-date service packs and patches. The student is also responsible for any charges they may incur from third parties while using this service.
- The service may be used to:
 - Send and receive e-mail messages pertaining to studies.
 - Connect to and view any Web pages for well-defined study purposes.
 - Download material as long as it does not infringe any third party's intellectual property or other rights, excluding games, music or videos for personal use, which may not be downloaded using the service.
- The student may not use the service to:
 - Copy, disclose, transfer, examine, rename, change or delete information or data belonging to another user or Pearson without prior written permission.
 - Interfere with the operation of the equipment and network.
 - Avoid any restrictions and security placed on the use of the service.
 - Make any attempt to discover accounts or passwords for other users, or for services for which access has not been authorised or otherwise use the service to obtain unauthorised access to any computer or facility.
 - Download any material that infringes a third party's intellectual property or other rights.
 - Send any material over the service that portrays Pearson or the Institution in a damaging manner.
 - Misrepresent themselves as someone else, whether that identity is fictional, anonymous or real.
 - Store, transmit, connect to, or receive any material of an obscene, vulgar, abusive, threatening, defamatory, offensive, harassing or illegal nature.
 - Connect to peer-to-peer (p2p) networks.
 - Run any form of server that is designed to provide services to external parties while using the wireless network.

- Incur any expenses to Pearson and/or the Institution and ensure that adherence to this policy is maintained.
- Students should take all reasonable security measures in using this service, such as use of encryption, passwords, screensavers, privacy screens and lock leads.
- Pearson and/or the Institution does not accept liability for any adverse effects due to virus or other malware infections of guests' equipment while using the service.
- Pearson respects the student's privacy, but reserves the right to monitor internet traffic and sites visited for the purposes of ensuring acceptable use of the service; the specific content of any transactions will not be monitored unless there is a suspicion of improper use.
- This service is provided for the convenience of students toward an improved learning experience and, while Pearson aims to maintain it to a high standard, no warranty is made regarding its quality, availability or reliability.
- Pearson may, at its sole discretion, terminate or suspend the service at any time with or without reason or notification.
- This Acceptable Use Policy is applicable to all and any devices, whether or not issued by the Institution, which the student may use to access the services.

(Clauses 15 and 16 are only applicable to students who received a device from the Institution before 2018)

15. Warranty

- The device is supplied with a three-year manufacturer's warranty ('warranty') against any manufacturing defect.
- Where the damage to the device is not covered under the warranty, the student will be liable for the full cost of repair to or replacement of the device. (See Warranty Policy.)
- Where the device is defective, the student shall return the device to the Institution.
- If it is found that the device is defective due to a manufacturer's fault, the device will be repaired, and where the device is not capable of being repaired, the student will be supplied with a new device or one of equal value at no cost to the student.

- In the event that the Institution is unable to replace the device with the same model or one of equal value, the student will be given an upgraded device, provided that the student pays the difference in value between the old device and the upgraded one.
- Where the defect or damage is not covered by the warranty clause, the student shall be liable for the full cost of repairs and/or replacement.
- Repairs done by an unauthorised repair centre or person will render the warranty void.

16. Repairs and Replacement

- Where a device is lost, stolen or damaged beyond repair, the Institution may replace such device at its discretion, but at the student's cost.
- It remains the student's sole responsibility to replace the device, according to specifications as required by the Institution and to ensure that the replacement device is compatible with reader plus version 4.4 or higher.

Repairs

- The repairs to any damaged or broken device will be managed by the Institution and done through its appointed authorised agent.
- The student will remain liable for the full cost of repair of the device where the device is not covered by the warranty.

16.2 Repair process

- The device will be handed in to campus technician, who will forward the device to the agent for assessment.
- Upon handing in the device, the student will be required to pay a non-refundable handling fee.
- Once the agent has assessed the device, the student will be provided with a quotation for the cost of repairs.
- The student will have seven days within which to accept or reject the quotation in writing.

- Repairs may take up to seven working days to be completed from date of accepting the quotation, unless communicated otherwise to the student.
- Students will not be provided with any loan device while the student's device is being repaired.
- It remains the student's duty to ensure they have access to the study content at all times.
- The Institution shall under no circumstances be held responsible for any damage, loss and/or expense arising out of or connected with the manufacturer of the device, the repair of the device and/or the loss of any content on the device, and for any consequential and/or unforeseen losses of whatsoever nature and howsoever arising.

Where the student cancels his/her contract with the Institution, including but not limited to deregistering from the Institution, the student may be required to return the device, and or be liable for the cost of the device as determined by the Institution in its sole discretion.

17. Legal Capacity

In the event of the student being a minor, or suffering from any legal incapacity and thus requiring the assistance of a natural or legal guardian, the legal/natural guardian shall assume all contractual responsibilities for his or her ward. By signing the enrolment contract, the legal/natural guardian represents and states that he or she has the capacity to conclude the enrolment contract for the student.

18. Disciplinary Code of Conduct

The Code of Conduct is aimed at being an integral part of all forms of interaction. By providing the parameters within which the campus, students, and sponsors must operate, an attempt is made to clarify the roles and responsibilities of all stakeholders. This, in turn, will facilitate a transparent approach when the campus has to deal with

disciplinary issues, as well as define the avenues to be followed when grievances need to be addressed. In this manner, fair and equal treatment of all students is ensured.

18.1 Disciplinary Investigations and Disciplinary Hearings

- 18.1.1 The Institution shall have the right to convene a disciplinary inquiry/hearing at its discretion to investigate any matter that relates to alleged misconduct by a student. In the event of a disciplinary hearing being convened, the procedure of the hearing shall be non-formal with due regard to the principles of natural justice. The student shall have the opportunity to present any evidence relevant to the charge of misconduct.
- 18.1.2 A student who is to appear before the hearing will be given a minimum of two working days' written notice of the hearing.
- 18.1.3 The disciplinary hearing shall have the power to call witnesses and produce evidence as it deems fit for the purpose of the investigation.
- 18.1.4 The disciplinary hearing shall have the power, following the hearing, to make such recommendations as it finds necessary to the Academic Director/Campus Director which could include the suspension or expulsion of the student or the imposition of such conditions as are appropriate to the disciplinary procedures.
- 18.1.5 The Chairperson of the hearing will decide whether, on a balance of probability, the student has been proven guilty of the allegation(s).
- 18.1.6 Should a student be deregistered, all fees paid to the Institution shall be forfeited by the student/sponsor. In addition, the full fees shall immediately become due and payable notwithstanding any prior arrangement to the contrary.
- 18.1.7 The student shall not be entitled to legal representation, but may be assisted by his or her guardian/sponsor or a fellow student (if applicable).

- 18.1.8 The Institution has a formal appeals procedure that provides the student the right to appeal should he or she have reasonable grounds for an appeal.
- 18.1.9 The sponsor of the student will be informed of the outcome of the disciplinary hearing.

18.2 Student Access to Campus

- 18.2.1 Students may not enter or leave the campus grounds during campus hours without using the access system correctly. A student shall enter and exit the campus only through the electronic access control system. Student cards are also required for access to the resource centre, study centre, and lecture venues. A student shall, when on the property of the Institution, carry his or her official student card at all times and produce it when called upon to do so by any member of staff.
- 18.2.2 The student card must also be produced when writing all tests and examinations, and for the issuance of student confirmation letters. Finally, a student shall not permit any other student and/or person to gain access to the campus with his or her student card. If a student is found guilty of this offence, he or she may face disciplinary action.
- 18.2.3 The following areas are out of bounds at all times:
- Server room;
 - Exam venues during examination and test sessions and the exam storage rooms;
 - Offices of staff members (when the staff member is not present); and
 - Administration buildings, without being accompanied by a staff member.

18.3 Substance Abuse

18.3.1 The Institution recognises the extreme seriousness of the abuse of drugs and alcohol and, in view of the implications of this, is committed to dealing with this problem. Students are encouraged to educate themselves about drugs, as well as drug and alcohol abuse.

The word 'drug' refers to any chemical substance that has the potential to be abused. This includes, but is not limited to, cocaine, marijuana, ecstasy, appetite suppressants, cough mixtures, glue, and correction fluid thinners (i.e. not only illegal substances). The word 'alcohol' refers to any liquid substance that contains alcohol. 'Drug abuse' is the excessive or inappropriate use of a chemical substance which results in the impairment of an individual's physical, mental, or emotional state of well-being.

18.3.2 Procedures for dealing with problems of drug and alcohol abuse include:

Campus intervention

When there is reason to believe that a student is abusing drugs or alcohol, or is suffering at the hands of others who are doing so, the matter can be referred to any member of senior management. Steps will be taken to investigate and verify the seriousness of the problem.

Once use has been established, the identity of any user of drugs who approaches the campus directly will not appear on campus records except in the case of a student who does not cooperate and does not register with a rehabilitation programme agreed upon by the campus, student, and sponsor.

Drug testing/drug search

If there is reasonable evidence of suspected drug abuse, the Campus Director or other management staff member may request a drug test. By accepting these terms and conditions, the student/sponsor agree and give consent for drug testing. Sponsors will be liable for the cost of the testing. Senior management may, from time to time, conduct unannounced searches of the campus and residence with external assistance (where necessary).

Disciplinary action will be taken in the following circumstances

- Where a student makes drugs or alcohol available to other students.
- If a student comes to the campus under the influence of drugs or alcohol (this includes any organised outing or event).
- If a student fails to meet the conditions for rehabilitation as agreed to by the student, sponsor, and campus.
- Where a student is in possession of, distributing, and/or selling illegal drugs or alcohol on the Institutions premises (including residence).
- In such cases, that student will be liable for immediate suspension with the aim of investigation and to conduct a disciplinary hearing. This could lead to expulsion and the Institution will contact the sponsor and refer the matter to the police for further investigation.

18.4 Plagiarism

The Institution's policy on plagiarism deals in detail with the issue of plagiarism and possible consequences thereof. This policy is available on the student learning management system. It is the responsibility of each and every student to familiarise themselves with this policy.

18.5 Punishable offences

18.5.1 Minor misconduct

The following are some examples of minor misconduct:

- Foul language;
- Disruptive behaviour; and
- Incorrect use of the access system.

A student will usually be issued with a verbal or written warning if found guilty of minor misconduct. Should this behaviour continue, it may lead to the minor misconduct being regarded as serious misconduct. The minimum penalty that may be given for minor misconduct is a verbal warning. The maximum penalty that may be given for minor misconduct is a written warning.

18.5.2 Serious misconduct

The following are some examples of serious misconduct:

- Repetition of minor misconduct;
- Insolence towards others;
- Cheating by copying the work of others and handing it in as one's own;
- Plagiarism;
- Dishonesty;
- Disrupting or frustrating the instructing or learning process (serious);
- Physical intimidation against a student/staff member; and
- Found to be in the possession of, or distributing, pornographic material.

A student will usually be issued with a written warning or final written warning. A senior member of staff will adjudicate in each instance.

Should this behaviour continue, it may lead to the serious misconduct being regarded as very serious misconduct.

18.5.3 Very serious misconduct

The following are some examples of very serious misconduct:

- Repetition of serious misconduct;
- Insulting the dignity of, or defaming, a staff member or fellow student;
- Maliciously damaging the property of others;
- Unfair discrimination against a student/staff member;
- Verbal or physical abuse against a student/staff member;
- Assault against a student/staff member;
- Disobedience of any lawful order or reasonable directive given by the Institution's staff with regard to studying at the Institution;
- Alcohol and/or drug-related misconduct (in possession of, under the influence of, or making available to others);
- Engaging in activities which threaten to disrupt the proper functioning of the Institution, prejudice the standards set by the Institution, or in any manner prejudice the rights of the Institution's personnel or fellow students;
- Students who do not meet the due performance requirements who write the examination;
- Sexually harassing a fellow student or staff member;
- Being in the possession of knives, firearms, or any other dangerous weapons, or bringing such weapons onto the campus premises;
- Bringing unauthorised (software or hardware onto the campus premises;
- Intentionally bringing software which contains viruses onto the campus;
- Cheating: The Institution has zero tolerance for cheating in a test or examination. If found guilty of cheating, it may result in expulsion. Students who are expelled for cheating may not be accepted by any other university to complete their studies and qualify. Refer to the examination rules in this regard;
- Committing any breach of the provisions of the enrolment agreement as well as the terms contained in this document;
- Conviction of any criminal offence which has the element of dishonesty or which is reasonably likely to harm the credibility of the student and the good name and reputation of the Institution;

- Dishonesty such as theft or fraud;
- Failure to comply with the punishment of suspension from the academic programme as a correctional measure;
- Guilty of any unbecoming conduct which will justify expulsion or suspension from an academic Institution of the nature of PIHE, including any conduct which prejudices the goodwill, reputation, or good name of the Institution in any manner whatsoever.

The penalties for very serious misconduct generally include any of the following:

- Final written warning;
- Suspension with the aim to rehabilitate; and
- Expulsion.

In some cases it may be necessary to suspend the student before the disciplinary hearing. There must be a very good reason for suspension, such as:

- A fear that the incident will re-occur;
- A fear of sabotage or the possibility that the student will interfere with witnesses or evidence; and
- If there is a threat to the safety of any of the student or staff member.

19. Academic Conditions

19.1 Language Policy

The Institution's language of tuition is English and the Institution endeavors to assist students whose mother tongue is not English by offering special English language skills programmes, support and training.

19.2 Lecturers

Lecturers will be available to assist students during campus hours in accordance with their individual consultation schedules. It is the student's responsibility to take note of these times and plan his/her time accordingly.

19.3 Duration of Qualifications

A full-time student registering for:

- A one-year Foundation programme has a maximum of two years within which to complete the programme. Failure to do so may result in an exclusion.
- A three-year undergraduate degree qualification has a maximum of five years within which to complete the qualification. Failure to do so may result in an exclusion.
- A four-year undergraduate degree qualification has a maximum of six years within which to complete the qualification. Failure to do so may result in an exclusion.
- A one-year postgraduate qualification has a maximum of three years within which to complete the qualification. Failure to do so may result in an exclusion.
- A two-year postgraduate qualification has a maximum of four years within which to complete the qualification. Failure to do so may result in an exclusion.

Students have a maximum of three attempts to pass any module. All students are required to adhere to curriculum changes during the course of their studies at the Institution.

Students starting mid-year must note that their duration could be extended due to subject combinations, co-requisites and pre-requisite modules relevant to the qualification.

In special circumstances, students may be permitted to defer a module prior to its commencement. They may then attempt that module in the next semester in which it is offered. Some modules do have pre-requisites and/or co-requisites, which may result in both modules being postponed. Students must be warned that this could have a

negative impact on the duration of their studies, i.e. it can extend the duration of their studies.

Students who wish to put their studies on hold due to illness or other valid, unforeseen circumstances, are required to submit a request in writing for approval for an interruption in study period to the relevant Campus Director/ Dean or the Registrar. Students may retain any credits/exemptions obtained, provided that no more than five years has elapsed since they completed the modules. Students will also be required to adhere to curriculum changes that may have taken place during their absence.

20. Tuition Hours and Attendance

Students are required to abide by the prescribed tuition hours of the institution. Students are required to attend classes as per their individual timetables and to follow strictly the lecturing programme stipulated in each module outline.

A student will not be permitted to enrol for modules that clash on the timetable. Should there be a module clash, the student will be required to enrol for the lower level module(s) before being permitted to continue with higher level module(s).

21. The learning management system (LMS)

All students upon module registration will be enrolled onto the learning management system (LMS).

The LMS must be accessed by students regularly and will be the primary source to access their study material (electronic study guides, if applicable), assignments, module guides etc.) and receive correspondence. Student results will also be released and published via the LMS. Students must ensure that they contact the academic

coordinator/administrator if they do not have access to one of their modules on the LMS. It is the responsibility of every student to ensure that they regularly log into the learning management system to keep up to date with all communication and information regarding their studies.

22. Due Performance (DP) Requirements

A student must comply with all the Institution's due performance requirements for entry to examinations. Due performance requirements as specified in each module outline are made available to students at the start of the semester in which the module is being offered.

A student will not be permitted to write the examination in any module if he or she has not satisfied the due performance requirements, including satisfactory participation in the work of the class as well as writing all class tests and submitting all assessments, as may be prescribed for that module. A list of students who have satisfied due performance requirements, and who will therefore be permitted to present themselves for the examination in one or more modules, will be published at least one week prior to the commencement of the examination session. It is the responsibility of the student to check the DP lists published on the learning management system (LMS). Students who do not meet the due performance requirements will not be permitted to write the examination. Those who do not qualify but who still present themselves for the examination will not have their examination paper marked.

A student may apply in writing to the relevant Head of Programme or via the Academic Manager/Academic Coordinator to be granted permission to write the examination despite not satisfying the due performance requirements. In so applying, the student must submit evidence in support of the application. The Head of Programme, after considering all relevant factors such as past performance, may grant the student's request to write the examination if the application is deemed reasonable. However, the student's due performance remains as is and the student would be required to obtain a

satisfactory mark in the examination in order to pass the module concerned. This is for exceptional cases only.

Any administrative queries regarding tests, assignments, and/or examinations are to be submitted to the relevant Academic Administrator/Coordinator no later than one week after the publication of the results.

Any academic-related queries regarding tests, assignments, and/or examinations are to be submitted to the relevant Head of Programme no later than one week after the publication of the results.

Should a student miss a scheduled test for a reason deemed to be valid based on evidence provided, the student is required to apply for a deferred test with the relevant Academic Administrator/Academic Coordinator. Deferred test applications received after seven days of the missed test being written will not be considered. The fee is non-refundable. Deferred tests will cover the entire syllabus. Should a student qualify for a deferred test but be unable, for whatever reason, to write that test, they will not be granted a further deferred opportunity and will therefore have to repeat the module.

23. Examinations

23.1 Examination sessions

There will be two examination sessions in each academic year:

- A mid-year examination session
- A year-end examination session

Each examination session shall comprise:

- An initial examination
- A supplementary/deferred examination. (The supplementary and deferred examinations are written at the same time.)

Provision will be made for two examination periods per day:

- A morning period (refer to exam time table for times)
- An afternoon period (refer to exam time table for times)

Students are responsible for checking the dates and times on the officially published examination timetable. The official examination timetable released will supersede any preliminary examinations session dates released via the module outline or year planner. Should a student confuse dates and times and, as a result miss an examination, the student will not be given another opportunity to write that examination.

Students that have a clash on the examination timetable (in other words two or more modules scheduled on the same date at the same time) are required to register for a 'clash examination' at the Examinations Office/Academic Coordinator. Failure to do so may result in being denied the opportunity to write the 'clash examination'.

Students are required to provide proof of identification at every examination session. This should be a PIHE student card, valid ID /passport or driver's license. Failure to do so may result in the student being denied the opportunity to write the examination.

23.2 Extra Time

Extra time is a privilege extended to a student who, as a result of a disability, is unable to complete an examination in the prescribed time.

A student who requires extra time for an examination must apply in writing to the Registrar/Academic Coordinator at least one week prior to the date on which the first examination is to be written. The application for extra time must be supported by a medical certificate and/or other relevant documentation.

23.3 Non-completion of an Examination

Should a student attempt an examination and, for whatever reason, not complete the examination, that student shall not be permitted a further opportunity to re-write. A

student not feeling well on the day of the examination, should not attempt the examination, and rather apply for a deferred exam provided they have valid evidence. Once the examination papers have been handed out, a student will be deemed to have sat for the examination, and will not be eligible for a deferred examination.

23.4 Supplementary Examinations

Where so permitted, in terms of the rules for the qualification for which he or she is registered, a student who fails an examination may qualify for a supplementary examination in that module if the final result for the module is between 45% and 49% and at least 40% has been achieved in the final examination.

In modules consisting of a theory and practical paper, if a student fails one of the two papers, even though the student may achieve an overall final result of 50%, the student will be required to re-write the paper that was failed.

The names of students that qualify for supplementary examinations in each module will be automatically pulled from the academic management system and published on the LMS. It is the responsibility of students to repeatedly check the lists as these will be updated on a continuous basis. Students that fail to check this information and hence miss a supplementary examination will not be afforded another opportunity.

A maximum of 50% will be awarded as a final pass mark for any mark achieved of 50% and above in the supplementary examination. Note also that the year mark is not taken into account in the case of supplementary examinations.

A student who has been granted a supplementary examination and who does not present him or herself for that supplementary examination shall not be entitled or permitted to have the examination deferred.

23.5 Deferred Examinations

Deferred examinations may be granted at the discretion of the Head of Programme/Academic Coordinator.

A student who, for good cause, fails to attend an examination in a module may apply in writing to the relevant Head of Programme/AC to be granted a deferred examination and, in so applying, must submit evidence in support of his or her application.

The Head of Programme/AC, after considering all relevant factors such as past performance, may permit the student to present him or herself for a deferred examination if he or she considers the application to be reasonable.

A student who writes a deferred exam without having received prior permission from the Head of Programme/Academic Coordinator will not have their exam paper marked.

The mark obtained for a deferred exam will be combined with the student's year mark in order to calculate his or her final mark.

A student who has been granted a deferred examination and who does not present him or herself for that deferred examination shall not be entitled or permitted to have the examination deferred.

23.6 Special Examinations

Should a student that is in the final year of his or her qualification/programme pass all modules except one, that student will be eligible to write a special examination in selected theory modules approved by the relevant faculty, provided they have already attempted and failed that module, in other words, the student achieved DP but failed the module overall. Special examinations are not available for practical modules such as projects or portfolios.

Students are required to formally apply for a special examination by the specified deadline and may only write that examination provided they have been approved.

A maximum of 50% will be awarded as a final pass mark for any mark achieved of 50% or above in the special examination. Note also that the year mark is not taken into account in the case of special examinations.

Students who fail the special examination, or miss the special examination for any reason whatsoever, will be required to re-attempt the module and will not be eligible to write the special examination again.

23.7 Viewing and Re-marking of Examination Scripts

The provision of learning outcomes, assessment criteria and feedback, as well as the internal and external moderation process, should reduce the incidence of students who are uncertain of why they have received a particular mark and/or who feel that their performance is not correctly represented by their final result.

In terms of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), a candidate has the right to view their examination script. The request for viewing of the initial exam answer scripts must be made prior to the start of the supplementary examination session for that semester. To view supplementary, deferred or special examination answer scripts, the candidate must apply to view the script within five working days of the release of the examination results.

If a student is not satisfied with an exam result, the following procedure must be followed:

- Candidates may apply for the re-marking of examination scripts and must submit the necessary application form (available on the LMS) to the relevant Head of Programme's office/Academic Coordinator by the due date specified.

- Refer to the Fees Table for tariffs. Candidates should note that the payment of the fees is not equivalent to the submission of an application form and that such payments without application forms cannot be processed.
- A receipt must be issued by the campus as proof of payment for an application for a re-mark of answer scripts.
- No late applications will be considered.

24. Publication of Results

Final academic results will be released after approval by the Assessment Board. Results will be published on the LMS. Under no circumstances will the campus be allowed to provide a student with the published results verbally, telephonically or via email.

25. Condonations

Should a student achieve a final mark of 49% for a module, this mark will be condoned (adjusted to pass) to 50%, provided that the student has passed the examination with 50% or above in that module.

Should a student achieve a final mark of 74% for a module, this mark will be condoned to 75%, provided the student has achieved 75% or above in the examination in that module.

26. Qualification requirements

Qualifications are awarded after the successful completion of the required modules and are dependent on the student meeting the following requirements. (Please note that all final examinations have a sub-minimum mark of 40% in order to pass the module concerned).

To qualify, the student must meet the following conditions:

- All modules and other relevant requirements for that qualification must have been passed.
- All fees owing to PIHE must have been paid.

To qualify for a qualification cum laude, the student must meet the following criteria:
All modules passed and achieved an average of 75% for the final year.

To qualify for a qualification magna cum laude, the student must meet the following criteria:

- No module failed;
- All modules passed with a minimum final mark per module of 60%;
- An overall average for the whole qualification of 80%.

Should a student not complete the qualification for which he or she is registered, or fail to meet the qualification criteria, the student will receive an academic transcript stating the modules that were passed and marks that were achieved.

27. Fees Table

Description	Fee	Comments
Application for supplementary or deferred or special examination (application form available on the LMS)	R300	This fee is charged when a student qualifies and writes a supplementary or deferred or special examination.
Application for deferred test (application form available on the LMS)	R50	This fee is charged for every deferred test applied for.
Reprint of certificates	R300	This fee is charged for every reprint of an overall certificate or qualification. An additional fee may be charged should the student request the reprinted certificate to be posted via registered post or couriered.
Reprint of 'final graduation' transcript	R50	Printed by graduation office. An additional fee may be charged should the student request the reprinted certificate to be posted via registered post or couriered.
Lost student card	R50	For the loss of a student access card.
Re-mark of examination script (application form available on the LMS)	R200	This fee is charged for the application for a re-mark of the examination script.
Academic credit transfer	R100	This fee is charged for every PIHE module exemption applied for. If approved, an additional amount of R350 per module is payable.

28. UNISA Qualifications

Students wishing to receive tuition towards a UNISA qualification through PIHE will be required to pay tuition fees to PIHE, as well as tuition fees to UNISA.

The student will be required to enrol for all of the UNISA modules being offered by PIHE towards that qualification.

This arrangement is ONLY valid for existing UNISA students. NO new enrolments for UNISA qualifications are accepted by PIHE.

Please note: PIHE only offers selected UNISA modules.

Students are required to write their UNISA examinations at the examination centre specified by UNISA. Students can no longer write their UNISA examinations at a PIHE campus. It is the responsibility of each student to confirm their examination centre with UNISA directly and, if they then wish to change their examination centre, they will need to liaise directly with UNISA in this regard.

29. Contact details

For any queries please contact your campus Academic Administration Coordinator/Administrator.

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Glen Austin Extension 3
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Phone: +27 (0)11 690 1700

Office of the Registrar (or Head of Programme where applicable)

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