## CONTENTS OF THIS INTEC PROSPECTUS

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</tbody>
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OVERVIEW OF THE COLLEGE

Legal name

The full legal name of the College is INTEC College (Pty) Ltd. Company registration number 2001/029342/07.

Head office street address

INTEC College
130 Strand Street
Cape Town
8001

Head office postal address

INTEC College
PO Box 19
Cape Town
8024

Head office telephone number

(021) 4176700 (switchboard)
0860 31 31 31 (call centre)

Regulatory status

INTEC College (Pty) Ltd is committed to meeting all legislative requirements regarding accreditation and registration of private education and training providers in South Africa.

Umalusi Accreditation

INTEC College has been awarded provisional accreditation by Umalusi, the Council for Quality Assurance in General and Further Education and Training in South Africa - see www.umalusi.org.za.

Provisional Accreditation No.: FET 00037 PA.

DHET Registration

INTEC College has been granted provisional registration by the Department of Higher Education and Training (DHET) as a private FET College, until 31 December 2014 - see www.education.gov.za.

Provisional Registration No. 2008/FE07/025.
College Mission Statement

INTEC College strives to provide affordable, quality, career- and vocation-orientated distance education and training, in order to facilitate lifelong learning for the development of students and society.

Language of instruction

The official language of instruction of INTEC College is English. However, the College also offers certain courses and subjects in other South African languages. For those courses or subjects, the language of instruction will be the relevant language. Wherever possible, communication on a one-to-one basis takes place in the language preferred by the customer. Please see the College Language Policy for more details.

Mode of instruction

The mode of instruction of INTEC College is distance learning.

Our core ideology and values

- Our core ideology is: Together, we make a learning part of living!
- Our values are: Innovation, Integrity, Respect, Achievement, and Enjoyment.
THE SENIOR MANAGEMENT TEAM

College Management Team

- DIRECTOR: Julian Kannigan
- GENERAL MANAGER: Lynn Naidoo
- EDUCOR FET ACADEMIC EXECUTIVE: Theuns Laubscher
- INTEC COLLEGE PRINCIPAL: Phillip Slatter
- NATIONAL SALES MANAGER: William Havenga
- STUDENT SERVICES MANAGER: Lucy Leonard
- FINANCIAL MANAGER: Logan Archary
- CREDIT MANAGER: Matthew Byron
- OPERATIONS MANAGER: Ajanth Choudhree
- SUPPLY CHAIN MANAGER: Mogamat Kemp
- LEARNING MATERIALS DEVELOPMENT MANAGER: T.B.A.
- FORMATIVE ASSESSMENT AND TUTORIAL SUPPORT MANAGER: Michelle Sephton
- EXAMS MANAGER: Maritsa Grewe
- QUALITY AND REGULATORY COMPLIANCE MANAGER: Santi van Schalkwyk
- IT DEVELOPMENT MANAGER: Matthew Marinovich
- IT OPERATIONS MANAGER: Karel Jordaan

Academic Management Team

- ACADEMIC HEAD FOR TECHNICAL AND COMPUTER SCHOOLS: Oscar Lang
- ACADEMIC HEAD FOR BUSINESS AND GENERAL SCHOOLS: Santi van Schalkwyk
- ACADEMIC HEAD FOR HIGH SCHOOL: Deidre Assure
- ACADEMIC HEAD FOR CREATIVE & VOCATIONAL SCHOOLS: Michelle Carvelas
## INTEC Business School

<table>
<thead>
<tr>
<th>Name</th>
<th>Surname</th>
<th>Qualification</th>
<th>Subjects/Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fahiema</td>
<td>Abrahams</td>
<td>Bachelor of Art Social Work; National Diploma; Personnel Management; National Higher Diploma Personnel Management; Qualified Assessor and Moderator</td>
<td>Project Management; Human Resources Management; Labour Relations; Product Manager</td>
</tr>
<tr>
<td>Madri</td>
<td>Alberts</td>
<td>Bachelor of Art Occupational Therapy; Diploma Gymnastics Science (Honours); Bachelor of Art Business Management and Administration (Honours); Bachelor of Art Psychology</td>
<td>Statistics</td>
</tr>
<tr>
<td>Widaad</td>
<td>Brown</td>
<td>Higher Education Diploma; Bachelor of Technology; Certificate International Computer Drivers License; Master of Arts Public Relations; Qualified Assessor and Moderator</td>
<td>Small Business Management</td>
</tr>
<tr>
<td>Alex</td>
<td>Chakabva</td>
<td>Masters Business Administration; Masters of Science Mechanical Engineering; Bachelor of Commerce Financial Analysis and Portfolio Management (Honours); Certificate Quality Assurance</td>
<td>ISO 9000; Enterprise Risk Management; Auditing; JSE</td>
</tr>
<tr>
<td>John</td>
<td>Chase</td>
<td>Masters Business Administration; Higher Diploma Business Management; Certificate Marketing</td>
<td>Payroll Admin</td>
</tr>
<tr>
<td>Mark</td>
<td>Cramer</td>
<td>Master of Science in Business Engineering; South African Business Excellence Programme; Supervisory Development Programme Level 2</td>
<td>Computer Fundamentals; Office Practice</td>
</tr>
<tr>
<td>Cal</td>
<td>De Beer</td>
<td>Bachelor of Art Economics</td>
<td>Small Business Management</td>
</tr>
<tr>
<td>Adrie</td>
<td>Dippenaar</td>
<td>Bachelor of Art Communication (Honours)</td>
<td>Business Communication</td>
</tr>
<tr>
<td>Paul</td>
<td>Dias</td>
<td>Bachelor of Commerce Accounting Science (Honours)</td>
<td>Financial Accounting 3</td>
</tr>
<tr>
<td>Name</td>
<td>Surname</td>
<td>Qualification</td>
<td>Subjects/Courses</td>
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<td>-------------------------------------------------------------------------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Val</td>
<td>Du Toit</td>
<td>Diploma Pre-Primary Teachers; Diploma Library; Certificate Higher Grade Bilingual</td>
<td>Business Communication</td>
</tr>
<tr>
<td>Albertus</td>
<td>Eksteen</td>
<td>Bachelor of Economics; Higher Education Diploma</td>
<td>Management</td>
</tr>
<tr>
<td>Vernon</td>
<td>Erasmus</td>
<td>Bachelor of Art Business Administration; Masters Public Administration (Honours)</td>
<td>Project Management; Business Administration</td>
</tr>
<tr>
<td>Tony</td>
<td>Flint</td>
<td>Diploma International Marketing Management; IAC</td>
<td>Marketing sales; Mark Communication</td>
</tr>
<tr>
<td>Carmelita</td>
<td>Fredericks</td>
<td>Diploma Media and Journalism Studies</td>
<td>Business Administration; Journalism</td>
</tr>
<tr>
<td>Adam</td>
<td>Green</td>
<td>Degree Sustainable Development Planning and Management; Sustainable Development; Sustainable Cities; Corporate Citizenship; Ecological Design; Renewable Energy Policy; Biodiversity and Sustainable Agriculture; Governance, Globalisation and Civil Society; Energy Efficient Cities (Honours); Bachelor of Science Economics and Public Policy and Administration</td>
<td>Carbon Footprint Analyst</td>
</tr>
<tr>
<td>Sarah</td>
<td>Havard</td>
<td>Bachelor of Science Zoology; Post Graduate Diploma Management Studies; Completed course Carbon Footprint Analyst through GCX.</td>
<td>Carbon Footprint Analyst</td>
</tr>
<tr>
<td>Johan</td>
<td>Hugo</td>
<td>Diploma Tertiary Education; Directorate of Technical Education; Masters in Education; Doctor of Education</td>
<td>HIV AIDS; AIDS Risk Management</td>
</tr>
<tr>
<td>Magdaleen</td>
<td>Jefthas</td>
<td>Diploma Education; Diploma Remedial Teaching; Diploma Educational Management</td>
<td>Educational Management</td>
</tr>
<tr>
<td>Name</td>
<td>Surname</td>
<td>Qualification</td>
<td>Subjects/Courses</td>
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<tr>
<td>-----------</td>
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<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Shoni</td>
<td>Khangala</td>
<td>Bachelor of Science; Diploma Personnel Management; Diploma Business Management; Post Graduate Diploma Marketing</td>
<td>Management; Business Ethics; Leadership Management</td>
</tr>
<tr>
<td>Denise</td>
<td>Linnegar-Whyte</td>
<td>Bachelor of Commerce Industrial Psychology and Economics; Assessor</td>
<td>Human Resources Management; Economics</td>
</tr>
<tr>
<td>John</td>
<td>Malan</td>
<td>Bachelor of Commerce; Higher Education Diploma; Bachelor of Education</td>
<td>Financial Accounting 1 and 2</td>
</tr>
<tr>
<td>Gordon</td>
<td>Martin</td>
<td>Bachelor of Art Law; Principles of Learning and Teaching; Higher Diploma Education; Certificate Forensic Examination</td>
<td>Penology; Constitutional Law</td>
</tr>
<tr>
<td>Julie</td>
<td>McFarlane</td>
<td>Bachelor of Art Communication and Psychology (Honours); National Diploma Public Relations; Certificate Adult Basic Education and Training</td>
<td>Communication</td>
</tr>
<tr>
<td>Chantal</td>
<td>Mitchell</td>
<td>National Diploma Financial Information Systems</td>
<td>Cost and Management Accounting</td>
</tr>
<tr>
<td>Danie</td>
<td>Mulder</td>
<td>National Diploma Business Admin; National Higher Diploma Post School Education</td>
<td>Office Practice; Business Administration; Compu-Typing</td>
</tr>
<tr>
<td>Kenneth</td>
<td>Ngang</td>
<td>Bachelor of Commerce Advanced Sourcing and Supply Chain Management; Diploma International Trade and Transport; Diploma International Trade and Payments; Bachelor of Commerce Business Management; Masters Business Administration; National Diploma Education; Certificate Outcome Based Education (Assessments and Moderation)</td>
<td>Stores and Stock Control; Import and Export Management; Logistics and Supply Chain Management; Management; Credit Management; Marketing</td>
</tr>
<tr>
<td>Nadia</td>
<td>Padayachi</td>
<td>Bachelor of Commerce Public Relations</td>
<td>Public Relations</td>
</tr>
<tr>
<td>Melt</td>
<td>Pierce</td>
<td>Bachelor Economics; Masters Business Administration</td>
<td>Project Management, Management Skills; Information Systems; Introduction to Project Management; Generic Project Management; General Management</td>
</tr>
<tr>
<td>Raymond</td>
<td>Pogrund</td>
<td>Bachelor of Surgery; Bachelor of Science Psychology; Higher Diploma Education</td>
<td>Project Management; Business Administration</td>
</tr>
<tr>
<td>Name</td>
<td>Surname</td>
<td>Qualification</td>
<td>Subjects/Courses</td>
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</tr>
<tr>
<td>Derek Rivett</td>
<td></td>
<td>Diploma in Hotel Management; National Higher Diploma; Post School Education;</td>
<td>Warehouse Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bachelor of Science (Honours)</td>
<td></td>
</tr>
<tr>
<td>Aldyth Steenveld</td>
<td></td>
<td>Skills for Adolescents; Senior Primary Diploma Education</td>
<td>Outcomes Based Education</td>
</tr>
<tr>
<td>Peter Taylor</td>
<td></td>
<td>CIS Diploma; IAC Diploma; ACCA</td>
<td>Financial Accounting 1 and 2; Management</td>
</tr>
<tr>
<td>Herman Van Zyl</td>
<td></td>
<td>Bachelor of Art Law, Admitted Attorney</td>
<td>Corporate Law</td>
</tr>
<tr>
<td>Lize Venter-Horn</td>
<td></td>
<td>Masters of Arts Linguistics</td>
<td>English for Business</td>
</tr>
<tr>
<td>Myles Wakeham</td>
<td></td>
<td>Diploma Sales Management; Higher Diploma Business Management; Diploma</td>
<td>Stores and Stock Control; Import and Export Management;</td>
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<td></td>
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<td>Marketing Management; Advanced Diploma Business Management; Post Graduate</td>
<td>Supply Chain Management; Credit Management; Marketing</td>
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<td></td>
<td>Diploma Strategic Marketing; Masters Business Administration; Doctorate</td>
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<tr>
<td></td>
<td></td>
<td>Business Administration; Certificate Project Management; Certificate</td>
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<tr>
<td></td>
<td></td>
<td>Train-the-Trainer; Certificate Assessment</td>
<td></td>
</tr>
<tr>
<td>Mariette Wepener</td>
<td></td>
<td>Assessor: Certificate Contact Centre Operations; Diploma Contact Centre</td>
<td>Call Centre Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management; Certificate Contact Centre Support; Certificate Management</td>
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</table>

**INTEC Computer School**

<table>
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<tr>
<th>Name</th>
<th>Surname</th>
<th>Qualification</th>
<th>Subjects/Courses</th>
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</thead>
<tbody>
<tr>
<td>Joseph</td>
<td>Akwunkwa</td>
<td>National Diploma Multimedia</td>
<td>Multimedia Stills and Motion; Web Design</td>
</tr>
<tr>
<td>Mark</td>
<td>Cramer</td>
<td>Master of Science in Business Engineering;</td>
<td>Introduction to Computers; Computer Fundamentals</td>
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<tr>
<td></td>
<td></td>
<td>South African Business Excellence Programme;</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Supervisory Development Programme Level 2</td>
<td></td>
</tr>
<tr>
<td>Siphokazi</td>
<td>Felem</td>
<td>National Diploma Information Technology;</td>
<td>A+; PC Basics and Repair</td>
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<tr>
<td></td>
<td></td>
<td>Bachelor of Technology</td>
<td></td>
</tr>
<tr>
<td>Dean</td>
<td>Hess</td>
<td>Certificate Information Technology Technician</td>
<td>Linux +; Security+</td>
</tr>
<tr>
<td>Name</td>
<td>Surname</td>
<td>Qualification</td>
<td>Subjects/Courses</td>
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</tr>
<tr>
<td>Andris Mudiayi</td>
<td></td>
<td>Bachelor of Science Computer Science (Honours); National Diploma Computer Studies</td>
<td>Programming in C# and C++; SharePoint and Expression Web 2009</td>
</tr>
<tr>
<td>Awaatief Pandy</td>
<td></td>
<td>ICB Accounting including Pastel</td>
<td>Pastel 10</td>
</tr>
<tr>
<td>Keith Rentzke</td>
<td></td>
<td>National Certificate Information Technology</td>
<td>Introduction to Computers; VB.Net; FrontPage</td>
</tr>
<tr>
<td>Mary Katherine</td>
<td>Rentzke</td>
<td>Master of Arts Visual Communication; Bachelor of Art Photography and Minor Journalism</td>
<td>Photoshop; CorelDraw</td>
</tr>
<tr>
<td>(Katie)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irene Smith</td>
<td></td>
<td>National Diploma Multimedia Technology</td>
<td>Multimedia Design, CIW Courses</td>
</tr>
<tr>
<td>Baderoedene Solomons</td>
<td></td>
<td>Diploma Computer Engineering and Software</td>
<td>MOUS; MS Office; ICDL; MS Projects; I-Net+; SQL 2008</td>
</tr>
<tr>
<td>Getruida Van Der</td>
<td>Westhuizen</td>
<td>Higher Diploma Education; Bachelor of Art Cum Laude; Certificate in Business Management; Payroll Certified Installer; Pastel Authorised Trainer</td>
<td>Pastel 7</td>
</tr>
<tr>
<td>Rolf Weimar</td>
<td></td>
<td>Bachelor of Science Computer Sciences (Honours)</td>
<td>Java; C#; C++</td>
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**INTEC Technical School**

<table>
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<th>Subjects/Courses</th>
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<tbody>
<tr>
<td>James Abrahams</td>
<td></td>
<td>National Higher Diploma; Certificate T3 Technician</td>
<td>Construction Technology; Architectural Draughting</td>
</tr>
<tr>
<td>Sulaiman Abrahams</td>
<td></td>
<td>Diploma Business Communication; Certificate N4 Building Construction</td>
<td>Tendering Skills (Backup Drawing House Plans)</td>
</tr>
<tr>
<td>Shukry Behardien</td>
<td></td>
<td>Trade Certificate Plumbing; Certificate N4 National Building</td>
<td>Construction Drawing; Plumbing; Builders Estimating and Pricing</td>
</tr>
<tr>
<td>Christopher Brink</td>
<td></td>
<td>National Technical Diploma N6 Engineering</td>
<td>National Orientation NCOR; Eng. Drawing N1, N2, N3; Drawing Office Practice N4</td>
</tr>
<tr>
<td>Paul Carstens</td>
<td></td>
<td>National Higher Diploma T4; National Technical Diploma</td>
<td>Engineering Science N1, N2, N3</td>
</tr>
<tr>
<td>Nigel Casserley</td>
<td></td>
<td>National Diploma Architectural Draughting</td>
<td>Architectural Draughting, Revit Architecture; Inventor</td>
</tr>
<tr>
<td>Name</td>
<td>Surname</td>
<td>Qualification</td>
<td>Subjects/Courses</td>
</tr>
<tr>
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</tr>
<tr>
<td>Jolandi Daniels</td>
<td>Daniels</td>
<td>Higher Diploma Education; Bachelor of Science Education</td>
<td>NTC Maths N1; N2; N3</td>
</tr>
<tr>
<td>Magdeline De Lange</td>
<td>De Lange</td>
<td>Technical National Higher Diploma</td>
<td>Intro to Maths</td>
</tr>
<tr>
<td>Netacha Kayser</td>
<td>De Lange</td>
<td>National Diploma Analytical Chemistry; Bachelor of Technology Chemistry</td>
<td>Chemistry; Intro to Physics</td>
</tr>
<tr>
<td>Doreen Khan</td>
<td>Khan</td>
<td>Bachelor of Science Education</td>
<td>NTC Chemistry; Chemistry</td>
</tr>
<tr>
<td>Eric Kiderlin</td>
<td>Kiderlin</td>
<td>Master of Arts Industrial Administration; Bachelor of Science (Honours) Mechanical Engineering</td>
<td>Air-conditioning and Refrigeration; Appliance Repair</td>
</tr>
<tr>
<td>Jan Kriel</td>
<td>Kriel</td>
<td>Certificate Electrical Engineering N2-N4; National Diploma Electronics</td>
<td>Electrical Maintenance and Engineering; Basic Electronics</td>
</tr>
<tr>
<td>Mark Lawrence</td>
<td>Lawrence</td>
<td>Certificate N6 Civil Engineering; Diploma Human Resources Management</td>
<td>Management for Technicians; Supervision in Building</td>
</tr>
<tr>
<td>Ricardo Ludick</td>
<td>Ludick</td>
<td>Certificate AutoCAD LT 97 (CadPlan)</td>
<td>AutoCAD</td>
</tr>
<tr>
<td>Mark Massyn</td>
<td>Massyn</td>
<td>Bachelor of Science Construction</td>
<td>Supervision In Building</td>
</tr>
<tr>
<td>Daniel Mitchell</td>
<td>Mitchell</td>
<td>National Higher Diploma Education</td>
<td>Building Science N3</td>
</tr>
<tr>
<td>Rael Perrins</td>
<td>Perrins</td>
<td>National Diploma Building Construction and Public Relations</td>
<td>Quantity Surveying 1-3</td>
</tr>
<tr>
<td>Moosa Slamat</td>
<td>Slamat</td>
<td>National Technical Diploma</td>
<td>Construction; Furniture Making</td>
</tr>
<tr>
<td>Karen Sonnenberg</td>
<td>Sonnenberg</td>
<td>Bachelor of Arts Education</td>
<td>Chemistry</td>
</tr>
<tr>
<td>Ayoub Sulaiman</td>
<td>Sulaiman</td>
<td>National Technical Diploma</td>
<td>Motor and Diesel Mechanics</td>
</tr>
<tr>
<td>Declan Summers</td>
<td>Summers</td>
<td>Higher Diploma Education</td>
<td>NCOR</td>
</tr>
<tr>
<td>Howard Thomas</td>
<td>Thomas</td>
<td>Higher Diploma Education</td>
<td>Diesel Mechanic; Engineering Drawings</td>
</tr>
</tbody>
</table>

**INTEC Creative and Vocational School**

<table>
<thead>
<tr>
<th>Name</th>
<th>Surname</th>
<th>Qualification</th>
<th>Subjects/Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Richard Ashley</td>
<td>Ashley</td>
<td>Diploma in Mechanical Engineering</td>
<td>Graphic Design</td>
</tr>
<tr>
<td>Claire Brandon</td>
<td>Brandon</td>
<td>Diploma Feng Shui</td>
<td>Feng Shui</td>
</tr>
<tr>
<td>Antoinette Arderne</td>
<td>Arderne</td>
<td>Diploma Interior Design; RPL Garden Design</td>
<td>Interior Decorating; Garden Design</td>
</tr>
<tr>
<td>Esme Barnard</td>
<td>Barnard</td>
<td>Certificate Beauty Therapy</td>
<td>Beauty Therapy</td>
</tr>
<tr>
<td>Name</td>
<td>Surname</td>
<td>Qualification</td>
<td>Subjects/Courses</td>
</tr>
<tr>
<td>------------</td>
<td>----------</td>
<td>--------------------------------------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>Zakira</td>
<td>Bayat</td>
<td>Certificate Events Management; National Diploma Oral Hygiene</td>
<td>Medical and Dental reception; Events coordination</td>
</tr>
<tr>
<td>Byron</td>
<td>Benjamin</td>
<td>Certificate Film and Television</td>
<td>TV courses</td>
</tr>
<tr>
<td>Maria</td>
<td>Bosman</td>
<td>Higher Diploma Education; Further Diploma Education</td>
<td>Early Childhood Development</td>
</tr>
<tr>
<td>Anna</td>
<td>Carstens</td>
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<td>Jeanette</td>
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<td>Sybil-Ann</td>
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<td>Pat</td>
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<td>Eric</td>
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<td>Judith</td>
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<td>Wilma</td>
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<td>Du Bruyn</td>
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<tr>
<td>Melanie</td>
<td>Du Plessis</td>
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<td>Hargey</td>
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<td>Aromatherapy, Beauty Therapy</td>
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<td>Kayrumba</td>
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<td>Farming for Smallholdings</td>
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<td>Esme</td>
<td>Van der Bijl</td>
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<td>Beauty Therapy; Anatomy and Physiology</td>
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<td>Vanessa</td>
<td>Willemse</td>
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<td>ECD</td>
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<td>Catherine</td>
<td>Wilsnach</td>
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<td>Restaurant and Banqueting Management</td>
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<td>Emma</td>
<td>Wilson</td>
<td>Amadeus GDA</td>
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<td>Shanaaz</td>
<td>Wrankmore</td>
<td>Bachelor of Arts Art; Higher Diploma Education; Diploma Remedial Education</td>
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**INTEC High School**

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<tr>
<td>Adams</td>
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<td>Adendorff</td>
<td>Elbie</td>
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<td>Baugaard</td>
<td>Desiree</td>
<td>Higher Diploma Education Biology; Further Education and Training Certificate Biology</td>
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<tr>
<td>Bird</td>
<td>Leslie</td>
<td>Bachelor of Arts Economics and Accounting; Higher Diploma in Education</td>
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<td>Boer</td>
<td>Lavinia</td>
<td>Bachelor of Arts Afrikaans and IsiXhosa; Higher Diploma Education; Further Diploma Education Mathematics</td>
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<td>Qualification</td>
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<tr>
<td>Carlse</td>
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<td>Bachelor of Arts Psychology; Certificate in English and Afrikaans; Certificate in Linguistics</td>
<td>English Home Language</td>
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<tr>
<td>Charles</td>
<td>Latifah</td>
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<td>English Home Language</td>
</tr>
<tr>
<td>Cleophas</td>
<td>Noel</td>
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<td>Cloete</td>
<td>Dennis</td>
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<td>History &amp; Geskiedenis</td>
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<td>Duvenage</td>
<td>Janeen</td>
<td>Certificate Clinical Hypnotherapy; Certificate English as a Foreign Language; Bachelor of Arts English and Legal Theory</td>
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<td>Falken</td>
<td>Julia</td>
<td>Diploma Physical Education; Bachelor of Arts Psychology; National Diploma Tourism Management; National Diploma Human Resources Management</td>
<td>Life Orientation</td>
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<tr>
<td>Francis</td>
<td>Donald N.</td>
<td>Bachelor of Science; Certificate in English and Afrikaans</td>
<td>Physical Science &amp; Natuur-en-Skeikunde</td>
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<td>Gordon</td>
<td>Johardien</td>
<td>Bachelor of Science; Higher Diploma Education; Certificate Behavioural Management in Education</td>
<td>Physical Science &amp; Natuur-en-Skeikunde</td>
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<td>Hoosain</td>
<td>Ebrahim</td>
<td>Bachelor of Commerce Economics and Accounting; National Higher Diploma Post School Education</td>
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<td>Janse van Rensburg</td>
<td>Ruth</td>
<td>Bachelor of Arts Linguistics and Afrikaans; Higher Diploma in Education; Assessor’s course; Certificate in Project Management;</td>
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<tr>
<td>Maharajh</td>
<td>Eddie</td>
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<td>Manuel</td>
<td>Veda</td>
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<td>Life Sciences &amp; Lewenswetenskappe</td>
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<td>Marx</td>
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<td>Mathematics &amp; Wiskunde</td>
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<td>Nxawe</td>
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<td>Olivier</td>
<td>Hanneke</td>
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<td>Peters</td>
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<td>Petru</td>
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<td>Bedryfsekonome</td>
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<td>Sulaiman</td>
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<td>Mathematics &amp; Wiskunde</td>
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<td>Dirk</td>
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<td>Sonnenberger</td>
<td>Adrian</td>
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<td>Caren</td>
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<td>Maxine</td>
<td>Higher Diploma in Education</td>
<td>Life Sciences &amp; Lewenswetenskappe</td>
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</table>
INTEC Learning Philosophy

- INTEC recognises human worth and growth and is committed to the development of students, primarily by means of education, and assisted through the use of technology.
- INTEC is committed to playing a leading role in education by setting educational standards and best practices in distance education.
- INTEC is committed to providing student-centred and up-to-date education opportunities in keeping with market requirements.
- INTEC provides both formal and non-formal learning programmes, in line with the needs of students, the social economy and the business world.
- INTEC 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.
- INTEC 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.
- INTEC engages regularly with government to ensure the rights of distance, part-time and adult students are included in the South African education regulations.

INTEC Goals

INTEC 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.
INTEC LEARNING PROGRAMMES

INTEC College offers a wide range of learning programmes, both formal and non-formal. Programmes offered at INTEC can be categorised into the three following types:

1. National Qualifications

National Qualifications are credit-bearing qualifications registered on the NQF (National Qualifications Framework) and accredited by a Quality Assurance Body, such as a SETA (Sector Education and Training Authority). A skills programme is an accredited component of a National Qualification. An example of a National Qualification offered by INTEC is the National Certificate in Bookkeeping, NQF Level 3, SAQA ID 58375, accredited by FASSET.

2. Agent Programmes

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

3. INTEC Provider Programmes

INTEC Provider Programmes are INTEC’s vocational certificates and diplomas that enhance your skills and improve your career opportunities. Provider Programmes are not linked to the NQF, do not carry NQF credits, but they are in high demand and carry the approval of the INTEC Academic Board. INTEC’s provider programmes are categorized into the following five types:

INTEC CareerBooster® Courses

INTEC CareerBooster courses are continuous professional development (CPD) short courses that help you add to your current professional knowledge in a particular field, and hence boost your abilities within your career. An example of an INTEC CareerBooster course is the INTEC Short Course in Conflict Management.

INTEC CareerStarter® Courses

INTEC CareerStarter courses are short courses that introduce you to a particular field or career, and that offer you the opportunity to explore an interest or skills set without having to enroll on a full programme. An example of an INTEC CareerStarter course is the INTEC Short Course: Introduction to Radio Broadcasting.
INTEC JobCreator® Courses

INTEC JobCreator courses were designed to refine your skills in a particular field of interest, to teach you how to make a living from a particular skill, interest or hobby, and to help you start your own business. An example of an INTEC JobCreator course is the *INTEC Diploma in Children’s Party Planning*.

INTEC Self-Enrichment Courses

INTEC Self-Enrichment courses are offered for self-enrichment purposes, i.e. not for qualification or job-seeking purposes. They will add value to your experience of life and of a particular chosen field of interest. An example of an INTEC Self-enrichment course is the *INTEC Certificate in Creative Writing*.

INTEC Career Programmes

INTEC Career Programmes are INTEC programmes that prepare you for a career in the world of work. These programmes follow a rigid curriculum and are examined to ensure that successful students have the necessary knowledge and skills to enter the world of work. An example of an INTEC Career Programme is the *INTEC Certificate in Human Resource Management*.

Details about National Qualifications Offered

Below is a list of all formal qualifications offered by INTEC in 2011. Please note that this list may change during any academic year, as we add qualifications to our range of offerings.

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<tr>
<th>SAQA ID</th>
<th>Qualification Title</th>
<th>NQF Level</th>
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INTEC CODE OF CONDUCT, AND RIGHTS AND RESPONSIBILITIES OF STUDENTS

INTEC Code of Conduct

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

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

Rights and Responsibilities of Students

INTEC 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

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 College Code of Conduct;
- apply themselves to their studies to the best of their abilities;
- become familiar with the rules and regulations governing the programme, the academic or work environment and any service they may use in the course of their studies;
- be aware of the policies and practices contained in the materials and information made available to them;
- be aware of the regulations concerning the use of support services and other facilities, as described in the Prospectus and the Orientation Guide;
- contribute to the development of programmes and policies by participating in consultative processes in a responsible and ethical manner;
- accept responsibility for their own learning;
- take the initiative and consult appropriately when problems arise;
- meet deadlines for work to be submitted, where these are stipulated;
- attend practical workshops and tutorial sessions, where required;
- submit original work for assessment, without plagiarising or cheating;
- be aware of the institution’s commitment to equal opportunity and to demonstrate tolerance and respect for all staff and other 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; and
- meet their contractual obligations.

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. Turnaround times for support services are published below.

Academic support services

Students will be able to access academic advice from tutors, and will be informed of their tutors’ availability for assistance via telephone or email.

Counselling services

Students can expect to be able to receive counselling on career choice 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 and summative assessment, 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.

Summary of turnaround times

Study material: The College will dispatch all study material that a student is entitled to within 21 working days of the date of registration (the date on which a student is successfully enrolled with the College).

Exam eligibility letters: Exam eligibility letters will be sent to students at least 2 months before the start of an exam session.

Exam confirmation letters: Exam confirmation letters will be sent to students at least 4 weeks before the start of an exam session. Exam eligibility letters will only be sent via e-mail, and will not be posted or faxed. All students must ensure that they access their college e-mail address regularly.
**Release of exam results**: Exam results will be released within 10 weeks of the end of the exam session. Exam results will not be released to students whose accounts are in arrears.

**Cancellation requests**: Cancellation requests will be processed within 4 weeks of receipt of the request.

**Payment of student refunds – cancellations**: Refunds related to cancellations will be paid within 90 days of the approval of the cancellation.

**Payment of student refunds – non-cancellations**: Refunds not related to cancellations will be paid within 4 weeks of the approval of the refund.

**Awards**: Awards for examinable courses will be issued within 8 weeks of the release of exam results. Awards for non-examinable courses will be issued within 8 weeks of passing the final assignment. Awards will not be released to students whose accounts are in arrears.

**Assignment results**: Assignment results will be released via SMS within 22 working days of receipt of an assignment.

**Assignment returns**: Marked assignments will be returned to students within 25 working days of receipt of an assignment.

**Dial-a-tutor queries**: Students will be contacted by a tutor within 3 working days of the receipt of a query.

**Course transfer requests**: All requests for course transfers will be processed within 4 weeks of receipt of the request to transfer.
The learning contract below is an extract from the student enrolment form, which each student has to sign before an enrolment is processed. INTEC is required by law to reproduce the contractual components of the learning contract in this Prospectus.

**General Terms and Conditions**

1. **Definitions**
   Some of the words in this agreement are printed in italic type in order to indicate that they have a special meaning for the purpose of this agreement.

1.1 ‘Agreement’ means the registration form and these terms and conditions;
1.2 ‘Debt’ means all debts incurred by the student whose particulars appear on the registration form, including but not limited to, outstanding study fees;
1.3 ‘Fees’ mean all fees charged by INTEC College for your studies, including but not limited to, study and administration fees;
1.4 ‘Material’ means all study material supplied by INTEC College;
1.5 ‘Third party’ refers to the business or individual, whose details appear under category 5 of the registration form;
1.6 ‘We’, ‘us’ and ‘our’ refers to INTEC College; and
1.7 ‘You’ and ‘your’ refers to the student whose particulars appear on the registration form.

2. **Our services to you**
   2.1 We will send course material to you within 21 working days of registration.
   2.2 Regarding Examination Courses (other than Computer Studies), we guarantee to update material for two consecutive exam sittings from the study material issue date, provided that you are within the contract period.

3. **Your responsibilities**

3.1 **General**
   3.1.1 You must pay postage on everything sent by you* to us*;
   3.1.2 You must pay for the replacement of study materials supplied to you by us*;
   3.1.3 Study material supplied to you may not be passed on or access given to anyone other than you;
   3.1.4 If necessary, an extension can be granted, provided that we are notified promptly when you are prevented from studying through illness or reasons beyond your control.
   3.1.5 On enrolment with INTEC College, you will receive an intec.me e-mail address. All official communication from INTEC College will be sent to this e-mail address only. You will receive activation instructions for your intec.me e-mail address within 30 days of enrolment. Please ensure that you activate your intec.me e-mail address as soon as possible, and that you regularly check this e-mail address for communication from us.
3.2 Payment of your fees

3.2.1 If you are over 21 and will be paying the fees yourself, then you hereby declare that you:
(a) Are legally bound to this contract;
(b) Are responsible for the repayment of the entire debt; and
(c) Accept all the terms and conditions of the agreement.

3.2.2 If you are under 21, then your parent, custodian or guardian:
(a) Must sign acceptance of all the terms and conditions of this agreement;
(b) Hereby accepts responsibility for the repayment of the entire debt; and
(c) Expressly waives the rights of excussion and division.

3.2.3 If a third party will be paying the fees for you, then:
(a) If the third party is a business, then the business hereby:
   – Warrants us that the signatory has the required legal capacity to enter into and be
     bound by these terms and conditions;
   – Takes full responsibility for the repayment of the entire debt and accepts all the terms
     and conditions of the entire agreement; and
   – Expressly waives the rights of excussion and division.
(b) If the third party is an individual, then the individual:
   – Must sign acceptance of all the terms and conditions of this agreement;
   – Hereby accepts responsibility for the repayment of the entire debt; and
   – Expressly waives the rights of excussion and division.

3.2.4 The price payable will be submitted by the method you have indicated on your registration
form.

3.2.5 All payments due in terms of this agreement will be paid on or before the due date for
payment.

3.2.6 We are entitled to levy an administration charge, which you agree to pay, if any debit order or
other form of payment is returned unpaid or if your credit card payment is rejected for
whatever reason.*

3.3 What happens if you don’t pay us on time*

3.3.1 If you breach any of the terms of this agreement by failing to pay any installment within 28
(twenty eight) calendar days after its due date, then we shall:
(a) Charge interest on the overdue amount at the interest rate calculated from the due date
of payment to the date of actual payment;
(b) Inform the respective credit bureaus of your payment default; and
(c) Send you a Section 129 (of the National Credit Act 2005) demand by ordinary post giving
you 10 business days to pay the debt.

3.3.2 This demand must propose that you refer the debt to a debt counsellor, alternative dispute
resolution agent, consumer court or ombud with jurisdiction, with the intent that you and us
resolve any dispute regarding the debt, or develop and agree on a plan to bring the debt re-
payments up to date.

3.3.3 If 10 business days have elapsed since we delivered the Section 129 notice to you and there
has been no response to that notice, or if you have responded to the notice by rejecting our
proposals, then we shall be entitled to proceed against you for the recovery of the debt
without further notice.

3.3.4 You shall be responsible for the cost of all letters, telephone calls, tracing fees, other
collection costs and charges, including all legal expenses, incurred as a result of any breach of
this agreement.
4. Your personal information
4.1 You warrant that the information disclosed in this agreement is true and correct in every respect and it shall be a material breach of this agreement if such information or part thereof is found to be fraudulent, untrue or incorrect. (Please note that this applies to both the student and the person responsible for payment.)

4.2 You undertake to notify us in writing of any material changes to your contact details, including but not limited to your business, postal or residential addresses, home, work or cell phone numbers, and e-mail addresses, within 7 (seven) days of such change. (Please note that this applies to both the student and the person responsible for payment.)

4.3 You consent to us obtaining credit bureau enquiries from time to time through any credit bureau or similar institution in order to ascertain your personal circumstances, credit history and creditworthiness.*

4.4 You consent to us obtaining, using and disclosing your personal information, when necessary, as follows:
   (a) to provide the materials to you and otherwise perform our obligations and enforce our rights under this Agreement;
   (b) to use your information to inform you of our other courses, products or services which may be of interest to you;
   (c) to share your information with companies in our group, (associated companies and third parties) to enable them to inform you of other products or services which may be of interest to you; and
   (d) to give to attorneys and debt collection agencies, if you are in breach of this agreement.*

5. Your rights to debt review*
5.1 In terms of the National Credit Act (section 86(1)), you may apply to a debt counsellor in the prescribed manner and form in order to have you declared over-indebted.

5.2 However, section 86(2) specifically provides that if we have proceeded to take Section 129 steps against you, then you may not make use of debt review.

6. Your rights to settle debts*
6.1 You are entitled to settle your debts any time, with or without advance notice to us.

6.2 The amount required to settle a debt is the total of the unpaid balance of the principle debt at that time and the unpaid interest charges and all other fees and charges payable by you to us up to the settlement date.

6.3 At your request, we must deliver to you a statement of the amount required to settle your debt, as of a date specified in the request.

7. Limitation of our liability
We will not be liable in any way whatsoever, for damages, liability or losses (whether direct, indirect or consequential) suffered by you, or the third party, or your parent/guardian or custodian, resulting from the use of the material, or arising from this agreement, unless such damages, liability or losses are direct results of our gross negligence.

8. General
8.1 The Post Office acts as your agent for the acceptance and conveyance of all study material or correspondence addressed to you or to us. (Please note that this applies to both the student and the person responsible for payment.)
8.2 Fees charged by us exclude:
   (a) Registration for Institutes and other external bodies;
   (b) Exam fees; and
   (c) Cancellation fees.
8.3 Certificates/Diplomas will only be issued once your account has been settled in full and all applicable exams and tests have been completed.
8.4 We do not accept responsibility for your eligibility or entry for public examinations.
8.5 You and the third party choose the address as disclosed in this agreement as your and the third party's *domicilium citandi et executandi* for all purposes arising from this agreement.
8.6 No relaxation or indulgence which we may extend to you shall affect our rights under this agreement. (Please note that this applies to both the student and the person responsible for payment.)
8.7 All liabilities or obligations arising under this agreement shall be enforceable against you after termination of this agreement. *
8.8 This agreement constitutes the whole agreement between you and us and no variation, deletion, or addition will be valid, unless it is in writing and signed or published by us, as is appropriate. (Please note that this applies to both the student and the person responsible for payment.)
8.9 You consent to the jurisdiction of any Magistrate's Court having jurisdiction, regarding any legal action issued by us against you arising from this agreement, and you also consent to us issuing proceedings out of the High Court, if we choose to do so. (Please note that this applies to both the student and the person responsible for payment.)
8.10 You reserve the right to cancel the agreement within 14 (fourteen) days from date of registration, whereafter this agreement shall not be cancelled without the consent of both you and us.
8.11 Refunds, as a result of a cancellation, will be determined by the cancellation committee.
8.12 This agreement is subject to acceptance by us, which acceptance will be communicated in writing to you.

* Please note that ‘you’ and ‘your’ in these clauses or sentences refer to the person responsible for payment, being the student (if over the age of 21 years), or his/her parent, guardian or custodian (if the student is under 21 years), or the third party whose particulars appear under category 5 of the registration form.

**Programme type**

As part of the learning contract, each student must declare that they understand the type of programme they are enrolling on, tick the appropriate box, and sign in the space provided. The declaration is as follows:

I fully understand the type of programme for which I am enrolling:

- [ ] National Qualification
- [ ] INTEC Programme
- [ ] Agent Programme
Debit order payments

As part of the learning contract, students must declare that they understand their responsibilities related to debit orders. The declaration is as follows:

I hereby authorise INTEC College to deduct from the specified account via the banks NAEDO debit order system, the monthly installment or other amount, if specified, for the chosen course.

I understand that INTEC College has the right to stop the debit order, and I will become liable for the continuance of such payments until the account is paid in full. I further understand that INTEC has the right to add charges for every returned or unpaid debit order. If the debit order collection method is unsuccessful on two consecutive months, then INTEC reserves the right to claim the full course fee outstanding.

I understand that if the chosen payment date falls on a Sunday or public holiday the amount may be deducted from my account on the preceding or following bank day. I also understand that if I do not supply all the relevant information or the correct information, I cannot hold INTEC responsible for non-payment of my account.

I acknowledge that all payment instructions issued by INTEC shall be treated by my above-mentioned bank as if the instructions have been issued by me personally. I agree that although this authority and Mandate may be cancelled by me, such cancellation will not cancel the Agreement.

I also understand that I cannot reclaim amounts which have been withdrawn from my account (paid) in terms of this authority and Mandate if such amounts were legally owing to INTEC. I acknowledge that this authority may be ceded or assigned to a third party if the Agreement is also ceded or assigned to that third party.

NOTE: The NAEDO and/or EFT User may add or delete (at its own risk) from the above minimum requirements.
COLLEGE LANGUAGE POLICY

Preamble

This policy aims to clarify the use of language for tuition, student support and operational purposes at INTEC College.

Medium of Instruction

INTEC is committed to providing access to learning for as many students as possible. It is acknowledged that English is the language of most widespread general use in South Africa, also serving globally as the primary language of communication. English is therefore the language of tuition (lectures, study material and student support services). For some courses where a language other than English is taught, that language may be the medium of instruction.

Language use should be guided by the principles of diversity, equity and reconciliation. Tuition and support should avoid language that do not promote mutual tolerance and respect amongst all cultural groups.

It is accepted that the College is responsible for assisting students in improving their communication skills, where these are inadequate and could prevent the student from achieving competency in learning outcomes.

Language of Evaluation and Assessment

English is the language of evaluation and assessment. For some courses where a language other than English is taught, that language may be the language of evaluation and assessment.

General Communication

English is the primary language of administration. Wherever possible, communication with students takes place in the language preferred by the student.
**REGISTRATION PROCEDURES AND ENTRANCE REQUIREMENTS**

**Policy**

Registration consists of programme selection and application for enrolment in a programme or course by the student, together with payment of a deposit, followed by processing of the enrolment application and, if successful, registration of the student on the desired course or programme. All students must meet the minimum entrance requirements for the courses they wish to enrol on. Entrance requirements appear on the brochure for each course and differ depending on the nature and level of the course.

**Procedures, roles and responsibilities**

1. **Career counselling**

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

2. **Documents required for registration procedure**

   All applications for registration must include:

   • a completed and signed registration form;
   • a certified copy of the first page of the student’s identity document (showing the ID photo);

   **PLUS**

   **EITHER**

   2.1 a certified copy of the document that serves as proof of the prior qualification required for admission to the programme for which the student wishes to enrol; and
   2.2 a certified copy of the student’s academic record relating to this qualification, indicating that the student has passed relevant subjects (where required).

   **OR**

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

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

3. **Provisional admission**

   A person who does not meet the minimum admission requirements, but who has relevant work experience (at least 3 years), may apply for recognition of prior learning (RPL). To qualify for RPL, students must prepare and submit to INTEC College a portfolio of evidence in support of the application.
4. **Confirmation**

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

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

5. **Non-registration**

Students will be prevented from registering if:

- registration procedures are incomplete and certain required documents have not been provided by the student;
- financial debt from a previous programme of study is outstanding to the College;
- conditions of suspension or expulsion are currently in force; or
- specific academic prerequisites set by the Department of Education have not been met.

Students are responsible for ensuring that they meet all entrance requirements. Failure to meet the entrance requirements will result in the course registration process being cancelled.

6. **Foreign students**

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

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

If a student who is a foreign national requests cancellation, the College must, in accordance with instructions from the Department of Home Affairs, inform the Department if the application is successful. The College must advise the Department of Home Affairs of the cancellation within 24 hours, providing full details of the student.

**Changes to the original registration**

**Policy**

Students have the right to request a transfer of registration from the original course to another course after enrolment, provided that the student meets the entrance requirements for that course.

If the request is granted, the student’s original contract will be cancelled and a new contract will be signed between the College and the student, relevant to the course to which transfer has been effected, which will replace the terms and conditions of the original contract. The student will also need to sign the Contract Amendment form.
Procedures, roles and responsibilities

All requests made under the following circumstances will be considered:

1. Approval of changes (Transfers)

Changes to the original registration must be in accordance with registration requirements and the Transfer Policy. Students who wish to make changes to their original registration may apply to do so by contacting the Student Support Department and speaking to a Student Advisor.

Transfers may only be approved in accordance with the transfer policy. For Computer School programmes, transfers may only be approved within the first 8 months of the student’s contract.

2. Fees

A student will have his or her fees adjusted according to the current fee schedule. If authorisation for the transfer is obtained, the Student Services Department will send the student a new contract, including costs involved (deducting any credit transferable from the original course), plus a transfer administration fee.

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

The student’s account must be up to date before the transfer will be made. Furthermore, all students who transfer to a programme with a higher value than the original programme, and where the student intends to pay off the programme in instalments, must undergo a credit check and receive approval from the Credit Department.

Study material may only be returned for reduction in retention fees within the first four months from enrolment date. Transfers will only be considered up to a maximum of six months before the expiry date of the original contract.

3. Interim period

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

Extension of a study contract

Preamble

Should a student not complete the course or programme within the time stipulated in the contract with the College, the enrolment may be extended, provided the student has completed 75% of the required assessments. All extensions are subject to the approval of the relevant Academic School Head, and are guided by the qualification achievement end date, in the case of National Qualifications.
Policy

The College recognises that certain circumstances may obstruct or prevent the student from completing the desired course or 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 he or she encounters problems or circumstances that might prevent completion of the course, in order to request an extension of the contract.

Procedures, roles and responsibilities

The student should contact the Student Support Department to request an extension of the contract. The student must pay the fees due for extension of the contract period.

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.

Recognition of Prior Learning

Definition

INTEC College recognises the value of knowledge, skills and practical experience that students have developed as a result of learning opportunities found at work and in non-formal learning situations.

The process of identification, assessment and formal acknowledgement of prior achievement is commonly known as recognition of prior learning (RPL).

Purpose

The purpose of RPL is to formally recognise students’ relevant work experience for admission or access to a programme for which the student does not have the necessary entry qualification requirement, but has extensive working or life experience. RPL is therefore administered as a programme access process, rather than a programme achievement process. In other words, INTEC applies RPL only as a means to allow access to a programme, and not as a means to achieve a programme.

Process

Students who want to apply for RPL must submit a portfolio of prior achievements as part of their registration process. This portfolio will be sent to the relevant Academic School Head for screening.
Programme Structure

Preamble

Each programme has an established, approved programme of study, outlining the combination of modules that have to be completed successfully to entitle a student to certification as a graduate of the 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 and summative assessments 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.
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. Where a student enrolls for modules over and above the standard programme, it is advisable to allow at least one notional hour of study time per module per day for the extra modules chosen.

Academic Record-keeping

Purpose and intent

The College recognises its responsibility to the academic community and to the public for the orderly retention and disposition of all academic records, both active and inactive. The INTEC Academic Board carries ultimate responsibility for academic record keeping within the College. The Board oversees the proper and safe storage and maintenance of academic records and historically significant documents.

The following items of student information are kept and archived:

- a copy of the student’s identity document;
- proof of the student’s highest academic qualification at the time of enrolment with INTEC;
- a copy of the student contract;
- 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 INTEC Learner Management System (called Dorado).
TRANSFER OF ACADEMIC CREDIT

Internal Transfer

Preamble

The College recognises that subjects delivered within the College in different programmes may have the same essential learning requirements. The assigning of equivalency status allows students to receive an internal transfer of credit for an equivalent College course when entering another programme of study.

Policy

1. Subjects in the College will be deemed equivalent to other subject on the basis that they require the student to achieve the same or equivalent learning requirements.
2. An internal transfer of credit will be awarded to a student who has completed an equivalent subject in the College within the past five years.
3. In cases of internal transfer of credit, results provided for equivalent subjects will be automatically forwarded to the student’s current programme of study, subject to programme progression criteria.

Procedures, roles and responsibilities

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

External Transfer (Articulation)

Preamble

Formal recognition of learning attained in educational institutions enhances equality of educational opportunity, economic viability and geographic mobility. The INTEC credit transfer process recognises equivalency between formal educational courses and programmes.
INTEC will match and connect a student’s previous studies at another institution to the requirements for the course they want to do through INTEC College. Students may apply for credit transfers of subjects already completed in a partially completed programme at another educational institution, where the student intends to complete the programme through further studies at the College. The student may be granted credits where the learning outcomes of the subjects concerned can be matched to those of the corresponding College programme.

However, INTEC cannot accept a transfer of credits for more than 50% of any course. In other words, if a student has completed more than half of a formal course at another institution (say 80%), INTEC can only provide credits for 50% of the equivalent course at INTEC. The student will have to complete the outstanding 50% through INTEC, which means that the student may have to redo certain subjects.

No exemption may be given for the final level of the major subject in the programme. The credits required at the final level to obtain the College qualification must be completed through the College.

Policy

1. The College will award transferred credits to students for subjects completed at other recognised institutions, on the basis that the learning outcomes are equivalent and current to courses and programmes offered by the College.
2. Transferred credits will be recognised in the form of course exemptions.
3. The number of transferred credits will be limited so that at least 50% of the credits required in a complete programme of study must be completed at the College.

Procedures, roles and responsibilities

1. To receive exemptions for courses on the basis of external transfer of credit for articulation purposes, students must submit an 'exemption application' form with supporting documentation to the Academic Head of the School accompanying their application for registration. An assessment fee will be levied for all external transfers of credits, except where articulation has been confirmed by the National Qualifications Framework or where inter-institutional agreements are in place.
2. The Academic Head of each school will draw up and maintain a table of recognised course equivalencies to be updated on a yearly basis. The Academic Heads will use these lists to automatically process exemption applications within the terms of this policy.
3. Documentation required includes copies of the syllabi or learning outcomes of the subjects or courses for which transfer is requested, stamped and signed by the Head of the institution attended, as well as an original academic record issued by the institution the student attended, indicating the results/marks obtained.
4. In cases where the student applies for transfer of credit for a course that has not previously been declared equivalent, the application will be forwarded to the appropriate Academic Head to be assessed for equivalency. The Academic Head will report the decisions to the Branch Manager of the enrolling branch, and will record the equivalency exemptions which have been granted. The Branch Manager will notify the student of the results of the exemption application.
5. Registration may not proceed until the results of the exemption process have been made known by the Academic Head to the student and the Branch Manager.
Preamble

The College offers students the option of either paying their fees in full on registration, or paying a deposit followed by monthly instalments. All students who want to pay in monthly instalments must pass a detailed credit check, in line with the National Credit Act.

Policy

All students whose accounts are up to date are entitled to the rights and services corresponding to their registration by virtue of their contracts with the College. Students who are in arrears for more than 30 days forfeit their right to certain student services, including the release of exam results, the marking of assignments, and the issuing of awards.

Procedures, roles and responsibilities

1. Methods of payment

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

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

1.1 Cheques, money orders and postal orders

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

1.2 Credit cards

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

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

1.4 Direct deposits

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

2. Payment procedures

Initial payment

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

Payments for subject additions

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

3. Minimum financial commitments on registration

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

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

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

3.3 Letters of authority and bursaries

Where fees are paid by an employer, letters of authority and bursaries will be accepted from pre-approved companies. In the event of an employer or bursar not paying, the student will be held liable for fees and penalties, as the official contract (registration form) is between the College and the student.
The College will accept letters of authority from those employers who have been officially approved and accepted. Thereafter, the College does not involve itself in disputes between the employer and the employee, and accounts and receipts are sent to employers or sponsors. Results obtained by the student for all assessments will be released to the student, and only made available to the employer with the student’s written consent.

3.4 Rules relating to non-payment of fees

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

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

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

3.5 Sundry amounts

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

- all internal examination and examination-related fees;
- all external examination fees (where applicable);
- extra computer training and/or practice sessions; or
- external counselling, on referral of the College counsellors.

The student will be held responsible for all legal fees accrued that are incurred in the process of collecting unpaid debt.

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

Please see the table below for details of all study-related fees for 2011:

<table>
<thead>
<tr>
<th>Event</th>
<th>Fee details</th>
<th>Payable when</th>
<th>Amount payable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course registration</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course fee</td>
<td>At enrolment</td>
<td>As per the course fee schedule for 2011</td>
<td></td>
</tr>
<tr>
<td>Non-refundable registration fee</td>
<td>At enrolment, once-off (not annual)</td>
<td>R150 per course</td>
<td></td>
</tr>
<tr>
<td><strong>INTEC examinations, excluding High School</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exam registration fee, per subject</td>
<td>Before the cut-off date for exam registrations</td>
<td>R430 per subject</td>
<td></td>
</tr>
<tr>
<td>Past papers</td>
<td>When past papers are ordered</td>
<td>R55 per paper</td>
<td></td>
</tr>
<tr>
<td>Exam script re-mark, per subject</td>
<td>When a re-mark is requested</td>
<td>R250 for re-mark</td>
<td></td>
</tr>
<tr>
<td>Examiner’s report</td>
<td>When the examiner’s report is requested</td>
<td>R390 per report</td>
<td></td>
</tr>
<tr>
<td>Private invigilation request</td>
<td>When the private invigilation request has been approved by the College</td>
<td>• R250 per subject, within South Africa</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• R700 per subject, within neighbouring countries</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fee available on request for all other countries</td>
<td></td>
</tr>
<tr>
<td><strong>High School internal examinations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exam registration fee, per subject</td>
<td>Before the cut-off date for exam registrations</td>
<td>R430 per subject</td>
<td></td>
</tr>
<tr>
<td>Past papers</td>
<td>When past papers are ordered</td>
<td>R85 admin fee, irrespective of number of papers ordered</td>
<td></td>
</tr>
<tr>
<td>Exam script re-mark, per subject</td>
<td>When a re-mark is requested</td>
<td>R250 for re-mark</td>
<td></td>
</tr>
<tr>
<td>Examiner’s report</td>
<td>When the examiner’s report is requested</td>
<td>R390 per report</td>
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<td></td>
<td></td>
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<td>• Fee available on request for all other countries</td>
<td></td>
</tr>
<tr>
<td>Event</td>
<td>Fee details</td>
<td>Payable when</td>
<td>Amount payable</td>
</tr>
<tr>
<td>-----------------------</td>
<td>--------------------------------------------------</td>
<td>--------------------------------------------------------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>IAC examinations</td>
<td>Exam registration fee, per subject</td>
<td>Before the cut-off date for IAC exams registrations</td>
<td>R600 per subject</td>
</tr>
<tr>
<td></td>
<td>Examiner’s report</td>
<td>When the examiner’s report is requested</td>
<td>R390 per report</td>
</tr>
<tr>
<td></td>
<td>Past papers</td>
<td>When past papers are ordered</td>
<td>R55 per paper</td>
</tr>
<tr>
<td></td>
<td>Exam script re-mark, per subject</td>
<td>When a re-mark is requested</td>
<td>R250 for re-mark</td>
</tr>
</tbody>
</table>
|                       | Private invigilation request                     | When the private invigilation request has been approved by the College | • R250 per subject, within South Africa
                                                     |                                                      | • R700 per subject, within neighbouring countries |
|                       |                                                  |                                                        | • Fee available on request for all other countries  |
| Cambridge examinations | Exam registration fee, per subject               | Before the cut-off date for exam registrations         | R1 265 per subject                                  |
|                       | Various fees related to re-marks                 | On request of a re-mark                                | Fees are available from Cambridge directly, as payment is not made to INTEC but to Cambridge |
| Re-issuing of award   | Award re-issue fee                               | When application is made for an award to be re-issued  | R100 per award                                     |
| Re-issuing of student card | Student card re-issue fee                      | When application is made for a student card to be re-issued | R20 per card                                       |
| Course extension request | Course extension fee                            | When application is made to extend the course contract | R200 per outstanding assignment, depending on the number of outstanding assignments |
| Course transfer request | Course transfer fee                              | When application is made to transfer to another course | See the detailed explanation below.                 |

**More about course transfer fees**

If a student requests 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.

For example, if a student has been enrolled on a course that cost R4 000 for less than 6 months and wants to transfer to a new course that also costs R4 000, the cost of the new course will be:

- 25% of the cost of the current course (which is R1 000)
- **PLUS** or **MINUS** the difference between the current and the new course (which is R0)
- **MINUS** the value of any unused study material returned to the College (say this is R100)

The cost of the new course will therefore be R1 000 minus R100, which is R900.

Or if a student has been enrolled on a course that cost R10 000 for more than 12 months and wants to transfer to a new course that costs R5 000, the cost of the new course will be:

- 75% of the cost of the current course (which is R7 500)
- **PLUS** or **MINUS** the difference between the current and the new course (which is minus R5 000)
- **MINUS** the value of any unused study material returned to the College (say this is R100)

The cost of the new course will therefore be R7 500, minus R5 000, minus R100, which is R2 490.

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.

**Other costs**

In some cases, the following additional costs (not payable to INTEC, but payable to a third party) must be considered:

1. **Institute membership and examination fees**
   For some programmes that are endorsed or linked to a professional institute, students have to pay the relevant institute membership and exam registration fees. Fee details are available from the relevant institute, whose contact details are provided on the relevant INTEC brochure.

2. **External exam fees for computer-related courses**
   For those computer courses where students have to write an external exam, the relevant external exam fees must be paid to a registered testing centre. Fee details are available from the relevant testing centre, whose contact details are provided on the relevant INTEC brochure.

3. **Issuing of duplicate certificates from SETAs**
   For national qualifications, where the awards are issued by a SETA, the SETA’s re-issuing fees will apply.

4. **Cambridge examination re-mark requests**
   Students who request a re-mark for their Cambridge exam scripts have to pay a re-mark fee to Cambridge. Scripts are marked in the UK, and Cambridge has an extensive fee schedule for different types of re-mark requests. These fees are available on request from INTEC, or directly from Cambridge.
5. **Practical components of a course**
   For some courses, the practical component is managed by an INTEC provider partner. Fees are payable directly to the practical partner. Details of whether such fees are applicable will appear on the course brochure.

6. **Hardware and software**
   For some computer-related courses, students require a computer fitted with very specific minimum specifications related to software and hardware. Students must ensure that they keep in mind the costs of acquiring this hardware and software, if they don’t already have the equipment upon enrolment.

7. **Textbooks**
   For most courses, INTEC supplies students with their textbooks. However, for some courses, students have to buy their own textbooks, such as prescribed literature for certain High School subjects. This will be made clear on the relevant brochure.

8. **Courier fees for foreign students**
   INTEC sends study material to students who live outside South Africa via normal mail. Those foreign students who want their study material couriered to them must pay the courier fee. The fee will depend on the weight of the parcel and the destination country.

9. **Final Grade 12 exams**
   For the final Grade 12 exams that are conducted and managed by the Department of Education, students will have to pay an exam fee to the venue where they will write the final exams. This fee is set by the venue, and may differ from region to region.

**Financial aid**

INTEC offers students the opportunity to pay off their tuition fees in instalments. In all cases, a deposit will be payable. The instalments will depend on the tuition fees, as well as the length of the tuition contract. All instalments are payable within the tuition contract.

**Unpaid debt**

Some students may incur debts by falling into arrears on their instalment payments while studying with INTEC. Students are obliged to honour financial obligations in order to receive services from the College. The College will formally notify students of any outstanding obligations and will take appropriate actions should these not be met. Outstanding obligations are identified in the statements sent to each student every month.

If a student does not clear his or her obligation while engaged in the programme for which he or she is enrolled, the College will:

- refuse to produce a transcript, diploma or certificate;
- withhold academic and other services provided to students; and
- take appropriate action to collect the debt by means of the agreement with its shared services partner for debt collection.

To have an encumbrance lifted, the student will have to pay the outstanding debt.
CANCELLATION POLICY AND PROCEDURES

Policy

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

1. Cooling-off period
2. Gross product or service failure

Cooling-off period

All students have the right to cancel the tuition agreement within 14 (fourteen) days from the date of registration (called the cooling-off period), whereafter the tuition agreement shall not be cancelled without the consent of both parties (the College and student).

Gross product or service failure

Gross product or service failure is defined as severe administrative or academic failure by the College, where such failure directly prevents a student from successfully completing his or her course within the contract period.

Cancellation procedures

All cancellation applications must be made in writing to the Student Services Department. Cancellation requests must be sent to cancellations@intec.edu.za. No request for cancellation will be considered unless backed by documentary proof substantiating one or more relevant grounds for cancellation.

Please note:

Applications for cancellation that are not related to the cooling-off period will be considered only once the service or product-related complaints have been through the complaints resolution process. In other words, students should only apply for cancellation once they (a) have exhausted the complaints resolution process, and (b) have been given a formal reference number during the complaints resolution process.

All cancellation applications and supporting documents received by the Student Services Department are forwarded to the INTEC Cancellation Committee, which meets weekly. The Committee will make a decision within 15 days of receiving the request. The INTEC Cancellation Committee may request input from any member of staff who may assist in reaching a decision on the application for cancellation.

The Finance Department must obtain clearance authorisation from the bank before approving any refunds.
If authorisation for the cancellation is obtained, the Student Services Department will process the necessary documentation to cancel the course. On cancellation of a course, the two parties (the College and the student) will return to the status quo as before the contract was signed.

The Student Services Department will contact and inform the student within 2 working days of the Cancellation Committee meeting being held of the decision taken by the Committee. The student will also be informed in writing of the decision taken. Failure by the student to adhere to the above procedure will result in students being held responsible for the full outstanding fees plus finance charges and collections costs, in the event of legal action.

**Refunding of fees**

The INTEC Cancellations Committee will decide whether a refund will be granted, as well as the value of the refund. The value of the refund is determined in the following manner:

- Where a cancellation is granted *before* the dispatch of any study material, fees are refundable in full, less the registration fee.

- Where a cancellation is granted *after* the dispatch of any study material, the amount refunded will depend on whether the study material has been returned to the College, unopened and in good condition. If so, fees are refundable in full, less the registration fee. If not, fees are refundable in full, less the registration fee and the value of the study material. Study material must be returned to the College via Registered Mail.

Since cancellations may involve a lengthy process of students having to return study material and the College having to review the returned study material, refunds for cancellations can take up to 3 months to process. Where refunds are due because of overpayments by students, rather than course cancellations, these refunds will be processed within 4 weeks.

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

**Appeal procedures**

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

A written response will be sent to the student within 30 days of the appeal being considered by the Cancellation Committee. If the cancellation is not granted after the appeal, the student has the right to appeal directly to the Educor FET Academic Executive. The decision of the FET Academic Executive will be final. During the appeal procedure and until a resolution is reached, the original contract between the College and the student remains in force and both parties are liable to fulfil their obligations according to the terms of the contract.
DOCUMENTING THE LEARNING PROGRAMME

Definitions

Study programmes, study guides and study units are essential components of all learning programmes at the College. They are defined as follows:

- Your **study programme** documents the course outline at the course, subject and item level. You will receive a print-out of your study programme with your study material. Your study material will show the course you are registered for, all the subjects that appear in your course, all the items (study units, textbooks, etc.) that make up each subject, as well as your assignments that you have to submit to the College for marking.
- Your **study guides** contain instructions on how to work through each 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, and in which order. A study guide usually also contains the assignments that you have to submit for marking.
- Your **study units** contain the actual learning material. Study units are equivalent to textbooks, in that they contain the facts you have to study in order to pass a subject. Your study guide will indicate the sequence in which you should work through your study units.

Policy

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

Procedures, roles and responsibilities

1. Study programme

   1.1 The study programme is prepared by the Programme Manager, using an approved format and acting on instructions from the Programme Advisory Board.
   1.2 Approved study programmes are provided to each student and are used to support learning. Students are responsible for keeping their programme outlines for future use in applications for transfer of credit to other educational institutions.

2. A study guide contains the following:
   - an explanation of the purpose of the study guide;
   - a study schedule;
   - an explanation of study sessions (prescribed reading, learning outcomes and assignments);
   - an overview of each study unit (specific outcomes, assessment criteria, critical cross-field outcomes; activities and competence checking questionnaires);
   - student support information and contact details; and
   - assignments for submission.

   Study guides and study units are developed by the Centre for Learning Materials Development, and follow a rigorous prescribed production route and quality assurance processes.
ASSESSMENT OF LEARNING

Preamble

The College is responsible for the assessment of each student's performance through the application of standards that guide assessment, 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 is 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 called examinations).

Formative assessment

All learning programmes require students to complete assessments in the form of tests, written assignments, portfolios 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 performance.

Summative assessment

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

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

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

Policy

1. 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 assessment decisions.
Procedures, roles and responsibilities

Formative assessment

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 ongoing feedback regarding progress and to provide a further opportunity to learn.

2.3 Results of the assessment are formally documented and communicated to the students in a manner that is timely, supports their ongoing learning, and identifies academic progress.

2.4 For some learning programmes, the formative marks count toward the final mark that lead 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.

Summative assessment

Students who are enrolled on examinable learning programmes are required to pass all their exams in order to receive the relevant award. Examination sessions are generally conducted twice a year – in May/June and in October/November. Students who qualify to write examinations will be sent a letter of invitation to write an exam. It is the responsibility of students to send their examination entry forms to the College before the exam 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. Students can write the College exams up to 1 year after their study contract has ended. 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 exam entry form, but has not received an examination confirmation letter by two weeks before the examination, must contact the College immediately.
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.

Competency – Formative Assessment

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

Competency – Summative Assessment

- 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 exams). The relevant study guide will inform students of the summative assessment pass mark requirements.
- Students will receive a distinction should they obtain a subject exam mark of 75% or more.
- Credits per course may be accumulated up to a period of three years.

Re-marks and appeals

Students have the right to request a re-mark of an examination paper. Students may also request an examiner’s report per subject.

Exam rules

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

- You are required to write all your exams on the date and at the time officially specified by the College.
- You must arrive at the exam centre no later than 30 minutes before the start of an exam.
- You will only be permitted access to the examination hall if you have the following:
  - your exam confirmation letter, confirming your exam registration at the centre;
  - your identity document or other official proof of identity (e.g. passport or driver's licence card with photo); and
  - the required exam stationery and additional requirements (e.g. a calculator).
• If, *for a valid reason*, you have not received your exam confirmation letter in time for the exam sitting, you will *not be turned away*. The invigilator will confirm your registration with the College before you can enter the exam room. However, you will be allowed to write only if the College agrees that there is a valid reason for the absence of your exam confirmation letter.

• You must sign the *attendance register* when you arrive and when you hand in your exam answer booklet before leaving the exam room.

• Ensure that you are writing the correct exam paper and that the exam paper contains all the sections and questions. You will find a summary of the exam contents on the cover page of the exam paper.

• Be sure to write your student number on the cover of the exam booklet.

• You may use *only* the official INTEC College exam 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 exam question paper.

• Leave all your personal belongings at the front of the exam room. Remember that you do so at your own risk and that neither INTEC College, the exam centre, nor any staff members will be held responsible for the loss, theft or damage of your belongings.

• Switch off your cell phone before you enter the exam *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 exam 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 exam paper. You may not bring into the exam room any other materials, notes or articles unless otherwise stated on the exam question paper.

• You may not enter the exam room more than one hour after the exam has started. You may not leave the room during the first hour of the exam.

• Once the exam begins, you may not speak or in any way communicate with other students until you have left the exam room.

• You may communicate with an invigilator quietly, if necessary.

• Neither you nor the invigilator may pass stationery or anything else from person to person while the exam is in progress.

• If your exam period is shorter than the exam period of other students writing different papers in the same room, you may leave the exam room *quietly*.

• Only under exceptional circumstances will you be permitted to temporarily leave the exam room while an exam is in progress. If the invigilator gives you permission to leave, he or she will accompany you. Only one student may be absent from the exam room at a time.

• You may not smoke in the exam room, nor may you leave the exam room to smoke while an exam is in progress.

• You may not tear pages out of your exam booklet. You must hand the booklet to the invigilator after the exam. You may not use scrap paper.

• Make sure that you follow the instructions for each question.

• You may not act dishonestly in any way to improve your exam marks.

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

INTEC 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 exam sitting in order to improve exam 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 exam 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 whilst 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 word “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:
  1. the incriminating evidence;
  2. the answer book/s of the candidate; and
  3. 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 INTEC Exams Committee will prepare an Irregularities Report for each exam session. This report will be tabled at the INTEC Exams Board, with recommendations related to each instance of an irregularity. The Exam Board will, based on the evidence at their disposal, make a decision on further action.

Appeals

Where the Exams Board has found that a candidate is guilty of dishonesty during an exam sitting, a candidate may appeal against the findings of the Board.
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 assignmentqueries@intec.edu.za; or
- re-submitting an assignment to the College, together with a reason for the appeal.

The relevant Tutor Coordinator 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 exam 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 exam 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 Exams Department, and submit the completed form to the College. Re-mark requests are payable as per the current fee schedule.
- For any other appeals, the student must appeal in writing to examqueries@intec.edu.za. These appeals will be tabled at an ad hoc sitting of the Exam 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 Exam Appeals Committee.

The Exam Appeals Committee consists of:

- the Quality Assurance and Regulatory Compliance Manager;
- the Exams Manager;
- the chair of the Exams 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 Exams Department.
- The student will receive acknowledgement of receipt of the application, and will be notified when the next Exam Appeals Committee will be held.
- The Academic Head of the relevant school presents the completed appeal document to the next meeting of the Exam Appeals Committee.
- The Exam Appeals Committee will make a decision on the appeal and will inform the student of this decision.
- The decision of the Exam Appeals Committee is final.
- The Academic Board is notified of all decisions made by the Exam Appeals Committee at the following board meeting.
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 curriculation 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, as well as 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 INTEC College Exam 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)**

INTEC offers learning programmes that fall into three main categories, namely:

- National qualifications
- INTEC provider programmes
- 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. INTEC only issues a statement of results.

**Provider programmes**

INTEC 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. INTEC issues the relevant award in the case of provider programmes, provided that the student meets all assessment requirements.

**Agent programmes**

INTEC 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, INTEC will only issue a statement of results.

**Certification responsibilities**

All awards are issued by the Awards Department, which falls under the management of the Exams Manager. Certification signatories are the relevant Academic School Head, as well as the Principal of INTEC. 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**

INTEC 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 INTEC 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 INTEC 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 INTEC student record database.
SPECIAL ALLOWANCES FOR INDIVIDUAL NEEDS

Preamble

INTEC 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 prevails for all students, alternative arrangements in the courseware, learning support and assessment of students can be made to provide more equal opportunities for persons with disabilities.

The learning experience requires 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:
  o students who are temporarily or chronically ill;
  o students who face major personal crises, such as bereavement; or
  o 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.

General Procedures

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

Students with disabilities are invited to discuss their particular individual needs with the INTEC Student Counsellor, who will help 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;
- be on a letterhead of the above person;
- have legible dates and handwriting;
- include information on the specific impairment, medical or mental health condition;
- indicate whether the disability is permanent, temporary, or fluctuating;
- clearly outline the functional implications/impact on study ability of any disability resulting from an impairment, medical or mental health condition;
- give any suggestions/recommendations for relevant alternative support; and
- be recent, i.e. in the last two-week period if it is a temporary condition, in the last six months for fluctuating condition, and in the last three years for a learning disability. Recent dates are not required for a permanent disability.

No adjustment of actual marks obtained by students in any regular tests, exams, 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 with respect to 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 sessions);
- adjustments to a student's regular academic/exam 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 INTEC 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 (who convert study material into Braille) and Tape Aids for the Blind (who record study material onto audiotapes).

Requests for specific arrangements for summative assessments need to be submitted to the Exams 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 exam session they intend to write.

**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, fax or e-mail.
Requests for specific arrangements for examinations need to be submitted to the Exams 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 exam 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 Tape Aids for the Blind, who can record study material onto audiotapes.

Students will be allowed to use a computer with a spell checker (except for Language courses). Extra time can be granted for examinations (45 min. 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/assessor of the student’s disability.

Students will not be penalised for spelling or grammatical errors (unless in the instance of a Language subject, where the inherent requirement of the subject is to be able to spell and use grammar correctly). Here the tutor/assessor will use 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 Exams 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 exam session they intend to write.

**Other disabilities**

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

The student advisory programme of the College seeks to foster a sense of connection and partnership between the academic goals of students and the institutional mission to provide excellence in education.

Policy

The primary purpose of advisory services is to assist students in their pursuit of achieving their educational goals.

The parameters of advising may include:

- helping students understand the available institutional support services;
- helping students understand institutional policies and procedures;
- supplying students with information on academic progress through the programme; and
- facilitating the resolution of problems and escalation of complaints.

The student advisory services also help the College by gathering information gained from the relationship between advisors and students on the level of service provision, as well as problem areas that might exist.

Procedures, roles and responsibilities

1. Every student has access to advisors and to the services that students require. The advisors form part of a support network of College personnel and services.

2. The aim of the student advisory service of the College is to help students make sound and informed decisions regarding their development, and to support, motivate and guide students through their learning programmes during the period of their contract.

3. Student advisors are members of staff who demonstrate advising skills and have detailed knowledge of learning programmes, internal procedures and policies, as well as the services offered by the College. Advisors have access to ongoing training and support tools.

4. The College advisory service is consistent with a common vision and central guidelines, but flexible enough to respond to the particular needs of individual students.
COMPLAINTS POLICY AND THE COMPLAINTS RESOLUTION PROCESS

Preamble

The College strives to meet the needs of all registered students. In doing so, the College recognises the rights of students, as well as its responsibility to provide an appropriate learning environment.

During the period of a student’s contract with the College, difficulties may be encountered relating to various aspects of learning and the learning programme. The College aims to resolve all student complaints as quickly as possible.

Policy

1. It is in the interest of all members of the College community that complaints raised by students are dealt with in a way that respects the rights of all parties and leads to the rapid resolution of disputes.
2. It is in the best interest of all students with unresolved matters to follow the prescribed complaints resolution process.
3. Students have the right to raise complaints and expect feedback on such complaints.
4. The College recognises that in some instances students may need assistance in initiating resolution of the problem. This assistance can be sought from the Student Services Department, via a Student Advisor.
5. Where a complaint is brought against an individual, it is the right of the student to seek a resolution through the various levels of supervision in the department involved.
6. All formal complaints must be in writing, as prescribed by the Department of Education in the FET Regulations.

Procedures, roles and responsibilities

Before proceeding with a complaint, students are advised to follow the prescribed complaints resolution process. Failure to follow the prescribed process will necessarily result in the complaint taking longer to be resolved.

Formal complaints resolution process

1. The complaints resolution process must be followed by all students who could not resolve any outstanding matters through either (a) the Student Services Department, or (b) via the query process directly to the relevant College department.
2. All students who want to lodge a formal complaint must send an email to complaints@intec.edu.za, requesting a pro forma Complaints Resolution Form.
3. On request from a student, the Complaints Resolution Form will be emailed to the student.
4. The student must complete all sections of the Complaints Resolution Form, and must email the form back to complaints@intec.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. All students who submit a complaint will receive an acknowledgement of receipt within 48 hours from the College.
7. All further email communication to the College during the complaints resolution process must include the reference number in the subject field of the email (rather than the student number). This reference number is automatically generated when the Complaints Resolution Form is completed. It can be found in the top right-hand corner of the form, and is made up of the student number and a date code.

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 INTEC.

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 Educor 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.

14. All formal complaints that come via the complaints resolution process will be communicated to the Department of Education periodically, together with the final outcome of the process.