



REGENESYS
Awakening Potential

ACADEMIC REGULATIONS HANDBOOK

2026

Version 32.1



WELCOME TO REGENESYS EDUCATION!

Please familiarise yourself with our Academic Regulations

And please be aware that our Regulations change from time to time by Senate resolution, as such, check the portal regularly for the latest updates.

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Dear Regenesys Education Student

Please allow us to take this opportunity to warmly welcome you into our world of awakening potential. We look forward to an exciting, shared experience that will change both your life and Regenesys Education for the better.

We commend you for your decision to take your studies to the next level and, from the outset, would like to offer you as much support as possible. Because we are well aware of and understand the demands that you will face as you attempt to find a balance between your job, your family and your studies, we have put together this Academic Regulations Handbook to guide you.

This handbook is designed to help you to understand and navigate the intricacies of the academic world. Academic rules and regulations exist not to make further study any more of a challenge than it already is but rather to guarantee that a certain level of quality is adhered to and that universally recognised standards of excellence are maintained. Regenesys Education subscribes to these rules and regulations so that anyone who encounters a Regenesys Education graduate will know that their qualification is of an impeccably high quality. Regenesys Education offers a number of academic programmes (both contact and distance modes) accredited by the Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE). The HEQC is mainly responsible for the accreditation of higher education learning programmes provided for by the Higher Education Act, 1997 and NQF Act 67 of 2008.

It is therefore imperative that you familiarise yourself with this handbook so as to be certain that you are always making the most of the stellar academic standards that Regenesys Education makes available to you in the interest of uniformity and high quality.

This handbook is, furthermore, your best guide to the services that are available to you as a contact or e-learning student at Regenesys Education. It will help you to utilise these opportunities to the fullest and greatly enhance your learning experience in the process. You are also encouraged to make use of the student portal daily for up-to-date information relevant to you as a Regenesys Education student.

Please use this valuable tool and help us to help you get everything you are hoping for, and more, out of your personal and academic relationship with Regenesys Education. Do not hesitate to contact us, should you have any queries, comments or concerns, or if you feel in need of some extra support.

We appreciate your hard work and commitment.

Kind regards

The Regenesys Education Team

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1. PURPOSE

This policy document provides the academic rules, regulations and requirements for academic programmes accredited by the Council on Higher Education (CHE), and which are offered by Regenesys Education (Pty) Ltd.

2. OBJECTIVES

- 2.1 To inform students of the academic rules and regulations for the duration of their studies.
- 2.2 To serve as a guideline for the administration of learning programmes at Regenesys Education.

3. PRINCIPLES

Transparency: To provide all the information related to the academic rules and regulations of Regenesys Education.

Fairness: These rules and regulations will be followed to ensure fairness for all students.

4. DEFINITIONS

- 4.1 **'Academic Committee' (AC)** refers to a committee that addresses student requests pertaining to deviation from academic procedures and processes.
- 4.2 **'Assessment opportunities'** means occasions for assessment as determined by the academic calendar concerned. These include assignments, portfolios, tests, practical's and examinations, both paper-based and electronic.
- 4.3 **'Assessment'** means the systematic collection of evidence of students' performance in respect of defined criteria to achieve a specified set learning outcome and based on such evidence, the making of decisions concerning the progress of students.
- 4.4 **'Assessor'** means the person responsible for teaching and assessing a module, usually the facilitator.
- 4.5 **'Appeals Committee'** means the Appeals Committee constituted by the chairperson of the Student Disciplinary Appeals Committee (SDAC) to consider the merits of student appeals arising from decisions of the Student Disciplinary Committee which are referred to the Appeals Committee by the Student Disciplinary Committee.
- 4.6 **'Certificate'** means a document that is issued as evidence of compliance with the requirements of the learning programme.
- 4.7 **'Dissertation'** means a written document of specified scope and length that communicates the work pursued in the course of the project, its context and outcome, proving that the candidate is conversant with the method of research in partial

compliance with the requirements for the prescribed outcomes of a coursework master's degree.

- 4.8 'Employee'** means a permanent or temporary employee currently employed at Regenesys Education.
- 4.9 'Exemption'** means recognition that is granted within the framework of the admission requirements of accredited learning from an approved or accredited provider, which is usually confirmed by means of academic records or other documents.
- 4.10 'External assessor'** means a subject matter expert who is not an employee of Regenesys Education, but who is appointed by Regenesys Education to assess students' work.
- 4.11 'Academic Head'** means a leader who manages an academic unit within the institution's faculty or school whereas, the **Head of School** means a leader who manages the entire school.
- 4.12 'Initiator'** means any employee of Regenesys Education appointed by the chairperson of the Academic Committee to conduct the case for and present the evidence on behalf of Regenesys Education at the Student Disciplinary Committee.
- 4.13 'Marks'** means the following in the defined context:
- a) **'Module mark'** means the mark obtained from formative assessment opportunities during the period of registration for the module. The module mark obtained from the formative assessment is calculated as determined by the Assessment and Moderation Policy.
 - b) **'Final mark'** means a mark calculated according to a prescribed ratio or proportion, and or weighting, per programme of the module mark and the mark of the last summative assessment opportunity.
- 4.14 'Master's degree'** means the following in the defined context.
- a) **'Coursework master's programme or degree'** means the completion of compulsory, formal, modules that constitute a significant part of the requirements for graduation, with a dissertation accounting for the balance.
- 4.15 'Maximum duration'** means the maximum time allowed for completion of a programme, from registration to certification (graduation).
- 4.16 'Minimum duration'** means the minimum time in which a programme may be completed, from registration to completion of the coursework.
- 4.17 'Moderator'** means a competent assessor who is familiar with the subject content. This includes an internal moderator employed by Regenesys Education or an external moderator appointed by Regenesys Education for this purpose only.
- 4.18 'Module'** refers to a predetermined unit of teaching and learning, and means the following in the defined context:

- a) **‘Compulsory module’** means a module that students must register for as part of a particular programme, and whose outcomes students must achieve successfully before a qualification can be awarded.
 - b) **‘Elective module’** means any module that can be exchanged for another module as provided for in the programme.
- 4.19 ‘National Qualifications Framework’ (NQF)** means the structure within which all national qualifications are registered. The NQF is maintained by South African Qualification Authority (SAQA).
- 4.20 ‘Outcomes’** means a demonstration of desired and relevant abilities (knowledge, competencies, attitudes and values). Normally modules have specific learning outcomes.
- 4.21 ‘Plagiarism’** means the act of representing the ideas, writings, works or inventions of others as the fruits of one’s own original intellectual endeavours without adequately acknowledging the author or source. (Plagiarism is covered extensively in Section 15 of this handbook).
- 4.22 ‘Premises’** means the DHET-registered premises of Regenesys Education in Sandton or any other premises where Regenesys Education conducts both skills and qualifications-based training.
- 4.23 ‘Programme’** means a purposeful and structured set of learning experiences leading to a qualification comprising a set of credit-bearing, NQF level-pegged modules.
- 4.24 ‘Qualification’** means the formal recognition and certification of learning outcomes by an accredited provider as reflected in the degrees that the provider confers, and the diplomas and certificates it awards.
- 4.25 ‘Recognition of prior learning’ (RPL)** means the recognition of any appropriate learning that has occurred prior to admission to a formal learning programme, based on the demonstration of particular abilities in respect of knowledge, competence, attitudes and values.
- 4.26 ‘Registrar’** means The Registrar of Regenesys Education.
- 4.27 ‘Research supervision team’** means the team of academics appointed by Regenesys Education to give professional and academic guidance to students enrolled for a postgraduate research project under his/her name, and to ensure the provision of adequate financial, spatial and infrastructural support for the research project prior to enrolment.
- 4.28 ‘Special assessment’** or examination opportunity means a further assessment opportunity equivalent to the original assessment opportunity aimed at accommodating students who were unable to be assessed during the original assessment opportunity, and for which a fee is payable. A deferred or special assessment opportunity is also

granted on the basis of substantiated medical reasons or death in the immediate family only. In such a case no fees are applicable.

4.29 'Student Disciplinary Committee' means a committee constituted by the chairperson of the Academic Committee to adjudicate charges of misconduct relating to students.

4.30 'Student' means any person, who is registered for a qualification or skills course at Regenesys Education. A student's status begins on the first day of orientation and continues until they graduate, are expelled or suspended, drop out, or do not intend to register for the next module or semester.

4.31 'Supplementary examination or summative assessment' means an assessment that supplements the original assessment granted to students provided that the conditions for such a second examination opportunity have been met.

4.32 'Credit Accumulation and Transfer' (CAT) refers to an arrangement whereby the diverse features of both credit accumulation and credit transfer are combined to facilitate lifelong learning and access to the workplace. Is the practice of accumulating credits from one or more cognate learning programmes in one or more institution/s and transferring those credits to be recognised towards a qualification or part-qualification in the same institution or in a different institution. The credit accumulation and transfer mechanism should be used where the qualifications involved, and the programmes leading to them, are closely relate.

5. GENERAL PROVISIONS

5.1 Legal Requirements

These regulations are subject to:

- a) All statutory and common law, in particular the Constitution of the Republic of South Africa of 1996, the Higher Education Act 101 of 1997 (as amended) and all other statutes and legislation relating to higher education.
- b) Amendments to – and deviations from – these regulations as approved by the Senate.

5.2 Reviews and Revisions

- a) This policy will be reviewed at least every third year from the date of first implementation.
- b) This policy will be revised if there is a change in higher education policy.
- c) This policy may be amended with the approval of the Senate from time to time. Amendments will take immediate effect, subject to ratification by the Senate. Such amendments will not be retrospective.

6. LANGUAGE

The language of instruction, assessment and academic administration is English, as determined by the Language Policy of Regenesys Education.

7. ADMISSION REQUIREMENTS AND SELECTION CRITERIA

7.1 Admission requirements and selection criteria for study at Regenesys Education are stipulated in the Admissions Policy; as well as the Exemption Policy.

7.2 Assessment for Recognition of Prior Learning (RPL)

Assessment for recognition of prior learning is governed by the Regenesys Education RPL Policy as contained in the Admissions and Exemption Policy.

7.3 Regenesys Management Admissions Test (RMAT)

- a) To counteract the high cost of the commercial versions of recognised academic admission tests such as GMAT and IELTS, Regenesys Education has developed its own integrated and comprehensive entrance test: the **Regenesys Management Admissions Test (RMAT)**.
- b) We do not require South African students applying for programmes on NQF Levels 5 – 8 to undergo an English language test or submit proof of having undergone a commercial assessment, as all these students have already completed their schooling and other studies in English.
- c) However, we do require all MBA applicants, and all foreign and RPL applicants for any level of study at Regenesys Education to take our in-house RMAT.
- d) The RMAT is a 60-minute, 6-level multiple choice test, with the two highest levels modelled on, and set at, the same standard as the GMAT.
- e) The questions in the test are served randomly to each applicant within each level and category of question type, meaning that there is almost an infinite number of question combinations so that the test cannot be learned, and students sitting close to one another cannot copy from each other, etc.
- f) The RMAT will start all applicants, irrespective of their previous qualifications, at Level 1, Question 1. Applicants need to work at what they believe is their optimum combination of speed and accuracy through as many questions as they can within the time available and are assisted by a count-down clock in the corner of their screen.
- g) Applicants must achieve a minimum score of at least 65% at each level in order to proceed to the next, more difficult, level.
- h) The RMAT contains the typical three broad question categories of English Literacy, Quantitative Reasoning and Integrated Reasoning, with multiple sub-categories under each of these categories. An additional category of Analytical Writing Assessment is also included in the test.
- i) The scores are used as follows:

Programme	(below)	Borderline Score	(between)	Acceptable Score	(above)
MBA (NQF 9)	Not acceptable for admission; referred to an academic advisor	250	Invited for a case study test and a selection interview	350	Acceptable for admission
PDBM (NQF 8)		130		200	
BBA (NQF 7)		50		90	

- j) Students who perform below the acceptable score, but perform well in their selection interview, *may* be admitted subject to the conduct of additional internal assessments.
- k) An additional fee is payable for the RMAT.
- l) All MBA applicants are required to participate in a selection interview in addition to the RMAT.

8. REGISTRATION

8.1 General Principles

- a) Students register for a programme subject to the regulations that apply at the time, and thereafter, are subject to amended regulations.
- b) Students complete, sign and submit a formal agreement with Regenesys Education when they register for the programme.
- c) Students are required to advise Regenesys Education of their module choices in advance, per semester, including indicating the electives that they have chosen (as applicable). Elective modules will be offered subject to adequate student numbers, which implies that NOT ALL electives may be offered every year.
- d) The first instalment of the tuition fee as determined by Regenesys Education is payable upon registration.
- e) After registration, students are obliged to pay the outstanding fees due on – or before – the dates stipulated by Regenesys Education. Students who cancel their registration are not entitled to reimbursement of the registration fee and are deemed to have accepted full and unconditional financial liability for all the programme/module/course fees upon enrolment. The entire fee shall become immediately due and payable, irrespective of attendance, access to course content, academic performance, or withdrawal from the programme/module/course
- f) Students who default on payment will not be allowed to continue with any module until payments are up to date.
- g) Students who register late are liable to pay a late registration fee in accordance with the Student Fees Policy.
- i) Students submit themselves to the rules and regulations of Regenesys Education and undertake to pay the prescribed fees by signing the official registration form.
- j) The registration of students is valid for the applicable registration period only and lapses on expiry of this period.

- k) Students may not register simultaneously for two academic programmes at Regenesys Education.
- l) A student must declare whether he or she is studying at another institution, and such studies must not detrimentally affect his or her progress with – or participation in – the Regenesys Education programme for which he or she is enrolled.
- m) The Senate may determine the minimum number of students who should register for a programme or a module in order for it to be offered in a particular year.
- n) Regenesys Education does not guarantee that students who register for a qualification and successfully complete that qualification will be registered with a professional board or council or be successful in obtaining employment.
- o) Regenesys Education does not supply prescribed or recommended textbooks, and students must purchase their own copies.
- p) All enrolled students are mandated to access their course material and other study amenities on the Learning Management System (LMS) during the course of their studies. Terms and conditions may apply
- q) The Admission Department must approve programme admissions.

8.2 Documents to be submitted upon registration

- a) At registration, prospective students who register for a specific programme at Regenesys Education must submit, with their registration form:
 - i) Identity document.
 - ii) Highest academic qualification obtained.
 - iii) USAF evaluation of the school-leaving certificate (undergraduates) if required
- b) Additional documents to be submitted when registering for postgraduate studies or when transferring from other higher education institutions:
 - i) Highest academic qualifications or academic record from previous higher education institution.
 - ii) Motivational letter written by the student.
 - iii) Curriculum Vitae.
- c) In exceptional cases, where documentation is not available upon registration, conditional registration will be allowed only with the permission of The Dean or Registrar. In these instances, the submission date is 3 months from date of commencement of the programme. Failure to submit the documentation may lead to cancellation of registration.
- d) Document requirements for non-South African resident students upon registration:
 - i) Passport
 - ii) Study permit
 - iii) SAQA evaluation of previous qualification (postgraduates)
 - iv) USAF evaluation of the school-leaving certificate (undergraduates)
 - v) Proof of English passed at school-leaving level

8.3 Change of biographical information

- a) As a large portion of Regenesys' Education communication with students is carried out via correspondence (mostly in the form of e-mail, SMSs and portal notifications), we urge students to ensure that the contact details they have

provided are current and correct, and to inform Regenesys Education in writing of any changes as promptly as possible.

- b) Correspondence will be addressed to students' most recent contact numbers and addresses.
- c) Notification of an *official* change of name (for whatever reason) must be accompanied by a certified copy of the official document issued by the relevant Department of Home Affairs confirming the change, and a certified copy of the original – and, if applicable, the new – identity document.
- d) Please note that it is the responsibility of the student to ensure that all his or her contact details (e-mail address, cell phone number, landline number, physical and postal address) are up to date.

8.4 Student Cards

- a) Contact students will be issued with a student card after registration.
- b) Students enrolled for online programmes should request a student card from their administrator when first attending the campus in order to comply with Items (c) and (d) below.
- c) Students must carry their student cards with them at all times when they are on the Regenesys Education campus.
- d) A valid student card must be presented in order to gain admission to the library.

8.5 Academic Committee

- a) Regenesys Education subscribes to the Academic Regulations and processes detailed herein in the interests of uniformity and high quality. If, due to unforeseen events and circumstances, a student is unable to comply with these regulations or processes, an application may be made in writing to the Regenesys Education Academic Committee for review.
- b) If a student finds themselves in this situation, they will need to complete an Academic Committee Request form (available on the Learning Management System) and submit it to their programme administrator for review by the committee.
- c) All requests are to be supported by substantiating evidence (e.g. a medical certificate, letter from employer etc) and proof of payment. (Please refer to the Fee Schedule, item 12.)

8.6 Cancellation, Postponement or Suspension of Studies

The Regenesys Education Refund Policy and Student Fees Policy apply.

No refunds, fee waivers, or deferments shall be granted, except in strictly defined and highly exceptional cases, such as a life-threatening illness, terminal medical condition, or permanent incapacitation directly affecting the student and rendering continued participation impossible. In such cases: Cancellation conditions and fees, as stipulated in the terms and conditions agreed to and signed on application.

Should a student want to cancel his or her studies due to a life-threatening illness,

terminal medical condition, or permanent incapacitation directly affecting the student and rendering continued participation impossible. In such cases the following will apply:

- a) A formal written request in the form of an Academic Committee Request (ACR) form must be submitted within five (5) calendar days from the date the condition became known to the student. This form can be located on the Learning Management System (LMS) or from the Client Relation Management (CRM) Department.
- b) The request must be addressed to the Client Relations Management Administrator (CRMA). Requests made verbally or in writing (without the completed ACR form) will not be accepted. The Student is also required to ensure that they provide a reason in the space provided for as submission of the ACR form without the reason will invalidate the ACR form and the submission thereof.
- c) It must be supported by comprehensive, original, and verifiable medical documentation issued by a registered medical practitioner.
- d) Regenesys Education reserves the exclusive and absolute right to assess the request and determine, at its sole discretion, whether any concession such as a partial refund, credit, or deferment may be granted.
- e) Written confirmation of cancellation will be issued by the CRMA. It is the student's responsibility to ensure acknowledgement of receipt of the cancellation request via email.

Without complete, authentic, and original supporting documentation, no request will be taken into consideration. Submissions that are fraudulent, incomplete, or not verified will be instantly discarded without further communication.

All decisions by Regenesys Education in respect of cancellations, refunds, or deferments shall be final, non-negotiable, and not subject to reconsideration, dispute, or challenge through any forum.

Any exception granted shall be treated as an isolated, discretionary act and shall not constitute a precedent, or create any legitimate expectation of similar treatment in future cases.

The student will still be responsible for paying Regenesys Education in full even if they are unaware of, disagree with, or misunderstand these conditions after registering. Students' financial obligations to Regenesys Education will not be waived.

Should a student want to postpone his or her studies the following will apply:

- a) Notice of intention to postpone needs to be communicated in writing to the (i) the Customer Relations Management or Collection Department (if prior to the start of the programme) or (ii) the Academic Committee (once the programme has started), within a minimum of 14 days of the start of the semester.
- b) Because Regenesys Education understands that unforeseen events and circumstances may arise, making a leave of absence from one's studies unavoidable. Regenesys Education therefore allows students to apply for the temporary suspension or postponement of their studies. Such events or circumstances must be of such a severe nature so as to make it impossible for the student to continue with his or her studies at that point in time.

- c) Students may apply in writing to the Academic Committee (see 8.5) for one to two consecutive semesters' leave of absence (maximum). It is entirely at the discretion of the Academic Committee to grant or deny such temporary leaves of absence/postponements.
- d) A temporary suspension or postponement differs from a withdrawal from the programme in that, in the latter case, the student will be subject to the cancellation provisions outlined in Section 8.6.
- e) Note: Postponement or suspension of a module is likely to affect the projected programme completion period and may exceed the maximum completion time permitted. Refer to Item 10 for the maximum duration of each programme.
- f) Students postponing or suspending their studies will need to pay the difference in cost between the original, scheduled cost per module and the cost per module at the time their studies resume.
- g) The finance department must be informed of postponements, suspensions and the student's resumption of studies in order to confirm that the student's account is up to date or to confirm fees payable.
- h) Together with an authorised Academic Committee Request form, a temporary suspension or postponement will be noted on the Enrolment Management System (EMS).

8.7 Transfers from other higher education institutions

Students transferring from another higher education institution must provide the following documentation with their application:

- a) Identity document.
- b) Senior certificate, national senior certificate, or equivalent qualification and statement of results.
- c) Academic record from previous higher education institution(s).
- d) Course content covered at previous institution, where the student wishes to apply for exemption of a module; and
- e) Original certificate of conduct or a certified copy thereof.

9. EXEMPTION AND RECOGNITION REQUIREMENTS

- 9.1** A student at any level will not be exempted from completing any coursework requirement unless prior written permission for exemption has been granted.
- 9.2** Students must apply to the Head of School or Office of the Registrar in writing by way of the Exemption Application Form for modular exemption/s, prior to the start of the programme.
- 9.3** Exemption applications are reviewed by Head of School, The Registrar, The Dean or an Academic Head, and feedback is provided to the applicant by the relevant administrator(s).
- 9.4** Exemption from a module or modules will be considered only if documentation is provided to the effect that:

- a) The module comprises substantively the same learning outcomes as the Regenesys Education programme module.
- b) The module is at the same, or a higher NQF level.
- c) The module was passed with a minimum mark of 50%.
- d) The credits were earned at the previous institution within a period not exceeding 5 years prior to the commencement date of the Regenesys Education academic programme. This requirement may not be applicable to all modules and the Head of School, The Registrar or The Dean may use their discretion when evaluating an exemption application.
- e) The academic programme is registered by SAQA on the NQF.
- f) The respective institution is registered as a Higher Education provider by the CHE.
- g) The Academic transcript is certified.
- h) The student submits the required information to enable Regenesys Education to process the application for exemption.
- i) Students must meet the minimum requirements for admission to the target qualification, which they may do by virtue of the credits obtained towards a cognate qualification.

9.5 Exemptions may be granted for various qualifications:

Students may progress diagonally between qualifications by presenting a completed qualification for exemptions or credits towards a qualification in a cognate study area and must meet the minimum requirements for admission to the target qualification, which they may do by virtue of the credits obtained towards a cognate qualification. A maximum of 50% of the credits for a completed qualification may be transferred to another qualification. This is in line with the regulation that a person must obtain 50% of a qualification at the institution that is going to award the certificate for the qualification.

Exemptions into the target programme must be such that candidates complete at least all the required credits at the exit level of the target qualification.

9.6 A module passed at a particular NQF level may not serve as an equivalent for a module at a higher NQF level.

9.7 The exemption from a particular component of the programme will be reflected on the student's statement of results (SOR) as *exempted*.

9.8 The exemption of any module(s) on a programme precludes the possibility of a student achieving his or her qualification *cum laude*.

9.9 An exemption application fee per module is payable with the application for exemption (Please refer to the Fee Schedule, item 12).

9.10 Exemption is granted at the discretion of Regenesys Education.

10. DURATION OF PROGRAMME

10.1 The minimum and maximum duration of each programme is listed in the following table:

Programme	Minimum time period	Maximum time period
Higher Certificate in Public Management (HCPM) (NQF level 5)	12 months	24 months / 2 years
Higher Certificate in Business Management (HCBM) Higher Certificate in Business Management in Credit Banking (HCBMB); Higher Certificate Business Management in Retail Management (HCBMR) (NQF level 5)	12 months	24 months / 2 years
Higher Certificate in Information Systems Support (HCISS) (NQF level 5)	12 months	24 months / 2 years
Advanced Certificate in Business Management (ACBM) (NQF level 6)	12 months	24 months / 2 years
Advanced Diploma in Public Management (ADPM) (NQF level 7)	12 months	24 months / 2 years
Advanced Diploma in School Leadership and Management (ADSLM) (NQF level 7)	12 months	24 months / 2 years
Bachelor of Public Management (BPM) (NQF level 7)	36 months	72 months / 6 years
Bachelor of Business Administration (BBA); Bachelor of Business Administration in Retail Management (BBAR) (NQF level 7)	36 months	72 months / 6 years
Bachelor of Commerce in Banking and Financial Services (BCom BFS) (NQF level 7)	36 months	72 months / 6 years
Bachelor of Accounting Science (BCompt) (NQF level 7)	36 months	72 months / 6 years
Bachelor of Laws (LLB) (NQF level 8)	48 months	96 months / 8 years
Bachelor of Science in Computer Science (BSc) (NQF level 7)	36 months	72 months / 6 years
Bachelor of Education in Senior Phase and Further Education and Training Teaching (BEd) (NQF level 7)	48 months	96 months / 8 years
Bachelor of Commerce in Politics, Philosophy and Economics (BCOMPPE) (NQF level 7)	36 months	72 months / 6 years

Programme	Minimum time period	Maximum time period
Bachelor of Information Technology in Interactive Design (BITID) (NQF level 7)	36 months	72 months / 6 years
Bachelor of Commerce Honours (BCOMHON) (NQF level 8)	12 months	24 months / 2 years
Bachelor of Commerce Honours in Finance (BCOMFINHON) (NQF level 8)	12 months	24 months / 2 years
Postgraduate Diploma in Data Science (PDDS) (NQF level 8)	12 months	24 months / 2 years
Postgraduate Diploma in Public Management (PDPM) (NQF Level 8)	12 months	24 months / 2 years
Postgraduate Diploma in Internal Auditing (PDIA) (NQF level 8)	12 months	24 months / 2 years
Postgraduate Diploma in Project Management (PDBM) (NQF Level 8)	12 months	24 months / 2 years
Postgraduate Diploma in Digital Marketing (PDBM) (NQF Level 8)	12 months	24 months / 2 years
Postgraduate Diploma in Business Management (PDBM) (NQF Level 8)	12 months	24 months / 2 years
Master of Public Management (MPM) (NQF Level 9)	24 months	60 months / 5 years
Master of Business Administration (MBA) (NQF Level 9) part time	30 months	60 months / 5 years
Doctor of Business Management (DBM) (NQF Level 10)	36 months	72 months / 6 years

10.2 The maximum duration includes official and or agreed breaks in study periods, and the expected graduation date.

10.3 If a student fails to complete the programme within the maximum period, the student forfeits the chance to complete the qualification at Regenesys Education. In such a case, the student will receive an academic transcript from Regenesys Education.

10.4 If the student has formally de-registered before the maximum period of the programme, the maximum time period will still apply.

10.5 The onus is on the student to ensure her or his completion within the maximum duration.

10.6 Modules completed any time after the initial programme schedule at the time of registration are charged at the *current* modular cost. Therefore, if already paid for, an

additional amount – the difference between original fee and current fee – will be due when the student does the module(s) at a later stage.

- 10.7** Students should complete their programme within the minimum period scheduled for their coursework. A grace period of one year is permissible to allow for dissertation completion. Thereafter, extension of the dissertation submission is subject to an additional fee. (Please refer to the Fee Schedule).
- 10.8** Note: For the purpose of achieving a *cum laude* at master's level, the minimum duration is deemed to include the additional 12 months after completion of the scheduled coursework (Please refer to section 14.1 b)

11. LEARNING, TEACHING AND ASSESSMENT

11.1 General

- a) Teaching, learning and assessment take place in accordance with Regenesys Education Learning and Teaching Policy, and the Senate-approved academic timetable.
- b) Registered students have a right to tuition in accordance with the Senate-approved academic timetable.
- c) Regenesys does not permit student behaviour that disrupts formal teaching and learning activities.
- d) Any dishonesty, including plagiarism and copying, in relation to any assessment in any programme, will be dealt with in accordance with Regenesys Education Student Code of Conduct and Disciplinary Code.
- e) Students gain automatic access to the Regenesys Education Library and online journal and e-book databases once enrolled. Refer to the Resource Centre Manual for more information.

11.2 Attendance, Due Performance, Participation, Class Representation and Student Support

11.2.1 Attendance

- a) Attendance of contact sessions for each module is highly recommended and encouraged for all contact students and is compulsory for all master's students.
- b) A class register circulated during each session will record the attendance of contact learning students.

11.2.2 Due Performance for NQF 5 – 8 Programmes

- a) Contact and distance students must complete and submit all required formative assessments – for example digital assessments, individual assignments.
- b) Please note that evidence of due performance (DP) is a CHE requirement.

11.2.3 Due Performance for the MBA on NQF level 9

- a) Regenesys Education offers much more than the usual accredited MBA. In addition to the mandatory accredited offerings, Regenesys Education offers a number of **free, value-added academic support services**, including:
 - i) 4 hours of induction and orientation.
 - ii) 16 hours of lecturing + another 16 hours of tutoring for all 'normal' (mandatory) modules
 - iii) 24 hours of lecturing + another 24 hours of tutoring for Research Methodology and Economics.
 - iv) 24 hours of lecturing + another 24 hours of tutoring for the Financial Management module.
 - v) 48 hours of free revision sessions before exams.
 - vi) 20 hours of dissertation support workshops; and
- b) To meet due performance criteria and gain entrance to the examinations, students are required to;
 - i) Attend or access ALL of the value-added services either in person, or through the portal Record attendance by signing the attendance registers in class or by logging into streamed events on the portal using your own credentials.
 - ii) Obtain at least 40% for each of the formative assessments – for example individual assignments; and
 - iii) Submit all formative assignments (e.g. individual assignments) as per the requirements of each course.
- c) All records of value-added activities should add up to **more than 500 hours of synchronous learning activities** by the end of your MBA.

11.2.4 Participation

- a) It is compulsory for students to read, and familiarise themselves with all academic documentation, including the Academic Regulations.
- b) Students are advised to view the Academic Regulations and Academic Skills videos to familiarise themselves with requirements, and to obtain valuable advice and guidance for successful studies.
- c) It is also highly recommended that all students attend the orientation sessions held by Regenesys Education.
- d) The knowledge, experience and enrichment gained via classroom interactions are invaluable. Contact students are therefore **strongly encouraged** to attend for the full duration of each module in order to truly get the most they possibly can out of their studies.
- e) Students are also encouraged to participate in all group learning activities and use the resources on the student portal.
- f) Participation in applicable online discussions and forums is not compulsory but is highly recommended.
- g) Attendance of workshop sessions is also highly recommended.

11.2.5 Class Representation

- a) The Client Relations Management department facilitates class representation. Meetings that are held with the elected student representatives and the Client Relations Management staff.
- b) Students doing programmes with Regenesys Education are encouraged to assist with electing a willing class representative, and to inform their administrator of their choice.
- c) He or she will liaise with the programme administrator on behalf of the class, clearly explaining what is being addressed, as and when required.
- d) The protocol is not to copy (or blind copy) everyone in the group on the query, and to only send the *response* to the group when received.

11.2.6 Student Support

- a) Students must avail themselves of all opportunities for additional assistance and guidance, such as portal activities and postings; livestreaming and videos; events; workshops; and interactions with their tutors and administrators.
- b) Students are reminded to abide by the Information Technology Access Policy when engaging in online communication.
- c) Facilitators and tutors are available, by appointment, to address specific and relevant academic queries such as coursework or a poor assignment submission. Such appointments are limited to an hour without charge. Discussions may be facilitated by phone, e-mail, meetings on campus or other online platforms.
- d) Wider-ranging student support issues are covered by the Academic Excellence and Student Success Policy as well as the Student Journey Management Policy.

11.3 Assessment Opportunities

- a) The same assessment regime applies to contact and distance students in terms of the number of formative assessments and qualifying for admission into summative assessment.
- b) Assessment takes place in accordance with the Regenesys Education Assessment and Moderation Policy.
- c) Each module is assessed using formative and summative methods to ensure that the student is able to demonstrate performance against all types of outcomes related to the qualification or programme.
- d) Every assessment opportunity carries a predetermined weight that takes the integration of the outcomes into account:
 - i. Formative assessments typically consist of a series of assessments, weighted at 60%, however there are qualifications on a 50/50% weighting.
 - ii. The summative assessment, typically weighted at 40%, may consist of a variety of assessment activities e.g. written exam, caselet, presentations etc.
- e) The overall mark per module (NQF level 5 and higher) comprises both formative (60%), and summative assessments (40%) for certain qualifications with others comprising both formative (50%), and summative assessments (50%).
- f) Upon achievement of a sub-minimum of **40% for each formative assessment**, the students will qualify to proceed to the summative assessment (weighted at 40%). The summative assessment will itself also have a sub-minimum of 40%. The

admission rule to summative assessment does not apply to Work-Integrated Learning (WIL) modules that are project based.

- g) A student passes a module if a **final average mark of at least 50%** is achieved for the module as a whole, subject to the subminimum rule. In other words, a pass is achieved for a module as long as the *average* is **50%**.
- h) Any student who receives a final mark of **49%** or less fails the module. The modules failed must be repeated successfully within the minimum time period subject to progression rules, as well as the Academic Committee's approval. An additional fee will be charged.
- i) Students who have failed a module **twice** will be required to re-register for that module.
- a) A student who needs to pass one remaining module for graduation purposes will be allowed an additional examination opportunity for that module.
- b) If a student is suspended, they will not be able to submit their formative assessments, nor the summative assessment.

11.4 Assessments

11.4.1 Formative assessments

- a) Standard rules
 - i) Students are obliged to comply with all requirements for the submission of the various formative assessment activities.
 - ii) Assignments must follow the format prescribed in the Academic Assignment Submission Guide, as relevant for each programme.
 - iii) Failure to adhere to the requirements may result in the assignment not being marked, and a FAIL being recorded.
 - iv) All written assignments must be uploaded onto the Learning Management System (LMS). **No other sources of submission will be accepted** (although this excludes bulk submissions by corporate clients).
 - v) *Students are required to submit assignments by way of the Learning Management System (LMS) **on or before midnight** on the specified due date.*
 - vi) Students must manage their time carefully as typical family and work demands will not be accepted as valid excuses for late- or non-submissions.
 - vii) Marked assignments will be returned to students via the Learning Management System (LMS).
 - viii) Results will typically be made available to students within **six-weeks** of submission, unless prevented by unforeseen circumstances.
 - ix) Final module results will be withheld until all outstanding student fees are paid in full and or all library books and or other property of Regenesys Education are returned.
- b) Late submissions
 - i) All written assignments must be submitted via the Learning Management System (LMS) **on or before midnight** on the specified due date. **No other sources of submission will be accepted.**

- ii) Corporate clients may make arrangements for bulk submissions.
- iii) Late submission of assignments, research projects and or other course requirements *without prior formal approval* will automatically be failed.
- iv) Students who fail to submit their assignments on time will not qualify for the summative assessment (examination) and will therefore be required to repeat the module at their own expense.
 - Students will be permitted to submit a supplementary assessment for a fee (Please refer to the fee structure). This fee is applicable to 48 hours on the approved date.
- v) No extra time will be given to students to cut the similarity scores of their assignments. Ensuring your similarity score is at an acceptable level must be taken into account ahead of the final submission date.
- vi) The submission of late assignments/research projects and/or other course requirements without prior formal approval will be considered a non-submission.
- vii) Students with sufficient reason and strong supporting evidence to delay submission of assignments may apply to the Academic Committee to have the submission date deferred. The Academic Committee Request Form is available on the Learning Management System (LMS).
 - Applications for late submission must be submitted within 7 working days prior to the original submission date and accompanied by:
 - A compelling, out-of-the-ordinary reason (many family, and/or work responsibilities are predictable so do not qualify); and
 - Documentary evidence such as a medical certificate, death certificate of an immediate family member (deemed to be the student's spouse or life partner; own or formally adopted child; parent; sibling; or grandparent only); SAPS case number; letter from employer, etc as appropriate.
- viii) If approved by the Academic Committee, the student will be given a new submission date.
- ix) The approval or denial of requests for late submissions is entirely at the discretion of the Academic Committee.
- x) Regular requests from individual students for late submission will not be tolerated, as this is a concession granted for compelling reasons only.
- xi) Once approved, the relevant fee is payable *before* the assessor is permitted to mark the late assignment.
- xii) Late assignments must be uploaded onto the Learning Management System (LMS).
- xiii) Late submission marks will be capped at 60% under usual circumstances.
- xiv) Late submissions are not guaranteed a **six-week** turnaround, which may affect eligibility for an upcoming examination and early opportunities for resubmission.
- xv) Failure of the student to submit on or before the specified date will nullify the opportunity for late submission. No further opportunity will be granted in this instance, subject to the Academic Committee deeming substantiated circumstances to be sufficiently compelling to allow leniency.

c) Resubmission of assignments

- i) Students who receive less than 50% for their assignment and wish to improve the mark, may request an assignment resubmission after improvements are made. A resubmission fee is applicable.
 - ii) A student who receives a mark of 39% or less, failing to achieve the average subminimum of 40%, is not eligible to write the examination. The student is therefore encouraged to request a resubmission and ensure submission of a greatly improved assignment. A resubmission fee is applicable.
 - The request for a resubmission must be made within 7 working days of receipt of the result by the student.
 - iii) Only one resubmission opportunity is granted per module for both individual and digital assignments.
 - iv) The student is required to pay a resubmission fee prior to the assessor marking the resubmission.
 - v) The student must submit her or his request in writing to the Academic Committee through the Academic Committee Request Form, justifying why the assignment should be resubmitted.
 - vi) If approved by the Academic Committee, the assessment centre will provide a new submission date to the student, and commission an appropriate and qualified assessor to mark the resubmitted assignment.
 - vii) Resubmitted assignments must be uploaded onto the Learning Management System (LMS). **No other sources of submission will be accepted.**
 - viii) Marked resubmissions will be returned to students via the Learning Management System (LMS).
 - ix) A resubmitted individual assignment is capped at 60% unless the Academic Committee is convinced that the reason for the resubmission is valid and compelling.
 - A resubmitted digital assessment will be available to the student for 2 hours subject to the Academic Committee's approval.
 - x) The mark awarded after marking the resubmission will be the final recorded mark for the module, even if it is lower than the original mark.
 - xi) Failure of the student to resubmit on or before the specified date will nullify the opportunity, and the original mark will be recorded as the final mark. No further opportunity will be granted in this instance, subject to the Academic Committee deeming substantiated circumstances to be sufficiently compelling to allow leniency.
 - xii) Resubmissions are not guaranteed a **six-week** turnaround time, which may affect eligibility for an upcoming examination.
- d) Re-marking of assignments
- i) If a student feels that an assignment was not marked fairly, he or she may request a re-mark of the assignment. Such an application must include written evidence to substantiate the claim.
 - The request for a re-mark must be made within 7 days of receipt of the result by the student.
 - ii) The student must submit her or his request in writing to the Academic Committee, justifying why the assignment should be re-marked.
 - iii) If approved by the committee, the assessment centre will commission an appropriate and qualified assessor to re-mark the assignment.

- iv) The student is required to pay a re-marking fee prior to the assessor re-marking the assignment. The re-marking fee is non-refundable.
- v) There is no capping of marks for a remark.
- vi) The mark awarded after re-marking will be the final recorded mark against the module, even if it is lower than the original mark.
- vii) Re-marks are not guaranteed a **six-week** turnaround. This may affect eligibility for an upcoming examination.

11.4.2 Doctor of Business Management (DBM) Assessments

- a) Structure of DBM Assessment: The Doctor of Business Management (DBM) is assessed in four phases, in line with Regenesys' Education postgraduate policies:
 - i) Research Proposal: Candidates must submit a formal research proposal, which must be assessed and approved before proceeding with further research.
 - ii) Thesis Completion: The DBM is a research-based qualification; therefore, students must complete a thesis that demonstrates high-level research capability and original academic contribution.
 - iii) Examination Process: The thesis will be examined by a panel consisting of internal and external experts, including at least one international examiner.
 - iv) Research Article Submission: DBM candidates must submit a research article for publication in a DHET-accredited journal as a requirement for graduation.
- b) Research Proposal and Viva Voce
 - i) Research Proposal
 - The research proposal must include a clearly defined title, introduction, background, literature review, research methodology, and ethical considerations.
 - Candidates must submit their research proposal for assessment and receive formal approval before proceeding with data collection.
 - ii) Proposal Defense (Colloquium)
 - Candidates must defend their research proposal in a colloquium before a panel of experts.
 - The panel will evaluate the feasibility, methodology, and academic merit of the research proposal.
 - Only upon successful defense of the proposal may candidates continue with their research and apply for ethical clearance.
 - iii) Final Viva Voce Examination
 - Candidates must present and defend their thesis in an oral examination before a panel of internal and external examiners.
 - The viva voce evaluates the depth of research, originality, and contribution to the field of business management.
- c) Ethical Clearance Requirement
 - No candidate may begin data collection without obtaining ethical clearance from the ethics review board.

- Ethical clearance ensures that research follows academic integrity, participant protection, and ethical research standards.
- Candidates must submit all relevant ethical documentation before approval is granted.

d) Plagiarism and Academic Integrity

- The DBM programme enforces strict academic integrity policies.
- Candidates must maintain a maximum Turnitin similarity score of 15%.
- Severe or repeated plagiarism may result in suspension, expulsion, or revocation of qualifications.
- All work must be correctly referenced according to APA 7 guidelines.

The DBM assessment process aligns with Regenesys' Education commitment to academic excellence, originality, and research integrity.

11.4.3 Examinations

a) Examination rules¹

- Students who do not meet all Due Performance (DP) requirements for a module will not be allowed to write the associated examination.
- It is the responsibility of a student to ensure that he or she follows the current examination timetable correctly. If a student misreads the timetable or misses an examination opportunity, it will be deemed a FAIL. The student may write at the next scheduled examination opportunity. This will be deemed a second examination, and should the student fail the examination, the module must be repeated at cost less 10%.

The examination timetable is determined by The Registrar/ Dean/ Chief Academic Officer/ Head of School as part of the academic calendar. The student's modules for each semester must be selected in such a manner that the examination dates do not clash.

- i) It is the student's responsibility to check the Learning Management System (LMS) regularly for messages regarding any possible changes to schedules, and for other important and relevant information.
- ii) Students with religious reservations must contact the Academic Committee 60 calendar days prior to writing examinations in order to make alternative arrangements.
- iii) A student passes a module with distinction if he or she obtains a final mark of at least 75% for that module *at the first attempt* and within the specified timeframe.
- iv) A student who misses the first examination opportunity and communicates the circumstances to Regenesys Education, and receives approval, will be allowed entrance into the second examination opportunity. This will be regarded as the student's first attempt at the examination; however, it is still recorded as a second examination opportunity and students will not be eligible for *cum laude* status.

¹ Examination Rules and Regulations are informed by Regenesys' Assessment and Moderation Policy.

- v) A student who fails to write the examination during the first examination opportunity without agreed deferment will be deemed to have forfeited that examination opportunity and therefore may not write at the second examination (supplementary examination) opportunity. Such a student will be required to repeat the module and pay for it again at cost less 10%.
- vi) A student who fails an examination will automatically be allowed a second examination opportunity (supplementary examination), provided he or she has achieved a final mark *for the module* of 40% or more. A supplementary examination fee applies.
 - Final assessment results will be made available to students within **six-weeks** of the examination being written, unless prohibited by unforeseen circumstances.
- vii) Results will be withheld until all outstanding student fees are paid in full and/or library books returned. *This may impact the student's participation in upcoming second examinations and/or early opportunities to improve- and re-submit- an assignment.*
- viii) Students have 10 calendar days after receiving their results within which to discuss any **academic aspect** of the marked examination with the assessor or academic. Such a discussion is limited to academic matters only and is not afforded to focus on the allocation of marks.
- ix) Discussions that exceed an hour will be charged for as per the Fee Schedule.
- x) Examination answers are *not* available for students to view.
- xi) Students who are dissatisfied with their marks should follow the examination re-marking procedure.

b) Online examinations and invigilation

- i) Unless otherwise stipulated, examinations will be written online on the Learning Management System (LMS).
- ii) An online proctoring system along with a secure examination web browser will be used to monitor and invigilate online examinations.
- iii) Regenesys Education has a wide range of mechanisms to ensure the explicitness, validity and reliability of our assessment practices.

c) Examination venues (paper-based examinations)

- i) Regenesys Education may offer an external venue for students registered for a programme via contact delivery mode who are not within proximity to the Regenesys Education site of delivery (outside the Gauteng province) to sit for paper-based examinations.
- ii) All examinations must be written at the stipulated examination venue unless prior written approval is obtained from the Academic Committee for a change of venue. Such applications must be accompanied by reasons motivating the change.
- iii) The closing date for applications for changes to examination venues is 21 calendar days prior to the official examination date for a specific module.

d) Examination access control

- i) Students will not be admitted into the examination without a unique QR code.
 - ii) Students whose fees are in arrears are not permitted to write exams. It is noted that suspension due to arrears will have a negative impact on the student's progress and ability to complete as scheduled. Students suspended due to fees in arrears must apply to the Academic Committee, using the prescribed form, for an alternative examination date.
 - iii) Students will be admitted to examinations only if they are eligible to write and in possession of valid examination confirmation letter, which will be issued provided the conditions in 11.3(e) have been met.
 - iv) Admission to each examination requires a separate examination confirmation letter.
- e) Examination protocol (paper-based examinations) (where applicable)
- i) Students are required to be seated 15 minutes before the stipulated starting time for each exam.
 - ii) Students may not enter an examination venue more than 30 minutes after the official examination starting time in order to take part in the assessment.
 - v) To gain access to an examination venue, each student must:
 - Produce an official form of identification (identity document, passport, driver's licence or Regenesys Education student card); and
 - Produce the relevant examination confirmation letter which verifies that the student has met the requirements to write the exam.
 - iii) No time extensions will be granted for late arrivals.
 - iv) Students are required to read and sign the Examination Rules and Regulations contained in the examination booklet during every examination. Failure to do so will result in the examination not being marked and a mark of 0% being awarded.
 - v) Students may not leave the examination venue during the first 30 minutes or the last 15 minutes of an exam.
 - vi) All students are required to submit their examination books at the end of the prescribed time.
 - vii) Each student must sign the examination register before exiting the venue.
- f) Re-marking of examinations
- iv) A student *may* apply for remarking of an examination script *only* if the final examination mark obtained is from 35% to 49% or 68% to 74%.
 - v) Such applications must be made, in writing, to the Academic Committee within 7 working days of notification of the examination result, justifying why the examination script should be remarked.
 - vi) The student is required to pay a remarking fee *before* the assessor is permitted to remark the examination (see Fee Schedule, item 12). Proof of payment must be provided *with* the application to the Academic Committee.
 - vii) If approved by the Academic Committee, the Head of School will identify an appropriate and qualified assessor to re-mark the examination script.

- viii) The mark of the re-marked examination script will be the final mark, whether it is the same as the original mark, higher or lower.

g) Missed examination opportunities

- i) A missed examination opportunity results if a student misses an examination due to:
- Fees being in arrears
 - A too-late (30 minutes) arrival into the examination on the online link; and to the examination venue (paper-based examinations)
 - An unsubstantiated absence
- xii) In the case of suspension due to fees being in arrears, students may apply to the Academic Committee to write the missed examination(s) at the time of the supplementary exams as a first opportunity, however, it is still recorded as a second examination opportunity and students will not be eligible for *cum laude* status.
- ii) A too-late arrival for, or unsubstantiated absence from, the session is recorded as a fail, requiring the module to be repeated at cost less 10%.
- iii) A student who misses his or her remote online examination session due to not establishing contact with the invigilator at the scheduled examination time will be given an opportunity to write a special exam at a cost referred to in the fee schedule.

h) Second examination opportunities (supplementary examination)

- i) Second examination opportunities reflect the same degree of difficulty and follow the same format as the original examination.
- ii) Students are personally responsible for ascertaining whether they qualify for a second examination opportunity and, if they do, for acquainting themselves with the details of the timetable and the venue.
- iii) A student who fails an examination will automatically be allowed a second examination opportunity, provided the student has achieved a final mark Between 40% and 49% for the module.
- iv) Students who attain a final exam mark of 0% to 39% are not allowed a second examination opportunity but may apply to the Academic Committee for special permission to write. Written justification for the request must be submitted with the application.
- v) The applicable fee (see Fee Schedule, item 12).is payable before the student is permitted to participate in such a special examination.
- vi) A student's entitlement to a second examination opportunity lapses if he or she fails to use the opportunity. No further opportunity will be granted in this instance, subject to the Academic Committee deeming substantiated circumstances to be sufficiently compelling to allow leniency.
- vii) If the request is denied, the student is required to repeat the entire module at his or her own expense, at module cost less 10%.
- viii) Students will not be granted another examination opportunity if they have used the second opportunity and failed the exam.
- ix) See Fee Schedule item 12 for supplementary and special examination costs.

- x) All supplementary exams will be held on Fridays.
- h) Alternative examination opportunities
- i) Alternative examination opportunities reflect the same degree of difficulty and cover the same scope as the original examination.
 - ii) Students who apply to the Academic Committee for special permission to defer an examination to an alternative examination date may be granted their requests only under the following conditions:
 - The student applied in writing to the Academic Committee prior to OR within 7 calendar days after the original date of the examination, with substantiation for the request.
 - The student produced evidence in the form of a valid medical certificate, immediate family death certificate, or other reason *approved at the discretion of the Academic Committee*, to support his or her application.
 - The applicable fee will be levied for special or alternative examination opportunities, unless the fee is waived due to the submission of compelling substantiating reasons (see Fee Schedule item 12). The fee is payable prior to the alternative examination date.
 - iii) Students are personally responsible for familiarising themselves with the details of date, time, mode and venue.
 - iv) A student's access into a special examination opportunity lapse if he or she fails to use the opportunity. In such a case, the student is required to repeat the entire module at his/her own expense, at module cost less 10%.
 - v) Assessment results for special exams are not guaranteed a **six-week** turn-around time, which may affect eligibility for an upcoming examination.

11.4.4 Assessment results

- a) Assessment results are released within **six-weeks** of the submission or examination date, barring unforeseen circumstances.
- b) Assessment results for resubmissions and re-marks **are not** guaranteed a **six-week** turnaround, which may affect eligibility for an upcoming examination.
- c) Assessment results are posted online.
- d) Assessment results will not be released to students whose fees are in arrears and or library books or other property of Regenesys Education is overdue for return.
- e) Final module results will be withheld until such time as *all* outstanding fees have been paid and all outstanding library books, and or other property of Regenesys Education, have been returned.
- f) *It is noted that items 11.4.3 (h) (iv) and (v) may impact the student's participation in upcoming examinations and/or opportunities for early resubmissions etc.*

11.4.5 Offences during *any* and *all* assessment opportunities²:

A student commits an offence if he or she:

Refer to the Student Code of Conduct at the end of this Handbook for additional behavioral requirements

- a) Gains or attempts to gain prior insight into the content of any assessment instrument (assignment or examination) and or the guidelines to answers and or memoranda by any means, including by requests to any Regenesys Education staff member and or person contracted by Regenesys Education to perform part-time services; or by accessing hard or soft copies thereof by any means whatsoever.
- b) Is in possession of any unauthorised sources, books, course material, examination scripts, memorandum, notes in any form, papers, documents or database equipment, except for access to such, books, memorandums, papers or documents that the examiner or invigilator has supplied or such other sources that the examiner or invigilator has authorised, during a formal assessment opportunity;
- c) Uses or attempts to use any unauthorised note(s) and or electronic or other aid(s), which are not specifically authorised by the examiner or invigilator as outlined above, during an examination.
- d) Communicates or attempts to communicate with, or helps, or attempts to help another student while the examination is in progress.
- e) Obtains help or attempts to obtain help from another student while the examination is in progress.
- f) Intentionally helps another student to commit an offence (also considering that he or she is under an obligation to take all reasonable measures to ensure that other students do not have access to his or her work);
- g) Poses as another student and or makes use of a false name, identity number or student number in an examination.
- h) Gets another person to pose as him- or herself in an examination.
- i) Is present in an examination venue with the intention of taking part in the assessment of a module for which he or she is not enrolled.
- j) Disregards the instructions of invigilators, examiners or assessors.
- k) Removes or attempts to remove from an examination room any examination paper, book or writing paper supplied by Regenesys Education for the purposes of an examination.
- l) Causes a disturbance in, or in the proximity of, the assessment venue, or conducts him or herself in an improper or unbecoming manner.
- m) Commits plagiarism
- n) Submits for assessment or examination as their own work any matter that has been copied, reproduced, or extracted in whole or in part from the work of another student, some other person or an Artificial Intelligence detector, or which is substantially the same in whole or in part as the work of another student or an Artificial Intelligence detector ; and
- o) Commits any other fraudulent or dishonest practice while being examined by Regenesys, seeking to mislead or deceive the examiner or the invigilator.

11.4.6 Irregularities during paper-based examinations

- a) A student who, in the opinion of the invigilator, commits an irregularity during an assessment opportunity, will have his or her assessment script, product or any other material or equipment that, in the opinion of the invigilator, pertains to the irregularity, confiscated immediately, with the time of confiscation recorded on it.

- b) The student will be immediately issued with a new assessment book, and the time of issue will be written on the front cover. The student will be permitted to continue writing for the remainder of the time left for that assessment opportunity.
- c) Within a week of the incident the Academic Committee will review the invigilator's report and call a meeting with the student, as per disciplinary procedures.
- d) It is noted that the most severe sanction for a finding of gross misconduct is expulsion and or revocation of a qualification.
- e) Regenesys Education reserves the right to pursue the recovery of costs from any student investigated for misconduct.

11.4.7 Irregularities during online examinations

In addition to the assessment rules and regulations set out in the *Academic Regulations Handbook*, the following rules apply for online examinations:

If you are found guilty of academic misconduct including – but not limited to – plagiarism, copying, or cheating during the examination, disciplinary measures will be taken against you. Should it be determined upon receiving reports from the Learning Management System (LMS) and/or the Invigilator App, that a student has transgressed, a student will be subjected to the disciplinary procedures of Regenesys Education.

11.5 Students with Disabilities

Students wishing to submit an application for special assessment conditions based on a disability, in accordance with the Student Support Policy:

- a) Submit their application, with the relevant medical or psychological report(s) supporting the request, to the Academic Committee at the beginning of their programme. The request should clearly specify the needs and concessions requested. Extension of such concessions must be reaffirmed for every module.
- b) The Academic Committee will approve and record the concession.
- c) The confidential nature of information regarding a disability will be honoured at all times. The information will not be disclosed without the student's written consent. The Academic Committee Request form can be downloaded from the Learning Management System (LMS).

12. FEE SCHEDULE

ITEM	FEE
RMAT	R280.00
RPL Application	R845.00
Statement of Results	R115.00
Replacement of a student card	R115.00
Retrieval of archived certificate (1 month after graduation)	R565.00
Reissue of a certificate (copy)	R280.00
Late submission of digital assessment per 48 hours	R560.00
Substantiated request for a late submission of an individual assignment	R1125.00

ITEM	FEE
<i>Fee is waived in the event of proven illness or a family death* delaying submission</i>	
Re-marking / resubmission of assignment	R1125.00
Re-marking of examination	R1125.09
Supplementary examination	R3000.00
Special, approved alternative examination opportunity <i>Fee is waived in the event of proven illness or a family death* causing the student to miss the examination</i>	R3000.00
Meeting with a tutor or facilitator for more than an hour to discuss any coursework, an assignment or an examination script	R565.00 p/h
Group revision session (subject to participant numbers)	R280.00 per student
Exemption application fee per module <i>Fee is waived for qualifying modules from previous Regenesys Education qualifications</i>	R560.00
Module suspension / deferment fee	R560.00
Reinstatement of LMS (Student Portal)	R3000.00
Re-assessment of dissertation	R2810.00
Completion of dissertation after scheduled timeframe	Equivalent to current cost of one master's module per year's delay

***A family member includes the student's spouse or life partner; own or formally adopted child; parent; sibling; or grandparent only.**

- i) Please note that the payment of fees tabled here must be made separately and may not be added to the student's account.
- ii) Payments must be made prior to processing of any request.
- iii) Please provide your proof of payment immediately to avoid delays and ensure that your progress is not impeded.

13. PROGRESSION RULES

- a) Students are required to achieve at least 50% as a final pass mark to advance to the next level or subsequent module that requires completion of a prerequisite module.
- b) Although students can progress from Year 1 to Year 2 and Year 3 of the programme successively, they may not register for, or proceed with, the following level of a module if they have not passed the previous level of that module.
- c) Students who have not made reasonable progress within the academic year (or passed at least three of the six modules) 50 % may not proceed to the following year of the qualification before having passed two or three of the failed modules.
- d) A special request must in such cases be made to Head of School for permission to proceed to the (allowable modules in the) following year under these circumstances, with a plan of action in place to pass the failed modules.
- e) For students who fail to complete the requirements for a qualification, the general principle is that this student will not be awarded an early-exit qualification. For

example, a student who fails to meet the requirements for a Master's degree may not be awarded a Postgraduate Diploma in lieu of the Master's degree.

Note: None of the other programmes requires progression from one year to another.

14. OBTAINING A QUALIFICATION

14.1 Criteria for obtaining a qualification

- a) A student obtains a qualification if he or she has passed every prescribed module for a programme and has met any and all other conditions for the programme within the prescribed maximum time.
- b) A qualification is awarded *cum laude* if:
 - i) The student completes the programme in the minimum period of study specified (see 10.1 for minimum periods).
 - ii) No modules were exempted.
 - iii) All modules were passed at the first attempt which is the **original** examination date; and
 - iv) The student has achieved a weighted and or proportional calculated average of at least 75% for the programme.
- c) Grading for completed modules:

Symbol	Percentage	Result
A	= 75% or more	Pass (distinction subject to conditions)
B	= 70% to 74%	Pass
C	= 60% to 69%	Pass
D	= 50% to 59%	Pass
E	= 40% to 49%	Fail (eligible for second opportunity)
F	= 39% or less	Fail (may apply for a second opportunity)

- a) **Publication of Final Assessment Results and Academic Records**
Assessment results are released per module throughout the summative assessment period as soon as they have been captured and computed.
- b) Once results are confirmed, they will be available on the Learning Management System (LMS).
- c) Once examination marks have been finalised, progress reports and academic transcripts will be updated on the Learning Management System (LMS).
- d) Statements of results will be provided within 48 hours of receipt of payment from a student (refer to the Fee Schedule).
- e) Progress reports will reflect *all* assessment decisions (resubmissions, second opportunity examinations, non-submissions, and missed examinations).

14.2 Graduation

- a) Students who have complied with all requirements of a qualification receive a certificate at a graduation ceremony, subject to their academic fees being paid in

- full; library books and or other property of Regenesys Education having been returned; and their library accounts being settled.
- b) Graduation ceremonies will generally take place at Regenesys Education (or as requested by corporate clients) according to the academic calendar.
 - c) No qualification certificate will be awarded before the graduation ceremony takes place.
 - d) Certification takes place in accordance with the Regenesys Education Certification Policy.
 - e) Certification is confirmed by the signatures of two authorised signatories.
 - f) The student will be given a statement of results on graduation, indicating modules passed, exempted or failed, as well as the learning outcomes, along with his or her certificate.
 - g) Graduates are required to wear academic regalia during the ceremony. Regalia can be hired or purchased from Regenesys Education. Details are supplied to students prior to the event.
 - h) Graduates not able to attend the graduation ceremony are required to contact their client relations management administrator to make alternative arrangements to obtain their certificates within a month of the ceremony. If not collected within this time certificates will be archived. The collection of archived certificates (by arrangement) is subject to a fee (see Fee Schedule, item 12).
 - i) Students are reminded of their responsibility to ensure that they graduate within the maximum time period of the programme, before their registration lapses.

14.3 Lost or Damaged Certificates

- a) If a student loses or damages an original certificate, Regenesys Education will not issue another *original* certificate. A copy that clearly states it is a copy will be issued.
- b) The fee is payable prior to the request being actioned.
- c) Applicants must submit the following certified documents and evidence with the request for a replacement or duplicate certificate:
 - i) Reason that the original certificate is not available to the student.
 - ii) Academic transcript or evidence of the date on which the student complied with the requirements of the qualification.
 - iii) A certified copy of their identity document.
 - iv) Proof of payment of the prescribed fee for a duplicate certificate.

15. PLAGIARISM

15.1 Definition and Seriousness of Plagiarism

- a) Plagiarism is a serious academic offence. It is a form of intellectual theft, where ideas or work from others are taken without proper acknowledgment. It is also considered dishonest, as failing to cite sources equates to deceit. Regardless of perspective, plagiarism is unacceptable.
- b) Plagiarism detection software will be used to check for potential plagiarism. Students must follow the Assignment Submission Guide and Guidelines for the Compilation of a Dissertation, ensuring they perform their own plagiarism checks prior to submission.

- c) To help clarify what plagiarism is and how to avoid it, this section outlines its definition, the steps followed when detected, and the penalties applied.
- d) "Text" refers to any written or oral words, tables, figures, or other content submitted as part of an assessed work item, including assignments, research projects, and open-book examinations.
- e) The "13 Sins of Plagiarism" are based on a classification from Plagiarism.org.
- f) Plagiarism can be classified at different levels:
 - Level 1: Careless Plagiarism – Inconsistent referencing or failure to meet required standards, typically for first-time offenders committing any of the first six Sins of Plagiarism.
 - Level 2: Intentional Plagiarism – Repeat offenders from Level 1 or those committing any of the seventh to thirteenth Sins of Plagiarism, or a combination of these and a Level 1 offence.
 - Level 3: Malicious Plagiarism – Applies to third-time Level 1 offenders or second-time Level 2 offenders.
 - Level 4: Habitual Malicious Plagiarism – Applies to a second-time Level 3 offender.
- g) Students may use free online tools such as [Search Engine Reports](#) or [Scan My Essay](#) to check their work, similar to the tools used by the Regenesys academic team.

15.2 Steps to be Followed and Penalties to be Applied Where Plagiarism is Detected

Level 1 - Careless Plagiarism:

An automatic deduction of all marks allocated to referencing will apply. If the Level 1 plagiarism is considered severe, the assessed item may be returned to the student for amendment and resubmission. The Regenesys Education Administrator will issue a standard Level 1 Plagiarism letter to the student, which will:

- Remind the student of the plagiarism policy.
- Encourage the student to adhere to the policy in future.
- Notify the student of the suspected Level 1 plagiarism.
- Inform the student that all marks allocated to referencing have been lost.
- Notify the student that an entry has been made in their academic record indicating Level 1 plagiarism.
- Give the student seven calendar days to refute the plagiarism suspicion, in writing, to the Registrar.
- Invite the student to resubmit an amended paper within seven calendar days, with a maximum possible score of 50% of the total assignment marks.

Level 2 - Intentional Plagiarism:

The paper will automatically receive a zero mark, with no resubmission allowed. The student will fail the module, which must be retaken at full cost. The assignment will be forwarded to the Regenesys Education Registrar for disciplinary action. The Registrar will issue a standard Level 2 Plagiarism letter to the student, which will:

- Remind the student of the plagiarism policy.
- Encourage the student to adhere to the policy in future.
- Notify the student of the suspected Level 2 plagiarism.
- Inform the student that all marks allocated to the assignment have been lost, resulting in a failure of the module.
- Notify the student that an entry has been made in their academic record indicating Level 2 plagiarism.
- Give the student seven calendar days to refute the suspicion of Level 2 plagiarism, in writing.

Level 3 - Malicious Plagiarism:

The paper will automatically receive a zero mark, with no resubmission allowed. The student will fail the module, which must be retaken at full cost. The assignment will be forwarded to the Regenesys Education Registrar for disciplinary action. The Registrar will issue a standard Level 3 Plagiarism letter to the student, which will:

- Remind the student of the plagiarism policy.
- Encourage the student to adhere to the policy in future.
- Notify the student of the suspected Level 3 plagiarism.
- Inform the student that all marks allocated to the assignment have been lost, resulting in a failure of the module.
- Give the student 7 calendar days to refute the plagiarism suspicion, in writing.
- Notify the student of the intention to schedule a disciplinary hearing with the student and at least two members of the Regenesys Education Assessments, Disciplinary, and Appeals Committee within 14 calendar days of the notification letter.

Level 4 - Habitual Malicious Plagiarism:

This applies to second-time Level 3 offenders. The paper will automatically receive a zero mark, with no resubmission allowed. The student will fail the module, which must be retaken at full cost. The student will be notified of suspension from studies, pending an appeal within 7 working days of the Level 4 plagiarism notification. The Registrar will issue a standard Level 4 Plagiarism letter to the student, which will:

- Notify the student of the suspected Level 4 plagiarism.
- Inform the student that an entry has been made in their academic record indicating Level 4 plagiarism.
- Give the student 7 calendar days to refute the suspicion of Level 4 plagiarism, in writing.

- Schedule a disciplinary hearing with the student and at least two members of the Regenesys Education Assessments, Disciplinary, and Appeals Committee within 14 calendar days of the notification letter.

If no appeal is received, the student will be suspended from further participation in the academic programme. If the appeal succeeds, the student's record will be updated, and they may continue their studies.

16. ACADEMIC REGULATIONS APPLICABLE TO MASTER'S PROGRAMMES

16.1 Admission

- a) The admission of students to master's programmes is governed by the Regenesys Education Admissions Policy.
- b) In the case of a coursework master's programme, the successful completion of prescribed coursework modules and a dissertation are the academic requirements for the qualification.
- c) The approval of students' research proposals, and the provisional and/or final titles of dissertations, takes place in accordance with Regenesys' postgraduate studies policies approved by the Senate.
- d) Any amendment to a project or research title must be done in accordance with programme-specific requirements and approved by the Higher Degrees Research Committee (HDRC).
- e) A change in project title does not at any stage constitute valid grounds for the extension of registration, or formal duration of study.
- f) The renewal of students' registration for a master's programme is subject to satisfactory progress in accordance with the postgraduate studies policies.
- g) If a student's progress is unsatisfactory, the Academic Committee may decide to terminate his or her registration for the master's programme.

16.2 Ethical Considerations

Research in postgraduate programmes is conducted in accordance with ethical requirements set out in the Regenesys Education postgraduate studies policies, and with due regard to statutory and professional regulatory requirements and general best-practice principles, to protect human and animal dignity in research.

16.3 Postgraduate Assessment

- a) The appointment of assessors for master's and doctoral programmes takes place in accordance with Regenesys' Education postgraduate studies policies.
- b) The assessment of coursework takes place in accordance with regulations determined by the Academic Committee, approved by Senate, and which are contained in the Assessment Policy. This includes the consideration and granting of second summative assessment opportunities for coursework modules.
- c) The master's candidate is responsible for the technical and linguistic editing of his or her dissertation prior to submission for final summative assessment.
- d) The final dissertation is submitted for assessment (with reference to the presentation format, content and layout) in accordance with the Guidelines for

- Compiling your dissertation as determined by the Academic Committee and approved by the Research and Innovation Department.
- e) If a dispute should arise about the readiness of a dissertation for final summative assessment, the Academic Committee makes a decision in accordance with the Regenesys Education Postgraduate Studies Policy.
 - f) The final submission of the dissertation takes place in accordance with the final submission dates as set out in the academic calendar.
 - g) The dissertation is assessed in accordance with Regenesys' Education postgraduate studies policies.
 - h) The final result obtained for the dissertation will be the average of the internal and external examiner's results. If the difference between the external and internal examiner's results is greater than 15%, the Academic Committee must deliberate on and make a recommendation to Senate for a final decision.
 - i) The following results are possible for a dissertation:
 - i) Acceptance and awarding of a pass mark of 50% to 74%.
 - ii) Acceptance and awarding of a distinction for a mark of 75% or more.
 - iii) Conditional acceptance, with the awarding of a mark, subject to minor corrections being made to the satisfaction of the supervisors.
 - iv) Recommendation of substantial amendments, without the awarding of a mark, and with a recommendation/request by the assessor for resubmission and reassessment within a period of three months. (Refer to the Fee Schedule).
 - v) Rejection of the dissertation and awarding of a mark reflecting a fail (less than 50%), in which case no reassessment is recommended or considered.
 - j) A master's degree can be awarded only after the successful completion of every requirement of each component of the respective programme, including the successful submission of a dissertation.
 - k) A candidate is not deemed to have completed the requirements for conferment of a masters' degree if the specified number of final, corrected, bound *and* electronic copies of the dissertation has not been submitted to the Office of The Registrar prior to the graduation ceremony and closure of the graduation list for the forthcoming graduation ceremony.

16.4 Postgraduate Dispute Resolution

- a) Dispute resolution is informed by Regenesys' Education postgraduate studies policies.
- b) If an unresolved dispute should arise between the student and the supervisor; two or more of the supervisors; or the student and the external moderator; the Academic Committee will in the first instance take steps to resolve the matter.
- c) The Academic Committee may individually or jointly invoke any of the following procedures to resolve an impasse:
 - i) Request additional information from the assessors and or supervisors.
 - ii) Invite a knowledgeable external person to participate in the assessment deliberations.
 - iii) Appoint an additional assessor to assess the dissertation in the hope that the resulting report will resolve the impasse; or

- iv) Identify an independent arbitrator to consider the individual assessors' reports and make a recommendation or present a decision to the Academic Committee.
- d) If a dispute cannot be resolved, the case is referred by the Academic Committee to the Senate for final consideration and processes to resolve the matter.

16.5 Intellectual Property

- a) Regenesys Education owns the copyright on all assignments, dissertations or similar academic documents submitted to it, while the student(s) retain(s) the right to be identified as the author(s) of that document in perpetuity.
- b) The research supervision team is responsible for monitoring all masters projects for potential inventions or other commercially viable intellectual property implications and disclosing such inventions or implications to the Academic Committee.
- c) Students who develop inventions or other forms of commercially valuable intellectual property must disclose such inventions to their supervisors in accordance with Regenesys' Education Research Policy.
- d) Where disclosures have been made about intellectual property emerging from a master's research project, an applicant duly mandated in this regard must certify that any intellectual property matters attendant to the project have been dealt with in terms of relevant policy as a condition of graduation.

17. STUDENT CODE OF CONDUCT

The Regenesys Education Student Code of Conduct broadly outlines the conduct expected of students on campus, virtually or any premises where Regenesys Education is operating or providing services. Transgression of this code may result in disciplinary proceedings being instituted against the student.

Students must:

1. Abide by Regenesys' Education Code of Conduct, regulations, rules and instructions.
2. Comply with lawful instructions or requests of an employee of Regenesys Education duly authorised to give such instruction or make such request.
3. Not engage in any assessment irregularities classified as an offence in any way, in any form of Regenesys Education assessment, including, but not limited to, assignments and examinations (outlined clearly in the Disciplinary Guide).
4. Not commit, or be an accessory to, any statutory or common-law crime.
5. Not intentionally or negligently misuse, damage, deface, destroy or alienate, or without due authorisation from Regenesys Education in writing, use any building, furniture or equipment, computer, vehicle, notes, documents or anything owned or controlled by Regenesys Education or by any employee of Regenesys Education, or by any enrolled student of Regenesys Education.
6. Not intentionally or negligently mismanage and or misappropriate funds of Regenesys Education.
7. Not introduce intoxicating liquor (regardless of the quantity thereof) onto the premises of any Regenesys Education campus without the prior written consent of The Registrar.

8. Not consume or abuse intoxicating liquor and or be under the influence of such liquor, whilst present on any Regenesys Education campus.
9. Not introduce, be found to be in possession of, be found to be under the influence of or bring onto the premises of any Regenesys Education campus, any illegal dependence-producing drug or illegal substance.
10. Not, without proper prior written authorisation from The Registrar, or the Dean of Regenesys Education or the Chief Academic Officer , bring onto, or to store on any premises of any Regenesys Education campus, a firearm, any other dangerous weapon, or fuel (or liquid of a combustible and/or flammable nature) which cannot reasonably be shown to be required for the operation of a motorised vehicle or any explosive device. The discretion will rest with The Registrar, in consultation with the Dean, as to what constitutes a dangerous weapon and/or liquid of a combustible and/or flammable nature, and such determination made by The Registrar will be final.
11. Not sexually or otherwise harass any person.
12. Not act in a racist manner towards any person.
13. Not commit an indecent act. The discretion as to what constitutes an indecent act will rest with The Registrar, in consultation with Regenesys Education's legal team and the Dean, and such determination made by The Registrar will be final.
14. Not engage in any conduct or communication, whether verbal, written, visual, electronic, digital or otherwise, and whether on or off any Regenesys Education campus, that a reasonable person would consider to be harassment, hate speech, unfair discrimination, intimidation, or incitement to cause harm, or that otherwise impairs or violates the dignity, equality, or other constitutional or statutory rights of any student, or group of students, or Regenesys Education, any employee of Regenesys Education, or any person invited to Regenesys Education as a guest of Regenesys Education. For purposes of this code, conduct or communication may be actionable regardless of whether it was intended to cause harm, provided that its effect is reasonable likely to result in harm or infringement of rights.
15. Not use the name of Regenesys Education or use or display the logo of Regenesys Education without the express prior written permission of the Directors or the Chief Operating Officer (COO).
16. Not convene an assembly, gathering and/or protest without obtaining the express prior written consent of the Directors or COO or any other person duly authorised by him or her, or attend a gathering prohibited by the Directors or COO or any other person duly authorised by him or her.
17. Not make, publish, post, share, or disseminate any statement, representation, allegation, review, commentary, or opinion, whether orally or in writing, or through any social media platform, website, online forum, or other electronic medium, that is false, misleading, or materially inaccurate, about Regenesys Education, and which may reasonably be expected to cause prejudice to the administrative, academic, financial or reputational interests of Regenesys Education.
18. Not intentionally or negligently, or otherwise, tender or present to any employee of Regenesys Education any document, that he or she knows, or ought reasonably to know, to be false or a forgery, and has the potential to cause prejudice, whether intentional or otherwise, to the administrative, financial or academic interests of Regenesys Education.
19. Not accept from, partake in, otherwise be associated with, or offer a bribe to, any students, employees or any official of Regenesys Education. In the event that a student

is found guilty of trying to bribe any employee and/or official of Regenesys Education, the student's conduct will be referred to the relevant authority and criminal charges will be laid against the student.

20. Not reproduce or transmit in any form or manner, any workbook, book, thesis, dissertation, article, examination paper, lecture, printed tutorial matter or any other study aids in respect of which copyright exists, unless such reproduction or transmission is done in a manner authorised in terms of the Copyright Act, 1978 (as amended), and unless the copyright owner's permission for the reproduction or transmission is obtained;
21. Not contravene the provisions of the Copyright Infringement and Plagiarism Policy of Regenesys Education.
22. Not collect money or offer goods for sale or advertise goods without the permission of the financial manager (or a person duly authorised by him or her);
23. Not neglect, damage, lose, misappropriate, or otherwise refuse to return Library material borrowed from Regenesys' Education Resource Centre.
24. Not behave in any way that could impair the good name, goodwill and/or reputation of Regenesys Education, disrupting the maintenance of order, discipline and security of Regenesys Education or any of its Employees, staff or guest, or prejudicing or imperilling the process of tuition, research and administration and general Regenesys Education activities.

SECTION 1

17.1 The Student Disciplinary Committee (SDC)

1. The Panel

- 17.1.1 The Student Disciplinary Committee which consists of *no less* than three people will be identified from amongst the following groups of persons:
 - a) A maximum of three members of the Academic Committee.
 - b) A maximum of two members of the Senate; and
 - c) The Registrar.
- 17.1.2 The Registrar will nominate the members and the Chairperson of the SDC for each matter arising, from among the persons identified in 17.1.1 above.

2. Quorum

Three (3) members of the SDC will constitute a quorum.

3. Absence of Disciplinary Committee Members

- 3.1 If at any stage during the sitting of the SDC a member of the committee is no longer able to participate in the proceedings or is absent for any reason, the hearing will still nevertheless continue, provided that the panel is properly constituted and that the committee is duly constituted in terms of point 1 above.
- 3.2 In all other cases, the hearing should be terminated and will commence *de novo*.
- 3.3 If the Chairperson is absent, the committee elects a chairperson from among the persons identified in 17.1.1 above.

4. Chairperson to Determine Procedures

Subject to the provisions of this Code, the Chairperson of the SDC determines the procedure adopted at the SDC proceedings.

5. The Initiator

The Registrar appoints the initiator to present the case for Regenesys Education.

6. Decisions of the SDC

- 6.1 At the conclusion of the evidence which is presented by the initiator and the student, the SDC decides, in light of all the evidence led, whether or not the student is guilty of the misconduct, as charged. A finding of guilty will only be made where:
- 6.1.1 the misconduct charged has, in the opinion of the SDC, been proved on a balance of probabilities; or
 - 6.1.2 the student has freely and voluntarily admitted guilt and the SDC is satisfied that there is evidence from the accused or from another source to substantiate the admission. Should the SDC not be satisfied with the evidence presented, it may of its own accord call for further evidence to be led in respect of the charge.
- 6.2 If the SDC does not find the student guilty as provided for under Rules 6.1.1 and 6.1.2, the student shall be acquitted of the charge.
- 6.3 The decision of the SDC is determined by a majority vote of the SDC members present, taking into account all the evidence which has been led.
- 6.4 In the event of equality of votes, the Chairperson of the SDC has a casting vote in addition to his/her ordinary vote. This is to ensure that there is no deadlock and such vote will only be exercised in order to overcome a deadlock.

7. Students' Absence from Hearing

If a student charged with misconduct does not attend his/her disciplinary hearing without any satisfactory prior explanation having been received by the SDC, in writing, such hearing shall still nevertheless proceed in his/her absence and the proceedings and outcome of the SDC hearing shall still be valid notwithstanding the student's absence from the hearing. The outcome of the SDC hearing will be communicated to the student. In the event that the student did not attend the hearing, and is dissatisfied with the outcome, the student will still be entitled to proceed with the appeal process.

8. Recusal from Proceedings

A member of the SDC who has laid a complaint of misconduct must recuse him/herself from the proceedings of the SDC which have been constituted for the purpose of adjudicating a charge arising from the complaint to prevent any conflict of interest and/or bias affecting the outcome of the SDC hearing.

9. Obstruction of Proceedings

If a student charged with misconduct interferes with or obstructs any proceedings (in any way or any manner whatsoever) of the SDC and/or refuses to carry out any lawful instruction of the Chairperson of such SDC committee, such student may be ordered by the Chairperson to withdraw from the proceedings, which may then continue in his/her absence. In the event that a student is ordered by the Chairperson to withdraw from the proceedings, this may have an adverse impact on the ability of the student to properly present their evidence.

10. Record of Proceedings

The Registrar appoints a person to record, by means of tape or digital recording or in writing, the proceedings of the SDC hearing, and all the evidence heard and presented at the disciplinary hearing. Such a person appointed to record the disciplinary hearing proceedings shall not be a member of the SDC and as such, will have no ability to cast any vote whatsoever. The student is thus aware that the hearing is being recorded and the purpose thereof.

SECTION 2

17.5 Procedure in the case of a Complaint of Misconduct

1. Notification of Misconduct

- 1.1 A student must be formally charged with misconduct, described in a written charge statement that is prepared by a duly authorised initiator.
- 1.2 The initiator must formulate a charge against the student by producing a written and signed statement describing an accusation, complaint or allegation and the grounds of misconduct he or she wishes to rely upon in terms of SECTION 3 paragraph 1. The date, place and time of the alleged misconduct must be stated. In the event that the student is charged with multiple offenses or charges, the initiator is required to succinctly describe the accusation, complaint or allegation and the grounds of misconduct he or she wishes to rely upon in terms of SECTION 3 paragraph 1 for each charge listed against the student.
- 1.3 The charge statement must then be submitted by the initiator to The Registrar, or a person authorised by The Registrar to receive such a complaint, provided that nothing contained herein will prevent The Registrar from laying a complaint of misconduct against a student. In such an instance, The Registrar will be required to submit the charge sheet to either the Dean, or the Chief Academic Officer.

2. Preliminary Investigation

- 2.1 The Registrar may appoint one or more persons to conduct a preliminary investigation into any accusation, complaint or allegation brought to his/her attention. The Registrar may, at his/her discretion, conduct the investigation him/herself.
- 2.2 The person(s) appointed to conduct the preliminary investigation may consult with or obtain information from any person, including the student against whom the accusation, complaint or allegation has been made.

- 2.3 Such person(s) tasked by The Registrar to conduct a preliminary investigation must submit a written report to The Registrar detailing their findings following their preliminary investigation.

3. Referral to the Student Disciplinary Committee (SDC)

- 3.1 If The Registrar is of the opinion that there is a *prima facie* case and that there are reasonable grounds for a charge of misconduct and that the misconduct is of a serious nature, he/she may draft a charge statement or confirm any such charge statement drawn by any initiator and The Registrar may then refer the matter for hearing at the SDC. The decision as to what misconduct constitutes same of a serious nature, will be made by The Registrar alone, taking into account various factors.
- 3.2 If The Registrar is of the opinion that an alleged misconduct of a student constitutes a minor contravention of the Code, The Registrar may exercise his/her discretion not to refer the matter for hearing at the SDC. The Registrar may then elect whatever further alternative steps should be taken in response to minor contravention.

4. Notice to the Accused Student

- 4.1 When proceedings against a student are instituted in terms of 3 above, The Registrar will give the student concerned not less than 10 (ten) consecutive days' notice in writing of the date, time and place of the hearing before the SDC. In gross misconduct, 2 (two)-5 (five) connective days' notice will apply. The severity of the gross misconduct will guide the notice period. For more serious gross misconduct matters, the more expeditious the process ought to be and as such, a less time period may be provided unless, in The Registrar's objective opinion, a deviation is necessary.
- 4.2 The Notice under this rule will inform the student:
- 4.2.1 that proceedings under the Student Disciplinary Code are intended to be instituted against him/her and that a copy of the Code is available for inspection on request;
 - 4.2.2 of the individual grounds and/or individual acts of misconduct that the student is alleged to have breached and/or to have committed. The Notice must set out the charge with sufficient particularity to enable the student to prepare for his/her defence. In this regard, if the student is charged with multiple charges, each charge must be sufficiently set out with sufficient particularity to allow the student to prepare for his/her defence to each charge. This does not mean that the Notice must set out each and every single piece of evidence in support of the charges, nor each and every single way in which the misconduct breaches the Code leading to the relevant charge. All that is required is that the Notice set forth sufficient information of the charges which have been laid against the student so that the student is aware of the case which they must meet;
 - 4.2.3 that he/she has the right to admit to the charge in writing at least two (2) days before the hearing;
 - 4.2.4 that he/she has the right to attend the hearing to present his/her case, or to be represented at the hearing by another Regenesys Education student, or an employee of Regenesys Education*, and
 - 4.2.5 that he/she has the right if he/she is a minor (under 18 years of age) to be assisted by his/her parent or guardian or, at the discretion of the SDC, to be

assisted by any other person appointed by such parent or guardian, provided that nothing contained in this Rule renders the conduct of the SDC void if the student is not so assisted on the date set for the hearing.

*Since student disciplinary matters are internal, external representation is not permitted, except in the case of 4.2.5. As such, the student (except for one listed in 4.2.5 above) is not permitted to have any legal representation in the hearing, or to assist or coach the student in the hearing. Any student who is found to have breached this Rule will be guilty of a further charge of misconduct. If the student is dissatisfied with the outcome of the hearing, the student is at liberty to exercise the rights of appeal contained herein.

5. Service of Notice

- 5.1 Service of any written notice and the furnishing of particulars in terms of this Code will be by e-mail to the most recently supplied e-mail address, which is a regular means of contact.
- 5.2 The student will be deemed to have received the e-mailed notice and particulars on the date of sending thereof.
- 5.3 It is therefore the student's responsibility to ensure that their contact details remain valid and any update in relation thereto is promptly communicated to Regenesys Education to ensure that any such written notice in terms of this code reaches the student. The charges, hearing, or outcome of the hearing will not be invalid as a result of the student not receiving the notice due to the student changing his/her particulars and failing to inform Regenesys Education of such change.

6. Suspension

- 6.1 No student will be finally suspended from Regenesys Education before a hearing is held. However, The Registrar may use an abridged service of Notice to convene an emergency SDC that will determine the need for a temporary suspension which will serve to temporarily prohibit such students from:
 - 6.1.1 entering onto the premises of any Regenesys Education campus, or any part thereof, and/or
 - 6.1.2 exercising a right or privilege resulting from his/her enrolment as a student.
- 6.2 A temporary suspension in terms of paragraph 6.1 above remains in full force and effect for the period not exceeding thirty (30) days or until the disciplinary proceedings in terms of this Code have been finalised, whichever instance may first occur.
- 6.3 The temporarily suspended student may make written representations to the Head of School within five (5) days of receipt of written notice of his/her suspension, advancing reasons why he/she should not be suspended.
- 6.4 The Registrar and/or Dean and/or Academic Chief Officer may at his/her sole discretion revoke a temporary suspension at any time, provided that, notwithstanding such revocation, further steps may be taken to proceed with the disciplinary hearing on the charge of misconduct against the student.
- 6.5 The Registrar and/or Dean and/or Academic Chief Officer may, at his/her sole discretion, also confirm the temporary suspension.

SECTION 3

17.6 General Procedures at the Hearing of a charge of Misconduct and/or Gross Misconduct

1. All hearings are confidential to the SDC and interested and affected parties, including but not limited to the senior management, the academic and technical teams and the students. The process is outlined as below:
 - 1.1 The initiator leads evidence against the accused student and generally conducts the case for Regenesys Education. The initiator may present all types of evidence, and may call witnesses. The initiator will then wait for the accused student to present their evidence. The initiator will be entitled to put various questions to the student, and the student is required to answer same fully and truthfully;
 - 1.2 The SDC will thereafter allow the student (or such person representing the student) a reasonable opportunity to present a defence and to answer the charges. At this opportunity the student (or the person representing the student) will present evidence as to why the charges should not be brought or made final against the accused student. The student is required to present all evidence which they are relying upon and is at liberty to pose certain questions to the initiator during the hearing.
 - 1.3 Both the initiator and the accused student are allowed to produce all relevant evidence and call witnesses and to examine and cross-examine witnesses, as appropriate. Whilst not under oath, the witnesses are required to provide honest responses and any response which is found to be incorrect or factually false will impact the credibility of the relevant witness.
 - 1.4 After the accused student has concluded their case and presented all their evidence, the initiator will be presented with a final opportunity to address certain issues which have been raised by the accused student in their defence of the charges, which, in the initiator's view are required to be addressed. The initiator will not be permitted to introduce new evidence but will be permitted to engage the accused student's witnesses to clarify certain issues raised by the accused student.
 - 1.5 After the initiator has closed their case, the SDC will consider all evidence presented by both parties in totality and will arrive at a conclusion in relation to the charges against the accused student.
 - 1.6 The SDC will then provide both parties with a written outcome/finding in relation to the charges. In this regard, the SDC is required to find the accused student either guilty or not guilty on each of the charges listed against the accused student, as well as the reasons/basis for such findings.
2. The SDC is also entitled to ask the witnesses questions for clarity.
3. The SDC may, further, of its own accord, call for evidence that it may deem relevant to a determination of the issue(s) before it. It is noted that such evidence may include, *inter alia*, copies of documents; internal telephonic, computer and printing records; access to video footage; and handwriting analysis.
4. The hearing of the SDC is conducted in an informal manner, according to the principles of natural justice and with due regard for the rights of the accused student. No accused student will be prejudiced because of a failure to comply with the rules of procedure or rules of evidence as applied in the ordinary courts.
5. If the student is a minor (under 18 years of age), no disciplinary action(s) will be taken against that student before his/her parent or guardian has also been informed in writing of

his/her alleged misconduct and has been given a proper opportunity to make a written statement and, if he/she so wishes, to appear before the SDC in person.

SECTION 4

1.1 Sanctions

1. When considering an appropriate sanction, the SDC must take into account all the mitigating and aggravating factors presented during the hearing. Further, when considering the appropriateness of the disciplinary measures to be imposed, the SDC must ensure that such disciplinary measures are, as far as possible, appropriate to and commensurate with the nature and gravity of the misconduct of which the student has been found guilty. And still further, it is noted that the SDC is also bound by the rules of administrative law and natural justice and the principles of precedent.
2. After finding a student guilty of misconduct, the SDC may impose one or more of the following sanctions:
 - 2.1 expulsion and/or revocation of a degree, diploma or other qualification obtained from Regenesys Education in an improper manner.
 - 2.2 a written reprimand and/or warning.
 - 2.3 a fine not exceeding twice the annual tuition fee for the full first year of study of the qualification for which the student is registered which is determined by the full first year of study at that time.
 - 2.4 payment of compensation or requiring the accused student to repair the damage caused by his/her misconduct.
 - 2.5 recovery of costs arising from the investigations, such as the cost of a polygraph test or the cost of forensic handwriting analysis.
 - 2.6 denial of the right or privilege to register for a particular study module, course or qualification offered by Regenesys Education.
 - 2.7 annulment of examination results and/or withdrawal of a credit(s) obtained in a study module and/or courses.
 - 2.8 refusal of admission to an examination for a specified period.
 - 2.9 confirmation of the temporary suspension of a student, and/or the suspension of the student for a specified period or further period subject to any condition(s) which the SDC deems reasonable.
 - 2.10 any other appropriate sanction(s) which the SDC deems suitable in the particular circumstances; and/or
 - 2.11 a student who is temporarily or permanently deprived in terms of this Code of a right or privilege which he/she enjoys as a student or is temporarily or permanently denied admission to Regenesys Education, forfeits any claim for repayment, reduction or remission of moneys paid or payable to Regenesys Education.

SECTION 5

1.2 Implementation of Findings of the SDC Sanctions

1. The SDC may find an accused student:
 - 1.1 **guilty**, in which event, the student is notified in writing of the finding and the sanction(s) imposed by the SDC in a written Notice of Sanction, where the student is

further informed of his/her right to appeal against the finding(s) and/or the sanction(s) imposed.

- 1.2 **not guilty**, in which event the student is notified in a written notice of the finding of the SDC.
2. If the student is a minor (under 18 years of age), no disciplinary measure(s) will be taken against that student before his/her parent or guardian has also been informed in writing of his/her alleged misconduct and has been given a proper opportunity to make a written statement and, if he/she so wishes, to appear before the SDC in person.

SECTION 6

1.3 Student Code of Conduct Appeals

The Student Disciplinary Appeals Committee (SDAC) hears all appeals in respect of student disciplinary findings of the SDC.

1. Functions and Powers of the SDAC

- 1.1 The SDAC is responsible for the hearing of appeals in respect of the decisions of the SDC whether based on factual findings, matters relating to procedure and/or the sanctions imposed.
- 1.2 The SDAC has the power to review, reverse, nullify or replace decisions of the SDC in all respects, and can also order that a hearing be held *de novo*.

2. Composition of the SDAC

- 2.1 The SDAC consists of three members identified from among the following groups of persons:
 - 2.1.1 the Head of School,
 - 2.1.2 academics from each of the schools,
 - 2.1.3 members of the Senate; and
 - 2.1.4 The Registrar or The Dean.
- 2.2 In respect of each meeting of the SDAC, The Registrar nominates two members from the groups of persons identified in 2.1 who were not members of the SDC. They, together with The Registrar or The Dean, will constitute the Student Disciplinary Appeals Committee.
- 2.3 The members of the SDAC will **not** be any individuals who were members of the SDC hearing which is the basis of the appeal.

3. Quorum

Four members of the SDAC constitute a quorum.

4. Functioning

The provisions of paragraphs 5.3-5.9 of SECTION 5 below, apply with the necessary changes to the functioning of the SDAC.

5. Procedures

- 5.1 A student who has been found guilty of misconduct may, within fourteen (14) calendar days of being informed, in writing, of the finding of the SDC, appeal to the SDAC in writing by lodging a written Notice of Appeal with The Registrar, provided that a student who has been found guilty of misconduct after having pleaded guilty to the charge against him/her has no right of appeal against such finding, but may still appeal against the sanction.
- 5.2 The appellant furnishes, in writing, detailed grounds for his/her appeal in the Notice of Appeal.
- 5.3 Upon receipt of a Notice of Appeal, a copy of such Notice is forwarded to the Chairperson of the SDC which adjudicated the charge, whereupon the SDC, where necessary, should within five (5) days, compile a reply to the grounds of appeal and submit such response to the Chairperson of the SDAC.
- 5.4 When an appeal is lodged against a decision of the SDC in terms of SECTION 9, the enforcement of any disciplinary measure imposed by the SDC is deferred by either the SDC or The Registrar, pending the outcome of the appeal. In the event that the student is temporarily suspended, the appeal will not override the temporary suspension and the student will still remain temporarily suspended until such time as the outcome of the appeal has been handed down.
- 5.5 An appeal will be heard solely on the grounds of the record of the proceedings of the SDC, together with any document(s) and exhibit(s) submitted during the SDC hearing, save where the appeal is based on a material irregularity that is alleged to have occurred in the course of the proceedings but does not appear as such from the record. As a result, neither party will be entitled to introduce new evidence at the hearing of the appeal.
- 5.6 For the purposes of an appeal, the appellant or the person assisting him/her or any other person allowed by the SDAC (or the SDC as the case may be) may make written or, with the permission of the SDAC, verbal representations to the SDAC.
- 5.7 After considering an appeal the SDAC may:
 - 5.7.1 dismiss the appeal and uphold the decision of the SDC in its entirety or in part.
 - 5.7.2 allow the appeal and set aside the decision of the SDC in its entirety or in part.
 - 5.7.3 amend the decision of the SDC.
 - 5.7.4 refer to any question pertaining to the hearing of the SDC back to the SDC concerned and order that a report be submitted prior to reaching a final decision concerning the appeal.
- 5.8 There is no further forum for appeal within the Regenesys Education structures after the SDAC.

SECTION 7

1.1 Reporting and Disclosure of Findings

- 1.1.1.1 If a student in respect of whom the SDC has imposed a sanction fails to exercise his/her right of appeal as set out in SECTION 9, the SDC submits a written report on the matter to the Chairperson of Senate.

1.1.1.2 If a student, in respect of whom the SDC has imposed a sanction exercises his/her right of appeal as set out in SECTION 9, the SDAC will submit a written report on the matter to the Academic Committee after disposing of the appeal and, if it deems necessary, to the Senate for its information.

SECTION 8

1.2 Safekeeping of the Record of Proceedings

1. All documents, evidence and tape recordings pertaining to a disciplinary matter will be kept in safe custody by The Registrar. A student is, however, entitled to receive copies of such documents and tape recordings at his/her own expense, with the exclusion of such evidence that may infringe the right to the protection of personal information, such as video footage that clearly shows other people not directly involved in the matter of misconduct.
2. Such documents and tape recordings will be held by Regenesys Education for a period of three years after a matter has been finalised.

SECTION 9

1.3 Commencement of this Code

1. This Code comes into operation on the date on which it is approved by the committee.
2. This Code is the relevant Code for all students registered at Regenesys Education from the commencement date of this Code and repeals all previous Student Disciplinary Codes, policies and procedures that may have previously applied.
3. By studying at Regenesys Education, the student agrees and hereby consents to be bound by this Code, and the provisions herein contained, and which may be amended from time to time.

SECTION 10

1.4 Operational Guidelines

1. The Registrar's Office is the custodian for operational guidelines regarding:
 - 1.1 minimum and maximum sanctions to be imposed by the SDC and SDAC;
 - 1.2 any matter required to be prescribed in terms of this Code; and
 - 1.3 any other matter which the Management Committee deems necessary or expedient to be prescribed in order to achieve the objectives of this Code.
2. Any guidelines made under this subsection must be submitted to the Senate of Regenesys Education for approval.

18. COMPLAINT RESOLUTION ESCALATION

A student, who has not received timeous resolution of their relevant complaint, may make use of the complaint resolution escalation as provided below. This is only to be used when an

aggrieved student has exhausted all other formal and informal administrative processes and opportunities to bring about a resolution. All complaint resolution escalations should be referred to The Dean for final resolution.

18.1 The Escalation Process

The aggrieved student is required to submit a formal complaint resolution escalation to the programme administrator and copy The Dean of Regenesys Education in such submission. Submissions are to be done via e-mail so as to ensure a paper trail.

After reviewing the complaint resolution escalation, The Dean will refer the matter to the Escalation Committee, which is chaired by The Dean or The Registrar, provided none of the aforementioned is a member of the Academic Committee or any other informal committee where the previous decision was made.

The Escalation Committee shall comprise The Dean, one Head of School and The Registrar, provided none were members of any formal or informal committee, where the previous decision was made. The programme administrator will also be an ex officio member of the Escalation Committee.

18.2 Decision of the Escalation Committee

The decision of the Escalation Committee will be formally recorded and communicated to the aggrieved student in writing. Students are advised that the outcome of the Escalation Committee is final.

18.3 Deadline for Escalations

All complaint resolution escalations must be made in writing, and within seven (7) calendar days of the complaint forming the basis of the escalation.

SECTION 11

19. STUDENT COMPLAINTS AND GRIEVANCE RESOLUTION PROCEDURE

19.1 Purpose

The purpose of the student complaints and grievance resolutions procedure is to assist students in the prompt and constructive resolution of formal complaints and grievances, including queries about the conduct of Regenesys Education operations, services, staff, students, or people associated with the School, where a group or individual's interests appear to have been adversely and unjustifiably impacted by such conduct.

19.2 Objectives

The objective of the student complaints and grievance resolutions procedure is to encourage an organisational culture that responds to such complaints or grievances in an open and

constructive manner, and in accordance with principle of procedural fairness. It therefore seeks to ensure:

- a) clear pathways for students to lodge and formalise complaints and have their complaints resolved timeously;
- b) that complaints are promptly and properly investigated, and decisions are based on sound evidence; and
- c) there is a central, School-wide system to register and monitor formal complaints and grievances, and the actions taken by Regenesys Education to resolve them.

19.3 Principles

As a customer-focused institution, committed to quality procedures, Regenesys Education offers complaints and grievance resolution processes which are responsive and equitable, and designed to improve the institutional performance rather than defend action. Regenesys Education is committed to ensuring that the student's experience is of the highest standard.

19.4 Overview of the Complaints Management Process

Students are encouraged to first try to settle any issues informally before making a formal complaint. A potential example of a student who endeavours to settle any issue informally would be for the student to approach their Customer Relations Management Personnel, prior to putting the complaint in writing and following the below escalation procedure. Staff are expected to handle these informal discussions professionally and quickly, aiming to find a solution as soon as possible.

Regenesys Education has a structured process for formal student complaints, namely:

1. Students should submit their complaint (via a duly completed ACR form) through their relevant student Customer Relations Management Personnel in student support
2. Once received, the Customer Relations Management personnel will allocate and oversee the complaint, keeping the relevant Head of School informed for further monitoring;
3. In the event that escalation is required, the Customer Relations Management personnel will escalate same to the Customer Relations Management Manager for intervention (if deemed necessary);
4. The Head of School will ensure that complaints are acknowledged within 8 (eight) hours and that a resolution is obtained within 48 (forty eight) hours from when the complaint was lodged. The aforesaid time period is subject to proper engagement by all parties to the complaint. In the event that various parties do not wish to engage in order to obtain expeditious resolution of the complaint, then Regenesys Education cannot be held bound to the 48 (forty eight) hour resolution period.
5. Both the person making the complaint (the "complainant") and the person responding are expected to cooperate timeously and fairly.
6. In the event that internal investigations are necessary and that the 48 (forty eight) hour resolution turnaround appears unlikely, Regenesys Education will use its best

endeavours to ensure that regular communication is sent to the complainant to advise on status of the complaint.

7. The Office of the Registrar will keep records of all complaints, which will assist Regenesys Education in identify recurring problems. By agreeing to be a student at Regenesys Education, the student consents to Regenesys Education retaining their personal information and details regarding their complaint.

This process also provides useful information relating to service delivery and is used to measure internal staff performance and general student support. Data generated from student complaints provides comprehensive insight into the necessary processes required to address teaching and learning challenges and to continuously celebrate success stories as fundamental basis for lifelong learning. In this light, the student complaints and grievance process is aimed at promoting a student centered learning approach.