



## **THEOLOGICAL EDUCATION BY EXTENSION COLLEGE**

### **RULES & REGULATIONS and related College POLICIES**

*Revision: October 2021*

***Equipping Anyone Anywhere For Ministry***

**TEE COLLEGE is registered with the Department of Higher Education and Training as a Private Higher Education Institution under the Higher Education Act (101 of 1997).**

**Registration Certificate No. 2008/HE08/002**

**NON-PROFIT COMPANY Registration No: 2007/030481/08**

# Table of Contents

<b>1. Legal Status of TEE College.....</b>	<b>3</b>
Programmes in the Theology stream.....	4
Programmes in the Christian ministry stream.....	4
Programmes no longer offered .....	4
Applicable South African legislation .....	5
<b>2. Admissions Policy.....</b>	<b>6</b>
Admission Requirements.....	7
Access Assessment .....	9
Exemptions .....	10
Transfer of Credits.....	11
Recognition of Prior Learning (RPL).....	13
<b>3 Registration Regulations.....</b>	<b>15</b>
Submitting applications .....	16
Component and Repeat registrations.....	17
Confirmation of Registration .....	20
Cancelling courses .....	20
Delivery of Course Material .....	21
<b>4 Finance &amp; Fees.....</b>	<b>22</b>
<b>5 TEE College Library .....</b>	<b>27</b>
<b>6 Assessments .....</b>	<b>29</b>
Submitting assessments .....	30
Due Dates / Assessments submitted late .....	30
Re-submissions .....	32
Copying.....	33
Plagiarism .....	34
<b>7 Assessment &amp; Moderation Policy .....</b>	<b>35</b>
<b>8 Results.....</b>	<b>36</b>
Graduation.....	38
<b>9 Appeals Policy .....</b>	<b>38</b>
Complaints.....	41

It is the responsibility of the student to read and be familiar with the policy, rules, regulations and requirements of the College contained in this booklet. The College is not responsible for a student's failure to do so. Signing your registration application indicates your agreement to abide by the Rules & Regulations of the College.

This Booklet is only sent out once to a student, on their first registration with the College (and again after major revisions). It is important that you keep the most recent copy of this booklet, and refer to it for all your years of study with the College.

This booklet can also be downloaded from the College website.

Revised: October 2021

This version of the Rules and Regulations and related College Policies supersedes all previous versions.

# **1. Legal Status of TEE College**

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The Theological Education by Extension College (TEE College or TEEC) is registered with the Companies and Intellectual Property Commission (CIPC) as a non-profit company under the Companies Act (71 of 2008). Registration number No.2007/030481/08.

TEE College is registered with the Department of Higher Education and Training (DHET) as a Private Higher Education Institution (PHEI) under the Higher Education Act, 1997.

Registration Certificate No. 2008/HE08/002.

TEE College offers programmes which are accredited by the Council on Higher Education (CHE) and registered with the South African Qualifications Authority (SAQA).

The sole objective of the College is: The provision of “higher education” by a “higher education institution” as defined in terms of the Higher Education Act, 1997 (Act No.101 of 1997), and in particular to be a theological education institution, which provides courses through distance learning to equip students for ordained or lay Christian ministries.

## **Studies for ministerial purposes**

It is the student’s responsibility to register on the appropriate programme if their studies form part of preparation for ministry or leadership in their church context. Please be advised by your church training authority.

It is not always possible to switch between programmes and also retain completed work.

TEE College staff can advise regarding courses and programmes, but they cannot advise with regards to the study requirements of churches.

## **Programmes offered**

TEE College offers a range of accredited programmes at different levels of study and with particular focus areas. Programmes are also grouped in related streams.

Each programme is described in a separate Yearbook, which also explains the entrance and study requirements, as well as the required course combinations and study path in order to achieve the related qualification and graduate. Yearbooks are available from the College’s website – [www.tee.co.za](http://www.tee.co.za).

Formal details of all programmes can be found on the SAQA website – [www.saqa.org.za](http://www.saqa.org.za)

## **Programmes in the Theology stream**

TEE College has accredited the following programmes within its "Theology" stream of programmes:

<b>Programme</b>	<b>Courses to complete</b>	<b>NQF exit level</b>	<b>Credits</b>	<b>Language of Instruction</b>	<b>SAQA ID</b>
Higher Certificate in Theology	10 half-courses	5	120	English	73469
Diploma in Theology	18 full courses	6	360	English	80193
Bachelor of Theology	17 courses (3 half-courses 14 full courses)	7	364	English	62765

## **Programmes in the Christian ministry stream**

TEE College has accredited the following programmes within its "Christian Ministry" stream of programmes:

<b>Programme</b>	<b>Courses to complete</b>	<b>NQF exit level</b>	<b>Credits</b>	<b>Language of Instruction</b>	<b>SAQA ID</b>
Higher Certificate in Christian Leadership & Management	10 courses	5	120	English	93927
Higher Certificate in Christian Proclamation	10 courses	5	120	English	94840
Higher Certificate in Christian Worship	10 courses	5	120	English	94842
Higher Certificate in Pastoral Care	10 courses	5	120	English	93855
Advanced Certificate in Religious Education	8 courses	6	120	English	111898

## **Programmes no longer offered**

Joint Board Diploma in Theology (SAQA 63612)

Diploma in Theology and Ministry (SAQA 62619)

Award in Theology (short courses)

## **TEEC Programmes and the Church**

Completion of any of these programmes does not guarantee that you are qualified for ordination, licensing or ministry in your church. You need to be guided by your Church authorities in that regard.

## **Applicable South African legislation**

### **Occupational Health & Safety Act**

The College complies with the Occupational Health & Safety Act as well as the requirements of the DHET regulations through an annual inspection by a registered inspector and the provisions of the Staff Manual.

The College is committed to providing a healthy and safe working environment for staff and visitors.

### **Personal Access to Information Act (PAIA)**

As required by the Act, the College has a separate manual which is available on request or by download from the College website. Information requests must be submitted as prescribed in the PAIA manual.

### **Protection of Personal Information Act (POPIA)**

The College has a registered Information Officer responsible for the oversight and management of personal data processed by the College in carrying out its work.

By applying for study with the College, and through submitting information via applications for study, etc., applicants consent to the use of their personal information for the purpose for which it was submitted to the College. The College commits to ensure that this information is secured and is used for the intended purposes.

By making submissions to the College both applicants and students consent to receiving communications from the College when they are related to their studies and the work of the College. This includes communications related to incomplete studies, academic opportunities, and the follow-up of outstanding debt.

### **Non-discrimination / Disability**

The College is committed to providing an inclusive and welcoming environment for all members of its staff, students, volunteers,

contractors and vendors. The College has zero tolerance for all forms of racism, unfair discrimination, and insensitivity. The Non-discrimination & Disability policy document is available upon request.

## **Copyright of TEEC Course Material**

All TEEC course material is protected by copyright and may not be copied, reproduced, printed or incorporated into other material either in part or as a whole (Copyright Act 98 of 1978). Neither may any material (whether in whole or in part) be used for profit or gain.

## **2. Admissions Policy**

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Any adult will be admitted into studies in any academic year at TEE College provided:

They meet the educational admission requirements for the programme for which they wish to enrol;

They are in good standing with this College (not suspended or expelled);

They have no outstanding debt or library books from TEE College.

The College reserves the right to request a Certificate of Good Conduct relating to any previous enrollment at a Higher Education Institution.

All admissions to TEE College are subject to the discretion of the College Exam Board.
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For Admission Procedures, please see the "How to Register" information produced annually by the College (available for download from the College website – [www.tee.co.za](http://www.tee.co.za)).

### **Student enrollment contract**

By submitting an application to study you undertake to comply with the Rules and Regulations of TEE College. Any default on your part will result in the action detailed in the Yearbook and in the Rules, Regulations & Policies booklet.

Further, you accept responsibility for settling your student account, including honouring any Option C instalment due dates (overdue amounts become an Incidental Credit Agreement under the National Credit Act (34 of 2005)).

## **Language policy**

The language of instruction for all programmes is English. All forms, documents and administrative processes are in English, and students are to supply all information (including assignments) in English.

Where possible, staff might assist in alternative languages, however students need to be competent in English appropriate to their level of study.

## **Mode of instruction**

The College offers its programmes in the extension mode – a form of distance education used for theological education internationally.

Programmes are offered as print-based (using workbooks), online eLearning, or a hybrid format using electronic materials (using an online learning platform).

Not all formats are available for all programmes. Be clear about the format to be used for the programme you select.

## **Admission to Programmes**

The admission requirements of each programme specify the required minimum educational standards and the relevant documentation to be provided before an application can be processed.

All accredited programmes require the minimum of a National Senior Certificate (or equivalent). Entry to an undergraduate degree requires the minimum of a National Senior Certificate with Matriculation endorsement (or equivalent).

Students who do not hold a National Senior Certificate or have no Matriculation endorsement might qualify for access to a programme through the TEE College Access Assessment (RPL through integrated assessment).

## **Admission Requirements**

The minimum entry requirement is the National Senior Certificate with appropriate subject combinations and levels of achievement as defined in the Minister's policy, Minimum Admission Requirements for Higher Certificate, Diploma and Bachelor's Degree Programmes requiring a National Senior Certificate, Government Gazette, Vol. 482, No. 27961. 18 August 2005.



## **Higher Certificate:**

Any person wishing to register for a Higher Certificate must have:

- A National Senior Certificate with a minimum of 30% for English / Grade 12 / Std 10 or equivalent
- Alternatively be in possession of a Grade 12 or Std 10 certificate (pre-2008).

or

- Been granted admission via RPL after successfully completing the Access Assessment (Integrated Assessment).

or

- Been granted admission on the basis of Conditional Exemption.

## **Advanced Certificate:**

Any person wishing to register for an Advanced Certificate must have:

- A completed Higher Certificate (NQF 5), or equivalent.

or

- Been granted admission via RPL after successfully completing the Access Assessment (Integrated Assessment).

or

- Been granted admission on the basis of Conditional Exemption.

## **Diploma in Theology:**

Any person wishing to register for the Diploma in Theology must have:

- A National Senior Certificate with a minimum of 30% for English and an achievement rating of 3 (Moderate achievement 30% -33%) or better in four 20 credit NSC subjects.
- Alternatively be in possession of a Grade 12 or Std 10 certificate (pre-2008).

or

- Be in possession of a completed Higher Certificate.

or

- Been granted admission via RPL after successfully completing the Access Assessment (Integrated Assessment).

or

- Been granted admission on the basis of Conditional Exemption.

## **Bachelor of Theology:**

Any person wishing to register for the Bachelor of Theology must:

- Be in possession of a National Senior Certificate with a minimum of 30% for English and an achievement rating of 4 (Adequate Achievement 50% - 55%) or better in four 20 credit NSC subjects
- Alternatively be in possession of a Grade 12 or Std 10 certificate - with Matric Exemption/ Endorsement (pre-2008).

or

- Be in possession of a completed Higher Certificate, or higher qualification.

or

- Have been granted admission via RPL after successfully completing the Access Assessment (Integrated Assessment).

or

- Have been granted admission on the basis of Conditional Exemption.

## **Access Assessment**

The TEE College Access Assessment is an internal evaluation tool for determining the academic ability of a person wishing to study on an accredited programme at TEE College for which they do not already hold the relevant certification to meet the programme entrance requirements.

The access assessment is not an accredited or registered course or programme. It is an internal assessment tool and its results have no relevance or value outside of TEE College. The assessment has no credit value and it awards no credits to any programme.

The access assessment indicates the student's academic fitness or ability for study on TEEC programmes, and as such satisfies the programme entrance requirements for admission to study. The result of the access assessment simply indicates whether the student is granted entrance to programmes at TEE College. It provides no other guarantees, indicators, concessions or conditions.

## *Applying for the Access Assessment*

An applicant can register for the Access Assessment at any time in the year by paying the prescribed fee and submitting a completed application form (available from the College website).

The applicant is sent the assessment materials and has three months in which to complete and submit the assessment.

Once assessed, the applicant will be informed of the outcome. Where a successful outcome grants entrance to a programme those programme courses can only be registered in their appropriate registration period.

Where an applicant was not successful with their Access Assessment submission then he or she may only re-attempt the Access Assessment at least six months after their result was issued to them. This additional application will be registered as a Repeat registration – the applicant will retain and use the same text book but will receive a different assessment instrument.

## **Exemptions**

From 2009, in order to qualify for admission to Higher Education studies, an applicant must be in possession of the National Senior Certificate (NSC) indicating the level of higher education studies at which that student may study.

Students who completed their schooling prior to 2009 (2008 and before) must hold a Senior Certificate with a Matriculation endorsement for Degree studies, a Std 10 or Grade 12 certificate for Diploma or Higher Certificate studies, or must qualify for a Certificate of Exemption.

Where the academic ability of an applicant is clear then TEE College (through the Exam Board) may offer entrance to a programme through a Conditional Exemption. Where academic ability is not clear then TEE College provides the Access Assessment as the entrance mechanism (described earlier).

## **Conditional Exemption based on age (23+ with Std 10 / Grade 12 and some prior post school studies)**

Applicant needs to be at least 23 years of age at registration.

Applicant must have passed a minimum of four Grade 12 Higher Grade subjects or four Standard Grade subjects with symbols A – E:

At least three subjects must have been passed at one examination sitting.

A pass in English is required.

A MINIMUM of one subject must be passed on Higher Grade.

Applicant must have completed and been successful in some prior post school studies.

### **Exemption based on completed qualification from a registered Higher Education Institution**

The Applicant needs to hold at least a Higher Certificate – this will give entrance to the Higher Certificate, Advanced Certificate, Diploma or Degree programmes.

### **Exemption based on foreign schooling achievements (A and O levels)**

The applicant must have passed a combination of five A and O level subjects, of which at least two must be A level subjects.

Subjects must cover the following groups:

English Language (and any recognised 2nd language)

Mathematics, Biology, Science, Geology, Physiology, General Science, a recognised 3rd language.

### **Application for Exemption**

Contact the College and request either:

An Access Assessment application form (or download from the College website)

An Application for Exemption form.

Please note that the required documentation together with confirmation of payment of any fees must accompany a duly completed application form before it will be processed.

### **Transfer of Credits (CAT)**

TEE College will only acknowledge and give credit for work successfully completed on an accredited and registered programme at another registered institution.

An application for transfer of credits will only be processed for currently registered students (students who intend to register with TEEC can receive guidance on what credit they are likely to receive in order to assist them in their selection of courses for registration, but the processing and recording of transferable credits will only be done for currently registered students).

## **Course eligibility**

A course will only be considered for transfer if it:

- was completed at a registered institution; and
- was completed on a registered and accredited programme; and
- is on an equivalent or better NQF level; and
- has relevant credit value; and
- aligns with the outcomes of the course for which credit is being applied.

## **Fifty-percent rules**

In terms of the Education Act (101 of 1997), a student may not transfer more than 50% of credit:

- from a completed qualification
- to a new qualification

*Both rules apply simultaneously when determining what credit is available for transfer and what can be credited to the new programme. E.g. While a completed 360-credit Diploma can potentially offer 180 credits for transfer, a 120-credit Higher Certificate can only receive a maximum of 60 credits from another programme.*

## **Fees**

There is a fee for (a) the Application of a Transfer of Credit, and (b) for each course that is successfully credited as a result of the application. The current fees are shown on the application form.

## **Procedure**

The applicant must have the minimum entry requirements for the programme that they wish to apply for.

1. The applicant must obtain the application form from the College website, or request one to be emailed.
2. The applicant must complete the application form in full and submit it to college with proof of payment of the application fee and ALL the required documentation.
3. The RPL Committee will assess the application.
4. The RPL Secretary will notify the applicant in writing of the RPL Committee's decision.

5. If the application is successful, the RPL Secretary will update the applicant's student record, and the finance department will charge the relevant fee for each course credited to the student's account.

It is the responsibility of the applicant to complete an application in full (with all the required supporting documentation), and to pay the applicable fees.

TEE College undertakes to: supply an information booklet for the transfer of Credit process; make an assessment of the application timeously; give feedback to the applicant; if necessary, inform the applicant of any Appeals process.

## **Rejection**

Transfer of Credit applications will be automatically rejected if:

1. The applicant does not meet the minimum entry requirements for the programme.
2. The application form is not completed in full.
3. The application form does not have all the required documentation attached.
4. The application fee is not paid.

## **Recognition of Prior Learning (RPL)**

The Recognition of Prior Learning (RPL) can do two things:

- (1) Give entrance to a programme through the Access Assessment – (RPL through integrated assessment);
- (2) Give exemption for courses offered on College programmes, which is described below.

If an applicant is confident that they are competent in the outcomes of a course offered by TEE College, then they can apply for Recognition of Prior Learning (RPL). Particularly in cases where:

- They have completed a similar course or courses at unregistered, unaccredited institutions; or
- They have gained sufficient life experience and knowledge to be able to prove to the College's RPL Committee and Assessors that they can fulfil all the necessary requirements to meet the criteria and outcomes for the TEE course for which they seek credit.

*RPL can be a lengthy process and takes a minimum of three (3) months.*

## **Fees**

Fees charged are:

1. an application fee; and
2. a fee for the assessment of the submitted portfolio of evidence for each course for which credit is being sought; and
3. a fee per course credited.

*As the assessment process is complex, these fees can be substantial. Please contact the College for the current fees.*

## **Procedure**

RPL applications for course exemption will be handled in the following manner:

*The applicant must satisfy the minimum entry requirements for the programme for which they wish to register.*

1. The applicant must obtain from the College the information booklet that contains the RPL application form.
2. The applicant completes the application form in full and sends it to the college with the proof of payment of the application fee and all the required documentation
3. The College will send further information, which includes diagnostic assessments and the relevant unit standards / course outcomes to assist the applicant in putting together the portfolio of evidence.
4. The applicant compiles the portfolio and other requested evidence together, and submits it to the RPL Secretary with the proof of payment of the RPL assessment fee.
5. The RPL Committee will assign an assessor to assess the applicant's portfolio of evidence.
6. Once the assessor has assessed the portfolio of evidence, it will be returned to the RPL Secretary with a decision as to whether or not credit will be given for the course/s. The RPL Secretary will inform the applicant of this decision in writing.
7. If the applicant is successful, the RPL Secretary will ensure that the applicant's student record is updated (a credit is passed for the applicable course), and the current applicable fee per course credited will be charged to the students account.

*It is the responsibility of the applicant to complete an application in full (with all the required supporting documentation), and to pay the applicable fees.*

TEE College undertakes to: supply an information booklet for the RPL process; supply the unit standards / course outcomes; appoint an assessor; make an assessment of the application timeously; give feedback to the applicant; if necessary, inform the applicant of any Appeals process.

## **Rejection**

RPL applications will be automatically rejected if:

- The applicant does not have the minimum entry requirements required for the programme for which they wish to register.
- The application form is not completed in full.
- The application form does not have all the required documentation attached.
- The application fee is not paid.

## **Appeal**

If an applicant is unhappy with the outcome of his/her RPL application for course exemption, and believes that he/she can provide new evidence that will support his/her application, then he/she may submit an appeal within 10 working days of having received notification of the outcome of the application.

The appeal will only be considered if:

- It is motivated in writing.
- It includes the original marked portfolio of evidence.
- It includes further new evidence to support the appeal.
- The applicant pays the current applicable fee for the appeal.

The RPL Secretary will convey the outcome of the appeal to the applicant in writing. This decision is final.

## **3 Registration Regulations**

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Registration periods and closing dates are advertised by the College. Students can only be registered during the appropriate programme



registration period. Students should register early to avoid disappointment.

See the "How to Register" booklet issued by the College (also available for download on the College website – [www.tee.co.za](http://www.tee.co.za)).

*Requirements and methods of submitting applications are explained in detail, together with a full description of the registration processes.*

*Following the College's registration application instructions will avoid frustrations in the application process.*

## **Submitting applications**

*Submitting a successful application commits the student to the Student Enrollment Contract described in the Admissions Policy.*

Registration applications will only be processed if:

- The applicant complies with the Admissions Policy.
- An application is submitted on the correct official programme-specific Registration Application Form, which is to be completed in full by the student (these are also available on the College website). Alternatively the student logs in to their online student account and duly completes and submits an online application through the College online portal.
- Applicable fees have been paid. If payments have been made to the College Bank account then a 'proof of payment' is to be submitted as part of the registration application, which will only be processed once the payment is first reconciled on the College Bank Statement and allocated to the student's account.
- The required supporting documents are submitted (not "original documents"! See the relevant programme's entrance requirements for the required documentation).

*All documentation is to be submitted TOGETHER and is to be delivered or posted by the closing date applicable to the requested programme.*

## **Automatic Rejection**

An application to register on one of the College's programmes will be automatically rejected if:

- The applicant does not comply with the Admissions policy or with the entrance requirements of the requested programme.
- Required information is incomplete or illegible.

- All the required documentation is not submitted together as a single application.
- Minimum payment has not been made, or the applicant has made a payment without supplying a proof of payment and it is not possible to uniquely identify and reconcile it on the College bank statement.
- Course selections are inappropriate.

### **Automatic amendment**

An application to register on one of the College's programmes may be amended automatically (and without further correspondence) by College staff if:

- Students are eligible for Component registrations.
- Students select courses that contravene programme rules or that delay graduation from the programme.
- Available funds are sufficient for some of the requested courses but not all.

### **Student enrolment contract**

By submitting an application for study the applicant enters into a student enrolment contract with TEE College and undertakes to comply with the Rules, Regulations & Policies of TEE College. Any default will result in the action detailed therein.

Further, students accept responsibility for settling their student account, including honouring any Option C instalment due dates and additional incidental charges incurred. Any overdue amounts become an Incidental Credit Agreement under the National Credit Act (34 of 2005).

### **Acceptance**

A Confirmation of Registration Letter, with Student Number, will be issued to all registered students in each academic period where applications to study have been accepted. This Student Number remains the same throughout the student's study period with the College and MUST be quoted in all correspondence with the College.

### **Component and Repeat registrations**

If a student has not been successful in a course then the course can be attempted again either repeating all the work of the course (a Repeat registration), or (in certain circumstances) continuing only with those

parts of the courses that were incomplete / failed (a Component registration).

Where a student has not successfully completed a Full course then the Component registration must take place in the next academic year following.

For Half courses, where the course follows a semester format and the incomplete work qualifies for a Component registration, the Component registration must take place in the next academic period as follows:

Qualifying Incomplete work in:	Can be carried forward to:
Semester 1	Semester 2 of the same year Semester 1 of the following year
Semester 2	Semester 1 of the following year

### **Component registrations**

Where a student has successfully completed at least half of the required assessments on a course they might be eligible (under certain conditions) to carry the marks from the completed work to the very next academic period (semester or year) and then register to complete only the outstanding components. This means that the work is completed over two consecutive academic periods. If the course is subsequently not successfully completed across those two consecutive academic periods then the student is then required to repeat the course in its entirety.

Conditions where it is not possible to carry course work over two consecutive semesters / years:

- Where course materials have been revised.
- Where changes have been made to the assessment structure of a course.
- Where the course specifically requires that a piece of work / project be successfully completed in one academic period (e.g. Courses 7001, 7401 & 87401).

If a course is eligible for component registration, then a student is only entitled to carry over marks/results to the very next academic period (semester or year) under the following conditions:

- If the student has passed or is competent in two or three of the four pieces of required work (assignments, projects, examinations) for a course.

- If the student has passed or is competent in two of the three pieces of required work (assignments, projects, examinations) for a course.
- If the student has passed or is competent in one of the two pieces of required work (assignments, projects, examinations) for a course.

The student MUST register for the outstanding component/s in the next academic period following if any marks for the completed work are to be retained. They cannot be carried to a later academic period.

Marks may only be carried forward ONCE (shown as B/Forward on the student record). They cannot be carried forward again.

The Results Letter indicates which components are eligible for "component registration".

If the student does not need to receive any printed materials (no Full registrations – only Repeats or Components) then the assignment booklets will be emailed without any delivery / courier charge.

### **Repeat registrations**

Where a student did not successfully complete a course and is unable to apply for a component registration, then the student may opt for a Repeat registration at a reduced course fee.

*Physical workbooks and supplementary resources are not re-issued for repeat registrations, hence the lower fee. However students will receive new assignment booklets and they are required to complete the assignments set for the new academic period. Students repeating courses will be penalised if they submit assignments from prior academic periods.*

Repeat registrations are permitted on a course only if the course material remains unchanged since the student last received material for that course. If the course has been edited / revised since the prior registration then no repeat registrations will be allowed and the student will be required to register for the full course at the full course fee (and receive the revised / updated materials).

*It is therefore recommended that a student registers to repeat a course as soon as possible, allowing them to use the study materials already in their possession and benefit from the reduced fee.*

*A student who did not exercise an earlier option for a component registration (i.e. they did not register for the outstanding components in the next academic period) is required to repeat the course – completing all assessments, or (if the course material has changed) register for the*

*full course – receiving the updated / revised material and completing all assessments.*

## **Confirmation of Registration**

Upon registration in an academic year the College issues a “Confirmation of Registration” letter indicating all Full, Repeat and Component registrations. Students can access current copies of this letter via their online login.

If students request additional documents to be written in support of their studies then the request must be made in writing, a fee will be charged, and the letter will be issued after five business days.

## **Cancelling courses**

Students registered on a course may cancel that course if they submit the request for cancellation in writing and mark it for the attention of the Administrator (admin@teec.co.za);

Students may not cancel a course (particularly components and repeats) that is a prerequisite for any other course for which they are registered.

Cancellations made before the due date of the first assignment of the course will be charged 40% of the Course Full Price as a cancellation fee. Any payments already made for that Course in excess of that amount will be credited to the Student’s account.

Administration fees, application fees, and registration fees are not refundable – only course fees.

Courses and assessments cannot be postponed to another date or to another academic period.

A cancelled course still reflects on a student’s Academic Record and will also reflect on that year's Results Letter. Work that was completed on the course prior to the cancellation of the course cannot be carried to the next academic period (i.e. not eligible for a Component registration).

Students who cancel courses after the due date of the first assessment on that course remain liable for the full fees. Regardless of the submission of any work on that course the student is still liable for the full fees.

See *Finance & Fees* in the *Rules & Regulations* booklet.

## **Delivery of Course Material**

TEE College delivers student study materials through third-parties. Physical materials are delivered by courier and electronic materials are delivered via online platforms.

The available options relating to study materials are described in the each programme's Yearbook.

### *Printed study materials*

Please note the following:

- All physically dispatched materials will be sent via Courier with a trackable reference to a physical address supplied by the applicant. The student is automatically sent a notification with the tracking number.
- The student is responsible for the Courier Fee.
- All other postal communications to a student will be sent via the South African Post Office to the postal address provided on the application form.
- TEE College is not responsible for any properly dispatched materials that are not received by the student. Following up with the party making the delivery is the responsibility of the student using the contact and tracking information that the College supplies.

When receiving study material students must check their course material against the enclosed Packing Slip for any errors, and bring those to the attention of the College within two weeks. TEE College will not accept responsibility for any discrepancies after two weeks of the student receiving their course material.

### *Electronic study materials*

Please note the following:

- Where study material is available through an online platform then students will be sent an email communication with their log in details and instructions for the relevant platform.
- In certain circumstances for component and repeat registrations assessment material will be emailed.

## 4 Finance & Fees

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Fees are payable with the application to study. A student's application will not be processed if any outstanding debt with the College has not been settled AND the required fees for the new application have not been paid.

### Student Financial Aid

TEE College does not hold or disburse funds for bursaries. Please contact your denominational authorities as some churches provide bursary assistance to their students.

### Fees due

Fees payable at registration are:

- For degree, diploma and advanced certificate students, a once-per-academic year Application fee (which is not refundable);
- A fee for each course being registered (whether paid in full or the minimum deposit);
- A standard courier fee if issuing printed study materials (the actual cost will be charged to the student account).

Course fees vary by programme and whether they are paid in full or by installment. Fees are published annually in each programme's Yearbook.

### Fee & Discount options

Fees are charged for each course for which a student registers. TEE College provides a discounted option for student fees as well as an installment option, as explained below.

Course Fees – these are the fees set for each course on a programme within a specific academic year. These fees are different for Full course registrations, Repeat course registrations and Component registrations on a programme. If Full and Repeat fees are paid in full at registration then they receive the applicable discount (fees for Component registrations are not discounted).

Students who are not in a position to pay their fees for Full or Repeat courses in full at registration may pay for up to three courses by installment (described below as Option C), or they might consider applying for financial support from companies such as EduLoan / FUNDI.

Note that students who have previously failed to meet their installment obligations are not offered the installment option again.

Administration fees – these are additional fees (such as the annual application fee, etc.) which are payable in full at the time of application.

*Payment with Discount:*

**Option A** – is the greater discount offered on the course fee when a student pays the Full or Repeat course fee in full at the time of application before a set date (paid together with any applicable administration fees).

**Option B** – is the lesser discount offered on the course fee when a student pays the Full or Repeat course fee in full at the time of application before the end of the registration period (paid together with any applicable administration fees).

*Payment by installment:*

**Option C** – is the full course fee where a student pays the required deposit for each course at the time of application (paid together with any applicable administration fees) AND completes a payment authorisation (debit order instruction) for the remaining installments.

Component fees: The fees for a Component registration are set per programme. These fees are not discounted and they cannot be paid in installments. They must be paid in full on application.

*Note: Component fees are charged per course.*

## **EduLoan / (FUNDI)**

Students who are unable to pay for their studies in full on application might consider applying for a study loan through a financial service provider such as EduLoan / FUNDI.

Financial service providers will require documentation from TEE College in order to process your loan application (usually a pro-forma invoice) – you therefore need to request that in good time (not at the application closing date!).

## **Installment payments and Debit Orders**

Option C – For year-long courses and first semester courses this option allows a student to pay the deposit of the course fee with their application and then pay the remaining amount in four installments through a Debit Order Instruction on or before the last day of the month (28/29 Feb, 31 Mar, 30 Apr, & 31 May). For second semester courses the course fee deposits are paid on application and the remaining amount is



paid in four installments through a Debit Order Instruction on or before the last day of the month (30 Jun, 31 Jul, 31 Aug & 30 Sep).

Only three courses can be paid for with installments (Option C). If a student wishes to register for four or more courses then those additional course fees must be paid in full (Option A or Option B) on application.

When a Debit Order Instruction is returned unpaid due to insufficient fees then a penalty fee is charged to the student account and the installment amount is immediately due. The student needs to make arrangements to settle the amount due or contact the College to make payment arrangements.

If a Debit Order Instruction has been submitted and processed by the College in order to register a student, and that Debit Order Instruction is subsequently stopped or cancelled by the student in a manner outside the terms and conditions of that Debit Order Instruction, then any remaining unprocessed debit order instructions will be cancelled and the full amount owed becomes immediately due.

Any amounts that become due outside of an active Debit Order Instruction are regarded as immediately due, and subsequently become an Incidental Credit Agreement between the student and TEE College in terms of the National Credit Act (34 of 2005).

Where a student has not fulfilled installment obligations under Option C then the installment option is not available to the student in future years.

The College reserves to itself the right to use third-party collection agencies to collect outstanding debt. An additional fee for the hand-over will be charged to the student account. This is in addition to any charges that third-party collectors are entitled to charge.

## **Interest**

A non-reversible interest of 10% is charged on all overdue accounts.

## **Student Account**

Every registered student has a Student Account.

A student's Account Number is the same as the student's Student Number allocated to them when they first registered with the College. This number must ALWAYS be used as a deposit reference when making payments to the College bank account in order for the payment to be correctly allocated to the student's account.

Once a student is registered for an academic period the student is then responsible and liable for the settlement of the account. Students with

overdue accounts will have their results withheld and will not be issued with academic records.

If third parties are assisting a student financially then it is the student's responsibility to ensure that payments are made timeously and correctly to their student account.

## **Payment Methods**

Students are to indicate their payment option on their application form and attach either a "proof of payment" or a payment authorisation.

A student can pay their account by: Electronic Funds Transfer (EFT), SnapScan, ATM deposit, Bank deposit, or Debit Order authorisation.

No cash payments, card payments, money orders, postal orders or cheques are accepted.

- Never send cash in the post – not even by registered post.
- Never send payment to a Marker - only to the College bank account.
- If you give your fees to someone else who will make the payment on your behalf (a church minister, etc) then it is your responsibility to check that they have made the payment to the College in good time. If that person submits your payment late, then you might not be registered.

A deposit to the College Bank account **MUST ALWAYS** use either the Student Number or the ID Number of the person (student) to whom the funds are to be allocated (not the depositor!).

## **Outstanding Debt**

Outstanding debt is any amount where payment is overdue. The following applies to students with overdue accounts:

- No Results, Academic Records, Recognition of Prior Learning (CAT/RPL) or any general sales will be granted.
- All money received for the student's account will first be used to recover any outstanding debt.
- A student will not be registered for further courses before all outstanding debt (including outstanding Library books) has been settled.
- A student who had used Option C but whose account became overdue, will not be offered Option C in future years. All further course fees are required to be paid in full on application.

- The College reserves to itself the right to use third-party collection agencies to collect outstanding debt.

## **Refunds**

Only course fees can be refunded. Administrative fees are not refunded.

Students who cancel a course in writing before the first assignment on that course is due will be charged a cancellation fee of 40% of the full course fee. A course cancelled after the first assignment due date will have to be paid in full.

## **Credit**

If a student has a credit balance on their account and they require a refund, the student must request the refund in writing and furnish the College with their correct banking details, a copy of their ID, a contact number, and a copy of the original payment advice.

NOTE: Refunds are only paid to the person or institution who made the payment.

Where credit amounts are small, and the student does not intend to register for further courses, then there are two choices:

- either request that the amount be transferred to another student (state this in writing identifying the student to whom the transfer must be made).
- or donate the amount to the College (especially where the bank transaction fees are likely to be greater than the refund amount). This must be in writing.

## **Surety Guarantee**

In the unlikely event of the Theological Education by Extension College ceasing to operate, students in the current academic period may be refunded to a maximum of 50% if their full course fees have been paid.

## **Purchase of Course Materials**

The sale of course material is at the sole discretion of the TEE College Exam Board. Materials are sold for replacement purposes where a student no longer has the material originally issued. Course Material that includes Text Books or material for which the College has negotiated royalties is not for sale.

All orders must be placed in writing with the Administrator. Full payment must accompany the order. No telephonic orders will be accepted.

## **5 TEE College Library**

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In order to borrow items from the library, a student's registration with TEE College must be for the current academic period (year or semester).

LIBRARY HOURS: Monday – Friday : 9am to 3pm

The College operates a postal lending library, and does not accommodate people visiting in person (except for staff and visiting academics by appointment).

### **Visitors (staff and visiting academics)**

Silence must be kept at all times. Cell phones must be put on to 'silent' mode and any calls received must be taken outside the library.

Books taken off the shelves should not be put back. They may be placed in the space provided.

No eating, drinking or smoking is permitted in the library.

Library staff reserves the right to ask visitors to open any bags, jackets and/or coats should there be any suspicion that library items might have been concealed.

Under no circumstances are visitors allowed to use any other rooms or equipment in the library building. Queries should be directed to the librarian in attendance.

### **Borrowing library items**

Only registered students may borrow loan items from the Library.

Only four books per student will be issued at any one time.

Books will be loaned for four weeks, and some loan periods may be extended a further two weeks. Other media will not be loaned.

The initial loan period can be extended for a further two weeks, only if the item is not in demand, a prescribed book, or a recommended book.

Books may be renewed by phone or email.

Students are not permitted to underline, write in, mark or deface books in any way whatsoever. If a book returned by a student is defaced, written in, marked or underlined, the cost of replacing the book will be charged to the student's account. Repeat offenders will be blacklisted and will no longer be allowed to borrow library books.

Library visitors must sign the register.

## **Returning library items & Library fines**

Books may be posted back to the College's postal box number or delivered by courier to the College's street address. A tracking number must be obtained and forwarded to the College. If the books are not returned, or are lost in transit without a tracking number, then their replacement cost will be charged to the student's account.

Fines for overdue books will be imposed on an escalating scale. This scale is updated annually and is available from the Librarian. Reminders and warnings will be sent to students.

If a student does not respond to the warnings or pay the fines, the student's church authorities will be informed and the replacement cost of the books will be charged to the student's account. The replacement charge will be reversed if books are returned, but fines remain and an administration fee will be charged to the students account.

If the books are still not returned, the student will be permanently blacklisted. i.e. the student will no longer enjoy the privilege of being able to have library books issued to him/her.

The cost of posting library books to a student will be charged to the student's account. Books will be sent via the Post Office service that includes a tracking number. The student may request, in writing, that the items be sent by courier. Library books will not be posted outside of South Africa.

Students will be charged with the cost of replacing any book that is either lost or damaged in any way. Defacing books by underlining or writing in them will be regarded as a damaged book.

All books must be returned by 10 October. Failure to do so will result in results being withheld and possibly failure to graduate.

In order to borrow books after 10 October, the student will need to be registered for the following academic year.

## **Reference and Journal items**

No journals, newspapers or magazines may be borrowed.

Items that are part of the Reference section may not be borrowed.

## **Regional Libraries**

Some regions are equipped with a small theological library. Students should contact their Regional Librarian in order to make an arrangement to use the library.

Except where different rules are published for a Regional Library, the same rules and penalties will apply to the use of Regional Libraries as to the main TEE College Library. Fines incurred at Regional Libraries may be charged to the student's TEEC account.

Students on the Advanced Certificate programme have access to other institutional libraries – see the programme Yearbook for details.

## **Copying facilities**

These are available at TEEC, within the regulations of the Copyright Act (98 of 1978). Copies are charged per page. A significant amount of copying incurs an additional administration fee. Print copies will be posted, scanned copies will be emailed.

## **6 Assessments**

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Each course in a programme has a series of assessments which test the course outcomes. These assessments can take various forms (written assignments, self-assessment assignments, projects, workshops, worship services, sermons, in-person sessions, etc).

In each academic period (year or semester), registered students receive an assignment booklet which provides the assessments for that course in that academic period. Students may not submit assessments from other years / semesters (and will be penalised if they do).

In order to pass the course the student needs to attempt and pass all of the assessments on that course. Courses cannot be passed "on average". The assessment pass mark on all programmes is 50%.

Where a course has two assessments then each assessment contributes 50% to the final course mark. Where a course has three assessments then the first two assessments contribute 30% each and the third assessment contributes 40% towards the final course mark. Where a course has four assessments then each assessment contributes 25% towards the course mark. When a course varies from these allocations then that is indicated in the Yearbook.

Please note that due to the outcomes-based nature of TEEC courses all assessments on a course must be passed in order to pass the course (If the overall course average mark is greater than the pass mark the course will still be failed if an assessment is failed).

The Final Results Letter indicates the pass status of each assessment on a course, together with the overall course outcome. It also indicates where failed assessments are eligible for a Component registration.

## **Submitting assessments**

Assessments are to be submitted to the College before or by the due date. Due dates are shown in the programme Yearbook and in the course Assignment Booklet. Work submitted late is penalised as described below.

The College provides various options for submitting assessments (including hardcopy and electronic) and these are communicated annually to students in the instructions at the back of the programme Yearbooks. It is important that students follow the appropriate instructions for submitting assignments. Failure to adhere to this can result in assessments going astray or not being marked.

Students are required to provide specific information on the first page of submitted assignment (and use a specific filename format for electronically submitted assessments). Failure to provide this information means that the assignment might be incorrectly logged or processed, or possibly not processed at all. Instructions on how to submit assignments are included in the programme Yearbook.

Duplicates of an assignment are discarded. The College does not check for a 'more correct' or 'more complete' version of a submission. If two assignment submissions are recorded for with the same assignment then one will be discarded – the College does not check to see if assignments have been correctly labeled. The first assignment that is received by the college is the one that will be sent to the marker. It is the student's responsibility to submit the correct work and correctly identify it.

Assessments are to be submitted as per the various submission options stipulated by the College, and the associated 'proof of submission' is to be retained. Students who choose to bypass the required methods of delivery run the risk of the assessment being mislaid, processed late, or not being received at all.

The cost of submitting assessments is for the student's own account.

## **Due Dates / Assessments submitted late**

Each assessment has a due date. This is indicated in the assignment booklet and in the programme Yearbook. Due dates remain unchanged, even during College closures and any disruptive national or regional events (strikes, elections, etc.). Should the College deem it necessary to

change a Due Date then the College will communicate that change formally to affected students.

Assessments are to be submitted before the due date, and at the very latest on the due date. If the date-stamp on the assignment delivery is dated after the due date then the assessment is considered to be late.

If an assessment is submitted before the due date, but is only received after the due date, the assessment is considered to be in time and will be marked.

### **Late assessments**

An assessment with a submission date-stamp after the Due Date is considered to be late.

An assessment submitted/posted up to seven (7) days after the Due Date, will still be marked, but 10 (ten) marks will be deducted from the final mark of that assessment.

An assessment submitted / posted more than seven days after the Due date will be returned to the student unmarked, and the student will have failed that assessment.

### **Copies of Assignments & Proof of Submission**

A student is required to keep a hardcopy of all assessments submitted (including electronic assignments as well as any supporting documents and forms).

Once submitted, the student should keep a copy of the 'proof of submission' together with the hardcopy of the relevant assignment.

Where students have supplied an email address then the College will send an email acknowledgement when that assessment is logged as received.

### **Missing Assignments**

Should an assessment not be received from a student then a notification will be sent to the student indicating that the assessment has not been received.

If the original assessment had been submitted in time then the student is to submit a copy of the assessment, together with the original proof-of-submission. Once received the copy of the assessment will be marked. The submitted copy of the script and proof of submission must be received by the college within two months of the due date or it will not be marked.



If the student has not kept a copy of the assessment and / or there is no proof of submission of the original assessment before the due date then the student will fail the assessment.

## **Extensions**

- There are no extensions.
- Students who miss their Due Dates will have the penalties explained above applied to their late assignment.

When a student is unable to complete an assessment in a year (failed or not submitted) then work on the course should continue with a view to making up the incomplete assessment through a Component registration.

## **Re-submissions**

On some courses, and for particular assessments, students have the opportunity to re-submit parts of the work of the assessment which they had failed. Re-submissions usually apply to the first assessment on a course.

Resubmitting a failed portion of an assessment:

- The marker indicates on the assessment Feedback Sheet what work is to be re-submitted (a task, or part thereof).
- The student has the opportunity to reflect on the feedback given and attempt the required work for a second time.
- This re-submission is to be sent with the next assessment. If, for any reason, the work to be resubmitted was not sent together with the next assessment, then the resubmission must be sent to the College as follows:

Semester 1 and Full Year Courses: before 15 July.

Semester 2 Courses: before 15 October.

If the resubmitted work is successful, then the earlier mark will be adjusted to include the result of the re-submitted work (up to a maximum of 50% for the final assignment mark). A mark can only improve through a re-submission (it can't get worse!).

A marker will only request a re-submission if the student made a serious first attempt at the task and, having failed it, is likely to improve through receiving appropriate feedback.

If a student does not make a serious attempt at a task (e.g. omits the task, or writes only 200 words for a 500 word task, or gives a response

that is irrelevant to the task set, etc), then the student will NOT be given the chance to re-submit that work. The failed mark will remain.

Very important: If a student fails an assessment he /she should continue with the remaining assessments on the course. Do not give up! Although a failed assessment feels like a serious blow, there is the opportunity, under certain conditions, to only repeat the failed assessments in the next academic period and retain the successful results achieved in the current year. See the Component Registration policy above.

## **Copying**

Copying the work of another student is a very serious offence and is dealt with firmly.

Students are not allowed to copy another student's work or to submit work that is largely identical to that of another student. In each instance of a student being suspected of copying the effected course will be cancelled and the student will be informed of the College's action in writing.

The student has the automatic right to appeal the cancellation and if they can adequately justify to the Exam Board the reasons as to why their work is similar to that of another student yet is unambiguously their own work, then the penalty will be reversed.

If a student is found to be in contravention of this regulation, the following penalties will normally be incurred:

- 1st Offence: That particular COURSE will be cancelled for that academic year (including completed and passed components).
- 2nd Offence: ALL COURSES will be cancelled for that academic year.
- 3rd Offence: The student will be suspended or expelled from the College and their Church authority will be informed.

Re-admission of an expelled student to the College will be subject to specific written request from the student's church authority as well as from the College's Exam Board.

## **Student's handwriting**

Assignments containing more than one handwriting will be considered to be the work of more than one person, and therefore not entirely the student's own work. The assessment will be failed without the chance to re-submit (if that option is normally available).

## **Assignments from another academic year / semester**

Students who submit work that does not relate to the assessments set for the current academic period, but where that work does relate to assessments set for an earlier academic period, will be presumed to have copied from another student and will receive a mark of zero "0" for the assignment and their course will be cancelled.

Where a student was previously registered for the course and resubmits work from that prior registration then a mark of "0" will be given for the assignment. The course will not be cancelled. If a resubmission is normally an option for that assessment then the student will be given the opportunity to submit the correct work (there is no further resubmission of any failure with that resubmitted work).

## **Plagiarism**

The purpose of the TEEC plagiarism policy is to empower students to be persons of integrity and moral value to our society and to give the college Exam Board the power to act on any contraventions of academic ethical standards, and to provide students with guidelines for writing assignments or projects.

TEEC is clear that copying from the internet, from other students, from printed materials such as books, magazines, newspaper articles, (including TEEC workbooks) or the buying of assignments or receiving other student's assignments or asking someone else to write the assignment task/s, is academically dishonest.

All work submitted to the college is expected to be the students own skill and labour. If the work is not the student's own work, then there is not only loss of academic growth, but also a loss of student integrity, and loss to the high standard of academic integrity that TEEC is striving to uphold.

- A distinction is made between "failure to reference" and Plagiarism.
- Material from other sources may not comprise more than 10% of the word count of a Task. Material from another source, that comprises up to 10% of the word count which is not adequately acknowledged or referenced is "Failure to Reference" – up to 5 marks will be deducted from the assignment result as the penalty, and the student will be directed to the Study Aid through the assessment feedback.
- Material from other sources that comprises more than 10% of the word count of a Task which is neither adequately referenced nor properly acknowledged is "Plagiarism". The student will receive a

“0” for the whole assessment (regardless of any marks given for work in the assessment marked prior to encountering the plagiarism). The student will be directed to the Study Aid through the assessment feedback, together with any other general feedback to assist the student. If the work is on an assessment that is eligible for resubmissions, then the option to resubmit the work will be communicated to the student through the assessment feedback.

- Students retain the right to Appeal to the Exam Board following the normal Appeal process.
- When students cancel a course where the plagiarism penalty has been applied, they do not receive any refund on fees, nor is the record of plagiarism removed from the student record.
- In an academic year where students have been warned of plagiarised work and then submit further plagiarised work in subsequent assessments then the course where the plagiarised work is found will be cancelled by the Exam Board.

### **Academic irregularities**

TEE College reserves the right to sanction, disqualify or expel any student who engages in academic or any other irregularities.

Also see *Disciplinary action* in the *Results* section of this booklet.

## **7 Assessment & Moderation**

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The College makes provision to ensure that assessment is appropriately conducted to meet the Course and Programme Outcomes as well as to accommodate the needs, purpose and diverse situations faced by theological students in a distance-learning context.

### **Preparation**

In order to prepare the students for assessment:-

- Assessments (assignments, projects, etc.) are prepared and reviewed annually.
- Study Aids and Assignment booklets are provided which contain general information, skills development tasks appropriate to each course, and the assessment tasks themselves.
- Students are encouraged to attend any tutorial and study groups where available.

- Markers contact details are provided so that students can be in contact with their assigned Markers.
- Tutorial letters may be used to provide feedback, further guidance, and any other clarifications, as needed.

## **Training**

All new assessors (markers) participate in training arranged by the College staff before they are permitted to work for the College.

## **Outside Review**

A panel of invited theological and academic experts is appointed each year to review the TEE College's standard of implementation, to verify the students' results and to report on these, together with their recommendations for further improvement, to the College Education Board. This work is also monitored by the TEEC Board of Directors.

## **Archive**

The recommendations from the annual moderation and from the report of the External Examiners are recorded, and filed. These recommendations are responded to and reported on in the next moderation cycle.

Markers reports together with the quality assurance checks of markers are filed and responded to as necessary.

The College retains and files the students final piece of work in every course.

# **8 Results**

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The official release date for results is shown in the programme Yearbooks. Final Results letters are sent to students before the College closes for the Christmas break. Results are also available through student logins on the College website following the official release date.

Results are withheld for any student who has any outstanding debt (i.e. course fees, library books, etc.). When students finally settle their account they need to make a written request for their Results (which will be posted or e-mailed). Results that were withheld for any reason are not sent automatically.

## Academic Records

Students may make a written request for an academic record. The relevant fee needs to be paid (bear in mind that accounts need to be settled before academic records are issued). Academic Records are official documents that require time to prepare and are not issued on demand. The academic record will be physically prepared, stamped and signed – and then scanned and emailed as well as posted.

If you would like the physical document to be couriered to you, then request that in writing giving the delivery address. You will be sent a quote for the courier cost, which needs to be paid in advance.

Academic Records list all courses attempted as part of a programme and indicate the outcome for each of those courses.

Graduate Academic Records are issued free to Graduates with their Graduation certificates.

When requesting an Academic Record specify the type of record that is required:

- Full Record with supplement: This includes a separate description of each of the courses listed on the academic record. Request this if you are intending to apply for CAT (credit transfer) or RPL at another institution.
- Record of courses excluding granted credits: This shows all the work attempted at TEE College and will not include work completed at other institutions and transferred to this programme. A supplement can be included.
- Record of achieved courses only: This shows only those courses that were achieved on this programmes – courses that were not successful or were granted are not included on the transcript. A supplement can be included.

## Disciplinary action

TEE College reserves the right to disqualify, suspend or expel any student who engages in any financial or academic irregularity, or abusive behaviour towards College staff or to other students.

Disqualified means that the student will have all his / her courses for that academic year cancelled.

Suspended means that the student will not be allowed to register with this College for the next one, two or three years. When suspending a student any courses related to the offense may or may

not be cancelled. A suspended student may submit a registration application to the College after the period of suspension has expired.

Expelled means that all courses in the current year are cancelled and the student is no longer allowed to register with the College. No Academic Record will be issued and the student's Certificate of Good Conduct will be endorsed accordingly. The student's church authority will be informed.

Re-admission of an expelled student to the College will be subject to the discretion of the College Exam Board and the specific written request of the student's church authority.

## **Graduation**

### **Fulfilment of graduation requirements**

Students who complete all graduation requirements for the programmes offered by TEE College, and have settled their student accounts, graduate at an annual graduation ceremony.

The College will inform graduates if they are graduating. Student must not presume that they have qualified to graduate if they have not received official written confirmation regarding graduation from TEE College.

### **Date and Venue**

The date of the graduation is communicated to those who qualify to graduate. Those graduating will be informed of the venue in Johannesburg during the year.

### **Guests**

Students may invite a limited number of guests to be present with them at the graduation. This number is dependent on the venue and the number of graduating students. Graduates will be informed of the number of guests they could invite, and are to confirm the actual number of invited guests for seating arrangements.

## **9 Appeals Policy**

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The purpose of an Appeal is to investigate a perceived injustice or error and, if appropriate, correct it. It is not a "second shot" at the assessment of a piece of work.

*Assessments are measured against course outcomes (shown in the Yearbooks) and markers are guided by a course marking criteria – assessment is not simply at the discretion of the marker. The College reviews the work of the markers through the annual Quality Assurance process. Even so, it is possible that something goes wrong or is overlooked – the Appeal process is the opportunity to investigate carefully and, if necessary, put right any wrong.*

Do not submit an Appeal and state the reason as “I think a different marker will come to a different conclusion”! Such appeals fail.

Assessments that have been passed is being appealed then a clear motivation for the appeal must be made.

WHAT IS NOT CONSIDERED AN APPEAL, and can be solved by contacting the Administrator:

- Marks are incorrectly allocated, omitted, or incorrectly calculated
- Some obvious injustice has occurred e.g. the marker overlooked a question, gave no mark without explanation and/or consultation with the College.
- The marker has clearly made a mistake of some kind.

## **Appealing an Assignment**

The grounds for appeal are:

- The quality of marking is clearly very poor. (This does not include claimed disparity between differing results given by different markers for similar work).
- The marker’s comments/feedback (inadequate, offensive, incorrect, etc).
- The student feels an injustice has been done (e.g. accusation of plagiarism, or copying which the student believes is unfounded).

*Appeal Procedure that Students MUST follow:*

1. Students must contact the marker within 7 days of receiving their assignment back from the marker.
2. If the matter is not resolved, or if it was not possible to reach the marker, students must contact the College within a further 7 days.
3. When contacting the College students must request that an Appeal Form be emailed to them.



4. The Appeal Fee must be paid and the proof of payment attached to the fully completed Appeal Form and together with the ORIGINAL marked assignment script and submit this to the College Exam Board.

The outcome of the Appeal will be communicated to the student by the College Exam Board.

- If the Appeal is successful (upheld), the student will be refunded a portion of the Appeal Fee, and, if relevant, any mark adjustment will be made to the student's record.
- If the Appeal is not successful (not upheld), the student will forfeit the Appeal Fee.

### **Appealing a Final assessment**

Students must be in possession of their assessment feedback sheet before they can submit an appeal.

Feedback sheets that bear a moderation stamp have already been marked by the marker, assessed by the internal moderator, and verified by the External Examiners. These assessments may not be appealed.

The grounds for appeal are:

- The quality of marking is clearly very poor. (This does not include claimed disparity between results given by different markers for similar work).

A student who simply wants to ask where he/she could have improved an answer or what is required to pass next time should not submit an appeal, but rather but make a written request to the College. Students have until the end of February of the following year only in which to seek this tutorial assistance.

A Final Piece of work which does not bear a Moderation stamp may be appealed, requesting a Re-mark.

*Appeal Procedure that Students MUST follow:*

1. The student must be in possession of their assessment feedback sheet before they can initiate an appeal.
2. The student must contact the College no later than the final appeal date and request the Final Assessment Appeal Form.
3. The final appeal date is January 14<sup>th</sup>.

4. The fully completed form and proof of payment of the Appeal Fee must be sent to the Administrator no later than a week after the relevant final appeal date.

The outcome of the Appeal will be communicated to the student by the College Exam Board.

- If the Appeal is successful (upheld), the student will be refunded a portion of the Appeal Fee.
- If the Appeal is not successful (not upheld), the student will forfeit the Appeal Fee.

## **Complaints**

*Please note that an Appeal is the formal process for dealing with an issue arising from academic work. A Complaint is where a student believes an injustice has occurred – either in the work of the College or through the actions of a member of staff.*

Any student wishing to lodge a complaint is required to complete a "Student Complaint Form". This is available upon request from the Administrator.

The complaint will be investigated and the complainant advised of any outcome.