



POLICY: GENERAL ADMINISTRATION

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Related documents			
Da Vinci documents (e.g. Policies, Regulations, Guidelines, Contracts) <ul style="list-style-type: none"> • Prospectus • Policy: Examination • Policy: Code of Conduct • Procedure: Appeals • Student Contract 		Other (e.g. Legislation, DHET and CHE directives and guidelines) <ul style="list-style-type: none"> • Constitution of the Republic of South Africa: 1996 • Higher Education Act (Act 101 of 1997) • CHE: Higher Education Quality Committee (HEQC) Criteria for Programme Accreditation: November, 2004 • SAQA: National Policy and Criteria for Designing and Implementing Assessment for NQF Qualifications and Part Qualifications and Professional Designations in South Africa 	
Website address of this document:		www.davinci.ac.za/da-vinci-policies-and-procedures/	

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1 Preamble

This policy forms part of the set of quality management policies of The Da Vinci Institute for Technology Management.

Da Vinci offers outcomes based, distance education opportunities. This policy details the principles and processes that will ensure that learning programme offerings are aligned to the principles of a Mode 2 higher education institution, whilst adhering to the required academic standards and empowering students with the knowledge, skills and values to contribute to their communities, society and economy of the future.

Da Vinci's mission is to provide world-class, quality assured and affordable learning opportunities through efficient learning platforms to any individual anywhere. This compels Da Vinci to continually strive to improve student administration and service. The Administration Policy serves to ensure that Da Vinci effectively delivers educational programmes, and all related services from marketing to graduation, complying with applicable statutory and regulatory requirements.

2 Scope

This policy applies to the delivery of administrative and academic support services to students, ranging from recruitment to graduation, and adhering to statutory and regulatory requirements.

Da Vinci Administration Policy should be read in conjunction with, Prospectuses, general- academic, administrative and programme specific rules, examination regulations, on-boarding guide, and signed student contracts of the institution.

3 Purpose

The purpose of this policy is to establish a Da Vinci structure and framework which would provide guidelines for efficient student administration. It is intended to ensure cost-efficiency and effectiveness in delivering programmes. Furthermore, it sets out to establish an organisational culture that encourages continual improvement of student administration and service.

4 Definition of Terms

For the purpose of this policy, the following definition of terms shall apply:

TERM	DEFINITION
Recruitment	To canvas for applicants who wish to register for accredited programmes offered by Da Vinci.
Applicant	Means a person applying on the formal Da Vinci Application Form for registration in a specified programme.

Registration	A student is officially deemed as registered once the registration process has been successfully completed and the status of the programme reads "REGISTERED on the Da Vinci database against a valid student number.
Academic year	Means the academic year as determined by the Academic Board.
Minimum period of study	Means the minimum period prescribed to complete a specific programme from the date of registration.
Maximum period of study	Means the maximum period granted to complete a specific programme from the date of registration.
Termination of studies	Means that the studies of a student will effectively be cancelled.

5 Principles of Student Administration

- ☞ Da Vinci strives to deliver world-class service to distance students, learners and corporate partners.
- ☞ Da Vinci ensures compliance with statutory regulations and requirements and to meets the criteria for quality delivery of distance education in South Africa.
- ☞ Fitness of purpose to ensure that the priorities and needs of students are met.

6 Implementation and Monitoring

6.1 Technical Infrastructure and Student Administration System

- ☞ Da Vinci will provide technical infrastructure to ensure efficient student administration, electronic filing and functional delivery of online support systems.
- ☞ An efficient administrative system to be in place and continually updated to meet Da Vinci administration requirements, including that of partner institutions or corporate companies while ensuring that the priorities and needs of students are met.
- ☞ The system should provide accurate, detailed and clear student records and meet the reporting requirements of:
 - SAQA
 - NLRD
 - DHET
 - CHE
 - Corporate and
 - All other relevant ETQAs.
- ☞ Access to the Student Administration System must be controlled and student confidentiality ensured.
- ☞ The system must track student performance and provide financial information.

- ☞ The technical infrastructure must ensure that data integrity is protected.

6.2 Admission and Registration of Students

- ☞ Da Vinci will ensure financial capability to satisfy its obligations to students.
- ☞ Admission is strictly based on admission requirements as set out by DHET, CHE/HEQC, SAQA and in accordance with Da Vinci Application, Admission and Registration Policy. Furthermore, Da Vinci will comply with any reasonable requirement as prescribed by the Minister.

6.3 Academic year

Students can apply for registration throughout the year and will be allocated accordingly into an academic year.

6.4 Duration of studies

- ☞ The duration of studies shall be in accordance with programme stipulations.
- ☞ Each programme shall have a minimum period of study and a maximum period of study.
- ☞ Students will have their studies terminated on reaching the maximum period of study for a programme.
- ☞ Students may apply for postponement of studies for one examination in selected programmes only. The approval of postponement is discretionary.

6.5 Progression

- ☞ Students need to achieve a minimum of 50% to pass a module.
- ☞ Rules for progression from one module to the next, or from one year of study to the next, will be indicated in the programme framework document for a particular programme.

6.6 Cancellation of studies

- ☞ In terms of the application, the payment contract between the student and Da Vinci becomes a legally binding agreement upon registration which is irrevocable and not subject to cancellation, other than provided by law. In exceptional cases, however, a contract may be cancelled by a decree of the Academic Board
- ☞ In terms of section 14 of the Consumer Protection Act, the Da Vinci Institute may charge a reasonable cancellation fee should you wish to cancel the agreement. The Da Vinci Institute may choose to either enforce the cancellation fee, or waive it – the option is at the discretion of the Da Vinci Institute
- ☞ If a Student needs to cancel a registered programme (for whatever reason), they must do so in writing to The Da Vinci Institute

- ☞ Should the cancellation be requested more than thirty (30) days prior to the start of the said programme, the student will be liable for 10% of the first quarter fee
- ☞ Should the cancellation be requested within the thirty (30) days prior to the start of the said programme, the Student will be liable for 50% of the first quarter fee
- ☞ If a cancellation is received after a registered programme has commenced, the student will be liable for the full quarter fee of the quarter they are busy with
- ☞ Where refunds are applicable, such shall be made by The Institute not more than sixty (60) days after receipt of the cancellation notice
- ☞ For client sponsored students, the cancellation fees are negotiated as per the contract.

6.7 Information to students

Students will be provided with the necessary programme materials and provided with all administrative and academic rules and regulations upon registration. Da Vinci will further publish administrative and academic rules on the Da Vinci website. Da Vinci will strive to inform and equip students as far as possible.

6.8 Student counselling and support

- ☞ Da Vinci will continuously strive to provide efficient student support through various channels which could be telephonic, extensive SMSing, by e-mail, by appointment, or online (Facebook). Da Vinci will provide a well-staffed and equipped call centre to handle all student queries
- ☞ Legal enquiries will be dealt with by a committee comprising of the Executive Registrar, Dean: Teaching and Learning and a Student Support Specialist.

6.9 Security

Electronic storage:

- ☞ Student records will be securely stored and managed by the student administration system while student confidentiality is guaranteed.
- ☞ Registration documents, student correspondence and any other documents pertaining to students will be scanned and electronically stored with controlled access.

Hard copies of documents:

- ☞ The Da Vinci Institute will ensure that all documents that pertain to assessments and results be audited, securely filed and kept for at least five (5) years.

- ☞ The Registrar takes full responsibility for the security and confidentiality of the management of assessments and assessment results.

7 Version Control

Author	Revision Date
Executive Registrar: Louise Fuller	16/01/2018