



STUDENT HANDBOOK



INSCAPE

Inscape Student Handbook

This handbook provides the processes that students should follow during their studies at Inscape whether students attend on campus or distance programmes. The handbook must be read in conjunction with the various policy documents, calendar and documents uploaded by Inscape to the online Learner Management System.

Welcome from the CEO

I heard a wonderful story from a young lady at a recent interview who had witnessed the eruption of a volcano at some point in her life. I do not remember the details of how she came to be near a volcano, whether she lived there, happened to be on holiday or had specifically travelled there to bear witness to such an event. I also do not recall whether she had experienced it as close and life threatening or from a distance and in awe. I do, however, recall the way she described how she felt, what she smelt and the sound of flowing lava. The young lady described the event as monumental, in her life. She explained how she was reminded of her inability to influence the course of nature and that as a bystander in this thing we call life, she was made to stop and watch and listen and smell and learn. She was impressed by the magnitude of the occurrence and the synchronised events that were eruption and flow and rest and solidification in a relatively short time span. She went on to compare her experience of the volcano with the challenges presented by 2020 and the global pandemic. She spoke of the eruption as we all learnt of COVID-19, the confusion and fear, the smell of anxiety and chaos as our new realities began to flow, as lava. And then after a relatively short time span, we settled, we rested, and we hardened to the new way of doing things. We learnt and repositioned and firmed ourselves into our new spaces and places. And, whilst as rock, we still have settling to do and we will still crack and form crevices and parts will break off and settle elsewhere, we have essentially built a new and stronger foundation from where seeds will eventually germinate, buds will grow, and forests will flourish.

I so enjoyed her analogy, that I shared it with our staff and felt I would like to share it with the rest of our Tribe through this message. Because yes, we were presented with challenges in 2020. The chaos that ensued, we navigated with grace and confidence and kindness and empathy. We valued and cared for our colleagues, students, parents, and our extended community. We should, however, not confuse empathy for allowing weakness or settling for mediocrity for it is in our DNA at Inscape to seek out the positive and to transform challenges into opportunities for achievement. We are success driven and output focussed and hard workers who strive for excellence.

We proved through the Inscape way that we could overcome the challenges we faced as a community and still achieve the quality output that we have become accustomed to. It is for this reason, that we had the most exceptional year at Inscape last year, in so many ways.

Towards the end of last year, we conducted independent research amongst our students, staff, alumnus and industry. The insights we gleaned have affirmed the balance achieved in maintaining and building deeper relationships whilst ensuring quality graduates are produced.

Herewith a high-level view of these results as a testimony to the work that Inscape does. Source: Student Survey 2020:

When students were asked what the biggest difference Inscape has made in their lives, three dominant themes were revealed. "Inscape has broadened my perspective / taught me how to think". "Inscape has helped me believe in myself / shown me that my voice is valid". "Inscape has given me practical knowledge / skills". These themes validate/support Inscape's mission of providing "holistic development of individuals." When asking students how they would describe the uniqueness of the Inscape experience to peers the Top four themes that emerged were: Quality Experience, Enable Self Actualisation, Individual Attention and Practical Learning. 88% of our students rated our ability to deliver on our values, Quality, Authenticity and Relationships as Excellent giving us an average score of 4.5 out of 5. The Top three values we were best rated for:

Student-Centric, Purpose Driven and Quality Lecturers and Course Material. Inscape was described by several current students as home where they enjoy the company of their peers and the best lecturers who push them to a new level of excellence: "they pushed me to be better and not just good in what you do. Yes, you will cry and think you cannot

do it, but Inscape taught me if there is a will there is a way and look where it brought me. I finished my studies, and I did it by myself." "Inscape is a place where you aren't just a number, you are looked after, and you have the best lectures to help you get to where you want to be." Source: Student and Staff Survey 2020:

Inscape achieved an excellent Net Promoter Score (NPS) of 80% amongst both students and staff when asked how likely they were to recommend Inscape to their friends and family. Source: Host Survey 2020, Source: Annual Report 2019, Key comments from Hosts and Alumni Survey 2020:

70% of our Alumni have indicated that Inscape has given them a competitive edge in their field. The Top three values our Alumni scored us the highest on were: Purpose Driven, Innovative and Authentic. Inscape graduates are highly rated for their ability to contribute in the workplace, across our courses and degrees 90% of our graduates are considered Industry Ready. Our students' top attributes were highlighted by supervisors as: Contribution to teamwork, Ability to adapt, Show energy and determination, Show work ethic, and Can use relevant software. Inscape has been applauded by Alumni and Hosts for developing graduates who can contribute from the get-go" We have had employees and interns from Inscape and other colleges. I noticed that the Inscape students learn fast, have a better understanding on the "how-to" in technical applications. Those from other colleges seemed to have an education more focused on the retail sector, had limited knowledge, and were not as proficient in the technical, practical application of design. This sets Inscape apart in that the outcomes from the Institution are of such a high standard, graduates from Inscape are truly and proficiently ready to enter into the workplace and make successful careers."

And, so, we enter 2021 with a newfound confidence, reminded that we need not settle for mediocrity. That despite the flux the world finds itself in, despite the personal challenges we might experience, despite that technological hurdles we may encounter, despite the naysayers and the temptation to give in and give up, WE, have the ability, the passion, and the drive to continue being great. I urge each member of the Tribe to align themselves to this thinking, because in 2020 we thought we could, and we did.

As the volcanic lava forms rock, our foundations for the future are stronger because our intentions have been and are right. Our relationships have been maintained and, in many instances, become deeper. We continue to be kind and to show empathy whilst we strive for success and greatness. In 2021, If we think we can, we will.

I wish each member of the Tribe a phenomenal year, filled with the drive to work hard, the passion to be great, the will to make a difference in the lives of others and resounding happiness and health.

Best regards

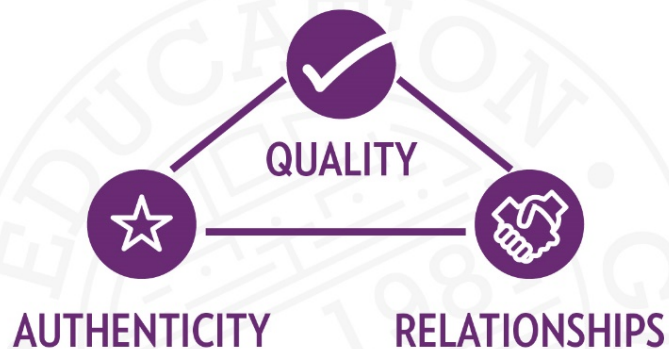
A handwritten signature in black ink that reads "Bührs". The signature is written in a cursive, slightly stylized font.

Helen Bührs
CEO Inscape

INSCAPE.

DESIGN
FOR
LIFE

VISION



MISSION

We strive to facilitate **holistic learning** to develop each individual to achieve their *full potential in society*.

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BE LOCAL GO GLOBAL

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1. CLASSES

For both contact and distance students, attendance of scheduled classes and participation in classes is paramount to student success.

1.1. *On campus contact classes*

1.1.1. *Attendance contact classes*

- Scheduled classes are time tabled and students are informed of classes in advance.
- As per the timetable, lecture sessions are scheduled to last for 1 hour and 45 minutes, with a short break of 15 min between sessions.
- Register is kept of students who attend class.
- As students take responsibility for their own learning, it is expected of all students to be present for the full duration of a session.
- As many of our lecturers are industry based, we do not expect them to 'teach' outside their scheduled sessions (unless a prior arrangement has been made for consultations).
- Taking pride in our professional environment and in preparation for the world of work, lecture sessions are expected to start promptly at the scheduled time.
- If a student is more than 5 min late, at the lecturer's discretion, the student may be excluded from attending the session. However, as we have an open-door policy the student is welcome to discuss the reason for being late with the lecturer after the session, or alternatively address the matter with the Full Time Lecturer (FTL), Associate Full Time Lecturer (AFL) or Campus Director (CD).
- If a student is more than late on a regular basis, the lecturer will inform the FTL/AFL, who will address this with the student and account payer if deemed necessary.
- Inscape will assign students to lecture sessions at its discretion and to change the lecture sessions if necessary, students will, however, be given advance notice.
- There is a scheduled 45 min lunch break between sessions 3 and 4.
- Students may only attend lecture sessions to which they have been assigned.
- Students may not bring visitors to lecture sessions.
- Students may not make or receive phone calls during lecture sessions.
- Students are expected to conduct themselves in a respectful and appropriate manner during academic interactions and activities including critique sessions.
- All students are expected to attend at least 80% of lecture sessions each year and to be present for the duration of each session. Attendance contributes to Due Performance (DP).
- Where illness exceeds one day, the student is to provide a doctor's note. In any event, a phone call may be expected.
- On occasion, extra-mural visits or talks by consultants/guest lecturers may have to be scheduled outside normal lecture hours and may occur up to 50km away from the campus. Students will be advised timeously about these events and must make the necessary arrangements for attendance.
- For full-time programmes, at least twenty hours per week should be allowed for unsupervised work that students complete in their own time.

1.1.2. *Preparation for class*

At Inscape, we take pride in our students, our lecturers and our curriculum. The activities and assignment/brief deadline dates are pre-scheduled on the Course Outlines and are strictly kept to. To ensure maximum learning takes place in each session the following applies:

- Students are expected to prepare for class (this means looking at the outlines and doing any preparation required for the class).
- Lecturers may communicate specific preparation such as reading notes, textbook chapters, watching a video, doing research or exercises during the preceding class sessions – it is therefore imperative for students to attend all sessions.
- Being prepared for class includes bringing all the necessary equipment and materials to class.
- Students must be prepared to work in class to ensure maximum productivity and to receive feedback from the lecturer.
- Class preparation may at times be assessed for the Value mark of assessments and may therefore form part of the overall assessment of a subject/module/course.

1.2. Lecturers responsibility

- If a lecturer is more than 15min late, the student should inform the FTL/AFL who will take lead of the situation. The FTL/AFL will provide further guidance to the class.
- Students are allowed to leave the class if a lecturer is more than 30min late. The class will be rescheduled accordingly.
- If a lecturer is regularly more than 5min late, the Class Representative should inform the FTL/AFL thereof in writing. The FTL/AFL will address the lecturer regarding the issue.

1.3. Student conduct

As set out in the Inscape *Student Code of Conduct* we expect our students to behave professionally and to treat all students, lecturers, staff and Inscape stakeholders with respect at all times.

We expect students to take responsibility for their own learning, and therefore do not see the need to 'discipline' students during class sessions.

In the case where a student is disruptive in class and/shows disrespectful behaviour towards the lecturer and/or peers, the following procedure will be followed:

- The lecturer may request the student to leave the class or online platform.
 - The lecturer will report the incident to the FTL/AFL who will make a note thereof on the student's LMS profile.
 - The FTL/AFL will address the student and/or lecturer, accordingly, following the standard disciplinary procedures.
 - The student may be allowed back in class for the next session.
 - If the student refuses to leave the class and continues to be disrespectful or continues to disrupt the class, the lecturer will leave the class and inform the FTL/AFL.
 - The FTL/AFL will address the student, which may result in further disciplinary action being taken.
 - When a lecturer is showing disrespectful behaviour in the class towards a student/group of students, the Class Representative should inform the FTL/AFL of the incident. The FTL/AFL will investigate the matter and address it accordingly.
 - Depending on the nature of the dispute, the Campus Director will follow the disciplinary process (informing the student and account payer thereof in writing).
- We recognise the importance and value of investing in the social development of our students to support their academic growth. Social interaction arranged on campus is a way for students and staff to 'get to know each other' out of the class in more informal environments.
 - We expect our students and staff to conduct themselves as responsible citizens, especially during social gatherings.
 - Inappropriate behaviour will not be tolerated and may result in disciplinary action.

- We take pride in our students and our staff as they represent Inscape as brand ambassadors to the outside world and therefore expect them to behave accordingly.
- Students are to dress appropriately at all times when representing Inscape on and off campus.

1.4. Communication

- Communication must at all times be professional (regardless of the channel being used).
- It is the responsibility of the student to ensure that their contact information is kept up to date on the LMS.
- Staff may request Class Representatives to share communication with the class or alternatively email the students individually.
- If a student urgently needs to contact a lecturer, they must consult the FTL/AFL who will disseminate the information.
- Lecturers teaching in the Distance programmes are available to students on the digital teaching platform during the indicated hours.
- They are available to respond to questions and queries via e-mail and on any other digital communication platform defined by the institution.

1.5. Distance classes

Distance programmes are accessed by students via the Inscape LMS, with face-to-face session taking place on a digital platform, currently Microsoft Teams. All student work for assessment is uploaded to the LMS, marked by lecturers and the marks and feedback are provided to students on the LMS.

Distance programmes are fully online and delivered in an integrated approach. Courseware and assessments are online and online synchronous small group workshops, tutorials and consultation are scheduled to take place at specific intervals.

- Workshops, tutorials and consultations for distance students are scheduled in advance and students will find these indicated in the course outline and on the LMS calendar. Students are expected to attend and participate in the scheduled classes.
- They are expected to participate and engage with the online course material and the communication platform.
- Interaction and engagement are tracked.
- Students are expected to prepare for upcoming classes.
- The activities and assignment/brief deadline dates are pre-scheduled on the course outlines and should be considered and used for planning.

1.5.1. Student conduct

As set out in our student code of conduct we expect our students to behave professionally and to treat all students, lecturers, staff and Inscape stakeholders with respect at all times.

- In the case where a student is disruptive in class and/shows disrespectful behaviour towards the lecturer and/or peers the following procedure should be followed:
 - The lecturer may request that the student leave the online session.
 - The lecturer will report the incident to the Programme Coordinator.
 - The Programme Coordinator will address the student and/or lecturer, accordingly, following the standard disciplinary procedures.
 - The student may be allowed to attend the next session.
 - If the student continues to be disruptive disciplinary action will be taken.

- When a lecturer shows disrespectful behaviour towards a student/group of students, any student may inform the Programme Coordinator of the incident. The Programme Coordinator will investigate the matter and address it accordingly.
- We expect our students and staff to conduct themselves as responsible citizens, especially during social gatherings.
- Inappropriate behaviour will not be tolerated and will result in disciplinary action.

1.5.2. Communication

- Lecturers may communicate information with students via email.
- As we are developing professional practitioners, we discourage the use of MS/WhatsApp/other mobile application as primary communication tools between students and staff for official communication, (this excludes ad-hoc student support).
- Social Media
 - Staff may not communicate important academic information with students via Facebook or any other social media platform.
 - Staff need to carefully consider when posting pictures, functions or commentary relating to academics, students and/or Inscape related matters.
- Lecturers teaching in the Distance programmes are available to students on the digital teaching platform during the indicated contact hours.
- They are available to respond to questions and queries via e-mail and on any other digital communication platform defined by the institution.

1.6. Competitions and Industry Partner Projects

Competitions and live projects are an important part of the Inscape syllabus. They expose students to the realities of the world outside of the institution. Competitions and live projects are integrated into the syllabus. Students from various programmes and levels may be expected to participate in one or more competition and/or live projects each year.

- Students are expected to participate in these competitions in a committed and professional manner.
- Students are expected to abide by the rules of the competition and the judge's decisions.
- Students are reminded that all work produced by students as part of an Inscape programme; including competitions and live projects; remains the intellectual property of Inscape.

2. LANGUAGE POLICY

Inscape embraces the cultural diversity in South Africa and accommodates students from different cultures in our programmes/courses. To keep our programmes/courses industry relevant and competitive (both nationally and internationally), and to make learning accessible to all students at all times, the language policy at Inscape is that we teach in English. Being fluent in English is, therefore, a prerequisite for entry into any Inscape programmes/courses.

3. ACADEMIC HONESTY

Using someone else's ideas or work without their permission is theft and is particularly offensive in the communication, design and creative industries. Educational institutions play a key role in developing a sense of ethics in students that will be essential in their further studies and industry practitioners. As such, it is essential that students are aware of the importance of honesty, integrity and ethics. Research, communication and design are processes that build learning and understanding on the knowledge and insight (intellectual property) of others. Using someone else's intellectual property without their permission or without acknowledging the source is termed plagiarism.

All students must familiarise themselves with the Inscape Plagiarism Policy, they should download the Inscape Referencing Guide and use this throughout their studies. Students must attend the training offered to them on citing and referencing. They must make use of the software (Grammarly) provided to them that assists with identifying plagiarism. Consult the Inscape Plagiarism Policy for more detail on plagiarism and the consequences.

3.1. Areas of potential plagiarism

Some of the most common forms of academic dishonesty include:

- making use of images, music, drawings, plans, etc., that are copyrighted for inspiration and/or inclusion in your own work. For instance, if a student copies the concept or design of another designer.
- not acknowledging the author or source of images, music, drawings, plans, etc., that are available via open access or creative commons for use as inspiration and/or inclusion in your work. As an example, if a photograph taken by someone else is downloaded off the internet and used in your poster design, the photographer, or if this is not available the site, must be acknowledged in the process work.
- copying an author's words directly without using quotation marks even when acknowledging the author. You may indicate the author and include the source in the bibliography, but if the text is not indicated as a direct quote by using quotation marks, this is plagiarism.
- using an author's ideas or paraphrasing sections of work without acknowledging the author. You cannot read an article and take the authors concepts or merely use your own words without acknowledging the author.
- combining the author's words with your own without acknowledging the author. For example, students cut and paste the words of an author and substitute certain words.
- submitting the same work (your own) for multiple assignments/briefs (unless the briefs allow for this as described in the courseware).
- submitting the same assignment (your own) as handed in a previous year of study when repeating a module/subject.
- copying another student's work or ideas
- submitting work bought from a paper mill or ghost-writing service and passing it off as your own
- getting someone else to produce your assignment/brief (University of South Africa, 2005, pp. 1–2).

Consult the Inscape Plagiarism Policy for more detail on plagiarism and the consequences.

4. ASSESSMENT

The institution employs continuous assessment as this is a useful developmental tool for students as described in the Inscape Assessment Policy.

4.1. In class submissions

Inscape has a comprehensive *Assessment Policy* and process that ensures that marking is fair, reliable, valid and transparent.

- Marking is as objective as possible and that the assessment is fair and reliable, all assignments/briefs include learning outcomes and the associated assessment criteria.
- Student work is assessed against the criteria to establish the extent of the student's learning and applied competence.
- Exercises and briefs are to be entirely the student's own work, except where agreed to by the lecturers.
- Deadline dates are strictly adhered to for all programmes and courses by all students.
- Assignments/briefs are submitted at the commencement of the lecture session unless otherwise specified by the lecturer.
- Deadline dates are set and listed in the pre-scheduled course outline. It is the student's responsibility to check these.
- Digital submissions are indicated in the Course Outline and Courseware, these are uploaded to the LMS.
- For Distance programmes, all submissions are digital submissions.
- No submission of work will be accepted by the lecturer after the expiry of the deadline.
- Typically, extensions for submissions after the deadline are not granted, however, extensions may be granted under specific circumstances as documented in the Inscape Assessment Policy.
- In all other circumstances, if work is not submitted on or before the specified deadline, the student should make use of the Late/Resubmission submission opportunity.
- Students can expect to receive verbal and written feedback on work submitted.
- Student's may request a further explanation regarding the feedback in a professional manner and during scheduled lecture sessions only.
- Completed work is marked and marks are entered on the LMS within two weeks of submission. Feedback should be provided within this timeframe to ensure it is still fresh in the student's mind.
- Results and comments are captured on the LMS and students should check these.

4.2. Special assessment circumstances

4.2.1. Extended Deadline

- If a student has a legitimate reason, substantiated by a medical certificate, death certificate, notice to appear in court and/or case number, to prove that they were unable to submit the required assessment/brief, they may apply for an extension to the deadline.
- The documentation must be submitted to the FTL/AFL when the student returns to the campus, or alternative arrangements must be made with the FTL/AFL to submit the required assignment/briefs at an agreed date and time.
- The FTL/AFL will inform the student in writing of the outcome of their application.

4.2.2. Late and resubmissions Contact programmes

The late and resubmissions process is an opportunity to assist students with exceptional circumstances to successfully achieve the desired results.

- A student may make a maximum of one late submission for each subject/module per term, **excluding** the final terms; S2b during each academic year without having to furnish reasons or be granted permission.
- A student may earn a maximum mark for a late submission of up to 50%.
- A late submission fee is applicable per assessment.

- Late submissions do not apply to S2b assignments/briefs or to exit level final summative assignments.

OR

- A student may make a maximum of **one resubmission for each subject/module per term** (excluding the final term; S2b) during the academic year for assessments where a minimum mark of 40% was awarded. Assignments/briefs that have received a mark lower than 40% **MAY NOT** be resubmitted.
- A resubmission may be marked up to a 100%.
- When resubmitting an assignment, the original submitted assignment/part thereof must be submitted with the resubmission form.
- Resubmissions do not carry a financial penalty. No charge will be levied for resubmissions.
- Resubmissions do not apply to S2b assignments/briefs or to exit level final summative assignments.
- Resubmissions and late submissions may include assignments submitted for S1a, S1b and S2a presentation weeks, but presentations and orals cannot be late submitted or resubmitted.
- The student's fees must be up to date before any submission will be accepted.
- Students must register for late and resubmissions on the LMS.
- The late/resubmission work must be submitted within the late/resubmission block as stated on the Inscape Academic calendar – late and resubmission weeks fall in the first two weeks of the commencement of the following term.
- Assessments submitted thereafter, will not be accepted or assessed.
- Late/resubmissions must be uploaded to the LMS by the end of the late and resubmission block as indicated on the academic calendar.

4.3. Late and Resubmissions Distance

4.3.1. Resubmissions Distance

A resubmission refers to an opportunity for a student to improve on a completed assignment. After a student has received their assessment outcome for an assignment, the student is offered an opportunity by the FTL/AFL of resubmitting an improved version with the aim of improving their performance. This opportunity is offered to students who have received at least 40% or higher for all programmes at NQF 6 and above, and 30% and above for NQF level 5.

For resubmissions, the original assignment must be submitted/uploaded with the improved-on assignment/project.

- A resubmission mark of up to 100% can be awarded.
- A student must be invited to resubmit an assignment/project.
- Distance Late and Resubmission Procedure
- The student applies for a late/resubmission by completing the necessary details on the LMS.
- The late/re- submission is approved by the FTL/AFL on the LMS.
- The student uploads the late/re-submission work on the LMS.
- The assignment must be accompanied by the relevant payment or supporting documents (Doctor's note, affidavit, notice to appear in court, or similar to support extenuating circumstances).
- Resubmissions must be submitted by the next submission date following the invitation to resubmit.
- Late submissions can be submitted at any time and must be accompanied by a proof of payment for the late submission fee.
- Distance Late and Resubmission Internal Procedure
- The CA/CD/FTL and /or AFL checks that the student is entitled to submit the assignment.
- The FTL and/or AFL approves the submission, taking into account the rules for the submission of late/resubmissions.
- The assessor for the module receives a notification and marks the late or re-submission, entering the marks in the LMS.

- The CA captures a note on the student's profile on the LMS system regarding the receipt of the late/re submission. The subject code of the submission must be entered as well as an indication of whether the submission is a late- or re-submission.
- All late/resubmissions must be assessed within two weeks of the submission date.

4.3.1.1. Distance Late and Resubmission Procedure

- The student applies for a late/resubmission by completing the necessary details on the LMS.
- The late/re- submission is approved by the Lecturer on the LMS.
- The student uploads the late/re-submission work on the LMS.
- The assignment makes payment or supporting or provides the relevant documents (Doctor's note, affidavit, notice to appear in court, or similar to support extenuating circumstances).
- Resubmissions must be submitted by the next submission date following the invitation to resubmit.
- Late submissions can be submitted at any time and must be accompanied by a proof of payment for the late submission fee.

4.3.2. Supplementary assessment opportunities

Supplementary opportunities will only be granted to students by special request of the Campus Director to the Academic Committee for subjects excluding Experiential Training and/or Job Shadowing.

- Students will be notified in writing of a supplementary opportunity.
- If a student fails the supplementary submission, no additional opportunities will be made available.

The criteria for supplementary submissions are detailed in the Inscape Assessment Policy.

If a brief has been awarded zero as a penalty for an act of plagiarism - major offence, the brief cannot be considered for a supplementary submission.

4.3.3. Supplementary due to special circumstances

Where a valid reason for a non- or late attendance of the final summative assessment (such as the final presentation) is furnished and the student has met the following requirements, the student may apply for a supplementary submission.

- The student has met all DP requirements.
- The student has submitted a written application accompanied by the relevant documentation (medical certificate, death certificate, court appearance and/or case number) and proof of payment to the FTL/AFL.
- If the application is approved the student must submit on the supplementary date provided.
- The maximum mark that may be awarded for a supplementary of this nature is 100%.
- If the student fails the supplementary opportunity, an additional opportunity will not be granted.

5. MODERATION

Moderation (peer review) is a valuable source of input into the continued relevance of programme content and direction. Assessment of student work is moderated both internally and externally to ensure its consistency and reliability.

Inscape's curriculum makes room for the following compulsory moderations to practice quality assurance.

5.1. Internal Moderations

Specific assignments/briefs are internally moderated by a qualified Inscape lecturer as indicated on the Course Outline.

These assignments/briefs are identified by the Academic Management team prior to the commencement of the academic year and are indicated on the Course Outline.

5.2. External Moderations

External moderators evaluate exit level assessments for all Inscape programmes.

External moderation may take place in person or online depending on the circumstances and mode of delivery.

5.3. National Academic Moderations

A National Academic team visits the various campuses to moderate selected projects to regulate and monitor the quality and consistency of programmes across campuses.

5.4. Student Request for internal moderation

In the event that a student is not satisfied with a result awarded for an assignment/brief, the student may request that the assessment of the assignment/brief be moderated. Request for Internal Moderation of briefs must be received within two weeks of the student receiving the mark awarded. No requests will be accepted after this date.

- The student must complete an Internal Moderation Request Form providing the code and name of the assignment/brief and the reason for the moderation request.
- The student work and moderation forms must be sent to the FTL/AFL.
- A lead time of four weeks is allowed for the processing of the request.
- The FTL/AFL will contact the AM to assist in appointing an internal moderator and reviews the process
- The FTL/AFL will discuss the feedback and outcome of the internal moderation with the student.
The following conditions apply when requesting that an internal moderation be conducted:
 - the assignment/brief must have been submitted by the deadline date specified on the course outline,
 - late and resubmissions may not be submitted for moderation,
 - a student whose fees are in arrears may not apply for internal moderation,
 - internal moderations may only be requested up to two weeks after receiving the assignment/brief back,
 - no internal moderations will be accepted after week 42,
 - a student may not request more than two internal moderations per subject per semester.

5.5. Student Request for external moderation

In the event that a student is not satisfied with a result awarded for an internal moderation of an assignment/brief, a student may request an external moderation of the assessed assignment/brief. Request for External Moderation of assignments/briefs must be received within two weeks of the student receiving the mark awarded for the Internal Moderation. No requests will be accepted after this date.

- The student must complete an External Moderation Request Form stipulating the code and name of the assignment/brief and the reason for the moderation request.
- An initial fee equivalent to the Inscape administration fee is payable and proof of payment thereof should be attached to the external moderation form submitted.
- Should the moderator assess for more than one hour or part thereof, the additional fee will be charged accordingly.
- The scanned student work and moderation forms must be sent to the FTL/AFL
- The FTL/AFL will contact the AM to assist in appointing an external moderator and reviews the process.
- A lead time of six weeks is allowed for the processing of the assignment/brief.
- The FTL/AFL will discuss the feedback and outcome of the external moderation with the student.

The following conditions apply when requesting an external moderation:

- a student whose fees are in arrears may not apply for external moderation.
- an external moderation may not be requested unless an internal moderation has been processed and the student has indicated dissatisfaction with the outcome thereof,
- Final results will be processed on receipt of all fees charged.

6. STUDENT PERFORMANCE

6.1. Marks

- Students have access to their results on the LMS provided their tuition fees are up to date.
- If a student is unable to view their results and to the best of their knowledge their account is up to date, he/she must consult the FTL/AFL.
- Students should check their results regularly to ensure that they are at all times aware of their progress and achieved competence.
- Students (and their parents/guardians) accept that if a student has not achieved a minimum average mark of 50% for all completed subjects during the first semester, s/he may not be permitted to continue the course without the approval of the CD and that this ruling will not compromise the Contract of Enrolment.
- Marks are assigned to the specific learning outcome categories (as percentages): creativity, knowledge, skills and value, allowing the student to evaluate their own achievement in relation to the expected outcomes and associated assessment criteria specified in the assignment/brief.
- The weightings of the assessment criteria are predetermined and are appropriate to the nature of the assignment/brief.
- The specific assessment criteria are defined as follows:
 - Knowledge: measures the understanding and interpretation of a subject- relevant to the task at hand. This is usually theory based
 - Creativity: measures the student's ability to generate original, new concepts applied through various skills acquired
 - Skills: measure the ability of the student to complete the task well – writing, drawing, presentation skill etc.
 - Value: measures the student's ability to complete a task effectively, efficiently and diligently
- The mark sheet is structured to allow the analysis of exercises and assignments/briefs into the Specific Outcome categories: Creativity, Knowledge, Skills and Value. The lecturer indicates achieved competence against the different aspects of the exercise or assignment/brief so that students can see where their efforts are bearing fruit or where improvement is needed. The mark sheet does not indicate a final mark or grade.
- Final results per criteria are captured on the LMS, which calculates the final grade/mark and these can be viewed by the student on their student LMS profile.
- When an assignment/brief is internally moderated the result awarded by the moderator should be integrated into the final result by averaging all results awarded.

6.2. Performance Appraisals

- Performance appraisals are generated twice a year for qualification students.
- Students can view their appraisals on the LMS once they have been published and made available by the FTL/AFL.
- The FTL/AFL will schedule meetings with Cause for Concern students identified within the appraisal procedure.
- If required, a student may also request a meeting with the FTL/AFL to discuss his/her Performance Appraisals after comments have been published for viewing.

6.3. Promotion

It is necessary for the student to meet the institution's minimum achievement criteria for any academic year to be promoted to the following year of study.

All projects, exercises and tests are weighted according to the relative importance of the outcomes to be achieved in the assignments. This means that all projects, exercises and tests are allocated a number of possible marks that a student can earn when submitting these projects on time.

6.3.1. Higher Certificate

- Students must achieve a minimum mark of 40% for each module (this includes the experiential training and portfolio modules)
- Students must achieve an overall average of 50% for all modules that make up the qualification.

Final transcript average results are calculated as follows:

- The average of all registered modules according to subject credit weighting is calculated to achieve an overall average. Should the average be 75% or higher, the qualification is awarded with distinction.
- All the requirements for the higher certificate must be fulfilled within a minimum of one year and a maximum of two years.

6.3.1.1. Promotion from Higher Certificate to Degree

A student who has completed a Higher Certificate with Inscape and wishes to apply to study a Degree Programme at Inscape must achieve a minimum average of 60% to qualify for entrance to the degree programme. Diploma will be an alternative route for averages between 50-60%.

6.3.2. First Year Students Degree and Diploma

- Must achieve a minimum aggregate of 50% in every subject in order to be promoted to the next year of study.
- A distinction is awarded in a subject where the year mark for that subject equals or exceeds 75%.

6.3.3. Second Year Students Degree and Diploma

- Must achieve a minimum aggregate of 50% in every subject, as well as a minimum of 50% for the "end of the year" portfolio assessment, in order to be promoted to the next year of study.
- A distinction is awarded in a subject where the year mark for that subject equals or exceeds 75%.

6.3.4. Third Year Degree and Diploma

- Students must achieve a minimum mark of 50% for each subject in their third year of study.
- Students who do not attain an average of 50% for all work completed by the end of the first semester may be disallowed from completing the year.

6.3.5. Honours

- Students must have passed all subjects with a minimum of 50%
- In order to progress to the Research Dissertation QRD410 and Practical Portfolio CRE116 the student must have passed all required first Semester subjects.
- Students who do not attain an average of 50% for all work completed by the end of the first semester may be disallowed from completing the year.

6.3.6. Advanced Diploma

- Students must achieve a minimum mark of 50% for each subject in their third year of study.
- Students who do not attain an average of 50% for all work completed by the end of the first semester may be disallowed from completing the year.

Final transcript average results are calculated as follows:

- The average of all registered subjects calculated according to subject credit weighting is calculated to achieve an overall average. Should the average of all subjects be 75% or higher, the qualification is awarded with distinction.
- All the requirements for the award of the degree must be fulfilled within a minimum of three years and a maximum of five years.

6.4. Distance: Degree and Diploma Programmes

- Degree and Diploma programme students must pass all level one subjects to be promoted to the second-year level of study and all level one and two subjects to be promoted to the third-year level of study. A pass mark is 50%.
- If the student does not meet the requirements for progression to the following level, they must repeat the outstanding subjects/modules. Once they have passed all the outstanding subjects/modules required, they may move on to the following level. As there are two enrolments per year there would not be significant delay in their progress.
- For Distance programmes, students pay a per subject/module fee for each subject/module which they need to repeat.

6.5. Failure to successfully complete a programme

6.5.1. First and Second year of a 3-year programme

A student will receive feedback on the outcome of the supplementary submissions and their final results by the close of business for the December holiday period.

If this result is positive and the student passes, they may enrol for the next year of study.

If the student does not pass, they may choose to repeat the year of study (no subjects will be exempted), or to be reimbursed of any monies paid to Inscape for the subsequent academic years' tuition fees.

Should the student decide to repeat the year, they would be required to pay the full tuition fee for that academic/calendar year.

- The student will however receive 20% of their tuition fee back over the year at 5% per term, if they meet the requirements listed below. The refund is based on meeting the following as documented by the FTL/AFL:
 - 80% attendance
 - 100% pass rate for all modules/subjects
 - fees being up to date
 - satisfactory conduct.
- A Standard Contract of Enrolment will be amended by hand in red pen by the Campus Director accordingly and completed by the student/guardian/sponsor.
- The student will be expected to attend the necessary classes and meet submission deadlines.
- Should the student not meet any of the above review criteria they negate the termly discount.

6.5.2. Degree and Diploma 3rd year

3rd year qualification students who do not meet the minimum requirements, after any supplementary submission have been completed, must repeat all subjects not passed. Additional subjects that compliment or integrate with failed subjects may also be recommended as a repeat. The subjects to be repeated must be determined by the Campus Director and approved by the Academic Committee. Please consult the Inscape Assessment Policy.

The following tuition fee is applicable and is calculated according to the number of contact sessions for the subjects the student is required to repeat:

1-16 Sessions repeated

- 1 - 8 sessions or less per calendar year: 25% of the current full year's fee
- 8 – 16 sessions per calendar year repeated: 50% of the current full year's fee

Full 3rd year repeated

17 or more sessions per calendar year repeated: 80% of the current fees with the following conditions:

- The student will pay the full 100% tuition fee for that academic/calendar year
- The student will receive 20% of their tuition fee back over the year.
- 5% per term upon review. The review, conducted by the FTL/AFL, will be based on the following:
 - 80% attendance
 - 100% pass rate for all modules/subjects
 - fees being up to date
 - satisfactory conduct
- A standard Contract of Enrolment will be amended by hand in red pen by the Campus Director, accordingly, completed and signed by the student/guardian/sponsor.
- The student will be expected to attend the necessary classes and meet work submission deadlines.
- Should the student not meet any of the review criteria they will not qualify for the termly discount.

6.5.3. Higher certificate students

A student who is unable to complete a Higher Certificate programme in the given time period may complete the qualification or course by repeating their year or completing their studies through the Distance Department if the course is available.

- Contact Higher Certificate Architectural Technology/Fashion Design and Interior Decorating Students wanting to complete their Higher Certificate through Distance will need to consult with the Distance Department to confirm which modules they will need to finalise and pass their qualification.

6.5.4. Honours and Advanced Diploma students

Students who have not successfully completed all subjects for these programmes after any supplementary submission have been completed, must repeat all subjects not passed. Additional subjects that compliment failed subjects may also be recommended as a repeat.

The subjects to be repeated must be determined by the Campus Director and approved by the Academic Committee.

6.5.5. Distance programmes

Distance students pay a per module/subject fee for repeating subjects/modules.

7. ACADEMIC EXCLUSION

Based on academic performance and attendance a student may be excluded from the institution if:

- A student takes more than the maximum duration to complete the qualification.
- Maximum duration for contact and distance programmes is documented in the Inscape Assessment Policy.
- Students who do not attain an average of 50% for all work completed by the end of the first semester in any programme may be disallowed from completing the year at the discretion of the Campus Director.

8. STUDENT AWARDS AND PRIZES

Inscape students may receive awards and/or prizes based on their academic performance.

Top students per Region or National need to achieve at least 70% in order to be awarded a Top Student award.

The following categories of students receive top student awards:

8.1. Third Year Bachelor of Design, BA and Diploma

- One regional top student per graduate course/programme offered at the respective campus in each specialization.
- One national top student per discipline for registered qualification programmes.
- Cum Laude is awarded to a student completing a Degree or Diploma. Students need to have maintained an average of 75% or higher for each year of study to qualify for this award.

8.2. Higher Certificate Graduates

- One regional top student per graduate programme offered at the respective campus.
- One national top student per discipline for registered qualification programmes.

8.3. Honours Graduates

The following categories of students receive top student awards:

- One regional top student per graduate programme offered at the respective campus.
- One national top student per programme.
- Cum Laude is awarded to a student completing an Honours Degree. Students need to have maintained an average of 75% or higher for each subject in the programme.

8.4. Advanced Diploma Graduates

The following categories of students receive top student awards:

- One regional top student per graduate course/programme offered at the respective campus.
- One national top student for the programme.
- Cum Laude is awarded to a student completing an Advanced Diploma. Students need to have maintained an average of 75% or higher for each subject in the programme.

8.5. First- and Second-Year Bachelor of Design, BA and Diploma Students

- Top performing 1st and 2nd year Degree and Diploma students are recognised at a Campus Awards event at the end of the year.
- One regional top student per course/programme offered at the respective campus in each specialization per year.
- If the average in all subjects exceeds 75% or above candidates will be recognised.

- Students with the highest average will be awarded Top Student of the current year.
- Each top student receives an Inscape Top Student certificate and monetary prize in the form of a voucher.

9. GRADUATION CEREMONY

The Inscape Graduation ceremony is held in March or April of the following year as specified on the Inscape calendar at www.inscape.ac.za.

- Student graduation and attendance is subject to the student passing all modules/subjects and their tuition fees being up to date.
- All graduating students are expected to wear graduation gowns and the appropriate Inscape stole.
- The gown is for the cost of the student.
- The Inscape stole is provided by the institution.
- Provision for supply of the gowns, at the cost of the student, will be made by the institution.
- The institution arranges for a professional photographer to be available at the event.
- Students pay for their own photographs.
- The inviting of guests/number of guests will be communicated and is subject to the location and number of graduates for the current graduating cohort.

10. DEFERRED STUDIES

10.1. Student Deferment

As students are our main concern, we understand that under certain circumstances the need may arise for a student to suspend their studies temporarily.

- Inscape offers students the option to apply for a Deferment in writing to the CD/Distance Manager.
- The student completes the Deferment Application form available on the LMS.
- This application will be discussed with the CD /Distance Manager and must be approved by the CD /Distance Manager.
- If deferment is granted the student will be allowed to postpone his/her studies for an allocated time period which may span over a term, ½ year (deferment) or full year respectively suspended studies.
- Deferment in a course does not guarantee that the course will be available the following year.
- If a course is cancelled, deferred students will be offered a place in an alternative course or with special arrangements made in communication with the Academic Committee.
- The student's account has to be up to date when applying for a Deferment.
- When a student defers, they continue with their payments and keep to the original signed contractual obligations, a pro-rata credit for classes not attended will be allocated to the new date of enrolment.

11. STUDENT TRANSFERS

One of the many benefits of being an Inscape student is the opportunity to transfer from one campus in South Africa to another campus in South Africa without disrupting the student's studies.

As Inscape offers many programmes across multiple campuses simultaneously, the opportunity to transfer between programmes/courses and between campuses is presented.

- Should a student's account be in arrears a transfer application will not be processed.
- Should a student be failing any subjects/modules at the time of application a transfer application will not be processed.
- An administration fee is payable in advance to complete any transfer process. The student must submit the proof of payment together with the Transfer Application form (available on the LMS) to the FTL/AFL on request for a transfer.

In order for the transition to be as seamless and efficient as possible the following student transfer procedure should be adhered to.

11.1. Transferring from one course/programme to another (same mode of learning)

- When transferring between courses the student should understand that completed credits for subjects can only be transferred if appropriate and at the discretion of the Academic Committee.
- Students may not transfer after 25% of a course has been completed.
- When a student transfers from one programme/course to another, keeping to the original signed contractual obligations, 'unused' funds will be allocated to the new programme/course.
- The balance of the account will be calculated, and the student will be invoiced accordingly.
- The process for applying to transfer to a different course is as follows:
 - The student applies in writing (including the date of intended transfer) to the Campus Director/Distance Manager and attaches a motivational letter.
 - The application is transferred to the Registrar.
 - The Registrar will communicate the outcome of the application to the student.

11.2. Student transfer between contact campuses within the same mode of learning

One of the many benefits of being an Inscape student is the opportunity to transfer from one campus in South Africa to another campus in South Africa without disrupting the student's studies.

- If a student wishes to transfer to another Inscape campus, the student must inform the CD in writing.
- The student should download and complete the Transfer Application Form which is available on the LMS.
- The student must submit the completed Transfer Application form and proof of payment of the administration fee to the FTL/AFL of the initial campus.
- The CD will manage the process further and will inform the student of the outcome.
- Students must take into account which programmes are offered on which campuses.

11.3. Student transfer between modes of learning

One of the many benefits of being an Inscape student is the opportunity to transfer from one mode of learning to another, for example from distance to contact learning with minimal disruptions to the student's studies.

- If a student wishes to transfer the student must first ensure that the programme they are enrolled in is offered through both modes of learning, if the programme is not, then the transfer is not possible.
- If the programme is offered through both modes of learning, then the student should download and complete the Transfer Application Form which is available on the LMS.
- The student must submit the completed Transfer Application form and proof of payment of the administration fee to the CA of the initial campus.
- The Registrar will manage the process further and will inform the student of the outcome.
- Students must take into account which programmes are offered and note that the timelines might not be in sync, meaning that there may be a delay in starting with the new mode.

12. STUDENT SUPPORT

Inscape has at the core of its principles the best interests of its enrolled students and graduates in mind. To this end, the institution puts in place mechanisms to support and develop its students to achieve their potential. Student support falls into several categories:

12.1. Small classes

The number of students per class at Inscape is kept to small numbers (maximum 24 in a class and 10 for supervision) making individual attention possible. Therefore, the identification of students in need of support is made as early as possible by the lecturer and FTL/AFL as the information is entered into the LMS system.

12.2. Support Programmes

The practical 'hands-on' developmental approach Inscape takes to teaching and learning means that students develop personal processes of experimentation, discovery and practice. Lecturers build student confidence through guidance and facilitation as they spend time investing in each student during interactive class sessions. Though this way students are equipped to address their learning needs.

- The attendance, submission of assessments by students and lecturer comments are entered into the Learner Management system by lecturers for each term. This information is monitored per term by the lecturer and the FTL/AFL. Students and parents/guardians can view their marks and appraisals on the Learner Management System once they have been published.
- Based on the information entered in the LMS, Cause for Concern (CFC) students are identified as students who are at risk of being unsuccessful in their chosen studies.
- A support process for the student is defined by the FTL/AFL and the Campus Director in collaboration with the student.
- Students receive access to, and training on, various support programmes such as Grammarly, LinkedIn Learning and ProQuest

12.3. Distance students

In order to fully support distance students, individuals on the campus provide support in the form of the following:

- Lecturers – provide academic support, monitor and respond to communication and communication platforms.
- Technical support – provide support for accessing and using the LMS, software support for specific programmes.
- Librarian – support with identifying and accessing information, assistance with academic writing and referencing.
- Administration – support regarding finance and mark queries.
- Support and monitoring of student wellbeing is provided.

12.4. Financial Support

Inscape receives no state subsidy; scholarships are therefore funded by Inscape.

12.4.1. Financial assistance application

Inscape provides student financial assistance. The following process needs to be followed:

- Students complete a Financial Assistance Application form and submit all accompanying documents to the Campus Director.
- The following documents must be submitted:
 - A motivational letter written by the applicant
 - A copy of the applicant's latest academic results from Inscape
 - Proof of parents/sponsors/guardian/account payer's income/grant/affidavit of non-income
 - Copy of parents/sponsors/guardian/account payer's ID
 - Copy of applicant's ID/Passport
- Applicants must have an average academic mark of at least 60% and attendance (or academic activity in the case of a distance student) of 80% for the past year.
- Applications for Financial Assistance may be made at the end of the current calendar year.
- After evaluation of the submission, the Campus Director/Distance Manager will forward the application with a motivational letter from the FTL/AFL / Campus Director/Programme Coordinator to the Inscape ExcoAll applications are processed at a scheduled Board Meeting and a minimum lead time of 6 weeks is expected.
- Financial assistance is granted at the discretion of the Inscape Board of Directors.

- Financial Assistance excludes monthly consumables, transport, parking fees, accommodation and any other additional fees such as late submission fees, deferment fees, transfer fees and the like.
- The financial assistance is non-transferable.
- Should financial assistance be granted, the agreement will be for the current academic year applied for, and continuing financial assistance is dependent on the student's academic performance and conduct evaluations at the end of each term.
- Should the student not comply with the rules and regulations as per the above or adhere to the Inscape Student Code of Conduct and/or Policies and Procedures, the financial assistance will be withdrawn.
- In such a case the student will be held liable for the tuition fees as well as a fee for the study pack provided.

12.4.2. Student Assistance application (contact students only)

Inscape provides limited student financial assistance in the form of a limited number of student assistant positions. The number of student assistants is determined by overall annual campus student numbers. The position is reviewed termly.

- Candidates wishing to apply for the student assistant position need to meet the following criteria:
 - Have been a student at Inscape for a total of one full year prior to applying
 - Fill in a student assistant application form
 - Be interviewed by the FTL/AFL or CD
 - Sign a contract clearly stipulating the number of work hours required in exchange for a percentage deduction of the current years fee
 - Must continue to pass all subjects and attend 80% of all classes
 - Applicants must have an average academic mark of at least 60% and attendance of 80% for the past year.
- Student Assistance applications may be made at the end of the current academic year.
- This excludes monthly consumables, transport, parking fees, accommodation and any other additional fees such as late submission fees, deferment fees, transfer fees and the like.
- The student assistance is non-transferable.
- Should student assistance be granted, the agreement will be for the current academic year applied for, and continuing financial assistance is dependent on the student's academic performance and conduct evaluations at the end of each term.
- Should the student not comply with the rules & regulations as per the above or adhere to the Inscape Student Code of Conduct and/or Policies and Procedures, the financial assistance will be withdrawn.
- In such a case the student will be held liable for the tuition fees as well as a fee for the study pack provided.

12.5. Distance students

Unique support structure for distance students is made up of a number of elements.

- Lecturers – provide academic support, monitor and respond to communication and messages on the communication platforms.
- Assessors – provide appropriate and comprehensive feedback specific to each assessment for each student.
- Technical support – provide support for accessing and using the LMS, as well as software support for specific programmes.
- Librarian – support with identifying and accessing information, assistance with academic writing and referencing.
- Administration – support regarding enrolment, finance, and mark queries.
- Peers – an online environment is created to foster the creation of a community of inquiry between students.

- Student wellness – students are allocated to a student support ambassador. The student support ambassador checks in with the student telephonically or via email once a week, should the student need advice or assistance, the ambassador is able to put the student in touch with the relevant department or individual.

For further information regarding scholarships please consult the Inscape Website.

13. PARENTS, GUARDIANS AND/OR SPONSOR INVOLVEMENT

Inscape is an institution of Higher Learning, students are treated as adults and expected to behave as such. Parents, guardians and/or sponsors have a role to play as they provide the support and encouragement that a student needs to succeed. Taking this into consideration Inscape expects the following.

- Students take responsibility for their own learning; this is done to empower the student and teach them to manage their time, learning, capacity for stress tolerance and workload. Having mastered this, an Inscape graduate is able to function as a sustainable, profitable employee, and quickly master the dynamic of the working world.
- Independence and responsibility cannot be cultivated in students who are not responsible for their own learning. If a student hands over this responsibility to a parent, guardian and/or sponsor or if the parent, guardian and/or sponsor takes this responsibility away from the student, the student cannot grow or learn.
- The FTL/AFL is available to students and parents, guardians and/or sponsors to discuss challenges and/or barriers to learning that may exist and to provide appropriate support and advice. Should the parent, guardian and/or sponsor overstep their boundaries they will be invited to meet with the CAM where the situation, roles and responsibilities can be clarified and reassigned.
- The financial and emotional investment of a parent, guardian and/or sponsor is not overlooked or undermined, but at the same time enough emphasis cannot be placed on the importance of a student assuming responsibility of their own learning.

14. STUDENT REPRESENTATIVE COUNCIL (CONTACT STUDENTS)

The SRC represents student interests and many different aspects of life at Inscape. These include catering for student welfare, societies, entertainment and sports, as well as bridging the gap between students and management.

The SRC Vision: to be a vibrant, active, innovative, participative, and responsible and example led student council, which is socially just, fully inclusive and representative of all Inscape students.

Each of the contact qualification courses on a campus has at least one (1) nominated student representative(s) that sits on the SRC.

To ensure the abovementioned, Inscape requires nominated representatives to accept responsibility for the overall campus welfare, and to ensure that they always conduct themselves with academic integrity and exemplary conduct.

14.1. Responsibilities of the SRC

- induction of first-year students – a fun event to meet peers, introduction to student council and a comprehensive tour of the campus and surrounds.
- disseminating information back to class and peers - keeping peers informed
- fundraising initiatives and wherever possible making contributions in support of various charities and to the graduation.
- promoting a vibrant, active, innovative, participative and positive atmosphere within the campus
- participating in and assisting with campus events such as open days, exhibitions, information sessions, etc.
- liaising with the FTL/AFL and Campus Director on issues of concern to students
- ensuring that peers are aware of and comply with the various policies and procedures.

- ensuring that peers behave in a respectful manner towards peers, lecturers and staff..
- working with management on certain policies and initiatives as and when required
- organising events for each year group i.e. 1st year social, 2nd year social, 3rd year social, end of year function, etc.

14.2. Election of representatives

- SRC members are to be elected and re-elected annually. *See Student Representative Policy for Ideal characteristics and Qualities of Council Leaders.*
- Elections for 2nd and 3rd years representatives take place in the first week of Semester 1
- Elections for 1st year representatives take place in the last week of Semester 1, allowing time for new students to interact with and “get to know” their peers.
- The SRC will remain in “office” for one full academic year from March of the current year to March of the following year, OR June of the current year to June of the following year.
- Each year, each class will nominate a suitable representative.
- A student may represent a class for more than one year if nominated by their peers.
- Once all nominees have accepted their nomination, elections are to take place to appoint the SRC leaders.

14.3. Election process

- The current President and Vice President of the SRC are to run the election in each class at the designated times.

The electoral process runs as follows:

- In each class the President or Vice President provides a quick overview of what the functions of the SRC and the characteristics required of its representatives
- The floor is opened for nominations
- Names are put forward by students in the class or by students who nominate themselves
- Election shall be by a simple majority vote
- Voting may be by show of hands or secret ballot
- If by a show of hands:
 - the nominees are to leave the room while the class casts their votes
 - once votes are tallied for all nominees, they can re-enter the class for the announcement
- If by secret ballot:
 - the ballots are counted in the class and the majority result announced
- To expedite the process, and wherever possible, the nominee with the majority vote should:
 - immediately express their intention to accept or decline.
 - If they decline, the nominee with next highest total of votes should be announced.

Each representative is to sign a contract of commitment, confirming their undertaking to fully embrace their assigned function within the student council.

14.4. The makeup of the SRC

Once the representatives of the SRC are elected, the various leaders and committees will be appointed as defined in the *Student Representative Policy for Ideal characteristics and Qualities of Council Leaders*. These include a:

- President
- Vice President
- Secretary
- Treasurer
- Communications/Publicity

- Committee Chairperson
- Class Representatives
- Advisor/Management

Committees

- Fundraising committee
- Cultural committee
- Sports committee

15. STUDENT REPRESENTATIVE COUNCIL (DISTANCE STUDENTS)

The SRC represents student interests, and different aspects of life at Inscape. These include catering for student welfare, societies, entertainment and sports, as well as bridging the gap between students and management.

The SRC Vision: to be a vibrant, active, innovative, participative, and responsible and example led student council, which is socially just, fully inclusive and representative of all Inscape students.

The Distance campus SRC consists of at least two (2) nominated students, per qualification course offered through the distance mode of learning, per academic year. To ensure the above mentioned, Inscape requires nominated representatives to accept responsibility for the position, and to some extent, the welfare of their peers. An SRC member should always conduct themselves with academic integrity and provide an exemplary example.

15.1. Responsibilities of the SRC

- Introduce the SRC to new each new cohort.
- Assist with the onboard new students to the way of online distance learning.
- Promote a vibrant, active, innovative, participative and positive atmosphere.
- Liaise with their Lecturer, Programme Coordinator, and or Distance Manager regarding student concerns.
- Promote a culture of mutual respect towards peers, lecturers, staff and Inscape guests.
- Promote a culture of awareness regarding institutional policies and procedures.

15.2. Election of representatives

- SRC members are to be elected and re-elected annually. See Ideal characteristics and Qualities of Council Leaders in the *Inscape Student Representative Policy*.
- Elections for SRC representatives take place in the first week of Term 1.
- Students are eligible to be elected for the SRC once they have been enrolled for more than 6 months.
- The SRC will remain in “office” for 12 months from March of the current year to March of the following year.
- Each year, suitable representatives for each programme should be nominated.
- A student may represent for more than one year if nominated again by their peers.
- Once all nominees have accepted their nomination, elections are to take place to appoint the SRC leaders.

15.3. Election process

- The electoral process is managed by a department staff member.

The electoral process runs as follows:

- A quick overview of what the functions of the SRC and the characteristics required of its representatives is given to all students.

- Nominations are opened and names are put forward by students in the class or by students who nominate themselves.
- Election shall be by a simple majority vote and is electronic.
- To expedite the process, and wherever possible, the nominee with the majority vote should:
 - immediately express their intention to accept or decline.
 - If they decline, the nominee with next highest total of votes should be announced.

Each representative is to sign a contract of commitment, confirming their undertaking to fully embrace their assigned function within the Distance student council.

15.4. The makeup of the SRC

Once the representatives of the SRC are elected, the various leaders and committees will be appointed as defined in the *Student Representative Policy for Ideal characteristics and Qualities of Council Leaders*. These include a:

- President & Internal Communications
- Vice President / Secretary & Treasurer
- Culture Committee Chairperson
 - Culture Committee (the balance of the SRC members).

16. STUDENT GRIEVANCES

Inscape seeks to create confident, competent and employable graduates; to do so student concerns need to be resolved promptly and fairly by management. Regardless of how the concern is resolved, what is important is that it is resolved to the satisfaction of all parties concerned and that it is brought to management's attention. We appreciate when students bring their concerns to our attention; only if we are aware of it, can we attempt to 'fix' it.

- Adhering to a few key principles will help to satisfactorily resolve concerns:
 - It can usually be resolved more easily if it is addressed early,
 - Students should raise their issues themselves, or through a class representative, rather than through a third party,
 - When we approach a problem positively and with the intention of finding a satisfactory solution, the problem is more likely to be resolved,
 - Constructive proposals usually help in achieving satisfactory solutions.

16.1. Procedure for resolving grievances

- Raise the issue straight away with the person concerned,
- If you do not feel comfortable with this process, or the issue remains unresolved submit your concern in writing to the appropriate person, which would be the FTL/AFL,
- If the matter is still not resolved satisfactorily, escalate it to the Campus Principal,
- If the matter cannot be resolved by Inscape, it should be referred to the Department of Education (DoE). The DoE will not deal with complaints until all internal procedures have been exhausted.

16.2. Guidelines for writing up concerns

- The institution cannot accept anonymous complaints,
- Do not make a 'shopping list' of concerns. The gravity of the matter will become diluted by other issues, and it suggests that that the other issues were not serious enough to be raised when they first occurred.
- List a maximum of five priority issues.
- Make a record of the matter with as much factual information as possible (e.g.: give dates, names and assignment/brief) because it is easier to resolve a substantiated complaint.
- If the complaint is about a person, explain what they did, or did not do.

- Remember that, in feedback on performance and competence, the institution attempts to provide affirmation for achievements, and to accompany positive criticism with proposals for improvement. When writing down your concern, we ask you to recommend constructive, corrective action/s.

17. RESOURCE FACILITIES

17.1. Library

- Reference works in the Inscape libraries must be booked out in accordance with the library procedure.
- A copy of each prescribed book can be found in the library.
- All library loans, including books, DVD's and sample material must be returned on the day that they are borrowed and may not leave the premises.
- Students may use books and reference material on campus.
- The Librarian/Student Assistant will make a note of the item being borrowed as well as the student's details.
- The student card will be returned to the student once the borrowed item is returned to the library.
- ProQuest (online library) - Inscape encourages students to conduct research and therefore provides all its contact and distance Qualification students with a subscription and access to an online research library in the form of ProQuest. In so doing, Inscape enables the students to conduct research anywhere, anytime to the benefit of their studies.
- Grammarly (writing and plagiarism support software) – Inscape supports students in improving their writing skills and ensuring that they are quoting, citing and referencing correctly.
- All contact and distance Qualification students are provided with a license for Grammarly.
- All contact and distance Qualification students are provided with a license for LinkedIn learning.

17.2. Stationery

- Inscape provides all contact Degree, Diploma and Higher Certificate students with a 'Starter Kit' of art equipment relevant to their qualification as part of their course fees.
- The art equipment is sourced from reputable suppliers that provide a professional and reliable service.
- The Starter Kit enables students to 'get down to work' as soon as classes start without the frustration of having to source the items themselves.
- Students will, however, be required to purchase additional items from time to time.
- Distance students are referred to preferred suppliers to purchase the required stationery, textbooks and equipment.

17.3. Software and devices

17.3.1. Inscape equipment and software

Inscape's ICT resources are provided primarily to facilitate a person's work as a student within the company/campus. Students must consult the Inscape ICT Acceptable Use Policy document.

Procedures apply to all information and communication technology, including, and not limited to: equipment (computers, 'phones, 'copiers and printers, fax), services (web browsing, email, financial transactions, sending and receiving information) and documentation (computer files and programs) by means of ICT at Inscape (whether it belongs to Inscape or not).

- In order to use some of the Inscape computing or communication facilities, a student must first be registered by the Campus.
- Registration to use Inscape services implies, and is conditional upon, acceptance of this Inscape ICT Acceptable Use Policy, for which a signature of acceptance may be required. The lack of a signature does not exempt an individual from any obligation under this Policy.

- The registration procedure grants authorisation to use the core ICT facilities of Inscape. Following registration, a username, password (and e-mail address) will be allocated.

17.3.2. Student ICT equipment and software

All the relevant software (for the duration of study), courseware and anything else deemed necessary is provided either on the devices or through an uploading platform.

17.4. Textbooks

- Inscape provides all first- and second-year Bachelor of Design and Diploma students with the prescribed textbooks relevant to their qualification as part of their 'Starter Kit'.
- Textbooks are referenced in the Study Guides that are made available to each student and are an invaluable source of information.
- Distance students are referred to preferred suppliers to purchase the required textbooks.

17.5. Courseware

- Inscape provides each student with digital Study Guides and Course Outlines to aid them in their studies. A blended learning approach is used, and interactive courseware is available on a virtual learning platform. This platform is used as support material and should be consulted in conjunction with the prescribed textbooks and additional resources.

17.6. General Facilities

- Smoking is not permitted in any Campus buildings.
- Designated smoking areas must be adhered to and cigarette butts must be disposed of by the student.
- Drugs and firearms are not permitted on any Inscape premises.
- Alcoholic beverages may be consumed in moderation when on Inscape activities, whether on Inscape premises or not. Abuse of this privilege will result in it being retracted and possible disciplinary action and suspension or expulsion.
- Students are asked to take care of work surfaces, computers and other equipment. Cutting and pasting is only to be done on cutting mats.

18. HEALTH AND SAFETY ON CAMPUSES

Students must comply with all health and safety regulations and

18.1. Safety

- Save all campus emergency numbers and know the location of all campus emergency stations.
- Be alert and aware of your surroundings by limiting distractions such as cell phones, laptops and notebooks.
- Walk in groups when off campus.
- If you must travel alone, walk, drive, or bike in well-lit areas. Also be sure to alert someone of your whereabouts.
- If you have a bike, invest in a quality U-lock to keep it secure.
- Protect your personal information when on campus.
- Be sure to log off before leaving when using public computers.
- Park in well-lit areas, lock all items in your boot and check that your car is locked.
- Report any suspicious activity to Campus Director or a relevant Manager.

- Notify the authorities about any suspicious people, vehicles or activities in or outside of your building.
- Familiarize yourself with your campuses' safety procedures.
- Familiarise yourself with the fire exits and escape routes at campus.
- If you witness a crime being committed on campus, contact campus-security or the any of the available managers on duty.

18.2. Hygiene

- Palettes, brushes and pens are to be washed in the designated sink. Kitchen sinks and bathroom basins may not be used for this purpose.
- Students are asked to leave studios between sessions to allow for cleaning.
- Campus toilets are to be kept clean and tidy.
- Rubbish is to be thrown into applicable rubbish bins.
- Students are to uphold personal hygiene.
- Kitchens and socialising areas are to be kept clean.

19. MARKETING

- Contact students need to be available to work at all Inscape events including but not limited to Open days, workshops, Industry days etc.
- As all work produced by Inscape contact and distance students is the property of Inscape, students must make their work available for display at all Inscape events and for use as promotional material.
- All student work which is on display by the institution may not be removed without permission from the relevant staff member.
- All students are the heart of the organisation and as such are expected to subscribe to the Inscape ethos and promote Inscape at every level and touch point.
- All students need to ask permission from the marketing department when using Inscape's branding.

20. FINANCIAL MATTERS

- All moneys owed to Inscape are to be paid using existing payment plan options offered by the Institution. (refer to the current fees on the Website)
- Cash will not be accepted at any Inscape campus.
- The Institution reserves the right not to assess student work or to provide a progress report when a student's fees are overdue.
- Fee payments are to reach Inscape not later than the last day of every month (refer to payment plan).
- Upfront Debit Order facility and Credit Card instruction (where applicable) are the preferred methods of payment.
- In the event that a student's fees are outstanding, the Institution shall be entitled to suspend the student without compromising the Contract of Enrolment.
- Students must send proof of payments to finance@inscape.co.za
- The institution shall be entitled to recover all legal and administration costs incurred, including:
 - attorney/client charges, tracing fees and such commission collection commission as the
 - institution is obliged to pay to its attorneys on behalf of the student.
- For late fee interest accumulation and deferment rules and regulations please refer to points 12 and 13 in the contract of enrolment
- The parties choose as their *domicilia citandi et executandi* the addresses referred to in the contract. All notices and financial communication will be referred to these details.
- The contract constitutes the whole agreement between the parties and no warranties or representations whether express or implied shall be binding on the parties other than that as recorded herein. Any agreement to vary this agreement shall be in writing and signed by both parties.

- Neither the institution nor its employees shall be liable for any loss or damage to any of the student personal effects while on the premises.

VARIATION TO HANDBOOK

This document may be revised from time to time without notice.

Students must consult the various Inscape Policy documents.