

Dear Student

Congratulations! If you are reading this, it means that you have taken the most important step to ensure a better future for yourself and your family. You have turned your dream of a better future into action and now you are on your way! College SA is pleased that you have chosen us as the provider of choice and we look forward to successfully supporting you throughout your studies.

You have enrolled on a Distance Learning programme in which you will complete your studies from home. You will not need to attend any classes, unless prescribed by your programme. We have now provided you with your first subject; your College SA Welcome Pack containing the following items:

- Your College SA File
- Your College SA Lanyard
- College SA Pen
- A buddy voucher
- Your College SA Policies and Procedure Documents (attached to this letter)
- Your Tactics for Winning Progress Map
- Your College SA Calendar to help you plan your studies
- A study tips and tactics for winning booklet containing:
 - Your study tips to get you started
 - Your tactics for winning assignment and your audio CD

Firstly, you are required to submit your tactics for winning assignment to the College for evaluation. After successfully completing this, we will send your next subject. After completing the entire curriculum, you will be certified.

Please note that we have qualified service staff to assist you with any queries you might have. Please feel free to contact College SA during the following office hours:

- Mondays – Thursdays: 08h00 – 16h30
- Fridays: 08h00 – 16h00

Feel free to contact us after the calling hours. We have a answering machine facility that will except your message. Please always provide us with your student number when leaving us a **detailed** message. Speak slowly and clearly to avoid any delays.

Our contact details are as follows:

- Student Support Centre: **0861 – 663 663** (nationally) and **+27 21 951 4449** (internationally)
 - Press **1** for the Support Department
 - Press **2** for the Accounts Department
- Need help with your studies? Call us or e-mail us on support@collegesa.co.za
- Need help with your account? Call us or e-mail us on accounts@collegesa.co.za
- Need a Speak to a Tutor? Call us or e-mail us on tutor@collegesa.co.za
- Need to send us your assignments? Fax us or e-mail us on assignments@collegesa.co.za
- Need to send us a fax? Fax number is: 086 528 5656

Once again, welcome aboard. We look forward to assisting you in the future.

Kind regards

Vanessa Leo
Student Support Manager



COMPLAINTS

Introduction

As an educational institution College SA are committed to accommodate the needs of all its learners. In its quest to comply, the College takes cognisance of its responsibility to provide an environment that is conducive to upholding that commitment. It is realistic to accept that a learner may encounter difficulty in any aspect of his studies, be it academic or service related. While by no means implying that it will be the only difficulties encountered by both learner and staff, it is hoped that the under-mentioned will nevertheless identifies guidelines and procedures for addressing complaints.

Policy

1. College SA acknowledge that complaints raised by learners should be dealt with in a way which respects the rights of all parties and which leads to the rapid resolution of disputes.
2. Learners have the right to raise complaints and expect feedback on such complaints.
3. The College recognises that in some instances learners may need assistance in initiating resolution of the problem. This assistance may encompass assistance from a registrar or the Student Support Department.
4. Where a complaint is brought against an individual, it is the right of the learner to seek a resolution through the various levels of supervision in the department involved.

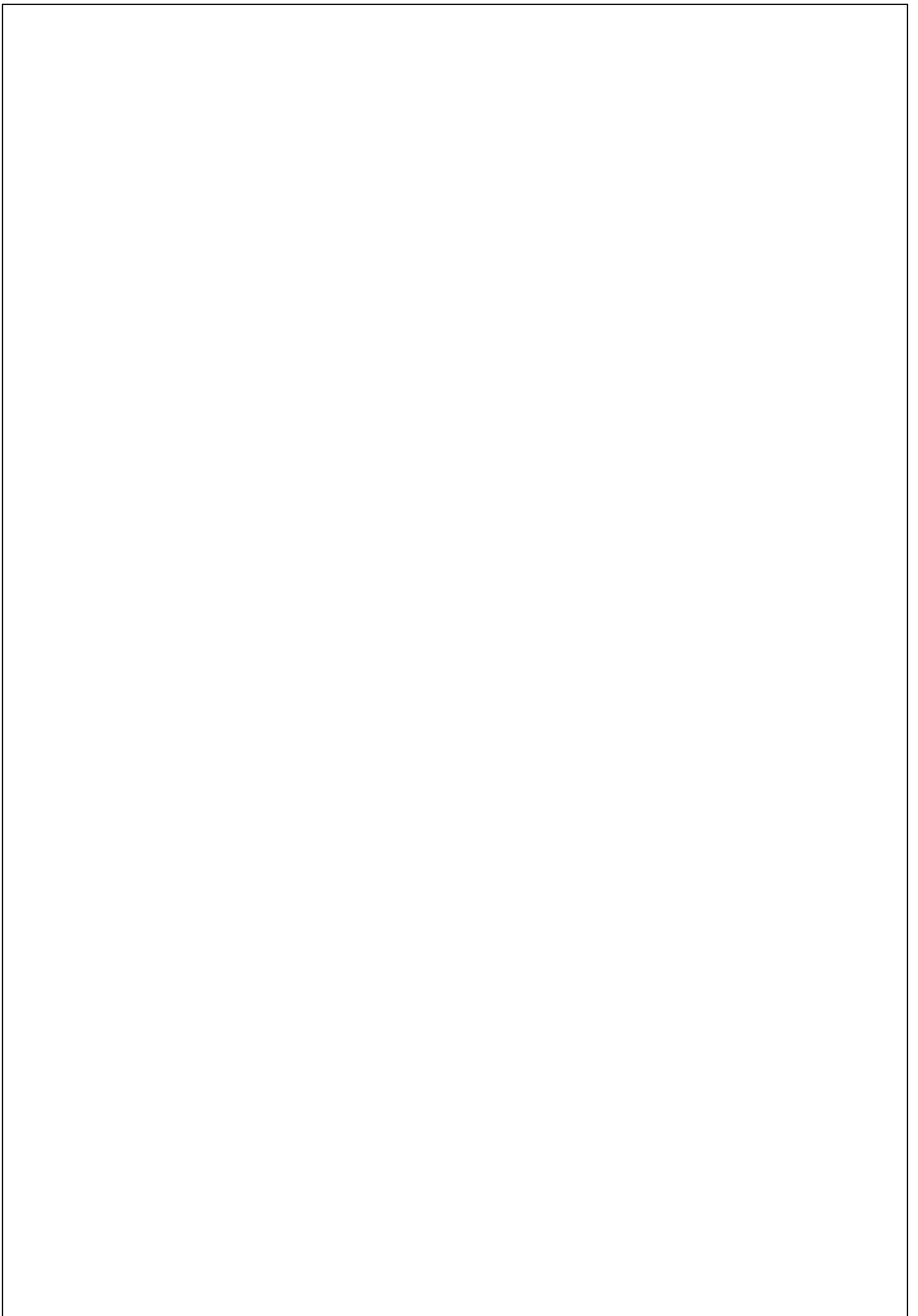
Procedures, roles and responsibilities

1. Before proceeding with a complaint, learners are advised that there are procedures dealing with specific types of problems and that they should follow the procedure relevant to the type of complaint involved. It is recognised that complaints do not always fall into a category, so learner(s) should seek assistance from one of the parties noted above, who will provide assistance as to the correct procedure at any stage of a complaint.
2. *Categories*
 - 2.1 *Non-academic College services*

A complaint about the College service is addressed to the Student Support department, who will refer it to the Student Support Manager. In the event that this does not result in satisfactory resolution of the problem, the complaint can be escalated to higher levels of management.
 - 2.2 *Academic services*

Complaints concerning academic issues are resolved by referring the problem to the Program Manager, who will attempt to resolve the complaint. Learners are required to document the cause of their complaint to ensure correct and appropriate handling thereof. After the Assessment Manager has reviewed the complaint, the learner(s) will be advised of the outcome after due review thereof by the Program Manager, and should the services of a tutor be required, arrangements will be made accordingly.
 - 2.3 *Staff*

When there is a complaint against a staff member, the complaint is taken to the individual's supervisor. If this does not result in a satisfactory resolution of the complaint, the complaint can be escalated to a higher level of management.



Cancellation Application Form

I, _____, hereby apply to College SA to cancel my _____ course. I understand that College SA cannot be held accountable for the decision I have taken to terminate my studies and that I have read and understand the Cancellation policy, and acknowledge that College SA will deal with my cancellation strictly in accordance with the cancellation policy.

I have deposited the cancellation administration fee of R500, 00 into the College SA bank account and include the deposit slip with this form.

OR

I authorise College SA to deduct a cancellation administration fee of R500, 00 to manage the cancellation process from my bank account OR from the fees I have paid in full.

Student Bank Account Details

Bank: Branch:
Account Type: Account Number:
Student Number: ID Number:
Telephone Number: Cell Number:

Below, please tell us briefly why you have decided to cancel your studies with us. College SA will not hold anything against you, but will use this valuable feedback to improve our services.

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Our banking details for ABSA are as follows	
Account number	407 232 9593
Branch Code	632 005
Type	Cheque Account
Please fax deposit slip together with the cancellation form to 086 528 5656. Remember to use either your ID No or student number as a reference on the deposit slip	

I hereby acknowledge that the information provided above is correct.

Signature:

Date:/...../.....

Cancellation Policy Terms and Conditions

- I understand that I have the ability to cancel my subject or program at any given time
- I will not hold College SA accountable for the decision that I have made to opt out of my agreement
- College SA adheres to a **seven day** cooling off period.

If I cancel within this period:

- I must fill in the Cancellation Application form
- I must pay the R500 cancellation fee
- I will be refunded the total fees paid

If I cancel after the seven day cooling off period:

- I must fill in the Cancellation Application form
- I must pay the R500 cancellation fee
- I will not be refunded the registration fee

- If your employer paid for your enrolment, we shall automatically inform your employer of your cancellation, and if your employer paid for the enrolment, we shall only pay refunds to that employer, not to the employee. Also, if your course fee has been paid by means of a bursary, then we shall inform the party that gave the bursary, and we shall only pay refunds to that party, not to the student.
- I will submit my cancellation application form and fax it through to College SA at fax no 086 528 5656
- I need to cancel by the 7th of the month, else I will need to pay up to the end of the month in which I request my cancellation, as well as paying the cancellation administrative fee
- If I have already paid for my full programme, College SA will refund my study fees for the remaining part of the programme after deducting the R500 cancellation fee
- I will need to deposit the cancellation administration fee into the College SA bank account and fax the deposit slip, together with the cancellation application form, to College SA at fax no 086 528 5656.
- If I choose, I may authorise College SA to deduct the cancellation fee from my bank account
- The cancellation review process will take approximately 7 working days to complete
- College SA will not process any cancellation request unless the cancellation administration fee has been paid
- I have read and understand the Cancellation Policy, and acknowledge that College SA will deal with my cancellation strictly in accordance with the Cancellation Policy
- Refunds will only be paid 30 days after College SA have approved your refund. The payments are done on the 25th of every month, if processed after this date the refund will be paid out during the next months payment run

Extension Application Form

I, _____, hereby apply to College SA to extend my course. I acknowledge that I have read the terms and conditions that are applicable to the extension policy.

Student Number:

ID Number:

Course:

Please tick the appropriate extension request:

Option 1: 4 Months

Option 2: 8 Months

Option 3: 12 Months

Option 4: Add number of Months:

Our banking details for ABSA are as follows	
Account number	407 232 9593
Branch Code	632 005
Type	Cheque Account
Please fax deposit slip together with the extension form to 086 528 5656. Remember to use either your ID No or student number as a reference on the deposit slip	

I hereby acknowledge that the information provided above is correct.

Signature:

Date: / /

Extension Application Terms and Conditions

Should a learner not complete the course or programme within the time stipulated in the contract with the College, the enrolment may be extended.

1. The College recognises that certain circumstances may obstruct or prevent the learner from completing the desired course or programme in the time stipulated in the contract between the College and the learner and in all cases, the College endeavors to facilitate completion.
2. However, it is the responsibility of the learner to inform the College immediately when he or she encounters problems or circumstances that might prevent completion of the course, in order to request an extension of the contract.

Terms and Conditions:

- If your contract period with us has expired and you have not completed your programme, you may apply for an extension.
- The cost of the extension for each month will be the same as your current monthly fee, or you can arrange with the Accounts Department to pay a cash fee for the extended period
- The extension request fee must be deposited into the College bank account first before this application can be considered. Fax the extension request form and the deposit slip to College SA at 086 – 528 5656
- The extension to your programme will be effective only from the day we receive your proof of payment. No extension can be granted without this payment.

Transfer Application Form

Name: _____

Student number: _____

I hereby apply to College SA to transfer my course from _____ to _____ . I acknowledge that College SA cannot be held accountable for the decision I have taken to transfer my course. There will be fee charged for this service of R800.00 payable upon request.

I have deposited the transfer administration fee of R800, 00 in the College SA bank account and include the deposit slip with this form.

OR

I authorise College SA to deduct a transfer administration fee of R800, 00 to manage the transfer process from my bank account OR from the fees I have paid in full.

Our banking details for ABSA are as follows	
Account number	407 232 9593
Branch Code	632 005
Type	Cheque Account
Please fax deposit slip together with the transfer form to 086 528 5656. Remember to use either your ID No or student number as a reference on the deposit slip	

Below, please supply the College a brief description why you are transferring your programme. College SA will not hold any comment against you; your input will help us improve our student support

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I hereby acknowledge the information above I provided is correct

Signature:

Date:/...../.....

Transfer Application Terms and Conditions

Learners who wish to make changes to their original registration may apply to do so by requesting and completing the form or request one from Student Services.

Procedures, roles and responsibilities

1. *Approval of changes*

Changes to original registration must be in accordance with registration requirements.

2. *Fees*

A learner will have their fees adjusted according to the published fee schedule, this will affect both the registration fee and the monthly instalments.

3. *Records*

If a course is changed from one to another prior to commencement of study, all reference to the previous course is removed from the learner's academic record.

The transfer will only occur once the student's previous account is up to date or has been paid up to date and the full R800 transfer fee has been paid

Take a Study Break Application Form

Please note that a maximum break of three (3) months will be allowed per application. Any further requests thereafter will be reviewed by the College on a individual basis.

Student Name: _____

Student Number: _____

Programme of Study: _____

Telephone Number: (w) _____

Cell Number: _____

I hereby apply to take a break for (Number of month/s) from my studies.

I understand that College SA cannot be held accountable for the decision I have taken to take a study break from my studies. I furthermore understand that no service will be rendered in the month/s that I have selected to take a study break and no fees are applicable.

Have you applied for a take a study break before? If so, when and what was the duration of that study break?

Date: _____ Duration of break: _____

TELL US WHY

Please supply College SA a brief description as to why you are applying for a break. The information you supply is strictly confidential and will be treated as such. College SA will update your record with this information to ensure you receive the high quality support you deserve.

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Signature:

Date:

Take a Study Break Policy

Policy

1. The College recognises that certain circumstances may obstruct or prevent the learner from completing the desired course or programme in the time stipulated in the contract between the College and the learner and in all cases, the College endeavors to facilitate completion.
2. The College also realises that learners do not necessarily want to cancel or extend their study period, but due to circumstances, temporarily want to put their studies on hold.
3. However, it is the responsibility of the learner to inform the College immediately when he or she encounters problems or circumstances that might prevent completion of the course, in order to request to take a break in his/her studies.

Terms and Conditions

1. The College will not invoice the learner for the duration of the break and the learner do not have to pay the monthly fee to the College. Once the break is completed, invoicing will resume at the existing monthly fee.
2. The learner will not receive any study material or student support for the duration of the break, this includes tutor queries and marking of assignments.
3. The take a break form must reach College SA by the 7th of the month to include that month in the break. If received after the 7th the Take a Break will only be applicable from the following month and the installment for the current month will still be applicable.



BANK DEBIT ORDER INSTRUCTION – CREDIT CARD AUTHORITY

Name & Surname of student: _____ Date: ____/____/____

Address: _____ Student Number: _____
_____ Post Code _____

Telephone No _____ Cell No: _____ Any other No: _____

BANK ACCOUNT DETAILS:

CREDIT CARD DETAILS:

Name & Surname of person responsible for account: _____

Telephone No: _____ Cell No: _____ Any other No: _____

Bank: _____ Cardholders name: _____

Branch/Town: _____ Card No: _____

Branch No: _____ Expiry date: _____

Account No: _____ CVV No: _____

Account name: _____ (3 digit number on back of card)

Type of Account: _____ Card type: _____

(Savings, current, transmission)

(VISA OR MASTERCARD)

Registration Fee – once-off (if applicable)

The sum of _____ (state amount in words) or any variable amount pertaining to this agreement.

DATE on which debit order will be deducted: ____/____/____

Monthly Payment (always applicable)

The sum of _____ (state amount in words) or any variable amount pertaining to this agreement.

DATE on which debit order will be deducted each month: ____/____/____.

This signed Authority and Mandate refers to our contract as dated as on signature hereof ("the Agreement"). I / We hereby authorise you to issue and deliver payment instructions to the bank for collection against my / our abovementioned account at my / our above mentioned bank (or any other bank or branch to which I / We may transfer my / our account) on condition that the sum of such payment instructions will never exceed my / our obligations as agreed to in the Agreement, and commencing on the commencement date and continuing until this Authority and Mandate is terminated by me / us by giving you notice in writing of no less than 20 ordinary working days, and sent by prepaid registered post or delivered to your address indicated above.

The individual payment instructions so authorised to be issued must be issued and delivered on the day ("payment day") of each and every month as indicated above. In the event that the payment day falls on a Saturday, Sunday or recognized South African public holiday, the payment day will automatically be the very next ordinary business day. Further, if there are insufficient funds in the nominated account to meet the obligation, you are entitled to track my account and re-present the instruction for payment as soon as sufficient funds are available in my account;

I / We understand that the withdrawals hereby authorised will be processed through a computerized system provided by the South African Banks and I also understand that details of each withdrawal will be printed on my bank statement. Each transaction will contain a number, which must be included in the said payment instruction and if provided to you should enable you to identify the Agreement. A payment reference is added to this form before the issuing of any payment instruction. I / We shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you.

MANDATE

I / We acknowledge that all payment instructions issued by you shall be treated by my/our above mentioned bank as if the instructions had been issued by me/us personally.

CANCELLATION

I / We agree that although this Authority and Mandate may be cancelled by me / us, such cancellation will not cancel the Agreement. I / We shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you.

ASSIGNMENT

I / We acknowledge that this Authority and Mandate has been ceded to Netcash (Pty) Ltd as per your agreement with Netcash (Pty) Ltd, but in the absence of such assignment of the Agreement, this Authority and Mandate will be null and void.

Signed _____ on the _____ day of _____ 2010 _____

SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS

Payment Form

Dear student

We want to ensure that your payments are reflected accurately on our records, and also to ensure your monthly billing is correct. Kindly complete this form and return to Geraldine Johnson:

- Call us on: 0861 – 663 663 and press 2 for accounts department
- E-mail us: accounts@collegesa.co.za
- Fax us to: 086 528 5656

Name:

Student number/ID:

Contact number:

Herewith my payment of R_____ for the month of _____

Please attach proof of payment with this form

Payment made by: (please indicate with √)

Bank deposit

EFT

Credit card

Sign: _____

Date: _____

Stop My Debit Order Instruction

Name & Surname: _____ Date: ____/____/____

Address: _____
_____ Post Code _____

Student Number: _____

Telephone No: _____

This form must only be submitted to College SA if the student has successfully completed or wants to cancel their programme of study. You must submit and e-mail the required form to accounts@collegesa.co.za or alternatively, you can fax this to 086 – 528 5656. For any further assistance, please do not hesitate to contact our friendly support agents on 0861 663 663.

Please take note; the request must reach us on or before the 7th of each month. We cannot stop your debit order after that date and you will still be liable for that month.

I hereby give one (1) month notice and authorise College SA to stop my debit order.

Date: _____

Signed _____ on the _____ day of _____ 2010

SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS