



**STUDENT
HANDBOOK
of
ACADEMIC
GUIDELINES
&
REGULATIONS**

The purpose of this document is to regulate the conduct of students towards promoting student success. Students are expected to share the responsibility for creating an environment that is conducive to individual, mutual and collective learning and growth; and to be accountable for their behaviour and actions. The rules and regulations outlined herein are based on the prevailing institutional policies and strategies. Where necessary, any exceptions to the norms will be handled by the Academic Executive Committee (ACA EXEC). Applications for such considerations must be addressed through the designated Academic Administrator or Programme Manager.

2. Duration of studies

2.1 Each accredited qualification has a minimum and maximum completion time, which are based on the criteria for programme accreditation, contextual socio-economic considerations (of the institution and students) and generally good practice in higher education. Completion times for current TSIBA Business School qualifications are outlined in Table 1.

Table 1: Programme durations

Qualification	Full-time Cohort		Part-time Cohort	
	Minimum	Maximum	Minimum	Maximum
Higher Certificate in Business Administration	1 Year	3 Years	2 Years	4 Years
Bachelor of Business Administration	3 Years	5 Years	4 Years	7 Years
Postgraduate Diploma in Business Administration	1 Year	2 Years	1,5 Years	3 Years

2.2 A qualification may only be completed below the minimum duration as a result of exemptions earned, in line with the Credit Accumulation and Transfer Policy.

2.3 A student's legibility for a qualification is deemed to have 'expired' at the end of the maximum duration, and will therefore be excluded from further registration.

2.4 A student whose qualification has expired must apply and receive approval for readmission.

2.5 A student who has been so readmitted may receive no more than 50% of credits from modules that were previously successfully completed, towards the new qualification cycle.

2.6 The prevailing minimum and maximum programme durations will apply for all readmitted students.

2.7 The maximum programme duration includes any deferrals of modules or suspension of studies as may be approved by the Academic Executive Committee.

2.8 A student may apply to be transferred from full-time to part-time studies (or vice versa) once during the programme duration, without prejudice to the relevant programme duration. Unapproved switches may violate the required maximum duration of study, resulting in exclusion from the programme.

3. Attendance requirements

3.1 All TSIBA Business School qualifications are currently accredited for contact learning only. The attendance of lectures and other relevant learning events is therefore mandatory, as prior data suggests a direct relationship between class attendance and student performance.

3.2 A minimum of 80% of attendance is required for entry to summative assessments. Students must therefore ensure that their attendance is recorded at each lecture or learning event.

3.3 Unless otherwise specified, contact sessions will be primarily in person for undergraduate programmes (i.e. HCBA and BBA) and online for the PGDBA.

4. Communication

4.1 All registered students are provided with a TSIBA-based email account, which must be used for all communication with the institution only. Such email enables the administration to prioritise emails from students for urgent attention.

4.2 Students must make sure that their contact details, notably the telephone number provided to the institution, are valid at all times.

4.3 The primary point of entry for all email communications from students must be the designated Academic Administrator or Programme Manager. Other officials may only be copied on a need to know basis. The contact details of the Programme Administrators/Managers are contained in the Student Prospectus.

5. Registration and Timetabling

5.1 Course registration takes place at the beginning of each year. All full-time students will be registered for both first and second semester courses at the start of the academic year.

Where prerequisite courses are failed in the first semester, the registration is amended at the beginning of the second semester. Students may also amend their elective choices at the start of the second semester.

5.2 The registration window will be announced annually by the end of the preceding academic year.

5.3 Registrations close before the commencement of lectures. Late registrations may only be considered until the end of the second week of lectures or equivalent.

5.4 As far as possible, the lecture timetables will aim to accommodate the needs of most students. Where scheduling clashes cannot be resolved, the student will be required to prioritise the lower level module, to minimise the impact on subsequent progression.

5.5 Students must seek assistance (through the Programme Administrator/Manager) with the choice of subjects during registration. It is particularly important for part-time students or those repeating some modules.

5.6 Students must check their *Proof of Registration* document for correctness and completeness and report any problems, including timetable clashes, to the designated Programme Administrator/Manager by the end of the second week of the semester or equivalent.

6. Deferrals, Suspension of Studies and Re-Registration

6.1 A student may apply for the deferral of registered modules or courses to a subsequent block, semester or year.

6.2 Deferral only applies to students who are currently active in at least one other module.

6.3 Grounds for deferrals may include untenable scheduling, workload, affordability or medical challenges.

6.4 No formative assessment marks may be carried forward when a module/course is deferred.

6.5 A student who is not able to continue studies may apply for a suspension of (all) studies for a maximum of one year.

6.6 Grounds for the suspension of studies may include medical challenges or other major life-changing circumstances as judged by the ACA EXEC.

6.7 Unless the event could not have been foreseen, all applications for deferrals or suspension of studies must be submitted by the end of the third week of the semester or its equivalent.

6.8 The prevailing TSIBA Scholarship conditions will only remain in effect for all approved deferrals or suspensions. Students will, however, be required to pay any differences in fees that may occur over the relevant time.

6.9 Students who suspend their studies are subject to the new academic rules upon their return.

6.10 All books, computers or other equipment loaned to the student must be returned to the institution when a suspension of studies is approved.

6.11 The student must re-register at the commencement of the semester following the end of suspension of studies. Failure to do so may result in deregistration and exclusion due to inactivity.

7. Recognition of Prior Learning (RPL)

7.1 RPL is governed by the Recognition of Prior Learning (RPL) Policy (ACA-010)

7.2 The goals of RPL applications may include (i) access or admission into a program of study and/or (ii) transfer of credits or the award of exemptions.

7.3 Admissions through RPL are limited to 10% of any cohort as at close of registration.

7.4 Requirements for RPL are specific to the qualification or programme of study; prospective students must therefore seek guidance through the relevant Academic Administrator. In general, the RPL process aims to determine the equivalence of non-traditional educational accomplishments to prevailing admission requirements as a proxy for gauging an applicant's chances of success in the applicable programme of study.

7.5 An RPL application typically includes:

- a comprehensive curriculum vitae detailing progress in education and training;
- prior certifications, including short courses;
- evidence of relevant work experience; and
- performance in an entrance test.

8. Credit Accumulation and Transfer (CAT)

8.1 CAT is governed by the Credit Accumulation and Transfer Policy (ACA-013)

8.2 Applications for CAT must be addressed through the designated Programme

Administrator or Manager.

8.3 No applications for CAT will be entertained for third year BBA modules or exit level modules of any multi-level qualification.

9. Academic Progression, At-risk Management and Exclusion

9.1 Students must consult the current programme outlines for requirements in respect of subject prerequisites or corequisites.

9.2 For the BBA programme, the following minimum requirements apply for progression from levels 1 to 3:

To progress to BBA Level 2	Complete at least 90 Credits on Level 1 (NQF Level 5)
To Progress to BBA Level 3	Complete at least 210 credits on Levels 1 and 2 combined; and must have passed all Level 1 courses.

9.3 Students who fail to make reasonable progress in accordance with the maximum completion duration will be classified as being *Academically at-risk* and will be subjected to a programme designed to redirect their progress.

9.4 Conditions for the aforementioned classification may include non/poor attendance, participation or academic performance.

9.5 Students who fail to respond positively to the aforementioned programme may be de-registered (or excluded) from the relevant programme. Pertinent grounds for de-registration may include:

- Non-approved academic inactivity over one year or two consecutive semesters;
- Poor academic performance, which jeopardises the chances of completing the programme within the maximum completion time;
- The outcome of a disciplinary process, resulting in expulsion from the TSIBA Business School.

9.6 Students who have been de-registered or excluded may appeal to the Academic Appeals Committee (A2C) for review and the outcome of the A2C will be final.

9.7 The A2C shall be made of the Registrar (Chair), Programme Convenors, Faculty Manager, Student Councillor, SRC delegate and the Dean.

10. Use of Campus Facilities and General Conduct

All facilities at TSIBA Education are intended to support the needs of students. Students are therefore required to use all campus facilities responsibly and with due regard to the needs of other members of the TSIBA Community.

The following general rules pertain to the use of campus facilities and student conduct:

10.1 The right of admission on campus is reserved. Student cards may be required for access to the campus and services such as library and printing.

10.2 While TSIBA Education takes all necessary precautions to ensure the safety of all persons and property, the institution cannot take responsibility for any casualties that may arise from the use of its facilities.

10.3 Smoking on campus is generally not encouraged and where necessary, students must use areas (outside the building) designated for that purpose.

10.4 No eating or drinking is permitted in the classrooms, laboratories, or the library.

10.5 Students must adhere to the rules pertaining to the use of specific venues, as may be updated from time to time.

10.6 The use of all fire exits is forbidden except in the event of a fire.

10.7 Students must maintain clean habits in the use of facilities at all times; and as far as possible, be mindful of the sustainability principles to reduce, reuse and recycle.

10.8 It is the student's responsibility to ensure that personal belongings (including textbooks) are stored in the allocated lockers. TSIBA Education cannot be held responsible for damage or loss of personal property.

10.9 Defacement or damage of TSIBA property is strictly forbidden (e.g. no writing on chairs, desks or walls).

10.10 The kitchens on the second and the third floors are out of bounds to students unless by prior arrangement.

10.11 The Annex is available to students as a Recreation Room. Students are expected to keep the room clean at all times and must not damage the furniture.

10.12 The staff room, kitchens and toilets demarcated for staff are for the use of staff and their guests only and out of bounds to students.

10.13 No weapons or dangerous objects are allowed on the premises.

10.14 The possession and/or use of alcoholic drinks, narcotics or drugs, other than those medically prescribed, and in the original container, are prohibited.

10.15 While misdemeanours (e.g. cheating, foul language, abuse of facilities) will be handled internally by the Disciplinary Committee, any suspected cases of serious criminal

activity (e.g. theft, assault (physical or sexual), and drug abuse) will be reported to the Police or other appropriate law enforcement authorities.

10.16 Students are required to obey the Evacuation Drill Marshalls during evacuation drills.

10.17 Students are advised that the campus is constantly monitored by CCTV and that where necessary, evidence generated therefrom may be used for/against them.

10.18 Students are expected to be ambassadors for TSIBA by displaying a positive attitude, appropriate dress code and respectful behaviour at all times, both on and off campus.

10.19 Printing of hard copies must be kept at the bare minimum. Students are allocated 100 credits/pages of printing per semester.

11. GRIEVANCE PROCEDURE

11.1 Any student who feels aggrieved by a TSIBA staff member may raise a complaint in writing to the Faculty Manager (lizel.vanbiene@tsiba.ac.za).

11.2 Where the Faculty Manager is the concerned staff member, then the complaint must be addressed to the Dean (academicdean@tsiba.ac.za).

11.3 Upon receipt of a complaint, the student will receive acknowledgement of the complaint and a commitment from the Faculty Manager (or Dean) on the steps to be taken to ensure that the concern is addressed and normal working relations restored as quickly as possible.

11.4 An Ad Hoc Committee will be set up to deal with each complaint; and the composition of the committee will depend on the relevant parties of interest, to ensure that there is no conflict of interest.

11.5 Where the complaint is of a serious nature, SRC representation will be sought, to make sure that the best interests of the student and the institution are safeguarded.

12. DISCIPLINARY PROCEDURE

12.1 Where a student is deemed to have transgressed a TSIBA Education rule or behaved in a manner that might negatively impact other students or staff, (s)he may be summoned to appear before the Disciplinary Committee (DC).

12.2 The Disciplinary Committee shall be constituted on an adhoc basis, with due regard to the fairness of the process and avoidance of any conflict of interests.

12.3 Until such time that a comprehensive code of conduct is developed, recommendations of the DC will be guided by the principles of Fairness, Proportionality and Consistency.

12.4 Where the charge is of a serious nature, SRC representation will be sought, to make sure that the best interests of the student and the institution are safeguarded.

12.5 Sanctions recommended by the DC may include any Verbal Warning, Written Warning, Final Written Warning, Suspension, or Expulsion.

12.6 Affected students may appeal to the Disciplinary Appeals Committee (DAC); which will similarly be constituted on an adhoc basis.

12.6 The decision of the DAC will be final and binding.

13. Library Services

13.1 The library provides access to prescribed and recommended readings as well as other resources of interest (in print and/or digital formats) to the TSIBA Education community.

13.2 The library and its adjoining areas must be treated with the appropriate decorum at all times to ensure a conducive environment for exchange and individual studying.

13.3 As far as possible, all undergraduate students receive prescribed books on loan for the duration of their courses. Such books remain the property of TSIBA Education and must be maintained in optimum condition, and returned to the library at the end of the relevant semester.

13.4 Students will be charged a penalty for the replacement of any damaged or lost book(s). The value of such a penalty will depend on the market value of the object in question plus any associated ordering costs.

13.5 Postgraduate students are required to buy their own textbooks.

13.6 All library users must adhere to the applicable user guidelines and rules as may be published by the Librarian from time to time.

13.7 Students will require a clearance certificate from the librarian showing that they have no outstanding obligations to the library before finalising registration for each year.

13.8 A final library clearance must also be provided before a student can be placed on the graduation list.

14. Access to Computing Devices and Online Resources

14.1 With effect from January 2022, TSIBA Education adopted a Bring Your Own Device (BYOD) policy as a general approach to ensuring that all students have computing devices to access online learning resources.

14.2 Students who are on scholarship receive TSIBA Education-owned devices on loan whose terms are outlined in the individual contract entered into between the student and the institution.

14.3 Additionally, TSIBA Education provides and will continue to expand facilities (i.e. Computer Laboratories) for students to access online resources while on campus. The facilities will be available on a first-come, first-serve basis and will be coordinated by a designated staff member.

15. Experiential Learning and Workplace Readiness

15.1 The formal curricula remain the primary vehicles for preparing students for employment (including self-employment) and further studies.

15.2 The Bachelor of Business Administration has a distinct Work Integrated Learning (WIL) component, which provides students with a structured opportunity to be immersed in the realities of a work environment before the conclusion of the programme of study.

15.3 Several other opportunities for experiential learning are designed into the curriculum of all TSIBA Education qualifications.

15.4 Additionally, extracurricular activities (e.g. Guest/Hero Speaker Events and Cultural Immersions) aimed at promoting workplace readiness in general and targeted skills areas such as entrepreneurship and leadership in particular, will be provided on an ongoing basis, in collaboration with relevant industry stakeholders. Such activities will aim to provide immersive experiences aimed at achieving more holistic student development.

16. Student Voice and Leadership

16.1 TSIBA Education values the views of students and the active participation of students in the collective leadership of the institution.

16.2 The Student Representative Council (SRC) is the primary vehicle for articulating the views and needs of students and through which students hone their leadership skills as part of their own professional development. The SRC governs according to the SRC constitution.

16.3 Other students who demonstrate significant leadership qualities are designated as Student Ambassadors and constitute part of the broader student leadership collective.

16.4 Students may also freely organise themselves, according to their interests and passions, into various Clubs and Societies, under the coordination of the relevant SRC official.

16.5 All student leadership activities must be aligned with the mission, values and strategic objectives of TSIBA Education NPC.

17. Mentorship Programmes

17.1 Mentorship is recognised as a means of facilitating student access to authentic personal leadership experiences and the social networks of mentors, with the goal of better preparing students for life after graduation.

17.2 Students can participate first as mentees, and then as they mature, as mentors to junior students, in the spirit of 'pay it forward'.

17.3 The mentorship program is regulated by the TSIBA Mentorship Framework, which provides the guidelines for ensuring professional and effective mentoring relationships.

18. Student Wellness and Development

18.1 At TSIBA Education, we recognise the importance of psychosocial support for student wellness and performance.

18.2 Our approach to student support is based on the PERMA model, which aims to promote Positive emotions, Engagement, Relationships, Meaning and Accomplishment as key drivers of a fulfilling student life.

18.3 Lecturers and Academic Administrators who most regularly interact with students are the first lines of support for students.

18.4 Students who require more specialised assistance are referred to the Student Counsellor.

18.5 Where necessary, the Student Counselor may refer students to appropriate professionals who form part of TSIBA's expanded support network. While such external services may be available on a pro bono basis, any applicable costs will be borne by the student. The Student Counselor will however maintain an interest in the student's progress.

19. Academic Results and Records

19.1 Academic results are the outcome of formal assessment regimes within each qualification. They determine progression within a qualification and ultimately, certification for graduation.

19.2 Academic progress is indicated by the value of credits earned. Please consult the

Student Prospectus for the respective Programme Outlines which among other things, outline the minimum credits required for certification.

19.3 Students will receive a Statement of Results at the end of each semester and an Academic Transcript upon completion of the qualification or when exiting a Programme or the institution.

19.4 Research shows a strong correlation between student participation (with engagement) and academic performance. Students are therefore expected to actively participate in learning activities and the associated formative assessments as preparation for the summative assessments.

The following general requirements for *Due Performance* (DP) apply:

- I. 80% attendance of scheduled lectures and tutorials
- II. Participation in formative assessments, especially those marked as “Required” for summative assessments per the course outline.

19.5 The following symbols are important in understanding student academic records:

Symbol	Meaning
The following apply at Subject/Module/Course level	
PASS	Passed a course/module/subject (Final mark of at least 50% and a sub-minimum of 40% in the summative assessment)
PD	Pass with Distinction (i.e. final mark of 75% or more)
FSUB	Failed due to not meeting the sub-minimum of 40% in the summative assessment
FSUPP	Failed, but qualifies for a Supplementary Assessment
DP	Met the Due Performance requirements: <ul style="list-style-type: none"> - Participation in formative assessments - Attended at least 80% of scheduled contact sessions
NDP	Failed due to not meeting the minimum attendance requirements for

	'Due Performance' and/or non-participation in the formative assessments.
DNW	Did not write/participate in the summative assessment
EXEMPT	Student exempted from course as an outcome of RPL or equivalent process
CREDIT	Credits transferred per applicable policy
The following apply at Qualification level	
Cum Laude	Student obtained aggregate mark of at least 75%; Passed all subjects at first attempt; and Completed the qualification in minimum duration
Merit	Registered and passed the maximum number of courses in a semester; Aggregate mark of at least 70%

19.6 Students whose (financial) accounts with the institution are in arrears will unfortunately not be able to access their results or academic records.

19.7 Should a student be expelled from a programme or the institution, such a decision will be reflected in the student's academic record.

20. Supplementary Examinations

20.1 A supplementary examination is the student's final recourse to pass a course.

20.2 Qualification for supplementary examination is based on

- A. the final mark is above 50% but the student fails the exam (regardless of the mark achieved in the exam);
- B. the exam mark is at least 40%; and the final mark is at least 40%;
- C. the student can prove exceptional circumstances, as determined by ACA EXEC.

20.3 The supplementary exam mark will be capped at 50% and also count as the final mark (i.e. weighted at 100%).

21. Aegrotat Assessments

21.1 These refer to once-off opportunities accorded to students to participate in formative or summative assessments that could not be taken due to health or other reasonable challenges.

21.2 Such opportunities may also be granted by the ACA EXEC with a view to removing unreasonable impediments to student progression.

21.3 Aegrotat formative assessments must be taken before the corresponding ordinary summative assessment is taken.

21.4 Operationally, an aegrotat summative assessment may coincide with a supplementary assessment. However, students for whom the aegrotat assessment is the first opportunity may still qualify for a supplementary assessment.

22. Academic Integrity

22.1 The standard of work presented by students, be it in formal or informal assessments, is an important reflection of their competency. Academic integrity demands that students submit work which is not only of a high standard but also a true reflection of their own abilities.

22.2 Students are required to adhere to assessment standards as outlined in the module outlines, question papers and other pertinent communiques from time to time.

22.3 While students are encouraged to learn collaboratively with their peers and to consult various sources, any work submitted for assessment must be an honest reflection of the student's own understanding.

22.4 To avoid plagiarism, cheating and other forms of academic dishonesty, students must acknowledge all sources of information used in the formulation of their assessment outputs.

22.5 While every qualification contains a module that aims to develop competencies in referencing and other tools of academic honesty, students are encouraged to timeously seek assistance from lecturers or the librarian in improving their capacity to produce honest outputs of a high standard.

22.6 TSIBA Business School follows the American Psychological Association (APA) referencing style; and guidelines are available on the Learning Management System, Classe365.

22.7 Any allegations of academic dishonesty will be interrogated by the Disciplinary Committee. If found guilty, the student(s) may face penalties ranging from the loss of marks

in the relevant question(s); loss of all marks due for the assessment; Warning; and Expulsion, depending on the prevailing aggravating and mitigating circumstances.

22.8 TSIBA Business School's approach to discipline on assessment integrity is initially developmental. However, the level of accountability increases with the student's academic level. For example, 2nd year BBA students will be held to higher levels of accountability than first-year students, and so on.

23. Examination Protocols

23.1 All examinations must be conducted in an atmosphere which guarantees the integrity of the assessment outcomes.

23.2 No student will be allowed into an examination venue after 30 minutes of the start of the session.

23.3 No student may leave the examination venue within the higher of 30 minutes or half of the duration of the examination.

23.4 Students must be prepared to present their (valid) student cards at any time during the examination.

23.5 Unless otherwise advised (by or through the invigilator), students may not have any study materials (whether in print or electronic format), or devices that enable such access in their possession or within the examination venue.

23.6 Students with disabilities that might impact the examination process are required to present proof of such a condition upon registration (or at the earliest known opportunity), so that appropriate arrangements can be made for their accommodation.

23.7 The examination cover sheets will outline specific instructions relevant to each assessment instance.

23.8 No eating or drinking is allowed in the examination room.

23.9 No sharing/exchange of stationery (including calculators), will be permitted during an examination.

23.10 In the event of missing an examination, it is the responsibility of the student to apply for the aegrotat examination within five(5) working days from the date of examination. The application must be accompanied by relevant supporting documentation, for consideration by ACA EXEC.

23.2 The Faculty Manager will issue additional examination guidelines from time to time, in line with the prevailing logistical requirements.

24. Assessment Reviews and Appeals

24.1 TSIBA Education NPC is committed to fair and transparent assessment practices, which among other things, guarantee the student's right to clarity on all factors contributing to assessment outcomes.

24.2 Queries regarding formative assessments must be addressed with the responsible lecturer, within one week of the release of the relevant results. The lecturer will in turn submit any proposed mark adjustments to the module owner for approval.

24.3 Queries regarding summative assessment results must be submitted in writing (by completing the *Results Query Application Form*) within one week of the release of the relevant results. An administration fee (as specified on the form) is payable before the query can be processed. The fee is refunded if the process yields a positive outcome (i.e. an increase in marks) for the student. The application form may be obtained from the Faculty Manager (lize.vanbiene@tsiba.ac.za).

24.4 As part of the summative assessment review process, students may apply for any of the following actions:

24.4.1 Review of script - under the supervision of a lecturer or examiner

24.4.2 Re-mark of script - only when the student is convinced that a material error was committed in the marking process.

24.5 Re-marking will be done by a different marker and may be limited to the section(s) under contestation.

24.6 Any mark changes arising from the re-mark process must be approved by both the module owner and the programme convenor.

24.7 Students who are still dissatisfied with the outcome of the re-mark process may appeal to the Academic Appeals Committee for further review. The decision of the Academic Appeals Committee will be final.

25. Use of Online Resources

25.1 As TSIBA Education progressively embraces online educational technologies, students are required to be alert to the demands of ethical and responsible online behaviour.

25.2 It is the student's responsibility to quickly learn how to access and use any online resources (e.g. Classe365, online books, communication platforms) that may be introduced from time to time. This ensures that the investments made in such resources can produce the intended results.

25.3 Due regard must be given to the respect for copyrights in the use of online resources. When unsure, please ask the librarian.

25.4 TSIBA Education's online infrastructure is for educational purposes only; any other uses are prohibited.

25.5 Students may not install, delete/remove or alter any hardware or software of any information and communication technology (ICT) devices or systems belonging to TSIBA Education. All requests for such changes must be addressed to the IT office.

25.6 The introduction of malicious software into the ICT infrastructure will be regarded as a serious criminal offence.

25.7 Students must respect all rules of online privacy (e.g. use of passwords) and confidentiality (e.g. not sharing the personal details of other users).