

22 March 2020

Dear Student

MANCOSA OPERATIONS DURING THE COVID 19 PANDEMIC

With the ongoing spread of COVID-19 (Coronavirus) and the incredible speed with which events are unfolding around us, I wanted to reach out to you personally to inform you of the operational contingencies implemented that will give you the reassurance that MANCOSA's academic programmes and the progress of your studies will continue even during the crises.

The institution has centralised its plans around the following core areas:

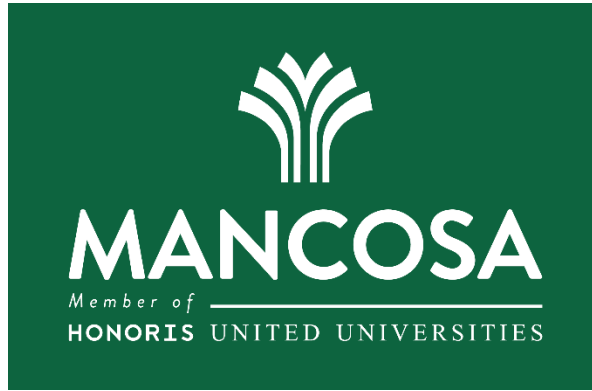
1. Safety of staff and students
2. Continued commitment to the delivery of all academic programmes
3. Additional deployment of financial and technological resources towards innovative solutions to improve our ability to continue service delivery

MANCOSA has explored a number of opportunities to ensure normal service delivery to its students using its available academic and support staff complement, together with enhanced technological resources.

The responsible position - one that ensures the safety of its employees and students whilst ensuring business continuity - is to ensure that all staff work from home during the COVID 19 crises.

MANCOSA contingency plans will now take effect and staff will be provided with the necessary technology and resources to work from home, as quickly as possible. Notwithstanding our best efforts, this will require a few days for us to reach an operationally steady state. This unprecedented crisis does impact on our normal service protocols and levels and we remain focused on managing this as best as we can.

Please use every opportunity to continue your learning journey and step up your time dedicated to your studies whenever possible.



Technology - 'mancosaconnect' – online portal

At this stage most students already have access to the 'mancosaconnect' portal, however we are also working towards granting access for all students across all programmes to the 'mancosaconnect' portal within the next few days. The portal will give you access to:

- Recorded lectures (PowerPoint presentations with voice instruction)
- "Ask the Tutor" facility to request direct academic support
- Module based guidance on online academic resources
- Portal facility for the online submission of your assessment

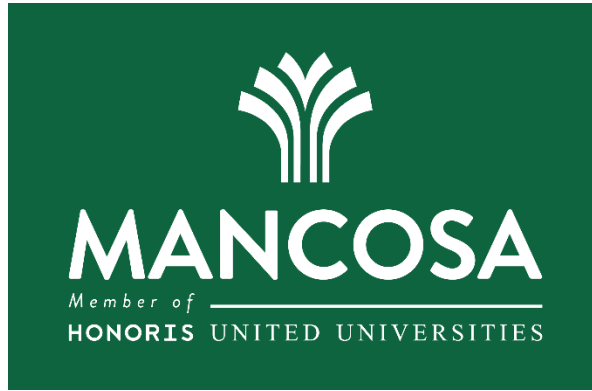
A link on how to use the portal with the appropriate login details will be sent to students.

Service Support Team

Our student services team will be working remotely and will be dedicated to responding to your queries as best as we can. Please note that those queries which cannot be resolved through the self-service channels will be prioritized as we attempt to reach a steady operational state over the next few weeks. We strongly recommend that you use the self - service facilities, where available, in order to receive quicker response times on your queries or alternatively you can get in touch with us using the Live Chat facility. The self-service portal and the LiveChat is available on MyMANCOSA.com. Additional functionalities specifically related to assessments is available on MANCOSAConnect.

Self-service functionalities are inclusive of but not limited to:

- Completion letters for studies (before and after graduation)
- Study status quo letter
- Academic referenced letter
- Extension requests
- Remark requests
- Returning and re-registration requests
- Company bursary pro –formas
- Language of instruction letter
- Statement of Results
- Deferral applications



Please take every precaution to protect yourself and your loved ones during this crisis. We all have a role to play in ensuring that we flatten the curve of this pandemic. I implore upon you to implement prevention measures such as social distancing and safe interpersonal interaction. Every citizen can make a difference in fighting this pandemic. Your efforts weigh heavily towards averting a national disaster.

Myself and my full team are committed to your academic development and your health and well-being. I wish you the very best in the coming weeks, especially with your learning journey and academic progress.

With my best wishes

A handwritten signature in black ink, appearing to read "Y. Karodia", written over a horizontal line.

Professor Yusuf Karodia
Principal: MANCOSA