

STUDENT CODE OF CONDUCT 2021

Disclaimer

The terms and provisions in this document are subject to change without prior notice, in order to ensure MANCOSA adheres to requisite statutory and regulatory compliance.

MANCOSA cannot control the behaviour of individuals, but we can take action when their behaviour contravenes our rules. Our rules and sanctions are applied uniformly, regardless of age, gender, race or religion and with the intention of creating a secure and productive environment for our staff and students to achieve their objectives.

As a student of MANCOSA, the onus lies with you to read, understand and abide by the provisions contained herein. Notwithstanding anything to the contrary, MANCOSA, its directors, staff, affiliates and representatives are under no circumstances liable for any direct, special, indirect, incidental or consequential damages whatsoever caused and howsoever arising, whether in contract, warranty, negligence or otherwise, except where such liability cannot be excluded in terms of the laws of the Republic of South Africa.

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MANCOSA CODE OF ETHICS

At MANCOSA, ethical behavior is built upon a commitment to discharging our obligations to others in a fair and honest manner, and a commitment to respecting the rights and dignity of all persons. As faculty, staff, students, and trustees, we each bear responsibility not only for the ethics of our own behavior, but also for building MANCOSA's stature as an ethical Institution.

As members of the MANCOSA community, all faculty; staff, students; members of the Advisory Board, College Officers, consultants, vendors and contractors are expected to act in a professional and ethical manner when they are doing business with the Institution. MANCOSA values integrity, honesty and fairness and strives to integrate these values into its teaching, research and business practices.

This Code of Ethics is a shared statement of our commitment to upholding the ethical, professional and legal standards we use as the basis for our daily and long-term decisions and actions. We are each individually accountable for our own actions and, as members of the MANCOSA community, are collectively accountable for upholding these standards of behavior and for compliance with all applicable laws and policies in line with the following values:

PEOPLE AND COMMUNITY

MANCOSA is an inclusive community committed to equal opportunity. We do not tolerate unlawful discrimination or harassment on the basis of personal characteristics or beliefs. In our actions on behalf of MANCOSA, we treat others with courtesy, civility and dignity and refrain from abuse of the power or authority conferred by our offices or roles.

HONESTY AND INTEGRITY

We do not tolerate or condone dishonesty by anyone in any form including fraud, theft, cheating, plagiarism, lying, deliberate misrepresentation, scientific fraud, invidious discrimination or the misuse of MANCOSA funds or property. MANCOSA is committed to achieving the highest standards of teaching and research and to conducting these activities with integrity, objectivity and fairness and in compliance with all applicable laws and regulations.

PROTECTION AND CARE

We are responsible for managing and protecting MANCOSA property, financial assets and other resources with appropriate care. We ensure that MANCOSA's resources are used carefully and appropriately for the benefit of the institution and in a manner consistent with all legal requirements.

DUTY AND RESPONSIBILITY

Although ethical conduct is a natural byproduct of the culture at MANCOSA, individuals have affirmative duties, responsibilities and obligations to others and to MANCOSA that require conscious action. Most notably, we have a duty to be aware of the obligations imposed by laws, regulations and policies, to ask questions when those obligations are unclear, and to report potential problems or noncompliance.

1. PREAMBLE

This Student Code of Conduct outlines MANCOSA's expectations with respect to all students enrolled at MANCOSA. This document must be read in association with the Institutional Rules and all applicable MANCOSA rules, policies and procedures which will provide a comprehensive guide to the regulation of student behaviour. Students are expected to comply with all MANCOSA rules, regulations and all other relevant laws and policies applicable.

2. STUDENT CONDUCT

2.1. Students are expected to:

- 2.1.1 Respect all fellow students, MANCOSA staff members and third party contractors, including their right to privacy and confidentiality;
- 2.1.2 Know and comply with all rules, regulations, policies and procedures of MANCOSA;
- 2.1.3 Understand and abide by the Protection of Personal Information Act 4 of 2013;
- 2.1.4 Conduct themselves in a dignified and ethical manner at all relevant times;
- 2.1.5 Use the Student Information System (SIS) which includes the MyMancosa and MancosaConnect platforms as a primary communication tool with MANCOSA staff;
- 2.1.6 Disallow unauthorised persons to log onto or use their SIS and other MANCOSA resources;
- 2.1.7 Participate in ensuring that there is a respectful and engaging study environment that allows for each student and staff member's national origin, political affiliation, gender, race, sexual preference, marital status, disability and/or religious belief, to be respected;
- 2.1.8 Monitor their academic progress throughout their studies and seek assistance from MANCOSA when experiencing challenges;
- 2.1.9 Provide feedback for the improvement of the teaching and learning environment;
- 2.1.10 Act with integrity and honesty, for example, by not colluding with others to cheat, solicit others to cheat, falsifying any academic work;
- 2.1.11 Respect the intellectual property rights over the academic work of MANCOSA, its stakeholders and all fellow students;
- 2.1.12 Report any unethical behaviour of fellow peers, staff or service providers of MANCOSA via the appropriate channels;
- 2.1.13 Assist in resolving disputes, appeals or grievances honestly, ethically and openly, and
- 2.1.14 Use the MANCOSA facilities and resources in accordance with their function and the conditions for their use.

2.2. A student will:

- 2.2.1 Carry and produce their Registration Confirmation letter (RCL) or valid form of identification when requested by a member of staff;
- 2.2.2 Comply with lawful and reasonable instructions when requested by a member of staff or MANCOSA Representative;

- 2.2.3 Comply with MANCOSA's assessment and examination rules, library rules, computer facility rules (Annexure 1) and all other Institutional rules, including rules relating to online facilities and portals;
- 2.2.4 Comply with any MANCOSA security and parking rules;
- 2.2.5 Report any observed offence or misconduct committed on any MANCOSA premises within a reasonable period of time;
- 2.2.6 Ensure that they do not misuse any MANCOSA and/or personal social media platforms in a manner that will cause undue harm or liability to MANCOSA;
- 2.2.7 Attend classes and/or webinars, assessment activities and official meetings punctually, where applicable; and
- 2.2.8 Conform to any other lawful rule or policy imposed or implemented by MANCOSA.

2.3. A student shall not:

- 2.3.1. Conduct themselves in a disrespectful, dishonest, unethical or prohibited manner while registered with MANCOSA;
- 2.3.2. Without prior permission of MANCOSA, register or be registered at another higher education institution;
- 2.3.3. Be in possession of or consume alcoholic liquor, substances prohibited by law or be in the possession of/use marijuana while on MANCOSA premises or venues;
- 2.3.4. Under any circumstances be inebriated or under the influence of alcohol, substances prohibited by law or marijuana at MANCOSA premises, or its workshop venues;
- 2.3.5. Use, have on one's person, or be under the influence of any dependence producing drug at MANCOSA without producing a medical prescription in which case the relevant Academic body must be notified and a copy produced prior to such dependence producing drug being brought onto any MANCOSA premises;
- 2.3.6. Smoke (including e-cigarettes):
 - 2.3.6.1 In a place where smoking is prohibited;
 - 2.3.6.2 In any lecture, seminar or workshop session;
 - 2.3.6.3 In the library, any computer laboratory or any building of MANCOSA, or workshop venue;
or
 - 2.3.6.4 At or during tests or examinations.
- 2.3.7. Use a cellular phone or prohibited electronic device during any academic activity, i.e. Lecture, seminar, tutorial, computer laboratory session, test, traditional examination;
- 2.3.8. Use MANCOSA Wi-Fi to download non-academic programme-related material (e.g. Videos, music, etc.);
- 2.3.9. Bring to MANCOSA, or have in one's possession or control, or supply or dispose of to any other person at MANCOSA, any firearm or weapon of any kind;
- 2.3.10. Bring, or have in one's possession or control, or supply or dispose of to any person at MANCOSA, any object which is capable of being used for the infliction of bodily harm;

- 2.3.11. Visit any prohibited website or pornographic site nor view, download, distribute or save pornographic material from any source through the use of MANCOSA equipment; and
 - 2.3.12. Act in a disreputable manner when utilising, accessing or commenting on MANCOSA and/or personal social media platforms, as applicable.
- 2.4. Students must consult the Programme Handbook provided to all students at registration. Not reading, misreading or misunderstanding the Programme Handbook's information will not be accepted as a reason for failing to submit an assignment or missing a class/workshop, test or examination or any other consequence that arises out of ignorance of the applicable MANCOSA Rules.
- 2.5. The results obtained by a candidate in any examination shall not be released until fees due, owing and payable to MANCOSA are up to date and other monies due to MANCOSA have been settled.
- 2.6. The Student acknowledges that MANCOSA does not accept liability or any loss, injury, death, theft of, or damage to any persons, vehicles or property whatsoever caused or howsoever arising, during the Student's academic journey with MANCOSA.

3. EXAMPLES OF MISCONDUCT

3.1. Student Misconduct include but are not limited to the following:

- 3.1.1 Falsifies an academic record or research results, or furnishes false or misleading information or documents to MANCOSA or its staff.
- 3.1.2 Produces any work that is inauthentic, plagiarised or fraudulent;
- 3.1.3 Uses MANCOSA's name, symbol or seal without prior consent or formal written approval;
- 3.1.4 Obstructs or disrupts any teaching, study, research, examination or test or any official meeting, proceeding or ceremony or any other MANCOSA activity;
- 3.1.5 Discriminates unfairly against any person at MANCOSA, including all staff, students and alumni on any grounds, including race, colour, ethnicity, national origin, nationality or descent, gender, sex, pregnancy, marital status, age, sexual orientation, family responsibility, family status, political conviction, religion, belief or culture, language, disability or medical condition;
- 3.1.6 Interferes with the freedom of speech of persons at MANCOSA, including misuse of social media in this regard, of any staff member, student or official visitor or of any speaker invited to express his/her views;
- 3.1.7 Intimidate or interferes with the freedom of movement of any staff member or student, or any guest or visitor;
- 3.1.8 Enters or remains at any MANCOSA property or workshop venue where students are forbidden to enter or remain, including during MANCOSA's operating hours;
- 3.1.9 Obstructs or attempts to obstruct or deter any staff members or third party contractors in the performance of their duties;

- 3.1.10 Damages, destroys, attempts to damage or destroy, sells or wrongly uses, unlawfully possesses or misappropriates any MANCOSA property, or the property of any person within the MANCOSA precincts;
- 3.1.11 Physically, verbally or sexually assaults or attempts to assault any person at MANCOSA, or causes any person to hold reasonable fears for her or his safety or physical or emotional well-being;
- 3.1.12 Is insubordinate to any staff member (including third party contractors), office bearer or MANCOSA committee;
- 3.1.13 Intentionally or negligently contravenes this code or encourages any other person to contravene this code;
- 3.1.14 Threatens to injure, or injures, another person or persons within the precincts of MANCOSA;
- 3.1.15 Commits any fraudulent act such as presenting false doctor's notes, misrepresenting the facts about a situation or forging any official documentation;
- 3.1.16 Advertises, distributes or displays a banner, placard, notice, circular, letter or pamphlet at a MANCOSA office or site of delivery (campus) or on any social media platform without the prior written consent of an executive staff member;
- 3.1.17 Advertises goods, offers goods for sale, fundraises or collects money at any MANCOSA premises or workshop venue without the prior written consent of an executive staff member;
- 3.1.18 Fraudulently or without authorisation, uses the MANCOSA logo, branding, trademarks or related Intellectual Property of MANCOSA for any purpose.
- 3.1.19 Makes false or incorrect statements or provides incorrect information about MANCOSA to any person in person, in writing or on any social media platform;
- 3.1.20 Conducts him/herself in a way which is or could be prejudicial to the good name of MANCOSA, the maintenance of order and discipline at MANCOSA, or the proper performance of the educational activity at MANCOSA;
- 3.1.21 Refuses to submit to the authority of any legitimate decision of an authoritative body of MANCOSA or staff member;
- 3.1.22 Conducts himself/herself in a disreputable way on campus or elsewhere as a MANCOSA student;
- 3.1.23 Engages in inappropriate sexual or other inappropriate behaviour while on campus;
- 3.1.24 During a traditional examination, takes into an examination venue, or has in his/her possession whilst in the venue, any cell phone, books, memoranda, notes, prohibited electronic devices, or any unauthorised material whatsoever;
- 3.1.25 Aids or attempts to assist another student, or receives or attempts to receive unlawful help from another student, or communicates or attempts to communicate in any way with another student during an examination or test;
- 3.1.26 Uses MANCOSA's computers, Wi-Fi, educational facilities or communication equipment in an unauthorised or inappropriate manner;
- 3.1.27 Commits an act of academic dishonesty or plagiarism, including the copying of another student's assignment, or committing copyright infringement;

- 3.1.28 Uses the media or social media to bring MANCOSA into disrepute; MANCOSA will not permit or engage with students who post inflammatory, offensive or inappropriate comments on any of its social media platforms which is in direct or indirect contravention of the relevant laws of their specific country and reserves the right to remove such content from its social media platforms and to take disciplinary action against such students where applicable;
- 3.1.29 Compromises the privacy and human dignity of a staff member or fellow student;
- 3.1.30 Gives bribes or pays for academic work to be done on their behalf;
- 3.1.31 Selling or buying of MANCOSA academic material to/from third parties;
- 3.1.32 False representation of an individual, class or group of persons; and
- 3.1.33 Fails to observe any penalty imposed under any MANCOSA Institutional Rule or any other applicable MANCOSA ruling.

4. PENALTIES

4.1. Penalties for misconduct include but are not limited to the following:

- 4.1.1 Verbal, written or final written warnings;
- 4.1.2 Resubmission of an assessment;
- 4.1.3 Rewrite of an examination;
- 4.1.4 Be given a mark of 0% on an assessment component of a module, or a reduced mark for that module;
- 4.1.5 Failure of a module;
- 4.1.6 Suspension of all or some of a student's rights and privileges, including prohibition from classes, examinations or other forms of assessment, use of facilities, withholding a student's assessment results and/or graduation, and prohibition of re-registration;
- 4.1.7 Suspension of a student's enrolment for one or two semesters;
- 4.1.8 Expulsion from MANCOSA;
- 4.1.9 Revocation of a qualification previously conferred on a student;
- 4.1.10 Restitution for damages suffered by MANCOSA or restitution of personal property of any MANCOSA staff member; and/or
- 4.1.11 Institute legal action, if warranted.
- 4.1.12 Impose any other lawful sanction depending on the specific circumstances of the matter.

4.2. In cases where a student is found guilty of misconduct, one or more of the above penalties may be imposed.

4.3. The penalties for misconduct involving dishonesty in assessment will take account of the relevant academic policies, procedures and guidelines.

4.4. Any penalty imposed under this policy may be suspended by the person or committee imposing it.

- 4.4.1 until the time for appealing against it has expired; or
- 4.4.2 for a longer period or indefinitely.

4.5. Any such suspension may be subject to appropriate terms and conditions (including undertakings by the student) being imposed by the person or committee imposing it, as deemed fit.

4.6. Subject to a right of appeal provided for below, any decision where a student has been found guilty of misconduct and any imposition of a penalty on a student is final and binding.

4.7. A student expelled from MANCOSA will not be re-enrolled except with the prior written approval of the relevant Academic Committee.

4.8. In case of misconduct resulting in any of the penalties above, and where the student concerned is a bursary holder, the bursary granter may be advised accordingly with the bursary suspended or terminated.

5. STUDENT DISCIPLINARY PROCEDURE

5.1 All matters of alleged student misconduct, both academic irregularities and general acts or omissions will be referred to the Student Disciplinary Committee (SDC) for deliberation.

5.2 The person/s lodging a complaint or referring a matter to the SDC, should complete the Incident Report Form for Student Misconduct (Annexure 2) (the form) and lodge it with the appropriate MANCOSA representative, as indicated on the form.

5.3 Upon receipt of the form, the relevant MANCOSA representative will assess the nature of the incident along with any available evidence and where applicable, forward the form to the SDC for deliberation.

5.4 The SDC will meet at relevant intervals to deliberate over matters, including assessing the merits of the form/s received and decide on the appropriate remedial action to be taken.

5.5 Where applicable, especially in matters of a serious nature, the SDC may direct for an investigating officer to be appointed and to conduct an objective and impartial investigation and report their findings and recommendations in writing to the SDC.

5.6 The SDC or nominated representative will forward a Notice of Investigation (Annexure 3), the form (Annexure 2) and available evidence to the student/s in question and request for a virtual meeting to be held or written affidavit made under oath along with evidence to rebut the claims made, be sent by the student/s to the SDC, within a stipulated time, in an attempt for the student/s to mitigate or disprove the allegations made in the form.

5.7 Based on the circumstances of the matter, the contents of the form, the responses received from the student/s, the evidence available and the findings of the SDC and/or investigating officer, where applicable, the SDC shall impose an appropriate sanction on the student in question.

5.8 The student will be afforded an opportunity to appeal the sanction imposed per the Appeals Procedure below. Where applicable, especially in matters of a serious nature, the SDC may require a formal Disciplinary Enquiry to be held, before an initial sanction is imposed.

5.9 The SDC will inform the student as soon as reasonably possible, in writing of the outcome of the investigation and/or disciplinary proceedings, where applicable.

5.10 Disciplinary Hearing Procedure

5.10.1 Disciplinary Hearings will be held at an appropriate MANCOSA Learning Centre or virtually, via video conference, depending on the circumstances.

5.10.2 Decisions of the SDC shall be taken by majority vote and in a fair and objective manner.

5.10.3 The SDC will serve a notice of the hearing on the student/s concerned in such a way that he/she is certain that the student/s understands the notice. A notice of the hearing shall be in the form of Annexure 4. The date for the hearing shall be as soon as is reasonably possible after the notice is served, while allowing for preparations to be made by the student.

5.10.4 Should a student elect not to attend the disciplinary hearing, it shall be held in their absence and the sanction shall be communicated to them accordingly.

5.10.5 Proceedings will continue as set out below.

5.10.5.1 The chairperson opens the hearing where after the investigating officer puts the charge(s) to the student who has the opportunity to plead.

5.10.5.2 If the student pleads either guilty or not guilty to the allegations, the chairperson proceeds to hear both parties on mitigating or aggravating factors and thereafter imposes an appropriate penalty.

5.10.5.3 If the student pleads not guilty, the investigating officer proceeds with presenting evidence and the student is allowed to cross-examine witnesses. The investigating officer may re-examine witnesses.

5.10.5.4 On completion of the above process by the investigating officer, the student states his/her case with the assistance of a fellow student or staff member if need be, to present the student's evidence.

5.10.5.5 No legal representation or parents of the student are allowed to be present during the hearing.

5.10.5.6 The student and his/her witnesses in turn may be cross-examined by the Investigating Officer. The student can re-examine any witness.

5.10.5.7 On completion by the student, both parties are allowed to summarise their cases. Thereafter they will leave the venue/virtual meeting room in order for the Committee to deliberate on a verdict.

- 5.10.5.8 Once the Committee has reached a verdict, the parties return for the verdict to be delivered.
- 5.10.5.9 The committee is not obliged to reach a verdict immediately and shall advise the student/s of an appropriate timeframe upon which a decision shall be reached.
- 5.10.5.10 In the case of a verdict of not guilty being delivered, the case is closed. In the case of a verdict of guilty, both parties may state mitigating or aggravating factors to be considered. They leave the venue/virtual meeting room for the committee to deliberate on an appropriate penalty. Committee decisions are taken by majority vote in case of failure to reach consensus.
- 5.10.5.11 When a decision on a penalty is reached, both parties return to the venue/virtual meeting room to hear the penalty. The chairperson will then inform the student that s/he will receive a written verdict with reasons usually within two (2) days. In addition, the chairperson will inform the student of his/her right to appeal the verdict and penalty as per the appeal process below.
- 5.10.5.12 The chairperson shall appoint a person to keep a record of the proceedings.
- 5.10.5.13 A copy of the record of proceedings shall be made available to the student, if requested.
- 5.10.5.14 A copy of the verdict and penalty will be placed in the student's file.
- 5.10.5.15 The SDC and Academic Exco shall keep a record of all student disciplinary hearings.

5.11 Investigation Principles:

- 5.11.1 Any investigation under this Code shall be in accordance with MANCOSA's rules and policies read in line with the applicable relevant laws of South Africa, to the extent required in terms of these provisions.
- 5.11.2 Every case of alleged misconduct is dealt with on the merits of the matter and the outcome of which will depend on the facts of the matter, the evidence found, presented and any other relevant and lawful factor that will influence the outcome thereto.
- 5.11.3 In line with MANCOSA's commitment to uphold the auspices of the Constitution of the Republic of South Africa, every case will include:
 - 5.11.3.1 An objective and fair hearing;
 - 5.11.3.2 the opportunity to present one's case in writing or in person if applicable;
 - 5.11.3.3 A decision made by the relevant committee/s;
 - 5.11.3.4 Decisions are made on the balance of probabilities, that is, on the balance of the evidence that it is more likely than not that the alleged act did occur;
 - 5.11.3.5 All parties involved in an investigation shall be treated with respect, dignity and in an impartial manner;
 - 5.11.3.6 Any investigation under this Code will have regard for confidentiality subject to any legal requirements for disclosure and the need for a full investigation; and
 - 5.11.3.7 Should an investigation reveal apparent or suspected criminal conduct, MANCOSA reserves its right report the matter to the relevant lawful authority.

6. EXAMINATION RULES AND GUIDELINES

6.1. Examination Rules – The following rules are applicable to traditional seated examinations at nominated MANCOSA examination venues:

- 6.1.1 Candidates must be seated 30 minutes prior to the commencement of the examination session. The examination officially commences once the answer booklets are distributed. Candidates who arrive after the first hour of the examination session has elapsed will not be allowed to write the examination or remain in the venue.
- 6.1.2 Candidates MUST produce an official and up to date identity or passport document) and Registration Confirmation Letter (RCL) to the invigilator upon request. If no official identification is provided, the candidate will not be allowed to write the examination and will not be allowed to remain in the venue.
- 6.1.3 Candidates will ONLY be allowed to bring their stationery in a transparent pencil case or sleeve into the exam room. The MANCOSA pencil case will not be allowed. Candidates may not borrow from or exchange stationery with any other candidate during the examination session.
- 6.1.4 No unauthorized materials are to be brought into the examination room. Unauthorized materials include but are not limited to: all books, notes, bags etc. Any unauthorized material found on a student during an examination session will constitute an immediate exam irregularity.
- 6.1.5 No cell phones and unauthorized electronic devices are to be brought into the examination room. Unauthorized electronic devices include but are not limited to: Cellular phones, Smart Watches, laptop computers, programmable calculators, MP3/Audio players, electronic dictionaries or any electronic recording devices. Non-programmable calculators shall be permitted.
- 6.1.6 MANCOSA shall not be held liable for any loss or damage of/to candidates' person or property whatsoever, which include but are not limited to electronic devices, bags, valuables etc.
- 6.1.7 MANCOSA reserves the right to confiscate, search and collect evidence on any electronic device or unauthorized material brought into the exam venue in contravention of these rules.
- 6.1.8 No candidate is allowed to leave the examination room within the first hour and last fifteen minutes of the examination. Candidates are only permitted to leave the examination room in the event of an emergency. This will be at the discretion of the invigilator, who will escort the candidate in and out of the examination room and thereafter note the time and duration spent outside of the examination room on the candidate's answer booklets.
- 6.1.9 All candidates are to remain seated during the last 15 minutes of the examination session and/or until all scripts are collected and instruction is given by the invigilator to leave the venue. Candidates are to remain seated and refrain from communicating with or disturbing other candidates in the exam room.
- 6.1.10 Candidates may not under any circumstance, communicate with another candidate, if a candidate requires assistance, please raise your hand so that an invigilator may attend to you.
- 6.1.11 All headgear must be removed prior to the commencement of the Exam, with an exception to religious headgear.
- 6.1.12 All work must be handed in. If you do not wish any part of your work to be marked, a line must be drawn across it. The use of scrap paper is not permitted. Any rough work/calculation must be done in the answer booklets.

- 6.1.13 Under no circumstances should the candidate retain the answer booklet or remove it from the examination room.
- 6.1.14 The onus is on the candidate to ensure that they have the correct question paper. Candidates who write the incorrect paper will be required to re-register for the module. MANCOSA will not be held liable for candidates who write the incorrect paper.
- 6.1.15 If a candidate is suspected of examination misconduct, the candidate's script will be taken away and an Exam Irregularity Form will be immediately filled out. The candidate is required to complete the form as this will constitute the candidate's own version of events, which will be considered by the relevant disciplinary Committee. The candidate will be issued with a new script and may elect to reattempt the examination or exit the exam venue.
- 6.1.16 Candidates found guilty of any exam irregularity or misconduct will be subject to the exam irregularity disciplinary procedure codified in the Student Code of Conduct and may face sanctions including but not limited to; a written warning, suspension, expulsion and any other sanction deemed appropriate.

6.2. Online Summative Assessments – The following rules are applicable to Online Summative assessments, which include but are not limited to:

- 6.2.1 All scheduled traditional examinations have been substituted with an Online Summative Assessment (OSA) which will take place on MancosaConnect (<https://mancosaconnect.ac.za>), until further notice.
- 6.2.2 Students will require access to the internet in order to download and submit the assessment. MANCOSA is not liable for providing internet access to students for this purpose.
- 6.2.3 The OSA for each module will be available, for a limited period of five (5) hours on MancosaConnect.
- 6.2.4 OSAs will be available for download at each scheduled session opening time and the assessment can be completed offline. Students are required to download the assessment and the answer booklet provided and are advised to attempt and submit the final assessment in the downloadable answer booklet.
- 6.2.5 The dates, start and end times are provided in the personal timetable issued on email to each student. Students will also be able to download their personal timetable via the MyMancosa student portal. A full schedule of all modules will also be made available for ease of reference.
- 6.2.6 All sessions are scheduled according to South African Standard Time (SAST).
- 6.2.7 All OSAs must be typed; no hand written submissions will be processed.
- 6.2.8 Where this instruction differs communication will be sent to relevant students registered in those specific modules.
- 6.2.9 Students are reminded to SAVE their work at regular intervals and ensure that they have the appropriate digital and hardware tools to attempt the assessment.
- 6.2.10 Students are required to convert the completed Microsoft Word version of the assessment to a PDF format and submit the completed assessment as a PDF document only.
- 6.2.11 The completed submission must be submitted within the stipulated timeframe, no submissions will be considered and/or accepted after this time period has elapsed. If the assessment is not

submitted on time, it will be annotated as a fail and the student will be required to re-register for the module.

- 6.2.12 Students are required to immediately contact MANCOSA through the appropriate channels, if they are experiencing issues accessing, downloading or uploading submissions, or any other related issue thereto.
- 6.2.13 MANCOSA may deploy any of the following security measures to ensure the integrity of the assessment is maintained, which include but are not limited to:
 - 6.2.13.1 Randomized assessments questions
 - 6.2.13.2 Turnitin software maybe utilized to review submitted answers
 - 6.2.13.3 Appropriate software to detect irregular activity during the online assessment
 - 6.2.13.4 Authentications and declarations
- 6.2.14 Students are reminded to submit their own work as all rules related to academic dishonesty, plagiarism and exam irregularities are still applicable at all relevant times. No group work or assistance from third parties are permitted.
- 6.2.15 Students who are unable to sit for the scheduled online assessment, where exceptional circumstances apply, must submit an Aegrotat OSA application within five (5) calendar days of the scheduled online summative assessment. The application must be submitted online via the MyMancosa student portal with the appropriate evidence as per the guidelines provided in the Institutional Rules.
- 6.2.16 Students who attempt the main OSA and who consequently fail to meet the requisite sub-minimum requirements for the assessment, may apply for the supplementary OSA session, per the guidelines referred to in the Institutional Rules.
- 6.2.17 Re-mark requests must be submitted online via the MyMancosa portal together with proof of payment within five (5) calendar days of MANCOSA's official release of results in order to be processed.
- 6.2.18 The standard examination subminimum grade as stipulated in the Programme Handbook for each respective programme is applicable to this online summative assessment component. In order to pass the module students must meet the relevant subminimum criteria in each assessment component and attain an overall pass mark as applicable to that particular programme.
- 6.2.19 In the unlikely event that a student has two (2) online summative assessments scheduled at the same time, the student will be expected to attempt one (1) of the assessments and schedule the other in the next available online summative assessment cycle for the applicable intake.
- 6.2.20 Students found guilty of any academic misconduct or breach of the assessment rules will be penalized in accordance with Institutional rules, policies, procedures and Codes of Conduct.
- 6.2.21 Students are to communicate their queries via the WhatsApp number displayed on the MancosaConnect portal or alternatively via the LiveChat function on MyMancosa.

6.3. Exam Irregularity Procedure: Traditional Examinations

- 6.3.1 During an examination session, if a candidate/student is suspected of being in transgression of any of the examination rules, an invigilator or MANCOSA representative will immediately confiscate any and all examination material in the candidate's/student's possession.
- 6.3.2 The candidate/student, invigilator or MANCOSA representative and any witnesses to the alleged transgression must immediately complete the Examination Irregularity Form.
- 6.3.3 The Examination Irregularity Form includes, but is not limited to:
 - 6.3.3.1 The student's written statement on the day of the examination,
 - 6.3.3.2 The invigilator's statement and/or the Chief Invigilator's statement,
 - 6.3.3.3 Any relevant witness statements,
 - 6.3.3.4 The actual evidence, and
 - 6.3.3.5 Photos/pictures of the evidence if the actual evidence is not collected.
- 6.3.4 Once the Examination Irregularity Form has been completed, the candidate/student will be issued with a new script and may elect to re-attempt the examination if there is sufficient time to do so, failing which the candidate/student is expected to immediately leave the examination venue.
- 6.3.5 The Examination Irregularity Form will be presented to the relevant Student Disciplinary Committee to determine a decision and impose a sanction where applicable.
- 6.3.6 Within a reasonable time thereafter, a letter shall be sent to the student indicating whether a sanction has been imposed by the relevant Committee and the consequences of such sanction.
- 6.3.7 Should the candidate/student be issued with a sanction, an invitation to appeal the sanction in writing within a specified time period shall be submitted by the candidate/student, as outlined in Section 7 below.
- 6.3.8 The student's written appeal will outline why they believe the sanction imposed on them should be revoked or reconsidered, which **MUST** be supported by evidence of their submissions.
- 6.3.9 The above appeal and any further relevant evidence will then be sent to the Academic Exco for a final decision to be made on the sanction imposed by the relevant Committee.
- 6.3.10 A final letter will be sent to the student indicating the outcome of the Appeal. The decision of the Academic Exco is final and there is no further right of Appeal.
- 6.3.11 Sanctions are determined by the relevant disciplinary Committee and/or the Academic Exco on a case by case basis, solely based on the written and/or documentary evidence brought before them above as well and other relevant circumstances that may apply.
- 6.3.12 Evidence of transgression of the examination rules are weighed on a balance of probabilities and in compliance with the relevant laws applicable hereto.
- 6.3.13 No outside legal representation shall be allowed where the internal processes of evaluation and review are ongoing regarding an examination irregularity.
- 6.3.14 The candidate's/student's opportunity to present his/her version of the events and his/her Appeal shall be done in writing only. No *viva voce* evidence will be considered.
- 6.3.15 This procedure is only applicable to transgressions of or misconduct relating to examination irregularities and is separate from the general misconduct procedure contained in section 5.

6.4 Online Summative Assessment Irregularity Procedure

- 6.4.1 During an Online Summative Assessment session, if a student is suspected by MANCOSA or if a complaint comes in bringing to the attention of MANCOSA where another student is in transgression of any of the Online Summative Assessment rules, a written statement similar to Annexure 2, must be filled out by the complainant.
- 6.4.2 The student or MANCOSA representative and any witnesses to the alleged transgression must immediately complete the Examination Irregularity Form.
- 6.4.3 The Examination Irregularity Form includes, but is not limited to:
 - 6.4.3.1 The student's written statement on the day of the online summative assessment,
 - 6.4.3.2 Any relevant witness statements,
 - 6.4.3.3 The actual evidence, and
 - 6.4.3.4 Photos/pictures/screenshots of the evidence if the actual evidence is not collected.
- 6.4.4 The Examination Irregularity Form will be presented to the relevant Student Disciplinary Committee to determine a decision and impose a sanction where applicable.
- 6.4.5 Within a reasonable time thereafter, a letter shall be sent to the student indicating whether a sanction has been imposed by the relevant Committee and the consequences of such sanction.
- 6.4.6 Should the candidate/student be issued with a sanction, an invitation to appeal the sanction in writing within a specified time period shall be submitted by the candidate/student, in terms of Section 7 below.
- 6.4.7 The student's written appeal will outline why they believe the sanction imposed on them should be revoked or reconsidered, which MUST be supported by evidence of their submissions.
- 6.4.8 The above appeal and any further relevant evidence will then be sent to the Academic Exco for a final decision to be made on the sanction imposed by the relevant Committee.
- 6.4.9 A final letter will be sent to the student indicating the outcome of the Appeal.
- 6.4.10 The decision of the Academic Exco is final and there is no further right of Appeal.
- 6.4.11 Sanctions are determined by the relevant disciplinary Committee and/or the Academic Exco on a case by case basis, solely based on the written and/or documentary evidence brought before them above as well and other relevant circumstances that may apply.
- 6.4.12 Evidence of transgression of the Online Summative Assessment rules are weighed on a balance of probabilities and in compliance with the relevant laws applicable hereto.
- 6.4.13 No outside legal representation shall be allowed where the internal processes of evaluation and review are ongoing regarding an Online Summative Assessment irregularity.
- 6.4.14 The candidate's/student's opportunity to present his/her version of the events and his/her Appeal shall be done in writing only. No *viva voce* evidence will be considered.
- 6.4.15 This procedure is only applicable to transgressions of or misconduct relating to Online Summative Assessment irregularities and is separate from the general misconduct procedure contained in section 5.

6.5 Traditional Exam Irregularities include but are not limited to:

- 6.5.1 Any conduct during an exam session which is considered to be a misconduct or examination irregularity in terms of the Candidate/student Code of Conduct.
- 6.5.2 Copying by providing an examination question paper, answer script or related documents to another candidate/student.
- 6.5.3 Copying from textbook or module guide.
- 6.5.4 Being in possession of and/or utilized crib notes on paper, tissue, items, body etc. for personal use or distribution.
- 6.5.5 A Candidate/student assisting or being assisted or communicating with, in any manner, by fellow candidate/candidates/students.
- 6.5.6 A Candidate/student fails to comply with invigilator's instructions or is insubordinate.
- 6.5.7 A third party writing or attempting to write an examination on behalf of a candidate/student.
- 6.5.8 A Candidate/student requests or inferences directly or indirectly to be assisted by any party with the intent to gain an advantage.
- 6.5.9 A Candidate/student having possession of electronic devices during the exam session, examples: cell-phone, tablets, iPad, language translator, laptop, programmable calculator, smart watch etc.
- 6.5.10 A Candidate/student using electronic device/s during the exam session, examples: cell-phone, tablets, iPad, language translator, laptop, programmable calculator, smart watch etc.
- 6.5.11 A Candidate/student usage of identification other than their own.
- 6.5.12 A Candidate/student offering a bribe to any party with the intention of gaining an unfair advantage.
- 6.5.13 Producing improper identification for more than one examination sitting within an examination session.
- 6.5.14 A Candidate/student removed an examination script from examination venue.
- 6.5.15 A Candidate/student damaging exam script.
- 6.5.16 A Candidate/student number and identification number not on examination script.
- 6.5.17 Intimidation of any person present at the examination venue.
- 6.5.18 A candidate/student possibly being assisted by invigilator.
- 6.5.19 Different handwriting in script
- 6.5.20 Script/s handed in late.
- 6.5.21 Technical problem with script/s.
- 6.5.22 Inebriated, intoxicated and/or disorderly conduct.
- 6.5.23 Misconduct not mentioned above but that is found to constitute an examination irregularity by the Invigilator.

6.6 Online Summative Assessment Irregularities (Include but are not limited to):

- 6.6.1 Any conduct during an Online Summative Assessment session which is considered to be a misconduct or Summative Assessment irregularity in terms of the Candidate/student Code of Conduct.
- 6.6.2 Copying by providing an Online Summative Assessment question paper, answer script or related documents to another candidate/student.
- 6.6.3 Being in possession of or sharing screenshots of answers to the Online Summative Assessment
- 6.6.4 A Candidate/student assisting or being assisted or communicating with, in any manner and on any social media platform, by fellow candidate/candidates/students.
- 6.6.5 A Candidate/student fails to comply with MANCOSA's instructions or is insubordinate.
- 6.6.6 A third party writing or attempting to write an Online Summative Assessment on behalf of a candidate/student.
- 6.6.7 A Candidate/student requests or inferences directly or indirectly to be assisted by any party with the intent to gain an advantage.
- 6.6.8 A Candidate/student usage of identification other than their own.
- 6.6.9 A Candidate/student offering a bribe to any party with the intention of gaining an unfair advantage.
- 6.6.10 A Candidate/student requesting or sharing of question papers.
- 6.6.11 A Candidate/student swapping answer booklets with other students.
- 6.6.12 A Candidate/student number and identification number not on Online Summative Assessment script.
- 6.6.13 Intimidation of any Online Summative Assessment Support Staff Member / Invigilator.
- 6.6.14 A candidate/student possibly being assisted by an invigilator.

6.7 Misconduct not mentioned above but that is found to constitute an Online Summative Assessment irregularity.

6.8 Applicable Sanctions to all matters of misconduct and/or irregularities include but are not limited to:

- 6.8.1 A written reprimand and/or warning;
- 6.8.2 Suspension from the Institution for one or two semesters;
- 6.8.3 Expulsion - Denial of the opportunity to enrol as a student at the Institution indefinitely;
- 6.8.4 Denial of the opportunity to register for a particular study module or course offered by the Institution;
- 6.8.5 Annulment of examination results and/or withdrawal of a credit(s) obtained in a study modules and/or courses;
- 6.8.6 Any other appropriate sanction(s) which the relevant disciplinary Committee deems suitable in the particular circumstances.

7. APPEAL PROCEDURE (APPLICABLE TO ALL CASES OF STUDENT MISCONDUCT):

7.1 The Academic Exco will chair and deliberate over all cases of Student Appeals unless otherwise stated.

7.2 Proceedings

7.2.1 Any appeal on grounds of procedural and/or substantive error and the merits of the case or the penalty, must be lodged in writing with the Academic Exco normally within five (5) days of the student having received the written verdict.

7.2.2 The appeal will clearly state the grounds of appeal with supporting evidence.

7.2.3 The Academic Exco will forward the notice of appeal and the record of proceedings to the chairperson of the Committee who will convene the Committee to meet usually within five (5) days of receipt of the appeal document. This timeline may be extended in the event of any member of the Committee being unavailable.

7.3 The Committee will consider the documentation and may:

7.3.1 uphold the verdict and penalty; uphold the verdict and change the penalty;

7.3.2 uphold the appeal and set aside the verdict and penalty; or

7.3.3 have the disciplinary hearing or part thereof re-heard.

7.4 The Chairperson will convey the decision of the Committee to the student usually within two (2) days of the Committee having reached a decision.

7.5 A copy of the decision will be placed in the student's file.

7.6 The Academic Exco will keep a record of all appeals and their outcomes.

8. STUDENT COMPLAINT PROCEDURE

8.1 Complaints by students are addressed in a supportive environment that is free of victimization or intimidation of anyone connected to the complaint, either during or subsequent to a complaint resolution procedure. Informal and early resolution of complaints is encouraged and desirable.

8.2 In line with MANCOSA's commitment to uphold the auspices of the Constitution of the Republic of South Africa, every case will include:

8.2.1 An objective and fair hearing,

8.2.2 the opportunity to present one's case in writing; and

8.2.3 a decision made by an unbiased person or persons.

8.3 Subject to the below exceptions, confidentiality will be respected and maintained at all times. Occasionally, however, serious allegations arising during investigation of a complaint may require MANCOSA, by law, to report such allegations to external authorities.

8.4 Any student who lodges a complaint and any staff member who may be directly affected by the complaint will be regularly informed of the progress of the matter.

8.5 Anonymous complaints will not be entertained or processed without substantial lawfully obtained evidence to validate allegations made.

- 8.6 Except in special circumstances, as determined by the Principal, a non-academic complaint must be lodged within three months from the date on which the complaint was alleged to have arisen. All academic complaints must be lodged within fifteen working days of having occurred.
- 8.7 The procedure applies to all student complaints relating to institutional decisions or processes. Students who do not follow due internal processes as per the Institutional Rules with regards to the escalation of queries, and instead resort to external dispute resolution means, such as attorneys, without having exhausted the relevant internal processes, may be subject to disciplinary action, where applicable. This does not limit the legal rights a student is entitled to by the operation of law and is not intended to infringe on any rights of recourse a student might have.
- 8.9 Grounds for complaint include:
- 8.9.1 improper, irregular or negligent conduct against a student of MANCOSA;
 - 8.9.2 discrimination, prejudice or bias;
 - 8.9.3 failure to adhere to appropriate or relevant published MANCOSA policies and procedures; and
 - 8.9.4 a decision made without sufficient consideration of facts, evidence or circumstances of specific relevance to the student.
- 8.10 All queries and complaints including those related to MANCOSA electronic facilities (such as IT and website information) must be forwarded to Student Services on:
- Fresh desk: <https://mancosa.freshdesk.com/support/tickets/new>
- Tel: (+27) 31 300 7200 or (+27) 861 800 000

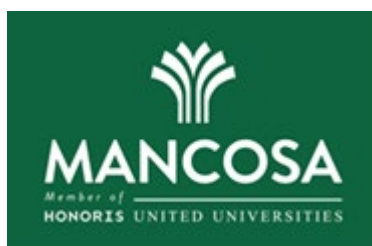
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Annexure 1

Computer Laboratory Protocol

1. The equipment is available for the benefit of all students, and as such must be respected and looked after.
2. Students are allowed access to computer laboratories only under the supervision of IT support staff and or lecturing staff/independent contractor.
3. All students are required to display their student cards at their workstations when using the computer facilities.
4. Students are only allowed on websites that are applicable to their programme or module requirements.
5. The following sites, searches and downloading are prohibited: music, video's, films, games, mobile fun, pornographic sites and other software.
6. Wi-Fi downloading of non-education-related material (videos, music, etc.) is not permitted.
7. Students must comply with the set-up document for all computer facilities as required the IT Department.
8. No changing of any hardware and/or software settings is permitted. This category also extends to: set-ups, screen savers, autoexec, configurations, initial prompts and names backgrounds.
9. Unauthorised disks, including USB's, are not allowed from an outside source to ensure that viruses are not transferred to the computers.
10. Loading of software without authorisation from the relevant staff member is not permitted.
11. Removal of hardware and software (or any part thereof) without proper authorisation will be considered theft.
12. Use of cell phones in the computer laboratory is not permitted.
13. Students are to ensure that all Internet applications are closed upon leaving this facility.
14. No food or drink of any kind is permitted in the Computer Laboratory. Smoking is also prohibited.
15. Not access other student's records.
16. Students shall not:
 - (i) share user IDs with others or use IDs obtained by others;
 - (ii) utilize the SIS (Student Information System) for any illegal purpose;
 - (iii) Download any apps or other unauthorised technology;
 - (iv) introduce any virus, malware or otherwise compromise the information security of any system;
 - (v) use the SIS for sending malicious, defamatory, obscene, chain or spam mails; and
 - (vi) violate any applicable laws, including without limitation the Information Technology Act, 2000, as amended from time to time.

Annexure 2



INCIDENT REPORT FORM: STUDENT MISCONDUCT

Kindly complete Section 1 of this form and email it to the Secretary of the Student Disciplinary Committee.

Section 1: Notification of Incident	To be completed by person reporting incident.
Date(s) of incident:	
Place(s) of incident:	
Name and designation of person(s) reporting incident:	
Contact details of person(s) reporting incident (email address, telephone number):	
Brief description of incident: Please forward any available evidence, when lodging this form.	
Brief description of any action taken at the time of discovery:	
FOR OFFICE USE ONLY	
Received by:	
Forwarded for action to:	
On (date):	

Annexure 3

Dear Student,

RE: NOTICE OF INVESTIGATION

The above matter refers.

A complaint has been referred to our Institution for investigation in terms of the Student Code of Conduct. It is alleged that you are in breach of section XX of the Student Code of Conduct.

The complaint states that you have allegedly: XX

You are requested to be present at a nominated MANCOSA Learning Centre/ virtual (Zoom video meeting) on XX Date at XX Time, to provide information about the allegation made against you. It is also an opportunity for you to:

- provide oral evidence disproving any of the above allegations;
- submit a written statement in response to the allegation;
- submit any supporting information or evidence.

Please confirm your attendance or otherwise with me by email at XX.

Kindly note that legal representation or representation by third parties will not be allowed.

Should you choose not to attend; the investigation will proceed in your absence. The findings of the investigation will be provided to the relevant internal authority for consideration.

Yours sincerely

XX

XX

Annexure 4

Dear Student,

RE: NOTICE TO ATTEND DISCIPLINARY HEARING

The above matter refers.

Please be advised that an allegation/s of misconduct has been made against you. An investigation was undertaken by our legal representative and/or senior academic staff. Sufficient evidence was found to substantiate these allegations and the matter has been referred to the Student Disciplinary Committee for a sanction to be imposed. As a result, you are required to attend a disciplinary hearing in order to ascertain the full merits of the matter, for you to present evidence rebutting the claims made and for the appropriate remedial action to be taken accordingly.

Please note that a hearing will be held to with respect to an allegation of misconduct against yourself.

Nature of misconduct:

Charge:

Complainant:

The hearing details are:

Date:

Time:

Venue/Zoom Link:

(Kindly click on the link above, to access the virtual meeting room on the date and time above).

Please note your rights:

1. You are entitled to be assisted at the disciplinary hearing by a representative who is a fellow student or staff member. No legal representative is allowed.
2. You may have an interpreter, should you formally request one.
3. You may have the opportunity to confer with your representative at reasonable times before, during and after the enquiry.
4. You may personally, or through your representative, question the complainant and witnesses during the enquiry.
5. You can provide evidence and to argue on the question of whether the misconduct occurred (the verdict).
6. You can provide evidence and to argue in mitigation of sentence (penalty).
7. Should you refuse or fail to attend, the enquiry will be held in your absence.

8. You are entitled to lodge an appeal against the outcome of the disciplinary hearing within five working days of the receipt of the outcome. The appeal must be lodged with the Chair of the Academic Executive Committee and must motivate fully, the grounds of your appeal and whether the appeal is to do with the procedure, decision (verdict) and/or sentence (penalty) resulting from the hearing. An appeal will be decided as soon as possible after having been lodged.

Kindly sign and return the below acknowledgement and direct your queries or concerns via email to XX.

Kind Regards

XX

XX