

# STUDENT SUPPORT POLICY

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## 1. POLICY PURPOSE

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This policy has been developed in line with the guidelines and policies as set out by the Council on Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE) and the National Qualifications Framework (NQF) It provides students with the required guidance and support that may be needed whilst they are registered with iQ Academy (iQ)

This policy ensures that iQ students receive the necessary academic and administrative guidance and support to enrol and complete the learning programme registered for with iQ. Such guidance and support are intended to assist students during their studies with iQ and are designed to guide students towards successful learning and assessment.

## 2. POLICY SCOPE

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This policy applies to all academic and administrative aspects of student support and guidance for students registered at iQ Academy for a higher education programme.

## 3. TERMINOLOGY

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The following terminology is defined:

- South African Qualifications Authority (SAQA): The body responsible for overseeing the development and implementation of the National Qualifications Framework (NQF), established in terms of the SAQA Act No. 58 of 1995.
- Student Assessment: The process of collecting evidence of students' work to measure and make judgments about the achievement or non-achievement of specified National Qualifications Framework standards or qualifications as defined in the iQ Academy Assessment Policy.
- Student: An individual who is enrolled and engaged in study at an educational institution.
- Student Academic Development: Activities that relate to the development of skills, knowledge, and behaviours needed to perform as confident, independent, and active adult students.

- Student Support: Providing academic and administrative guidance and support to prospective and enrolled students regarding financial aid, career guidance, learning programmes, required resources, assessment feedback and encouragement to complete the learning programme.

## 4. MECHANISMS FOR STUDENT SUPPORT AND GUIDANCE

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iQ will ensure that the needs of individual students are addressed as indicated below:

### 4.1 REGISTRATION PROCESS

- Consult with prospective students to determine their needs and align learning offerings with those needs.
- The registration process is clear and transparent to prospective students.
- Provide information on available financial options that meet students' financial requirements for ease of access to higher education.
- Use English as the primary communication language and language of instruction.

### 4.2 STUDENT ACADEMIC DEVELOPMENT

- Provide the necessary support to students on the student portal, and e-mail support.
- Provide interactive learning material to students which will guide them through their learning experience.
- Regularly review of student progress through LMS data and academic monitoring mechanisms.
- Provide additional resources to students i.e., access to e-library resources, videos, quizzes etc.
- Provide programmes that will enable students to achieve legitimate and realistic outcomes, e.g. to improve their skills, knowledge and competencies, compete more effectively in the labour market and progress to other chosen education and training programmes.
- Adapt learning material and facilities to cater for a diverse range of students.

### 4.3 ASSESSMENT PROCESS

- The assessment process is valid and fair to all students.
- Assessment of prior learning and achievement.
- Implementation of an appeals process.
- Students will receive appropriate feedback on assessments, which may include automated feedback and performance indicators generated through the LMS.
- The Faculty Management Committee will regularly review student progress and assessment results will be scrutinised to identify at-risk students. At-risk students will be contacted to ascertain the nature of the risk, whether it be academic or personal in

nature. Assistance will be provided to students who are at risk due to academic reasons. For personal reasons, iQ will advise students to seek the help of a professional counsellor or may be referred to Masithethe Counselling Services for support.

#### 4.4 STUDENT COUNSELLORS

Problems of an Academic Nature

The Head: Faculty, lecturers or tutors may provide academic guidance and referral support for academically related matters.

#### 4.5 PROBLEMS OF A PERSONAL NATURE

If a student experiences a problem of a personal nature, they are encouraged to seek professional assistance or may be referred to Masithethe Counselling Services for support. Masithethe offers free counselling services that range from short term, crisis care and trauma support to mid- and long-term counselling interventions to persons of all ages. Additional counselling is provided for grief, loss & bereavement, bullying, depression, rape victims, stress, suicide and trauma.

As the Head: Faculty is not a professional counsellor, they must refer students to appropriate professional services recommended by iQ. An example of a referral will be where the student is suicidal and admittance to treatment by a psychiatrist is prescribed. Students will carry the cost of the referral. iQ cannot assume responsibility for the outcomes of external professional interventions or claims made by the student.

All matters discussed are to be regarded as confidential and not communicated to any party inside or outside of iQ.

#### 4.5 SPECIAL NEEDS AND BARRIERS TO LEARNING

Special needs and barriers affecting students will be dealt with on an individual basis. Special needs will be accommodated without compromising quality.

#### 4.6 STUDENT SUPPORT - GENERAL

iQ has various departments in place who are available to assist students with queries not of an academic nature. Such departments are Student Support Department (academic records, assessment submissions, certification queries) and a Student Experience Department (non-academic queries including finance, Virtual Campus queries and general support). Students can liaise with these departments via email, telephone, Facebook, WhatsApp or live chat.

### 5. MONITORING AND DEVELOPMENT

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iQ monitors and evaluates its student development and support services at regular intervals to ensure that academic staff, academic development staff and students are satisfied that these services meet the needs of the student body and are widely used.

Subsequent student development planning takes account of this feedback. Where there are indications that a programme or service does not fulfil its aims, student development strategies are reassessed and improved. All input received is analysed and evaluated for validity and considered for improvement purposes by the appropriate Committee.