STUDENT
HANDBOOK

INSCAPE

This handbook provides the processes that students should follow during their studies at Inscape whether students attend onsite or online programmes. The handbook must be read in conjunction with the various policy documents, calendar and documents uploaded by Inscape to the online Learner Management System.

Inscape 2025 CEO Address

Welcome to the 2025 Academic Year at Inscape!
You're about to start a journey that's about more than just course content—it's about embracing your individuality, forging supportive connections, and growing both personally and professionally. This brief letter will help set the stage for what you can expect here at Inscape.

The Concept of "Inscape"
For many years, **inscape**—the idea that each person has a unique, ever-evolving identity—has been central to our ethos. At Inscape, we celebrate your individuality and encourage you to discover the distinctive qualities you bring to our community.

Balancing "Being" and "Doing"
Life often pulls us toward **"doing"**: meeting goals, completing tasks, and checking off to-do lists. Yet **"being"**—understanding who you are at your core—is equally important. Striking a balance between these two creates a more authentic, purposeful journey:

- **Being:** Cultivating self-awareness, reflecting on your values, and staying true to yourself.
- **Doing:** Turning your insights into action, pursuing goals, and making tangible progress.

Small Gestures, Big Impact
We believe it's the everyday moments that leave a lasting impression. Here are a few small gestures you can try—both in this course and beyond:

1. **Words of Encouragement**
   o A quick "You've got this!" can boost someone's confidence more than you realise.
2. **Active Listening**
   o Taking time to truly hear a peer or mentor fosters respect and deeper understanding.
3. **Sharing Knowledge**
   o A book suggestion or study tip might be the spark someone else needs to thrive.
4. **Acts of Kindness**
   o Offer a helping hand with an assignment or check on a classmate's well-being.

By being intentional with these small gestures, you build an uplifting environment where everyone feels supported.

The Inscape Way
All that we do at Inscape is guided by three core values:

- **Quality:** Making informed choices that benefit both you and the broader community.
- **Authenticity:** Staying true to who you are while respecting each other's individuality.
- **Relationships:** Cultivating meaningful connections that help each of us grow.

Bringing It into Your Coursework
To get the most out of this learning experience, we invite you to:

- **Reflect:** Consider your personal goals and the "why" behind your studies.
- **Engage:** Use course discussions, group projects, and feedback sessions to share your insights and learn from others.

- **Support One Another:** Offer encouragement, resources, and a listening ear. Small actions often lead to significant breakthroughs.

Your Journey Awaits
Thank you for choosing Inscape. As you progress through this course, remember that each lesson, discussion, and interaction is an opportunity to practice **"being"** and **"doing"** in harmony. Keep seeking those small moments to make a big impact—in your own life and in the lives of those around you.

Wishing you an inspiring and successful year ahead!

Helen Buhrs
CEO, Inscape

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ABBREVIATIONS

BA: Brand Ambassador

BYOD: Bring your own device

COA: Campus Operations Administrator

CAM: Campus Academic Manager

CAO: Chief Academic Officer

CAT: Credit Accumulation and Transfer

CD: Campus Director

CE: Circular Economy

CESM: Classification Education Subject Matter

CFC: Cause for Concern

CHE: Council on Higher Education

CIO: Chief Information Officer

COO: Chief Operations Officer

CwD: Courseware Developer

DA: Distance Administrator

DHET: Department of Higher Education and Training

EC: Experience Coordinator

EXCO: Inscape Executive Committee

HEQC: Higher Education Quality Committee

HEQCIS: Higher Education Quality Committee Information System

HEQSF: Higher Education Qualifications Sub Framework

HR: Human Resources

IP: Intellectual Property

IQM: Institutional Quality Management

IQMS: Institutional Quality Management System

LMS: Learner Management System

NQF: National Qualifications Framework

NSC: National Senior Certificate

OBE: Outcomes Based Education

OQM: Operations and Quality Manager

POE: Portfolio of Evidence

PM: Programme Manager

QA: Quality Assurance

QAF: Quality Assurance Framework (CHE)

RPL: Recognition of Prior Learning

SAQA: South African Qualifications Authority

SRC: Student Representative Council

USAf: Universities South Africa

WIL: Work Integrated Learning

DEFINITION OF TERMS

Assessment: Systematic evaluation of a student's ability to demonstrate the achievement of the learning goals intended in a curriculum.

Assessor: A person that is able to conduct internal and external assessments for specific qualifications and or part-qualifications.

Blended Learning: Approach to teaching and learning that includes lecturer-led teaching and technology mediated teaching.

Brief: A term used to describe assessment tasks completed in design education, based on the term used in the industry.

Civic-mindedness: 'actions, activities or individuals that are motivated by or that show concern for the public good or humanity as a whole'.

Contact classes: Face-to-face classes in the same physical space or using digital platforms.

Continuous assessment: A component of assessment that is ongoing and which is used to determine a student's achievement during the course of a particular level. It integrates assessment into teaching and development of a student though ongoing feedback.

Course: Assessable unit of teaching and learning within a programme that is offered for a specific period and specific subject matter.

Credit: A measure of the volume of learning required for a qualification or part qualification, quantified as the number of notional study hours required for achieving the learning outcomes specified for the qualification or part-qualification. One credit is equated to 10 notional hours of learning.

Distance Hub (online): A virtual hub which is made up of all students studying distance qualifications.

Distance Education: the design and offering of programmes that presuppose the spatial and/or temporal separation of lecturers and students for the majority, and possibly the whole, of the learning experience.

Facilitator: An inclusive term referring to an educator or a teacher at a school, a lecturer at a college or university and a trainer at workplaces.

Formative Assessment: Type of assessment used to improve learning and to give feedback to students on progress made. It serves needs intrinsic to the educational process.

Informal Learning: Forms of learning that are intentional or deliberate but are not institutionalised. It is consequently less organised and structured than either formal or non-formal education.

Integrated Assessment: A form of assessment which permits the learner to demonstrate applied competence and which uses a range of formative and summative assessment method (South African Qualifications Authority, 2005).

Intellectual Property: Refers broadly to the products of human creativity, including but not limited to inventions, patents, copyrights, trademarks, trade secrets, software, designs, novel processes, works of authorship, and any other tangible or intangible creations of the mind.

Moderator: A person, apart from the examiner, who is appointed by the institution to be responsible for ensuring the standard of the assessment and its accompanying marking framework and fairness and consistency of the marking.

Module: a unit of study that holds academic credit, is part of a subject (a subject can be made up from one or more modules).

Portfolio: A systematic collection of student work and achievements produced over time.

Programme: refers to a purposeful and structured set of learning activities designed to enable a student to meet the outcomes necessary for the award of a qualification.

Qualification: refers to the formal recognition and certification of learning achievement awarded by a Higher Education Institution.

Remote Work: work that is conducted from a remote location away from the office/learning hub.

Service-Learning: "…a credit-bearing educational experience in which students participate in an organized service activity that meets identified community needs and reflect on the service activity in such a way as to gain further understanding of course content, broader appreciation of the discipline and an enhanced sense of civic responsibility" (Bringle & Hatcher, 1995: 112) (as cited by Council on Higher Education, 2008, p. 1)

Subject: a unit of study that holds academic credit, is part of a qualification (can be further divided into modules).

Standard: The registered statements of desired education and training outcomes and their associated assessment criteria.

Short courses: Any courses offered contact or distance that do not lead to a qualification.

Summative Assessment: Formalised assessment that is used to certificate the attainment of a certain level of education. It is used to serve needs extrinsic to the educational process.

Work Integrated Learning (WIL): An umbrella term to describe curricular, pedagogic and assessment practices across a range of academic disciplines that integrate formal learning and workplace concerns, which culminates in a qualification or part-qualification.

Certain abbreviations and terms listed above have been sourced from the Dictionary of Terms and Concepts for Post-School Education and Training 2021 published by the Department of Higher Education and training (Department of Higher Education and Training, 2021).

1. INTRODUCTION

This student handbook covers some of the more important aspects and rules governing your studies at Inscape. Please consult your contract as well as the various Inscape policies uploaded to the LMS to check the detailed information.

2. CLASSES

For both contact and distance programmes, attendance of scheduled classes and participation in classes is paramount to student success. In this handbook distance programmes refer to any programme that is offered purely online with no classes. Contact programmes may be offered as online classes or a combination of onsite and online classes.

In line with the emergency online learning instituted in 2020 and approved by the CHE for 2021 - 2025, Inscape makes use of a blended approach to classes where students are required to attend contact classes onsite and/ or online.

Please note there are no part time study options for contact programmes.

2.1 Onsite and online contact classes
(Refer to the Assessment Policy and the Preparation and Administration Policies for detail).

2.2 Attendance contact classes
- Scheduled classes are timetabled indicating onsite and online (Teams) based classes and students are informed of classes in advance.
- Lecture sessions are scheduled to last for 1 hour and 45 minutes, with a short break of 15 min between sessions.
- There is a scheduled 45 min lunch break between sessions 3 and 4.
- As many of our lecturers are industry based, we do not expect them to 'teach' outside their scheduled sessions (unless a prior arrangement has been made for consultations).
- Inscape will assign students to onsite and Teams lecture sessions at its discretion and to change the lecture sessions, if necessary. Students will, however, be given advance notice.
- Due Performance (DP) is based on attendance of lectures. All students are required to attend at least 80% of lecture sessions for each subject in a year and to be present for the duration of each session. A student's DP will be taken into account when work is assessed, and when promotion or graduation is considered.
- If a student intends to be absent from classes for more than 1 week (5 days of class) they must inform the CAM beforehand.
- Where a student has been absent for less than one working week documentation must be submitted within two (2) days of the students return to the Learning Hub. Documentation should include such as a note from Doctor, Traditional Healer, Psychologist, affidavit, notice to appear in court, or similar, to support extenuating circumstances.
- Where an absence exceeds one week, the CAM should be informed within 2 days of their return to the Learning Hub and the student is to provide official documentation such as a note from Doctor, Traditional Healer, Psychologist, affidavit, notice to appear in court, or similar, to support extenuating circumstances.
- An absence of more than six (6) weeks will under no circumstances be accommodated.
- An absence of S1a will under no circumstances be accommodated.
- On occasion, extra-mural visits or talks by consultants/guest lecturers may have to be scheduled outside normal lecture hours and may occur up to 50km away from the learning hub. Students will be advised timeously about these events and must make the necessary arrangements for attendance.
- For full-time programmes, at least twenty hours per week should be allowed for unsupervised work that students complete in their own time.

2.2.1 Preparation for class
- Students are expected to prepare for class (this means looking at the outlines and doing any preparation required for the class as well as bringing the necessary equipment and materials to class).

- Lecturers may communicate specific preparation such as reading notes, textbook chapters, watching a video, doing research or exercises during the preceding class sessions – it is therefore imperative for students to attend all sessions.

2.2.2   Lecturer responsibilities
- If a lecturer is more than 15 minutes late, the student should inform the CAM, who will provide further guidance to the class. If necessary, the class will be rescheduled accordingly.
- If a lecturer is regularly more than 5 minutes late, the Class Representative should inform the CAM thereof in writing. The CAM will address the lecturer regarding the issue.

2.2.3   Student conduct
- As set out in the Inscape *Student Code of Conduct* we expect our students to behave professionally and to treat all students, lecturers, staff and Inscape stakeholders with respect at all times.
- We expect students to take responsibility for their own learning and therefore do not see the need to 'discipline' students during class sessions.
- If a student is disruptive in class or shows disrespectful behaviour towards the lecturer or peers, the procedure outlined in the Preparation and Administration Policies will be followed.
- We recognise the importance and value of investing in the social development of our students to support their academic growth. Social interaction arranged online or onsite is a way for students and staff to 'get to know each other' out of the class in more informal environments.
- We expect our students and staff to conduct themselves as responsible citizens, especially during social gatherings.
- Inappropriate behaviour will not be tolerated and may result in disciplinary action.
- We take pride in our students and our staff as they represent Inscape as brand ambassadors to the outside world and, therefore, expect them to behave accordingly.
- Students are to dress appropriately at all times when representing Inscape on and offsite.

2.2.4   Communication
- Communication must at all times be professional (regardless of the channel being used).
- It is the responsibility of the student to ensure that their contact information is kept up to date on the LMS.
- Staff may request Class Representatives to share communication with the class or alternatively email the students individually.
- If a student urgently needs to contact a lecturer, they must consult the CAM who will disseminate the information.
- Lecturers teaching in the Distance programmes are available to students on the digital teaching platform during the indicated hours.
- Lecturers are available to respond to questions during working hours via email and other approved communication platforms.

2.2.5   Distance programmes
Distance programmes are accessed by students via the Inscape LMS, where scheduled, online sessions take place on a digital platform, currently Microsoft Teams. All student work for assessment is uploaded to the LMS, marked by lecturers and the marks and feedback are provided to students on the LMS.

Distance programmes are fully online and delivered in an integrated approach. Courseware and assessments are online and online synchronous small group workshops, tutorials and consultation are scheduled to take place at specific intervals.

- Workshops, tutorials and consultations for distance students are scheduled in advance and students will find these indicated in the course outline and on the LMS calendar. Students are expected to attend and participate in the scheduled classes.
- Students are expected to participate online, complete assignments on the LMS, and engage with peers and lecturers through the communication platform.
- Student interaction and engagement are monitored and tracked through the LMS to ensure active participation.
- Students are expected to prepare for upcoming classes.

- The activities and assignment/brief deadline dates are pre-scheduled on the course outlines and should be considered and used for planning.

2.2.6   Student Conduct

As set out in the *Student Code of Conduct* we expect our students to behave professionally and to treat all students, lecturers, staff and Inscape stakeholders with respect at all times.

- We expect our students and staff to conduct themselves as responsible citizens, especially during social gatherings.
- Inappropriate behaviour, including disruptive conduct or disrespect towards peers or staff, will not be tolerated and may result in disciplinary action in accordance with the Student Code of Conduct.

Consult the Student Code of Conduct and check the Preparation and Administration for detail on procedures.

2.2.7   Communication

- Lecturers may communicate information with students via email.
- As we are developing professional practitioners, we discourage the use of MS/WhatsApp/other mobile applications as primary communication tools between students and staff for official communication (this excludes ad-hoc student support).
- Social Media
    - o   Staff may not communicate important academic information with students via any social media platform.
    - o   Staff need to carefully consider when posting pictures, functions or commentary relating to academics, students and/or Inscape-related matters.

Consult the Student Code of Conduct and check the Preparation and Administration for details on procedures.

2.2.8   Competitions and Industry Partner Projects

Competitions and live projects are an important part of the Inscape curriculum. These projects expose students to the realities of the world outside of the institution.

Students from various programmes and levels may be expected to participate in one or more competitions and/or live projects each year.

The following rules apply:

- Students are expected to participate in these competitions in a committed and professional manner.
- Students are expected to abide by the rules of the competition and the judge's decisions.
- Students are reminded that all work produced by students as part of an Inscape programme; including competitions and live projects; remains the intellectual property of Inscape.
- Plagiarism and any form of copying is not accepted in any Inscape projects.

Consult the Teaching and Learning Policy for detail on procedures.

3. LANGUAGE POLICY

Inscape embraces the cultural diversity in South Africa and accommodates students from different cultures in our programmes/courses. To keep our programmes/courses industry relevant, internationally competitive, and to make learning accessible to all students, at all times, the language of instruction at Inscape is English and students are expected to be able to speak, read and write in English.

4. ACADEMIC HONESTY

Using someone else's ideas or work without their permission is theft and is particularly offensive in the communication, design and creative industries. Educational institutions play a key role in developing a sense of ethics in students that will be essential in their further studies and industry practitioners.

- It is essential that students are aware of the importance of honesty, integrity and ethics. Research, communication and design are processes that build learning and understanding on the knowledge and insight (intellectual property) of others.
- Using someone else's intellectual property without their permission or without acknowledging the source is termed plagiarism.

- All work that a student submits must be their own work and they may not submit a project for the same brief when repeating the subject, or for any other subject.
- All students sign a plagiarism declaration when they start their programme at Inscape.
- All students must familiarise themselves with the *Inscape Plagiarism Policy* and the *Inscape Research Policy,* they should download the *Inscape Referencing Guide* and use this throughout their studies.
- Training will be offered by lecturers and the librarians on referencing and plagiarism.
- The institution provides students with licences for Grammarly in order to assist them with identifying plagiarism.
- Consult the *Inscape Plagiarism Policy* for more details on plagiarism, common forms of plagiarism, how to avoid plagiarising and the consequences.

5. ASSESSMENT

The institution employs continuous assessment as this is a useful developmental tool for students as described in the *Inscape Assessment Policy.*

5.1 In class submissions

Inscape has a comprehensive *Assessment Policy* and process that ensures that marking is fair, reliable, valid and transparent.
- Student work is assessed against the criteria to establish the extent of the student's learning and applied competence.
- Exercises and briefs are to be entirely the student's own work, except where indicated in the courseware.
- Assignments/briefs are submitted at the commencement of the lecture session unless otherwise specified by the lecturer.
- Deadline dates are set and listed in the pre-scheduled course outline. It is the student's responsibility to check these. Deadline dates are strictly adhered to for all programmes and courses by all students.
- All assignments require a digital submission to be uploaded to the LMS by the student.
- Assignments may not be emailed or submitted on any other **platforms.**
- Students are responsible for checking that all files submitted upload and open correctly.
- For in class-submissions of products or artefacts, students must submit directly to the lecturer during the timetabled class and upload photographic evidence of the product or artefact to the LMS.
- For Distance programmes, all submissions are digital submissions.
- Typically, extensions for submissions after the deadline are not granted, however, extensions may be granted under specific circumstances as documented in the *Inscape Assessment Policy.*
- In all other circumstances, if work is not submitted on or before the specified deadline, the student should make use of the Late-/Re-submission opportunity.
- Students can expect to receive feedback on work submitted.
- Completed work is marked and marks are entered on the LMS within two weeks of the submission.
- The student should check their marks on the LMS.
- For Externally Moderated briefs/assignments, the publishing of marks will be delayed.

5.2 Special assessment circumstances

If a student through no fault of their own cannot meet the submission deadline they should immediately contact the CAM who will inform them if they may qualify for a deadline extension or a late or resubmission opportunity.

Please read section 9 of the *Inscape Assessment Policy* for detailed instructions regarding *Additional Assessment Opportunities.*

5.2.1 Supplementary assessment opportunities Contact and Distance

Supplementary opportunities will only be granted to students by request of the Campus Director to the Academic Committee.
- Once all marks have been finalised at the end of the programme the supplementary opportunities will be evaluated. There are no supplementary opportunities for Experiential Training and/or Job Shadowing.

- In order to be considered for a supplementary submission (at the end of the academic year in the final year of study - Degree, Diploma, Higher Certificate, Honours and Advanced Diploma - the student must have met the documented criteria.
- The criteria for supplementary submissions are detailed in Section 10 of the *Inscape Assessment Policy.*
- Students will be notified in writing of a supplementary opportunity.
- If a student fails the supplementary submission, no additional opportunities will be made available.
- If a brief has been awarded zero as a penalty for an act of plagiarism - major offence, the brief cannot be considered for a supplementary submission.

6. MODERATION

Moderation (peer review) is a valuable source of input into the continued relevance of programme content and direction. Assessment of student work is moderated both internally and externally to ensure its consistency and reliability. Inscape's curriculum makes room for the following compulsory moderations to practice quality assurance.

6.1 Internal Moderations
- Specific assignments/briefs are internally moderated by a qualified Inscape lecturer.
- These assignments/briefs are identified by the Dean prior to the commencement of the academic year and communicated to the Learning Hubs.

6.2 External Moderations
- External moderators evaluate exit level assessments for all Inscape programmes.
- External moderation may take place in person or online depending on the circumstances and mode of delivery.

6.2.1   External Moderation for Higher Certificate in Architectural Technology
- One brief in all subjects of the Higher Certificate in Architectural Technology is externally moderated. This means that the marks for these briefs will be published later than two weeks after the work is submitted.

6.3 National Academic Moderations
- A National Academic moderation is conducted on each Learning Hub where selected projects are moderated.

6.4 Student Request for Internal Remark
In the event that a student is not satisfied with a result awarded for an assignment/brief, the student may request that the assessment of the assignment/brief be remarked. No requests for a remark can be made for Externally Moderated briefs/assignments.

Mark queries and the procedure for Remark requests are documented in section 12 of the *Inscape Assessment Policy.*

7. STUDENT PERFORMANCE

7.1 Marks
- Students have access to their results on the LMS provided their tuition fees are up to date.
- If a student is unable to view their results and, to the best of their knowledge, their account is up to date, the student must consult the CAM.
- Students should check their results regularly to ensure that they are at all times aware of their progress and achieved competence.
- If there is a query regarding a published mark, it should immediately be addressed with the CAM.
- Students (and their parents/guardians/sponsors) accept that if a student has not achieved a pass mark for all completed subjects during the first semester, they will not be permitted to continue the course without the approval of the Academic Committee and that this ruling will not compromise the Contract of Enrolment.
- (Please read the *Inscape Promotion, Certification and Graduation Policy and Procedur*e) to check the requirements for passing, progression and repeating years or subjects.

7.2 Student Performance Appraisals
- Student Performance appraisals are generated twice a year for qualification students.
- Students can view their appraisals on the LMS once they have been published and made available by the CAM.

7.3 Promotion
- It is necessary for the student to meet the institution's minimum achievement criteria for any academic year to be promoted to the following year of study. There may be requirements for progression within a programme, consult the *Promotion Certification and Graduation Policy* for the details on each programme.

Please read the *Inscape Promotion, Certification and Graduation Policy and Procedure* to check the requirements for passing, progression and repeating years or subjects. The requirements for supplementary opportunities are described in the *Inscape Assessment Policy.*

The following indicate the requirements for success:

7.3.1   Higher Certificate
- Students must achieve a minimum mark of 40% for each subject.
- Students must achieve **an overall average of 50%** for the programme.
- A distinction is awarded in a subject where the year mark for the subject equals or exceeds 75%.

7.3.1.1 Promotion from Higher Certificate to Degree
A student who has completed a Higher Certificate with Inscape and wishes to apply to study a Degree Programme at Inscape must achieve a minimum average of 60% to qualify for entrance to the degree programme. Diploma will be an alternative route for averages between 50-59%.

7.3.2   First Year Students Degree and Diploma
- Must achieve a minimum aggregate of 50% in every subject in order to be promoted to the next year of study.
- A distinction is awarded in a subject where the year mark for the subject equals or exceeds 75%.

7.3.3   Second Year Students Degree and Diploma
- Must achieve a minimum of 50% per subject in order to be promoted to the next year of study.
- A distinction is awarded in a subject where the year mark for the subject equals or exceeds 75%.

7.3.4   Third Year Degree and Diploma
- Students must achieve a minimum mark of 50% for each subject in their third year of study.
- Students who do not attain an average of 50% for all work completed by the end of the first semester may be disallowed from completing the year.

7.3.5   Honours
- Students must have passed all subjects with a minimum of 50%
- In order to progress to the Research Dissertation QRD410 and Practical Portfolio CRE116, the student must have passed all required first Semester subjects.
- Students who do not attain an average of 50% for all work completed by the end of the first semester may be disallowed from completing the year.
- A distinction is awarded in a subject where the year mark for the subject equals or exceeds 75%.

7.3.6　Advanced Diploma
- Students must achieve a minimum mark of 50% for each subject.
- Students who do not attain an average of 50% for all work completed by the end of the first semester may be disallowed from completing the year.
- A distinction is awarded in a subject where the year mark for the subject equals or exceeds 75%.

7.4 Distance Programmes
- If the student does not meet the requirements for progression to the following level, they must repeat the outstanding subjects/modules.
- Once they have passed all the outstanding subjects/modules required, they may move on to the following level. As there are two enrolments per year there would not be significant delay in their progress.
- For Distance programmes, students pay a per subject/module fee for each subject/module which they need to repeat.

7.5 Failure to successfully complete a programme
Where a student has failed supplementary opportunities are described in the *Inscape Assessment Policy.*
A student may be required to repeat the year if they have failed this pertains to all contact programmes in the following categories:

7.5.1　First and Second year of a 3-year programme
- Student who has failed must repeat the year.

7.5.2　Higher certificate students
- Student who has failed must repeat the year Or if they meet the requirements, complete the modules through the distance mode of delivery. Modules can be completed through distance for all Higher Certificate programmes **except** Design Techniques.

For students who have failed subjects in the following programmes:

7.5.3　Degree and Diploma 3rd year
- Students who have failed Semester 1 of the year, must repeat the programme.
- Fail individual subjects must repeat the subject and any supporting or related subjects.

7.5.4　Honours and Advanced Diploma students
- For the BA Honours in Design students, in order to progress to the Research Dissertation QRD/D410 and Practical Portfolio CRE/D116 subjects, the student must pass QRM/D410 Research Methodology and QRW/D410 Applied Writing.
- Students who have not successfully completed all subjects for these programmes after any supplementary submission have been completed, must repeat all subjects not passed.
- Additional subjects that compliment failed subjects may also be recommended as a repeat.

7.5.5　Distance programmes
- Distance students pay a per module/subject fee for repeating subjects/modules.

Please consult the *Inscape Promotion, Certification and Graduation Policy and Procedure* for more detail regarding repeating the year and subject and the related cost implications.

8.　ACADEMIC EXCLUSION

Based on academic performance and attendance a student may be excluded from the institution if:
- A student takes more than the maximum duration to complete the qualification.
- Consult the *Inscape Promotion Certification and Graduation Policy* for the maximum duration of the specific programmes.

9. STUDENT AWARDS AND PRIZES

- Inscape students may receive awards and/or prizes based on their academic performance.
- Top students per Region or National need to achieve at least 70% in order to be awarded a Top Student award.
- Consult the *Inscape Promotion Certification and Graduation Policy* for details of each programme.

10. GRADUATION CEREMONY

The Inscape Graduation ceremony is held in the first half of the following year as specified on the Inscape calendar.

- Student graduation and attendance is subject to the student passing all modules/subjects and their tuition fees being up to date.
- The inviting of guests/number of guests will be communicated and is subject to the location and number of graduates for the current graduating cohort.
- The Learning Hub will communicate the required information with the student.
- Consult the Inscape *Promotion Certification and Graduation Policy* for details.

11. DEFERRED STUDIES

11.1 Student Deferment

As students are our main concern, we understand that under certain circumstances the need may arise for a student to suspend their studies temporarily.

- Inscape offers students the option to apply for a Deferment in writing to the CD/Distance CAM.
- The student completes the Deferment Application form available on the LMS.
- If deferment is granted the student will be allowed to postpone his/her studies for an allocated time period which may span a term, a semester (1/2 year) (deferment) or full year.
- Deferment in a course does not guarantee that the course will be available the following year or when the student decides to return.
- The student's account has to be up to date when applying for a Deferment.

Please consult the *Inscape Preparation and Administration Policy* for detail.

12. STUDENT TRANSFERS

One of the many benefits of being an Inscape student is the opportunity to transfer from one Learning Hub in South Africa to another Learning Hub in South Africa without disrupting the student's studies. There are limited opportunities for students to transfer from one programme to another and from one mode (contact or distance) to another.

- Not all programmes are offered on all Learning Hubs.
- Should a student's account be in arrears a transfer application will not be processed.
- Should a student be failing any subjects/modules at the time of application a transfer application will not be processed.
- An administration fee is payable in advance to complete any transfer process. The student must submit the proof of payment together with the Transfer Application form (available on the LMS) to the CAM on request for a transfer.

Please consult the *Inscape Preparation and Administration Policy* for detail regarding the transfer process and implications.

13. STUDENT SUPPORT

Inscape has at the core of its principles the best interests of its enrolled students and graduates in mind. To this end, the institution puts in place mechanisms to support and develop its students to achieve their potential. Student support falls into several categories:

13.1 Small classes

The number of students per class at Inscape is kept to small numbers (approximately 28 in a class and 10 for supervision) making individual attention possible. Therefore, the identification of students in need

of support is made as early as possible by the lecturer and CAM as the information is entered into the LMS system.

13.2   Support Programmes
The practical 'hands-on' developmental approach Inscape takes to teaching and learning means that students develop personal processes of experimentation, discovery and practice. Lecturers build student confidence through guidance and facilitation as they spend time investing in each student during interactive class sessions. Through this way students are equipped to address their learning needs.

- Students and parents/guardians can view their marks and student performance appraisals on the Learner Management System once they have been published.
- Based on the information entered in the LMS, Cause for Concern (CFC) students are identified as students who are at risk of being unsuccessful in their chosen studies.
- A support process for the student is defined by the CAM and the Campus Director in collaboration with the CFC student.
- Students receive access to, and training on, various support programmes such as Office 365, Grammarly, LinkedIn Learning and ProQuest.
- The Librarian is available for assistance and training with referencing and writing.

13.3   Distance students
In order to fully support distance students, individuals on the Learning Hub provide support in the form of the following:

- Lecturers – provide academic support, monitor and respond to communication and communication platforms.
- Technical support – provide support for accessing and using the LMS, software support for specific programmes.
- Librarian – support with identifying and accessing information, assistance with academic writing and referencing.
- Administration – support regarding finance and mark queries.
- Support and monitoring of student wellbeing is provided.

13.4   Financial Support
Inscape receives no government subsidy; scholarships are therefore funded by Inscape.

- Opportunities for scholarships will be communicated to students towards the end of the year.

See the Inscape Website, and the *Inscape Teaching and Learning Policy* for details regarding scholarships and financial assistance.

14. PARENTS, GUARDIANS AND/OR SPONSOR INVOLVEMENT

Inscape is an institution of Higher Learning, students are treated as adults and expected to behave as such. Parents, guardians and/or sponsors have a role to play as they provide the support and encouragement that a student needs to succeed. Taking this into consideration, Inscape expects the following.

- Students take responsibility for their own learning; this is done to empower the student.
- If a student hands over this responsibility to a parent, guardian and/or sponsor or if the parent, guardian and/or sponsor takes this responsibility away from the student, the student cannot grow or learn.
- The CAM is available to students and parents, guardians and/or sponsors to discuss challenges and progress.
- Should the parent, guardian and/or sponsor overstep their boundaries they will be invited to meet with the CAM where the situation, roles and responsibilities can be clarified and reassigned.

15. STUDENT REPRESENTATIVE COUNCIL

15.1. Contact and Distance students

The SRC represents student interests and many different aspects of life at Inscape.

- These include catering for student welfare, societies, entertainment and sports, as well as representing the student on various Inscape Committees, thereby bridging the gap between students and management.
- The SRC Vision: to be a vibrant, active, innovative, participative, and responsible and example-led student council, which is socially just, fully inclusive and representative of all Inscape students. Each of the contact qualification courses on a Learning Hub has at least one (1) nominated student representative(s) that sits on the SRC.
- To ensure the abovementioned, Inscape requires nominated representatives to accept responsibility for the overall welfare on the Learning Hub, and to ensure that they always conduct themselves with academic integrity and exemplary conduct.

Please consult the *Inscape SRC Polic*y for further details.

16. STUDENT GRIEVANCES

Inscape seeks to create confident, competent and employable graduates; to do so student concerns need to be resolved promptly and fairly by management. Regardless of how the concern is resolved, what is important is that it is resolved to the satisfaction of all parties concerned and that it is brought to management's attention. We appreciate when students bring their concerns to our attention; only if we are aware of it, can we attempt to 'fix' it.

- Adhering to a few key principles will help to satisfactorily resolve concerns:
  - It can usually be resolved more easily if it is addressed early,
  - Students should raise their issues themselves, or through a class representative, rather than through a third party,
  - When we approach a problem positively and with the intention of finding a satisfactory solution, the problem is more likely to be resolved,
  - Constructive proposals usually help in achieving satisfactory solutions.

Please consult the *Inscape Preparation and Administration Policy* and annexures for more guidance on lodging a grievance.

17. RESOURCE FACILITIES

17.1 Library
- Reference works in the Inscape libraries must be booked out in accordance with the library procedure.
- ProQuest (online library) - Inscape encourages students to conduct research and therefore provides all its contact and distance qualification students with a subscription and access to an online library in the form of ProQuest. In so doing, Inscape enables the students to conduct research anywhere, anytime to the benefit of their studies.
- Grammarly (writing and plagiarism support software) – Inscape supports students in improving their writing skills and ensuring that they are quoting, citing and referencing correctly.
- All contact and distance qualification students are provided with a license for LinkedIn learning.

Please consult the *Inscape Preparation and Administration Policy* and annexures for more guidance the library processes.

17.2 Stationery
- Inscape provides all contact Degree, Diploma and Higher Certificate students with a 'Study Pack' of equipment and supplies relevant to their qualification as part of their course fees.
- Students will, however, be required to purchase additional items during the year.
- Distance students are referred to preferred suppliers to purchase the required stationery, textbooks and equipment.

17.3 Software and devices

17.3.1 Inscape equipment and software

Inscape's ICT resources are provided primarily to facilitate a person's work as a student within the Learning Hub. Students must consult the *Inscape ICT Acceptable Use Policy document.*

Procedures apply to all information and communication technology, including, and not limited to: equipment (computers, 'phones, 'copiers and printers), services (web browsing, email, financial transactions, sending and receiving information) and documentation (computer files and programs) by means of ICT at Inscape (whether it belongs to Inscape or not).

- In order to use some of the Inscape computing or communication facilities, a student must first be registered by the Learning Hub .
- Registration to use Inscape services implies, and is conditional upon, acceptance of this *Inscape ICT Acceptable Use Policy*, for which a signature of acceptance may be required. The lack of a signature does not exempt an individual from any obligation under this policy.
- The registration procedure grants authorisation to use the core ICT facilities of Inscape. Following registration, a username, password (and e-mail address) will be allocated.

17.3.2 Student ICT equipment and software

All the relevant software (for the duration of study), courseware and anything else deemed necessary is provided either on the devices or through an uploading platform.

17.4 Textbooks

Inscape provides digital or hardcopy textbooks where required.

17.5 Courseware

- Inscape provides each student with digital courseware and course outlines to aid them in their studies.
- A blended learning approach for contact programmes is used, and interactive courseware is available on the LMS.

17.6 General Facilities

- Smoking and vaping are not permitted in the buildings or on the Inscape property.
- Drugs and firearms are not permitted on any Inscape premises.
- Alcoholic beverages may be consumed in moderation served at Inscape events, whether on Inscape premises or not. Abuse of this privilege will result in it being retracted and possible disciplinary action and suspension or expulsion.
- Students are asked to take care of work surfaces, computers and other equipment. Cutting and pasting is only to be done on cutting mats.

See *Inscape Student Code of Conduct.*

18 HEALTH AND SAFETY ON LEARNING HUBS

Students must comply with all health and safety regulations, including any emergency regulations such as Covid-19 specific regulations.

18.1 Safety

- Save all Learning Hub emergency numbers and know the location of all hub emergency stations.
- Be alert and aware of your surroundings by limiting distractions such as cell phones, laptops and notebooks.
- Walk in groups when offsite.
- Protect your personal information when onsite.
- Backup all of your work preferably to a hard drive and the Cloud.
- Be aware of suspicious emails that may be phishing attacks.
- Report any suspicious activity to Campus Director or a relevant Manager.
- Familiarise yourself with your hubs safety procedures.
- Familiarise yourself with the fire exits and escape routes at the hub.
- If you witness a crime being committed onsite, contact security or any of the available managers on duty.

18.2   Hygiene

- Palettes, brushes and pens are to be washed in the designated sink. Kitchen sinks and bathroom basins may not be used for this purpose.
- Students are asked to leave studios between sessions to allow for cleaning.
- The Learning Hub toilets are to be kept clean and tidy.
- Rubbish is to be thrown into applicable rubbish bins. There are bins for recycling on each site.

18. MARKETING

- Contact students need to be available to work at all Inscape events including but not limited to Open days, workshops, Industry days, etc.
- As all work produced by Inscape contact and distance students is the property of Inscape, students must make their work available for display at all Inscape events and for use as promotional material.
- All students need to ask permission from the marketing department when using Inscape's branding.

19. FINANCIAL MATTERS

- All students sign a contract when enrolling at Inscape. Please check the contract and payment terms.
- All moneys owed to Inscape are to be paid using existing payment plan options offered by the Institution. (Refer to the current fees on the Website)
- Cash will not be accepted at any Inscape Learning Hubs.
- In the event that a student's fees are outstanding, the Institution shall be entitled to suspend the student without compromising the Contract of Enrolment.
- Neither the institution nor its employees shall be liable for any loss or damage to any of the student personal effects while on the premises.

20. VARIATION TO HANDBOOK

This document may be revised from time to time without notice.
Students must consult the latest Inscape policy documents that are available to them on the Inscape LMS.
If there is a discrepancy between the handbook and the policy, the policy document will take precedence.