



# Policy

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## Certification

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## **ACRONYMS**

DHET            Department of Higher Education and Training  
HEQC           Higher Education Quality Committee

## 1. POLICY

The Management College of Southern Africa (MANCOSA) confirms, before issuing a qualification to a student, the student's compliance to all qualification-related statutory and institutional graduation requirements.

## 2. DEFINITIONS

In this policy, unless otherwise indicated –

“conferring a qualification on a candidate/student” means the act of issuing a qualification testamur (certificate) to a student on his or her compliance with all statutory and institutional requirements in respect of that qualification.

“first examination” means a student's first opportunity to sit for an examination in any module at any level during the course of his/her studies in respect of a qualification. An aegrotat or special examination where it is the student's first attempt to pass the subject is also seen as a first examination.

“formal qualification” means a qualification which is registered by MANCOSA with the Department of Higher Education and Training.

“MANCOSA” refers to a duly constituted private higher education Institution in terms of the provisions of the Higher Education Act, 1997 (Act No.101 of 1997) as amended.

“official publication date” means the date on which the final examination results are published after being approved by the Dean.

“phasing-out date” means the cut-off date for offering a module or programme; in other words, the module or programme will no longer be offered from that date onwards.

“qualification” means the formal recognition and certification of a learning achievement, as conferred by an accredited higher education institution, signifying the demonstrated achievement of a student, at a specified level of performance, in a planned and purposeful combination of learning outcomes, after following a course or programme for which he or she had registered.

“qualification statement” means a statement of confirmation that an official qualification certificate has been issued;

## 3. RULES

- 3.1 Examination Administration shall have processes in place to ensure the integrity of student records. These processes are documented in the relevant standard operation procedures.
- 3.2 The Examination's Office shall have effective mechanisms in place to ensure that no unauthorised alterations can be made to a student's records. One of these mechanisms is to only give access to authorised staff to change any information on a candidate's academic record.
- 3.3 Blank certificates shall be printed by an industry accredited secure printing firm. This printing firm shall only print certificates for MANCOSA at the request of the Examination Office. All certificates for formal and non-formal qualifications shall be printed internally within the department under strict security conditions.
- 3.4 The Manager: Examinations shall see to it that all qualification certificates are stored safely and securely, and that each certificate be assigned a unique number, which shall be captured electronically and on hard copy.
- 3.5 The Examination's Office shall keep printed certificates in a strong room facility.
- 3.6 Certificates shall all be signed by the Dean.
- 3.7 Qualifications shall be conferred only at MANCOSA'S official graduation ceremonies.

- 3.8 A candidate shall be entitled to all the privileges associated with a qualification only after it has been officially conferred on him or her at a MANCOSA graduation ceremony.
- 3.9 Only the Dean may issue a statement confirming that a student meets all the requirements laid down for the issuing of a qualification.
- 3.10 It shall be the responsibility of the Dean to issue letters of invitation to graduation ceremonies.
- 3.11 The appropriate official date of publication of the examination results shall be deemed to be the date on which a candidate has completed the qualification concerned.
- 3.12 A letter of confirmation of the completion of a qualification shall be issued after the official date of publication of the examination results.
- 3.13 A letter of confirmation of the completion of a qualification is the legal confirmation that a candidate has met all prescribed requirements for a particular qualification to be issued. Certificates shall not be issued prior to the graduation ceremony in order to prove that a qualification has been obtained.
- 3.14 A student who has complied with all the requirements for the programme before the phasing-out date of such programme shall be entitled to receive the certificate, diploma or degree concerned.
- 3.15 A qualification shall be neither conferred nor a confirmation of the completion of a qualification be issued, if a student has
- 3.15.1 any outstanding tuition fees;
- 3.15.2 been suspended or is the accused in a pending disciplinary hearing.
- 3.16 Any certificate, diploma, degree, academic report or examination results that have been issued erroneously by MANCOSA shall not be valid and will be formally withdrawn by MANCOSA.
- 3.17 Only the Dean may issue a letter of confirmation of that a qualification has been earned.
- 3.18 Original qualification certificates shall not be re-issued to a student in cases where the original document is lost, damaged or destroyed. Only an applicable qualification statement shall be issued confirming that an original qualification has been issued.
- 3.19 A graduating student's qualification certificate shall be issued in that name which appears on the their identification document or passport pertaining to the qualification to be conferred.
- 3.20 Certificates shall not be re-issued in cases where any part of a candidate's name differs from the name referred to in paragraph 3.19.
- 3.21 Qualifications conferred cum laude:
- 3.21.1 A certificate, degree shall be conferred cum laude (with distinction) if a student obtains an average of at least 75 per cent for the programme and an average of 75 per cent for the exit-level subjects of that programme.
- 3.21.2 In respect of a master's degree based on a dissertation, the title of e.g. Master of Business Administration shall be conferred cum laude if the candidate has obtained a final mark of at least 75 per cent for the dissertation; and
- 3.21.3 In respect of a master's degree based on modules passed and a dissertation, the degree shall be conferred cum laude if the candidate has obtained an average mark of at least 75 per cent for the set modules, as well as a final mark of at least 75 per cent for the dissertation.
- 3.21.4 A student cannot obtain a qualification cum laude unless he or she has passed all set modules in the first examination.
- 3.22 The date of issue of a qualification shall be indicated on a certificate, diploma or a degree as the date "with effect from", and such date shall be determined by the date of publication of the results of the:
- 3.22.1 main examinations;
- 3.22.2 supplementary examinations; or
- 3.22.3 special examinations.
- 3.23 The date of issue of a master's degree shall be the date on which the Dean approves the issuing of the qualification.
- 3.27 Qualifications shall be issued only to candidates who have completed the minimum period set for a qualification, as stipulated by the Department of Higher Education and Training (DHET). No qualification shall therefore be issued to a candidate who has completed his or her qualification before such minimum period has expired.
- 3.28 The Assessment, Verification and Certification Committee approves the list of graduands prior to an graduation.
- 3.29 All certificates returned by postal services marked "undelivered", as well as those certificates not collected by graduates at graduation ceremonies are kept securely in terms of prescriptions of the

policy. Measures are taken by the Examination's Office to ensure that these certificates are delivered to the graduates concerned.

- 3.30 After the graduation ceremonies, qualification certificates shall be posted, per registered mail, to those candidates who have indicated beforehand that they would not be able to attend the graduation ceremonies.
- 3.31 An administration fee shall be payable for the issuing of a duplicate qualification statement.

#### **4. PROCEDURES**

4.1 All programmes – verification and notification process.

- MANMIS produces a list of eligible graduates.
- Exams then check that each student has completed all necessary coursework.
- Finance verifies there are no outstanding fees due.
- A physical list of eligible is compiled.
- The exam verification committee receives the list and verifies that the coursework is completed and signed off. (Final QA).
- This list goes back to the Exams Department and a list of eligible graduates is compiled per programme.
- The Exams Department consults MANMIS for all physical addresses and contact details.
- Each student is called to verify contact and mailing details.
- Students are notified by email that they are eligible for graduation.
- With the notification the students receive a form giving full details of the graduation and a section for them to complete regarding requirements of gowns, number of guests, they complete this form and pay the designated fee related to their requirements and submit the form back to MANCOSA with proof of payment.
- The received forms are then collated in the graduation file.

#### **5. STUDENTS RECEIVING QUALIFICATIONS IN ABSENTIA**

5.1 Non-debtor students

The fact that a student has received a qualification in absentia is documented. The certificates of such absentia graduates are subsequently mailed to them.

5.2 Debtor students

Debtors are not invited to a graduation ceremony and their certificates of graduation only released upon proof of payment of outstanding debt.