



Institutional Rules

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ACRONYMS

AEC	Academic Executive Committee
AVC	Assessment, Verification and Certification Committee
CAT	Credit accumulation and transfer
CHE	Council on Higher Education
DHET	Department of Higher Education and Training
EXCO	Executive Committee of MANCOSA
GCE	General Certificate of Education
HEQC	Higher Education Quality Committee
HEQSF	Higher Education Qualification Sub-Framework
MANCOSA	Management College of Southern Africa
NDP	Non-degree purposes
NQF	National Qualifications Framework
RPL	Recognition of prior learning
SAQA	South African Qualifications Authority
SENEX	Senate Executive Committee
SS	Student Services

STATEMENT OF INTENT

1. MANCOSA provides education and training to a wide range of students reflecting diversity of cultures, languages and religious beliefs.
2. MANCOSA recognises that in society, groups and individuals suffer disadvantages through direct and/or indirect discrimination.
3. MANCOSA is opposed to any form of discrimination and believes that its elimination will enhance and enrich the cultural, educational and working experience of all persons concerned.
4. MANCOSA is committed through its management, teaching, support staff and students to the equal treatment of all persons at its institutional facilities.

RESPECT FOR FREEDOM OF SPEECH

1. MANCOSA encourages freedom of speech.
2. All MANCOSA staff and its registered students must tolerate and protect the expression of opinions within the ambit of the South African Constitution, whether these opinions are objectionable to them or not.

PREAMBLE

1. These Institutional Rules have been approved by the Senate and the Executive Committee (EXCO) of MANCOSA in terms of the Higher Education Act 101 of 1997 (as amended) and as registered (reg. no. 2000/HE07/003) as a private higher education institution in South Africa with the Department of Higher Education and Training (DHET).
2. Senate is the supreme academic body responsible for setting academic policy and rules, authorising academic programmes, issuing degrees to graduates and for the discipline of students. Senate or MANCOSA EXCO may from time-to time amend, alter or delete any rule, whether it be a General Academic Rule, a rule relating to a specific module or qualification, or an Administrative Rule.
3. In addition to these General Academic and Administrative Rules, there may be other specific rules per programme or institutional procedure. These rules are clearly stated in the information pertaining to a programme set out elsewhere these institutional rules or other registration brochures, or in relevant tutorial letters, all of which are available to registered students online or in printed format.
4. MANCOSA, being a supported distance private higher education institution, has the following office hours:
 - 4.1. South Africa (Durban, Johannesburg, Cape Town, Polokwane, and East London): Monday to Friday, 08h00 to 16h30 (excluding SA public holidays). Saturday, 08h30 to 12h30. These offices follow Central African Time.
 - 4.2. Other Countries: Monday to Friday according to the relevant local office (excluding public holidays of the relevant country).
5. Student Services follows the office hours outlined in 4.1 above.
6. All forms referred to in this document are available via the MyMancosa online portal.
7. The annual fee schedule and the most recent Programme Handbook must be consulted for the relevant fees for every programme.
8. Any queries related to these Institutional Rules should be emailed to studentservices@mancosa.co.za.

INSTITUTIONAL RULES (IR)

[IR 1] LANGUAGE OF COMMUNICATION AND INSTRUCTION

1. Internationally, English is the dominant language for all trade, commerce and research. All communication to students is conducted in English. MANCOSA does not disrespect or disregard any other language as they all have a role to play in different societies.
2. The method of instruction of all MANCOSA lectures, tutorials, workshops, assignments, examinations, research, etc. is conducted in English.

If there are any concerns about English language proficiency for higher education study purposes, the responsibility is on the student to provide evidence of competence to read, write and speak in English.

[IR 2] PROGRAMMES OFFERED

MANCOSA has international recognition, or programme accreditation or institutional registration, as relevant, including Mauritius, Zambia, Malawi, Botswana, Namibia and Canada. All MANCOSA programmes are accredited by the Higher Education Quality Committee (HEQC) of the South African Council on Higher Education (CHE), registered by the DHET and recorded on the National Qualifications Framework (NQF) by the South African Qualifications Authority (SAQA). MANCOSA also offers executive education and business development short learning programmes.

1. The list of certificates, diplomas and degrees is available in the MANCOSA Prospectus or can be found on the MANCOSA website at www.mancosa.co.za
2. Rules for specific programmes can be found in the Programme Handbook.

[IR 3] APPLICATION FOR ADMISSION

1. The minimum admission requirement to enrol on a MANCOSA undergraduate programme is a South African National Senior Certificate with appropriate subject combinations and levels of achievement. Each programme however will have additional admissions criteria as per the MANCOSA Prospectus.
2. International students who have completed their secondary school education in their respective countries may apply for admission. Those who have completed the Cambridge General Certificate of Education (GCE) through the O and A level system must have a combination of both O and A level subjects in order to qualify for admission to an undergraduate programme.
3. The minimum entry requirement into a postgraduate programme is an appropriate Bachelor's Degree or a recognised equivalent qualification. Each programme will have additional admission criteria which can be found in the MANCOSA Prospectus.
4. An alternative access route is available in exceptional circumstances for mature students who do not meet the minimum entry requirements on the basis of Recognition of Prior Learning (RPL) for undergraduate and postgraduate studies. An acceptance of a RPL candidate is based on MANCOSA's RPL policy and procedures which are subject to the approval of the Student Recruitment, Admission and Selection Committee.
5. Programme titles and the NQF levels, credits and admission criteria, are subject to change, according to the requirements of the CHE (the Quality Council for Higher Education) and the Higher Education Qualification Sub-Framework (HEQSF).

[IR 4] REGISTRATION

1. There are seven steps required by a prospective student to be considered for registration during the biannual intake of students, i.e. in January and July.
 - 1.1 Submit a fully completed MANCOSA Application for Admission Form with all the required documents, by the specified due date.
 - 1.2 Submit proof of payment for all outstanding fees owing to MANCOSA (where applicable) as well as proof of payment for the registration.
 - 1.3 In the case of minors applying for admission, his/her application form and enrolment contract must be accompanied by a parent/guardian consent form. The enrolment contract must be signed by the guardian in this case. Application for admission form must have particulars of the surety and accompanied by the surety form.
 - 1.4 Applicants and/or their sponsor/parent are advised to carefully read and sign the Declaration by student relating to application for admission and the enrolment contract.
 - 1.5 All applications are subject to approval by the Student Recruitment, Admission and Selection Committee.
 - 1.6 Should a student change his/her programme or mode of delivery, additional financial costs may be incurred for the account of the student.
 - 1.7 Upon successful completion of a year of study, students are required to register for the next academic year (for example Year 2 or Year 3). Students may apply for the next academic year provided that all tuition fees have been paid in full and that they meet progression requirements. Students with outstanding modules should re-register for these modules as per [IR 5] below.
2. Deferral / postponement of academic studies
 - 2.1 Students that have re-registered a module or are carrying a module, may not defer these modules to the next semester or year.
 - 2.2 A deferral allows a student to postpone his/her academic studies as a result of mitigating circumstances. The following academic rules regarding deferrals apply:
 - 2.2.1 A request for deferral will only be granted once during a programme.
 - 2.2.2 A student is permitted to defer a maximum of one semester of study.
 - 2.2.3 Individual modules cannot be deferred.
 - 2.2.4 The deferral application must reach MANCOSA before the second assignment due date for the current semester in order for it to be effective in the next intake, provided that no coursework has been attempted.
 - 2.2.5 Completed assessments from incomplete modules will not be carried forward into the new registration/intake.
 - 2.2.6 On the recommendation of a programme coordinator, the decision of SENEX with respect to deferrals or postponement of academic studies is final and binding.
3. Cancellations
 - 3.1 In the case of cancellation of registration, an applicant may cancel his/her registration for the current year of study as a whole and shall be exonerated from the liability for the full fee (excluding the registration fee) provided that the MANCOSA Student Enrolment Department is informed in writing within 14 days of registration and that such withdrawal has been confirmed in writing by MANCOSA. Students will be liable for the full fee should they not meet the 14 days deadline.
4. Changing mode of support
 - 4.1 A student may only change their tutorial options after completion of a full academic year and not between semesters.
5. Progression of students
 - 5.1 A student is eligible to proceed to the next year of study if:

5.1.1 The student successfully completes all the required modules in that year of study; or

5.1.2 The requirements for the carrying of a module set out below are met.

6. Carrying of modules

6.1 In order for students to progress from one semester to the next and from one year to the next, the following progression rules will apply in terms of carrying modules:

6.1.1 A student is required to register for a carrying module of the applicable semester for that programme. This module must be attempted in the immediate next semester or year of study. A student may re-register a maximum of one module from the first semester into the second semester of the academic year.

6.1.2 A student is permitted to carry a maximum of one modules from one semester to the next or from one year to the next

6.1.3 A student is permitted to carry a maximum of one module from one year to the next provided that it is not a core or a pre-requisite module for the programme.

6.1.4 The core and pre-requisite modules must be successfully completed in order to progress to the next semester or year of study.

6.1.5 A student who has failed more than one module must re-register and successfully complete those modules in order to be eligible for the next year of study.

[IR 5] RE-REGISTRATION OF A FAILED MODULE

1. Students who have not attempted a module or modules within a particular academic year are required to re-register for these modules.
2. Students who fail a module after the first attempt or after writing the supplementary/aegrotat examination are required to re-register for the same module.
3. Students who re-register for failed modules will not receive new module guides in hard copy. Electronic module guides will be issued.
4. Only two further registrations for a failed module will be permitted.
5. Students who do not pass the module on the third attempt must submit a written motivation to the Academic Executive Committee (AEC) in order to continue with the programme.
6. Students are expected to follow the structure of the programme and will not be able to fast-track any semester.
7. Students who exceed the minimum programme duration may be subject to possible programme realignment which may result in the following:
 - 6.1 Registration of additional modules
 - 6.2 Being awarded credits only; for programmes that are in teach out of the programme.
8. Students who are eligible for supplementary examinations may only be re-registered after the supplementary examination results have been released.

[IR 6] CONCURRENT REGISTRATION

1. Except by special permission of Senate:
 - 1.1. No student shall be registered for more than one qualification at the same time; nor
 - 1.2. Shall any student, while registered at any other higher education institution, be registered concurrently at MANCOSA. Permission must be requested from and granted by both institutions in writing.
2. Students, may however, be allowed to register for modules for non-degree purposes (NDP), under specific conditions.

[IR 7] REGISTRATION FOR NON-DEGREE PURPOSES (NDP)

1. With special permission of the Senate, the following registration rules for NDP modules apply:
 - 1.1. Students intending to register for a NDP module must meet the admission requirements for the qualification in which the module is offered. In addition, the student must meet the pre- and co-requisite requirements for modules to be taken for NDP.
 - 1.2. A student who is registered for any MANCOSA programme is allowed to register for a maximum of one NDP module per semester.
 - 1.3. A student's request for NDP registration will only be processed once the MANCOSA Registration Special Request form and the registration fee which for NDP is a modular fee.
 - 1.4. The rule applicable to NDP modules are the same as those for re-registration modules inclusive of the payment plan.
 - 1.5. Assessments of incomplete modules will not be carried forward into the new registration/intake period.
 - 1.6. Modules taken for NDP will not reflect on the student's certificate/qualification but will reflect on his/her academic transcript.

[IR 8] CREDIT ACCUMULATION AND TRANSFER (CAT) SCHEME

1. On application, each module/programme from a registered and accredited higher education institution is assessed, as per SAQA requirements for credit accumulation and transfer (CAT) in terms of module content and outcomes. This includes critical cross-field outcomes, topics, alignment, assessment, NQF levels, exit level outcomes and level descriptors to ascertain whether credit can/cannot be applied for completed modules. The Student Recruitment, Admission and Selection Committee shall review the application for CAT and make the final decision on granting credit. All decisions are noted by the Assessment, Verification and Certification Committee. All CAT appeals by a student are reviewed by SENEX. The following rules apply:
 - 1.1. The student must prepare the full information with supporting evidence on programmes/modules they would like considered for CAT and submit this together with the MANCOSA Application Form for Credit Exemption prior to registration. Applications submitted after the registration date will not be considered.
 - 1.2. International students and students who have verifiable qualifications from other countries must have their qualifications evaluated by SAQA and submit the SAQA report and evidence with their completed CAT Form.
 - 1.3. The Student Recruitment, Admission and Selection Committee thereafter reviews the application for CAT and makes the final decision regarding granting of credits.
 - 1.3.1. Credit of up to a maximum of 50% may be granted for the relevant modules/programmes that have already contributed toward the award of another qualification, provided that the other rules in this section have been met.
 - 1.3.2. All credits of an incomplete qualification from another higher education institution may be recognised by MANCOSA in meeting part of the requirements for a qualification.
 - 1.4. Any credit awarded for modules/programmes undertaken elsewhere will be clearly identified on the student's transcripts.
 - 1.5. No credits will be granted in the first year of new programme roll out, the student may only proceed to the next year of study when the first cohort has progressed.
 - 1.6. Credit will be granted for students who have participated in modules/programmes with a partner university, provided it meets MANCOSA's criteria in this regard.

- 1.7. Credit and exemption applications may have a time limit imposed depending on the type and nature of the module, e.g. no credits will be granted for obsolete/outdated modules (i.e. those modules more than 5 years old).
- 1.8. No credits will be granted for final year exit level modules.

[IR 9] RPL FOR MODULE/PART PROGRAMME EXEMPTION

1. Applications for credits or exemption/s from a module or part of a programme on the basis of RPL are permitted.
2. These applications are evaluated by the Student Recruitment, Admission and Selection Committee to determine an applicant's eligibility.
3. Applications in this respect are only accepted at the point of registration with the required RPL exemption form.
4. A student that is granted exemption/s or credits for 50% or more of the programme for the academic year cannot exceed a six (6) month payment plan.

[IR 10] CORE AND FUNDAMENTAL MODULE REQUIREMENTS

1. Core modules often carry prerequisite requirements or are a prerequisite for another core module. Students are to follow the programme structure.
2. Fundamental modules generally do not have prerequisite requirements are not a prerequisite to other modules.
3. Senate may prescribe core and fundamental modules in any programme.
4. Senate may specify that a minimum mark of more than 50% in a core module be attained, a specified mark in a module or any other requirement before registration for a proposed module is permitted.
5. Registration for a module will be conditionally dependent on meeting all prerequisite requirements for that module.

[IR 11] PROGRAMME ADMINISTRATION AND MANAGEMENT

1. Senate has delegated the responsibility of administering each programme from the point of enrolment to the point of graduation to the relevant academic and administrative departments, under the leadership of the Academic Exco, as relevant. All queries associated with each programme or module within a programme (and its management) and implementation should be directed to the Student Services at studentservices@mancosa.co.za.

[IR 12] REGISTRY AND DISPATCH

1. The Registry Department captures all student information on the MANCOSA Student Information System.
2. All study materials are dispatched to students once the Registry Department has confirmed that the student has met all the requirements for registration into the relevant programme.
3. The onus is on the student to ensure that their contact details remain updated on the website.
4. The student card and RCL are posted or included in the study pack.
5. The onus is on the student to ensure that they receive the correct study material and student card.
6. Delays in the receipt of modules must be reported to the dispatch department. Students should refrain from requesting concessions if the above is not addressed.

[IR 13] SUPPORT FOR PERSONS WITH DISABILITIES

1. A student with a disability is required to notify MANCOSA of the disability at registration. Documentation from qualified professionals regarding the nature of the disability may be requested.
2. A student's privacy relating to his/her disability will be respected and kept confidential by MANCOSA staff.
3. A student must obtain official authorisation from the Dean before receiving any special accommodations.
4. MANCOSA will accommodate a student if prior arrangements are made as necessary, and as can reasonably be expected from a private higher education institution, including, but not limited to,
 - 4.1. additional time to process and complete assignments or examinations;
 - 4.2. use of a computer for writing exams;
 - 4.3. preferential seating in the classroom.

[IR 14] ASSESSMENT

1. Method of assessment
 - 1.1. The assessment method of all programmes is conducted by the submission of compulsory formative assessment and the writing of examinations or the submission of a project for each module. Both these assessment methods have separate independent departments with their own rules and regulations. In some instances students are required to complete a project which accounts for 100% of the final mark.
 - 1.2. The contribution to the final mark for each student is 50% for the Assignment and 50% for the Examination or 100% for modules that are assessed with a project.
 - 1.3. To pass a module, a programme sub-minimum mark is required in each method of assessment and a final combined mark of 50% is required.
 - 1.4. Entrance to the examination is dependent on meeting the programme sub-minimum requirements of the assignments for each semester.
 - 1.5. Subminimum requirements
 - 1.5.1. For Higher Certificates, Advanced Certificates, and Year 1 and Year 2 Undergraduate degrees, a sub-minimum of 30% is required in each form of assessment and a final combined mark of 50% is required to pass a module.
 - 1.5.2. For Year 3 Undergraduate degrees and all Postgraduate qualifications, a sub-minimum of 40% is required in each form of assessment and a final combined mark of 50% is required to pass a module.
2. Mitigating circumstances affecting student progress
 - 2.1. Mitigating circumstances or unforeseeable factors are beyond a student's control i.e. serious illness or death of an immediate family member, and can cause serious disruption to a student's studies.
 - 2.2. Students who wish to inform MANCOSA of any mitigating circumstances must do the following:
 - 2.2.1. Submit this information in writing to the AEC within five (5) days after the scheduled examination and/or assignment submission date.
 - 2.2.2. Provide a full and complete account of dates on which the mitigating circumstances apply specifying the assignment(s) and/or examination(s) affected.
 - 2.3. Medical certificates dated one week before or after the scheduled assignment date will not be accepted.
 - 2.4. Information of mitigating circumstances must be submitted on the MANCOSA Appeals/Mitigating Circumstances form. Students may be asked to submit evidence of work already completed. Work commitments are not considered mitigating circumstances.
3. Right of appeal
 - 3.1. The following would suffice as Grounds for Appeal:

- 3.1.1 If circumstances exist which materially affect the student's performance which were not known to the Assessment, Verification and Certification Committee when its decision was taken and which was not reasonably practicable for the student to make known to the Committee beforehand.
- 3.1.2 If there were procedural irregularities in the conduct of the examination and/or assignment assessment so as to create a reasonable possibility that the result might have been different had the procedural irregularity not occurred.
- 3.1.3 If there is evidence of prejudice, bias or inadequate assessment on the part of one or more examiners or moderators.
- 3.2 No appeal challenging academic judgement will be considered.
- 3.3 The time limit within which a student may appeal the decision of the Assessment, Verification and Certification Committee is within 5 (five) working days from the date on which the student has been notified of the result. This time limit applies to the appeal received by the relevant manager on the appropriate Appeals/Mitigating Circumstances Form. Any discussions with academic or administrative staff do not count as notification of an appeal.
 - 3.3.1 It is the responsibility of the registered student to ensure that MANCOSA has his/her correct updated contact details. It is also the responsibility of the student to check his/her mail at the given address, or to contact the post office regarding any recorded delivery notification.
- 3.4 Additional Documents
 - 3.4.1 Any additional documents should be the original, typed or word-processed, or legibly hand-written. Faxes and photocopies are not acceptable.
 - 3.4.2 Detailed reasons for appeal.
 - 3.4.3 The student is advised to ensure that his/her reasons for appeal are as factual and specific as possible and fall within one or more of the categories in Rule IR 14 3(a) above.
- 3.5 Evidence
 - 3.5.1 The student's reason for appeal must be supported by evidence.
 - 3.5.2 Unsupported claims or allegations against an individual or a group of staff will not be accepted as evidence.
 - 3.5.3 MANCOSA may request affidavits from any interested or relevant party.
 - 3.5.4 An affidavit may be requested by MANCOSA.
 - 3.5.5 MANCOSA may also contact medical practitioners to confirm documents that are submitted.
- 4 Advice and contact details
 - 4.1. By contacting the Student Services (SS), academic advice is available from the undergraduate or postgraduate academic manager, or the programme or module coordinator.
 - 4.2. The contact details for assignments and examinations are contained in the Programme Handbook for each module, with the specific email contacts for each region.
- 5 Academic dishonesty (including plagiarism)
 - 5.1. Academic dishonesty (plagiarism) constitutes the use of another person(s) ideas or part of their work whilst pretending that it is one's own. Therefore, in legal terms, this is a criminal offence.
 - 5.2. Self-plagiarism occurs "when authors reuse their own previously written work or data in a 'new' written product without letting the reader know that this material has appeared elsewhere" Roig (2006:16). Self-plagiarism, and the extent to which it is acceptable at MANCOSA is governed by the institution's Plagiarism policy, wherein, a maximum similarity index of 25% (as per a Turnitin report) is permitted on all academic works submitted and declared as being original.
 - 5.3. Students are, therefore, assessed on the basis that work submitted is their own as per the declaration on the assignment cover sheet or dissertation declaration.
 - 5.4. Cheating, plagiarism, fabrication of information and other dishonest academic practices are considered as academic offences. This may include, but is not limited to:

- 5.4.1. purchasing offering, giving or selling essays or other assignments with the knowledge that these works will likely be subsequently submitted for assessment;
- 5.4.2. allowing work to be copied during an examination, test or for other assignments;
- 5.4.3. purchasing, offering, giving or selling answers to tests or exams;
- 5.4.4. sharing of examination questions and/or answers;
- 5.4.5. intentionally misleading students with regard to assessments; or
- 5.4.6. outsourcing of assessments to a third party with or without payment.
- 5.5. The Assessment, Verification and Certification Committee will request, where needed, the Ethics and Academic Dishonesty Committee to investigate any allegations of such offences.
- 5.6. Assignments, research proposals and dissertations are put through plagiarism software (TURNITIN) to ensure that information used in work submitted is not plagiarised.
- 5.7. MANCOSA categorises plagiarism offences into 3 levels:
 - 5.7.1. Level 1: Minor first-time infringement,
 - 5.7.2. Level 2: Repeated minor or first-time major infringement, and
 - 5.7.3. Level 3: Repeated offences and/or major offences that are possibly intentional and suggest collusion or deliberate dishonesty.
- 5.8. The Assessments, Verification and Certification Committee will establish the nature and/or the level of offence.

6 Classification of results

- 6.1 All marked assignments and examinations are classified into the following grades and percentages:

A	75%+
B	70-74%
C	60-69%
D	50-59%
E	40-49%
F	33-39%
G	0 - 33%

- 6.2 Grade Point Average (GPA) calculations are not considered at MANCOSA.

- 6.3 The detailed marking criteria used for each of the grades above are available in the Programme Handbook. In the grading process, one tick does not necessarily equal one mark.

7. Qualifications conferred cum laude

- 7.1 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.
- 7.2 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
- 7.3 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.
- 7.4 A student cannot obtain a qualification cum laude unless he or she has passed all set modules in the first attempt.

9. Award of qualification

- 8.1 Upon the recommendation of the Assessment, Verification and Certification Committee and the approval of the Senate, a qualification will not be awarded or conferred until all:
 - 8.1.1 Modules have been successfully completed and the programme requirements have been met.
 - 8.1.2 All Senate rules and programme requirements have been met.
 - 8.1.3 Financial obligations due to MANCOSA have been settled.
- 8.2 A qualification may not be awarded for early exit from a programme.

[IR 15] ASSIGNMENTS

1. Submission of assignments - general guidelines
 - 1.1 Only one (1) assignment copy per student is required to be submitted to the Assessment Department. Submission of multiple copies of the same assignment delays the smooth processing of assignments.
 - 1.2 The responsibility lies with the student to ensure that an assignment is correctly labelled before its submission.
 - 1.3 All assignments must include a standard MANCOSA Assignment Cover Page.
 - 1.4 A copy of the Assignment Cover Page may be obtained from *MyMancosa.com*.
 - 1.5 All mandatory details must be correctly completed on the MANCOSA Assignment Cover Page, including the student's MANCOSA email address (not their personal email address). The responsibility lies with the student to update his/her personal details with the Registry Department or on *MyMancosa.com*.
 - 1.6 Assignments sent without the MANCOSA Assignment Cover Page will not be accepted. Cover pages must be added as the first page of an assignment and not as the last page.
 - 1.7 The MANCOSA Assignment Cover Page, table of contents, body of assignment and bibliography (references) should not be added to the final word count of an assignment.
 - 1.8 Students need to be vigilant that the final version of the assignment is sent to MANCOSA. If students send a wrong version of an assignment and this assignment is marked, the student may end up with a lower mark than if the final version had been submitted.
 - 1.9 All assignments must be submitted in ONE ATTACHMENT. Assignments submitted in different parts will not be accepted for marking. There may be exceptions to this rule for the Information Technology and Quantitative modules where the different files must be zipped and uploaded as one folder.
 - 1.10 Students can upload their assignment several times during the day on which the submission is first made. Each submission however will override the one made previously during that same day.
 - 1.11 Subsequent to the day on which the assignment was first submitted, NO further submissions of the assignment for the particular module will be accepted by the online system or through any mode of upload. This is irrespective of the due date for the assignment.
 - 1.12 Assignment parts received from students after the day on which the first submission was made will not be marked.
 - 1.13 The student must ensure that the full assignment is submitted on the day on which the first submission is made. This includes all attachments.
 - 1.14 It is the responsibility of the student to retain the acknowledgement of receipt email/slip for future reference.
 - 1.15 Students are encouraged to retain a copy of the submitted assignment for their record keeping and must not delete it after submission.
 - 1.16 Should any of the rules above not be adhered to, MANCOSA may award a mark of zero and/or request a student to re-submit the assignment.
 - 1.17 Students are encouraged to keep copies of their marked assignments for the duration of their studies
2. Mode of submission of assignments
 - 2.1. Students are expected to be computer literate. All assignments must be typed and submitted online in a PDF format. No other format and mode of submission will be accepted.
 - 2.2. No handwritten assignments will be accepted.
3. Assignment uploading/submission procedures
 - 3.1. Students must comply with the following procedures when submitting an assignment:
 - 3.1.1. They must Log onto the student portal www.MyMancosa.com with their student numbers as their username.
 - 3.1.2. After logging into the MyMancosa.com portal, they must move their mouse over "My Information".

- 3.1.3. A drop down menu appears.
 - 3.1.4. They must move down the menu to “Assignment Upload”.
 - 3.1.5. Students will be able to choose their module and attach the assignment to the module.
 - 3.1.6. Students are required to upload their assignment in ONE ATTACHMENT.
 - 3.1.7. Finally, they must Click “SEND”.
 - 3.1.8. Students that encounter difficulty uploading their assignments and receive an error message must immediately screenshot the error message and send it to studentservices@mancosa.co.za.
 - 3.1.9. The student must insist on a confirmation message as proof of submission of the assignment.
 - 3.2. The assignment upload guideline and troubleshoot guide is available via the MyMancosa student portal and the Programme Handbook.
4. Assignment administrative support
 - 4.1. Depending on the choice of a student’s examination venue, students may contact support staff in their respective regions regarding queries about their assignments.
 - 4.2. All these queries should be directed to the contact details reflected in the Programme Handbook of each programme.
 - 4.3. The email addresses given in the contact details are for queries only and not for submission of assignments as these will not be assessed.
 5. Assignment submission dates
 - 5.1. The Programme Handbook which was given to students at registration has the assignment submission dates clearly stated.
 - 5.2. Each module has a carefully and progressively planned specific assignment due/deadline date per semester.
 - 5.3. Students are expected to abide by these deadline dates and encouraged to upload their assignments well before the deadline, so that the IT and Assessment Departments of MANCOSA can handle the inflow of assignments smoothly and efficiently.
 6. Extension of assignment submission dates
 - 6.1. Students may be granted only one extension per semester across all modules for the submission of an assignment.
 - 6.2. All extension requests must be received prior to the due date of the assignment.
 - 6.3. An extension may be granted for an additional 5 working days after the scheduled assignment due date. No further extensions will be granted.
 - 6.4. Extension requests will not be considered on the due date of the assignment.
 - 6.5. An extension request must be submitted online using the following links on the MyMancosa portal:
 - 6.5.1. Log onto MyMancosa.
 - 6.5.2. Click on MyInformation.
 - 6.5.3. Click on Assignment due date extension request.
 - 6.5.4. Complete the Extension Request Form and submit.
 7. Late submission of assignments
 - 7.1. After the assignment due date, a maximum of 5 working days is granted in order to accept late submissions. All assignments received after the stipulated due date (i.e. late submissions) will be capped at 70% for undergraduate programmes and 60% for postgraduate programmes.
 - 7.2. Assignments received after the abovementioned 5 working day late submission period, will not be accepted for marking. In exceptional cases where there is evidence of mitigating circumstances (i.e. death or hospitalisation); late submission may be considered at the discretion of the Assessment Manager provided that supporting documentation is made

available within 5 working days of the assignment due date. Work commitments are not considered as mitigating circumstances.

8. Re-submission of assignments

- 8.1. A student who obtains a mark of less than 50% for an assignment may have another attempt at improving his/her grade for that assignment by providing a re-submitted assignment.
- 8.2. The re-submitted assignment will be capped with a maximum mark of 70% for undergraduate programmes and 60% for postgraduate programmes.
- 8.3. Re-submitted assignments are due 10 days after the date on which the student assignment result is uploaded onto the student portal. An email notification is sent to the student advising that the marked assignment is ready for download.
- 8.4. Assignments submitted after the re-submission due date, as determined by the Assessment Department, will not be accepted.
- 8.5. Students will be required to answer a new assignment question for all assignment re-submissions.
- 8.6. A re-submission fee is levied per assignment.
- 8.7. Application for a re-mark is not permitted on re-submitted assignments.

9. Re-marking of assignments

- 9.1. Assignments may be re-marked independently at the request of the student. This will be done at a charge per assignment. Proof of payment must be submitted together with the application for a re-mark.
- 9.2. In the event of a discrepancy between the original mark and the re-mark, then the higher mark will be granted to the student.
- 9.3. Students applying for a re-mark must do so within 5 working days of receipt of the assignment result.
- 9.4. Any student requesting a re-mark must fill in a standard MANCOSA Re-Mark Request Form.
- 9.5. No re-mark will be granted on re-submitted assignments.
- 9.6. No refunds are granted for re-marks irrespective of results.

10. Group assignment rules

- 10.1. While students are encouraged to form student and support study groups and given the large amount of information available, each student MUST produce his/her own original piece of work when submitting assignments.
- 10.2. Students are not permitted to submit the same assignment as others in their group.
- 10.3. Students found guilty of plagiarism and academic dishonesty will be subject to action as stated in MANCOSA's Academic Honesty and Plagiarism Policy. If there is an assessment or examination irregularity SENEX may require students to resubmit or re-sit for the exam (for example information on a paper or a leak).

11. Report of uploading errors

- 11.1. Students are required to contact the Assessment Department immediately to report any errors occurring with the uploading facility on MyMancosa. All correspondence and error messages must be retained by the student as proof for future reference.
- 11.2. If assignments are uploaded after working hours and technical problems are encountered, the student must ensure that the error message, as a screenshot, is retained and emailed to studentservices@mancosa.co.za.
- 11.3. In exceptional cases, late assignments as a result of technical errors on the MyMancosa portal may be uncapped. This will only be applicable to assignments received one day after the due date and will be at the discretion of the Assessment Manager, provided that the supporting documents (i.e. correspondence and error messages) have been submitted in accordance with the above-mentioned rules.
- 11.4. Students must choose the correct module title for upload and then attach the assignment. Students that upload the incorrect module will receive zero and will be required to resubmit the assignment.

13. Release of assignment results

- 13.1. Assignment results will be available on the MyMancosa student portal. Alternatively students may request their results in writing from the Assessment Department.
- 13.2. Under no circumstances will results be released telephonically and by any persons unauthorised to do so.
14. Return of assignments
 - 14.1. All marked assignments are uploaded onto the MyMancosa student portal. The responsibility lies with the student to download the marked assignment from the MyMancosa student portal.
 - 14.2. Marked assignments ARE NOT posted or emailed back to students.

[IR 16] EXAMINATIONS

1. Examination schedules
 - 1.1. All final and supplementary examination dates, days and times for writing each module are listed in the Programme Handbook for each programme. These dates may be changed due to unforeseen circumstances.
 - 1.2. All examination schedules are confirmed in the examination guidelines which are uploaded to MyMancosa at least one month prior to examination sessions which are normally held in June and November.
 - 1.3. Special timetables are issued to students who are required to carry or re-register for a module(s).
 - 1.4. Personalised timetables are available for download via the MyMancosa portal.
 - 1.5. The examination schedule follows Central African Time. All examinations commence according to Central African Time.
2. Examination venues
 - 2.1. All examination venues listed in the Programme Handbook are provisional.
 - 2.2. MANCOSA is under no obligation to offer examinations outside official examination centres.
 - 2.3. These examination venues are confirmed in writing via the examination guidelines provided to students at least one month before an examination session.
 - 2.4. The confirmed examination venues which are normally held at Examination Centres or other approved and secure examination venues are listed as per their addresses, cities and countries. These venues are also made available to students on the MyMancosa portal.
 - 2.5. A student is allowed to change his/her examination venue up to 6 weeks prior to the examinations and only with written permission from the Examination Department.
3. Eligibility to sit for an examination
 - 3.1. To be eligible to write an examination for a module, a student must fulfil the following requirements:
 - 3.1.1. Complete the compulsory assignment for a module.
 - 3.1.2. Obtain at least the sub-minimum in the assignment of that module. If the student does not obtain the sub-minimum in the assignment, then the student is deemed to have failed the module and should not sit for the examination for that specific module.
 - 3.1.3. In the event that the student does not meet the requirements as stipulated above, he/she will be required to re-register for that module.
 - 3.1.4. In order to sit for an examination, proof of identity is required.

Only a government issued, i.e. an Identity Document or Passport, will be accepted as positive identification at the examination venue.

No other form of identification or affidavits will be accepted.

4. Marking of examination scripts

- 4.1. Examination scripts are assessed by the module coordinators and/or lecturers concerned.
- 4.2. The scripts are then moderated externally by subject-area specialists.
- 4.3. The external moderator's report of examination scripts are tabled at the Assessment, Verification and Certification Committee. The decisions taken by this Committee of student module results, ratified by SENEX, is final and binding.

5. Re-marking of examination scripts

- 5.1 Examination scripts may be re-marked independently at the request of the student. This will be done at a charge per script. Proof of payment must be submitted together with the application for a re-mark.
- 5.2 In the event of a discrepancy between the original mark and the re-mark, then the higher mark will be granted to the student.
- 5.3 Students applying for a re-mark must do so within 5 working days of receipt of the examination result.
- 5.4 Any student requesting a re-mark must fill in a standard MANCOSA Re-Mark Request Form.
- 5.5 No refunds are granted for re-marks irrespective of results.

6. Aegrotat examinations

- 6.1. An aegrotat examination may only be granted to students who claim, and are able to provide evidence of, mitigating circumstances.
- 6.2. Students who do not attempt a final examination due to illness or circumstances beyond their control are required to submit proof to substantiate their claims, e.g. medical certificates, etc., via the MyMancosa student portal.
- 6.3. An application for an aegrotat examination must be filled in on the MyMancosa student portal.
- 6.4. The aegrotat application is only processed on receipt of the prescribed fee per module.
- 6.5. A student who has qualified for an aegrotat examination must write it at the scheduled time. This is the final opportunity for the student to sit for the examination in the semester. No postponement or claims of mitigating circumstances for aegrotat examinations will be permitted.
- 6.6. A request for these mitigating circumstances for an examination will only be considered if the student has submitted the assignment/s for the module/s concerned.
- 6.7. An aegrotat application can only be requested for a final examination sitting and provided that the online application is received by the Examination Department within 5 working days of the missed final examination.

7. Supplementary examinations

- 7.1. Students who fail an examination for a module may qualify for a supplementary examination if the following conditions are met :
 - 7.1.1. Submitted and achieved the sub-minimum mark in the assignment for the particular module.
 - 7.1.2. Attempted the final examination without achieving a pass mark.
 - 7.1.3. An aegrotat application has been approved by MANCOSA.
- 7.2. It is the student's responsibility to check if s/he has been granted any supplementary examinations.

- 7.3. A student granted a supplementary examination must write the examination at the scheduled time. No postponement or claims of mitigating circumstances for supplementary examinations is permitted.
- 7.4. A student who does not pass a module after having written a supplementary examination will be deemed to have failed the module and will have to re-register for the module.
- 7.5. The supplementary examination may be granted if all the required conditions listed above are met.
8. Requirements to write an examination
 - 8.1. Students must inform MANCOSA, in writing, at least one (1) month in advance if there are any changes to their attendance at their examination venue.
 - 8.2. Students must provide positive identification at examinations and those students who fail to do so may not be allowed to write the examination.
 - 8.3. To provide proof of positive identification, the following two (2) types of identification are required :
 - 8.3.1. A valid MANCOSA student card; and
 - 8.3.2. A valid official identity document (ID, valid passport or a valid driver's licence).
 - 8.3.3. No other documentation will be accepted.
 - 8.4. Failure to provide positive identification will require the student to complete a legal affidavit at the beginning of the examination session. Repeat offenders may face possible exclusion from MANCOSA and/or its related activities.
 - 8.5. With reference to IR3 6 (d) above, a student will be excluded from MANCOSA and/or its related activities if s/he has been found to have acted dishonestly in a previous examination sitting.
9. Writing the correct examination paper
 - 9.1. The responsibility lies with the student to ensure that s/he writes the correct examination paper of a module with the exact and not similar module title.
 - 9.2. Students who write the incorrect examination paper will be required to re-register for the module.
 - 9.3. MANCOSA will not be held liable for students who write the incorrect examination paper.
10. Release of examination results
 - 10.1. The final examination results are released on the MyMancosa student portal approximately 3 to 4 weeks after the conclusion of an examination for a semester.
 - 10.2. It is the student's responsibility to determine if s/he is eligible to write a supplementary examination.
 - 10.3. No examination results will be released to a student until s/he pays all outstanding study fees.
 - 10.4. Under no circumstances will results be released telephonically and by any persons unauthorised to do so.
 - 10.5. Transcripts will be emailed to your student Gmail account provided your fees are up to date
11. Specific rules for writing examination papers
 - 11.1. All candidates writing examinations must be seated 30 minutes prior to the commencement of an examination. Candidates who arrive after the first hour of the examination session has elapsed will not be allowed to write the examination. Students who arrive late will not be given extra time to complete the examination.
 - 11.2. No candidate is allowed to leave the examination room within the first hour and in the last 15 minutes of the examination.
 - 11.3. Candidates are only permitted to leave the examination room to use the restrooms in the event of an emergency. This will be allowed at the discretion of an invigilator.

- 11.4. Students allowed to leave the examination room during the examination session will be accompanied by an invigilator. The time and duration spent outside of the examination room will be recorded on the candidate's answer book.
 - 11.5. All candidates are to remain seated until all examination scripts are collected and instruction is given by the Chief Invigilator to leave the examination room.
 - 11.6. No unauthorised materials or electronic devices may be used or referred to during an examination. Unauthorised materials include, but are not limited to books, notes, or aid sheets. Unauthorised electronic devices include, but are not limited to cell phones, laptop computers, programmable calculators, MP3/audio players, electronic dictionaries, smart watches, or any other electronic recording device. Non-programmable calculators shall be permitted.
 - 11.7. Candidates writing Open Book Examinations (e.g., MBA Year 2 – Corporate Strategy) shall only be permitted to refer to their own books, notes and/or aid sheets. No electronic devices shall be permitted for this examination.
 - 11.8. The use of any unauthorised material or electronic devices outside of the examination room during the examination session constitutes examination misconduct.
 - 11.9. All candidates must present their student cards and an official valid identity document (see Rule IR 11 7 (c) above) to the invigilator upon request.
 - 11.10. The onus is on the student to ensure that s/he signs the register.
 - 11.11. Under no circumstances are candidates allowed to communicate with each other during the examination session. If a candidate requires assistance, s/he must raise his/her hand so that an invigilator may attend to him/her.
 - 11.12. All work done in the examination answer book must be handed in. If a candidate does not wish any part of his/her work to be marked, a line must be drawn through it. The use of scrap paper is not permitted. Any rough work/ calculation must be done in the answer book.
 - 11.13. Under no circumstances may a candidate retain the answer book or remove it from the examination venue.
 - 11.14. All cell phones must be switched off. No cell phones or electronic devices are allowed to be on the desks or be accessible to candidates during the examination session. No candidate may answer or make a phone call during an examination session.
 - 11.15. Candidates are not permitted to reproduce information contained in the answer book on any media device i.e. cell phone, camera or recording device.
 - 11.16. Smoking is not permitted in the examination room nor during the examination session.
 - 11.17. MANCOSA will not be held liable for personal property left in the examination room.
 - 11.18. If a candidate is suspected of examination misconduct, for example where the student writes on their person and then wipes it out or swallows a "cheat sheet" (also known as a crib note), the candidate's examination script will be taken away and an irregularity form will be filled out. Candidates deemed to have gained an unfair advantage through examination misconduct by the Assessment, Verification and Certification Committee will be penalised in accordance with the Academic Honesty and Plagiarism Policy.
 - 11.19. All caps/hats must be removed or the peak must be turned to the back prior to the commencement of an examination.
 - 11.20. All examination answer books have a detachable page with these above-mentioned rules on them. This page must be accurately completed, signed and separated from the rest of the answer book along the perforation. This page must also be placed in a conspicuous place on the desk of the candidate for collection by the invigilator.
 - 11.21. Any unused examination answer books must be handed in to the invigilator at the end of the examination.
12. Examination irregularity
 - 12.1. If there is an assessment or examination irregularity SENEX may require students to re-submit or re-sit for the exam, for example, missing examination script(s), a leak of an examination paper or any information related to the content of any examination paper before the examination is held.

[IR 17] STUDENT SUPPORT

1. Student Services

- 1.1. MANCOSA's Student Services is situated at its Head Office in Durban, South Africa. It is the first point of contact for all student administration queries and complaints. MANCOSA has a unique-number tracking system to record student queries, whether administrative or academic. This reference number is issued to students. Student Services aims to achieve a response time of 24 to 48 hours for all queries. All queries and complaints including MANCOSA electronic facilities (such as IT and website information) must be forwarded to Student Services via email or phone on:

Email: studentservices@mancosa.co.za

Tel: (+27) 31 300 7200

2. Academic support

- 2.1. Copyright of research – When a programme at MANCOSA for which a student is registered leads directly to the production of original material to which the student has made a contribution, ownership of all such intellectual property resides with MANCOSA. MANCOSA requires students to sign a formal acknowledgement in this regard. All copyright of research and dissertations completed by students becomes the intellectual property of MANCOSA.
- 2.2. Publication and/or display of project reports/dissertations – MANCOSA reserves the right to publish this department on reports of projects/dissertations arising from coursework carried out by students and will normally wish to do so, for example, by placing copies in MANCOSA libraries or giving exposure to the research in the media.
- 2.3. Workshops – The following rules apply to student attendance at workshops:
- 2.3.1. Students are requested to contact their relevant MANCOSA campus/office to confirm their programme schedules for their specific venues a week before the workshops. Workshop schedules may be subject to change without prior notice due to unforeseen circumstances.
- 2.3.2. Students are reminded to carry all relevant module study material on the 1st day of a workshop.
- 2.3.3. Students are encouraged to read all relevant modules prior to attending workshops in order to participate constructively in discussions.
- 2.3.4. Students are reminded that work on assignments should commence before attending workshops.
- 2.3.5. Students are strongly advised that for their maximum success in assessments to use opportunity to interact with subject-area specialists and fellow students, even though attendance at workshops is not compulsory.
- 2.3.6. No workshops will be held for any of the elective modules in the postgraduate programmes. These modules require self-directed learning. However, all academic queries may be directed to the academic support email address of each programme.
- 2.3.7. The full workshop programme schedules of the dates, places and venues are contained in the Programme Handbook.
- 2.3.8. Students must abide by venue rules, including no eating during workshop classes/sessions.
- 2.3.9. Facilitators are appointed by MANCOSA as per subject area expertise – students do not have the option of selecting their facilitators.
- 2.3.10. Depending on student numbers, MANCOSA reserves the right to hold classes.
- 2.3.11. Students are encouraged to complete the workshop evaluation forms. Students must sign a register during each workshop.

[IR 18] FINANCE AND FEES

1. Payment of fees

- 1.1. All fees and other payments owing to MANCOSA for tuition and/or services provided must be paid by the due dates as stipulated in the current fee schedule. A non-refundable registration fee is included in all fees.
- 1.2. Where a student has a sponsorship/bursary for his/her studies from an employer or any other sponsoring/bursary body in respect of fees, the student must supply proof of sponsorship/bursary at the point of enrolment.
- 1.3. The student, however, is ultimately responsible for all and any payment owing to MANCOSA in the case of default by the sponsor.
- 1.4. MANCOSA offers three tutorial options (pure distance education, supported distance and rich distance) linked to respective payment plans which are revised annually in the MANCOSA Enrolment Contract and Fee Schedule.
- 1.5. Once a specific payment plan is chosen, students may pay fees as follows :
 - 1.5.1. Payment in cash at the MANCOSA offices in Durban or Johannesburg.
 - 1.5.2. Credit Card, Chipped Credit Card and Debit cards payment via the MANCOSA website.
 - 1.5.3. Electronic Transfer payments.
 - 1.5.4. Debit Order payments by completing a Debit Order Authorisation Form and submitting it to the Finance Department in Durban.
- 1.6. Students are cautioned that once a payment plan has been chosen, the terms of such arrangement must be strictly adhered to.
2. Payment details
 - 2.1. The following details must accompany all payments made to MANCOSA:
 - 2.1.1. Full name and surname.
 - 2.1.2. Student number or Enquiry Number
 - 2.2. Proof of payment/transfer must be forwarded to the Finance Department. Incorrect payment details may result in student accounts not being credited.
3. Overdue accounts
 - 3.1. Penalties may be imposed on all overdue accounts.
 - 3.2. Students who fail to pay fees by the due date will automatically move onto payment plan or have their accounts adjusted accordingly, thereby increasing their debt to MANCOSA.
 - 3.3. If students have outstanding financial obligations, MANCOSA reserves the right to apply two steps :
 - 3.3.1. Withhold the results of assignments and examinations; and
 - 3.3.2. Withhold the release of certificates.
 - 3.4. No student may re-enrol for the following year or enrol for a different programme whilst still in debt to MANCOSA.
 - 3.5. Students requesting additional material not included in the programme fee will be charged accordingly for items such as photocopying and postage.
 - 3.6. MANCOSA will make use of debt-collecting services to recover unpaid student debts.
4. Additional fees / charges
 - 4.1. The following additional fees which are revised annually are levied:
 - 4.1.1. Graduation Fees
 - 4.1.2. Assignment Re-Mark Fee
 - 4.1.3. Assignment Re-Submission Fee
 - 4.1.4. Examination Script Re-Mark Fee
 - 4.1.5. Supplementary Examination
 - 4.1.6. Aegrotat Examination
 - 4.1.7. Graduating in absentia
 - 4.1.8. Transcripts / Certificates (copies)
 - 4.1.9. Change of Elective
 - 4.2. A charge will be levied to cover administrative and bank charges in respect of returned cheques and/or unpaid debit orders.
5. Deferral of studies – financial implications

- 5.1. The following financial rules apply to deferrals:
 - 5.1.1. Only if the financial obligations of a student are met, then a student may be granted permission to defer/postpone a programme.
 - 5.1.2. A deferral postpones a student's studies not his/her payment plan.
 - 5.1.3. The deferral fee is revised annually.
- 5.2. The deferral payment must be made at the time of application.
6. Cancellations/de-registrations – fee liability
 - 6.1. A student who intends cancelling his/her registration must notify MANCOSA in writing.
 - 6.2. Students will be liable for the non-refundable registration fee, if the cancellation occurs within 14 days from the date of initial registration.
 - 6.3. Students will also be liable for the payment of full course fees, if the cancellation occurs after the 14 days of the date of initial registration.
 - 6.4. Refunds will not be granted for a deferral, de-registration / cancellation.
 - 6.5. The decision of SENEX, on the recommendation of the Director of Finance, is final and binding.
7. Re-registration of incomplete modules
 - 7.1. A student's request for re-registration of incomplete modules will only be processed once all outstanding financial balances have been settled and on receipt of the registration fee.
 - 7.2. The re-registration fee is a modular fee which includes the registration fee. Supported distance learning programmes at MANCOSA are additional costs.
 - 7.3. The re-registration fees (after the payment of the registration fee) must be settled within a maximum of five consecutive months from the initial date of registration.
 - 7.4. Assessments from incomplete modules will not be carried forward into the new registration/ intake period.
 - 7.5. The decision of SENEX, on the recommendation of the Director of Finance, is final and binding.
 - 7.6. Applications for registration of incomplete modules must be forwarded to the coordinator of Re-Registration and Deferrals at rereg@mancosa.co.za
8. Change of elective
 - 8.1. A student's request for the change of an elective will only be processed on settlement of all outstanding balances and on receipt of the change of elective fee
 - 8.2. The change of an elective application must reach MANCOSA's offices before the first assignment due date for the current semester and provided that no coursework has been attempted.
 - 8.3. If coursework had been submitted for the elective in the previous semester, then the student will be required to re-register for the module in the current semester.
 - 8.4. The decision of SENEX, on the recommendation of the Director of Finance, is final and binding.
9. Account details
 - 9.1. All payments including overdue accounts, additional fees and miscellaneous costs must be paid into **ANY ONE** of the following accounts:

BANK	: ABSA BANK
ACCOUNT HOLDER	: MANCOSA (PTY) LTD
BRANCH	: ABSA CORPORATE & BUSINESS BANKING KZN
ACCOUNT NUMBER	: 40-6845-6934
BRANCH CODE	: 634926
REFERENCE	: Student Number

OR

BANK	: STANDARD BANK
ACCOUNT HOLDER	: MANCOSA (PTY) LTD

BRANCH : OVERPORT CITY, DURBAN
ACCOUNT NUMBER : 05- 261- 572-3
BRANCH CODE : 043826
REFERENCE : Student Number

10. International (foreign) payments

10.1. All payments of student accounts made outside South Africa take at least three days to reflect in MANCOSA bank accounts. The responsibility lies with the student to ensure the timely payment of all accounts by using MANCOSA'S SWIFT CODE.

10.2. The SWIFT CODE for international payments are as follows :

ABSA BANK : ABSAZAJJ

STANDARD BANK : SBZAZAJJ

[IR 19] GRADUATION

1. Overview

1.1. On successful completion of all programme requirements, settlement of all outstanding financial requirements and the return of all library books, a student is eligible to graduate. The student can thus attend a graduation ceremony where the qualification is officially conferred upon him/her.

1.2. All students graduating from MANCOSA are liable for a fee. This amount does not include the cost of academic attire (hiring of gowns, etc.) or photographs.

1.3. A separate charge is levied per guest for a graduation ceremony.

1.4. Students graduating in absentia are liable for a fee. This includes the cost of postage/courier of the certificate to the student.

1.5. The student may not defer his/her graduation.

1.6. No advance confirmation of graduation will be provided to students until SENEX approves the final list of students to graduate.

1.7. The graduation ceremony venue, city and dates are determined by EXCO and will be communicated at least a month prior to the graduation ceremony.

2. Graduation certificate

2.1. Only one certificate will be issued. An official MANCOSA academic transcript and transcript supplement will also be provided.

2.2. The graduation certificate will contain:

2.2.1. The graduate's full name, as recorded in the student record.

2.2.2. The type of award (certificate, diploma, degree).

2.2.3. The classification of the award (if appropriate).

2.3. The graduation certificate will have the MANCOSA seal affixed onto it.

2.4. Once a student receives his/her certificate it is not normally possible to replace the certificate.

2.5. If a graduation certificate is to be replaced, the already-issued certificate must be returned before the replacement certificate is issued.

2.6. A fee will be levied to replace a graduation certificate.

3. Name on certificate

3.1. The graduation certificate will be printed with the graduate's name reflected as follows:

3.1.1. first name(s)/given name(s), followed by;

3.1.2. family name/surname.

3.2. MANCOSA will print the full name as recorded in the student record. The student must contact MANCOSA to make any changes to his/her name. It is the graduate's responsibility to ensure that his/her name is correctly recorded in the student record.

- 3.3. The name in the student record should be the same as that on an officially recognised form of identification document such as:
 - 3.3.1. passport,
 - 3.3.2. national identity document/card, or
- 3.4. Using a different version of a graduate's name may cause difficulties in the future in proving that the certificate does in fact belong to the graduate.
4. Changing the name on the certificate
 - 4.1. Once a graduate receives his/her certificate it is not normally possible to amend the name. The only retrospective changes that can be made are where:
 - 4.1.1. An administrative error has occurred or
 - 4.1.2. Change is required under national legislation requirements on gender recognition.
 - 4.2. Stolen or lost certificates will require an affidavit in order for the certificate to be re-issued. Damaged certificates are to be returned to MANCOSA in order for the re-printed certificate to be issued.
5. Graduation gowns
 - 5.1. At the graduation ceremony, graduates must wear the gown and carry the hood appropriate to the degree they are to receive.
 - 5.2. MANCOSA does not provide gowns and hoods.
6. Gown hire
 - 6.1. Graduates can hire a gown and hood at their own cost from the robe maker appointed by MANCOSA.
 - 6.2. Graduates are expected to hire their robes as soon as possible, and not later than two weeks before the ceremony.
7. Ceremony tickets
 - 7.1. Each graduate will receive tickets for two guests to attend the ceremony at a cost determined by MANCOSA per guest. A graduate may apply for extra tickets when completing the graduation registration form.
 - 7.2. There is no guarantee that extra tickets will be available.
 - 7.3. If you make arrangements on the assumption of obtaining extra tickets, you are doing so at your own risk. MANCOSA does not accept liability for any actual or alleged loss that may result in the event that extra tickets are unavailable.
 - 7.4. Graduates and guests must produce their tickets to enter the graduation and refreshment venues.
8. Photographs
 - 8.1. No photographs or videos may be taken during the graduation ceremony. Only official photographers appointed by MANCOSA are allowed to take photographs during the graduation ceremony.
 - 8.2. Graduates who purchase official photographs and videos of the graduation ceremony do so at their own cost.

[IR 20] THIRD PARTY INFORMATION REQUESTS

1. MANCOSA reserves the right to release student information to third parties provided that the established procedure is followed. Third party requests may relate to the following:
 - 1.1. Result/qualification verification.
 - 1.2. Student fees and bursaries.

[IR 21] LETTERS OF CONDUCT AND STUDY PERMITS

1. As a supported distance education provider, MANCOSA does not:
 - 1.1. Issue letters of student conduct/testimonials/reference letters.
 - 1.2. Countersign any documentation related to study permits, visas or other similar legal documents.

2. As per the registration procedure, MANCOSA will only issue a Student Registration Confirmation letter.

[IR 22] RELEASE OF MARKING MEMOS AND PAST EXAM PAPERS

1. Under no circumstances will MANCOSA release any marking memorandums or marking rubrics to any students or other third parties other than the academic persons responsible for a particular module.
2. Information will only be released upon completion of the MANCOSA form and on confirmation with student.
3. Past year papers will be made available on the MyMancosa student portal.

[IR 23] PRIVATE TUITION

1. No student may request/receive private tuition from any MANCOSA facilitator, full-time or part-time, without written consent from the Dean's office to do so. Similarly no facilitator may provide private tuition to any MANCOSA student without written consent from the Dean's office.

[IR 24] COMPLAINTS

1. A complaint is considered to be an expression of a legitimate concern regarding some aspect of MANCOSA's provision and/or operation which needs a response.
 - 1.1. Principles
 - 1.1.1. Every attempt will be made to deal with student complaints as effectively as possible.
 - 1.1.2. Complaints will be treated in confidence and no victimisation or discrimination of any kind will be tolerated against the complainant.
 - 1.1.3. Anonymous complaints against a person or persons will NOT be considered.
 - 1.2. The procedure is outlined in the Student Code of Conduct.
 - 1.3. MANCOSA reserves the right to communicate directly to a student in the event that a complaint has been lodged.
 - 1.4. MANCOSA reserves the right not to address any complaints lodged by a student or group of students who do not follow the correct complaints procedure as outlined in the Student Code of Conduct.

[IR 25] APPOINTMENTS REGARDING COMPLAINTS

1. Appointments will only be granted to students who have followed the above mentioned procedure with regards to their complaints. Appointments with senior directors must be made three days in advance to the intended visit and must follow the appropriate channels in terms of process owners.

[IR 26] STUDENT CONDUCT

1. A student shall not impair, interfere with, or obstruct the orderly conduct, process, or function of MANCOSA or any of its students, administrative or academic staff, MANCOSA officials, guests or the surrounding community.
2. Specific violations include, but are not limited to:
 - 2.1. Committing or threatening to commit any act of violence against self or another;
 - 2.2. Threatening the health, safety, or welfare of another;
 - 2.3. Exhibiting unprofessional behaviour on field trips or at official MANCOSA functions or activities, where relevant;
 - 2.4. Acting recklessly or in a manner that endangers or could reasonably be expected to endanger the health, safety, or welfare of the student or anyone else;
 - 2.5. Interfering with the freedom of movement of another person;
 - 2.6. Invading the privacy of another person;
 - 2.7. Stalking (purposely and/or repeatedly engaging in behaviour directed at a specific person which reasonably causes that person alarm, distress, fear or a change of normal behaviour);
 - 2.8. Interfering with the right of another to enter, use, or leave any MANCOSA building, facility, property, service, resource, or activity;
 - 2.9. Attempting to bribe or solicit a MANCOSA official or staff member, or student to engage in any similar type behaviour.
 - 2.10. Making rude, abusive or racist comments, hate speech, or interfering with an administrative or academic staff member, or a MANCOSA official, in the performance of his or her duty;
 - 2.11. Interfering with the freedoms of speech, religion, or association of another;
 - 2.12. Trespassing or the unauthorised entering or accessing of any MANCOSA building, facility, property, service, resource, or activity;
 - 2.13. Instigating, participating in or otherwise encouraging and/or inciting others to engage in a fight, riot, other disruption or dishonest behaviour;
 - 2.14. Making, exhibiting, or producing any inappropriate, loud, or disruptive noise or behaviour;
 - 2.15. Exhibiting public nudity or lewd behaviour; or
 - 2.16. Urinating in any area of the MANCOSA buildings, facilities, or property other than toilets.
3. MANCOSA prohibits the illegal possession, use, consumption, manufacture, sale, or distribution of drugs and drug paraphernalia. Any violations may be subject to disciplinary action and may be reported to the law enforcement authority. All MANCOSA buildings are designated as smoke-free zones/areas.
4. Specific violations include, but are not limited to:
 - 4.1. The possession, use, consumption, manufacture, sale, or distribution of any illegal drug or drug paraphernalia, prescription or prescription drug not prescribed to the student;
 - 4.2. The delivery, transfer, or intent to deliver, transfer, or manufacture any drug or drug paraphernalia;
 - 4.3. The misuse, sale, delivery, or transfer of a prescription or prescription drug;
 - 4.4. The possession of a prescription or prescription drug not issued to the student;
 - 4.5. Driving while impaired by any drug, whether it be legal or illegal; or
 - 4.6. A violation of any applicable laws relating to drugs or drug paraphernalia.
5. Endangering the safety of others
 - 5.1. A student shall not endanger the lives or safety of others.
 - 5.2. Specific violations include, but are not limited to:
 - 5.2.1. Creating an unsafe condition or environment which could cause harm to others;
 - 5.2.2. Setting or causing a fire;
 - 5.2.3. Tampering with, misusing or damaging fire or safety equipment, such as alarms, heat sensors, smoke detectors, hoses, and fire extinguishers;
 - 5.2.4. Failing to immediately exit any facility or building when a fire alarm has been sounded, or hindering or impairing the orderly evacuation of any MANCOSA facility or building; or

- 5.2.5. Disobeying a command by any MANCOSA official or faculty member in connection with a fire, alarm, or other safety or security matter.
6. Failure to comply with reasonable requests
 - 6.1. It is a violation to ignore, disobey, disregard, or otherwise violate any reasonable request of a MANCOSA staff member.
 - 6.2. Specific violations include, but are not limited to:
 - 6.2.1. Failing to comply with the directive of any MANCOSA official or staff member, including any sanction imposed by MANCOSA upon a group or individual;
 - 6.2.2. Failing to comply with the terms of any policy, procedure or agreement, including any other agreement between a student and a MANCOSA official or department; or
 - 6.2.3. Failing to comply with any applicable local or national law.
 - 6.3. Students that fail to comply with reasonable requests may be subject to disciplinary action.
7. False information
 - 7.1. A student shall not provide false or misleading information.
 - 7.2. Specific violations include, but are not limited to:
 - 7.2.1. Making a false or misleading oral or written statement to any MANCOSA official or staff member (including, but not limited to, application for admission, residency classification or participation in any special programmes sponsored by MANCOSA) when the student knew or should have known the statement was false;
 - 7.2.2. Deliberately withholding or altering academic information, transcripts or documents;
 - 7.2.3. Making a false or misleading oral or written statement at any point of a student conduct investigation or process;
 - 7.2.4. Making a false or misleading oral or written statement that misrepresents the character, qualifications, or reputation of another;
 - 7.2.5. Falsely reporting a safety hazard (including but not limited to, a fire, explosive or incendiary device) by any means including by activating a fire alarm or emergency on campus when no emergency actually exists;
 - 7.2.6. Falsely reporting a crime or a violation of the rules; or
 - 7.2.7. Possessing or displaying any form of false identification or any identification purporting to be that of the student's; or
 - 7.2.8. Assuming or attempting to assume the identity of another person;
 - 7.2.9. Impersonating someone or having someone impersonate you in person, in writing, electronically or by whatsoever other means. Both the impersonator and the individual impersonated (if aware of the impersonation) are subject to a penalty determined by MANCOSA.
 - 7.2.10. Falsely identifying or misrepresenting one's personal performance outside of a particular programme, in a programme or module in which one is not officially enrolled, or in the admissions process (e.g. submission of portfolios or essays).
 - 7.2.11. Submitting stolen or purchased assignments or research; or
 - 7.2.12. Forgery.
8. Misuse of MANCOSA's materials, services, or property
 - 8.1. A student shall not misuse any MANCOSA material, service or property.
 - 8.2. Specific violations include, but are not limited to:
 - 8.2.1. Destroying, damaging, misusing, or defacing any MANCOSA building, facility, or property, or any private property on-campus or being used for a MANCOSA-sponsored event;
 - 8.2.2. Destroying, damaging, misusing, reproducing, altering or defacing any student identification card, MANCOSA-provided key or access card, or any material issued or owned by MANCOSA;
 - 8.2.3. Impairing or otherwise hindering another's use of a MANCOSA material, service, or property;
 - 8.2.4. Reading, duplicating, removing, photographing, forging, counterfeiting, or altering any MANCOSA document or record without authorisation;

- 8.2.5. Littering on or in any MANCOSA property, facility, or building; or
 - 8.2.6. Engaging in conduct that may result in damage or destruction of any MANCOSA building, facility or property.
9. Emergency suspension
- 9.1. MANCOSA may remove any student where the continued presence of that student at a MANCOSA office or campus poses a threat to safety or the rights, welfare, or property of another.
10. Responsible computing and use of MANCOSA computer resources
- 10.1. All students must comply with national laws relating to copyright, security, and electronic media. Students must act responsibly and according to the relevant laws and contractual obligations.
 - 10.2. All students must ensure their computer is secured against viruses, worms, hacker attacks, and other intrusions. Students are responsible for all uses of their computer and will be held accountable for network traffic originating at their computer or traced back to their computer's IP number (Internet address).
 - 10.3. All students are expected to access and use their MANCOSA student email and read email in a timely manner. Administrative and academic staff will send emails with important information about academic programmes, classes and workshops, assessments and release of results. Academic support and administrative departments will send timely, sometimes critical, announcements. These messages are sent to the email address assigned to each student. If students prefer to use a different email service, they must still check their MANCOSA email account or be sure to forward messages to the preferred account.
 - 10.4. A student shall not damage, destroy, misuse, or otherwise endanger MANCOSA's computing and information resources.
 - 10.5. Specific violations include, but are not limited to:
 - 10.5.1. Using any MANCOSA computer, facility, equipment, software, network, or other resource, including email, for any activity other than that for which access or use was assigned or authorised;
 - 10.5.2. Using any MANCOSA computer, facility, equipment, software, network, or other resource, including email, for commercial use;
 - 10.5.3. Accessing any MANCOSA computer, facility, equipment, software, network, or other resource, including email, without authorisation;
 - 10.5.4. Using any MANCOSA computer, facility, equipment, software, network, or other resource, including email, to commit or attempt to commit any other violation of the these Rules;
 - 10.5.5. Disrupting, hindering, or damaging the service, use, or ability of others to access or use any MANCOSA computer, facility, equipment, software, network, or other resource, including email;
 - 10.5.6. Damaging, destroying, misusing, or otherwise harming any MANCOSA computer, facility, equipment, software, network, or other resource, including email;
 - 10.5.7. Wi-Fi download of non-academic programme-related material (e.g. videos, music, etc.); or
 - 10.5.8. Using any MANCOSA computer, facility, equipment, software, network, or other resource, including email, to commit or attempt to commit acts prohibited under applicable national laws.

[IR 27] SEXUAL ASSAULT

- 1. MANCOSA will not tolerate sexual assault by any student, academic, staff member or third-party vendor. Sexual assault occurs when consent is not received; a person is physically forced, intimidated or coerced into a sexual act, or when a person is physically or mentally unable to give consent. Assault may be committed by an acquaintance or a stranger. All reported violations will be adjudicated by MANCOSA and may be reported to the police.

2. Consent:
 - 2.1. Consent is an affirmative decision to willingly engage in mutually acceptable sexual activity given by clear words or actions. It is an informed decision made freely and voluntarily by parties who have reached the age of majority. In order for a sexual encounter to be consensual, each participant must agree to engage in each act of sexual activity in the sexual encounter.
 - 2.2. Relying solely on non-verbal communication can lead to miscommunication about one's intent. It is important not to make assumptions. Confusion or ambiguity may arise at any time during a sexual interaction. Therefore, it is essential that each participant clarifies his or her willingness to continue at each progression of the sexual interaction.
 - 2.3. Consent may not be inferred from silence, passivity or lack of active response alone. Furthermore, a current or previous dating or sexual relationship is not sufficient to constitute consent in every instance, and consent to one form of sexual activity does not imply consent to other forms of sexual activity.
 - 2.4. Conduct will be considered "without consent" if no clear consent, verbal or non-verbal, is given. In some situations, an individual's ability to freely consent is taken away by another person or circumstance. Examples include, but are not limited to, when an individual is incapacitated due to alcohol or other drugs, acting under duress, physically forced, intimidated, coerced, mentally or physically impaired, unconscious, beaten, threatened, isolated or confined.
 - 2.5. The use of alcohol or drugs can limit a person's ability to freely and clearly give consent. Alcohol and other drugs can lower inhibitions and create an atmosphere of confusion over whether or not consent has been freely and clearly given. The perspective of a reasonable person will be the basis for determining whether one should have known how the use of alcohol or drugs impacted another's ability to give consent.
3. Specific violations include, but are not limited to:
 - 3.1. Any uninvited, unwelcome advance, request for sexual favour, or touching or kissing of a sexual nature, where such conduct placed the victim in a position where he or she reasonably felt unable to avoid the uninvited conduct.
4. Sexual and other discriminatory harassment
 - 4.1. MANCOSA is committed to promoting an academic and work environment that is free from all forms of harassment and discrimination. Discrimination or harassment may be due to a person's race, colour, national origin, sex, disability, religion, age, gender identity or expression, sexual orientation or any other characteristic protected by law.
 - 4.2. MANCOSA is committed to ensuring a safe and non-discriminatory environment that protects the constitutional rights of students, academics and staff.
 - 4.3. Acts of discrimination and harassment undermine MANCOSA's mission by threatening the careers, educational experiences, and well-being of those associated with MANCOSA.
 - 4.4. This rule expresses MANCOSA's opposition to discrimination and harassment and assists MANCOSA to comply with national laws in relation to such misconduct.
 - 4.5. MANCOSA is committed to ensure that students, academics, staff, and visitors remain free from harassment and discrimination. As such, students, academics, staff and third-party vendors are permitted to file a complaint.
 - 4.6. Relatedly, students, academics and staff are permitted to file a complaint against a third-party vendor working for MANCOSA. Following an investigation, if the third-party vendor is determined to have engaged in harassment or discrimination in violation of this policy, remedial actions will be taken up to and including restricting the individual from being on any MANCOSA premises and/or providing services to MANCOSA.
 - 4.7. Prohibited Activities
 - 4.7.1. Sexual Harassment

- 4.7.1.1. Sexual harassment includes unwelcomed sexual advances, requests for sexual favours, and other verbal or physical conduct of a physical nature when:
 - 4.7.1.1.1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or student's academic advancement;
 - 4.7.1.1.2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions or student academic decisions affecting such individual; or
 - 4.7.1.1.3. such conduct has the purpose or effect of unlawfully interfering with an individual's work or student's academic performance or unlawfully creating an intimidating, hostile, or offensive working or educational environment.
- 4.7.1.2. The following is a non-exhaustive list of actions that may constitute sexual harassment:
 - 4.7.1.2.1. A demand for sexual favours accompanied by implied threats about the person's employment or student's academic status, or implied promises of preferential treatment;
 - 4.7.1.2.2. Persistent, unwelcome flirtation, requests for dates, advances or propositions of a sexual nature;
 - 4.7.1.2.3. Unwanted touching such as patting, pinching, hugging or repeated brushing against an individual's body;
 - 4.7.1.2.4. Repeated degrading or insulting comments that demean an individual's sexuality or sex;
 - 4.7.1.2.5. Unwarranted displays of sexually suggestive objects or pictures; or
 - 4.7.1.2.6. Sexual assault.
- 4.7.2. Other Discriminatory Harassment
 - 4.7.2.1. Other discriminatory harassment includes any verbal or physical conduct toward another that is based on the other's race, national origin, disability, religion, age, gender identity or expression, or sexual orientation or any other characteristic protected by law, and that:
 - 4.7.2.1.1. unreasonably creates an intimidating, hostile, or offensive learning and/or working environment; or
 - 4.7.2.1.2. unreasonably interferes with an individual's work or a student's academic performance.
 - 4.7.2.2. Discriminatory harassment goes beyond the mere expression of views or thoughts (spoken or written) that an individual may find offensive. The conduct must be sufficiently serious that it unreasonably limits an individual's ability to participate in or benefit from the educational activities of MANCOSA.
- 4.8. Behaviour of a sexual or discriminatory nature that does not necessarily rise to the level of sexual or other discriminatory harassment may nonetheless be unprofessional in the workplace, disruptive in the classroom, or violate other MANCOSA policies and could warrant remedial actions and/or discipline.
- 4.9. The alleged conduct must be evaluated from the perspective of a reasonable person in the alleged victim's position taking into account all of the circumstances involved in a particular matter.
- 4.10. It is a violation of MANCOSA policy to retaliate in any way against students or employees because they have raised allegations of sexual or other discriminatory harassment. Person(s) against whom the complaint is lodged also bear a responsibility to abstain from retaliatory behaviour toward the complainant(s) and/or any individual participating in the investigation.

[IR 28] THEFT

1. Theft is defined as taking or possessing the property of another without right or permission. Students shall respect the property of MANCOSA, its guests, and all members of MANCOSA community.
2. Specific violations include, but are not limited to:
 - 2.1. The unauthorised taking, misappropriation, possession, retention, or disposal of any property owned or maintained by MANCOSA, another student, a person attending a MANCOSA sponsored event, or any other person; or
 - 2.2. The unauthorised taking or use of any MANCOSA-owned or contracted service.
3. Any lost or misplaced item that is found should immediately be turned in to a MANCOSA office. For instance, items found in the library should be taken to the library's circulation desk. Inquiries concerning lost books, articles of clothing, or identification cards should be directed to Reception.

[IR 29] WEAPONS, DANGEROUS INSTRUMENTS, AND EXPLOSIVE CHEMICALS OR DEVICES ON CAMPUS

1. The possession, use or threat of use of any object that may reasonably be believed to cause physical injury to another person is prohibited.
 2. Specific violations include, but are not limited to, the possession, use or threat of use of any of the following items on campus:
 - 2.1. Any firearm (including any weapon or instrument from which a shot, projectile, or other object may be discharged by force, whether operable or inoperable, loaded or unloaded);
 - 2.2. Any toy gun which, based on colour, design or appearance, would be considered by a reasonable person to be an actual firearm;
 - 2.3. Any deadly weapon, defined as any instrument, item, or material readily capable of causing death or serious physical injury;
 - 2.4. Any BB gun, pellet gun, air rifle, paint gun, sword (whether decorative or not), or other martial arts weapon;
 - 2.5. Any knife (other than an ordinary pocketknife carried in a closed position, with a blade of three inches or less or cutlery of a reasonable size, when used in a kitchen or other food preparation area); or
 - 2.6. Any explosive chemical or device including a substance or a combination of substances possessed or prepared for the purpose of producing a visible or audible effect by combustion, explosion, deflagration, or detonation, including fireworks and illegal or potentially dangerous chemicals.
 3. Possession of a license to possess or use any of the above items shall not constitute a defence of any violation of this section.
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