DEAR STUDENT

Kindly take note of the following information:

**SECTION A: RESOLVING ENROLMENT CHALLENGES**

If you experience any problems during the enrolment process, you are kindly advised to address your complaint in the following manner:

1. Approach your SRC member to assist you;
2. Your SRC member will then approach the Campus Student Development Practitioner and the relevant Desk Manager to assist you;
3. If the Desk Manager is unable to assist you, you must then approach the relevant Station Manager;
4. If the Station Manager is unable to assist you, you must then raise your matter with your Campus Enrolment Manager.
5. If your Campus Enrolment Manager is unable to assist you, you must then escalate your matter to your Campus Manager.
6. If the Campus Manager is unable to assist you, you must finally escalate the matter to the College Enrolment Manager and AD: Student Support Services at Central Office (enrolment.majuba@gmail.com). Through a consultative process with internal stakeholders, we will collectively determine how best to assist you.

**SECTION B: OUTSTANDING RESULTS QUERIES**

If your examination results have not been published, your outstanding results will be dealt with as follows:

1. The College will make all reasonable efforts to assist students with outstanding results, and ensure that outstanding results are resolved as soon as possible.
2. Your Campus will be required to complete and submit a form to the Examination & Assessments Department (at Central Office).
3. The AD: Examinations and Assessment will raise all outstanding result queries with the Department of Higher Education and Training, and follow-up until the matter is resolved.
4. All outstanding result queries resolved by DHET, will be sent to your Campus as soon as they are received, by the AD: Examinations and Assessment.

**SECTION C: BURSARY APPLICATIONS**

**C1. SUPPORTING DOCUMENTS:**

1. You are required to attach certified copies of original documents to your Bursary Application.
2. The College does not process Bursary Application Forms that have faxed copies of supporting documents.
3. You will be required to apply for a bursary for tuition during the enrolment process. Your Bursary Application for Tuition will only be submitted to DHET if you attach certified copies of your Identity Document and most recent Academic Results.
4. You will be requested at a later date, during T2/2015, to apply for a bursary for a Transport or Accommodation allowance.

**C2. PRO-RATA BURSARY AWARD:**

1. A pro-rata bursary award means that the bursary only covers a part of your tuition fee, and not the full tuition fee.
2. If your bursary award does not cover the full tuition fee owing, you will have to pay the outstanding amount.
3. If you were awarded a bursary and you failed a subject, you will have to pay the tuition fee for the subject that you are repeating this trimester.
SECTION D: DEBT

1. If you do not qualify to apply for a bursary or do not receive a full bursary award, you will be required to pay for your tuition fees.
2. Tuition fees are payable upon enrolment.

SECTION E: TEXTBOOKS

E1. OBSOLETE R191/NATED TEXTBOOKS

If you were enrolled for any of the following subjects in 2014, you are not required to return the textbook that was issued for that specific subject in 2014:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Accounting</td>
<td>N6</td>
</tr>
<tr>
<td>Labour Relations</td>
<td>N5</td>
</tr>
<tr>
<td>Mercantile Law</td>
<td>N4</td>
</tr>
<tr>
<td>Travel Office Procedure</td>
<td>N4</td>
</tr>
</tbody>
</table>

Note: The curriculum for the above-mentioned subjects has changed, and new textbooks are being issued in 2015.

E2. TEXTBOOKS THAT ARE NOT OBSOLETE

1. You are required to return all textbooks that were issued in the previous academic period.
2. If the curriculum has not changed for a subject, you are required to return the textbook that was issued, to your Campus.
3. Should you have any challenges, please discuss the matter with the Desk Manager or Station Manager at Station 2b.

SECTION F: R191 EXAMS-ONLY REGISTRATIONS

1. You may enrol as an exam-only candidate for a subject, if you have achieved:
   a. At least 30% in the National Examination for that subject; and
   b. Have a valid Term/Course Mark of 35% (at the minimum), for that subject.
      Note 1: A Trimester Term Mark is only valid for 3 trimesters, for example -
      A trimester term mark earned in T1/2015 will be valid for T2/2015 and T3/2015.
2. A fee of R 120,00 must be paid for each subject that you intend to register for, as an exams-only candidate.
3. When you register as an exams-only candidate, you are not permitted to attend full-time classes.
4. If you do not satisfy the criteria in Section F(1), you are advised to enrol as a full-time student for the affected subject/s.

The Management and Staff of Majuba TVET College wish you a successful 2015 academic year.