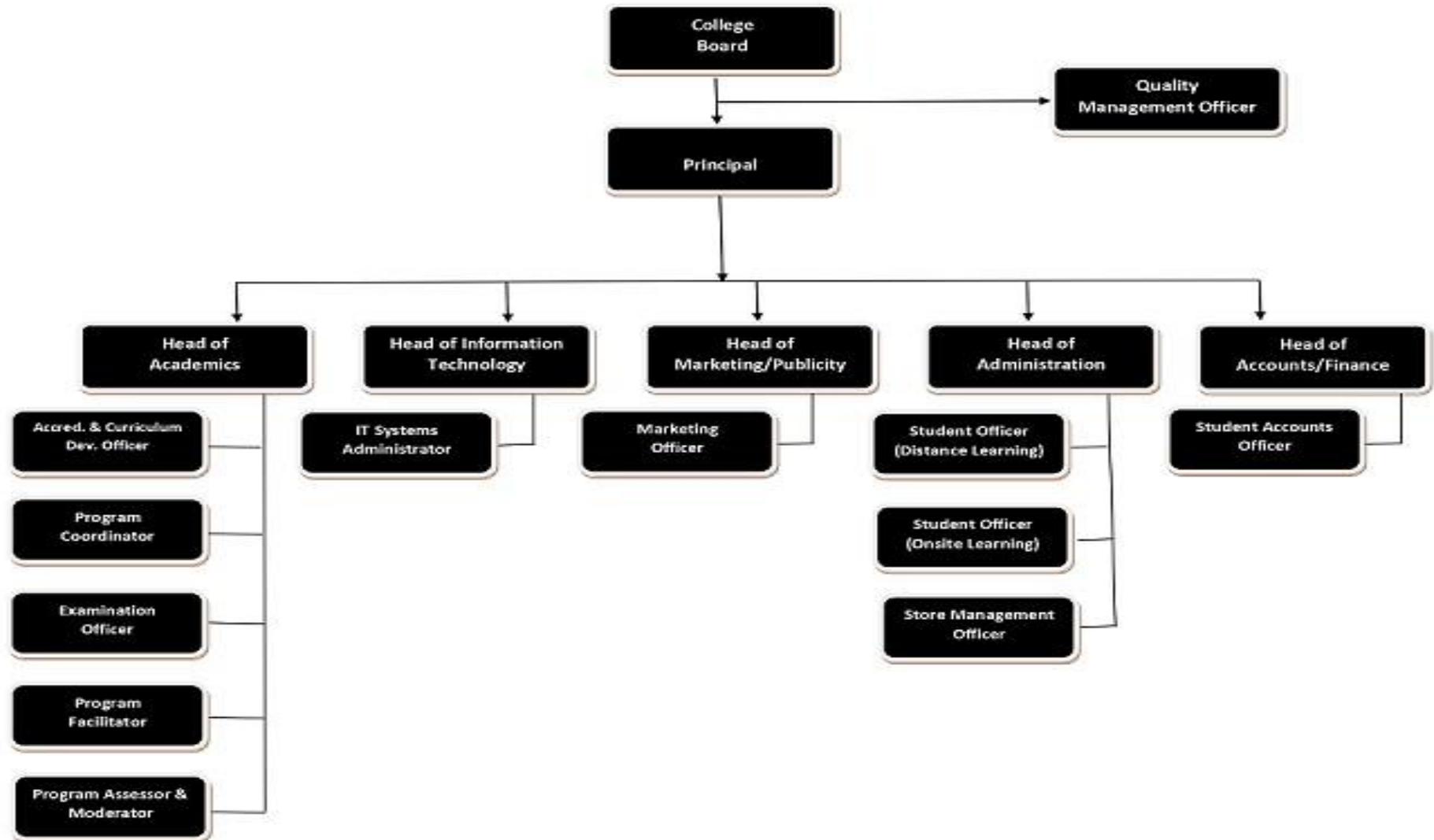


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1. The College's organisational structure



2. The College's legal status

- The College trades as **HillCross College** but it is registered as **HillCross College of Higher Education** with the CIPC with registration number **2014/05848107**.

3. The College's accreditation and registration

- Depending on the qualification, it is important to note that there are many other accreditation bodies in South Africa besides the Department of Higher Education & Training.
- To verify the college's accreditation and registration, students can contact the relevant accreditation body and the department of higher education and training to confirm registration.
- The college has a centre number which permits it to hold and administer national examination, the centre number is 0899992830.
- Below is a list of the College's accreditation and registration
 - **DHET** registration No: 2019/FE07/011
 - **CHE**: In view
 - **QCTO** accreditation No: SDP1220/16/0017
 - **SASSETA** accreditation No: ACC/2016/07/0083/PAA002974
 - **TETA** accreditation No: TETA19-1091
 - **ICB** accreditation No: 300998
 - **MICT SETA** accreditation No: ACC/2016/07/0083
 - **ITHSA** accreditation No: 2313

4. Difference between accreditation and registration

- In South Africa, all institutions are required to be **accredited** to operate but not all are required to be **registered**.
- Registering with the DHET will depend on the qualification(s) the institution offers.
- It is the responsibility of the Department of Higher Education and Training to register institutions in the country.
- Depending on the qualification, accreditation is a status granted to a private provider of education to offer certain qualifications by the relevant accreditation body.

5. Difference between SETA, QCTO and professional courses

- Sector Education and Training Authority (SETA), is a vocational skills training organization in South Africa. As of March 2011, there are 21 SETAs. Each SETA is responsible for managing and creating learnerships, internships, unit-based skills programmes, and apprenticeships within its jurisdiction. Every industry and occupation in South Africa are covered by one of the 21 SETAs.
- The Quality Council for Trades and Occupations (QCTO) was established under the terms of the Skills Development Act to oversee occupational qualifications from design to certification. Focusing on occupational qualifications such as machine operators and technicians, the QCTO aims to set the standard for and develop high quality occupational qualifications to ensure that South Africa has the qualified workforce it needs to succeed.

6. What are NATED qualifications (See appendix A.)

- NATED means National Accredited Technical Education Diploma and it is basically an undergraduate qualification delivered under the auspices of the Quality Council for Trades and Occupations (QCTO) and the Department of Higher Education and Training (DHET). These certifications combine theory and practical work and are registered on the National Qualifications Framework (NQF).
- A NATED diploma – on NQF 6 – is one level below a bachelor's degree. Bachelor's degrees are NQF level 7 qualifications. Once a learner has received their NATED diploma, they can apply to study a degree, with the proviso that it has to be in a related field and all admission requirements are met.

7. Difference between NATED and SETA qualifications

- Body responsible for qualification
 - NATED qualifications are managed by the DHET while
 - SETA qualifications are managed by the SETAs.
 - There are 21 SETAs in the country representing every area of discipline.
- POE management:
 - POE means Portfolio of Evidence.
 - SETA courses require a POE while NATED courses do not require a POE.
- Assessment
 - Assessments are set and conducted by the College for both NATED and SETA programs.
- Assignment
 - Assignments are set and conducted by the College for both NATED and SETA programs.
- Examination
 - NATED exams are set as a National Exam while SETA exams are set and conducted by the College.

8. Application, admission, and registration

- Difference between Application, admission, and registration
 - Application is a formal request to be considered for admission into the College.
 - Admission is the granting of the student the permission to register with the College.
 - Registration is the process of formalising a student's admission at the College.
- Application process
 - This involves the use of any of the College's way of applying which includes
 - Online from our application portal
 - Walk-ins to the College
 - Use of the Mobile App
- Admission process
 - This is subsequent to applying.
 - Can be Provisional or Full.
 - Provisional means the student still needs to fulfil certain requirements before they can start studying at the College
 - While Full means the student is unconditionally admitted to study at the College.
- Registration process
 - Which is immediately and subsequent to the payment of the registration fee.
 - In certain instances, depending on the program of study, registration fee can be paid to both the College and the professional examination body.
 - Submission and or upload of the required application documents and the document includes:
 - Certified ID copy of students
 - Certified ID copy of co-debtor or sponsor where applicable
 - Certified copy of proof of address
 - Certified copy of academic results
 - Application and issuance of study materials, students' cards, and other items.

9. Fields of study at the College

- Includes faculties such as:
 - Engineering
 - Finance, management, and Business
 - Legal Studies

- Information Technology
- Media Studies

10. Student study contract Information

- Contract commencement date
 - The study contract comes into effect as soon as registration is completed.
- Important Terms & Conditions from the study contract
 - Tuition (**Reference must be made to the study contract for a comprehensive information**).
 - Contract duration (**Reference must be made to the study contract for a comprehensive information**).
- Contract termination (**Reference must be made to the study contract for a comprehensive information**).

11. Modes of learning at the College

- Face-to-face
- Part-time weekends
- Online/distance learning
- Hybrid of face-to-face and online/distance learning

12. Using the eLearning portal (LMS)

- Reference must be made to the eLearning Portal (LMS) guide

13. Learning resources at the College

- Textbooks and study guides
- Past question papers from
 - eLearning Portal (LMS)
 - Mobile App

14. Learning progression rules

- Modules on each level of study must be completed to move from that level to another one.
- The progression rule may differ slightly according to program of study

15. Academic calendar

- This is meant to guide students about the current and upcoming academic activities
- It can be downloaded from
 - The mobile App
 - Website
 - The eLearning Portal (LMS)

16. Experiential learning (Practical Training)

- This involves practical training that all students need to undergo during or after their program of study and emphasis must place on programs such as:
 - NATED - Takes a minimum of 18 months for NATED courses and starts immediately after the student completes the theoretical training. The evidence of the practical training will require a logbook.
 - SETA - Practical training is an integral part of the SETA qualification from start to finish of the qualification. The evidence of the practical training will require a logbook.

17. Information about tuition and other fees

- A student is immediately due for all the fees payable for as per the academic year and the study contract.
- The monthly tuition instalment is a privilege afforded students who are unable to pay their tuition as a lump sum at the beginning of the academic year or when they register.

- The due date for monthly instalments is the first of every month.
- Late payment will attract a percentage penalty of the monthly instalment.
- Student who are behind with fees will be denied access to course work on the eLearning Portal (LMS) and also for exams.
- Reference must be made to the study contract for a full explanation about the implications and payments of tuition fees.
- Reference must be made to the study contract for a comprehensive information about studying at the College.

18. Where student support services with a student advisor can be found

- Online from the website
- Use of the Mobile App
- Face-to-face at the College
- Telephonically and via
- WhatsApp

19. Assignments and Assessments

- Importance of assignments and assessments
 - While it is important to write and submit assignments, they are important for the learning process but do not constitute part of the final score. Assessment on the other hand constitutes 40% of the final score.
- Frequency
 - Assignments are written and submitted weekly.
 - Assessments are written twice per semester or trimester for engineering studies.
- Submissions processes
 - Assignments and assessment must be submitted online on or before the due date via the LMS.
- Failure to write or submit assessments
 - Students who fail to write and submit the two compulsory assessments will not be eligible to write exams.

20. Examination

- Exam entry process
 - Exam entry form needs to be completed for NATED courses without which a student will be unable to write the national exams.
 - SETA courses and qualification are automatically entered for exams.
- Pass mark
 - Pass mark for NATED exams is 50% and
 - 50% for SETA courses
- Examination Mode
 - NATED: Irrespective of the mode of study whether it is Online/Distance Learning or Face-to-face, exams will be written at the College.
 - SETA: Examination for Online/Distance Learning will be online while face-to-face will write their exams at the College.
- Examination rules
 - ***(Reference must be made to the relevant examination body policy on examination for a comprehensive information)***

21. Results

- Readiness and Issuance of result
 - Results for NATED courses are first released and issued in electronic format while the statement of result becomes available 2 - 3 weeks afterwards.
 - Results for SETA courses become available in the form of a statement of result 4 weeks after the end of the exams.

- Outstanding/pending result
 - This mostly affects NATED courses where there are delays from the result release process due to internal processes of the DHET.
- Remarking and conditions for remarking
 - A request can be made for remarking on an exam script where the total mark obtained is 1 - 5 marks short of the minimum pass mark.
 - A remark fee will be charged, NATED courses the fee is paid directly into the Department's account, while SETA the fee is paid into the college's account.

22. Certification

- Certificates for NATED courses are issued by the DHET, three months after completion of the level.
- Certificates for SETA courses are issued by the relevant SETA, three months after completion of POE, and have been deemed competent by the assessor and moderator
- Certificate for Professional qualifications are issued by the relevant professional body.

23. Graduation ceremony

- This is an annual ceremony for every student who have completed and are certified as fully competent in their program of study.

24. Job opportunities at the College for its graduate

- Based on availability, the College assist its graduate with access to job information and opportunities.

25. Relevant policies and procedures

- The following policies and procedures documents must be read together with this orientation information:
 - Study Contract
 - Student grievance and appeal procedure
 - Student code of conduct policy
 - Assessment policy
 - Attendance policy
 - LMS Terms & Conditions

26. College communication channels

- For effective communications with the College, the following channels are recommended:
 - Email
 - info@hillcrosscollege.com for general enquiries
 - admissions@hillcrosscollege.com for application, admissions and registration related issues
 - accounts@hillcrosscollege.com for issues related to tuition fees
 - academics@hillcrosscollege.com for academic issues.
 - Website
 - www.hillcrosscollege.com
 - Mobile App
 - It's called "HillCross College" and it's downloadable from "PLAYSTORE"
 - WhatsApp
 - 060 523 3391
 - Telephone
 - 011 338 9093
 - 011 071 7171
 - Face-to-face

27. Abbreviations

- **CHE** - Council for Higher Education
- **DHET** - Department of Higher Education and Training
- **HCHE** - HillCross College of Higher Education
- **ICB** - Institute of Certified Bookkeepers
- **ITHSA** - Institute of Tourism and Hospitality South Africa
- **MICT SETA** - Media, Information and Communication Technologies Sector Education and Training Authority
- **NATED** - National Accredited Technical Education
- **LMS** - Learning Management System or simply eLearning Portal
- **POE** - Portfolio of Evidence
- **QCTO** - Quality Council for Trades and Occupations
- **SASSETA** - Safety and Security Sector Education and Training Authority
- **SETA** - Sector Education and Training Authority
- **TETA** - Transport Education Training Authority

HillCross College