



**HillCross**  
**College**  
Of Higher **Education**

# **STUDENT ORIENTATION**

**COLLEGE INTRODUCTION**

# GREETING & WELCOMING

It is with great pleasure to welcome you to HillCross College of Higher Education, we are delighted that out of all the FET educational institutions you have selected our college to pursue your goals and dreams.

As our slogan says you have chosen an institution where we will help you to read, know, learn and go places.

# REGISTRATION & ACCREDITATIONS

- Depending on the qualification you have chosen, it is important to note that there are many quality councils that are responsible for numerous qualifications.
- The college is accredited by several quality councils that are responsible for different qualifications
- We are accredited with the following: QCTO, SASSETA, MICTSETA, TETA, ICB, and CTH.
- As a dynamic college we are also in the process of obtaining accreditation from the Council of Higher Education.

# COLLEGE FACULTIES

The fields of study in the college include the following:

- Engineering
- Finance, Management, and Business
- Legal studies
- Media studies
- Information technology

With such a wide variety of faculties to choose from everyone is guaranteed to have a space in our college.

# MODES OF LEARNING

- Face to face – students are able to interact with facilitators on a daily basis.
- Part-time – students will be able to study over the weekends (Saturdays) and on other days where the student is available to attend classes.
- Online/distance learning – students will learn in the comfort of their own home, with access to the college's e-Learning portal



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# **STUDENT ORIENTATION**

ADMINISTRATION DEPARTMENT

# STUDY CONTRACT

the service contract for the provision of services which has as its sole or main object the elaboration of studies

# WHY IS IT IMPORTANT TO SIGN THE STUDY CONTRACT?

- For them to understand the terms and conditions of the college.
- For the student to know what is expected of them within the college premises



# HOW TO COMPLETE THE STUDY CONTRACT

- The study contract should be completed by the student and the sponsor after reading through it.
- Initials of both the student and the sponsor on each page of the contract.
- Both parties show to have agreed to the terms and conditions of the college the moment they sign the contract.

# HOW TO COMPLETE THE STUDY CONTRACT

- Student and sponsor should confirm that they read and understood the contract by completing page 7 of the contract.
- Details of the student and sponsor in page 7 should be written in full as per documents attached.

# STUDENT CONDUCT

- The College has the right to amend its code, rules and regulations when necessary without giving notice the student.
- It is important to go through the behavioural code of conduct as it goes along with the contract.

# STUDENT CONDUCT

- Consistency in class attendance based on the timetable received from the college.
- 75% class attendance is required for the student to be able to qualify for their examinations.
- If student is unable to attend class, the Administration office should be notified explaining the circumstances.

# STUDENT CONDUCT

- If student is absent due to medical reasons, they should provide a medical report as evidence.
- Punctuality is required for all classes attended.
- Students are expected to submit all given work in time. Failure to do so, the student will be deemed absent.

# STUDENT CONDUCT

- Respect to all those who use the college facilities.
- Students should report any assault, bullying or harassment within the college premises
- The use of cell phones is prohibited in classrooms.
- No student must be under the influence of any substance on the college premises.

# MISCONDUCT

- A disciplinary action will be taken against any student found of any misconduct mentioned in the study contract.
- The college has the right to suspend or expel such offenders or students.

# CHANGE OF PROGRAM OR STUDY MODE

- The college will not make any changes to our offered program of study during the academic year.
- Students are permitted to change a course prior commencement of classes at no fee.
- In cases where classes have commenced and a student wants to change a course, they are allowed at an extra change of program fee.



# CHANGE OF PROGRAM OR STUDY MODE

- Students are also allowed to change their study mode at a fee of R500 in cases where they are relocating or they got a part time job that doesn't allow them to give their 75% attendance.

# FINANCES (Tuition fees, learning material)

- Registration fee is payable every year and is non refundable.
- All payments should be done at the accounts office and receipt should be kept as evidence.
- The purchase of study material from the college is compulsory.
- Students should ask all questions regarding finances at the accounts office.

# ARRANGEMENTS FOR EXAM PURPOSES

- Any student doing arrangements with the college must have paid up their study material, ID card and exam fee.
- It is advisable that arrangements are done as early as possible to avoid being denied access to the examinations.

# ARRANGEMENTS FOR EXAM PURPOSES

- Sponsors are liable to make arrangements with the Head Admin.
- Sponsors should send an email to [thobekile.k@hillcrosscollege.com](mailto:thobekile.k@hillcrosscollege.com) for arrangements.
- If parents are unable to use emails, they should contact the college and request the Head Admin to set up an appointment for arrangements at the college.

# ARRANGEMENTS FOR EXAM PURPOSES

- All arrangements made should be adhered to for sponsors to avoid any financial penalties.
- Until the arrangements are paid up, the student will not have access to their academic results.
- Students shouldn't sit at home because they are unable to pay fees. They should make arrangements.

# CANCELLATION, TERMINATION & WITHDRAWAL

- The study contract signed by the student and sponsor in the beginning of the year binds the student, sponsor and the college for the specific academic year.
- The student/sponsor is indebted to pay the fees of the specific academic year if they decide to drop out of the college before the end of the academic year.

# **CANCELLATION, TERMINATION & WITHDRAWAL**

- Before cancellation, the student is advised to communicate with the admin for advises prior taking a decision.
- No refunds will be done for fees paid as well as the registration fee.

# STUDENT'S RIGHTS

- To be serviced in accordance with the stipulation of this agreement
- To express their grievances and opinions
- To attend all student training sessions
- Devote themselves to their academics
- To behave in a manner that will not bring discredit to the honour and integrity of the college.



# ATTENDANCE AND REPORTING

- 75% class attendance is required for all students to qualify for their exams at the end of the semester.
- In cases where a student is absent for any reason, evidence should be provided.(i.e. Medical reports)
- If student is unable to attend class, the Administration office should be notified explaining the circumstances.

# REGISTER

- It is important for every student to sign the register before the end of every lesson attended.
- Students should demand the attendance register from lecturers if not provided.
- A lecturer is allowed to elect a module representative for their module.

# REGISTER

- The elected module rep should not be biased and should comment based on how each lesson has been conducted.
- It is important for the module rep to submit the registers every Friday at the admin office or reception.

# RECORD KEEPING

- All students should update their contacts or sponsor's contacts if there happen to be any changes for communication purposes.
- It is advisable that students visit the admin office to check if their details are up to date.
- For location changes, student should submit a proof of residence for the current location.

# FILLING

- It is important to file all activities given by lecturers for record purposes.
- Files will be required at the admin office upon collection of exam timetables.
- No student will receive their exam timetable if the files submitted are incomplete.



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# **STUDENT ORIENTATION**

## **ACADEMICS DEPARTMENT**

# ASSIGNMENTS & ASSESSMENTS

- Students need to complete their assessments and assignments on time.
- All students should have 3 formal assessments which include Assessment 1, Assessment 2, and Assignments.
- Submission for assignments and assessment is done strictly via the portal.

# EXAMINATION PROCESS

- The admin/academics office completes the examination entry forms for all online students doing NATED courses.
- The pass mark for all NATED courses is 40% excluding Tourism.
- Tourism has its pass mark that fluctuates per level of study.
- The Pass mark for all SETA courses is 50%.



# RESULTING

- The DHET releases results in 3 stages.

Stage 1: Results are released electronically and the college took it upon themselves to create temporary statements for students.

Stage 2: Original Statements from the DHET are then released after the 1<sup>st</sup> phase of the results issuance.

# RESULTING

Stage 3: Mop up results are issued 2 months later to show outstanding results.

- There are instances where results can be outstanding and the college is requested to send the term marks, those outstanding results might be sent electronically or sent with the Mop up results.

# CERTIFICATION

- NATED certificates are issued by QCTO once a student completes a certain level, failure to complete the level means no certificate will be issued.
- SETA certificates are issued by the relevant SETA quality council, provided that the student has completed the POE, has been deemed competent by the assessor and moderator, and has passed the verification process.
- Certificates for professional qualifications like CTH, CompTi,a and ICB are issued by the relevant professional body

# COMMUNICATION WITH THE COLLEGE

## College contact details:

0110717171

0113389093

0605233391 (WhatsApp number)

# COMMUNICATION WITH THE COLLEGE

## ADMINISTRATION

- [admin@hillcrosscollege.com](mailto:admin@hillcrosscollege.com) (general administration issues)
- [thobekile.k@hillcrosscollege.com](mailto:thobekile.k@hillcrosscollege.com) (sensitive administration issues)
- 0810688964 (Admin WhatsApp number)

## ACADEMICS

- [academics@hillcrosscollege.com](mailto:academics@hillcrosscollege.com) (everything academics)
- [examinations@hillcrosscollege.com](mailto:examinations@hillcrosscollege.com) (specifically for exams and assessments)
- 0640532866 (Academics WhatsApp)

# COMMUNICATION WITH THE COLLEGE

## ACCOUNTS & ACCOMODATION

- [accounts@hillcrosscollege.com](mailto:accounts@hillcrosscollege.com) (for payments, quotations, enquiries about fees, study material, accommodation enquiries)
- 0633284005 (WhatsApp number specifically for accommodation)