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¹ S24: 2010-07-27 Item 9.6 (whole)

² This version Includes IIE editorials/changes – alignment with 2012 IIE graduation and certification process.

³ S40: 2015-11-05 Item 7.2.6 (name change of HESA and editorial changes)

⁴ Policy was edited, re-numbered and a Glossary and Roles section added.

⁵S48:2018-07-05 item 7.2.4 (whole policy review)

⁶ Approved via round robin on 16 March 2023 – effective immediately and served at S62, Item 8.2.3 for noting.

⁷ S63: 2023/09/07 Item 8.2.5 Updates made to the academic transcript to incorporate elements of the CHE Norms of Certification, inserting a statement with regards to how the qualification average is determined and updates made to accurately reflect the roll out process in the Graduation Module on the Student Information System.

⁸ S66: 2024/09/11 Item 8.2.6 Review to section 9: Qualification Distinctions

⁹ Post S70:2025-12-05- Alignment with New Tertiary Academic Operating Structure (TOAM)

	<p>IIE010: Qualification Completion, Credit Accumulation and Transfer, Articulation and Recognition of Prior Learning Policy</p> <p>IIE011: Student Records Policy</p> <p>IIE020: Official Documentation, Marketing and Advertising Policy</p> <p>IIE022: Teaching and Learning Strategy</p> <p>IIE029: Distance Education Policy</p> <p>IIE030: The IIE Internationalisation Policy</p> <p>IIE031: Governance Policy</p> <p>IIE032: Policy on Processing of Personal Information, Intellectual Property and Cyber Security</p> <p>IIE033: Policy on the Integration of Artificial Intelligence (AI) in Teaching and Learning Practice</p>
RELATED PROCEDURES, PROTOCOLS AND HANDBOOKS¹⁰	<ul style="list-style-type: none"> - SIMS Academic Graduation and Completion Process Management - Issuing and recording of graduation and SLP certificates (collected and uncollected) and requests for uncollected certificates procedure - Higher Education Quality Committee Information System (HEQCIS) Handbook v2 - The IIE Graduation Protocol

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¹⁰ Procedures, Protocols and Handbooks are for internal use only.

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GLOSSARY AND ROLES

ADvTECH IT (AIT)	The division at ADvTECH responsible for information and communication technology including the Schools and Tertiary Academic System and other technology to support teaching and learning and academic administration.
Assist Platform	Platform for all student queries and complaints across Tertiary. Logged on public-facing websites and managed via a Case Management System.
Council on Higher Education (CHE)	The Quality Council for Higher Education responsible for quality assurance and promotion through the Higher Education Quality Committee (HEQC).
Chartered Institute of Management Accountants (CIMA)	The Professional Body for Management Accountants.
Certificate and Graduation Tracking System¹¹	The Tracking System on Edulink (SharePoint) used by the OoR and sites to track applications, logged on IIE Assist or on the tracking system, for lost or damaged certificates, certificates that need to be reprinted due to internal errors, or to graduate students who were registered on a previous academic management system.
Credits	A credit is a measure of a unit of learning, or, the volume of learning required for a qualification, or part-qualification. Each module has a designated credit value where each credit represents the amount of learning that can be achieved in 10 notional hours of study and includes all learning activities. The granting of credit, therefore, refers to the recognition of learning for qualification purposes against the credits and outcomes associated with a particular module.
Department of Basic Education (DBE)	The national department established in terms of section 7 (2), read with schedule (1), of the Public Service Act, 1994 (Proclamation No. 103 of 1994), which is responsible for basic education. ¹²
Department of Home Affairs (DHA)	The national department with a sole mandate to secure and manage identity and status of all South African citizens and manage international migration, i.e., foreign nationals who want to visit, stay, or study in South Africa.
Department of Higher Education and Training (DHET)	The national department responsible for overseeing universities and post-secondary schools in South Africa.

¹¹ S63: 2023/09/07

¹² S48:2018-07-05 item 7.2.4

Educational Brand¹³	Emeris and Rosebank College are educational brands of The IIE.
Endorsement	The approval of learning programmes through a formal process and the use of the endorsement partners' logo on certificates and marketing material.
Higher Education Quality Committee Information System (HEQCIS)	The CHE information system that stores information about the qualifications that private higher education institutions may offer, and the learner enrolments and achievements against them. The HEQCIS in turn serves as a tool to populate the National Learners' Records Database (NLRD) held and maintained by the South African Qualifications Authority (SAQA). The CHE is required to submit this information to the NLRD for all higher education institutions. ¹⁴
Higher Education Qualifications Sub-Framework (HEQSF)	The sub-committee of the Council on Higher Education responsible for quality assurance and promotion of all university education.
Marketing Association of South Africa (MA (SA))	A Non-Profit organisation for Chartered Marketers and Marketing Practitioners.
National Senior Certificate (NSC)	The certificate awarded as a final exit qualification to a candidate who has complied with the relevant exit-level outcomes stipulated in the policy for the National Senior Certificate, a qualification at Level 4 on the NQF.
National Learner Record Database (NLRD)	The electronic management information system of the NQF, under the authority of SAQA, which contains records of qualifications, part-qualifications, learner achievements, recognised professional bodies, professional designations, and all related information such as registrations and accreditations.
National Qualifications Framework (NQF)	The SA 10-level qualifications framework providing for the registration of national qualifications.
NSC Equivalent Certificates	Senior Certificate, Senior Certificate (Amended), National Certificate (Vocational) or SAQA Evaluation Certificate equivalent to the NQF Level 4. ¹⁵
National Certificate Vocational (NC(V))	The certificate awarded as a final exit qualification to a candidate who has complied with the exit-level outcomes stipulated in the National Education Policy on the National

¹³ S63: 2023/09/07¹⁴ S48:2018-07-05 item 7.2.4¹⁵ S48:2018-07-05 item 7.2.4

	Certificate (Vocational) (Level 4), a qualification at Level 4 on the NQF.
Private Higher Education Institutions (PHEIs)	Private Higher Education Institutions registered with the DHET.
Public Relations Institute of Southern Africa (PRISA)	The professional body for public relations and communication practitioners.
Programme	Used to refer to a year of study in a full qualification or to a short learning programme. Distinct from a qualification.
Qualification	A learning programme registered on the NQF as a qualification, accredited by a Quality Council and consisting of at least 120 credits. In the IIE context it is normally a higher education qualification registered on the HEQSF. This is not a short learning programme or part qualification.
Quality Councils	The three Quality Councils, namely, Umalusi- Quality Council for the General and Further Education and Training (GENFETQA), the Council on Higher Education (CHE) for higher education and training and the Quality Council for Trades and Occupations (QCTO) for the occupational sector as defined in the NQF Act, Act 67 of 2008. ¹⁶
Registrar	Custodian of governance, policy administration, records and statutory compliance of the Institute. In this regard, the Registrar works closely with the Head of Governance and Compliance at ACE, who is responsible for overseeing these functions and ensuring an extra layer of quality assurance
The South African Qualifications Authority (SAQA)	The statutory body, regulated in terms of the National Qualifications Framework Act No. 67 of 2008. SAQA is responsible for registering qualifications and part qualifications as recommended by the relevant Quality Council on the National Qualifications Framework. Recognised international and other qualifications are evaluated for equivalence to South African qualifications by its Directorate: Foreign Qualifications Evaluation and Advisory Services (DFQEAS). SAQA issues a Certificate of Evaluation upon review of such applications.
Senate	The overarching academic and research governance structure of The IIE. It has a policy setting, monitoring and review mandate. ¹⁷

¹⁶ S48:2018-07-05 item 7.2.4¹⁷ Definition amended by item 8.2.1.1 of S63:2023-09-07

Senior Certificate (SC)	The Senior Certificate awarded as a final exit qualification to a candidate who has complied with the exit-level outcomes stipulated in the National Education Policy on the Senior Certificate. ¹⁸
Senior Certificate (Amended) SC(a)	A qualification for adults and out-of-school learners equivalent to the National Senior Certificate (NSC) in terms of Examination Circular No. 17 of 2014 of the Department of Basic Education (Policy). This Policy allows adults, who are 21 years and older, who have no previous credits, to write the Senior Certificate examination, which is based on the Curriculum and Assessment Policy Statement (CAPS) of the National Curriculum Statement (NCS), the curriculum offered in schools in South Africa.
Short Learning Programmes (SLP)	Any course of study less than 120 credits (normally a year) that is not accredited and cannot be registered. It is not a qualification, instead, it is targeted and focuses on learning interventions.
Student Information Management System (SIMS)	The IIE system for academic management used for admissions and all student records.
The IIE	The Independent Institute of Education (Pty) Ltd.
USAf	Universities South Africa is responsible for the administration of the government-approved endorsement and exemption regulations and resolutions.

¹⁸ S48:2018-07-05 item 7.2.4

TABLE OF GRADUATION AND CERTIFICATION REPORTS¹⁹

Post Registration Condition Report	This report lists the ‘Firm Offer with Conditions” which must be checked to ensure that all conditions have been met before graduation or completion.
Academic Report Card	This is a semesterised results report which is visible to students in the student portal.
Academic Transcript	The official IIE record of a student’s progress and results in a learning programme leading to a specific qualification.
Student Document Tracking Report	This report indicates which applicable documents are outstanding. This needs to be checked to ensure the necessary documents required for graduation or completion have been provided.
Graduation Report	This report is based on the module credit value per full qualification from the Student Information Management System to identify possible graduates. It can be used to identify graduates who have a 100% credit value completion rate. It can also be used to identify projected graduates for the following year.
Graduation Print Report²⁰	This report lists all students who have been graduated from the system and whose Admission ID linked to that qualification is made inactive.
Graduation Letter	This letter has three parts, the Pre-Graduation letter is used if the student hasn’t been graduated off the Student Information System and the Post-Graduation letter confirming that they have fulfilled the graduation requirements. There is also a letter for prior years.
Graduation Print Report²¹	This report is pulled post the completed graduation process and is a report that the OoR can use for printing purposes. This report creates the students’ “Certificate Numbers” for both the full qualifications and the Short Learning Programmes (SLPs). In addition, this report will be the Graduation Collection Report used at the graduation ceremony and afterward for students to sign for collection of their certificates. This report will also indicate whether there is a hold on their account which necessitates a manual check of outstanding fees by the finance department.

¹⁹ S48:2018-07-05 item 7.2.4²⁰ S63: 2023/09/07 Item 8.2.5²¹ S63: 2023/09/07 Item 8.2.5

Graduation Programme Report	<p>This report is comprised of the following:</p> <ul style="list-style-type: none"> • The Conferral of Qualification sheet lists all the students who are graduating and is in order Brand > Campus > Faculty > Qualification by academic award (Higher Certificate, Diploma, Degree, Post Grad Certificate/ Diploma, Honours, Masters) > Surname. • The Top Achiever by Qualification lists all the students who achieved the highest average mark per qualification, per campus, also ordered as above. • The National Top Achiever lists all the students who achieved the highest average mark per qualification, by brand, also ordered as above.
Qualification Guide	This report provides details of the modules per qualification, as well as the credits per module.
Student Holds Report	This report will need to be checked for any academic or financial holds or any outstanding documents that may prevent graduation or completion.
Transcript Supplement Report	This report provides the qualification detail (Qualification NQF level, SAQA code) and module detail (module NQF level, module credits and module purpose) that is issued to each graduating student.

1 INTRODUCTION

- (1) The Independent Institute of Education (Pty) Ltd (The IIE) is committed to excellence, which includes effective mechanisms to quality assure the processing and issuing of certificates, and effective security measures to avoid fraud or illegal issuing of certificates.
- (2) This Policy must be read in conjunction with the SIMS Academic Graduation and Completion Process Management How to Guide, *Issuing and recording of graduation and SLP certificates (collected and uncollected) and requests for uncollected certificates procedure, the Graduation Protocol Document, and other related procedure documents*.

2 ACADEMIC CRITERIA²²

- (1) All criteria related to admission, progression, assessment, credit, and graduation are stored on the ²³Student Information Management System.
- (2) Students are registered against the admission criteria and their progress is monitored and recorded against the assessment/qualification criteria which are contained in the Qualification Guide.
- (3) The Brand National / Head Office is authorised to graduate eligible students on the Student Information Management System (SIMS).

3 VERIFICATION OF GRADUATION DOCUMENTATION²⁴

- (1) During the admission process, students and/or site staff members load the required documents onto the Student Information Management System as per the qualification requirements.
- (2) An admission audit is completed as part of the admission process and these documents are checked and verified as part of that audit.
- (3) The Brand National / Head Office will do a final check of the documents as part of the graduation process.²⁵

²² S48:2018-07-05 item 7.2.4 whole section review

²³ S62 2023-04-13 Item 8.2.3. SAM replaced with Student Information System throughout the document.

²⁴ S62 2023-04-13 Item 8.2.3 – whole section review – now (1) to (3)

²⁵ S63: 2023/09/07 Item 8.2.5

(4) The identity number and student name(s) and surname(s) for South African students are checked and verified by an externally recognised verification institution. International students will still require manual verification.

4 ACADEMIC TRANSCRIPT AND ISSUING OF CONFIRMATION OF GRADUATION LETTERS²⁶

(1) In accordance with the Regulations²⁷ and the Norms of Certification published by the CHE²⁸, The IIE Academic Transcripts indicate the following:²⁹

- a) the name and logo of the issuing institution;
- b) the registration number of the provider (in the case of private providers);
- c) the full name of the graduate who is entitled to receive the qualification;
- d) the full title of the qualification including designator and qualifiers;
- e) the qualification ID number from the NQF;
- f) the NQF exit level and minimum statutory credits of the qualification type;
- g) the NQF level and credit value of each module;
- h) the total credits earned in each academic year;
- i) the total cumulative credits earned upon completion of the qualification;
- j) the academic achievement of the graduate;
- k) the medium/language of instruction and assessment as English;
- l) the conduct of the student if satisfactory;
- m) the person in the institution authorised to issue the documentation;
- n) the identity number, or passport number and nationality, if not South African, of the student;
- o) the student number;
- p) the modules taken by code number and name for each year, in correct chronological order;
- q) the mark or grade for each course, with an explanatory note on the marking or grading system;
- r) the qualification awarded.

(2) The IIE issues to IIE graduates an official IIE Academic Transcript, Transcript Supplement and graduation letter confirming that they have fulfilled the graduation requirements. The post-graduation letter can only be used once the student has been graduated in SIMS before the graduation ceremony. Graduates will be able to access these documents via their Student Portal on SIMS.

²⁶ S48:2018-07-05 item 7.2.4

²⁷ Higher Education Act 1997. Regulation 25 and the Revised Higher Education Qualifications Sub-Framework 2013.

²⁸ Council on Higher Education. 2020. *Norms of Certification for the Higher Education Sector within the context of the Higher Education Qualifications Sub-Framework*. [Online] Available at: Norms of Certification booklet Interactive.pdf [Accessed: 19 July 2023]

²⁹ S48:2018-07-05 item 7.2.4

5 GRADUATION PROCESS AND TIMELINES

- (1) Sites submit the graduation dates for the following year, at the last Senate meeting of the year. When determining these dates, due consideration is given to public holidays and other religious days, as well as the availability of venues where the graduation ceremonies will be held.³⁰
- (2) Once the graduation dates have been approved, the graduation timelines are determined by the Brand National / Head Office, in consultation with the sites, taking into consideration the time allocation for each step as well as specific due dates.

6 IDENTIFYING POSSIBLE GRADUATES³¹

- (1) The sites must ensure that all possible graduates have been identified and promoted on the system.³² These students will then be graduated on the system by the specified dates and will appear on the final Graduation Reports.
- (2) Possible graduates are identified by their completion rates, using the Graduation Report.
- (3) Students who were registered on a previous academic management system, including those missed from previous years, may be uploaded on The IIE Tracking System under the Graduation category. These certificates will have a completion note for the year they completed the qualification.
- (4) Transfer students must be graduated from the site at which they completed their qualification. The relevant Brand National / Head Office should be requested to graduate these students before the transfer takes place.
- (5) Students may attend the graduation ceremonies of other sites but will be on the graduation programme and graduation sign-off of the site where they completed their qualification. It is the student's responsibility to notify their campus at least a month in advance. Sites must handle the transfer of certificates.
- (6) Late Graduation – this is an official, and exceptional process that will take place by latest, August each year for all students who were missed during the graduation process, or who have subsequently handed in documents since the site sign-off of

³⁰ S48:2018-07-05 item 7.2.4

³¹ S13: 2007-11-23 Item 8.1.4 (refers to all changes made) (replaced changes S9: 2006-11-15 Item 6.7); S48:2018-07-05 item 7.2.4 whole section review.

³² S62 2023-04-13 Item 8.2.3

the graduation report. It is NOT for students who have qualified since the site sign-off. Sites need to take all reasonable steps possible to minimise late graduations.

- (7) Internal and external credits must be processed as soon as they can be awarded and not delayed until graduation before awarding them.

7 GRADUATION INVITATIONS

- (1) Once the sites, Brand National / Head Office, and the Registrar have signed off the Graduation Reports, invitations to the graduation ceremony can be sent to the students who have been graduated in SIMS. The following needs to be included on the Graduation Invitation but can be formatted in the style that suits the brand, and must be signed off by the Brand National / Head Office:
 - a) Day, date, and time of graduation; and
 - b) Venue.
- (2) If students arrive at a graduation ceremony but have not been signed off on the Graduation Report, the Campus Head or designated senior person must immediately liaise with the Brand National / Head Office so that their eligibility to graduate can be confirmed.³³

8 GRADUATION PROGRAMME, CEREMONY, AND ACADEMIC APPAREL

- (1) Once all graduates have been confirmed on the Graduation Reports and the Graduation Print Reports, the sites can finalise the Graduation Programmes.
- (2) All graduation ceremonies ³⁴ whether face-to-face or virtual need to follow The IIE protocol as detailed in the Graduation Protocol document - the ceremony requirements, academic dress, office bearers, proceedings, award of qualification and academic regalia. The Brand National / Head Office must sign off the Graduation Programme as it represents an official record of the qualifications conferred. This programme is the official record of proceedings and thus, if a student is not listed it calls into question the accuracy of a claim that a student has graduated.
- (3) The site provides the number of graduates per qualification and per faculty to the designated provider of graduation apparel to ensure adequate apparel is available for ordering by the sites. The Graduation Print Report is pulled after the completion of the graduation process on the Student Information Management System. Sites

³³ S63: 2023/09/07 Item 8.2.5

³⁴ S62 2023-04-13 Item 8.2.3

manage graduation ceremonies – the Registrar will ensure that The IIE Academic Gowns for office bearers are arranged for each graduation ceremony.

9 QUALIFICATION DISTINCTIONS³⁵

- (1) A qualification is awarded with distinction when:
 - a) A student achieves an average of 75% and above considering all modules in all years of study.
 - b) The calculation includes each time a module is repeated.
 - c) The calculation includes marks for modules that were awarded internal credits.
 - d) The calculation does not include:
 - i) external modules that have been credited and annotated “EC” on the academic transcript.³⁶
 - ii) endorsed (E)/ not endorsed (NE) modules.
 - iii) modules exempted due to curriculum change (ECC).
- (2) Module distinctions are indicated on academic transcripts, while qualification distinctions are reflected on graduation certificates.
- (3) For students who achieve an average of 74, overall, for a qualification, the qualification average mark will automatically be condoned to 75%³⁷ and reflected as a distinction for the qualification. The qualification average will not be rounded off as rounding off has already happened at a modular level and will not be repeated when the qualification average is determined.³⁸
- (4) For the class of 2025 onwards, the following will apply:
 - a) A student achieves an average of 75% and above considering all modules in all years of study.
 - b) The calculation includes each time a module is repeated.
 - c) The calculation includes marks for modules that were awarded internal credits.
 - d) The calculation does not include:
 - i) external modules that have been credited and annotated “EC” on the academic transcript.³⁹
 - ii) endorsed (E)/ not endorsed (NE) modules.
 - iii) modules exempted due to curriculum change (ECC).
 - iv) modules exempted (EX) from completion due to advanced standing

³⁵ S66: 2024/09/11 Item 8.2.6

³⁶ S62 2023-04-13 Item 8.2.3

³⁷ S62 2023-04-13 Item 8.2.3

³⁸ S63: 2023/09/07 Item 8.2.5

³⁹ S62 2023-04-13 Item 8.2.3

- e) For students who achieve an average of 74,50%, overall, for a qualification, the qualification average mark will automatically be rounded to 75% and reflected as a distinction for the qualification. The qualification average will not be rounded off below 74,49% as rounding off has already happened at a modular level and will not be repeated when the qualification average is determined.

(5) The IIE only uses the term distinction as explained above, it does not use the terms cum laude, summa cum laude and magna cum laude “which are referred to as the Latin system and are not widely used outside of the USA” ⁴⁰

10 CERTIFICATE PRINTING

- (1) A secure external printer, duly authorised by the Registrar, prints bar-coded certificates from the signed graduation/ certification lists. A record is kept of each certificate printed against the barcode concerned. Damaged or spoiled certificates received from the secure printer are recorded and then destroyed by the Brand National / Head Office – a register is kept of the destroyed/ damaged certificates.⁴¹
- (2) The full qualification certificates are signed, using the electronic signatures of designated signatories (The IIE Director and the Registrar). Some of The IIE full qualifications are endorsed by either the Chartered Institute of Management Accounting (CIMA), the Marketing Association of South Africa MA(SA), or the Public Relations Institute of Southern Africa (PRISA), and this is reflected on the certificate.⁴²
- (3) The Registrar will approve the format of all SLP and ‘Top Achiever’ Certificates. These will be based on the requirements of this Policy and the Official Documentation, Marketing and Advertising Policy (IIE020). The SLP certificates will make explicit the nature of the programme completed (an SLP).
- (4) All SLPs must be referred to as short learning programmes or short courses and the term “diploma” or any other distinctive name relating to qualifications on the Higher Education Qualifications Sub-framework (HEQSF) must not be used.
- (5) The IIE Senate has delegated responsibility to the Campus Heads to sign SLP certificates on behalf of The IIE. Such delegation is effective for a year at a time and will not be renewed unless the relevant national manager can satisfy The IIE Senate (through production of complete and accurate records) that the site concerned has met the conditions of this and associated policies and has lodged

⁴⁰ <https://www.investopedia.com/terms/c/cum-laude.asp>; S48:2018-07-05 item 7.2.4

⁴¹ S48:2018-07-05 item 7.2.4

⁴² S48:2018-07-05 item 7.2.4

with the Registrar a complete list of all certificates awarded on that site for the preceding year⁴³. The SLP certificates are certified in the Student Information Management System.⁴⁴

11 DISTRIBUTION OF CERTIFICATES

- (1) The external secure printer will pack, quality control, and distribute the certificates, together with a list of the certificates printed, to all sites.
- (2) E-certificates, Academic Transcripts and Transcript Supplements will be available on the student portal of the Student Information Management System.⁴⁵
- (3) SLP certification is handled entirely by the sites in SIMS, and the sites upload the certification list to the external secure printer in the same manner as for the full qualifications; after which, the certificates are printed and couriered to the respective national office/ sites.⁴⁶

12 CERTIFICATE REPRINTS⁴⁷

- (1) Requests for reprints of certificates are considered under the following circumstances:
 - a) If a student has lost their certificate; and
 - b) If the original certificate has a misprint or other error.
- (2) If a student has lost their certificate, the student may apply on Assist to be issued with another certificate, provided that the second issue is clearly marked⁴⁸“DUPLICATE”.
- (3) In the case of internal errors caused by The IIE or printer, and errors resulting from students not providing the correct information, the original certificate must be returned to the Brand National / Head Office and destroyed. A new certificate will then be issued as soon as possible. If the error originated from the student, the second certificate will be marked as “REPRINT”. The barcodes of both the erroneous and corrected certificates must be recorded.⁴⁹

⁴³ S25: 2010-11-18 Item 6.3 [paragraphs 4 & 5 – refer to Annex 6.3(d)]

⁴⁴ S48:2018-07-05 item 7.2.4

⁴⁵ S63: 2023/09/07 Item 8.2.5

⁴⁶ S48:2018-07-05 item 7.2.4

⁴⁷ S48:2018-07-05 item 7.2.4

⁴⁸ S62 2023-04-13 Item 8.2.3

⁴⁹ S48:2018-07-05 item 7.2.4

- (4) Reprints of full qualification certificates will be issued where the graduation date was from 2006 to date. However, reprints of full qualification certificates issued for qualifications awarded prior to 2006 will indicate completion of the qualification in accordance with the curriculum of the formerly registered institution which became an educational brand of The IIE.⁵⁰
- (5) The fee for a reprint (if the reason for a reprint is not an internal error) is set by the brands.
- (6) Where fees are still owed by the student, a request for reprint cannot be processed until it has been determined that the original certificate has not been issued to the student. Before an application for a reprint is processed, sites must ensure that the first certificate was collected and, if not, it must be released by the site or requested from the Brand National / Head Office upon proof of settlement of the outstanding fees.⁵¹

13 NON-ISSUING OF BLANK CERTIFICATES

- (1) No blank certificates will be issued under any circumstances. Examples of certificates needed for official purposes will have the word SAMPLE clearly marked across the face of the certificate.

14 HANDING OVER OF CERTIFICATES AND CERTIFICATE STORAGE

- (1) Certificates are handed to qualifying students (hereafter referred to as graduands) at graduation ceremonies. Refer to the 'Issuing and recording of graduation and SLP certificates' (collected and uncollected) and requests for uncollected certificates procedure. It is a minimum requirement for students to sign a collection register on the day of the event when the certificate is handed over.
- (2) A graduand who does not attend graduation will have to personally collect and sign for receipt of their certificate, after presenting an acceptable form of identification such as, but not limited to, an ID, passport, student card, or driver's licence.⁵²
- (3) If the graduand authorises someone else to collect their certificate, this person needs to provide a signed letter of authorisation with certified copies of the graduand's ID/ passport, student card/driver's licence and their own ID/ passport, or driver's licence.⁵³ The person collecting needs to sign and date the Graduation

⁵⁰ S48:2018-07-05 item 7.2.4

⁵¹ S48:2018-07-05 item 7.2.4

⁵² S63: 2023/09/07 Item 8.2.5

⁵³ S63: 2023/09/07 Item 8.2.5

Print Report as noted below.⁵⁴ If a student authorises a courier company to collect their certificate, this needs to be done in writing.

- (4) Sites may send the certificates to a student by courier if a student so requests in writing.
- (5) Sites are required to verify the student's account balance before issuing any certificates.
- (6) After each graduation ceremony, sites must do an audit of the certificates issued, and for those not collected, and must update the status on the document tracking on the student record in SIMS.
- (7) Certificates not issued or collected at graduation, due to non-attendance, financial reasons, or outstanding documents must be stored in a secure area with limited access until they are returned to the Brand National / Head Office.
- (8) Sites must return all full qualification certificates not collected within one calendar year of the graduation ceremony to the Brand National / Head Office, for storage. Sites need to keep accurate records of certificates returned.
- (9) An application for the subsequent release and re-issue of the qualification certificate must be made to the Brand National / Head Office⁵⁵ and completed via Assist.⁵⁶
- (10) The issuing of SLP certificates is handled by the sites. It is the responsibility of the sites to ensure that the SLP students have met the SLP course requirements, are certified off the Student Information Management System, that certificates are printed, and receipt thereof is signed for by the students. All SLP certificates not collected must be safely stored at the site and a record of issued, reprinted and certificates collected by an authorised person must be managed and kept by the site.⁵⁷

15 RIGHT TO GRADUATE

- (1) Students will not receive their graduation qualification certificates, nor the academic transcripts, if they have fees or ⁵⁸documents outstanding. Students whose fees are in arrears or who have documents outstanding when graduation

⁵⁴ S62 2023-04-13 Item 8.2.3

⁵⁵ S63: 2023/09/07 Item 8.2.5

⁵⁶ S48:2018-07-05 item 7.2.4

⁵⁷ S48:2018-07-05 item 7.2.4

⁵⁸ S62 2023-04-13 Item 8.2.3

lists are drawn up, but who have met the academic requirements for graduation, are handled as follows:

- a) No results are released to anyone in arrears.
- b) The fee payer is sent a debtor's letter and receives a call. They are informed that the student is in arrears and may ⁵⁹not receive their graduation certificate and academic transcript, and that fees should be settled.⁶⁰
- c) If no payment has been made or no document submitted by the time graduation lists are being drawn up, the student is included in all graduation arrangements (including printing of certificates and inclusion in the official graduation programme) but is told when invited to the graduation they will not receive their graduation certificate ⁶¹at the ceremony.
- d) The student is permitted to join the ceremony with the other students but is not given their certificate. Instead, they are given an envelope with a letter indicating that their certificate and academic transcript will be released when they have paid the outstanding fees or submitted the outstanding document(s).
- e) The student's record remains tagged as being in arrears or having outstanding document(s) and the certificate and academic transcript are not released until fees are paid or the required document(s) submitted⁶².
- f) The site keeps the certificates for one year, after which they are returned to the Brand National / Head Office and accurate records are to be kept. Once fees are paid or the documents submitted, the certificate can be released by the site/ Brand National / Head Office.

(2) In terms of Section 3 of The Higher Education Act, 1997, published in the Government Gazette, 5 October 2007, no qualification may be awarded for a student's failure at a higher level, or by default.

(3) No exit-level certificates are issued for students pre 2006.

16 ACADEMIC RECORDS: SUBMISSION TO NLRD, VERIFICATION AGENCIES AND THIRD PARTIES

16.1 National Learner Record Database (NLRD) Submission

(1) The South African Qualifications Authority (SAQA) is the custodian of The National Learners' Record Database (NLRD). The NLRD is used to provide learners and employers with proof of qualifications obtained and to provide

⁵⁹ S62 2023-04-13 Item 8.2.3

⁶⁰ S48:2018-07-05 item 7.2.4

⁶¹ S62 2023-04-13 Item 8.2.3

⁶² S62 2023-04-13 Item 8.2.3

policymakers with comprehensive information to enable informed decision-making (Shapiro, 2008).

- (2) All Private Higher Education Institutions (PHEIs) are required to submit their student enrolment and graduation data on the Higher Education Quality Committee Information System of the Council on Higher Education (CHE). The HEQCIS in turn serves as a tool to populate the National Learners' Records Database (NLRD).⁶³
- (3) The CHE is required to submit this information to the NLRD for all higher education institutions, as per the Regulations for the Registration of Private Higher Education Institutions, 2016 (Regulations).⁶⁴
- (4) Clause 25(4) of the Regulations states that:⁶⁵
"An institution must submit to the CHE, such information from its records as the CHE and SAQA required for the National Learners' Records Database (NLRD)"
- (5) Furthermore, section 6 of the Higher Education Act, of 1997 states that:⁶⁶
"Every national and provincial department of state, every publicly funded science, research, and professional council and every higher education institution must provide the CHE with such information as the CHE may reasonably require for the performance of its functions in terms of this Act."
- (6) To ensure compliance in this regard, the Brand National / Head Office updates The IIE HEQCIS records, as required, with site and qualification information, using the up-to-date HEQCIS templates. Once the AIT confirms the data in the file as correct, the Brand National / Head Office will submit it on the HEQCIS Edudex system – this is done twice per year.
- (7) Once The IIE submission is successful, the HEQCIS will issue a letter per site confirming that the institution and its sites have complied with the regulations for the submission of data to the NLRD. These letters are included in the Department of Higher Education and Training Annual Report, which is due on or before 30 April each year.

⁶³ S48:2018-07-05 item 7.2.4

⁶⁴ S48:2018-07-05 item 7.2.4

⁶⁵ S48:2018-07-05 item 7.2.4

⁶⁶ S48:2018-07-05 item 7.2.4

16.2 Graduation Records: Submission to External Verification Agencies

- (1) Employers and institutions often send requests to verify prospective employees' or prospective students' qualifications or certificates from the institution that conferred the qualification or certified the short learning programme before they are employed or admitted to study. In this regard, The IIE provides its graduation and certification data to verification agencies so that any past IIE student's academic credentials can be verified as quickly as possible. A month after the last IIE graduation ceremony, the Brand National / Head Office will ensure that the graduation and certification reports are sent to the verification agencies. The information is only shared with such verification agencies or third parties in so far as it is required for them to fulfil their duties in the student's interest to gain entry into the employment or study and for the employer to ascertain that the qualifications are authentic. Both The IIE and the verification agency or third party to whom information is shared are subject to the POPI Act and should abide with the conditions for the processing of personal information as required.⁶⁷
- (2) Sites are required to forward their SLP certificate records of the previous year, to the Brand National / Head Office by the end of the first month of the new year.
- (3) The Brand National / Head Office receives and attends to the verification of IIE qualifications and SLP certificates daily and may request some of the legacy information to be verified by the site/ brand concerned.

⁶⁷ S63: 2023/09/07 Item 8.2.5