

QUALITY MANAGEMENT SYSTEM

E.3

TITLE: POLICY: STUDENT SUPPORT

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Date: 30 March 2023	Date: 29 May 2023
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Signatures	

Revision Record

			Date
Previous Version Nr.	1	Last Review	3 April 2017
	2	Approved for issue	30 March 2023

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1. PURPOSE OF POLICY

To define and describe the support available to students of Huguenote Kollege.

2. SCOPE OF POLICY

2.1 In this policy the support available to students is categorized in general support, academic support, counselling and health services.

- General support to students includes information regarding
 - the different programmes and the various courses,
 - application and selection,
 - access to funding options,
 - the registration process,
 - accommodation, as well as
 - orientation programmes for new students.
- Academic support to students includes assistance and guidance in the use of the library, computer facilities and the media centre as well as the *My Notes* platform, as well as the availability of resources.
- Counselling services includes referral to professionals in the psycho-social services network.
- Health services include counselling, basic first aid and primary health care as well as referral to professionals, clinics and hospitals in the health services network.

2.2 The support systems described in this policy is available to all registered students of Huguenote Kollege.

3. PRINCIPLES

3.1 This policy acknowledges the fact that a large number of students are first generation students coming from disadvantaged communities. The policy also acknowledges the fact that a large number of students can be depicted as “vulnerable” because of a lack of access to quality basic education, lack of psychosocial developmental opportunities due to poverty and social injustices, an inability to meet the basic admission requirements set by universities and funds to enter the post-school educational system,

3.2 The mission of Huguenote Kollege is to create pathways and opportunities for all people to start a journey of lifelong learning and to equip people for a life of serving their fellowmen and society as a whole. To fulfil this mission a holistic approach is

needed focussing not only on achieving academic success but also contributing positively to the spiritual, psychosocial and physical well-being of each individual student.

- 3.3 This policy is based on the Christian ethos of service and care and the values of respect and acknowledging that all humans are equal before God. Therefore Hugenote Kollege strives to provide equal opportunities for and to assist all people to receive a form of post-school education and training and to provide the necessary support to all students to optimize their potential.

4. RELATED POLICIES

- Policy For Admission Of Students
- Assessment Policy