



# Group Policy Handbook

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## 1 ASSESSMENT POLICY

<b>Policy Number</b>	AP
<b>Policy Version</b>	004
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This policy applies to</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> All directors and employees in the Group</li><li><input type="checkbox"/> All programs offered by the Growth Group and/or its subsidiaries</li></ul>

### 1.1 General Statement

1. We will make use of Workplace Integrated Training Solutions as the Theory Provider for the offering of ICB programs.
2. Growth Institute (PTY) Ltd will be the Theory Provider on all ITHSA programs that we offer.
3. Together we will strive to pursue the preservation, extension and dissemination of knowledge and work-based experience to our students.
4. We advocate a model of training where students are required to attend class one day a week and apply that knowledge in the workplace the other four days. The program is also aimed at providing a hands-on, practical outcomes-based learning opportunity within the context of the NQF and the Skills Development Act.

### 1.2 Learning

1. All classes will be offered on-site at an approved venue. Given the detailed syllabus, the programme requires substantial additional input on behalf of the students outside these scheduled class times.
2. Lecturers and mentors must therefore encourage students to prepare most work on their own, as lecturers can then be available to facilitate learning by clarifying, expounding, and providing guidelines where students are experiencing problems. Lecturers are also required to provide additional classes where necessary.

### 1.3 Attendance:

1. Students are required to attend at least 80% of their classes during the year. It is important that lecturers and mentors emphasize this to students
2. Attendance of classes is compulsory and it is important to highlight the following rules:

- a. No student will be allowed to make doctors' appointments during days when they have to attend classes.
- b. Should a student be unable to attend classes due to illness – he/she must fax a doctor's certificate to the college as well as the workplace on the same day.
- c. Students have to be reminded that punctuality is important. Classes start promptly at 8:00AM. Experience has proven that most students who are not punctual lose out on the early morning lessons and/or the content that forms the foundation of the topics being discussed.
- d. If students cannot attend classes due to a work-related reason; they must provide a signed letter to that effect from the mentor.
- e. The attendance should be communicated between the college and the company.

#### 1.4 Subjects

The Theory Provider will, as a minimum requirement, adhere to the subjects and syllabi prescribed by the relevant Qualifications Provider and Quality Assurance Provider (such as SETA, ICB, CTH (as represented by ITHSA), or any other Qualifications Provider or Quality Assurance Provider who chooses the accredited the Theory Provider.

#### 1.5 Formative Assessment

Each Student must complete the Portfolio of Evidence as required by the Qualifications Provider and/or the Quality Assurance Provider in full. Any incomplete portfolios will not be forwarded to the Qualifications Provider and/or Quality Assurance Provider for further assessment. Each Portfolio must therefore include all the supporting documents as required by the Qualifications Provider and/or the Quality Assurance Provider. Examples of supporting documents include but are not limited to:

- 1) A CV
- 2) Copy of Highest Qualification
- 3) Copy of ID Document
- 4) Formative Activities
- 5) Formative Assessments
- 6) Any other documents required by the Quality Provider and/or Quality Assurance Provider

It is the responsibility of the subject facilitator to mark the two Formative Assessments and record the marks. Although the marking of the formative activity is not required the subject facilitator must be aware of the answers submitted so that problems encountered in the Formative Activities can be addressed before the Tests are written.

## 1.6 Summative Assessments

- 1) One summative assessment (final examination) is written at the end of each semester for every subject. This Assessment will be included in the portfolio before final submission and will be marked by the Qualifications Provider or the Quality Assurance Provider according to the terms of accreditation held by the Theory Provider.
- 2) All summative assessments (exams) are external exams and said assessments are marked by the Qualifications Provider and/or the Quality Assurance Provider according to the terms of accreditation held by the Theory Provider

## 1.7 Promotion

- 1) A pass mark of 60% is required for all subjects under the ICB Programs.
  - a) Where a student obtains an overall mark of less than 60%, but more than 50% the student will be allowed to rewrite the exam without the submission of a portfolio on condition that a preparatory class is attended so that the problems the student might have can be discussed and overcome.
  - b) Only one rewrites per student per semester will be allowed. Students participating in the re-examinations must pay the rewrite fee before attending the compulsory preparatory class. All re-writes will take place in the semester following that exam only.
  - c) Where a student obtains an overall mark of less than 50%, the student will not be allowed to rewrite the exam without the submission of a portfolio, but will have to repeat the subject. A student will not be allowed to do more than one additional subject per semester.
- 2) The minimum pass mark for the CTH programs is 50%. However, students are warned that these exams are marked against UK-based standards. Thus as 50% pass mark under UK standards are much higher than a similar mark under South African standards
- 3) Unless notified otherwise, the required pass mark for all other programs is at least 50%

## 1.8 Invigilation

- 1) Two invigilators per room per exam paper must be appointed. At least one of the two invigilators must be present in the room where the exam is being written at all times.
- 2) In cases where an exam is taken down at the venue of a Workplace Provider, one of these invigilators must be provided by the Theory Provider and the other by the Workplace Provider. The Invigilator provided by the Theory Provider must be someone other than the Facilitator who facilitated the specific module.



- 3) The room where the exam is to be written must be arranged in such a way that there is enough space between tables so that students will not be able to look at each other's work and so that the invigilators can move freely between rows and tables.
- 4) If a room is not big enough to accommodate all the students writing on the day then another room must be arranged in the same way and according to the same prescriptions as in the paragraph above.
- 5) Students will not be allowed to keep their bags or learning material with them for the duration of the exam. Bags and learning material must be placed in the front of the room. Where there is not enough space at the front of the room then the bags or learning material must be placed in another room and that room must be locked for the duration of the exam.
  - a) Lecturers are expected to invigilate the exams of other lecturers and will always be the first people to be called upon for invigilation. The invigilator will be expected to be at the venue at least 30 minutes before the start of the exam in order to make sure that the room is set up correctly before the commencement of the exams. It is the responsibility of the invigilator to:
    - b) Read the exam instructions and the exam rules to the students.
    - c) Hand out the exam papers to the students.
    - d) Keep an eye on the students for the duration of the exam.
    - e) Answer questions relating to the administration of the exam, but not about the content of the exam.
    - f) Collect all the exams.
    - g) Prepare the final portfolios before submission to the ICB.

### 1.9 Exam Transgressions

- 1) No student will be allowed to seek help from or help another student.
- 2) No student will be allowed to copy work from another student or allow another student to copy from their work.
- 3) No student will be allowed to have with them any learning material in whatever format whatsoever.
- 4) Cell phones will be allowed only as a time keeping device and only if it is switched on to silent.
- 5) No borrowing or lending of any equipment will be allowed.
- 6) Disciplinary action will be taken against any and all students who make themselves guilty of any or all of these Exam Transgressions. In case of disciplinary action, the disciplinary code and procedures will apply.

## 2 POLICY AND PROCEDURE: CODE OF WORK ETHICS

<b>Policy Creation Date</b>	1 January 2015
<b>Policy Version Number</b>	004
<b>Last Revision Date</b>	2019/02/01
<b>Next Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All shareholders, directors and employees in the Group

### 1.10 Application

This policy will apply to:

1. Growth Institute (PTY) Ltd and all its directors and/or employees
2. Workplace Integrated Training Solutions (PTY) Ltd and all its directors and/or employees

### 1.11 Scope

1. The strength and progress of an organization depends on the integrity and the degree of accountability with which its employees conduct themselves. The Board of Directors have adopted this written guide to assist the employees of the Company in understanding the principles of conduct relating to compliance with laws and regulations which must be strictly adhered to in their performance. Understanding these guidelines is essential, if the Company is to meet its responsibility of complying fully with the law.
2. Furthermore, the Company and its affiliates enjoy a fine reputation. This was earned by following the highest principles of business ethics. This is a reputation we now enjoy and intend to keep.
3. Much of the following outlines legal requirements. It is not intended to make you an expert in such areas. However, it is designed to alert you to problems you may face and enable you to know when you should obtain guidance before taking action that may have a legal impact on the Company.
4. Please read the following carefully and ensure that all subordinates are aware of all the details.

## 1.1 Business Conduct

1. The following are principles of business conduct to which each employee is expected to adhere to in order to assure that the Company conducts itself in a manner consistent with its obligations:

### 1.12 Loyalty to The Company

- 1) No director and/or employee should be subject, or even seem to be subject to influences, interests, or relationships which conflict with the best interests of the Company.
- 2) This means avoiding any activity which might compromise or seem to compromise the Company or the Director or of the Employee.

### 1.13 Compliance with Applicable Laws

- 1) While we must compete vigorously to maximize profits, we must, at the same time, do so in strict compliance with all laws and regulations applicable to our activities, including, of course, the antitrust laws.
- 2) No director, shareholder or employee should, at any time, take any action on behalf of the Company which he knows, or reasonably should know violates any applicable law or regulation.
- 3) In the event that you have questions concerning possible violations of any laws or regulations, contact the office of the Company Board for further clarification and guidelines.

### 1.14 Observance of Moral and Ethical Standards of Society

In addition to the above requirements of loyalty to the Company and compliance with the law, each employee must adhere to and comply with the moral and ethical standards of our society in the conduct of business.

### 1.15 Conflict of Interest

- 1) A conflict of interest exists when a director or an employee's duty to give his/her undivided commercial loyalty to the Company can be prejudiced by actual or potential personal benefit from other sources.
- 2) Each director and employee are expected to avoid any investment, interest, or association which interferes, might interfere, or might be thought to interfere with independent exercise of his judgment in the Company's best interests.
- 3) Disclosures of personal interests or other circumstances which might constitute conflict of interests are to be reported promptly to the Board of the company. The board will hold the matter in confidence to the fullest extent possible under the circumstances and, in

the event the conflict is found to be present, will arrange for resolution in a manner best suited to the interests of the Company and the individual. It is essential to keep in mind that when an employee confronts a possible conflict of interest, prompt and full disclosure is the correct first step towards solving the problem.

- 4) Doing work for other persons, companies, NGO's or any other institutions in the normal workday of the Company without the consent of all the directors of the Company
- 5) Doing any work whatsoever in the interest of persons or parties that could be views as competitors (major or minor) to the Company

#### 1.16 Common Sources of Conflicts

- 1) When a shareholder, director, employee, a member of his household, or a trust in which he is involved has a significant, direct or indirect interest in, or obligation to an actual or potential competitor, supplier, or customer of the Company;
- 2) When a shareholder, director, employee conducts business on behalf of the Company with a supplier or customer of which a relative by blood or marriage is a principal, officer, or representative;
- 3) When a shareholder, director, employee, member of his household, a trust in which he is involved, or any other person or entity designated by the employee accepts gifts of more than token or nominal value (R200) from an actual or potential competitor, supplier, or customer;
- 4) When a shareholder, director employee misuses information obtained in the course of employment;
- 5) Any actions, suspected to be conflict of interest and that have been found to be such conflict of interest by the Board of the Company

#### 1.17 Definitions

- 1) For these purposes, suppliers include those providing not only goods but also services such as e.g. consultants, transportation companies, financial institutions, equipment lesser, realtors and licensors of technology. Customers include not only those who buy our regular products or services or license our technology, but also those who buy e.g. scrap material or who can exercise major influence on our customers.
- 2) An interest amounting to 1% or less of any class of securities listed on any National Securities Exchange or regularly traded over-the-counter will not be regarded as significant financial interest. Similarly, existence of an interest-bearing loan, at normal rates prevailing at the time of actual borrowing from a recognized financial institution, will not be regarded as significant.

- 3) Any interest or shareholding in the stock of a business associate, friend, family member, competitor, supplier, or customer, which is not publicly traded, MUST be treated as “significant” and subject to review.

#### 1.18 Specific Policy Applications

It is not feasible to describe every situation which would conflict with the Company policy. However, it is useful to consider a few examples in which clear conflicts of interest are present and ground rules can be indicated:

- 1) An employee who owns, directly or beneficially, a significant financial interest in an actual or potential supplier or customer may not, without full disclosure and specific written clearance by the Chairman of the Board, be assigned to a position in which he can influence decisions with respect to business with such supplier or customer.
- 2) Accepting gifts of more than token or nominal value (R200) or excessive entertainment from an actual or potential competitor, supplier, or customer is prohibited. Items such as calendars, paperweights, etc. do not violate the policy against receiving gifts. Permitting a supplier’s representative to pick up a cheque at a meal is not offensive as long as business was discussed at arm’s length and there are absolutely no implications that an unusual event has been staged with the intention of subverting loyalty to the slightest degree.
- 3) No information obtained as a result of employment may be used for personal profit or as a basis for a “tip” to others unless such information has been made generally available to the public. This is true whether or not direct injury to the Company appears to be involved. This requirement, as it relates to stock transactions is described more fully below. The requirement, however, is not limited to transactions relating to a security, and embraces any situation in which undisclosed information may be used as the basis for an inequitable bargaining with an outsider. For example, the purchase of real estate near property which an employee knows is being considered for purchase or development by The Company would constitute a conflict.

#### 1.19 The Use of Inside Information, Trading and Securities

- 1) Until released to the public, material information concerning Company plans, successes, or failures, is considered “inside” information and, therefore, confidential. Such data does not belong to the individual directors, officers, or other employees who may handle it or otherwise come to know of it. It is as much an asset of the Company as a plant or a

hide. For any person to use such information for his own benefit or disclose it to others outside of the Company, violates the Company's interest.

- 2) Several rigidly informed, complex laws and regulations are intended to prevent misuse of corporate information by regulating the manner in which securities may be bought or sold. Particularly important are the "truth-in-disclosure" and "antifraud" rules of the Securities and Exchange Commission which are designed to protect primarily the investing public.

#### 1.20 Inside Information

- 1) Under the "truth-in-disclosure" and "antifraud" rules, anyone who is in possession of material inside information is an "insider". This includes not only knowledgeable directors and officers, but also non-management employees and persons outside the Company (spouses, friends, brokers, etc.), who may have acquired the information directly or indirectly through tips. These rules prohibit insiders from trading in, or recommending securities while such inside information remains undisclosed to the general public. Note that the rules apply only to material inside information.

#### 1.21 Shares: Swop, Sell or Acquisition

- 1) No employee or director, of any Company that this policy applies to, can swop, exchange or sell their interest in above Company or Companies without the explicit consent, IN WRITING, of the other directors
- 2) The actions in 7.1 above must be approved by a board meeting that:
- 3) Have full representation of all directors at the time the meeting
- 4) Have a 100% "YES" vote brought out by all directors

#### 1.22 Breaches in Truth-In-Disclosure or Antifraud

1. A breach of the "truth-in-disclosure" or "antifraud" rules could expose the insider to the following penalties, which are not exclusive of one another:
2. Criminal fines and imprisonment;
3. Judgment in favour of a damaged investor, ordering insiders to pay over the profits he made on the transaction and possibly damages;
4. An S.E.C. injunction – securities exchange control and other injunctions by Regulatory Authorities that oversee the operations of the Company

### 1.23 Guidelines

The following guidelines are established to help you comply with the above policies and to avoid the penalties for breach of local securities laws, as well as the resulting criticism and embarrassment to you and the Company.

1. You must not disclose material inside information to anyone, except to persons within the Company whose positions require them to know it, until it has been publicly released by the Company.
2. You should not place a purchase or sale order in the securities of another corporation, the value of which is likely to be affected by the actions of the Company.
3. While direct participation in the political process and in campaign contributions is proper and is encouraged, an employee's contribution must not be made, or even appear to be made with the Company's funds, or be reimbursed from the Company's funds; nor should selection of a candidate or of a party be, or seem to be coerced by the Company.

### 1.24 Equal Opportunity

- 1) The law forbids discrimination in employment on the basis of race, colour, gender, age, religion, national origin, or disability.
- 2) Each of the Company's facilities that is committed to an affirmative action program to ensure fair employment, including equal treatment in hiring, promotion, training, compensation, termination, and disciplinary action. If you are not aware of the terms of the affirmative action program, you should contact the Human Resources Representative at your location.
- 3) Unlawful discrimination can expose the Company to substantial damages and unfavourable publicity. Accordingly, it is particularly important that you maintain close communication with those who have primary responsibility to keep abreast of current legal developments and Company policies in this area. Contact the Corporate Human Resources Department in the event of any questions.

### 1.25 COMPLIANCE WITH OTHER LAWS

- 1) Bribery, or giving of money or anything else of value in an attempt to influence the action of a public official, is unlawful. No employee is authorized to pay any bribe or make any other illegal payment on behalf of the Company, no matter how small the amount. This prohibition extends to payments to consultants, agents, or other intermediaries when the employee has reason to

believe some part of the payment or “fee” will be used for a bribe or otherwise to influence government action.

- 2) Payment (other than for the purchase of a product) or giving a gift of other than token or nominal value (R200) to suppliers or customers or other agents, employees, or fiduciaries may constitute a commercial bribe, which may also be a violation of the law. Commercial bribery is also against the policy of the Company, and no employee may engage in such bribery on behalf of the Company.
- 3) It is the policy of the Company to obey both foreign and domestic tax laws and foreign exchange control laws. No employee should, on behalf of the Company, enter into any transaction, which the employee knows, or reasonably should know, would violate such laws.
- 4) Neither the Company nor its employees should assist any third party in violating the laws of any country. This applies whether or not the Company’s direct assistance, in itself, violates the laws of such country.

### 3 DISCIPLINARY PROCEDURE FOR STUDENTS

<b>Policy Number</b>	DPS
<b>Policy Version</b>	003
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision Date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

#### 3.1 Objective

This procedure endeavours to address student misconduct as quickly and as effectively as possible.

#### 3.2 Definition

Misconduct includes any and all acts by a student in contravention of the rules and regulations of the company as well as any dereliction in duty.

#### 3.3 Procedure

When an act or purported act of misconduct comes to the attention of a manager the following procedure are to be followed:

- 1) The mentor is to approach the staff member and give the staff member the opportunity to respond to the allegation of misconduct or dereliction of duty.



- 2) The mentor must use his discretion whether to take further action or not. If the act or purported act of misconduct or dereliction of duty warrants further action the staff member is to be informed that further action or actions will follow.
- 3) The student must be notified in writing of the decision to institute disciplinary action within 14 days after the alleged act of misconduct or dereliction of duty.
- 4) The notice should include the charge against the student as well as the date, time and place of the disciplinary hearing.
- 5) The student will be allowed to invite a representative to the hearing to represent or support the said student.
- 6) A fair hearing is to be conducted where the student will be given the opportunity to respond to the allegations against him/her.
- 7) Both the student and the accuser will be afforded the opportunity to call witnesses.
- 8) If the Manager is also the accuser in the matter another manager or an independent consultant will be appointed to chair the proceedings.
- 9) After considering all the facts the chairperson is to make a decision on the guilt of the staff member and apply the most appropriate sanction.

## 4 DISCIPLINARY PROCEDURE FOR STAFF

### Note

**This procedure only applies to those personnel who meet the definition of “employee” as stipulated by the Labour Relations Act.**

<b>Policy Number</b>	DPS
<b>Policy Version</b>	001
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This policy applies to</b>	All directors and employees in the Group

### 4.1 Objective

This procedure endeavours to address staff misconduct as quickly and as effectively as possible.

### 4.2 Definition

Misconduct includes any and all acts by a staff member in contravention of the rules and regulations of the company as well as any dereliction in duty.

### 4.3 Procedure

When an act or purported act of misconduct comes to the attention of a manager the following procedure are to be followed:

- a) The manager is to approach the staff member and give the staff member the opportunity to respond to the allegation of misconduct or dereliction of duty.
- b) The manager must use his discretion whether to take further action or not. If the act or purported act of misconduct or dereliction of duty warrants further action the staff member is to be informed that further action or actions will follow.
- c) The staff member must be notified in writing of the decision to institute disciplinary action within 14 days after the alleged act of misconduct or dereliction of duty.
- d) The notice should include the charge against the staff member as well as the date, time and place of the disciplinary hearing.
- e) The staff member will be allowed to invite another staff member to the hearing to represent or support the said staff member.
- f) A fair hearing is to be conducted where the staff member will be given the opportunity to respond to the allegations against him/her.
- g) Both the staff member and the accuser will be afforded the opportunity to call witnesses.
- h) If the Manager is also the accuser in the matter another manager or an independent consultant will be appointed to chair the proceedings.
- i) After considering all the facts the chairperson is to make a decision on the guilt of the staff member and apply the most appropriate sanction.

## 5 EQUAL OPPORTUNITIES POLICY

<b>Policy Number</b>	EEOP
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

THE GROUP recognises that it is essential to provide equal opportunities to all persons without discrimination. This policy sets out the organisation's position on equal opportunity in all aspects of employment, including recruitment and promotion, giving guidance and encouragement to employees at all levels to act fairly and prevent discrimination on the grounds of sex, race, marital status, part-time and fixed term contract status, age, sexual orientation or religion.

## 5.1 Statement of Policy

- 1) It is the policy of THE GROUP to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable. The organisation is committed not only to its legal obligations but also to the positive promotion of equality of opportunity in all aspects of employment.
- 2) The organisation recognises that adhering to the Equal Opportunities Policy, combined with relevant employment policies and practices, maximises the effective use of individuals in both the organisation's and employees' best interests. THE GROUP recognises the great benefits in having a diverse workforce with different backgrounds, solely employed on ability.
- 3) The application of recruitment, training, and promotion policies to all individuals will be on the basis of job requirements and the individual's ability and merits.
- 4) All employees of the organisation will be made aware of the provisions of this policy.

## 5.2 Recruitment and Promotion

- 1) Advertisements for posts will give sufficiently clear and accurate information to enable potential applicants to assess their own suitability for the post. Information about vacant posts will be provided in such a manner that does not restrict its audience in terms of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion.
- 2) Recruitment literature will not imply a preference for one group of applicants unless there is a genuine occupational qualification which limits the post to this particular group, in which case this must be clearly stated.
- 3) All vacancies will be circulated internally.
- 4) All descriptions and specifications for posts will include only requirements that are necessary and justifiable for the effective performance of the job.
- 5) All selection will be thorough, conducted against defined criteria and will deal only with the applicant's suitability for the job. Where it is necessary to ask questions relating to personal circumstances, these will be related purely to job requirements and asked to all candidates.

## 5.3 Employment

- 1) THE GROUP will not discriminate on the basis of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion in the allocation of duties between employees employed at any level with comparable job descriptions.
- 2) THE GROUP will put in place any reasonable measures and/or adjustments within the workplace for those employees who become disabled during employment or for disabled appointees.
- 3) All employees will be considered solely on their merits for career development and promotion with equal opportunities for all.

#### 5.4 Training

- 1) Employees will be provided with appropriate training regardless of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion.
- 2) All employees will be encouraged to discuss their career prospects and training needs with their Line Manager or the HR Department.

#### 5.5 Grievances and Victimization

- 1) THE GROUP emphasises that discrimination is unacceptable conduct which may lead to disciplinary action under the organization's Disciplinary Procedure.
- 2) Any complaints of discrimination will be pursued through the organisation's Grievance Procedure.

## 6 EXAM POLICY NOTICE

### **THIS PERPETUAL POLICY APPLIES TO ALL LECTURES AND STUDENTS AT THE GROWTH GROUP OF COMPANIES**

All students MUST:

1. Produce their exam notification letter or other valid proof that they are eligible to sit for the exam
2. Have a certified copy of their ID with them and their ID documents must be on their desk for verification by invigilators.
3. Arrive at our offices by 08h15. Use the ablution facilities and then enter the exam room in an orderly fashion.
4. Turn OFF all cell phones and put into bags. All bags to be placed in the front of the venue.
5. PoE submissions must be signed in before they are directed to their desks. Use the PoE submission sheet.
6. Students must be seated in the order listed on the exam master control sheet.
7. All pens, pencils, rulers, erasers and calculator must be in a clear plastic bag or transparent pencil case. NO papers allowed.
8. Students must be silent and under exam conditions from 08h30

9. Open the sealed envelope with the scripts in it, in front of the students
10. Only the Question Books must be issued at 08h30.
11. Write start and end times on the whiteboard. Also include 15-minute time intervals and mark these off during the exam.
12. The reading time is included in the exam time allocated by the examination body.
13. Answer books must be issued at 08h55 so that the students can fill in the correct information.
14. Start the exam at 09h00 sharp.
15. No-one is allowed to enter or leave the exam room in the first 30 mins and the last 30 mins of the exam.
16. As the students finish their exam they must come up to the front desk (one at a time) and **SIGN the exam attendance control sheet** and place their certified copy of their ID, QUESTION book and ANSWER book into their PoE folder
17. It is the student's responsibility to make sure that all sections in the PoE Admin book are completed, signed and dated
18. All PoE's must be placed into the box provided
19. In cases where a Quality Provider and/or a Quality Assurance Provider requires that PoE's, formative assessments, assignment, tests or any other documents are submitted electronically, it is the student's responsibility that such documents are submitted a MINIMUM of 48 hours before the exam date
20. Any absentees must be indicated on the Attendance **exam attendance control sheet**.
21. A copy of the control sheet must be made and place with the exam list in the Growth Group Exam control file for our records.
22. The PoE box with all the completed scripts must be sealed directly after the exam to be couriered to the ICB.

## 6.1 Cheating

Invigilators and/or students caught cheating will immediately be removed and reported. Offenders will be dismissed summarily

## 7 POLICY: EXAMINATION FACILITIES

<b>Policy Number</b>	PEF
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

Growth Institute's main examination facility can accommodate fifty candidates per exam session. There are three other classrooms available that can accommodate fifteen students per exam session.

- Tables are placed at least 75 centimetres apart so that students cannot see the work of those around them.

- For the duration of the exam, student possessions are locked up in a secure office and possessions are not returned to any student until he/she is finished with the exam
- Notice boards display the consequence of cheating. Student caught cheating are immediately removed from the exam venue.
- Independent invigilators are used during the exams.
- A clock is mounted in the front of each exam room so that students can observe how much time is left in the exam
- All examination documents are stored at a separate facility and in a locked up cabinet. The storage facility is at our corporate head office. Students do not have access to the corporate head office.

## 8 GRIEVANCE / COMPLAINTS PROCEDURE FOR STUDENTS

<b>Policy Number</b>	GPCPS
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

### 8.1 Objective

This procedure endeavours to resolve a complaint by a member of student as quickly and as effectively as possible.

### 8.2 Definition

A grievance is any work related complaint by a student that affects the academic standing.

### 8.3 Procedure

1. All students should direct their grievances directly to their mentor or lectures.
2. The mentor or lecture is to meet with the aggrieved student informally to try and resolve the grievance.
3. If the grievance cannot be resolved, the aggrieved student must put the grievance in writing within thirty calendar days and hand it over to the mentor or lecture.
4. The mentor or lecture is to respond to the grievance in writing within 7 days after receiving it.
5. If the student is satisfied with the written response provided it must be indicated as such.

6. Where a student member is not satisfied with the response by the mentor or lecture, the matter must be escalated to the Director of academics or an independent consultant will be appointed to resolve the matter.
7. The Director of academics or independent consultant will have 30 days to resolve the matter.

## 9 GRIEVANCE / COMPLAINTS PROCEDURE FOR STAFF

<b>Policy Number</b>	GPCPS
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

### 9.1 Objective

This procedure endeavours to resolve a complaint by a member of staff as quickly and as effectively as possible.

### 9.2 Definition

A grievance is any work related complaint by an employee that affects the employment relationship.

### 9.3 Procedure

1. All staff members should direct their grievances directly to their line manager.
2. The line manager is to meet with the aggrieved staff member informally to try and resolve the grievance.
3. If the grievance cannot be resolved, the aggrieved staff member must put the grievance in writing within thirty calendar days and hand it over to the line manager.
4. The line manager is to respond to the grievance in writing within 7 days after receiving it.
5. If the staff member is satisfied with the written response provided it must be indicated as such.
6. Where a staff member is not satisfied with the response by the line manager, the matter must be escalated to a more senior manager or an independent consultant will be appointed to resolve the matter.

7. The senior manager or independent consultant will have 30 days to resolve the matter.

## 10 Group Leave and Work Hours Policy

Policy Reference	GLWHP
Policy Creation Date	2013/11/01
Last Review Date	2018/08/01
Next Review Date	2019/08/01
Policy Version	003
Groups to whom this policy applies	<input type="checkbox"/> All companies within the Growth Group <input type="checkbox"/> All directors within the Growth Group <input type="checkbox"/> All salaried and full time employees within the Growth Group

### 10.1 Matters Pertaining To Leave

#### 10.1.1 Annual Leave

1. All directors and employees in the Group are entitled to 15 work days of annual leave within a 12-month cycle commencing in January of each year
2. All persons to who this policy applies cannot take annual leave within the first 12 months after joining the group
3. Annual leave cannot be accrued into a next leave cycle
4. Any annual leave not taken in any given 12-month cycle will be forfeited
5. Pay-out of leave is not encouraged as it is the duty of all persons to whom this policy applies, to make use of their annual leave

#### 10.1.2 Sick Leave

1. All persons to who this policy applies are entitled to 30 work days of sick leave within a three year cycle commencing in January of each year
1. Any person taking more than three consecutive days of sick leave must produce a medical certificate stating the reason for sick leave
2. It is the discretion of directors to request a medical certificate in cases where sick leave was taken on Mondays or Fridays

#### 10.1.3 Academic Leave

1. All persons to whom this policy applies are entitled to a maximum 15 days of academic leave
2. Academic leave is meant to be used for:
  - a. Further studies approved by the directors



- b. The purpose of research with the intention to obtain a research based qualification, or to publish articles in designated academic publications
- 3. The period between 15 December and 3 January of each is considered research-purposed academic leave and needs to be handled with discretion. Directors will have the right to request to view the outputs of research undertaken in this period
- 4. If persons have to write examinations academic leave may be taken out of the December/January leave period
- 5. Persons are entitled to one day of study leave prior to an exam, and one day of exam leave for each exam enrolled for
- 6. Exams and courses enrolled for should be an operational match to the activities within the group

## 10.2 Matters Pertaining To Work Hours

This policy defines three classes of hours:

- Core hours
- Normal hours
- After hours

In terms of the Basic Conditions of Employment Act, all persons to whom this policy applies must work forty (40) hours per week.

The workweek is considered to be Monday to Friday, unless there is an activity on Saturdays that requires work to be done. Said work on Saturdays includes but are not limited to:

- Open days that must be attended
- Time to lecture in classes as and when required to do so
- Any other work deemed essential by the directors
- After hour career days at schools
- Invigilation of exams

### 10.2.1 Core Hours

- 1) Core hours are defined as between 09h00 and 15h00 – Mondays to Fridays.
- 2) Core hours means that persons have to be in the workplace unless there is a case to visit clients, or to perform tasks that require off site work.

This excludes school career days that are scheduled between 08h00 and 17h00 (Mondays to Fridays)

## 10.3 Normal Hours

- 1) Normal hours are defined as work hours that start at 08h00 (Mondays to Fridays) and ends at 17H00 (Mondays to Fridays)
- 2) Normal hours is a maximum of 40 hours per week (Monday to Friday)
- 3) Normal hours include time spent at school career days, client visits or other work-related activities that require persons to be performing work

- 4) Persons required to visit school career days are deemed to have worked normal hours on condition that such days are treated as flexi-days.

#### 10.4 After Hours

After hours are defined as:

- 1) Mandatory work to be done on **Saturdays**
- 2) Any other work required and regarded as mandatory by the directors
- 3) Compensation for after hours work takes the form of DAYS IN LIEU. For every one hour worked after hours, one and a half hours can be taken in lieu
  - a) Hours taken in lieu cannot exceed 12 hours per week
  - b) School career days (Monday to Friday) do not form part of after hours work

#### 10.5 General Rule

- 1) All work must be logged in the attendance register/time sheet functions as prescribed by the directors
- 2) Directors are not exempt from logging work as specified above
- 3) All work hours and matters of leave to be handled with discretion
- 4) Abuse of leave and/or after hours

Appendix 1: Work Hours Exposition

Required Hours per Days of Week												
Start	Finish	Lunch breaks and Other Breaks Prescribed by Law	Total Hours Required as Work	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Work Hours	Comments
08:00:00	17:00:00	01:00:00	08:00:00	8,00	8,00	8,00	8,00	8,00	0,00	0,00	40,00	Minimum work hours re
09:00:00	15:00:00	01:00:00	05:00:00	5,00	5,00	5,00	5,00	5,00	0,00	0,00	25,00	Time that must be spent at workplace unless visiting or undertaking other tasks. persons to be off site
<p><b>Work assigned to persons at discretion of directors or due to specific operational requirements such as Information Evenings, Open Days, etc. that persons are required to teach on Saturdays. Career days attended to Mondays to Fridays do not count as after hours</b></p>												

## 11 CLIENT REFERRAL POLICY

<b>Policy Creation Date</b>	<b>2017/03/01</b>
<b>Policy Version Number</b>	<b>005</b>
<b>Last Revision Date of Policy</b>	<b>2019/02/01</b>
<b>Next Revision Date</b>	<b>2020/02/01</b>
<b>Policy Applies To:</b>	<b>All suppliers to the Group</b>

### 11.1 Policy Content

It is the policy of this group of companies to pay referral fees on a first come first served basis. Where two or more consultants work on the same client, referral fees will be paid to the consultant who, in a strict chronological order, referred new business or repeat business to the group.

In addition, should clients approach the group for new business or repeat business before a consultant does, no referral fee will be paid to said consultant.

## 12 SUBSTANCE ABUSE POLICY

<b>Policy Creation Date</b>	<b>2017/04/19</b>
<b>Policy Version Number</b>	<b>005</b>
<b>Last Revision Date of Policy</b>	<b>2019/02/01</b>
<b>Next Policy Revision Date</b>	<b>2020/02/01</b>
<b>Policy Applies To:</b>	<b>1) All Directors of the Growth Group of Companies</b> <b>2) All employees, temporary staff, ad hoc lecturing staff and suppliers performing work for the Growth Group of Companies at:</b> <b>a) The business premises of the Growth Group of Companies, and/or</b> <b>b) The premises of any of the Growth Group's clients</b> <b>3) All students that are enrolled for any training intervention on any course offered by the Growth Group of Companies</b>

### 12.1 Policy Content

- 1) Substance abuse in any form cannot be tolerated because it affects the reputation of the Growth Group and its affiliate companies.

- 2) Anyone suspected of being under the influence of substances such as alcohol, marijuana or any form of narcotics as specified in the **DRUGS AND DRUG TRAFFICKING ACT NO 140 OF 1992** (or any amendment of this Act after the Act's publication) will be asked to leave the premises
- 3) It will be the prerogative of the Directors of the Growth Group of Companies to decide on a fair and unbiased intervention dealing with anyone suspected of substance abuse.
- 4) Said actions may require a consultation with a Labour Law specialist to ensure that interventions.
- 5) Interventions may include the administration of a random drug test as and when the Directors may deem it appropriate to order such drug test.
- 6) Drug tests must be performed by trained professionals and cannot be administered by anyone else that is not qualified to do so.

### 13 HEALTH AND SAFETY MANAGEMENT POLICY

<b>Policy Number</b>	HSMP
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

- 1) We will strive to ensure the Health and Safety of all our Staff and Visitors, working in or visiting the company at all times.
- 2) We will implement, or assist the landlord to implement, health and safety measures to ensure this policy is successful including but not limited to the following:
- 3) Providing premises and equipment that meet relevant statutory regulations
- 4) Implementing planned emergency procedures
- 5) Nominating safety representatives
- 6) Employing security staff
- 7) Installing security systems
- 8) Informing all parties of health and safety measures
- 9) Monitoring health and safety systems
- 10) Providing adequate insurance cover

### 13.1 Work Environment

We will ensure that human and physical factors of the work environment are identified and managed, e.g.

- 1) Human factors
  - a) Work methods
  - b) Safety regulations
  - c) Ergonomics
- 2) Physical factors
  - a) Heat
  - b) Noise,
  - c) Light,
  - d) Hygiene and cleanliness,
  - e) Pollution

We will ensure that all contracts with work-site providers utilized by us have met the above Safety and Health requirements.

## 14 Training Facilities

<b>Policy Number</b>	TFP
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This document applies to</b>	All directors and employees in the Group

The site or sites to be used by The Group are fully equipped with:

- Tables
- Chairs
- White Boards
- Toilet Facilities
- Security

In addition, the facilities are on main public transport routes so that student and easily travel to and from the training facilities

## 15 IT and Data Backup procedures

<b>Policy Number</b>	ITDP
<b>Policy Version</b>	001
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

Growth Institute makes use of a server network named PODIO. The PODIO network keeps duplicate copies of all Growth Institute's documents. In addition, all local hard drives are backed up once a week. Copies of the backup files are stored:

- On a number of auxiliary drives –each with a capacity of 1 TB and higher
- On PODIO
- On Google Drive as third backup

## 16 STUDENT CODE OF CONDUCT

<b>Policy Number</b>	LCCP
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All students

- I arrive on time for work daily
- On lecturing days I arrive at least ten minutes before lectures start, so that I can be seated and ready to learn when classes start.
- I actively participate in lectures and complete all assignments as requested.
- I meet my deadlines.
- I seek information and ask for assistance when needed
- I show respect to my colleagues, mentors, superiors, fellow students and lecturers by;
  - Greeting them
  - Listening before I answer
  - Asking before making use of other's property.
- Should I not be able to attend work, I will inform my direct supervisor in time
- Should I not be able to attend classes, I will inform both my mentor and my lecturer in time.
- In cases of illness I will submit a doctor's certificate when I return to class or work.

- I respect company property and use company resources as if they were my own; that is considerately and sparingly.
- I keep my environment and immediate surroundings clean and tidy.
- I resolve conflict as soon as possible and as close to the source as possible.
- Should I have a grievance I address it through the correct channels as soon as possible.
- I take responsibility for my own well-being.

<b>Student Name And Surname</b>	
<b>Student ID Number</b>	
<b>Date</b>	
<b>Student Signature</b>	
<b>Signed At (Place)</b>	

*For use by the college*

**Signed on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_ at**

\_\_\_\_\_

<b>Signature:</b>
<b>Name:</b>
<b>Capacity:</b>

## 17 STAFF RECRUITMENT AND SELECTION POLICY

<b>Policy Number</b>	SRCP
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<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This policy applies to</b>	All directors and employees in the Group

1. The Growth Group realises that the quality and success of staffing are fundamental to the quality and success of the organisation
2. We will ensure that the structure, level and type of staffing are appropriate for the products and services provided and will therefore implement sound procedures for the Recruitment and Selection of personnel
3. Competencies required of all staff to contribute to the organisation's objectives and do their jobs effectively will be identified and will be reflected in job descriptions and in recruitment, selection and job allocation practices
4. Recruitment will be done through the placement of advertisements in the press and/or the internet, or by head hunting suitable candidates
5. Candidates meeting the requirements will be interviewed before appointment to identify the most suitable candidate for the post
6. All newly recruited staff will go through an induction process
7. Staff will be assigned to specific activities and tasks on the basis that they are competent to carry out these activities and tasks. Competency will be determined on the basis of applicable Education, Training, Skills and or Experience
8. Management responsibilities for staffing will be clearly allocated and evidence of systematic review of staffing arrangements will be maintained
9. We will maintain comprehensive records of Education, Training, Qualifications, Skill and or Experience for all full time, part-time and Contracted Staff.

## STAFF PERFORMANCE MANAGEMENT POLICY

<b>Policy Number</b>	SPMP
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

### 17.1 Purpose

For employees to have a clear understanding of the work expected from them, to receive ongoing feedback regarding how they are performing relative to expectations, to identify development opportunities, and to address performance that does not meet expectations.

## 17.2 Policy Statement

To provide an environment where employees understand the impact their contributions have on the achievement of company goals and are provided with the opportunity for ongoing personal growth, through the implementation of strong performance-based management program.

## 17.3 Procedures

The Performance Management Process consists of a four-phase cycle: planning, managing, reviewing, and rewarding performance.

1. Planning: Individual goals and objectives are set for the performance period. Goals must be specific, measurable, achievable, relevant, and time based
2. Managing: Regular communication between the managers and employees are required to keep the parties abreast of progress towards the successful completion of goals and expectations.
3. Evaluation: Managers will meet with employees to conduct the annual performance review.
4. Rewards: When available, rewards will be based on meritorious performance.

## 17.4 Goal Setting

At least two performance goals are required for all employees with the recommended average being two to four goals.

## 17.5 Competencies

Employees will be rated on the following seven competencies:

## 17.6 Decision Making

1. Analyse situations and reach productive decisions
2. Consults appropriate parties when necessary
3. Identifies the key concerns and/or issues that need to be addressed

## 17.7 Effective Communication

1. Express ideas in a clear, concise, and effective manner
2. Uses correct grammar and sentence structure

3. Is a good listener, even when different viewpoints are expressed
4. Openly shares information and keeps all relevant parties updated.

#### 17.8 Interpersonal Relationships

1. Builds and maintains effective working relationship
2. Takes a positive and productive approach to resolving conflict
3. Treats everyone with fairness, compassion, and dignity

#### 17.9 Job Knowledge

1. Demonstrates the knowledge required to perform the job successfully
2. Continuously strives to further improve job knowledge
3. Serves as a reliable resource for other employees regarding areas of expertise

#### 17.10 Producing Results

1. Assignments are consistently completed in a timely manner
2. Follows up on the outcome of work efforts to ensure desired results

#### 17.11 Service Excellence

1. Seeks to improve customer service
2. Is responsive to changes in what customers want and need.
3. Delivers on promises made to customers and follows up appropriately

#### 17.12 Managers and Supervisors

Managers and supervisors will also be rated on the following three competencies:

##### 17.12.1 Cultivating Workplace Diversity

Understand, appreciate, and use the unique contributions of employees with different cultures, nationalities, ethnic backgrounds, genders, ages and points of view.

##### 17.12.2 Leadership

1. Work with a group to set its objectives, generate allegiance to those objectives, and guide and motivate their achievement.
2. Articulates the end results needed and allows people to exercise initiative and discretion

3. Enforces standards/rules fairly and consistently

### 17.12.3 Staff and Career Development

1. Addresses learning, training, and career development needs of individuals and teams
2. Works with employees to establish job and career development goals
3. Provides accurate, timely feedback including annual performance review

ADDITIONALLY, EMPLOYEES WILL BE PROVIDED FEEDBACK IN THE AREAS OF ATTENDANCE, PUNCTUALITY, HONESTLY & INTEGRITY.

Each competency will be rated on the following five-point scale

5-Exceptional, 4-Strong, 3-Satisfactory, 2-Needs Development, and 1-Unsatisfactory

## 18 General Risk Policy

<b>Policy Number</b>	RAP
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This policy applies to</b>	All directors and employees in the Group

### 18.1 Risk 1: Non Payment

1. A key risk to Growth Institute's business is found in the potential non-payment of invoices to students or to companies who place students at us
2. To mitigate this risk, Growth Institute makes use of credit protection services issued by reputable lawyers and debt collection agencies.

### 18.2 Risk 2: Student Performance and Throughput

1. There could be students who do not perform sufficiently to pass a course and to be promoted to a next year's study.
2. To mitigate this risk, study method interventions are in place. In addition, Growth Institute is in a strategic partnership with development psychologists to help overcome student performance issues that are related to social and/or psychological causes.

## 19 Quality Assurance Policy

<b>Policy Creation Date</b>	<b>2017/03/01</b>
<b>Policy Version Number</b>	<b>QAP005</b>
<b>Last Revision Date of Policy</b>	<b>2019/02/01</b>
<b>Next Revision Date</b>	<b>2020/02/01</b>
<b>Policy Applies To:</b>	<b>All directors and employees of:</b> <ul style="list-style-type: none"><li><input type="checkbox"/> <b>Growth Institute (PTY) Ltd</b></li><li><input type="checkbox"/> <b>Workplace Integrated Training Solutions (PTY) Ltd</b></li></ul>

### 19.1 POLICY CONTENT

It is the policy of this group of companies to ensure that the following procedures are strictly adhered to:

1. All registered student files are complete with the following documents:
  - a. Highest school qualification
  - b. Matric statement of results
  - c. Identity document or passport with valid study permit.
  - d. Signed application form
  - e. Copy of estimate/quote for studies
  - f. Statements reflecting fees.
  - g. Copies of exam results
  - h. Copies of certificates issued
2. All class attendance registers are filed in the Register File at Growth Institute offices
3. Registration of students with the QAP (CTH or ICB) is recorded electronically on the Growth Group server.
4. Exam registrations are recorded electronically on the Growth Group server.
5. All printed or couriered exam papers are kept sealed under lock and key by the CFO until 1 hour prior the commencement of the said exam.
6. All declarations of reading and accepting the Examination Rules for all students sitting an exam are filed with the exam control sheets in the Exam Control file.
7. Exam attendance registers are filed in the Exam Control file.
8. All completed exam question papers and answer scripts are sealed and couriered to the QAP within 2 hours of exam completion.
9. Assignments that are required to be completed for certain subjects are kept at the Growth Group Offices
  - a. Bound marked hardcopy in student submission files

- b. Scanned mark sheets and supporting student documentation and an electronic copy are saved to student electronic folders and emailed to the QAP prior to the deadline set by the QAP.
10. All examination results are communicated to the students and /or their sponsoring company (if applicable)
11. All completed, signed forms recording
- a. student consultations,
  - b. student mentoring
  - c. student disciplinary documents are filed in the individual student files or in the Head of Academic's confidential file ( as appropriate)
12. Any signed declarations from students as required by the QAP are filed in the student files

## 20 POLICY: PREVENTION OF EXAM FRAUD

<b>Policy Creation Date</b>	1 August 2017
<b>Last Revision Date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>Policy Version</b>	5
<b>Policy Reference</b>	PPEF
<b>Intended Audience</b>	<input type="checkbox"/> All Growth Group directors and employees <input type="checkbox"/> All exam invigilators <input type="checkbox"/> All lecturers

Students may, from time to time communicate with the Group, its directors, employees, invigilators and lecturers regarding exam content. Readers of this policy are reminded that:

- The leakage of exam papers are not permitted
- The sharing of past ICB exam papers cannot be allowed

Incidents of students asking for exam papers to be leaked to them cannot be allowed. Such incidents must be reported immediately to the Head of Academics, Mrs. Duke.

Messages, emails, SMS's in which students or third parties request a leakage of exam papers, must be saved so that electronic traced and be conducted on such received communication.

## 21 POLICY AND PROCEDURE: MANAGEMENT OF ICB ASSESSMENTS

<b>Date Issued :</b>	<b>July 10, 2017</b>
<b>Version</b>	<b>005</b>
<b>Last Revision date</b>	<b>2019/02/01</b>
<b>Next Policy Revision Date:</b>	<b>2020/02/01</b>

<b>This Policy Applies to</b>	All directors and employees in the Group
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### 21.1 Scope

- 1) The control of Subject Portfolios of Evidence, Workplace Portfolios of Evidence and Assessment Question papers and Answer books reflect on the integrity of the organisation. The Board of Directors have adopted this written guide to assist the students attending theoretical training in class and practical training in the workplace as well as for employees, contract facilitators and invigilators of the Company to strictly adhere with PoE management regulations. Understanding these guidelines is essential, if the Company is to meet its compliance with its Quality Assurance Partners.
- 2) Furthermore, the Company and its affiliates enjoy a fine reputation. This was earned by following the highest principles of business ethics and practices. This is a reputation we now enjoy and intend to keep.

Please read the following carefully and ensure that all subordinates are aware of all the details.

### 21.2 Assessment And Exam Conduct

The following are principles of Assessment and Exam conduct to which each employee and contractor is expected to adhere to in order to assure that the Company conducts itself in a manner consistent with its obligations:

### 21.3 Formative Assessments

Formative Assessments are issued to students in their subject Portfolios of Evidence and a register for the issue must be signed by the students. Facilitators are required to guide students and warn them against copying and plagiarism. Facilitators must mark all Formative Assessments and return the results to the students for revision before the Summative Exam.

### 21.4 Workplace Portfolios Of Evidence

All company employees are responsible for the mentoring and guiding of the students in the workplace. These students will be allocated to staff members according to the practical work the students are required to do and the evidence they are required to collect. Workplace mentors must follow the Mentors Guideline document. Workplace Integrated Experiential Learning is extremely important to ensure that the theory learnt in class is translated into workplace experience.

### 21.5 Summative Assessments/Exams

Summative assessments must be conducted in strict accordance with the Exam Rules and PoE Submission document. These rules must be displayed in all classrooms and exam venues on the notice boards. Students must be seating according to the exam room layout

diagram. The exam rules must be signed and submitted to the invigilator and attached with a signed attendance register. All PoE Administration Guides must be checked and witnessed before inclusion on the student's PoE folder. Both the Summative Assessment Question paper and the Answer paper must be submitted in the PoE folder.

The completed PoEs must be couriered to the Quality Assurance partner within 24 hours.

## 22 Mentorship Guidelines for Workplace Providers

Mentoring is important in developing and retaining employees. Corporate mentoring schemes match seasoned employees with younger colleagues. Mentorship must have a measurable impact on the organization.

Mentors must share their wisdom and advice on goal setting and strategizing, so that the mentees can gain advice, access to established networks, and broader personal and professional perspective.

All mentors are to familiarise themselves with this guide.

### 22.1 The Scope of the Mentoring Relationship

#### 22.1.1 Study issues

The mentors must be aware of the subjects being studied at different times

Mentors must help students to relate the theory to the workplace

Mentors must explain theoretical concepts in the context of the organisation to the mentee

#### 22.1.2 Learnership issues

The mentor must meet with the mentee on a regular basis to see if the student is keeping up with the requirements of the Workplace PoE

The mentor must liaise between the student and line managers so that the student will have access to the information required to complete the Workplace PoE

#### 22.1.3 Career issues

Assess the relevance and viability of the mentee's career vision

Outline the experience and expertise to be acquired in the short and long-term

Encourage the mentee to identify role models

Promote the corporate initiative that the mentee has conceived

Encourage the mentee's interaction with his/her line manager

Help the mentee to deal with family problems and/or disaster affecting work

#### 22.1.4 Confidence and self-awareness issues

Provide continuous feedback to the mentee in order for them to frankly review their personal strengths and weaknesses



Provide assistance to mentees for them to overcome apparent career setbacks or feelings of isolation or depression

### 22.1.5 Mentoring Options

#### 22.1.5.1 *Informal*

Informal mentoring takes place when an experienced person decides to take someone less experienced under his or her wing, often to give career advice. Such relationships sometimes form spontaneously, usually based on similar interests, expertise, or personal history.

#### 22.1.5.2 *Positional*

Positional mentoring occurs when the mentor is the mentee's line manager. All good managers mentor their team members to some extent, but there are natural constraints to the effectiveness of this approach.

#### 22.1.5.3 *Formal*

Formal mentoring programmes emerged during the 1990s in an attempt to gain the advantages of natural mentoring while recognizing the limitations of positional mentoring.

#### 22.1.5.4 *Situational*

Situational mentoring provides advice for a specific circumstance.

## 22.2 Ensuring Mentoring Success

### 22.2.1 Techniques

At different times the mentor's role is to be a coach, motivator, guide, counsellor, role model, and provider of contacts. In playing these roles the mentor must:

- 1) Help to focus efforts and clarify goals
- 2) Prompt the mentee to develop effective strategies, and acts as devil's advocate to challenge them
- 3) Help the mentee identify appropriate resources, contacts, and role-models
- 4) Share knowledge and wisdom based on his or her own experiences
- 5) Act as a source of inspiration and motivation while maintaining confidentiality

### 22.2.2 Establishing Mentoring Programme

Organizations increasingly aim to reap the benefits of mentoring by setting up formal programmes. Formal mentoring tends to focus on specific objectives and aim at a measurable impact. When designing a mentoring programme:

- 1) Agree whether mentees are to choose mentors (recommended) or vice versa, and establish a matching process that is fair
- 2) Explain the ground rules clearly
- 3) Provide training for mentors and mentees and specify the expected benefits of the programme

## 22.3 Performance improvement

### 22.4 Process, Roles, and Tasks of Mentoring

- 1) Tutoring
- 2) Coaching
- 3) Listening
- 4) Counselling
- 5) Teaching
- 6) Modelling
- 7) Giving Feedback
- 8) Demonstrating
- 9) Guiding
- 10) Giving Information
- 11) Facilitating Desired Performance

### 22.5 Value Added Through Mentoring

- 1) Career Development and Succession Planning
- 2) Cross-Cultural Awareness and Valuing Diversity
- 3) Transfer of Professional or Technical Skills
- 1) As a mentor, concentrate on helping the employee to achieve learning and career goals, and to build confidence and self-awareness
- 2) Some mentoring of team members is desirable, but recognize that the line manager, as a superior, can't provide an impartial view of the relationship
- 3) Use mentoring to enhance the mentor's own interpersonal skills and insights into the workings of the organization
- 4) Consciously move between six roles as needed: coach, motivator, guide, counsellor, role model, and provider of contacts
- 5) Ensure that the mentee arranges meetings with the mentor, comes fully prepared, and follows up on any ideas that emerge
- 6) Critical success factors of a corporate mentoring scheme
- 7) A supportive culture and work environment
- 8) A visible top management commitment, support and leadership
- 9) Participants are volunteers
- 10) The mentoring scheme is designed to meet clear, critical objectives within an effective time frame
- 11) Agreed terms of reference and on-going support is provided for mentors

- 12) The scheme is regularly monitored and evaluated, and change is implemented on a regular basis
- 13) Qualities of mentors, coaches, and counsellors
- 14) Their common skills are strong interpersonal skills, and include;
- 15) Good listening skills
- 16) Good questioning – getting the student to open up by asking open questions and avoiding ‘yes’ or ‘no’ answers
- 17) Suspending judgment
- 18) Giving constructive feedback
- 19) Checking understanding
- 20) Providing focus
- 21) Unique Benefits of Mentoring: Perceptions & Reality

## 22.6 Benefits for Protégés

- 1) The feel good benefits include;
- 2) Availability of a sounding board
- 3) New avenues for the information
- 4) New friendships
- 5) Fun
- 6) The feeling that the organization cares
- 7) A feeling of being welcome
- 8) Greater feelings of loyalty
- 9) The opportunity to receive honest feedback
- 10) Being believed by another person

The benefits identified through analysis of development plans, checkpoint surveys, and self-reports of participants include;

- 1) Greater Comprehension of Business Objectives: Increased organizational awareness and a clearer understanding of corporate culture and goals are often cited as gains by participants in mentoring processes. The protégés describe a deeper sense of accountability, as well as a feeling that their contributions matter
- 2) More Focused Development: When learning activities are focused on specific diagnosed needs, skill development is far more effective and efficient.
- 3) Increased Sense of Safety While Learning: Fear is a fierce obstacle to learning. Few of us will tell our bosses about all our weaknesses or lack of experience. Mentors provide a safe environment in which to practice skills.

- 4) Higher Productivity and Evaluations: These increases may be partly attributable to protégés improved skills in planning, negotiation, and feedback, improvements that show up when they are interacting with their supervisors.
- 5) More Possibilities for Advancement: Advancement can be accelerated by a guided career path, without the need for time-consuming, irrelevant assignments. With clarity of direction, people are more likely to develop the skills necessary for taking on greater responsibility.
- 6) Greater Political Awareness: Participants have reported gaining greater insight into the maze of politics in their organizations. This increase in insight has made them feel more confident and powerful because the mentoring process accelerated their acceptance as insiders.
- 7) More Career Resiliency: When changes in markets, products, services, or the economy cause some functions or entire jobs to disappear, people with broad experience and multiple skills will land on their feet in different functions or new organizations.
- 8) Increased Visibility: Given the hectic pace of their demanding jobs, line managers are perhaps understandably lax about giving their subordinates the individual visibility and exposure that may be beneficial. Mentoring expand the protégés' network, as they become visible in the organization.
- 9) Greater Teamwork Skills: Learning to work closely with another person tends to make it easier to be a contributing member or a leader of a team.

## 22.7 Benefits for Mentors

- 1) Enhanced Influence in the Organization: Mentors are respected for the value they add in the development of future leaders of the organization. Through their protégés, mentors extend their influence on the mission and direction of the organization.
- 2) Attention to Developmental Needs: The mentor's skills in coaching, performance planning, and feedback are honed by working with protégés at varied levels of skill and experiences. Protégés often teach their mentors new skills as well.
- 3) Professional Assistance on Work Projects: A protégé may have a technical skill relevant to a project the mentor wants to have done. When a task can be taken as a learning experience by the protégé, additional work is accomplished for the mentor. Such tasks must be relevant to the development objectives of the protégé, however.
- 4) Maintenance of Motivation: A protégé's fresh viewpoint can spark the mentor's enthusiasm and motivation. Renewed enthusiasm is an antidote to burnout.
- 5) Access to New Perspectives on the Organization
- 6) Opportunity to have Ideas Challenged

## 22.8 Benefits for the Organization

- 1) **Productivity:** Improved performance and productivity are reported by both mentors and protégés' skills. Protégés' skills are strengthened, and they are able to work more effectively and efficiently.
- 2) **Development of Skills:** When mentoring is used as an alternative training strategy, employees become competent faster and at lower cost than in classroom training. Training that is individually based and self-paced is "just in time" training.
- 3) **Recruitment:** Prospective employees are attracted to a firm that offers facilitated growth and development.
- 4) **Retention:** The best and brightest people stay with a company that cares about their development - and, with better career counselling, sometimes the people who should leave do leave, and sooner.
- 5) **Organizational Image:** Public recognition that an organization provides a caring, developmental environment that includes a mentoring process can enhance the corporate image.
- 6) **Strategic Goals:** Organizational results are better when everyone knows the targets. Sharing mentors' experiences helps others avoid making the same mistakes. More competent and confident employees produce better results, creating a competitive edge.

## 22.9 Benefits for Supervisors

Supervisors often recognize benefit associated with their subordinates having mentors. It is essential that all managers and supervisors of prospective protégés be briefed on what the mentoring process is and is not, and on the roles and responsibilities of all participants. If not done, the supervisors may easily resent and feel threatened by a third person who is involved with a subordinate.

## 23 STUDENT SUPPORT POLICY

<b>Policy Number</b>	LSP
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

In order to serve our Students we implement the following policies and procedures for Student Entry, Guidance and Support:

### 23.1 Student Entry

- 1) We will provide comprehensive information about the organisation, its resources, the available education and training program and entry criteria to all Students, both prior to

entry and during induction. Students will have the opportunity to clarify their requirements and relate them to the Products and Services offered.

- 2) General induction to the organisation and induction to different parts of the Learning Program will be included to ensure Students feel comfortable and confident with the organisation, and fully understand and accept their responsibilities to the organisation and society in general.

### 23.2 Guidance and Support

- 1) During the education and training process we will ensure the needs of individual students are identified, personal development plans are formulated, progress is regularly reviewed, feedback and support is provided and pre-exit guidance is available.
- 2) The process of gathering information about Student's strengths, difficulties, aspirations and needs will be undertaken by Educators/Mentors in partnership with the Student.
- 3) We will provide regular opportunities for Students to review their progress so that they can make any changes to their personal development plans while they are undertaking their program.
- 4) We will ensure that guidance and support services include activities like assessment and counseling to ensure that students achieve legitimate and realistic outcomes, improve their skills, knowledge and competencies, compete more effectively in the labour market and advance to their chosen education and training programs or careers.
- 5) Support and guidance will be given to Students in making sense of the training and learning, career opportunities and personal development choices, and in managing difficulties which could hinder progress.

## 24 LEARNERSHIP ADMINISTRATION POLICY

<b>Policy Number</b>	LAP
<b>Policy Version</b>	001
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/801
<b>Next Policy Revision Date</b>	2020/02/01
<b>This policy applies to</b>	All directors and employees in the Group

The Designated Learnership Administrator will be responsible for the administration of any learnerships in the Group

1. A file will be created for each learnership beneficiary and will be kept in a safe place as allocated by the Functionary indicated above. These Student Files will contain the following information:
2. A copy of the employment contract
3. A copy of the learnership agreement
4. Any reports received from the Training Provider
5. A copy of all results and progress reports received from the ICB
6. A record of meetings / consultations between the student and his /her mentor
7. The students and mentors will have access to the student files, but must make a request for such access to the responsible functionary in person, or in writing or through acceptable electronic means.
8. The responsible functionary will keep the information confidential and will not give third parties access to the files without the express permission of the student. The following parties will however not be unreasonably denied access to the files without the express permission of the student(s)
9. The Director(s) of the company
10. The ICB representative conducting a site visit.
11. Student files will be updated regularly as and when anything is received that needs to be added to the files. The Responsible Functionary will bring forward the student files on a quarterly basis. The files will then be scanned and the Responsible Functionary will passwords-protect these files and save them in a secure location on a suitable company server or in the cloud according to his / her judgement.
12. Student Information will be submitted to FASSET and the HOME SETA as and when required or at the 1<sup>st</sup> “brought forward date” of the file.

## 25 TRAINING FACILITIES

<b>Policy Number</b>	LFP
<b>Policy Version</b>	005
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2019/02/01
<b>Next Policy Revision Date</b>	2020/02/01
<b>This Policy Applies to</b>	All directors and employees in the Group

The following facilities will be made available to the students utilizing the training venue(s) of:

- Clients who are registered as Workplace Provider
  - Training rooms at the Head Office premises of the Group
1. Students will be given the opportunity to load the applicable software as provided by the Learning Material Provider on their desktops/laptops.
  2. Each student will be allowed to access the internet under the supervision and control of his/her mentor.
  3. The company will make available to this student/s a workstation that meets at least the following minimum requirements.
  4. A table
  5. A chair
  6. A personal computer
  7. Stationary
  8. Controlled internet access
  9. A clear job description and the means to do the job required
  10. Each student will be provided with the learning material as recommended by the designated qualification provider to which this accreditation applies

## 26 Library and Internet Access Policy

<b>Policy Reference</b>	LIAP
<b>Policy Creation Date</b>	2017/08/01
<b>Last Review Date</b>	2019/02/01
<b>Next Review Date</b>	2020/02/01
<b>Version</b>	005
<b>This Policy Applies to</b>	All directors and employees in the Group

### 26.1 Library Access

- 1) Students have access to an on-site reference library
- 2) All materials are to be used on the premises of the Group and cannot be removed from the Group's premises
- 3) Students have access to online libraries as offered by the Group's Quality Assurance Partners
- 4) Students have access to other online libraries such as MIT Sloane

### 26.2 Internet Access



Students will be allowed to access the Internet via the purchase of Wi-Fi vouchers from the Group or via any other means decided upon by the Directors

## 27 LIST OF ADDITIONAL SITES

<b>Policy Number</b>	LAS
<b>Policy Version</b>	001
<b>Policy Creation Date</b>	2015/11/30
<b>Last Revision date</b>	2017/08/01
<b>Next Policy Revision Date</b>	2018/08/01
<b>This Policy Applies to</b>	All directors and employees in the Group

It is hereby confirmed that The Group will teach most classes at the client workplace.

In cases where classes are taught at the Group's facilities, the classes will be held at:

16 Fir Drive, Northcliff, which is the official head office of the Group

## 28 EXAM & POE SUBMISSIONS REGULATIONS

The following rules apply to anyone who writes an exam in any of the Growth Group's exam centres:

### 28.1 Submission of Formative Assessments, Formative Activities, Assignments and/or Portfolios Of Evidence

- 1) At the time of subject enrolment, students received a portfolio. The administration books explain the following in detail:
  - a) How to complete all formative assessments
  - b) How to complete all formative activities
  - c) How to complete all portfolios of evidence
- 2) Administration books also show what other documents (such as ID documents, exam admission letters, etc.) must be brought to the exam venue and what must be ticked, signed & dated in the portfolio. This must be submitted in entry to the exam room.
- 3) The student has sole responsibility for compiling & submitting the portfolio
- 4) The college accepts all portfolio on the assumption that the student has completed all administration documents as specified and has submitted all Formative Tests and Assignments.
- 5) The college will submit all portfolio folders to the examining body as they were received on the day of the exam. No extensions will be granted to students to file missing documents later

### 28.2 General Exam Rules

- 1) All students must acquaint themselves with current exam regulations. These are available from your lecturer or can be sent via email and are posted on the classroom notice board/s.

- 2) Students must arrive at our exam venue by 08h30, use the ablution facilities, and then enter the exam room in an orderly fashion at 08h45.
- 3) Students must be seated according to exam venue layout diagram or according to the numbers allocated to each student. Numbers have been placed on the desks in the exam room.
- 4) The student should produce his/her exam notification letter from the ICB or CTH, or show the invigilator the SMS they received from the ICB or CTH.
- 5) Students must have their ID or Driver's licence or a certified copy of their ID with them – on their desk for the exam.
- 6) All cell phones must be turned OFF and put into their bags. All student bags to be placed in the front of the venue.
- 7) PoE submissions must be handed in before the students are directed to their desks. They must sign the attendance register on entry of the exam room.
- 8) All pens, pencils, rulers, erasers and calculator must be taken into the exam room loose and NO pencil bags are allowed. NO papers allowed. NO borrowing is allowed.
- 9) Write neatly and try to use the same script throughout your Answer Book.
- 10) Students must be silent and under exam conditions from 08h45
- 11) Students may be given a plain white sheet of photocopy paper to write rough notes.
- 12) The reading time is included in the total exam time stipulated on the exam paper. Students may write on the Question books or on the blank sheet of rough paper issued to them. The rough paper must be shredded before exiting the exam room.
- 13) **Question & Answer Books** must be issued by the invigilator at 09h00 and the students must fill in the correct exam codes and ICB or CTH student numbers. If a student has forgotten their ICB or CTH student number these are available on the exam register.
- 14) The exam will start at 09h00.
- 15) No-one is allowed to leave the exam room in the first 60 mins and the late comers will only be allowed into the exam room in the first 60 mins. All candidates must complete the exam by the prescribed end time. Two invigilators must be present during the first and last 30 minute periods. The invigilators will be relieved regularly.
- 16) Should any student want to use the toilet, they must be accompanied by one of the invigilators.
- 17) As the students finish their exam they must come up to the front desk (one at a time) and **SIGN the ICB attendance control sheet** and place their certified copy of their **ID, Exam QUESTION book and ANSWER book** into their PoE folder and tick off the last box of 1.5 in the PoE Admin book.
- 18) All PoE's must be placed into the box or envelope provided immediately after the completion of the exam.

### 28.3 Absenteeism Due to Illness

- 1) Any absentees must be indicated on the ICB attendance control sheet. A copy of the control sheet must be made and placed with the exam list and classroom layout in the Growth Group Exam control file for our records.
- 2) An *original* valid medical certificate must be submitted by the absent student within 1 week which will be sent by the Growth Group to the ICB or CTH to reach them within the 2-week window period.
- 3) The Growth Group will request a postponement of the exam to the next exam cycle. This is granted at the discretion of the ICB or CTH. Failing this the student will have to re-register for the exam and pay the associated fees.
- 4) Growth Group has the final discretion regarding the acceptance or not of medical certificates

## 28.4 Cheating, Copying from Others or Other Instances Of Dishonesty

- 1) THE GROWTH GROUP HAS A *ZERO TOLERANCE* POLICY AND ANY STUDENT SUSPECTED OF DISHONESTY WILL BE ASKED TO LEAVE THE EXAM ROOM IMMEDIATELY
- 2) ANY ATTEMPT BY ANY STUDENT TO LEAK EXAM QUESTIONS OR BEING FOUND TO BE PART OF GROUPS THAT LEAK EXAM QUESTIONS, WILL IMMEDIATELY BE SUSPENDED AND NOT ALLOWED TO CONTINUE HIS/HER STUDIES AT THE GROWTH GROUP.

## 29 INVIGILATOR'S CONTROL SHEET

Invigilator 1. Name:		Invigilator 2. Name:		Date of exam:	
				Yes	No
1	Were both Invigilators present at the beginning of the exam session?				
2	Were the start & end times written on the whiteboard with 15-minute time intervals, marked off during the exam?				
3	Were the students seated according exam venue layout diagram and/or number allocation?				
4	Were all cell phones turned off & placed inside the student bags?				
5	Were the student bags kept in the front of the room away from any student access?				
6	Were the completed POE submitted before being seated & the 1 <sup>st</sup> exam control sheet signed?				
7	Did all student produced their exam notification letter and/or ID copy?				
8	Did all the students read & sign the exam rules and hand them in?				
9	Was the envelope with the scripts opened in front of the students?				
10	Did all students receive a Question paper, Answer book & blank white sheet of rough work paper?				
11	Was the exam started on time?				
12	Were students needing the toilet accompanied by an invigilator?				
13	Was at least one invigilator in the venue at all times?				
14	Were there any irregularities noted in the question papers?				
15	Was the 2 <sup>nd</sup> control sheet signed by the students when submitting their exam papers?				
16	Did ALL the students submit their Question paper & Answer book(s)?				
17	Were all the used blank white paper shredded before exiting the exam room?				
18	Were all the completed & signed ICB PoE Admin books submitted?				
19	Were there any unmarked Formative Assessments submitted? If so were the PoE's kept separate from the rest (use an elastic band)?				

16	Were All the PoE's (including the Question paper and Answer book), both the exam control sheets, and the signed exam rule sheets sealed in the envelope?		
17	Was the sealed envelope returned to be locked in the fireproof cabinet until the courier comes to collect the package?		

**If you answered NO to any of the questions above please give reasons here:**

**Irregularities in any questions:**

**Question Paper:**

**Question:**

**Problem:**

**Question Paper:**

**Question:**

**Problem:**

**Question Paper:**

**Question:**

**Problem:**

**General Comments:**

<b>Invigilator 1 signature</b>	<b>Invigilator 2 signature</b>
<b>Head of Academic signature:</b>	<b>Date:</b>

