

## SECTION 9: TERMS AND CONDITIONS (Extract From The Student Guidelines Document)

Please read the information contained in this section carefully. (The Full Student Guidelines Document Is Available On: [www.leadersfortomorrow.co.za](http://www.leadersfortomorrow.co.za).)

### 1. Application & Registration Process

The application process takes place before registration. Application is the process of evaluating whether the student meets the requirements for the qualification/programme he/she would like to register for. In the event that the student owes outstanding tuition fees, Nelson Mandela University will not allow such a student to register for any future training until such time that the account has been settled. Please refer to the checklist on the front page of the application form for documents to be submitted during the application process.

Registration: Once a student has received a letter of acceptance from the University for a Specific Programme, the student must register for the modules they will complete during the relevant year. It is the responsibility of the student to ensure that the correct modules are registered for and credit applications made, if required.

Nelson Mandela University Business School must be informed of certain disabilities to determine whether it is able to make special arrangements to accommodate persons with disabilities. Advice can be obtained from the senior disability officer at Nelson Mandela University Disability Unit on 041 504 2562 / 2313 / 4756 or Email: [disability@mandela.ac.za](mailto:disability@mandela.ac.za)

### 2. Fees

The fees and conditions shall be determined by Nelson Mandela University Business School and are subject to amendment without prior notice. The student or sponsoring company becomes liable for the full fees upon acceptance of application. The student's application must be accompanied by a copy of the purchase order (PO)/bursary letter stating who will be responsible for payment of fees. The programme fees are all inclusive and include all relevant training materials. Cheques should be made payable to Nelson Mandela University (See Banking Details In Section 5).

Interest will be charged on outstanding accounts exceeding 30 days at the interest prime rate (prime rates are subject to change). In the event of the university successfully instituting legal action against the student for the recovery of any amounts owing, due and payable or the enforcement of any legal rights of the university, the student shall be liable to pay all legal costs incurred on an attorney and client scale, including the collection commission and interest.

The student's certificate and study record may be withheld under the following circumstances:

- In the event of the student account being in arrears or
- In the event of any disciplinary matter pending against the student

### 3. Programme Cancellations

#### 3.1 Open Programmes

3.1.1 In the event that Nelson Mandela University cancels the open programme due to insufficient numbers registered, students/sponsors will be reimbursed in full.

If a student/sponsor wishes to cancel, then the PROGRAMME AND MODULE CANCELLATION AND POSTPONEMENT form, should be completed and submitted to Nelson Mandela University, stating the reason for the cancellation.

3.1.2 If the student/sponsor wishes to cancel his/her enrolment and:

- a. The student/sponsor has applied but the application has not yet been accepted, then there will be no charge.
- b. The student/sponsor has applied and been accepted, but the programme has not yet commenced and the cancellation is received by Nelson Mandela University:
  - i. Ten (10) or more working days before commencement of the programme, then a cancellation fee of 20% of the programme registration is payable. If the modular registration form was not completed and submitted, then a cancellation fee of 20% of the full programme fee is payable.
  - ii. Less than ten (10) working days before the commencement of the programme, a cancellation fee of 40% of the programme registration is payable. If the modular registration form was not completed and submitted then a cancellation fee of 40% of the full programme fee is payable.
- c. The programme has already commenced, then the student/sponsor will be liable for the full cost of the Programme registration, whether the student attended or not.

#### 3.2 Client Specific In-house and On-Campus Training - Standard Programmes

Once confirmation has been received in the form of a signed quote; an order number; and/or a signed Service Level Agreement/Memorandum of Understanding, a 40% cancellation fee on the full quoted amount will apply to cancellations received 20 or more working days prior to commencement of training. Where cancellations are made less than 20 working days prior to commencement, the company will be liable for the full cost as per quote.

#### 3.3 Client Specific / Newly Developed Programmes

Once confirmation has been received in the form of a signed quote; an order number; and/or a signed Service Level Agreement/Memorandum of Understanding, a 60% cancellation fee on the total quoted amount will apply to cancellations received 20 or more working days prior to commencement of customised training and programmes developed on company request. Where cancellations are made less than 20 working days prior to commencement, the company will be liable for the full cost.

### 4. Programme Postponements

#### 4.1 Open Programmes

4.1.1 In the event that Nelson Mandela University postpones the programme, the student may elect to attend the programme as postponed or to receive a refund. In the event that a student/sponsor elects to receive a refund, such request should be done in writing. The student is advised to keep evidence of the date on which such request is sent.

#### 4.1.2 Postponement request by the student – Modules on the Specialist Programme / Leadership & Management Programme:

- a. Students may only request to postpone modules within a programme and not the entire programme.
- b. Postponement requests should be submitted to Nelson Mandela University five or more working days before the commencement of the original module.
- c. If the student wants to postpone their attendance of a registered module from the original planned timeslot, to the timeslot of another programme, then the student should complete and submit the PROGRAMME AND MODULE CANCELLATION AND POSTPONEMENT form, stating the reason.
- d. Postponement requests are limited to 3 modules per year. Postponement requests for 4 or more modules will only be considered under very special circumstances.
- e. A postponement of a module/s can only be requested:
  - i. Once the full programme has commenced,
  - ii. Before the start of the applicable module, and
  - iii. Fees are paid in full.
- f. Once the applicable module class has commenced, no postponement will be allowed, irrespective of whether the student attended or not.
- g. The request will be considered on merit by the Operations Manager.
- h. If the postponement is approved, then the student/sponsor will be liable for the financial implications of the postponement, which is payable prior to attendance in the new timeslot.
- i. Through postponement of a module from one year to the next, a student/sponsoring company will automatically be expected to attend that particular module the following year. Non-attendance of the module in question the following year will result in the student/sponsoring company forfeiting the fees of that module. When the student re-registers for the module, the student/sponsoring company will be required to pay the current fee of that module.

#### 4.2 Client Specific In-house and On-Campus Training - Standard Programmes

Once confirmation has been received in the form of a signed quote, an order number and/or a signed Service Level Agreement/Memorandum of Understanding, standard training programmes may be postponed once without any additional penalties. The sponsoring company will be billed for all costs associated with the postponement request (such costs may include: venue/equipment hire, travel & accommodation costs, facilitator availability, etc.). In the event that the programme has been rescheduled and then again postponed or cancelled, the company will become liable for the full cost as per the quotation.

#### 4.3 Client Specific / Newly Developed Programmes

Once confirmation has been received in the form of a signed quote, an order number and/or a signed Service Level Agreement/Memorandum of Understanding for the customisation of standard programmes or the development of new programmes, Nelson Mandela University will commence with the development process and the company will become liable for the full development/customisation cost.

### 5. Credit Applications

Students must apply for credits on registration. No credits will be awarded after the start of the programme. An Application for a Module Exemption form must be submitted together with a certified copy of the relevant qualification, the full programme outline and/or outcomes from the institution that offered the programme, and a credit application fee must accompany applications for credits. Please consult the Programme Coordinator for details of the relevant application fee. This fee does not apply to credits awarded for Nelson Mandela University Business School SLP's. Credit application for modules completed more than 5 years ago will not be considered.

### 6. Class attendance

80% attendance is required per module, failing which, a student will have to repeat the module at 50% of the current module fee in order to be assessed. Where a student fails to notify the relevant programme coordinator of his/her intended non-attendance within the required timeframe, the student/sponsoring company will be held liable for the fees, as if the student/company had attended. The student/sponsoring company will then be expected to pay the full fee again should the relevant payor indicate his/her intention to attend the same module at a later date.

### 7. Assessment Strategy

Students and sponsoring companies must ensure that they are familiar with the Assessment Strategy applied by the Nelson Mandela University Business School: Leadership Academy division. This information is available on the Business School website and in the Student Guideline Document which will be discussed during the orientation phase. It is important to note that there might be cost implications attached to unsuccessful modules.

### 8. Nelson Mandela University Policy Framework

Students enrolling with the Nelson Mandela University Business School must abide to Nelson Mandela University Polices of which the "Nelson Mandela University Student Disciplinary Policy" and "Policy for the Promotion of Academic Integrity and Prevention of Plagiarism" have special reference.