

STADIO



A NEW VISION IN
HIGHER EDUCATION

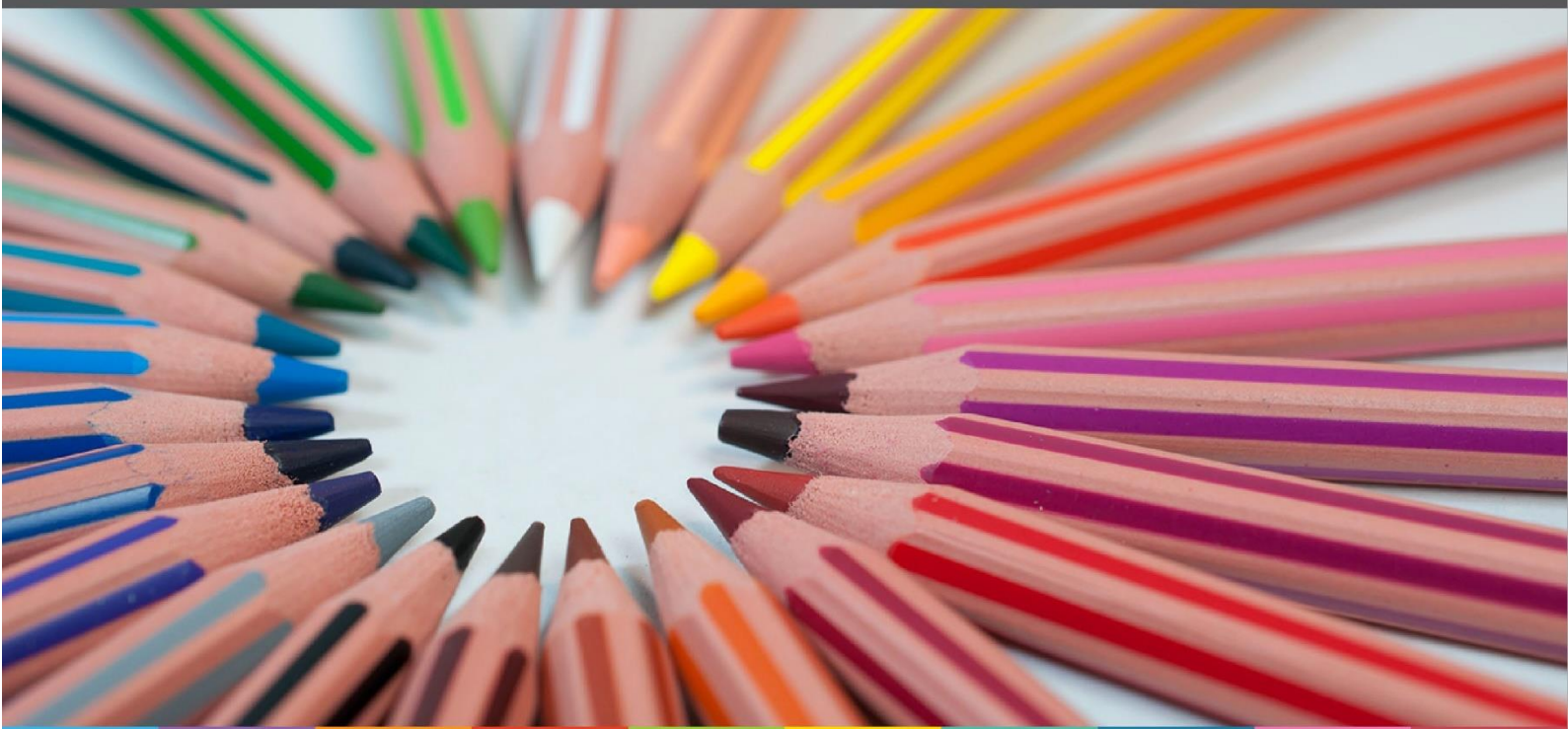


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STADIO is committed to development and empowerment through learning and ensuring graduate readiness for the world of work with an understanding of responsible citizenship.

Our vision is:

To empower the nation by widening access to higher education.

Our mission is:

To be a preferred higher education provider, offering qualifications aligned with the needs of societies, students, and the world of work.

Our institutional promise, therefore, stands on three broad pillars which we commonly refer to as “WWS”:



In addition to the institutional promise, STADIO stands grounded on the values of:

— SERVICE — QUALITY — INTEGRITY — PEOPLE FOCUS —

What do these values mean? Each value is supported by behaviour standards that underpin these values.

Whether you are a school-leaver or an adult student, STADIO’s comprehensive programme and qualification mix has something for you.

We believe in the potential of every person to grow and achieve their dreams through education, and having admitted you as a student, we will do all things reasonable to help you succeed (STADIO Academic Promise, 2019). The academic mantra is developed on the foundations of academic quality and student-centricity: *“Students at the centre, learning at the core (SCLC).”* You will see SCLC repeated many times in the academic project.

Note: This handbook focuses on contact-learning undergraduate students. Not all topics may apply to students in post-graduate or distance-learning programmes, e.g. access to the physical library on campus.

Concurrently, the academic, administrative, and operational processes manifest these values by being simple to understand, apply, and implement.

STADIO offers a range of student success, support, and wellness initiatives to mediate, facilitate, and enable student success. Students, however, must also see themselves as partners with the STADIO team in the outcome of their success — while STADIO commits to providing the means, students are expected to take agency for their development and empowerment. We understand that the transition to higher education is not always easy and that students are individuals, with different levels of preparedness for higher education, with particular needs, and specific ambitions. To mitigate the identified gaps, STADIO has integrated a range of foundational skills for higher education success — academic reading, writing and comprehension, computer skills, and numeracy skills — into its formal programmes for all undergraduate students.

An engaged student is a vital requirement for academic success. All students will have access to assistance with academic queries on all modules, either online or in person on campus. All students will benefit from having access to their lecturers, as well as posts and information shared by the lecturer on Canvas (the learning management system). Students will be able to set up face-to-face or online meetings with their lecturers and consultation hours will be communicated on Canvas.

Lectures are supplemented with seminars/webinars with industry practitioners so that our students not only become discipline experts but understand how their knowledge is applied in the workplace.

STADIO also believes in holistic development and one of the graduate attributes we promote is social consciousness. Students will have the opportunity to participate in social impact projects as part of their curriculum or as an additional activity, which we hope will engender a sense of social awareness and responsibility.

Student retention is another fundamental driver of student success. STADIO will strive to proactively identify and support students presenting with signs of failing and/or dropping out from the student journey. The Centre for Academic Success (C4AS) implements academic activities to promote success. A student who is identified as requiring additional academic support will be offered remedial activities by the C4AS to improve

academic success. Students may also request additional support from their lecturers or may contact the C4AS for guidance should they experience any challenges that negatively influence them succeeding in their studies. Students requiring counselling and support may contact the Wellness and Campus Experience Officer directly through the student Q-Desk (<https://qdesk.stadio.ac.za>) or come directly to their office depending on your mode of study.

This Student Support and Success Handbook will provide you with a more comprehensive scope of the support services available to you and provide contact details for each service. We hope you will find it useful.

Contact Information

STADIO Head Office:

The Village Square, Office 101, Corner of Queen & Oxford Streets, Durbanville, Western Cape, 7550

Campuses:

Bellville		
Bellville Business Park, DJ Wood Street, Bellville, 7500		hellobellville@stadio.ac.za Tel: +27 21 949 5036/7
Centurion		
Erf 3151, Highveld X113, Panfluit Street, Ecopark, Centurion, 0157		hellocenturion@stadio.ac.za Tel: +27 12 683 9942
Hatfield		
367 Hilda Street, Hatfield, Pretoria, 0028		ellohatfield@stadio.ac.za Tel: +27 12 342 0069
Krugersdorp		
Plot 10, R28 Service Road, Diswilmar, Krugersdorp, 1739 Private Bag X03, Helderkruijn, 1733		ellokrugersdorp@stadio.ac.za Tel: +27 11 662 1444
Musgrave		
75 Silverton Road, Musgrave, Berea, Durban, 4001		hellomusgrave@stadio.ac.za Tel: +27 31 303 7390
Randburg (Blairgowrie)		
6 Eileen Street, Corner of Geneva Road, Blairgowrie, Randburg, 2194		hellorandburg@stadio.ac.za Tel: +27 11 326 1698.
Waterfall		
Corner of Maxwell & Simlak Drives, Waterfall Country Estate, Gate 1, Midrand, 1685		hellowaterfall@stadio.ac.za Tel: +27 87 288 4665/6:
Namibia Support Office - Windhoek		
24 Wagner Street, Windhoek West, Windhoek Private Bag 13026, Windhoek		hellonam@stadio.ac.za Tel: +264 (0) 8333 10080
Namibia Support Office - Ongwediva		

Important STADIO Websites

STADIO	www.stadio.ac.za
mySuccess	Canvas: Go to the mySuccess module on Canvas.
myCampus	Explore the convenience of myCampus, your online hub for all campus-related matters. From event updates to a campus map, discover everything you need in one place. Streamline your student experience and stay connected effortlessly on myCampus. Access myCampus from Canvas by visiting the myCampus module.
myLibrary	The online library can be accessed on Canvas (the learning management system) in the course named myLibrary. Details on the campus library can be found on the myCampus course on Canvas.

Academic Schools

STADIO has 10 academic Schools.

School of Administration and Management (SOAAM)
Head of School: Dr Truida Oosthuizen
School of Architecture and Spatial Design (SOAASD)
Head of School: Vacant
School of Commerce (SOC)
Head of School: Dr Antje Hargarter
School of Education (SOE)
Head of School: Dr Leanne Browning
School of Fashion (SOF)
Head of School: Ms Maryne Steenekamp
School of Information Technology (SOIT)
Head of School: Prof. Carina de Villiers
School of Law (SOL)
Head of School: Prof. Philip Stoop

School of Media and Design (SOMAD)
Head of School: Dr Willie Bouwer
School of Policing and Law Enforcement (SOPALE)
Head of School: Ms Jeanette Smit
School of Arts and Humanities (SOAH)
Head of School: Vacant

STADIO Higher Education Management

Chief Executive Officer
Mr Chris Vorster
Chief Finance Officer
Mr Ishak Kula
Chief Academic Officer
Prof Divya Singh
Chief Operations Officer
Mr Johan Human
Chief Information Officer
Mr Merwe Roux
Executive Head: Distance Learning
Ms Chariska Knoetze
Executive Head: Contact Learning
Prof. Patrick Bean

Academic Management

Chief Academic Officer
Prof. Divya Singh
Dean: Teaching, Learning and Student Success
Ms Esther Venter
Dean: Quality Assurance
Dr Japie Heydenrych
Dean: Research
Prof. Flip Schutte

Registrar
Ms Melanie Orton

STADIO Heads of Campus

STADIO Musgrave
Mr Barry Swain
STADIO Bellville
Ms Monette van Zyl
STADIO Waterfall
Dr Farhana Paruk
STADIO Randburg and Hatfield
Mr Leonardo Snyman
STADIO Centurion
Ms Marjorie Tlali

Student Academic Success

Head: Academic Success
Dr Amanda Lee
Bellville Campus
Ms Nicole Faria
Centurion Campus
Ms Angelique Janse van Rensburg
Hatfield Campus
Ms Talita Harmse
Randburg Campus
Ms Talita Harmse
Musgrave Campus
Ms Jacqueline van Schalkwyk
Waterfall Campus
Ms Kolean Padayachi

Acronyms

ALM	Academic Literacies programme
C4AS	Centre for Academic Success
CSF	Campus Student Forum
EFT	Electronic Funds Transfer

HEQC	Higher Education Quality Committee
NSC	National Senior Certificate
PCs	Personal computers
SADAG	South African Depression and Anxiety Group
SAGEA	South African Graduate Employers Association
SAS	Student Administration and Support
VLOG	Video Blog
HOC	Head of Campus
HOS	Head of School
AM	Academic Manager
PC	Programme Coordinator
RPL	Recognition of Prior Learning
CAT	Credit Accumulation and Transfer

Role-players

Academic Manager	Oversees the academic activities within each school per campus
Campus Security Officer	Manages and implements all security measures on each campus
First Aider	Assists students and staff with medical emergencies on the campus
Manager C4AS	Manages the Centre for Academic Support (C4AS) on the campus
Head of Campus	Manages the day-to-day operations on the campus
Head of School	Leads the academic activities of the School, promoting quality and ensuring the integrity of learning and teaching in the School
Health and Safety Officer	Manages and maintains health and safety measures on each campus
Information Officer	Ensures that students' personal information is safe and secure, and that STADIO complies with the provisions of the Protection of Personal Information Act (POPIA)
Librarian	Manages the learning resources in the library as well as assisting students with research activities and general enquiries relating to the library services
Head: Student Academic Success	Responsible for student success activities across all campuses
Reception Desk	Provides reception services on the campus
Student Administration and Support	Department on each campus attending to administrative enquiries pertaining to the students' academic programme
Wellness and Campus Experience Coordinator	Coordinates student support activities on campus such as counselling and wellness initiatives
Student Recruitment Adviser	Focuses on the marketing of a programme and provides information on the application and registration processes
Learning Technology Unit	Provides support to students and staff on the learning management system, and other learning systems



Section A – Academic Success

The following information describes the academic services offered by STADIO and is sorted in alphabetical order:

A1. Access and Admission

STADIO is committed to widening access through *inter alia* the introduction of bridging programmes for students who do not meet the institutional admission criteria. Bridging opportunities are available for entry to both undergraduate and postgraduate qualifications. For more information, contact Student Administration and Support (SAS) or the Head of School.

Recognition of Prior Learning (RPL) acknowledges and values individual learning and experience outside of the higher education spaces and is another important means of widening access to prospective students who may not have had the opportunity for higher education because of socio-economic circumstances. For more information on RPL, see section A14 below or contact SAS.

Students seeking module credits based on studies at other higher education institutions, applying for Credit Accumulation and Transfer (CAT), may refer to section A4 below.

A2. Career Advice and Services

STADIO is committed to bridging the divide between the classroom and the world-of-work by providing a variety of activities geared towards preparing students for the workplace. These activities are offered both as part of the regular learning and teaching engagements and, additionally, through the C4AS. You are encouraged to participate in the various initiatives and constantly check the mySuccess page on Canvas for updates on what is available.

Students seeking career advice may visit the C4AS on the Campus or log into the mySuccess course on Canvas for a compendium of available resources.

STADIO is a registered member of The South African Graduate Employers Association (SAGEA), a not-for-profit association which has become a hub of graduate employment in South Africa. SAGEA hosts annual career fairs and communicates information about vacancies. This information will be communicated to you through the mySuccess course on Canvas and the C4AS.

For further information on the workplace readiness programmes that are offered, see section A16 below.

A3. Centre for Academic Success (C4AS)

Student Academic Success at STADIO rests on three pillars, namely:

- Transition into higher education

STADIO acknowledges that some students find it difficult to transition from school to higher education and require support to make the necessary adjustments. Look out for programmes offered by the C4AS helping you make this transition as smoothly as possible.

- Transition through Higher Education

STADIO believes in the principle of access with success. The C4AS supports learning and teaching to promote the success of the student journey. You can navigate your learning journey with greater ease by attending the regular sessions offered by the C4AS.

- Transition from Higher Education into the World-of-Work

The C4AS offers programmes in preparation to enter the world-of-work. Participate in these programmes and diagnostics that will assist you to identify areas for development. Register for the STADIO stripes and build on your second transcript.

A C4AS is established on all campuses. The Manager C4AS, in collaboration with the Student Success Coordinators at the C4AS, assists students on the campus, as well as remotely to the support and satellite campuses.

The C4AS has both a reactive function (responding to students' needs) and a proactive role. In the latter instance, the C4AS institutes activities focused on student academic success and development and empowerment, including skills for the workplace, social impact engagements, and general academic support.

A4. Credit Accumulation and Transfer (CAT)

Students may apply for credits for modules passed at other registered higher education institutions. No more than 50% of the credits of the qualification will be awarded by STADIO through CAT, as set out in the CAT Policy.

While STADIO will support and facilitate the process, the onus remains on the applicant to submit evidence of the credits and outcomes achieved at another accredited institution. In terms of the regulatory requirements, the CAT application will only be successful if there is an 80% overlap between the learning outcomes of the module completed elsewhere and the one offered by STADIO for the registered qualification.

Students wishing to apply for a CAT concession must obtain an application form from Student Manager or from SAS, who will also provide any further assistance required.

A5. Deferment of Studies

STADIO acknowledges that students may have to defer their studies temporarily for a variety of reasons. Should you need to defer the study programme, approval must be obtained through an application to the SAS. The agreed deferment period will not count towards time spent on the programme, ensuring that you have the full prescribed period of study time available to complete the qualification. At the end of the agreed deferment period, you must register and continue with your studies.

A6. Disability, Inclusivity and Differently Abled Students

In keeping with its pledge to widen access to higher education, STADIO is committed to supporting students with disabilities, both psychological or physical, to access higher education and, insofar as reasonably practicable, ensure that they have an equal chance of success. Such assistance may include special concessions for assessments, for example, time concessions, providing the services of a scribe, or undertaking an examination in a separate venue.

To ensure that they receive the best available support from STADIO, students with disabilities must complete the relevant section on the Registration Form. Should special concessions be required, they must apply to the SAS on the prescribed form available through the Q-desk. More information can be found in the student rulebook.

Dedicated workshops for students with special learning needs will be presented on campuses, hosted by the Manager C4AS.

A7. Graduation

STADIO hosts two graduation ceremonies annually, one in autumn and the other in spring. Students who successfully complete their qualification will receive an invitation from the Registrar. All information pertaining to the graduation ceremony, for example, where to hire the academic attire, where to collect your graduation certificate, graduation venue(s), graduation photographs, dates and time, etc. will be communicated in this invitation.

A8. Information Technology

Computer resources are available on all campuses for students.

Registered students have access to IT services that include MS Office 365 and a STADIO email address. New students must activate their STADIO email accounts. The steps to do this are explained in the welcome letter.

Students requiring additional assistance may obtain it via the IT department on the campus. IT support is available to all students, both on and off campus. You may contact the IT department on the campus for support during office hours or make use of the e-ticketing system available on some campuses.

All campuses have free WiFi access for the purposes of supporting students' studies. Using the WiFi facility to access content not linked to your programme of study may result in disciplinary action being taken against you.

STADIO uses Canvas as its learning management system. On Canvas, you have access to support 24 hours a day, either online or via a toll-free number. You may contact Canvas support to assist you with challenges on Canvas, such as the submission of assessments.

A9. Learning Management System (Canvas)

STADIO offers its students a bespoke web-based learning management system used to access and manage online learning materials and to communicate personal development and achievement of learning. All students are registered on Canvas@Stadio.

All information on the modules you are registered for will be available on Canvas. You will complete some assessments on Canvas, e.g. submit assignments and complete quizzes. It is important for you to ensure that you log onto Canvas regularly to access study material, etc.

Canvas is also utilised to deliver non-formal courses to students, e.g. Academic Integrity Course that explains STADIO's plagiarism practices, etc.

Student Academic Success has a dedicated page on Canvas, mySuccess, where you have access to a variety of information, e.g. support to transition from high school to higher education, academic support, the world-of-work, etc. All activities organised by the C4AS during the year will be communicated to you via this page. In addition to this, activities will also be displayed on the calendar within Canvas.

A10. Library Services

Library services are provided on all campuses and a qualified librarian is available to assist students. Librarians can also assist postgraduate students with their literature searches for research activities.

A limited number of recommended and prescribed books are available for your use in the library on campus. A full online library is available on Canvas in the myLibrary course that encompasses a range of online databases: ProQuest (journals, e-books, videos, theses and dissertations), ScholarText (e-books only), EBSCOHost (journals and e-books, videos), Sabinet (7 titles for Policing students only and interlibrary loans), JutaLaw (case law for Law students), Taylor & Francis (for Education students only), Globethics (e-books and journals) and WGSN (for Fashion students).

In addition, you also have access to a variety of other open electronic resources including e-books, e-journals, e-repositories, databases, data sources, dictionaries, image libraries and others.

The library offers a variety of courses to support students through their academic journey. These courses will be communicated via Canvas with all students.

A11. Misconduct and Disciplinary Action

The STADIO Student Disciplinary Code sets out the behaviours that students ought actively to avoid, and includes, but is not limited to what happens when students break the rules of the institution. You are required to read the Student Disciplinary Code. You sign acceptance of this Code upon registration and are bound by its terms as a student of STADIO. Should you commit any act prohibited by the Code, you will face disciplinary action in terms of this Code.

You are also advised to take careful note of the principles outlined in the Code to guide you in your communication with STADIO. STADIO will not tolerate abuse of any nature towards its staff members by students.

A12. Plagiarism and Academic Referencing

STADIO is committed to assisting students in developing good academic writing and referencing skills. The danger and seriousness of plagiarism, which is the action of passing off someone else's ideas as your own, will be explained to new students in the orientation programmes as well as the academic integrity course (compulsory for all new students to complete). STADIO offers regular upskilling initiatives for all students in this regard. Any student who feels that they need assistance may contact their Campus Librarian in person or via Canvas. STADIO has a Referencing Guide that contains referencing examples for a wide range of sources. This Referencing Guide is available on the myLibrary course on Canvas.

To assist students in eradicating plagiarism, STADIO has implemented a software programme called Turnitin,

which determines similarity (i.e. likeness between a student's submission and that of a submission by another student, as well as other published material). When uploaded as a draft, the system allows you to check your assignments for possible similarity issues. Identified problems can then be corrected before the final submission. Turnitin is not utilised in all modules — the decision is based on the module content, especially where calculations and graphs are mainly applied.

All students enrolled for a programme at STADIO, will be required to complete the compulsory Academic Integrity Course available on Canvas.

A13. Policies and Rules

Students can access the STADIO policies and rules including policies on student support and wellness on the STADIO website and on Student Manager.

The Student Rulebook is a very important document that contains a summary of the relevant policies and contains a very useful “How to” section that will assist you when you have a specific question.

A14. Recognition of Prior Learning (RPL)

Recognition of prior learning is a process whereby you may get access to a programme (RPL for access) or, in some cases, be awarded exemption/s from modules that contribute towards a particular qualification (RPL for exemption). In RPL for access, you will not formally receive the preceding qualification but will be permitted to register for the higher qualification as a result of the successful RPL application. RPL for exemption also does not translate to credits being awarded for those modules which are exempt, and, where RPL exemptions are awarded, you will complete the qualification with fewer than the minimum number of credits for which the qualification is accredited. RPL may include any type of prior learning — non-formal, informal, and formal.

Students wanting to apply for RPL should contact SAS for further details and assistance or complete the relevant form available on the student portal.

RPL at STADIO is governed by the RPL Policy and Procedures.

A15. Student Academic Support for Success

Student success and support are at the heart of STADIO's commitment to student-centredness. STADIO provides the following specific student academic success activities:

NEW STUDENTS

Before students commence the academic year, they are invited to an orientation programme aimed at

facilitating a smooth transition from high school to higher education.

During the Orientation Programme, students are introduced to higher education and the levels of individual agency and independence required to be successful. Students are familiarised with the facilities on their campus and introduced to the key role-players. In addition, new students are required to complete a diagnostic assessment online — through SmarterMeasure¹ — that gauges their level of preparedness for higher education. The system provides an immediate report to the student, together with improvement activities to address the identified gaps.

Students may also contact the C4AS, should they wish to better understand and interpret the assessment outcomes. While STADIO encourages students to consider the remedial activities, there is no compulsion on any student to adopt the improvement strategies and remedial activities — this is a value-added support service provided by STADIO, and further participation is entirely voluntary although strongly recommended.

NEW AND RETURNING STUDENTS

- Ongoing Monitoring

Student progress will be monitored throughout the academic year. Students who have barriers preventing them from performing at their full potential will be identified and support programmes offered to ensure student success as far as possible. Students' retention and success rates will be assessed twice per year and appropriate support will be made available on a case-by-case basis.

- Reading Support

Any student identified as requiring additional support to enhance reading and academic comprehension may take the SmarterMeasure diagnostic programme, which measures the student's reading speed and comprehension. The Report is accompanied by several remedial resources that are available for the student to access free of charge and improve this skill.

- Non-Active Students

Students who have not been attending class for some time will be regarded as non-active students. They will be identified and contacted to determine the reason for non-attendance, and support offered to assist the student to re-enter the programme, where necessary.

- Access to the Lecturer

You will have access to the lecturer during the hours of tuition as per the timetable, as well as during consultation times, which will be made available to you at the beginning of the year. Any student may

¹ SmarterMeasure a web-based assessment that assesses the impact of a student's life factors and individual learning styles, and measures personal attributes, technical competencies, technical knowledge, reading comprehension and speed, typing speed and basic numeracy skills.

make an appointment to meet with the lecturer for follow-up learning sessions. Where you have trouble or confusion with academic content, your first port of call is to the module lecturer. Lecturers must be contacted via the Canvas course on the module questions and answers link, or in person. If, however, there are other reasons limiting your academic success, you may, in addition, schedule a meeting with the Manager C4AS.

A16. Workplace Readiness and Employment

All Schools host at least one Seminar/Webinar per semester where industry experts and professionals are invited to discuss practical aspects of the course and their application in the workplace. Students on all programmes will have the opportunity to listen to and engage with discipline practitioners describing the workplace and the expectations from graduates joining the workforce, so that by the end of the programme, graduates exit with both discipline-specific knowledge and an understanding of the expectations of the world-of-work they will be joining.

Some schools by their very nature provide regular access to the work environment as part of their study programme.

STADIO offers all students a comprehensive range of activities to ensure your readiness for the workplace. This programme includes workshops and resources on topics such as CV writing, interview preparation and skills, ethics in the workplace, work-life balance, communication skills, grit and resilience, and many more.

Annually, SAGEA hosts a careers fair where you can attend workshops such as CV writing, interview skills, etc. as well as meet with prospective employers. Information about these events will be distributed to you via the C4AS and on the student success course.

All pre-final year students in a degree programme will have the opportunity to complete the Myers-Briggs Type Indicator (MBTI) assessment to improve employment potential. Feedback on the results of this test may only be given by an MBTI-accredited facilitator. The facilitator will provide feedback on the results of this test, and guide students to possible improvement and developmental activities available on the mySuccess course. All students in other programmes may complete the online Margerisson-McCann Personality Assessment (free of charge). An appointment can be made with the STADIO Wellness and Campus Experience Officer for individual discussions and advice on improvement actions, where applicable. A library of resources is available on the mySuccess course to address areas of improvement. Students may access them for development and improvement.

Section B – Campus Information

The following information describes the support and wellness services offered by STADIO and is sorted in alphabetical order:

B1. Access Control

Campus-based students are issued with student cards which enables STADIO to identify registered students. You are required to always carry the student card when on campus or using the physical facilities of STADIO. The student card will be used at all access control areas, such as the lecturers' office area, or venues with expensive equipment or laboratories and studios.

You will not be allowed to sit for an examination without a valid student card. For any enquiries regarding the student card (including the replacement thereof), you may contact the SAS on the campus.

B2. Bursaries

STADIO offers limited student bursaries and financial awards annually. Further information on STADIO bursaries can be located in the Prospectus on the STADIO website (www.stadio.ac.za) where the details and criteria for eligibility are explained.

B3. Cafeterias on Campus

All contact-learning campuses have a cafeteria. More information about the cafeteria can be obtained from the reception desk on the campus or by going to your myCampus module on Canvas.

B4. Campus Protection Services

STADIO provides security on all its campuses to ensure that, as far as reasonably possible, students and staff have a safe campus environment. However, it remains your responsibility to look after your personal belongings while on campus and students who travel to campus by car must ensure that no valuable items are left in cars.

Should a security issue arise, you must report it to the Campus Reception Desk.

B5. Campus Student Forum (CSF)

Students on each campus will elect the Campus Student Forum (CSF), which will be responsible for representing the students on the Campus. The Head of Campus is responsible for the functional and governance oversight of the CSF.

CSF elections take place annually under the mandate of the Head of Campus, who will ensure that the student representatives are duly elected.

In addition to the other identified functionaries, you may report matter(s) of concern to the CSF. The CSF will work with the Head of Campus to promote a positive campus environment for students. More information on the CSF and their portfolios is available on the myCampus page on Canvas. Contact details of the CSF can be obtained from these pages.

B6. Complaints and Grievances

STADIO values all feedback received from students and strives to resolve student complaints and grievances in a professional manner. If it cannot be resolved at a lecturer level, you may report it as follows:

- Academic administration complaints/grievances per campus may be reported to the Deputy Registrar or Head of Academic Administration and Support.
- Academic complaints/grievances may be reported to the relevant Academic manager.
- Operational complaints/grievances may be reported to the Head of Campus.
- All complaints/grievances may be reported to talk2me@stadio.ac.za.

For more campus-specific information, visit the myCampus Canvas Page.

B7. Finance Office

Each campus has a Finance office situated within the administration space. No cash will be handled at these offices. Students who wish to make payments can either use the card machine on the campus or do an EFT.

B8. Fee Payment and Financial Support

PAYMENT PLANS

STADIO offers students the option to pay their fees upfront in advance, or monthly. Students will receive a discount on the tuition fee if the total amount due is settled in full by 31 January annually.

Students opting for a monthly payment plan may make use of the more efficient debit order system of payment.

EXTERNAL FUNDING PROVIDERS

The following external funding options are available to students:

- Capitec Bank

Capitec Bank provides students with a discounted interest rate on a loan that is based on the student's personal profile and needs. If the loan is approved, the money will be paid directly to STADIO. If you require more information about the Capitec Loan Scheme, you can access it at <https://stadio.ac.za/kick-start-your-success-credit-capitec>.

- Student Hero

Student Hero is a funding facilitator that assists a student to compile one student loan application, which will be submitted to multiple funding providers on behalf of the student. To access Student Hero's online application portal, you may go to <https://www.studenthero.co.za/> or connect to Student Hero on WhatsApp at <https://wa.me/27615853490>.

- Other Funding Providers

You may also access other student funding providers from <https://www.stadio.ac.za/student-funding>.

B9. Medical Emergencies

A Health and Safety Officer, as well as a qualified first aider(s) who can assist with minor emergencies, is available on every campus. Students who encounter any medical emergency must contact the first aider(s) or Reception on the campus immediately. If it is determined that the medical emergency is of such a nature that it cannot be handled on the campus, the first aider(s) on campus will decide on the next step. Additional costs may accrue to the student.

No first aider(s) on the campus may issue any medication to you. If you are using chronic medication, it is advised that you ensure that the medication is always with you. If you have any allergies, it is your responsibility to ensure managing and safeguarding against allergies.

Numbers for emergency units within the vicinity of the campus will be provided on the Student Support Course as well as visually by way of posters on campus.

B10. Personal Information

Students must ensure that their personal information, such as contact details and addresses, is correct on the student portal, known as *mySTADIO*, and updated when necessary.

In terms of the Protection of Personal Information Act, you have the right to enquire about what personal information is held by STADIO. To obtain this information, you may send an email to informationofficer@stadio.ac.za.

Information on how STADIO deals with your personal information can be found in the Information

B11. Photocopying and Printing Facilities

STADIO provides photocopying and printing facilities for its students on the campuses at a cost to the student. Printers and photocopiers will be available in the student study/computer areas, or the library, and you will be required to use a pre-loaded printing card to access these facilities. For further information on printing, contact the librarian on the campus.

B12. Registration

RETURNING STUDENTS

Returning students who are continuing with their qualification must register annually for each academic year by completing a Registration Application (for returning students), which includes the selection of modules and elective module/s (where applicable) for the year, as well as a Finance Agreement in respect of the annual fees due, the payment method, and payment terms selected.

The Terms and Conditions entered into during the initial application process remain valid for the duration of the programme. Students will be notified should there be fundamental updates to this contract, thereby requiring the student's acceptance.

Students will only have access to the campus and academic facilities when registration is successfully completed.

The Registration Application (for returning students) as well as the Finance Agreement and Debit Order forms will be made available on the Student Manager Portal once registration opens.

RETURNING STUDENTS APPLYING FOR NEW QUALIFICATION IN ANOTHER SCHOOL

Returning students (who have previously registered with STADIO) wanting to apply for a new qualification must download an Application to Study form and submit it to the School where they intend to apply.

Students may be required to provide additional documentation specific to the programme that they are applying for, as per the admission criteria guidelines.

The Application to Study (for returning students) includes the STADIO Terms and Conditions as well as the Finance Agreement and/or Debit Order forms which will be made available on the Student Manager Portal, known as mySTADIO, once application opens. The staff in SAS are always available to assist

students.

B13. STADIO Vlog, News, and Events

STADIO has an online newsletter (vlog), called Sheba, available to all students on a private YouTube channel.

The link to the newsletter is available on Canvas on the Student Support course pages and on the STADIO website.

All students will have access to this newsletter, which is called STADIO Sheba. The word Sheba means ‘to look’ or ‘to see’. The newsletter provides an insight into STADIO and its people, the qualifications offered, and the various campuses and the activities. You can communicate with the Sheba team on sheba@stadio.ac.za.

In addition to Sheba, each School has its own “News and Events” link on the STADIO webpage. Visit the STADIO webpage (www.stadio.ac.za), click on Schools, select a School, and scroll down to find links to “News and Events”. In addition to the STADIO website, each School has its own Facebook and Instagram page where news and events are communicated with its followers.

Individual campuses may also have their own newsletters relating to information on the campus and/or Schools and its students. Individual campuses convey important news and events with students via the newsletters available on the myCampus page on Canvas.

B14. Student Wellness

STADIO is dedicated to fostering the comprehensive growth and development of its students within its means. It provides resources to establish a student-centric learning environment, integrating health and wellness activities. The Student Support and Wellness portfolio invites you to engage in diverse activities to manage and enhance your well-being.

Additional services encompass psychotherapeutic counselling, career decisions, work environments, and personal development support. More information is provided on your myCampus page.

B15. Study and Computer Centres

All campuses have a study/computer and/or a resource centre where you can work on assignments, do groupwork activities, access WiFi, and use your personal laptop (PCs) or STADIO’s computers. Students are introduced to these facilities during the orientation programme at the beginning of the academic year.

Textbooks are not included in the course fees. Wize Books has been appointed as STADIO's official supplier of all prescribed textbooks and/or study guides/readers (where applicable). Your student card will also be issued by Wize Books (at no additional cost). Look out for an email which will be sent to your STADIO email address, directly from Wize Books, containing a link to access the STADIO Book portal. All textbook lists and a Wize Book Help You Guide will be made available on mySTADIO, and Canvas (the learning management system). Any queries can be sent to 012 362 5885 or enquiries@stadiobooks.co.za.

The library will stock copies of the prescribed textbooks, but you are cautioned against relying on the library resources as they may not always be available when you need them.

THE Q-DESK (<https://qdesk.stadio.ac.za>) is your gateway to quality support at your fingertips. Designed with your needs in mind, it ensures efficient handling of your queries by connecting you with the right department and expert staff members.



WHO TO CONTACT FOR WHAT ON Q-DESK

THE Q-DESK IS your gateway to quality support at your fingertips. Designed with your needs in mind, it ensures efficient handling of your queries by connecting you with the right department and expert staff members.

EFFORTLESS REQUESTS, SWIFT SOLUTIONS: the Q-Desk simplifies the ticket submission process for efficient routing so that expert staff are quickly assigned to handle your queries and provide solutions.

STUDENT ADMINISTRATION <ul style="list-style-type: none"> • General Admin Enquiry • Document Verification • Exam Venue • Letter of Completion • Proof of Registration • SACE Registration 	RESULTS AND GRADUATION <ul style="list-style-type: none"> • General Assessment Enquiry • Graduation • Qualification Verification 	FINANCE AND FEES <ul style="list-style-type: none"> • General Finance Enquiry • Ancillary Fee Payment • Banking Details • Debit Order • Statement of Account • Payment Plan • Proforma Invoice • Proof of Payment • Refund • Unblocking Results • Update Payment Details
APPLICATION AND REGISTRATION <ul style="list-style-type: none"> • General Registration Enquiry • Module Allocation (Canvas/MyStadio) 	CENTRE FOR ACADEMIC SUCCESS (C4AS) <ul style="list-style-type: none"> • General Academic Support Enquiry • Academic Excellence Workshop • Academic Integrity Course • CENGAGE Helpdesk • mySuccess CANVAS page • Quest4Success • SmarterMeasure • Workplace Readiness 	
LEARNING MATERIAL/WIZEBOOKS <ul style="list-style-type: none"> • General Book Enquiry • Booklist & Pricing • Deliveries • WizeBooks Carts • WizeBooks Links 	SCREENING APPOINTMENT <ul style="list-style-type: none"> • Counselling • SmarterMeasure Feedback 	
CANVAS/ECI <ul style="list-style-type: none"> • General CANVAS Enquiry • Disrupted Assessment • Technical Difficulty 	HEALTH & WELLNESS <ul style="list-style-type: none"> • General Wellness Enquiry • SADAG • Student Societies/Sport 	AND MUCH MORE! <ul style="list-style-type: none"> • Mark Query • Academic Transcript • Replacement Certificate • Viewing of Summative Assessment • Assessment Extension • Concessions • Cancellation/Withdrawal of Studies • Deferment of Studies • Change in Study Mode • Change in Qualification • Campus Transfer of Studies (CL) • Language Diagnostic Test (SOE) • Recognition of Prior Learning (SOE) • Supplementary/Special Assessment



WWW.STADIO.AC.ZA

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