

SAC1 Number:		2018
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**FORM SAC1
INTERNAL STUDENT COMPLAINT FORM
SCHOOL OF COMPUTER SCIENCE AND INFORMATION SYSTEMS**

This form should not be used for curriculum and subject changes – Official NWU student request form should be completed for curriculum and subject changes.

University number Universiteitsnommer																	
Surname Van																	
Initials Voorletters																	
Module code Module kode																	
Lecturer Dosent																	

Describe the request or list any other general student request (Use an additional sheet of paper if necessary)

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Name / Naam	Signature / Handtekening	Date / Datum	Recommendation / Aanbeveling	Approved / Toegestaan	Not approved/ Nie toegestaan	Reason Rede
<u>Student:</u>						
<u>Lecturer:</u>						
<u>Subject Head:</u> Mrs. J.T. Janse van Rensburg						
<u>Deputy Director:</u> Dr. C. Venter						
<u>Capturer / Vaslegger</u>						

Key role players	Core responsibilities
Students	<p>CORE RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Attend all classes and be punctual. • Prepare for all classes as per the work programme prior to attendance. • Hand in all assignments as your own work and not copied from the text book or other students work. All assignments will be individual assignments unless indicated otherwise. • All tests to be written on the scheduled dates. • Allow sufficient time to study by preparing throughout the semester and not only before tests and exams. • Attend SI classes. • Work hard enough to obtain the required participation mark and to pass the exam as no subjects will be allowed to be done through Unisa. Subjects failed will have to be repeated at the NWU. • Check your marks as soon as they are available. If you want to query the marks, it must be done within one week after the marks are available. • No corrections will be made to the marks for papers that contain correction fluid or that was written in pencil. • Be aware of designated time, date and venue for the tests and examinations. • Visit eFundi on a frequent basis as important announcements are placed, even during exam times. • The University has prescribed rules to adhere to, and if any exceptions are made based on proof or evidence for any circumstance or on the merit of the case it will not constitute a precedent for any other cases in the future. (Approval of exceptions can only be obtained from the Director of the School or Dean of the faculty.) • Students are required to write all tests and non attendance can not be accommodated. • Students are required to adhere to the specific class rules as set by the relevant lecturer and should also behave professionally otherwise relevant actions will be taken.

Signature: Student

Date

Key role players	Core responsibilities
Subject chairs	<p>CORE RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Oversee the updating of the study guides in conjunction with the other campus' lecturers. • Attend class contact sessions of lecturers in the subject group at least once a semester according to the task agreement. In cases of complaints about a lecturer, the subject chair will follow up. • Handle student communication not resolved by lecturer as documented on the internal student request form. • Oversee the lecturer evaluation in each of the modules during every semester. • Coordinate the processes of the exam papers and oversee that the papers are moderated and handed in on time. • Oversee that exam scripts are moderated and moderators' reports are received. • Coordinate the ordering of text books and study guides.
Lecturers	<p>CORE RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Consultation hours to be visible outside a lecturer's office/on e-fundi and the lecturer should adhere to these hours. • Be punctual and prepared for each contact session. • Ensure that prescribed text books are ordered timeously by Van Schaik bookstore. • Ensure that study guides are updated regularly and ordered timeously. • Ensure that the exam papers are moderated and handed in on time at the office of the subject chair. • Ensure that exam scripts are moderated and that moderators' reports are received. • Mark assignments and semester tests and communicate marks in a timeously manner to students. All marks should be returned to students within 7 working days. • Ensure marks reflecting to students on their scripts, efundi and sheets corresponds and are uploaded on VSS. • Homework / Assignments / Practical assignments / Tests and Memos to be communicated timeously to students.

Signature: Lecturer

Date

Signature: Subject chair

Date