



Milpark Business School
Prospectus
2010

Contents

1. Milpark Business School (MBS)

Vision, mission and core values

The student experience

Where to find us

2. MBS staff

The EXCO team

The Academic team

Administrative and academic support

Registrations Department

Examinations Department

3. MBS Programmes

FET programmes

ICB Short Courses

Higher Education programmes

Short programmes

Recognition of Prior Learning

Language policy

4. Fees and financial assistance

MBS graduate equity programme

Learnerships

The Milpark Foundation

5. Student support

Lecturing

Tutoring

Mentoring

Educational Consultants

6. Student code of conduct

1. Milpark Business School

The Directors of **Milpark Business School (MBS)** have a formal history in education for the banking, financial planning and insurance and management sectors. It is this history that supplies the foundation for MBS's success in providing targeted quality educational opportunities to those wishing to enter or advance in the banking, financial planning and insurance sectors or to progress in the area of management and leadership.

Collectively, MBS staff members have over 100 years of experience in the banking, insurance and management sectors alone and are able to bring the depth of their experience to the provision of education in these areas. In addition, MBS staff members have 100 years combined experience in various

educational environments and are able to develop innovative ways of delivering education in these specialised niche areas to students.

MBS focuses on providing quality qualifications and courses in banking, financial planning and insurance and management and leadership. MBS programmes are aimed at two kinds of students: those who are already employed and want to improve their skills or to enhance their careers by obtaining qualifications, and those who are school-leavers and want to obtain a qualification that will enable them to begin a career.

The areas of banking, insurance, financial planning, management and leadership are important for South Africa's economy. MBS provides educational opportunities to those committed to success and seeks to enhance opportunities through offering

courses designed to meet the needs of students.

As an MBS graduate, you will be assured a top-class education in your studies towards qualifications that are dovetailed to your requirements as well as to the needs and demands of the sector in which you choose to work.

Milpark Business School (Pty) Ltd is provisionally registered until 31 December 2010 as a private higher education institution with the Department of Education in terms of the *Higher Education Act, 2007*, under the registration number 2007/HE07/003. Milpark's Higher Education programmes are accredited by the Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE).

Milpark Business School (Pty) Ltd is also provisionally registered until 31 December 2015 as a private Further Education and Training College in terms

of section 31(3) of the Further Education and Training Act and Regulation 12(4) under the registration number 2009/FE07/058. MBS is provisionally accredited by Umalusi, the Council for Quality Assurance in General and Further Education and Training (accreditation number: FET00665PA).

The MBS vision and mission reflects our commitment to the student.

Vision

To be the preferred private provider in South Africa and Africa of quality education in the areas of management, leadership, banking and insurance.

Mission

As a leading private provider of quality, accessible contact and distance

education, MBS creates value for all its stakeholders by pursuing best practices in education, service excellence, dynamic partnerships with industry and innovative, flexible solutions to national and transformational needs.

Core values

- Everything we do reflects the highest quality.
- We trust and respect our students/clients and each other.
- Delighting our students/clients is our watchword.
- Honesty, transparency and integrity are foremost in our dealings.
- Focus on standards, best practices and customer service.
- Innovation is at our core.

The student experience

We offer you an enriching and dynamic educational experience by providing:

- The opportunity to engage with the latest thinking in the areas of banking, insurance, management and leadership.
- Excellent tutors, lecturers and support staff.
- A stimulating and supportive environment in which to learn.
- High levels of student support.
- The opportunity to be part of a cosmopolitan and diverse community.
- Qualifications valued by employers throughout Africa as a guarantee of quality.
- High quality teaching, materials and academic support.



Where to find us

Melville, Johannesburg

Melville offers Higher Education (HE) programmes (NQF levels 5 - 8) and Further Education and Training (FET) programmes (NQF level 4 and below).

Corner Landau Terrace and Main Road
Melville, Ext 2
Johannesburg
2007
Tel: (011) 718 4000
Fax: (011) 718 4001

Claremont, Cape Town

Claremont offers Higher Education (HE) programmes (NQF levels 5 - 7) and Further Education and Training (FET) programmes (NQF level 4 and below).

2nd Floor, Sunclare Building
Corner Protea and Dreyer Roads
Claremont, Cape Town
7735
Tel: (021) 673 9100
Fax: (021) 674 9116/7

Website address:

www.milpark.ac.za

Email enquiries to:

info@milpark.ac.za

Westville, Durban

Durban offers Further Education and Training (FET) programmes (NQF level 4 and below) and will be able to assist you with the registration process for HE distance learning programmes.

4 Derby Place
Derby Downs
University Road
Westville, 3631
Tel: (031) 266 0444
Fax: (031) 266 0466

Visit any of our campuses for personal assistance. Alternatively contact us telephonically, via email or through our website.

2. MBS staff

The EXCO team

Brian Pearce: *BEcon, BEcon (Hons), CIS, CAIB (SA) – Chief Executive Officer*
After an extensive South African banking background spanning 18 years, Brian established the Damelin School of Banking and Insurance (DSBI) arm of the Damelin Group. With his passion for training and development, Brian proceeded to build the largest private provider of banking and insurance programmes. He now brings his experience in education and the financial services sector to Milpark Business School (MBS). Brian serves on several industry-related boards and is passionate about both education and strategy.

Ingrid Pearce *Director: Operations*

Also one of the founder members of DSBI, Ingrid was one of the key drivers in its success; and now applies her operational excellence to great effect at MBS. Her efforts, together with a team of competent staff, led to DSBI becoming a major player in training in the financial services industry. Ingrid's diverse business skills coupled with the experience gained through DSBI means that her commitment to efficient and effective delivery is of great benefit to MBS.

Ismail Sadek: *BCom, LLB, MBA – Director: Client Relationships*

Ismail has a legal background and was an admitted Attorney of the High Court of South Africa. However, his passion for people and development saw him make a move into education. He has spent time lecturing in finance and law across

the African continent. He has also authored a number of banking law books for the Bachelor of Commerce in Banking Management degree. Ismail is an avid runner and has completed 8 Comrades marathons.

Gloria Castrillón: *BA, BA (Hons), MA – Director: Quality Assurance and Regulatory Affairs*

Gloria has an educational background, having started her career as a school teacher. She progressed from the school education system into tertiary education and has held various positions in this field. After consulting in this area, she is now actively involved in quality assurance and regulatory affairs for tertiary education.

Colette Heunes: BA, MBA, Cert in Banking; Cert in Project Management – Director: Banking and Learnership Faculty

Colette has had exposure to the banking sector where she held various management positions across the banking spectrum. A large portion of her earlier career was spent in a consulting capacity, incorporating business design and competency development. The knowledge gained from the industry, together with her educational background, has equipped her for the role she performs in the organisation.

Esther Venter CFP®: BJuris, LLB, Post Graduate Diploma (Financial Planning); Advanced Post Graduate Diploma (Financial Planning); MBA, - Senior Director: Faculties

Esther has a solid background in the insurance and financial planning

industry. She has held senior positions in a large insurance company having performed the functions of Legal Advisor as well as the management of the learning and development of financial planners. She currently lectures on various financial planning subjects for the Post-Graduate Diploma in Financial Planning and also serves on the Board of the Financial Planning Institute. Esther enjoys spending her spare time with her family.

Riëtte Brune CFP®: BA, LLB, Post-Graduate Diploma (Financial Planning) - Director: Financial Planning and Insurance Faculty

Riëtte has held positions as legal advisor with two large insurance companies, where she provided legal advice to financial planners and was involved in product development. Until recently she held a position as financial planning

coach with a financial planning and asset consulting company, as well as writing weekly articles for an online publication. She currently lectures on the Post-Graduate Diploma in Financial Planning.

Shaun Mallon: BCom, Certificate in Banking – Director: Special Projects

Shaun hails from an extensive banking background in which he held various senior management positions. He was actively involved in the Institute of Bankers in South Africa for many years, resulting in a fellowship being bestowed upon him for his dedication and work. He has always been passionate about training and people. Shaun is an avid sportsman who enjoys cycling, rugby, cricket and most outdoor activities.

Gisela Ross: *Director: Examinations and Results*

Gisela has a long history in the banking industry, having spent 15 years working in various departments of a major bank. This experience has given her great insight into the industry and it was a natural progression for her to become involved in education. She applies the skills learned in the industry to great effect, ensuring that this crucial aspect of the business runs efficiently. Gisela loves the outdoors and is passionate about nature and wildlife.

Melanie Orton: *IMM, Diploma in Bookkeeping – Director: Registrations*

Melanie has varied business experience which has all been channelled into ensuring that the process of student registration is well co-ordinated and runs efficiently throughout the year. Her experience spans system control and

policy implementation and administration. Melanie loves sports and was crowned Junior South African Ladies Champion for rowing (Gold medal) in 1989.

Andrew Molteno: *BSc, BSc (Hons), MSc – Director: Information Technology*

Andrew has extensive experience in the IT field, with a focus on the development and implementation of bespoke business solutions. He obtained all his qualifications *cum laude* and was honoured twice by the Zoological Society of Southern Africa: as Best Final Year Student in 1993 and as Best MSc student in 2000.

Elna Lombard: *Director Melville Campus*

Over the last 12 years Elna has gained solid experience in her work as a lecturer, trainer and manager in

education. Her strong organisational and project management skills make her ideally suited to the post of Director of the Melville campus. She unwinds by reading and painting in her free time, as well as by playing the occasional round of golf.

Cobus Oosthuizen: *BCom, MBA, PhD – Director: Management and Leadership Faculty*

Cobus has secured extensive exposure in these areas through first-hand experience as an entrepreneur, consultant, coach, speaker, facilitator and trainer to large corporate entities (both listed and private) and SMEs. He authors newsletters and business management articles, and is an avid web-publisher with a number of web-blogs on change, entrepreneurship, technology and multi-interest current affairs.

The Academic team

MBS is managed by a full-time, qualified team of educators and academic administrators with backgrounds in banking, insurance, management and leadership, and education.

Position	Name	Qualifications
Chief Executive Officer	Mr Brian Pearce	B Econ (Hons); CIS; CAIB (SA)
Director: Faculty of Management and Leadership	Dr Cobus Oosthuizen	BCom; MBA; PhD
Deputy Director: Faculty of Management and Leadership	Dr Jan Meyer (Pr.M)	BA; CLM; MBL; PhD; GCHE
Programme Manager: Management and Leadership Faculty	Mr Peter Ayuk	MCom (Bus Man); BSc Hons (Agricultural Economics)
Programme Manager: Management and Leadership Faculty	Ms Estelle van Tonder	BCom Hons; MCom; Post Graduate Diploma in Financial Planning
Senior Director: Faculties	Ms Esther Venter	CFP®: BJuris; LLB; MBA; Post Graduate Diploma (Financial Planning); Advanced Post Graduate Diploma in Financial Planning
Director: Faculty of Financial Planning and Insurance	Ms Riëtte Brune	CFP®: BA LLB; Post Graduate Diploma in Financial Planning

Programme Manager: Financial Planning and Insurance	Ms Michelle Swanepoel	Dip ETPD; Post Graduate Diploma in Financial Planning
Director: Faculty of Banking and Learnerships	Ms Colette Heunes	MBA; BA; Cert in Banking; Cert in Project Management
Deputy Director: Faculty of Banking and Learnerships	Ms Antje Hargarter	MBA; BBA (Hons), CEFA (Certified European Financial Analyst)
Programme Manager: Banking and Learnerships	Ms Liesel Slingers	CAIB (SA); BCom
Programme Manager: Banking and Learnerships	Ms Dale Skippers	CAIB (SA); BCom
Programme Manager: Banking and Learnerships	Mr Leon-Brent Arendse	CAIB (SA); BCom; Adv Diploma: Leadership
Programme Manager: Banking and Learnerships	Ms Rhona de Beer	BCom (Hons); Cert in Project Management; Adv Diploma: Marketing
Director: Quality Assurance and Regulatory Affairs	Ms Gloria Castrillón	MA; BA (Hons); BA; Cert DL Pr

Administrative and academic support

The academic staff members listed above are assisted by a team of highly dedicated academic support staff, and a team of tutors whose task is to assist students with all their academic queries.

Registrations Department

The Registrations Department is responsible for every aspect of the student's relationship with MBS from initial application to writing examinations. This department can assist students with their queries relating to registration, timetable and materials requirements.

Examinations Department

The Examinations Department takes care of all requirements for examinations. This office assists students with any and all queries relating to examinations, results and graduation.

3. MBS Programmes

FET Programme

- Certificate in Financial Products (NQF level 4)

MBS also offers:

- a number of unit standards in banking overseen by the BANKSETA
- The Institute of Certified Bookkeepers' accounting short courses (comprising ICB awards and Financial and Accounting SETA – FASSET - programmes) are also available and result in the following short courses and / or qualifications:

ICB Short Courses

Bookkeeping to Trial Balance	Certified Junior Bookkeeper	National Certificate: Bookkeeping (NQF3) SAQA ID:58735
Payroll & Monthly SARS Returns		
Computerised Bookkeeping		
Financial Statements	Senior Bookkeeper	Further Education & Training Certificate: Bookkeeping (NQF4) SAQA ID:58736
Cost & Management Accounting		
Income Tax Returns	Certified Technical Financial Accountant	National Diploma: Technical Financial Accountant (NQF5) SAQA ID:36213
Business Law & Accounting Control		
Business Literacy		

Detailed information on all programmes is available in the form of fact sheets per programme, which are accessible on the MBS website (www.milpark.ac.za)

Higher Education Programmes

Name of Qualification	SAQA ID	NQF Level
Master in Business Administration (MBA)	62271	8
Post Graduate Diploma in Business Administration	76924	HEQF 8 (old level 7)
Post Graduate Diploma in Financial Planning	76943	HEQF 8 (old level 7)
Bachelor in Business Administration (BBA)	61700	HEQF 7 (old level 6)
Bachelor of Commerce in Banking Management (BCom)	62812	6
Higher Diploma in Banking	62814	6
National Certificate in Financial Planning	62795	6
Advanced Diploma in Management	62270	6
National Certificate in Banking Services Advice	62811	5
Certificate in Banking (Financial Services)	62794	5
Certificate in Bank Credit	62813	5
Certificate in Sales: Banking Services	65170	5
Certificate in Financial Planning	62810	5
Certificate in Management Development	62269	5

Short programmes

MBS is able to offer either standardised or customised short programmes addressing banking, insurance (including financial planning), management topics for banks and insurers as well as a host of other disciplines. Typically, short programmes are delivered over three to five days or over three months on a part-time basis. Course content, structure and delivery modes vary according to the needs of the client. A selection of our short programmes available follows:

Banking and Insurance

- Accounting Principles for Bankers
- Management Principles for Bankers
- Legal Aspects of Bank Credit
- Bank Credit Principles
- Bank Credit Management

- Advanced Bank Credit Management
- Risk Management
- Property Finance
- Corporate Finance
- Investment Management and Personal Financial Planning
- Estate Planning, Trusts and Taxation
- Wills and Administration of Deceased Estates
- Strategic Management

Bookkeeping/Accounting

- Overview
- Bookkeeping to Trial Balance
- Payroll and Monthly SARS Returns
- Computerised Bookkeeping
- Financial Statements
- Cost and Management Accounting
- Income Tax Returns
- Business Law and Accounting Control
- Business Literacy

Administration

- Business Administration and Management
- Corporate Governance and Risk Management
- Events Management
- Office Administration
- Supply Chain Management

Project Management

- International Diploma in Project Management
- Fundamentals of Project Management
- Applied Project Management
- Project Management Software

Sales and Customer Service

- Sales and Marketing Management
- Customer Service
- Business Communication

MBS uses practical training, contact tuition and distance learning to deliver its programmes.



The table below indicates at which campuses the various programmes are offered, and whether a programme is offered through distance (DL) or contact learning (CL):

Programme	DL*/CL**	JHB (Melville)	CAPE TOWN (Claremont)	DURBAN (Westville)
Master of Business Administration (MBA)	CL DL	CL DL		
Post Graduate Diploma in Business Administration	CL DL	CL DL		
Post Graduate Diploma in Financial Planning	DL		DL	
Bachelor in Business Administration (BBA)	CL DL	CL	DL	
Advanced Diploma in Management	CL	CL		
Certificate in Management Development	CL DL	DL w/shops	W/shops	W/shops
Bachelor of Commerce in Banking Management (BCom)	CL DL	CL w/shops	CL; DL; w/shops	W/shops
Higher Diploma: Banking	CL DL	CL w/shops	CL; DL; w/shops	W/shops
National Certificate: Banking Services Advice	CL DL	CL	CL; DL; w/shops	W/shops
National Certificate: Banking (Financial Services)	DL	W/shops	DL; w/shops	W/shops

Certificate in Bank Credit	DL	W/shops	DL	W/shops
Certificate in Sales: Banking Services	DL	W/shops	DL	W/shops
Certificate: Financial Planning	CL DL	CL; w/shops	CL; DL; w/shops	W/shops
National Certificate: Financial Planning	CL DL	CL	CL; DL; w/shops	W/shops
All Short Programmes (as listed above)	CL	W/shops	W/shops	W/shops

*DL = Distance Learning

**CL = Contact Learning

Workshops are subject to demand.

Enquiries may be made at any of our campuses. The MBA is administered from Melville (Johannesburg). Some distance learning programmes are supported by non-compulsory workshops to assist students.

Admission requirements and procedures for each programme can be obtained from the fact sheet and can be downloaded from www.milpark.ac.za. Fact sheets are also available from any MBS campus.

Recognition of Prior Learning

The purpose of Recognition of Prior Learning (RPL) is the granting of credits towards unit standards and / or modules and components of qualifications registered on the National Qualifications Framework (NQF).

Learning occurs both formally and informally. Assessment of the learning takes place against specific learning outcomes required for a specific qualification. Credits are awarded for such learning if it meets the requirements of the qualification.

Subject-field experts determine competence levels and credit awards. Policies and procedures applied to assessment and the provision for appeal are fully disclosed and prominently available.

Should you wish to make an application either for admission via RPL or for exemptions, please speak to one of our consultants. Note that Milpark Business School does not RPL for complete qualifications.

Language policy

In terms of Department of Education's policy, English is the medium of business, instruction and administration within MBS.

MBS recognises that English may not necessarily be the first language of many of its students and staff members. Thus:

- Although English is used as the medium of instruction and assessment, meaning will take precedence over correctness in the

assessment of students' responses to assessments.

- At the same time, academic literacy is one of the objectives of the curriculum at MBS.
- Foreign language students will be required to demonstrate a certain level of proficiency in English so as not to unduly prejudice their chances of success on the learning programme for which they are registered.

MBS staff and students shall not be unfairly prejudiced by their use of English. Nonetheless, as English is the medium both of business and instruction, competence in English shall be required.

4. Fees and financial assistance

MBS fees per module are reflected on the registration forms for individual qualifications. A fees schedule can also be viewed on www.milpark.ac.za under the *Prospectus* link.

MBS Graduate Equity Programme

MBS is committed to serving our local communities and our stated target audiences.

The Graduate Equity Programme is one of the ways in which we support both our students and assist the financial services industry to achieve the intentions of the *Financial Services Charter*.

Presently, the Graduate Equity Programme aims to produce quality graduates drawn from groups who would

not previously have had access to the sector. The programme applies to the Bachelor of Commerce in Banking Management degree (BCom), the Bachelor of Business Administration degree and the National Certificate in Banking Services Advice. Limited support is available to select MBA candidates.

The purpose of the programme is to assist selected previously disadvantaged candidates who meet our criteria with an education at no or little cost to the student.

Do you qualify?

Candidates must meet the following requirements in order to be eligible for acceptance onto our GEP programme:

- Black South African citizens.

- Candidates with special needs may also apply for acceptance onto the programme.
- Admission requirements on the programme at the time of application.
- Candidates should preferably have had some school exposure to Accounting or Mathematics, although this is not a pre-requisite.
- A good command of English is required.
- Candidates should be able to finance their own transport costs to our HE campuses and should reside in fairly close proximity to our sites.

- Candidates may not be younger than 17 and not older than 23 years of age.
- Candidates must be unemployed (i.e. neither full-time nor part-time employment is permitted without MBS approval in writing).
- Candidates must be financially unable to undertake our degree studies. "Financially unable" means that the immediate family of the candidate is not in a position to either pay directly for the candidate or to raise finance (i.e. cannot stand surety with a traditional lender).
- Each candidate will undergo career testing to determine his/her suitability.

Enquire at the nearest MBS campus for more information.

Learnerships

MBS was awarded the Letsema IV Learnership Programme by the BANKSETA for 2007. MBS assisted the four major banks in South Africa with this programme and was responsible for the development of 1100 learners in 2007. Eighty-three percent of the learners who wrote the examinations obtained their qualifications. An inspiring 88.9% of the students who obtained their qualification were employed during 2008.

MBS was again awarded the Letsema VI Programme for 2009. This decision was based upon the successful delivery of the 2007 and 2008 academic programmes. In 2008, MBS assisted the BANKSETA

(Letsema V) and the four major banks with the academic development of 1187 learners. The pass percentage was an astounding 96%.

The Letsema Learnership Programme is a BANKSETA initiative aimed at the banking industry and beneficiaries are selected from previously disadvantaged communities. MBS (the selected provider) currently delivers the National Certificate in Banking Services Advice qualification (NQF level 5).

In conjunction with industry, MBS runs several smaller learnerships that are registered with Department of Labour. These are tailor-made for the particular industry that is served in each instance. MBS has also been awarded the BANKSETA's Kuyasa learnership where 140 graduates have been taken through a management qualification during 2009.

The Milpark Foundation

MBS has taken up the notion of community engagement by establishing a Section 21 entity, the Milpark Foundation.

As a higher education institution, MBS wishes to ensure that its community engagement activities are directly linked to the transformation of the sectors in which it operates. To this end, MBS wishes to use the skills and knowledge of its students and staff, as well as its clients and suppliers as part of the teaching, learning and research cycle of activities.

MBS was awarded the contract as the provider of educational material for Letsema IV, V and VI. In each of these projects learners have been employed on a 12 month contract across the four

major banks in South Africa. Learners, selected from previously disadvantaged communities, are given the necessary banking skills by the various employers and MBS has been tasked with providing training / tutoring the learners (i.e. delivering the learnership with an underpinning qualification). The identified qualification is the National Certificate in Banking Services Advice (NQF level 5).

All too often learners acquire the academic knowledge but are still left floundering when they are offered a full-time position within the industry. MBS has therefore taken a decision to provide all learners with a computer and to up-skill them in the use of this up-to-date technology. This will assist learners in having an edge over other entrants into the industry.

The learners on the 2009 Kuyasa Learnership were involved in a social responsibility project in conjunction with the Milpark Foundation that set out to donate proceeds to pre-identified local beneficiaries. The purpose of this project was to teach the learners about social responsibility issues and enable them to understand that they too are the beneficiaries of a special social responsibility programme.

Through various fundraising activities the students raised a total of R11 614. The proceeds were donated to Charlene's Place of Safety in Ga-Rankuwa and the Guild Cottage in Johannesburg.

Different ways to assist the Foundation:

- Donations (the Foundation is an approved Public Benefit Organisation and all donations are tax deductible)
- Corporate and staff involvement welcome
- Teaching
- Mentoring / coaching
- Other support (equipment, software, etc.)
- Employment opportunities

For further information contact:

Shaun Mallon

(021) 673 9100

shaun@milpark.ac.za

5. Student support

MBS believes that students who are supported in their study efforts are better prepared for learning. Student well-being is, therefore, a responsibility accepted by all staff members of MBS.

Student learning cannot be separated from their overall experience of life. MBS knows that students experience an institution in a number of different ways, academically and administratively, and therefore commit to supporting students in all respects.

Mentoring and tutoring assists students with the development of effective learning strategies and techniques, and with the development of positive learning attitudes and behaviours.

Each person who registers with MBS is a valuable member of our community and is provided with opportunities in which they

may develop as individuals. MBS supports its students' efforts in two ways: through mentoring and tutoring.

Lecturing

MBS lecturers are selected because they are committed to providing high quality education to students wanting to become skilled in the areas of banking and insurance. MBS lecturers focus on ensuring that students have access to a high level of academic knowledge and ability, excellence in the classroom, learning materials and all other academic experiences.

Tutoring

Most distance learning students and many contact learning students need the support of a tutor. Even with the best distance learning material, a good tutor can make all the difference to the

student's journey. MBS offers tutoring – academic assistance with specific areas of difficulty – to all its students.

Students may phone in, email or request a call from a tutor. Tutors are expected to assist students within 48 hours of receiving the request. This means that students can be sure of additional help when they need it.

In addition to telephonic or electronic (email) tutoring, MBS also makes workshops and or DVDs in targeted areas of the curriculum available to students. We believe that by providing assistance in the areas of difficulty, we are able to ensure that every student has the best possible chance of academic success.

Mentoring

Mentoring is a dynamic and reciprocal relationship in a work environment between a more senior or experienced person (the mentor) and a person who is less experienced in the area of development required (the 'mentee'). Mentoring is thus the process through which one is able to learn from or be guided by those who have already gone through a similar experience, whether in the workplace, or in their studies.

Mentoring is more about who one is than about what one studies. While the studying part is taken care of by our tutors, who you are and how you are coping with your studies – or even your career - is more appropriate to a mentoring relationship. A mentor is someone you can trust to give you good advice and help when you need it. Some

areas in which a mentor may help you are, for example, coping with stress, managing your time and dealing with competing demands.

Through the tutoring and mentoring processes, we hope to be able to support all our students through the challenging experience of studying. Whatever the problem though, be sure to let MBS know - if we are able help you, we will.

Educational Consultants

MBS has a dedicated team of highly trained Educational Consultants who are on call at all of our campuses and they also regularly visit bank branches and insurance brokers to assist and guide students in the choices that they make. The contact details for all campuses are listed under **Where to find us** and online at www.milpark.ac.za.



6. Student code of conduct

MBS is committed to the highest ethical academic and business standards. In order to ensure that we maintain and adhere to these standards, we have developed a set of rules that guide the conduct of both students and staff.

At the core of our belief in the value of ethical practice lie respect, co-operation and teamwork. We trust that the student will see their worth and will act in accordance with these principles in all their dealings with us.

The aim of the student code of conduct is to promote academic achievement in a positive social and educational context.

Application of the code of conduct

Every student at MBS is subject to the code of conduct. A breach of the code may result in disciplinary action being taken by MBS against the student(s) involved.

Introduction to the code of conduct

MBS students represent the values and culture of MBS. Every student is encouraged to be a credit to the institution.

An MBS student shall:

- (1) at all times conduct him/herself appropriately as a student of MBS;
- (2) comply with any reasonable request made by a member of staff;
- (3) be appropriately attired on the campuses;

- (4) communicate individually and clearly with the MBS management on matters affecting him or her;
- (5) comply with all reasonable rules and regulations published by MBS.

In order to ensure that these requirements are sufficiently clear, a number of rules of conduct apply.

An MBS student shall not:

- (6) bring alcoholic beverages onto MBS campuses without first obtaining written permission from management;
- (7) possess or use any prohibited drugs (excluding prescription medication); and under no circumstances shall a student offer prohibited drugs to any person on the campus;

- (8) engage in violent behaviour, or bring any weapon onto the campus;
- (9) damage any property belonging to MBS by either omission or commission;
- (10) smoke anywhere in the building (unless it is a clearly marked smoking area);
- (11) conduct political or other canvassing activities on campus without prior written permission of the management;
- (12) consume food in any area of the campus that is not designated an eating area;
- (13) use insulting language towards another student or staff member;
- (14) behave in a racist or sexist manner; sexual harassment is not tolerated under any circumstances;
- (15) wilfully disrupt MBS learning and teaching activities;
- (16) reproduce or distribute MBS materials, whether lecture notes, study materials or library resources. Students are to adhere to the laws of copyright at all times.
- (17) bring a guest onto the campus without signing the guest in with security. A guest is at all times the responsibility of the registered student, and is required to follow the code of conduct as if he/she was a student of MBS;
- (18) engage in dishonest conduct or commit plagiarism in examinations, assignments, tests or any other academic assessment. Academic dishonesty may lead to expulsion from MBS;
- (19) remove any MBS property from the premises without the prior written approval of a member of management.

Plagiarism

- (1) Plagiarism is academic fraud and is a serious offence. A student found guilty of plagiarism in a disciplinary hearing may be expelled from the institution.
- (2) See the guidelines on plagiarism distributed with your study material.

Disciplinary procedures

- (1) If it is alleged that a student has been found guilty of any breach of any rule specified in this Code, one or more of the following actions may be taken:

- (a) A cautionary notice may be issued to the student (this does not remain on the student's file).
 - (b) A warning letter may be given to the student (this remains on the student's file for a determined period of time).
 - (c) A written notification of a disciplinary enquiry may be given to the student.
 - (d) A minimum of 48 hours' notice will be given before the date and time of the disciplinary enquiry.
 - (e) A student who has been called to a disciplinary hearing is entitled to be accompanied by a student representative to the disciplinary enquiry / hearing. The student representative must also be a registered student of MBS.
- (2) At the disciplinary enquiry, it will be determined whether or not the student will be sanctioned. The student will be informed of the decision both verbally and in writing.
 - (3) Possible sanctions for breach of rules specified in 2 - 4 include:
 - (a) Expulsion
 - (b) Suspension
 - (c) Written Warning
 - (d) Any other reasonable sanction as determined by the Disciplinary committee in addition to any other conditions around bursaries, faculty rules, etc.
 - (4) Once the student has received the finding and sanction in writing, he/she has 48 hours in which to make an appeal in writing to the Chief Executive Officer. The CEO has the authority to keep the sanction as is, overrule the sanction or ask for a new disciplinary appeal committee to be set up for a new enquiry. The disciplinary procedures then follow again.
 - (5) Certificates of Good Conduct and testimonials will not be issued to students with a warning on file. They will also not be issued if students have fees outstanding.

Grievances

- (1) A grievance is a complaint relating to the terms and conditions of registration or personal interaction between a student and another student or students; between a student and a staff member, or between a student and the institution.
- (2) A student with a grievance against a fellow student or staff member should submit his or her grievance in writing to the Senior Director: Faculties or to the Chief Executive Officer. The letter may be handed to another senior staff member or may be left at reception for collection by the relevant addressee.

- (3) The allegation / grievance will be investigated by the Senior Director and / or the Director and / or the CEO and, if necessary, the relevant person(s) will be notified to attend a disciplinary enquiry before a disciplinary committee.
- (4) No complaint shall be considered under the grievance procedure if it relates to an official policy of the institution or to a regulation or procedure of the institution or to a decision of the Academic Committee (or a sub-Committee), the Academic Board (or a sub-committee); or if it contravenes, interferes with or prevents the institution from the implementation of a formally approved policy or procedure.

Counselling

Students experiencing emotional or psychological difficulties may contact the tutor helpline or any senior member of staff on one of our campuses for referral to individuals or organisations who are able and qualified to assist.