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MODE OF DELIVERY: CONTACT LEARNING

Milpark Education offers a selection of its higher education qualifications via contact learning at the Melville, Johannesburg campus. Full-time contact learning requires attendance of classes on campus during office hours. Part-time students usually attend classes after hours or on weekends. If you choose to be a contact learner, this means you will engage with our lecturers face-to-face in a classroom setting.

Since 2020, we have delivered the academic year via Online learning with great success. Milpark's contact-learning delivery mode operates very successfully, and in the event that it is required, we will move our contact-learning classes to our online platform.

What are the benefits of contact learning?

On our campus, you will experience dynamic and engaged lecturers, equipped to address the individual needs of all our students. Our lecturers are trained to assist students to learn from one another and to share their professional experience. Our students are encouraged to engage with each other, and with the academic staff, to ask questions and give input. Students have online access via the learning platform on *myMilpark*, and general academic support throughout the year is available, both in person (the lecturer or tutor) and online. *myMilpark* is an important communication channel between Milpark Education and its students. All documents relevant to students' modules and qualifications can also be accessed on *myMilpark*.

The campus is Wi-Fi enabled, and facilities for studying and group work are available. Student relaxation areas are also provided, and an on-campus canteen providing food and drink is easily accessible. We also offer academic support and professional counselling services to students who experience problems.

Contact-learning students have easy access to our on-campus library (also available to students online from the *myCourses* home page) and computer facilities. Students have access to online journal databases (including Emerald, Ebsco and Sabinet) and an eBook library, Scholartext. Students and lecturers create their own virtual bookshelf containing books which can then be read offline. Librarians are available to assist students in accessing suitable resources.

Milpark offers two contact-learning intakes per year and our dedicated Programme Manager will be available to advise you on the best possible qualification choice and learning path.

Milpark Education adheres to COVID 19 regulations and certain facilities may not be available as mentioned above. Students will receive regular updates on changes and regulations.

Who should consider this option?

This mode is best suited to those who are able to attend timetabled classroom sessions on the Johannesburg (Melville) campus. Contact learning requires attendance of classes on campus during office hours for day students, and after hours and/ or on weekends for part-time students.

What to expect from Milpark

Milpark offers a high-quality learning experience in small classes, designed to enable you to achieve a qualification that is relevant to the contemporary world. It is our lecturers' mission to develop students' business acumen and management capabilities through systematically building up knowledge in key business areas. Lecturers are all well qualified and experienced in their field. Student support has been maximised in every possible way in order to deliver an optimal learning experience. Contact students also have their own virtual learning environment on *myCourses*. Lecture slides, additional material and practice questions will be uploaded here.

You will be supplied with a detailed timetable well in advance of time. Students are assessed through a combination of formative and summative assessment. The exact assessment structure for each module is outlined in a document named "Assessment Guidelines" that can be found on *myCourses* for each module and will be explained during contact sessions. It is very important to consult this document in order to understand the weightings, duration, etc. of each assessment.

Our dedicated Programme Manager is only an email, a visit or a phone call away to assist you with any academic query or concern. Outside of class hours, all contact students have access to our tutor line where an academic query can be raised. Our Student Services Advisers will also make contact with you regularly to check on your progress and assist with any administrative queries. Internet connection is made available to all registered students in our computer studio or via Wi-Fi on a student's device.

What Milpark expects from you

First and foremost, all contact-learning students are required to attend classes. We expect punctuality and professional behaviour on our campus and in our classes at all times. Should you not be able to attend a class, you should inform your programme manager in writing before the class takes place, or as soon as possible thereafter, in the case of an emergency.

Evidence exists that demonstrates a clear link between academic performance and teaching and learning interactions, whether in a real or virtual classroom. As an institution of higher education, Milpark wants to ensure that its students are enabled, supported and monitored in their learning. Class attendance for contact-learning students and participation are the simplest mechanisms through which to achieve these goals.

Class attendance is not only for your own benefit, but also for the benefit of your classmates, as a lot of discussion and debate will happen during class times. Success in contact learning is maximised if you take part

in class activities and discussions. These discussions will be led by your knowledgeable lecturer on contemporary challenges related to the subject matter. You will learn from the contributions of fellow students who will in turn expect to benefit from your experience.

For the reasons mentioned above, many of our contact-learning qualifications have set minimum class attendance requirements, named Due Performance (DP) requirements. These will be communicated to you in your Student Handbook and at induction.

A stable internet connection is required to give you access to study material, assignments and discussions. The Milpark *myCourses* site can also be accessed via mobile devices.

You are also expected to visit the online learning environment, *myMilpark*, regularly as extra material and communications will be uploaded there.

You should always take part in all assessment activities, whether compulsory or not. A good formative mark sets you up well for the final summative examination.

You are expected to follow the correct channels for queries, namely the Student Services Department for any administrative query relating to your registration, your lecturer or the tutor line for any content-related queries, and finally the Programme Manager for issues pertaining to module choice, exemptions, articulation, etc.

How will I be assessed?

Formative assessment consists of a combination of online tests, assignments (uploaded and marked online) and class participation or class tests, as outlined in a module-specific assessment guidelines document available on *myCourses*. Should you not be in attendance on a day that a class test is taking place, you will forfeit those marks. While all these assessments contribute to your overall formative mark, only the assignments are required for examination entrance.

Summative assessments (exams) and selected formative assessments will be invigilated remotely with well-proven online proctoring services. Students will need to use their own device and ensure that they have the minimum system requirements in place.

Minimum system requirements

1. Reliable broadband internet access
2. Firefox/Chrome/Edge web browser
3. Microsoft Word
4. PDF Viewer
5. Ability to scan and upload documents
6. Email/cellphone for notification and communication.
7. Access to video-conferencing technology, such as Skype/Zoom.

For remotely proctored exams, students need their own device (laptop, Mac or desktop) with the following minimum system requirements in place:

	Windows	Mac	Linux	Chrome OS
Operating System	Windows 7+	macOS 10.11+	Ubuntu 18.04+	Chrome 58+
Processor	Intel Pentium or better	Intel	Intel Pentium or better	Intel or ARM
Free Disk Space	250 MB	250 MB	250 MB	250 MB
Free RAM	2 GB ¹	2 GB ¹	2 GB ¹	1 GB ¹
Upload Speed	0.092 Mbps - 0.244 Mbps ²			
Microphone	Any Microphone, either internal or external ³			
Webcam	320x240 VGA resolution (minimum) internal or external ³			

1. Free RAM is the minimum amount of memory that is not in use by other applications.
2. Depends on the exam settings, secure browser has no upload speed requirement.
3. Only required for proctoring, secure browser functionality does not require audio/visual recording.

Disclaimer

The content of this brochure is accurate at the time of going to print. Milpark Education reserves the right to change the programme content due to changes in legislation, market requirements and other reasons. Notice of such changes will be published on our website.

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STUDENT SERVICES: 086 999 0001

studentservices@milpark.ac.za (Students wanting to register)

support@milpark.ac.za (Admin/support-related queries)