

# FREQUENTLY ASKED QUESTIONS (FAQ) GUIDE

MILPARK  
EDUCATION  
Financial Services



FREQUENTLY ASKED  
QUESTIONS (FAQ) GUIDE  
ONLINE SHORT COURSES:  
CONTINUOUS  
PROFESSIONAL  
DEVELOPMENT (CPD)  
CLASS OF BUSINESS  
(COB)



## A MESSAGE FROM THE ACADEMIC TEAM

Dear Student,

Welcome to Milpark Education. We would like to thank you for choosing Milpark as your preferred study partner. We hope and believe that you will enjoy your studies with us.

This document contains extremely important information regarding your academic journey at Milpark Education. Please pay special attention to the contents.

Regards,  
Milpark Academic Team

“A good head and good heart are always a formidable combination. But when you add to that a literate tongue or pen, then you have something very special.”

– Nelson Mandela

## ONLINE COURSE JOURNEY

### REGISTERING

- See Section A



### ACCESSING YOUR COURSE

- See Section B
- See FAQs



### COURSE STARTS

- See Section C
- See FAQs



### COURSE FINISH

- See Section D
- See FAQs

AN EXTRAORDINARY LIFE

## REGISTERING

Your academic journey starts when you register for an online short course with Milpark Education. Registering can be done by following the links to register on the Milpark Education website, by completing the Online Short Courses Admission Application form, which is also available on the website or by contacting our student services centre at 086 999 0001 where a consultant will gladly assist you by completing your admission application on your behalf.

Once you have successfully registered, you will receive a confirmation email and login details.

Section A of this document provides the rules and information that apply to the registration process.

## ACCESSING YOUR COURSE

Your login details will enable you to access our online student environment, called myMilpark. It is recommended that you log in with the details provided as soon as possible to confirm that your access is working correctly.

Your online course environment, called myCourses, contains all the information and functionality related to your online course. You will also be able to access a number of "How to..." documents and/or videos under the Overview section of the course, which will assist you with the navigation on your course.

Section B of this document provides rules and important information on your online student environment and online course environment.

## COURSE START

Your online course environment will consist of an Overview section on the first tab, providing general information on the course, as well as separate topic sections on different tabs which will contain readings and assessment activities.

## COURSE FINISH

You will have one (1) year from the date of registration, to finish the course.

Important: If you are undertaking the Practice Management course, you need to access two subscription textbooks which are only available for 30 days. To have access to the study material, it is advisable to complete the course within 30 days of starting your subscription to the textbooks.

Section D of this document provides the rules and information that apply on completion of the course and receiving your course certificate.

This document aims to provide answers to common questions about completing the course and receiving the course certificate. It will also provide answers to common questions about accessing and using your online course environment to progress through the online course assessment activities.

## SUPPORT – QUICK CONTACT GUIDE

Type of query	Telephone	Email
Any registration query or administrative query/ administrative assistance required – Student Services Department	086-999-0001	support@milpark.ac.za
Any IT-related issue – Student Services Department	086-999-0001	support@milpark.ac.za
Request Additional Attempts for online test		cob@milpark.ac.za
COB Academic or learning support/tutoring:		support@milpark.ac.za
Help from the Library	011-718 4000	librarian@milpark.ac.za
Contact a student counsellor		counselling@milpark.ac.za
Complaints		hellomilpark@milpark.ac.za

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## SECTION A – REGISTERING

The registration process enables you to become a student at Milpark Education and be enrolled on one or more short courses or other qualifications.

Once you have been successfully admitted and registered onto your selected course, you will receive a confirmation email and an SMS which provides you with your username and password to access myMilpark, our online student environment. The myMilpark online student environment will be accessible as soon as you have received your username and password details.

All the reading material and activities related to your course, as well as links to other support offered for the course are located on myCourses (accessed from myMilpark once you have logged in). myCourses is the link to your online course environment.

### Incorrect enrolment

If you have registered for the incorrect short course, you have 10 (ten) working days from date of enrolment to contact the Milpark Education offices in order to change the course. Your request should be sent to our Student Services Department (SSD), of which the email address is support@milpark.ac.za.

### Cancellation

Milpark Education must be informed in writing if you want to cancel your short course. Your request should be sent to our Student Services Department (SSD), of which the email address is support@milpark.ac.za.

A short course cannot be cancelled, if you have accessed the course and/or attempted any of the assessments.

Fees in respect of cancellations are as follows:

Request type	Fee charged
Programme/course module cancellation fee (written request reaches us at least 14 days before start of the relevant course module)	Admin fee (please contact Milpark Student Services Department to obtain current admin fee amount)
Programme/course module cancellation fee (written request reaches us within first week of relevant online course module)	Forfeit 40% of course fee
Cancellation fee (written request reaches us after first week of course module)	Forfeit 100% of course fee

### Transferral of course

If you do not want to cancel your short course but want to move the date to another course date in the future, Milpark Education must be informed in writing. Your request should be sent to our Student Services Department (SSD), to the email address support@milpark.ac.za.

Fees in respect of course transfer are as follows:

Request type	Fee charged
Fees to transfer course to a future date (written request reaches us at least 14 days before start of course)	No cost
Fees to transfer course to a future date (written request reaches us less than 14 days before start of course up to within first week of course)	Admin fee
Fees to transfer course to a future date (written request reaches us after end of first week of course):	Forfeit 40% of course fee, i.e. pay 40% of course fee for new course

### Deferral of course

Your enrolment may be deferred from the current online short course to the same course with a future course date within Milpark Education provided you have been prevented from or are unable to complete the course as a result of illness, direct personal circumstances or the serious illness or death of a relative. Applications for deferrals must be considered by the Academic Committee and must be accompanied by original documentary evidence giving full details as to why the student was prevented from completing the course.

In such cases, the necessary Academic Committee Request form needs to be uploaded to your student portal. No emailed copies will be accepted.

An administration fee will be charged in connection with the Academic Committee Request.

## SECTION B – ACCESSING YOUR ONLINE SHORT COURSE

### Introducing *myMilpark*: What is *myMilpark*?

*myMilpark* is our online student environment that provides the resources, support, advice and contact with your lecturer that you as a student need to support your learning.

You are encouraged to login to *myMilpark* as soon as possible in order to ensure that you can access the online student environment, to familiarise yourself with this environment and explore the facilities on *myMilpark*.

On *myMilpark* you will have access to the following functionalities:

#### 1. Apply to study

This functionality allows you to apply for admission and/or registration online. There is also a tool available to generate an online quote.

#### 2. *myCourses*

Once you proceed to *myCourses*, you will be able to access the online course environment for the short course that you are registered for. On *myCourses* you can access all of the course materials and additional resources as well as all of the assessment activities related to successful completion. More information on the structure of *myCourses* is provided further on in this document.

#### 3. My personal details

It is critical that all your student information is kept up to date. Here you will have access to update and manage your personal information details as soon as they change. Please keep in mind that we will communicate with you via SMS and therefore your cellphone number must be kept up to date in the system at all times.

#### 4. My registrations

Here you will have access to view all your current as well as historic admission and registration particulars for the short courses as well as any other programmes and modules that you have been registered for.

#### 5. My results

Here you will be able to view all your results achieved at Milpark. You can also download your statement of results.

#### 6. Forms library

Support documentation, tutorials, templates and other administrative forms are available for download in the forms library, such as International venue request application, Sponsorship template, Textbook information as well as guidelines on the Special Request application process, etc. You will also find the Milpark terms and conditions and other important policy documentation here.

### *myCourses*

As mentioned above, *myCourses* is your online learning environment, or classroom. In this section, you will find all the study material and assessments for your course.

Once you have logged on to *myMilpark* using your student number and password, you need to click on *myCourses*. When logging on to *myCourses* for the first time, you will need to agree to the Student Disciplinary Code. As a student of Milpark Education, you accept responsibility to abide by the Student Code of Conduct, which includes statements on plagiarism and appropriate behaviour when participating in online forum discussions and when interacting and communicating with other students or your lecturer. You are required to read through this document in detail, as you are bound by the principles of this code.

Once you have accepted to abide by the code, you will be directed to the default student home page where you will find links to support services such as the library, the student counsellor and how to approach your studies.

Once you have selected your specific course by clicking on the name of the course, you will have access to the classroom environment for that course, consisting of the following:

#### 1. Tab 1: Overview

The purpose of this section is to provide you with an overview of the entire course and to give you access to all the important documents pertaining to your course. You will also find a general discussion forum here where you will be expected to introduce yourself to the class and where you can contact other students and/or the lecturer. (NB: this only applies to COB short courses and not CPD.)

In this section you will find the following documents and links:

- Course Overview
- Tutor Forum (for COB only).

#### 2. Further tabs: Topic 1, Topic 2, etc.

You will find a separate page for each of the topics of your course. On these pages, we provide an overview of the topic's objectives, as well as all the study material and reading that you need to complete.

This section is split into REQUIRED reading and activities (those that you have to complete in order to build competence in the course content) and RECOMMENDED (where applicable) (extra material/reading/videos that will aid your learning process).

There is also a section for ASSESSMENTS, where the assessments for that topic can be accessed and uploaded.

## Technical (IT) support

Milpark Education will provide technical support if you are experiencing problems in accessing your course environment due to a technical (IT) issue. You are, however, expected to complete basic troubleshooting checks (see below) before contacting the IT helpdesk number provided below.

Please also consult the Frequently Asked Questions section of this document for system requirements and frequently asked questions regarding technical issues.

## Troubleshooting Checks

If you carry out the following checks, you may well be able to solve your problem. If you do these checks but still haven't solved the problem, then please do contact student support services so that we can begin helping you (see technical support details below).

With any changes you make, please ensure you have permission to do so if necessary. Milpark Education will not be held liable for any issues that may arise after making a change.

## IT Helpdesk Information

Please contact us by emailing [support@milpark.ac.za](mailto:support@milpark.ac.za). Please also provide as many answers as you can to the following in your email:

- Does the problem occur at work, at home or both?
- Are you working behind a security firewall or proxy?
- What broadband speed (download and upload) is available to you?
- What kind of device are you using, e.g. desktop, laptop, tablet, phone?
- Which operating system and browser are you using?
- Which version of Flash do you have?
- Is it all content or specific content you are finding it difficult to use?

Problem Area	Advice
Internet Connection	Check that your Internet connection is working. Do this by launching a browser and typing in sites you wouldn't expect to be down, such as <a href="http://www.google.com">www.google.com</a> , <a href="http://www.bbc.com/news">www.bbc.com/news</a> , <a href="http://www.apple.com">www.apple.com</a> or <a href="http://www.microsoft.com">www.microsoft.com</a> . Note how quickly the page loads. These websites should load fast, particularly Google's. If they don't, then it might suggest there is a problem with the download speed of your Internet connection. Test it by using a broadband speed test tool such as <a href="http://www.speedtest.net">www.speedtest.net</a> . If you have low download speeds, then you should speak to your Internet service provider about ways to improve them.
Internet Usage and Broadband Speed	Check that no one else in the building you are in is downloading large files or streaming other media using the same Internet connection. This is a common cause of problems in places where a number of people share the same internet connection. For example, if you have a 4 Mbps (mega bit per second) bandwidth limit and one person is watching a streamed TV programme, you will probably only have somewhere in the region of 2.5 and 3 Mbps for others to use. If more than one person is streaming content, downloading content or using tools such as Skype, then your bandwidth will be further restricted.
Wireless or Wired	Are you connecting to a wireless connection to your router? If so, check that the problem does not lie with wireless connections by connecting your computer using an ethernet cable directly to the router. Wireless routers provide a number of channels that traffic can be carried on. If you are in an area where there is the potential for many routers to be active at the same time, there may well be over-utilisation of frequencies (equates to a channel) and signal conflicts. Also, some devices will be configured to use the same channels and so the wireless channel in use may be shared, or simply unavailable. If you are in doubt, please contact your Internet Service Provider for advice.
Other Browsers	It's worth checking that no other processes are taking place in other browsers or tabs of your current browser. The best thing to do is to close them.
Other Applications	It may sound obvious but it's certainly worth checking that no other applications are open on your computer that are either sending data to or receiving data from the internet. For example, listening to the radio over the internet or using Spotify will consume bandwidth. Playing music from your own computer won't affect bandwidth but may affect processor and/or RAM usage. Use Task Manager on Windows to see which applications are running. Try shutting down these applications to see if it helps. If it does, your computer may require increased RAM or have a low processor speed. Other memory-intensive programmes or processes that could cause problems are applications such as Photoshop or other graphic-intensive software and should be closed if you experience problems.
Antivirus Software	Most people set antivirus software to run automatically at specific times of the day or week, often in the background. Double-check yours isn't running. Normally, you'll see some form of notification telling you it's taking place. Alternatively, in Windows you can right-click on the taskbar and click Task Manager. Click the Applications tab to see if your antivirus software is running. If it is, then you may want to wait until it has completed.
Corporate Students	Corporate students having trouble accessing <i>myCourses</i> from the company network should contact their IT department to ensure that the <a href="http://milpark.ac.za">milpark.ac.za</a> domain is not being blocked by the company firewall.

## SECTION C – COURSE START

### Academic requirements for short courses

Your online course environment and course structure were developed with the specific aim in mind to facilitate your learning and ensure that you have the best chance at success. You are encouraged to explore the facilities available and to familiarise yourself with your course structure and activities as soon as possible.

### Short course schedule

Your course has been divided into topics with readings. On these pages, we provide an overview of the topic's objectives, as well as all the study material and reading that you need to complete.

Do not engage in rude remarks or bad behaviour when posting online.

Please also note that all student messages posted in the tutor forum (for COB learners only) may be viewed by the entire class.

### Assessment requirements

In a short course, you will be assessed through various learning activities (assessment activities) during each topic in order to engage with the learning resources provided, gain knowledge and understanding, enhance your learning and achieve the learning outcomes for that topic.

All short courses will thus have one or more assessment activities (such as assignments and online tests).

### Academic standards for submission of short course assessment activities

Milpark Education expects all students to adhere to academic standards when submitting assessment activities such as assignments, group work, summaries, etc. Academic standards include the following:

- Using appropriate language and grammar when submitting academic work.
- Avoiding the copying of other people's ideas and information and passing this off as your own ideas without crediting the source (to do this is a serious academic offence known as plagiarism).
- Properly referencing all the sources of information and ideas used in your assessment (even when they have been provided as learning resources on your short course).
- Completing the required online Declaration of Authenticity provided with each relevant assessment activity to confirm that you have submitted your own, unaided work.
- For group work: the group member responsible for submitting the assignment on behalf of the team enters each team member's name into the Declaration of Authenticity to confirm that the team has worked together in formulating the ideas and information, and that this is similarly the team's own work, unaided by external parties or unacknowledged sources.

### Short course assessment process

Your Course Overview document (accessed in the Overview tab) sets out the information on how you will be assessed. Accessing the weekly tabs for your course in myCourses will then show the actual links to where you will post or complete assessment activities (assignments, online tests).

Online tests will be graded by the system immediately and your mark will be displayed to you. If you can't complete your online test due to a Milpark server failure, you should take a screenshot of the error (click Ctrl+PrtScr), paste this into an email, explain what you were doing when the error occurred, and send the email to support@milpark.ac.za. You will be advised on the correct course of action by the Student Services Department.

### Questions about marks

If you have a question about your assignment marks or online test mark, you should email support@milpark.ac.za. You must raise any questions about your marks within four days after receiving the feedback on your assignment or online test.

If you are unable to resolve the question to your satisfaction, you will need to submit an Academic Committee request. You should contact our Student Services Department for assistance with the process.

## SECTION D COURSE FINISH

### FINAL COURSE MARKS AND PASS REQUIREMENTS

You must log in to myMilpark and select the Results tab in order to view your results. A statement of results is available via myMilpark at any time. When you hover over your completion bar, ensure that you see the message: Completed (achieved pass grade) for every online test.

The pass mark for every online test is 60%. You get three attempts per online test.

## FREQUENTLY ASKED QUESTIONS

The following section will assist you with some of the questions that students frequently ask.

### ***What should I do if I need academic support or assistance to complete my assessment activity?***

You can post any academic content questions relating to your learning resources or assessment directly on the tutor forum (NB this is for COB courses only).

### ***What should I do if I get stuck on the system (need technical (IT) support)?***

If you carry out the troubleshooting checks provided on page 13, you may well be able to solve your problem. If you do these checks but still haven't solved the problem, then please contact us by emailing support@milpark.ac.za.

With any changes you make, please ensure you have permission to do so if necessary. Milpark Education will not be held liable for any issues which may arise after making a change.

### ***What should I do if I have a problem accessing myCourses?***

In the first instance, check you are using Google Chrome. We also recommend that you use a laptop or desktop computer. Check that you have an internet connection by accessing www.milpark.ac.za.

Corporate students accessing myCourses from the company network should contact their IT department to ensure that the milpark.ac.za domain is not being blocked by the company firewall.

### ***If this does not resolve the issue, where should I direct my issue?***

You should contact the student support team by emailing support@milpark.ac.za or phoning 086 999 0001 between 08:00 and 16:00.

### COURSE CERTIFICATE

On successful completion of the course (and survey), a course completion certificate will become available to you within 24-48 hours. If this is not the case, you may email support@milpark.ac.za.

### ***How do I change my password?***

If you have logged in to myCourses, click your name to open the drop down in the top right-hand corner and go to Preferences. To change your password, click "Change password" and follow the instructions.

### ***What if I have forgotten my password?***

On the myCourses login page, click the "Forgotten your username and password?" link and follow the instructions.

### ***What browser should I use to access myCourses?***

We recommend that you use Google Chrome for the best experience.

### ***What if a video won't load?***

We advise anyone using the online learning environment to ensure they have a broadband speed of 2 Mbps or higher. While you shouldn't have any problems with anything over a 1 Mbps connection, we cannot guarantee this, especially when viewing streamed video or participating in an online meeting. There are various broadband speed checkers you may wish to use such as <https://www.speedtest.net/>.

Students accessing content from within their corporate environments may experience issues due to video streaming being blocked by the company firewall. Also ensure that you log into Streams with your Milpark Student details.

### ***What should I do if I can't hear anything when playing the video?***

You'll need to check the following:

- Do you have a sound card installed?
- Are your volume settings correct? If you have Windows 7 you can check this by first clicking the volume icon in the task bar and ensuring sound is not muted. Then, go to Start > Control Panel and select Sound. Make sure the appropriate playback device is enabled in the Playback



tab. Right click the Playback device and select Test to check whether your computer is playing sound.

- Check that your speaker cables and headphones are plugged into the correct socket and have not come loose.

#### **How will I be assessed?**

Your online course on *myCourses* contains a *Course Overview* document (accessed in the Overview tab) that sets out the information on how you will be assessed.

#### **What is the pass mark?**

The final pass mark is 60%.

#### **How long will I have access to my online course?**

From your date of registration, you have one year to complete your course. If you do not complete within this time frame, you will have to re-register.

#### **How do I cancel my studies?**

Milpark Education must be informed in writing if you want to cancel your short course. Cancellations will not be allowed if you have accessed the course page or attempted any of the assessments.

Fees in respect of cancellations are listed on page 9.

#### **What do I do if I registered for the incorrect course?**

If you have registered for the incorrect short course, you have 10 (ten) working days from date of enrolment to contact the Milpark Education offices in order to change the course. Your request should be sent to our Student Services Department (SSD), of which the email address is [support@milpark.ac.za](mailto:support@milpark.ac.za).

#### **How do I transfer my course?**

If you do not want to cancel your short course but instead want to change your registration to another course on the future date, Milpark Education must be informed in writing. Your request should be sent to our Student Services Department (SSD), to the email address [support@milpark.ac.za](mailto:support@milpark.ac.za).

Fees in respect of course transfer are listed on page 10.

#### **How do I make use of the library resources?**

The Library can be accessed from the *myCourses* page. Facilities are divided into Information, Resources, Research and My Account (explore these tabs, and please do visit the Information page for more information and contact details). Academic writing must be supported by reliable sources. You are provided with resources to assist with additional reading and research assignments. In general, the most reliable sources are as follows:

- Peer-reviewed journals
- Books published by university presses
- University-level textbooks
- Magazines, journals, and books published by respected publishing houses
- Mainstream newspapers.

You have access to online journal databases (including Emerald, Ebsco and Sabinet). In addition, you have access to

an eBook library called Scholartext (there are no limits on the number of resources accessed). This eBook library includes thousands of business-related resources. It is possible for you to create your own bookshelf containing resources for your studies. Books can also be read offline. Links are provided to mainstream newspapers and magazines.

You are reminded of the Milpark Reference Guide – this guide provides guidelines on how to reference sources.

Our Library assistants will assist you with any queries relating to accessing the numerous online library resources available to all students while registered for an online short course.

Please contact the library assistant at 011 718 4000 or email them at [librarian@milpark.ac.za](mailto:librarian@milpark.ac.za).

#### **How do I access my textbook/study material?**

On our COB and CPD short courses, the student will have access to a PDF version of the study guide on the course page. The PDF is, "secured", meaning that printing of the material is not allowed. Should a learner prefer a hard copy, they can make application for this by completing a purchase order request form on their *myCourses* page.

#### **How do I complete online tests?**

By accessing any of the topic tabs for your course in *myCourses*, you will be able to see the link to the online test (applicable for the particular course topic). Clicking on an online test link will open the test questions so that you can answer these.

#### **What should I do if I fail an online test?**

Your registration allows you three (3) attempts at each online test. If you do not achieve 60% in each of the online tests on your third attempt, you will be required to register to repeat the course at the repeat fee. You will only be required to redo the online tests where you did not achieve the required minimum of 60%. When you register for the repeat, you will be granted an additional three (3) attempts for the relevant tests. In total, you will only be allowed nine attempts for a single test – if you do not pass in the nine attempts, you will have to reregister and redo all the assessments associated with the short course. To reregister, you must send an email to [cob@milpark.ac.za](mailto:cob@milpark.ac.za), and include your POP.

The repeat fee per class of business module is R480.

#### **Where do I find my assignments?**

Where applicable, your Course Overview on the Overview tab in *myCourses* contains an assessment plan document that sets out the information on how you will be assessed.

By accessing any of the topic tabs for your course in *myCourses* you will be able to see the link to the assignment document. You can click the link and open the document to see the assignment questions that you need to answer. You can also print or save the assignment document.

**How do I change my personal details?**

Personal details can be reviewed and edited on myMilpark. Any new quotes, admission or registration applications will require you to check and update your personal details. It is critical that your cellphone numbers are correct, as this is an important channel that Milpark uses to communicate with you.

**How do I obtain my results?**

Results for the various assessment tasks will be displayed in myCourses, in the Grade Book in your course. Once final results are released, you may access myMilpark to obtain your results. No results will be communicated telephonically.

**How will I get my certificate when I finish my short course?**

On successful completion of the course (and survey), a course completion certificate will become available to you within 24–48 hours. If this is not the case, you may email support@milpark.ac.za.

Students who owe the institution money will not receive any correspondence with regard to completion of their short course; nor will they be issued a certificate until the account has been paid in full.

**What do I do if my certificate is not available?**

- Ensure that you have completed ALL the online tests and achieved 60% or higher.
- Ensure that you have completed the survey.
- If you have completed the survey and achieved 60% or higher for all your online tests and still cannot download your certificate (after 24–48 hours of completion of the course), email support@milpark.ac.za.

**How do I access counselling services at Milpark?**

You may experience problems related to:

- your studies (study techniques, motivation, self-esteem, time management, etc.).
- career decisions (you may not be sure that you have made the correct choice in terms of your short course).
- personal issues (family issues, personal problems, etc.).

Students who need assistance can contact the qualified student counsellor(s) at Milpark. The counselling service is accessible from myCourses (myMilpark).

We recommend that you visit the How to study and Career guidance sections on myMilpark first. If resources on these pages are not sufficient to address your problem, you can contact the student counsellor. For personal problems, you need to consult the relevant resources page under Personal problems before contacting the student counsellor.

The contact details of the student counsellor(s) are at the bottom of the counselling page. Please take care to provide us with all the required information in order to assist you as soon as possible.

In some cases, you may be referred to an external agent or organisation. Do not wait too long to contact us. We are standing by to assist you.

**What is a Student Disciplinary Code of Conduct?**

A 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 Milpark Education. Should you commit any act prohibited by the Code, you will face disciplinary action in terms of this Code.

How do I end my short course if I no longer want to continue? Milpark Education must be informed in writing if you want to end your short course. Your request should be sent to our Student Services Department, at the email address support@milpark.ac.za.

No refunds will be considered for ending your short course if your request is received less than 14 days before the start of the course.