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QUALITY MANAGEMENT SYSTEM

STUDENT SUPPORT SERVICES POLICY

**This Policy has been issued on the authority of the College
Council of King Hintsa TVET College**

DOCUMENT CONTROL SHEET

Document Title: Student Support Services Policy	Formal Document Number	DPR-SSSP-005
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Purpose of Document: To set guidelines for the College on how to provide support to students, to cope with the demands of learning programme and assist them.	Commencement Date	2018/08/15
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PREAMBLE

King Hintsa TVET College recognizes that a well-developed student support programme is critical to student's ability to succeed in their studies. The College intends to develop a comprehensive Learner support Programme to assist students with their physical, psycho-social, and academic needs thus optimizing their student experience and realize their full potential.

The student support programme will support students through the major transitions related to further education: first into further education; secondly through their College life; and finally the move from further education into the workplace and their careers.

MAIN PURPOSE

This policy sets guideline for the KH TVET College on how to provide support to the students to cope with demands of a course or learning program. It is intended to assist students to make right choices based on the knowledge and understanding of the opportunities available to them. The program aims to help students who experience barriers to learning and development, drop out or fail.

KEY OBJECTIVE

- i. To promote access to education by bringing a wider spectrum of the population into KH TVET College, and help them achieve and progress to further studies, employment and self-employment in a form of SMMEs.
- ii. To create opportunities and provide encouragement to those who believe that education is not meant for them.
- iii. To make learning skills development a conscious and integral part of course provision.
- iv. To improve student academic performance.
- v. To improve student retention.
- vi. To promote wellness, including interpersonal effectiveness and growth.
- vii. To support adjustment, problem solving and decision making with regard to personal, psychological and vocational issues by providing guidance, counseling and therapy.
- viii. To ensure that students are made aware of services available to them and are easily accessible.

GUIDING PRINCIPLES

- i. KH TVET College is committed to the implementation, sustainability and continuous improvement of student.
- ii. Effective communication and comprehensive policies are a cornerstone to effective implementation of learner support program.
- iii. Student support programme will adhere to high standards, ethical and ongoing professional development of officials responsible for implementation.
- iv. The programme depends on collaboration, consultation and partnership with other agencies.

SCOPE

This policy is applicable to all students and applicants of King Hintsa TVET College.

GOVERNANCE ISSUES

- i. Development and Review: SSS Manager will ensure that the policy is reviewed yearly and at earlier intervals as may be deemed appropriate or required.
- ii. Policy implementation: Student Support services, Academic staff and Student Representative Council (SRC) have the responsibility to implement this policy.

STUDENTS PROCEDURE

1.1 Student Charter

The College in consultation with all relevant stakeholders will develop and implement a student charter, which is the guide to the services provided by the college. The student charter will indicate which College documentation a prospective student or current student, can access information from.

1.2 Student Support Services

Student Support Programme over a period of time and subject to availability of resources, develop and implement programmes of support which will focus on the following services:

- Guidance and counselling services
- Learning support and academic development
- Career guidance and occupational development

- Life style management

7.2.1. Guidance and Counselling services

King Hintsa TVET College will establish a student support centre (SSS unit) that will provide students with holistic guidance and counselling services that will respond to youth development, including physical, social, psychological and academic dimensions.

The following services will/may be made available to students:

- Pre –admission and registration Information
- Orientation Services
- Student records and Administration
- Hostel and Accommodation information
- Collaboration and relationship with other academic institution
- Individual and group counselling
- Community and family counselling
- Peer Counselling
- Personal and social development

7.2.2. Learning Support and academic development

A programme that will be managed by academic and administrative staff will be developed to assist students with learning difficulties through their learning life at the College. The programme will amongst other things focus on the following:

- Bridging Programmes
- Learning and remedial support
- Computer assistance
- Drop-out prevention
- Development of lifelong learning
- Part-time student management
- RPL Management
- Library assistance
- Study assistance

7.2.3. Career guidance and occupational development

This programme aims to assist students in choosing their careers, furthering their studies and in finding Jobs when they complete their studies with King Hintsa TVET College. The focus will be on:

- Occupational and subject choices
- Career guidance and information
- Psychometric testing
- Job seeking skills
- In-service placements
- Learnership and Internship placements
- Entrepreneurial skills training
- Part –time work
- Bursaries
- Study loans
- Skills development

7.2.4. Lifestyle management

- Life skills
- Health services
- Cultural activities
- Sports and recreation
- Social activities
- HIV & AIDS management
- Substance and drug abuse management
- Wellness programmes
- Community development
- Leadership development

7.2.5 Competence and Capacity to implement

Administrative, academic and student representatives must be capacitated on the programme so that they can be able to support, manage and monitor its implementation. Internal and external resources will have to be identified and sourced in order to effectively implement the programme.

7.2.6 Policy and Legislation Frame work

This policy is informed by the following Policies, regulations and Legislation.

- i. South African Constitution, Act 108 of 1996
- ii. CET Act No. 16 of 2006, as amended
- iii. KHTVET Colleges Assessment & RPL Policies
- iv. Skills Development Act No.97 1998
- v. Human Resources Development Strategy (2001)
- vi. National HIV/ AIDS Policy for students in public and HEAIDS.

