

KWALITEITSBESTUURSTELSEL / QUALITY MANAGEMENT SYSTEM

E.2

**TITEL / TITLE: BELEID: STUDENTE-ONDERSTEUNING
POLICY: STUDENT SUPPORT**

SAAMGESTEL / HERSIEN DEUR COMPILED / REVIEWED BY	GOEDGEKEUR DEUR / AUTHORISED BY
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1. PURPOSE OF POLICY

To define and describe the support available to students of Hugenote Kollege.

2. SCOPE OF POLICY

2.1 In this policy the support available to students is categorized in general support, academic support, counselling and health services.

- General support to students includes information regarding the different programmes and the various courses, information regarding application and the registration process, information regarding accommodation as well orientation programmes for new students.
- Academic support to students includes assistance and guidance in the use of the library, computer facilities and the media centre as well as the *MyNotes* platform.
- Counselling services includes access to a student chaplain as well as referral to professionals in the psycho-social services network.
- Health services include counselling, basic first aid and primary health care as well as referral to professionals, clinics and hospitals in the health services network.

2.2 The support systems described in this policy is available to all registered students of Hugenote Kollege.

3. PRINCIPLES

3.1 This policy acknowledges the fact that a large number of students are first generation students coming from disadvantaged communities. The policy also acknowledges the fact that a large number of students can be depicted as “vulnerable” because of a lack of access to quality basic education, lack of psychosocial developmental opportunities due to poverty and social injustices, an inability to meet the basic admission requirements set by universities and funds to enter the post-school educational system,

3.2 The mission of Hugenote Kollege is to create pathways and opportunities for all people to start a journey of lifelong learning and to equip people for a life of serving their fellowmen and society as a whole. To fulfil this mission a holistic approach is needed focussing not only on achieving academic success but also contributing positively to the spiritual, psychosocial and physical well-being of each individual student.



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3.3 This policy is based on the Christian ethos of service and care and the values of respect and acknowledging that all humans are equal before God. Therefore Hugonote Kollege strives to provide equal opportunities for and to assist all people to receive a form of post-school education and training and to provide the necessary support to all students to optimize their potential.

4. RELATED POLICIES

- Policy For Admission Of Students
- Assessment Policy

