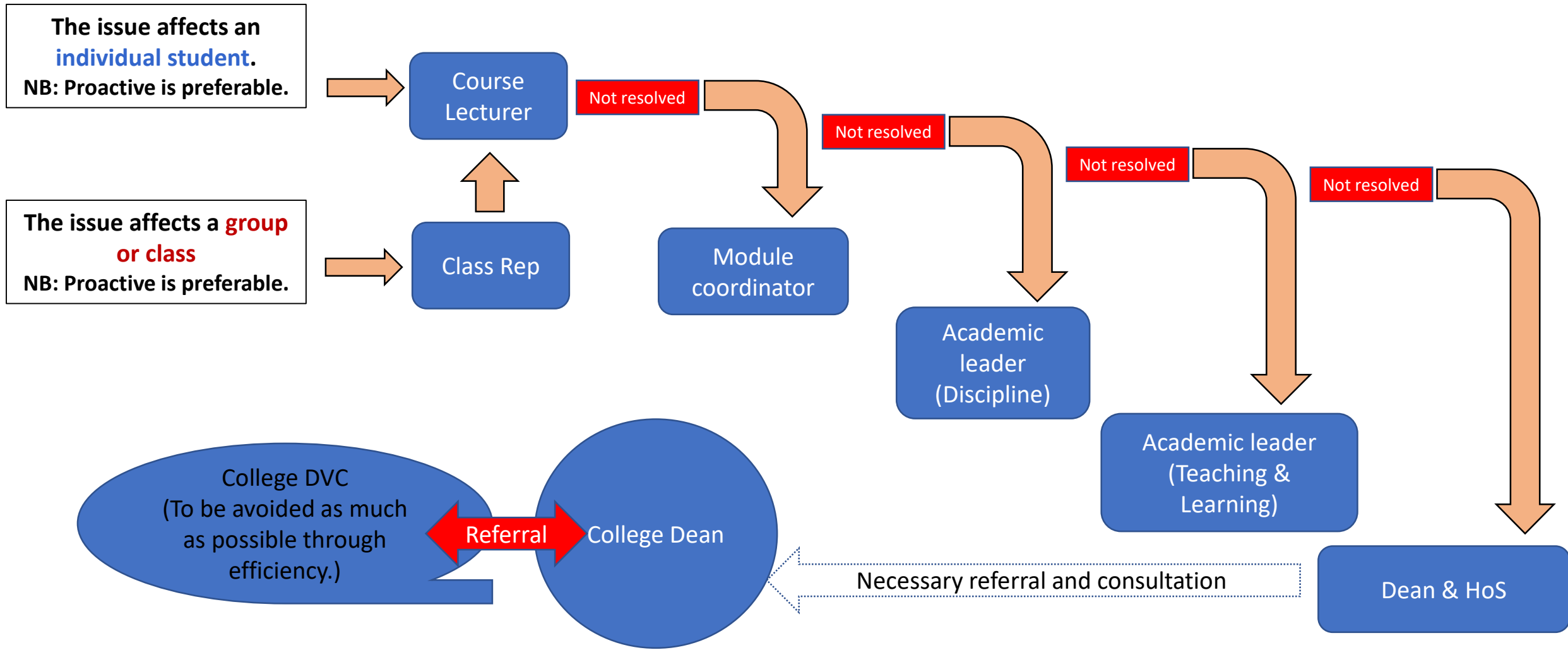




COMMUNICATION PROTOCOL FOR ADDRESSING STUDENT GRIEVANCES RELATING TO ACADEMIC MATTERS



IMPORTANT NOTES:

1. **Academic matters** include, but not limited to matters relating to lectures and lecturers, assessment, plagiarism, cheating, requests/submissions of special requests (e.g. need to miss academic activity due to personal circumstances or university obligations, such as participation in sport competitions for UKZN).
2. **Copying and plagiarism** are treated very seriously and we will strictly follow the university policy in all cases where plagiarism or copying are identified, which may result in disciplinary action or forfeiting marks. Offences are also noted permanently on your academic record.
3. **Mark changes/ corrections** to exams, tests and practicals will only be considered within one week of the results having been released to you. It is your responsibility to check your marks regularly on Student Central. We will not consider any late requests for mark changes or corrections.
4. **Medical certificates** must be submitted (**only** to the CTO office of the School) within one week of the missed practical or test, students admitted to medical facilities need to submit a medical certificate on the first day after being discharged. All medical certificates will be confirmed for authenticity (see below).
5. Receiving **fraudulent medical certificates and other reports will be** forwarded to the university proctor for disciplinary action. This is considered a serious offence requiring university action.
6. The protocol refers only to student **grievances**. Issues relating to **administration matters**, such as incorrect mark capturing, class mark, DP, etc., should be directed as advised by the particular lecturer concerned.
7. For contact details of individuals/sections indicated in the procedure, please consult our CTO staff/offices.