



**INTERNATIONAL
AGRICULTURAL
ACADEMY
FOR AFRICA**

POLICY ON STUDENT SUPPORT & COMPLAINTS

Document Number	05/VER002/23
Responsible Department	Training Department
Responsible Person	Head of Training
Approved by	Board of International Agricultural Academy for Africa (Pty) Ltd
First Publication	24 April 2023
Date of Approval (reviewed)	26 January 2024
Implementation Date	12 February 2024
Review Date	October 2025

Background

The International Agricultural Academy for Africa (i3A) was established on 21 July 2015 and accreditation was awarded by the Agricultural Sector Education Training Authority: Education Training Quality Assurance (AgriSETA ETQA) which falls under the South African Qualifications Authority (SAQA).

The role of AgriSETA facilitates the implementation of learning through Learnerships, Skills Programmes, Adult Education and Training, and tertiary studies or in-service training. To ensure the quality provision of education and training, AgriSETA is also responsible for accrediting sector-specific training providers and for monitoring the standards of training presented. Each qualification registered with the South African Qualifications Authority (SAQA) has Qualification Rules which outline the minimum credits necessary to complete a qualification. The credits are awarded by successful completion of the Unit Standards for each qualification given by SAQA. Each Unit Standard has a set of Specific Outcomes and Assessment Criteria. The Specific Outcomes and Assessment Criteria are used to compile the Learning Material (Content and Assessments), this ensures that after successful completion of all the assessments in a particular qualification, a student will be found competent for the qualification.

Purpose

This policy aims at providing guidelines to students regarding academic and non-academic support and complaints so that problems, whether of an academic nature or otherwise, can be addressed effectively.

Scope

This policy applies to all e-learn and campus (academies) students at The International Agricultural Academy for Africa which is registered on the online platform, Agri-Pedia.

Policy/Procedure

Objectives

The International Agricultural Academy for Africa aims to provide effective communication channels or routes for resolving student problems, whether of an academic or non-academic nature. The basic principle is that a problem should be solved at the lowest level possible.

Student Support/Complaints

- The student must start at the lowest level possible with communication at The International Agricultural Academy for Africa.
- The primary mode of communication at i3A is email.
- The student must include the following information: ○ First Line: Student Number ○ Second Line: Full Names & Surname ○ Third Line: Type of Support Needed ○ Paragraph: Discussion of Query/Problem
- Student queries/complaints will be handled within 72 working hours.
- Guidelines on basic respect and professionalism between students and i3A: ○ Make use of appropriate titles.
 - Be concise – Keep your message clear and to the point.
 - Use proper grammar and spelling.
 - Be professional - Avoid using emoticons or excessive exclamation points. Keep the tone of your message formal and respectful.
 - Respect-Time: Be considerate when scheduling meetings or asking for help, and be patient if we do not respond immediately.