



UNIVERSITY of the
WESTERN CAPE

UNIVERSITY OF WESTERN CAPE (UWC)

POLICY FOR THE MANAGEMENT OF CONTINUING EDUCATION COURSES

DATE OF LAST APPROVAL: C2013/2

APPROVED BY COUNCIL ON 20 JUNE 2013

[Type here]

private Bag x 17, Bellville 7535, South Africa

T: +27 21 959 2727 . F: +27 21 959 3443

secretariat@uwc.ac.za

A place of quality,
a place to grow, from hope
to action through knowledge

University of the Western Cape

Policy for the Management of Continuing Education Courses

Contents

1. Preamble
2. Purpose
3. Scope and Principles
4. Definitions
5. UWC as a provider of CE Courses
6. General Policy
7. Quality Assurance
8. Registration and Approval Process
9. Finances
10. Roles and Responsibilities
11. Certification
12. References and Related Documents

Approval

	Date
Senate	28 Ma 2013
University Council	

1. Preamble

In 2012 following an internal audit report, a review was undertaken of the policies, processes and practices at the University of the Western Cape (UWC) with regards to Continuing Education (CE) courses being developed and offered at the University. As part of this review process, some of the documents that were studied include the Policy for the Quality Assurance of Continuing Education at UWC, Policy for the Registration of Continuing Education Courses at the University of the Western Cape, and the Short Course Audit Report prepared by KPMG. The direct result of this review process is this Policy document which will replace the Policy for the Registration of Continuing Education Courses at the University of the Western Cape (2003).

The consultation process conducted as part of the review and preparation of this document included: interactions with the DVC: Academic; the Faculties through the offices of the Deans; the units reporting into the DVC: Academic; with important contributions by the Director of the Division for Lifelong Learning, and the CE Course Specialist in the Division for Lifelong Learning, the Executive Director Finance and Services and representatives of his team; Director: Quality Assurance; the Director: Academic Planning Unit; the Acting Registrar; the Executive Director: Human Resources; as well as UWC units that are actively involved in the development and presentation of CE courses, and individual staff members involved in the administration and registration of CE courses at UWC.

2. Purpose

UWC is an engaged University, aware of its distinctive academic role in helping build an equitable and dynamic society. UWC views the development and presentation of CE courses as an important academic offering and as relevant to the training needs of the stakeholders served by the University. They are also recognised as an important mechanism for sharing the University's knowledge and expertise in order to enhance socio-economic development. The purpose of the Policy for the Management of Continuing Education Courses is to regulate teaching and learning activities that do not form part of the mainstream teaching activities of the University, and in so doing, to ensure the highest level of quality assurance for CE course offerings.

3. Scope and Principles

3.1 Scope

This policy is applicable to CE courses as defined in this policy and relevant to all academic and support staff of UWC. Courses offered as part of UWC staff development are managed by the Department of Human Resources. This policy will replace the Policy for the Registration of Continuing Education Courses at the University of the Western Cape (2003).

3.2 Principles

The University seeks to create an enabling environment for CE courses where they are a part of the vision of UWC and the relevant UWC Faculty, they can be managed by the UWC Department and the staff involved, and they contribute to the income of UWC. All CE courses must be developed with the interests of UWC and the stakeholders to whom the courses are offered in mind, particularly with regards to academic quality, UWC's reputation, their benefit to society and their financial viability.

Key principles that guide the development and implementation of CE courses at UWC include the following:

- CE courses must be developed with the interests of the stakeholders to whom the courses are offered in mind as well as those of UWC;
- CE courses should not compete with nor compromise core University teaching courses;
- The academic and quality management of CE courses falls under the leadership and custodianship of the Senate of the University through the DVC Academic;
- CE courses developed should respond to market needs, social and transformational needs, development opportunities and market demands; ● CE courses must meet the applicable quality standards, both of UWC and of external regulatory bodies where applicable and should promote articulation of courses and mobility of students where possible;
- CE courses should have a budget that anticipates reasonable surplus after all applicable costs have been accounted for;
- For CE courses that are specifically intended to form part of a community engagement or community service initiative, the principle of cost recovery and achieving breakeven should be aimed for;
- Certificates for CE courses in the name of UWC will only be issued after consultation with the Registrar to ensure adherence to the relevant policy relating to the issue of certificates at UWC;
- UWC will charge a contribution levy on income received in lieu of the overhead costs incurred by UWC to present CE courses;
- The academic review, quality assessment and control and budgeting support activities required for the development and registration of CE Courses will be handled centrally by Faculties, Administration and the Senate. The course development, course administration, course implementation and quality assurance of courses will be handled at the level of the relevant Department or School.

4. Definitions

"CE courses" are defined as those courses in which the content (which may be a single module or a group of modules clustered together) is less than 120 credits and will not lead to the award of a full South African Qualifications Authority (SAQA) registered or Council on Higher Education (CHE) accredited qualification. The content or modules can be selected from existing accredited programmes within the University or designed separately for a specific purpose. These courses should typically be 8 hours or more, and could be linked to the Higher Education Qualifications SubFramework (HEQSF) levels 5 to 8.

"CE courses" are divided into two types depending on whether they are credit-bearing or non-credit-bearing:

- Credit-bearing courses are linked to an already accredited qualification or unit standard and can lead to the award of a credit towards a particular unit standard or part of a qualification, depending on whether the learner chooses, or is provided with the option, to be formally assessed or not. Such courses are assessed according to specified criteria and a certificate of competence will be issued.
- Non-credit-bearing courses may include two options:

- (i) A non-credit bearing course which is a type of short learning programme not linked to and which does not articulate with any registered programme qualification, for which no credits are awarded. In this regard, a certificate of attendance may be awarded;
- (ii) A Continuing Professional Development (CPD) course is one which is not linked to a qualification or unit standard but which may carry points required for ongoing registration of occupations linked to professional councils provided the course is externally accredited and audited by recognised external professional bodies. The points are usually determined on the basis of the number of contact hours of teaching.

"Contribution Levy" refers to the percentage of gross income, levied by the University linked to course development, assessment, administration and implementation. The levy will not apply to income received for logistics (course-related photocopying, printing and binding, course related books or reference material and course-related transport and accommodation) associated with the implementation of CE Courses. This contribution levy is set at a minimum of 15%. The minimum level will be reviewed and adjusted every 3 years as required by the University Executive Committee.

"Course Coordinator" refers to the existing UWC staff member responsible for the functions of setting up the CE course, leading the application for registration and accreditation, developing the course budget, managing implementation, exercising financial control and preparing the course for review. Where a designated staff member within a Department or School has been tasked to undertake this role for the unit (as decided by the relevant Chair/Director), this staff member may serve as the Course Coordinator for the unit.

UWC **"CE Programme Coordinator"** refers to the UWC staff member/s who, oversee/s the academic approval process for CE courses and serve/s as a link between UWC Faculties and the UWC Academic Planning Unit and who supports the development, administration and validation of CE courses at the University.

5. UWC as a provider of CE Courses

5.1 UWC receives its mandate via its Programme and Qualifications Mix (PQM) from the Department of Higher Education and Training (DHET) to offer programmes as a public higher education provider. All UWC formal programmes are accredited by the Higher Education Quality Committee (HEQC), and as such all CE courses which are credit-bearing (less than 120 credits), and linked to a formal qualification at UWC, are thus formally accredited.

5.2 Credit bearing CE courses linked to a formal accredited programme offered by other Higher Education Institutions (HEI) in South Africa may be offered by UWC on the basis of a Memorandum of Understanding (MOU). The credits obtained are therefore only applicable to the formal programme of the other HEI and not linked to a formal programme offered by UWC.

5.3 CE courses which are credit-bearing, but not linked to a formal accredited and/or access programme of UWC, may be offered as a CE course on the condition that it has followed the normal registration process for CE courses at UWC and is approved by Senate Academic Planning (SAP) Committee, or it has been accredited by the relevant Sector Education Training Authority (SETA) or professional body which has registered the qualification with SAQA. In the latter scenario the credits will be awarded by the relevant SETA or professional body who registered the qualification with SAQA. See

5.4.

5.4 CE courses should normally be offered at Levels 5-8 of the National Qualifications Framework (NQF), and course content should be developed with due regard to SAQA level descriptors. The presentation of CE courses below NQF level 4 should be clearly motivated.

5.5 Where CE courses are being developed and offered on a contractual basis, in addition to the processes as stipulated in this policy, the contracts relevant to the courses being developed will be subjected to review and scrutiny before signing. The review will include the validation of CE course design and internal approval, as well as implementation time-lines in the contract by the Quality Assurance Office. The contracts will then be endorsed by the Director of Legal Services before submission to the Deputy Vice Chancellor (Academic) or Rector for signature. All contracts will be filed at the Registrar's Office. The signing of a contract does not exempt the Course Coordinators from any stipulation within this policy.

5.6 As per the approved UWC Research Policy, CE course material and associated Intellectual Property involved with the creation and presentation of the CE course, whether or not on UWC's premises, whether or not during regular working hours, alone or with the cooperation of one or more other people, shall belong to UWC. Exceptions to this that may have been negotiated differently are recommended by the Director Technology Transfer for approval by the DVC: Academic.

5.7 Unless Senate decides otherwise, where the curriculum of a UWC accredited programme of 120 credits, such as a Certificate or Higher Certificate qualification, is converted into a range of CE courses, and a student, after completing some of the CE courses plans to obtain the full qualification, any outstanding module/s to the value of at least 30 credits may only be completed if the student is registered for them to obtain the particular qualification.

6. General Policy

6.1 The offering of UWC CE courses must be approved through established University academic approval processes. These include the Faculty Academic Planning Committee and Senate Academic Planning (SAP) Committee.

6.2 The guiding principles highlighted in Section (2) in addition to the quality management procedures in Section (7) are important for the approval of a CE course at UWC.

6.3 University staff may participate in, and be remunerated for, the activities associated with CE courses if the course budget permits this, provided their Departmental Chair and Faculty Academic Planning Committee or an Executive Committee thereof is satisfied that such additional activities do not compromise their primary responsibility and duties as a staff member of UWC, including teaching, research, postgraduate supervision and other key performance areas.

6.4 Where a full-time staff member of an academic department is involved in the development and offering of a CE Course, the relevant Faculty Academic Planning Committee or an Executive Committee thereof should consider the following as a minimum before recommendation of the CE course and the involvement of the staff member therein:

6.4.1 The staff member's normal workload and performance regarding teaching, research and postgraduate supervision, and if relevant, administrative duties are at the required standard set by the University;

6.4.2 The existing qualification and expertise of the staff member and the skills required of the staff member to design and present the CE course, as well as the involvement of the staff member in existing CE course offerings at UWC;

6.4.3 The success rate based on student feedback, of the regular courses offered by the staff member at UWC;

6.4.4 The contribution that the CE course can make to enriching the curriculum and enhancing the community engagement activities of the Department/School.

6.5 The participation of University staff in CE courses will constitute community engagement when the presentation of the CE courses results in engagement that is mutually beneficial to the development, exchange and application of knowledge and resources to address and solve challenges facing external communities.

6.6 Where CE courses are expected to make use of external human resources and expertise, this must be reviewed by the relevant Faculty Academic Planning Committee or an Executive Committee thereof through recommendation of the CE course for approval (refer 5.7 above for the contract process).

6.7 UWC staff are encouraged to comply with the procedures set out in this policy document. Repeated failure to comply with the requirements of this policy may be handled in line with the disciplinary procedures of employment at UWC.

7. Quality Assurance Process

7.1 The University is responsible for the quality assurance and certification of CE courses. Its internal quality assurance processes should take cognisance of the HEQC quality assurance frameworks in this regard. The HEQC will continue to apply these frameworks and UWC will therefore have to demonstrate to the HEQC that it has adequate quality assurance systems in place to manage the quality of the CE courses being offered.

7.2 The Policy for the Quality Assurance of Continuing Education at UWC (13 March 2007) guides matters of quality, specifically on the principles, and practices that support the review, planning and improvement of CE courses offered at UWC. The CE Programme Coordinator will maintain a list of the dates when CE courses are due for review and will alert the Faculties and Senate Academic Planning accordingly.

7.3 The offering of CE courses under the name of UWC must comply with internal quality assurance processes. CE course quality, in respect of content, administration, management and delivery must be in line with and maintain UWC standards, its image, reputation and brand.

7.4 All CE courses offered at UWC must be summarized in a course Descriptor/Registration Form completed in consultation with the CE Programme Coordinator, and then presented to the relevant Departmental Chair or School Director for recommendation, before submission to the Faculty Academic Planning Committee or an Executive Committee thereof for quality assessment, review and adaptation, prior to being tabled at the Senate Academic Planning Committee for approval by the CE Programme Coordinator.

7.5 All CE courses offered at UWC must have a budget approved by the Business Innovation Centre.

7.6 The Faculty Academic Planning Committee or an Executive Committee thereof is the first screening committee for the quality assessment and control of CE courses, which should include:

- 7.6.1 Review and recommendation of applications for new CE courses in the Faculty;
- 7.6.2 Reviewing the relevance, contents and academic standards of the CE course every three years. Each CE course is only approved for a 3 year period;
- 7.6.3 Reviewing the qualifications of external (non-UWC) CE course presenters;
- 7.6.4 Assessing feedback/evidence from students by means of a CE course evaluation forms if relevant;
- 7.6.5 Involving professional bodies in reviews where relevant;
- 7.6.6 The evaluation of CE courses during the formal evaluation of the academic unit.

7.7 When assessing if a CE course should be recommended for approval, the Faculty Academic Planning Committee or an Executive Committee thereof should consider the following:

- 7.7.1 The NQF level, outcomes, curriculum content, assessment criteria, contact hours and that the CE course meets the quality standards of the department and faculty;
- 7.7.2 The positioning of the CE course in terms of its alignment to the department and faculty's existing courses, as well as other CE courses offered at UWC;
- 7.7.3 That the necessary administrative and logistical support exists within the Department/School in order to comply with institutional quality assurance requirements.

7.8 The CE Course Coordinator will retain quality records of the CE course which shall include at least:

- 7.8.1 A copy of the completed and approved course descriptor;
- 7.8.2 Copy of teaching material and assessment material for the course;
- 7.8.3 Copy of the list of students that attended the course and the assessment results of the completed course;
- 7.8.4 Proof of the summarised students' course feedback signed off by the Course Coordinator;
- 7.8.5 Copy of the CE Course budget approved by the Business Innovation Centre;
- 7.8.6 A copy of the contract with external party for whom the contract is being presented if relevant.

7.9 CE Courses should include a student feedback form to gauge the relevance and quality of the course.

8. Registration and Approval Process

8.1. Course Coordinators must complete a Course Descriptor/CE Course Registration Form obtainable from the CE Programme Coordinator and familiarise themselves with the documents required to do this, namely:

- 8.1.1 The CE Course Descriptor/Registration Form;
- 8.1.2 The Policy for the Quality Assurance of Continuing Education at UWC;
- 8.1.3 The CE Course Budgeting Guide available from the Business Innovation Centre.

8.2 The CE Course Descriptor/Registration Form must be completed in consultation with the CE Programme Coordinator. Once completed appropriately, it should be validated

by the CE Programme Coordinator and submitted by the Course Coordinator to the relevant Departmental Chair/School Director for recommendation, together with the budget and contract (if relevant). The Course Coordinator then submits the CE Course to the Faculty Academic Planning Committee or an Executive Committee thereof for review and recommendation. The Faculty Academic Planning Committee or an Executive Committee must consider the General Policy (6) and Quality Assurance (7) sections of this document when recommending a CE course for approval.

8.3. If recommended by the Faculty Academic Planning Committee, the Course Coordinator submits the CE Course Descriptor/Registration Form and supporting documents to the CE Programme Coordinator for final review and preparation and submission to the Academic Planning Unit, which refers the CE Course to the Senate Academic Planning Committee for final approval. If the CE course is approved, the approval will be recorded in the minutes of the particular Senate Academic Planning Committee meeting. The CE Programme Coordinator will keep a database of CE courses approved by the Senate Academic Planning Committee.

8.4 With CE courses that require approval at short notice, where it can be demonstrated that the University must respond quickly to seize a market opportunity or there are risks for the University associated with a delayed approval process of the CE course, the Course Co-ordinator, with a recommendation from the relevant Departmental Chair and the Executive Committee of the Faculty Academic Planning Committee, can request through the CE Programme Coordinator an urgent meeting of the Executive Committee of the Senate Academic Planning Committee for executive approval of the CE Course.

8.5 After notification from the CE Programme Coordinator that the CE course has been approved, the Course Coordinator can begin the operational processes to present the CE course.

8.6 The CE course is approved for implementation for a 3-year period. Re-registration of the CE course for a further period will be subject to a review or an evaluation report submitted with the re-registration request, to be completed and submitted by the CE Course Coordinator.

9. Finances

9.1 UWC regards CE courses as an important component of its strategic intention to be an engaged university. The principles that underlie the pricing of courses will include value for money, generation of a surplus, contributing to professional development, and the social benefit of the CE course. CE courses should be budgeted on the basis of cost recovery and generation of a surplus, with the exception of CE courses offered as part of a community engagement or community service initiative. Such courses should aim for cost recovery.

9.2 All funds obtained from CE courses must be deposited into an approved UWC bank account and then into an official UWC cost centre. Each CE course will be allocated its own identifier. Invoicing for CE courses must be undertaken by the Department of Finance. All expenses incurred in implementing CE courses must be processed through the UWC accounting system and must follow UWC financial policies and procedures, particularly those outlined in the Restricted Funds User Guide, and any other related policies that guide university expenditure.

9.3 With UWC contract staff members, for whom the administration and/or development, teaching and management of CE courses is an expectation of their

employment in the relevant UWC Department or School, no salary subvention from income generated by CE courses will be permitted. The financials (ability to reach break-even and generate a surplus) of the CE course will be used as a guide in this regard.

9.4 Where agreed by the UWC staff member and his/her line manager that CE course involvement does not form part of their normal expected workload as a UWC staff member, the staff member involved may be remunerated for this function, if the course budget permits.

9.5 The rates of remuneration for UWC, staff involved in presenting and/or administering CE courses will not normally exceed the University's current lecture and examination-marking rates. Where the budgeted remuneration rates of UWC staff exceed the existing UWC salary rates, or Departments and Schools intend using a different rate to pay UWC staff, the Business Innovation Centre will determine if the financials (ability to reach break-even and generate a surplus) of the CE course justify these remuneration rates, and will approve these rates through the approval of the budget of the CE course.

9.6 Where external (non-UWC) parties are deployed in the offering of the CE course, the remuneration rates of relevant recognised professional bodies will serve as a guideline in budgeting for the remuneration of these parties. The financials (ability to reach break-even and generate a surplus) of the CE course will also determine if the remuneration rates budgeted for are justifiable.

9.7 The Course Coordinator is responsible for financial control of the budget. All direct costs of the CE course are set off against the CE course income. Operational budgets of Departments may not be used for cross-subsidising CE course expenditure. Where up-front payment for CE courses is not possible, a signed contract from the client should be obtained to confirm the future receipt of funds.

9.8 A Contribution Levy (defined in Section 3) will be collected by UWC on each CE course. The levy will be collected centrally and divided annually between UWC Central Funds (2/3) and the relevant Faculty or appropriate non-Faculty unit in which the CE course is offered (1/3).

9.9 The calculation of generated surpluses will be based on the gross income less the contribution levy and all other costs attributed to the CE course. The distribution of generated surpluses shall be in the form of fund transfers and shall be based on the "financial statements" of the CE Course verified by the Business Innovation Centre. Reasonable surpluses that remain after deduction of all operational costs and the Contribution Levy shall be distributed according to guidelines developed by the Department of Finance, approved by the University Executive Management Committee.

9.10 Funds generated from surpluses arising from CE courses may be used for operational purposes to enhance and further the teaching and learning mandate of UWC, but may not be used for payment towards:

- Lecture and or teaching relief for staff members;
- Salary subvention for UWC staff.

10. Responsibilities

10.1 Course Coordinators are existing UWC staff members that take on the responsibility of developing the CE Courses, completing the Course Descriptor/Registration Form and budget, undertaking the processes to register the CE Course, completing all required course administration steps, collating student feedback reports, and preparing the course review or evaluation report for submission with any course re-registration request. Operationally, a Course Coordinator is responsible for the functions of course development, course marketing, course administration and finances, course implementation, course quality assurance, and ensuring that the required standards and course deliverables are met.

10.2 The CE Programme Coordinator is the UWC staff member that serves as the first point of reference for the development of the CE course. They are responsible for supporting the completion of the Course Descriptor/Registration Form correctly, for assuring the quality of the CE course, interacting with the Academic Planning Unit, and supporting the development, registration, validation, co-ordination and review of CE Courses. The CE Programme Coordinator keeps a list of all approved CE Courses and liaises with the Registrar as appropriate on matters of certification.

10.3 The Business Innovation Centre will support the budget development for the CE course and facilitate collection and distribution of levies and generated surplus transfers as required after completion of the CE course.

10.4 The Departmental Chair or Director of School is an existing UWC staff member responsible for assessing the work load, qualification and expertise of the Course Coordinator and other staff member/s proposed for involvement in the CE Course. They are also responsible for assessing the ability of the unit to offer the CE Course, the quality of the proposed course, and the fit of the CE course with the vision of the unit.

10.5 The responsibility of the Faculty Academic Planning Committee or an Executive Committee thereof relates to the quality management of the CE Courses. It is responsible for ensuring the appropriate positioning of the CE Courses, monitoring and evaluating academic standards and the quality, validity and applicability of courses in relation to the market place. It must also facilitate the optimal utilization of facilities and appropriate remuneration of staff members within the Faculty, assess the feasibility of the CE course relative to work loads of staff and manage staff performance. At all times it must uphold the image and reputation of the Faculty.

10.6 Senate Academic Planning Committee or an Executive Committee thereof will approve CE courses after consideration of the recommendations of the Faculty Academic Planning Committee and an assessment of the quality of the offering being proposed. It will also evaluate the proposed CE course in relation to UWC's strategic priorities, especially around teaching and learning and research.

11. Certification

11.1 Certificates for CE courses will only be issued in line with the Certification Policy of UWC, once proof has been provided that the student has met the assessment criteria for the CE course.

11.2 Certificates will only be issued for courses registered at UWC.

11.3 For non-credit bearing CE courses approved and registered by UWC, but offered in collaboration with an external partner/organisation, the UWC certificate issued may

reflect the name and logo of the external partner. This should be in line with the Certification Policy of UWC.

11.4 When CE courses that require certification are offered by Departments/Schools, the Registrar should be informed by the CE Programme Coordinator about the course, its content, duration and number of persons registered. These Departments/Schools should also indicate if the course will lead to a certificate of competence or attendance.

11.5 An example of the certificate that will be issued should be kept on record by the CE Course Coordinator as part of the quality records of the CE course.

11.6 Departments should include the costs of printing certificates in the CE course budget until an automation process for printing certificates has been implemented.

11.7 The list of the names of the persons to whom the certificates will be issued should be forwarded to the Registrar and Student Administration for record purposes.

11.8 The CE Course Coordinator should keep a register of the names of the persons to whom the certificates were issued as well as a copy of the certificate issued for CE course.

11.9 Unless otherwise arranged, the Registrar will sign all the certificates. In her/his absence the Registrar will delegate the responsibility to the appropriate senior UWC staff member.

11.10 Prior arrangements should be made with the Registrar's Office at least 48 hours before the end of the CE Course for the signing of these certificates.

12. References and Related Documents

Copyright Act, No. 98 of 1978;

HEQC Audit and Programme Guidelines (available from the Council on Higher Education);

Policy for the Quality Assurance of Continuing Education at UWC (13 March 2007);

Restricted Funds User Guide version 1 (obtainable from Finance Department, Restricted Funds Unit);

UWC Certification Policy (in development).

Attachment A: CE Course Registration and Approval Process

