



## EXAM CENTRE

### KwaZulu-Natal

Durban North  
T. (031) 573 2038

Westville  
T. (031) 266 8400

Pietermaritzburg  
T. (033) 386 2376

### Gauteng

Sandton  
T. (011) 784 6939

Waterfall  
T. (010) 224 4300

Pretoria  
T. (012) 348 2551

### Western Cape

Cape Town  
T. (021) 685 5021

### Eastern Cape

Nelson Mandela Bay  
T. (041) 363 4223

Dear Student,

Welcome to The Independent Institute of Education's Varsity College. We are certain that joining us is one of the best decisions you will ever make, and we trust that 2024 will bring you another step closer to your chosen future.

We are determined to provide you with the best level of support during your time of study with us, leading to many great achievements and success.

As we prepare for the upcoming 2024 academic year, we would like to take this opportunity to inform you of the various aspects you need to be aware of before you commence your studies.

## Orientation

All new students will need to attend Orientation, which will run over a series of sessions from 12 February 2024 to 16 February 2024. These are designed to assist you on how to be successful as a distance (online) student. During Orientation, you will find out about all the resources available and how to navigate through your academic journey successfully. Further details regarding these sessions will be communicated via email and SMS. You can also view an overview of the Orientation schedule [here](#).

## Campus Community WhatsApp Group

The IIE VC Distance Centre has a student community WhatsApp group that is used to communicate important information, reminders and updates happening in our student community. During orientation, you will be informed of how to sign up to the Campus Community WhatsApp group, and we highly recommend joining this group to stay up to date on matters relating to your student journey.



VC Online  
Centre

Janadel Avenue  
11 Riverview Park, Midrand, 1686  
Private Bag X14, Halfway House  
Midrand, 1685

T. (087) 354 5884  
E. [online@varsitycollege.co.za](mailto:online@varsitycollege.co.za)  
[www.varsitycollege.co.za](http://www.varsitycollege.co.za)



**Directors:** RJ Douglas (UK), JDR Oesch, MD Aitken **Group Company Secretary:** CB Crouse

## **Student Handbook**

You can find all important student related information, including the academic calendar and programme start dates in the student handbook which is available [here](#).

## **Synchronous Online Collab Session Schedules**

For the most part, engagement with your Distance Learning Tutors does not take place on a timetabled basis, and the scheduling of these engagements will be setup in consultation with students at the commencement of each semester. Furthermore, all sessions are recorded allowing students to also engage with these asynchronously.

## **Distance Learning Success Navigators and VC Assist**

Timeous and respectful communication and engagement between our team and our students, is fundamental to your journey ahead. Your distance learning success navigation team provide holistic support and track your progress and engagement throughout your distance learning journey. From registration to graduation, your Success Navigator is your “go to” person, focused on providing you with information, assisting with queries, steering you in the right direction, as well as providing affective support throughout your studies.

A key tool in supporting our students is VC Assist, our customer service management platform. The system ensures that your query is directed to the correct staff member, and we can track the matter and escalate it, where necessary.

## **Student Systems, Communication and POPIA**

During the first few weeks of the academic year, we will provide you with onboarding sessions around the various Student Information Systems. In addition to these systems, each IIE Varsity College student is issued with an institutional “vcconnect” email. Once you have received training on how to access your vcconnect email address, the campus will no longer make use of your personal email address when sending out email communication.

We have shifted our communication protocols from including our parents/account payers, to include our students only and will thus engage exclusively with our students in relation to any academic or operational matters, including the release of academic results, which are only released on the student portal. This is consistent with the introduction of the Protection of Personal Information Act (POPIA) which has come into effect. Although this may seem at times to run contrary to the provision of quality service, significant precedent within higher education indicates the need for students to develop their ability to navigate their own personal journey during their tertiary studies, whether it be academic, or service related. If not allowed the opportunity, this can later impact on a student’s confidence in their ability to navigate the wider world independently.

## **Academic Material**

The Wize Books Portal for the ordering of academic material will open on 11 January 2024. Now that you have submitted your registration request, await an email from Wize Books with your UNIQUE log-in link. Your prepopulated cart will be based on the modules you

selected when you registered so, please ensure that the correct modules are selected. You will be required to log in using your new student number (starting with ST) and your ID number. We recommend that you do not order your books until you have received final confirmation of your registration from us to prevent a possible delay in the process. **DO NOT SHARE THE MAIL WITH ANYONE ELSE AS THIS IS UNIQUE TO YOU.** Without this UNIQUE link you will not be able to log in.

### **Student Cards**

The issuing of 2024 student cards will be done via the Wise Books portal. When ordering your 2024 academic material, you will be required to upload a clear head and shoulders photo to be used on your student card. Your student card will then be delivered to you along with your academic material from Wise Books.

All the best for the 2024 academic year.

**The IIE's Varsity College Distance Learning Centre Team**