



Frequently Asked Questions

Updated: June 2023

Learning Pathways

You should be aware of the **Learning Pathways implemented from 2023-S1**.

You have a choice of face-to-face or virtual instruction which allows you to study from anywhere and be able to select the best learning approach to suit your individual lifestyle needs.

You are welcome to contact your local Campus, Student Support Centre or helpme@immgsm.ac.za for further information or assistance.

For Frequently Asked Questions (FAQs): Learning Pathways please click [here](#).

Professional Development

For Frequently Asked Questions (FAQs): Professional Development please click [here](#).

	Question	Answer
	Student Orientation and Communication	
1	What career-boosting programmes can I study through the IMM Graduate School?	<p>The IMM Graduate School has a wide range of industry-endorsed, world-class programmes to take your career to the next level. With higher certificates, a diploma, undergraduate degrees and postgraduate degrees on offer, you can choose the programme that best suits your current schedule and overall goals.</p> <ul style="list-style-type: none"> ● Higher Certificate in Marketing – SAQA ID: 118439 ● Higher Certificate in Supply Chain Management - SAQA ID: 117683 ● Higher Certificate in Project Management – SAQA ID: 118438 ● Diploma in Marketing Management – SAQA ID: 79546 ● Bachelor of Business Administration in Marketing Management – SAQA ID: 118283 ● Bachelor of Commerce in Marketing and Management Science – SAQA ID: 90737 ● Bachelor of Commerce in International Supply Chain Management – SAQA ID: 110628 ● Postgraduate Diploma in Marketing Management - SAQA ID: 78946 ● Bachelor of Philosophy Honours in Marketing Management – SAQA ID: 79366 ● Bachelor of Commerce Honours in Supply Chain Management - SAQA ID: 117085 ● Master of Philosophy in Marketing – SAQA ID: 86806
2	Are the modules completed in a year or a semester?	All modules are semester based, giving you the freedom to start a new module either at the beginning of the year or mid-year. This way, you get a head start to your studies without having to postpone your studies for an additional 6 months.
3	Where are the Campuses and Student Support Centres situated?	<p>We are committed to seeing all students achieve their academic and career ambitions and have various Campuses and Student Support Centres where students can receive assistance and guidance with their studies. The Campuses are situated in Johannesburg (Parktown) and Stellenbosch (Bosman’s Business Centre) with Student Support Centres in Pretoria (Brooklyn), Durban (Kings Park Stadium), and Cape Town (V & A Waterfront). The Zimbabwe Administrative Office is situated in Harare, Milton Park.</p> <p>Please click here for Campus and Student Support Centre information.</p>
4	Can I complete any Grade 12 subjects through the IMM Graduate School?	Unfortunately, not. The IMM Graduate School’s focus is on higher education and we don’t offer any Grade 12 subjects.

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5	How does a blended/ hybrid education institution differ from a traditional, contact (face-to-face) or distance education institution?	The IMM Graduate School is a blended/hybrid learning education institution, meaning that students are able to attend face-to-face or virtually and have access to the recorded lecture. This means students have the flexibility to choose how they prefer to study. The advantage of this is that students will be able to choose how they want to access Lectures in line with their personal circumstances. Students studying virtually will be able to access a lecture from anywhere in the world, e.g. away on business? Don't miss out on a lecture. Join virtually or access the recordings.
6	What academic support does the IMM Graduate School provide?	<p>We are completely dedicated to supporting students on their academic path, providing support at Campuses, Student Support Centres and alternative online assistance. Our Campuses and Student Support Centres (SSCs) are located in major hubs throughout South Africa.</p> <p>For Learning Pathways and support, refer to the Learning Pathways FAQs.</p> <p>Students will have access to the Knowledge Centres where they can study, have access to additional reading material, utilise the computers and Wi-Fi.</p> <p>Online support includes eStudy Guides, ePacers, eLibrary, interactive Lectures and Tutorials throughout the semester and join discussions with other students and the lecturer on the eDiscussion Forum.</p>
7	How do I know which textbooks are prescribed for my modules?	<p>Refer to the Prescribed Textbook lists that can be found on:</p> <ul style="list-style-type: none"> ● the IMM Graduate School website under "Resources" and ● top banner on eLearn and click on Booklists. <p>Note: certain modules do not have prescribed textbooks and students use only the eStudy Guides and other recommended reading.</p>
8	What is recommended reading?	Reputable academic resources additional to the study guide to provide a deeper, broader understanding and more varied viewpoints of the subject matter. Students are required to read widely and critically at tertiary level
9	What are Tutorials?	Depending on the learning pathway students have registered for, small group Tutorials are offered for students to have the opportunity to apply new knowledge acquired in lectures.
10	What is an Online Module and eStudy Guide?	It is an interactive module available on the eLearn platform. The eStudy Guide for a particular module includes interactive, relevant and up to date content such as videos, other media forms and self-assessment activities. Students are expected to study thoroughly all the resources made available in the modules on eLearn

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		(All modules are online modules with eStudy Guides – except certain modules in the Diploma in Export Management)
11	What is the purpose of the eStudy Guide?	eStudy Guides are essentially “the student’s accompaniment to the lecture providing a detailed guide on how to approach each module and to thoroughly master the subject matter. This includes the qualification’s exit level outcomes, module outcomes (what students should be able to do/know once they have worked through a specific study unit), the syllabus of the module, assessment criteria, various self-assessment exercises, and more. eStudy Guides are generally not based on a single textbook, but include many references to relevant articles, other textbooks or videos that will assist to understand the module content. The eStudy Guides facilitate online access and include a note-taking function provided students have Internet access.
12	What is an ePacer?	As a Higher Education student, you should show that you can study independently. The ePacer is a handy digital tool that helps students to manage their time and stay on track with their studies. It provides a proposed timetable – a “game plan” – detailing the content of the module that should be covered during each week of the semester ensuring that students are never behind in their studies. NOTE: a PDF Student Pacer per module is available on eLearn.
13	What is an eMasterclass? (Teach-out modules and some project modules)	An eMasterclass is an interactive lecture presented by a Lecturer specifically for teach-out modules. The objective of each eMasterclass differs, but over the course of the semester, lectures will include an orientation to the curriculum and addresses main or difficult concepts of the module, assignment feedback sessions and Final Assessment preparation sessions. (recorded sessions - can be viewed at any time).
14	Do I have to attend the Tutorials at Student Support Centres?	Attending Tutorials at the Campus or Student Support Centre (depending on the learning pathway you are registered for) is compulsory. Students may attend evening tutorials virtually if registered for Learning Pathway 3. Attending Tutorials is important in your learning journey as this is where you share your learning with your peers and where you learn to apply new knowledge learnt in Lectures. Tutorial sessions generally lead to greater in-depth understanding of the module material and improved academic performance. Note: Not all modules are tutored at all Student Support Centres. Contact helpme@immgsm.ac.za or your local Campus / Student Support Centre here for assistance.

15	What is a live/virtual tutorial?	Evening tutorials are offered to students registered for evening lectures on weekday evenings. Attending tutorials face-to-face or virtually is important for academic success as this is where you share your learning with your peers and where you learn to apply new knowledge learnt in Lectures to real world situations.
16	What is an “Announcement” on eLearn?	An “Announcement” is generally very important information that is communicated to students registered for a particular module. Once the message is posted on eLearn, this automatically generates an e-mail message to all students, keeping everyone in the loop.
17	What is the purpose of the eDiscussion Forum on eLearn?	The purpose of the eDiscussion Forum is to allow Lecturers and students to debate and discuss learning content. It is used to unpack and share ideas, debate concepts and encourage discussions around the module content. Students can simply log onto eLearn and access the eDiscussion Forum for their specific module to participate in or view all discussions.
18	Can I join or create a WhatsApp study group or Facebook study group?	The IMM Graduate School strongly discourages unofficial WhatsApp groups or Facebook groups as these may lead to syndication or incorrect information being shared. There are numerous platforms (including Lectures, Tutorials, Workshops and the eDiscussion Forums) where students can interact both with Lecturers and amongst themselves.
19	How do I download a recording of a lecture?	<p>On the eLearn page for each module, a space has been created for recordings of Lectures. Click on the relevant Lectures and at the bottom of it, choose the option to view or download the recording. Follow the following steps:</p> <ul style="list-style-type: none"> ● Select the applicable module ● Open the eMasterclasses/HyFlex lecture section ● Click on the BigBlueButton or HybeFlex tile that provides access to all recordings of eMasterclasses/HyFlex Lectures completed during the semester. ● Select the applicable session ● Under ‘Recording’ click ‘Video’ to open Video ● Click play button to view online <p style="text-align: center;">OR</p> <p>Right-click and select save the video to download and save the recording for viewing offline.</p>
20	Is it possible to get to know my Lecturers and how can I get a hold of them?	<p>Yes, absolutely. students can contact, and get to know module Lecturers through a number of platforms, namely:</p> <ul style="list-style-type: none"> ● eDiscussion Forums ● Lecture sessions.

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21	Are students allowed to communicate directly with Lecturers?	<p>Students throughout the country are given the same opportunities to interact with their Lecturer through Lectures and eDiscussion Forums.</p> <p>NOTE: Direct communication with Lecturers may give individual students an advantage, and so, to keep things as fair as possible for all, students are encouraged to use the eLearn platform for communication with their Lecturers.</p>
22	Where can I submit academic queries for a specific module?	Please ensure that all module specific questions and queries are posted on the module specific eDiscussion Forum, available on eLearn. If you have not received a response within 48 hours, direct your query to helpme@immgs.ac.za . Do not leave your queries to the last day before the assignment submission due dates or before you write your Final Assessment.
23	Where can I submit general and administrative queries?	The IMM Graduate School is committed to assisting students with all queries and has introduced helpme@immgs.ac.za , to answer all general queries. This is supported by a ticketing system that issues a unique ticket number in response to a query and ensures we are able to track the progress of queries and prompt response and swift resolution times.
24	How successful are IMM Graduate School students in gaining admission to graduate programmes or finding employment after graduation?	Our graduates enjoy an extraordinarily high rate of success, both in receiving job offers and in admission to graduate programmes, at public and private universities. Our long-term goal is to see you thrive in the workplace.

Question		Answer
Assessments & Assignments		
General		
Assignments:		
25	How many assignments must I complete?	For all first year modules, unless otherwise stated, one Semester Assignment must be completed. Students are required to complete either two or three assignments per module in 2nd and 3rd year and postgraduate modules except for projects, reports and certain undergraduate and postgraduate modules. Refer to module specific Tutorial Letters uploaded on the Tutorial Letter tile on each module or log onto eLearn regarding specific assignment information per module.
26	What is the weighting of each undergraduate assignment?	1st year modules: The Semester Assignment will carry a weight of 100% towards your Total Assignment Mark . 2nd and 3rd year modules: Unless otherwise indicated on eLearn, Assignment 1 will carry a weighting of 25% towards your Total Assignment Mark. Unless otherwise indicated on eLearn, Assignment 2 will carry a weighting of 75% towards your Total Assignment Mark. Note: In certain modules, the above may be different. Refer to the Tutorial Letters if applicable or log onto eLearn for specific information.
27	What is the weighting of each Postgraduate Assignment?	Unless otherwise indicated on eLearn, Assignment 1 will carry a weighting of 30% towards your Total Assignment Mark. Unless otherwise indicated on eLearn, Assignment 2 will carry a weighting of 70% towards your Total Assignment Mark. Note: In certain modules, the above may be different. Refer to the Tutorial Letters if applicable or log onto eLearn for specific information.
28	I didn't get the mark I thought I'd get... Where did I go wrong?	It all depends on how your assignment was submitted. <ul style="list-style-type: none"> ● Undergraduate Assignment 1 (2nd and 3rd year modules where a quiz format was used such as Multiple Choice Questions) will indicate which questions were answered correctly and which not. ● Postgraduate Assignment 1 will be a workshop of peer-review activity and students will receive feedback from their peers as well as the Lecturer based on the peer-reviewed results.

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		<ul style="list-style-type: none"> • For all other assignments such as the 1st year Semester Assignment and Assignment 2 (2nd and 3rd year modules) or Assignment 1 (2nd and 3rd year modules where an upload was required), will have marker's comments made online, or a completed rubric for you to access. • Projects and reports are marked online, and will have marker's comments made online (in the text of the assignment and rubric) or a completed rubric for you to access online. • Assignment feedback will be discussed during lectures and where applicable during eMasterclass sessions. For the Semester assignment and Assignment 1 (upload) and Assignment 2 an Assignment Feedback Report will be uploaded to eLearn when the results are released.
29	How do I know that marking has been done fairly?	All IMM Graduate School markers are carefully appointed. Our markers receive comprehensive marking guidelines, and results are moderated and verified.
30	Where can I find the guideline that was used to mark my assignment?	<p>Marking guidelines are not made available to students. If you have a specific query, follow the process as explained below in terms of consulting the Assignment Result Appeal for your specific module.</p> <p>Process: Applying for an Assignment Result Appeal</p> <p>Students may download the application form from the IMM Graduate School website or click here. Complete it in detail and submit to the indicated e-mail address.</p> <p>This is not a general remark application. Students must highlight specific marks they believe should have been awarded, explain why and provide support from the textbook, study guide or other sources. Only the specific points raised will be looked at.</p> <p>Applications that are unclear, not detailed enough or requesting remarks, will not be processed.</p>

Question	Answer	
Assessments: Assignment 1 and 2		
Assignment 1		
31	How do I know what format/style of answers the IMM Graduate School is looking for, and how do I know where I went wrong in an assignment, if I don't have access to past marking guidelines?	<p>Although you won't have access to marking guidelines, a general Assignment Feedback Report is provided per module, giving feedback to all students on how they should have approached each question, where they struggled and where they excelled. During Lectures feedback to assignments is discussed, which provides students with guidance on how to improve on answering questions per module.</p> <p>eMasterclass lectures (teach-out modules only) are also scheduled for each module in which the previous assignment is discussed and general feedback provided.</p>
Undergraduate Assignment 1:		
32	What will the format be of Undergraduate Semester Assignment (1st years only)?	The Semester Assignment will focus on the content of Weeks 1 - 15 and will test the student's ability to apply the theory. For Numeracy modules it will be in the format of an eActivity quiz. For all other modules it will be in the format of a PDF upload. (Refer to the tutorial letter for AL101C which has 2 Assignments)
33	What will the format be of Undergraduate Assignment 1 (2nd and 3rd year)?	<p>This will differ from module to module. For the majority of undergraduate modules (and all Numeracy modules) Assignment 1 will be a short-answer eActivity Quiz that you will complete online and automatically marked (graded). Questions will be randomised. Students will not receive the PDF question paper beforehand.</p> <p>NOTE: The eActivity Quiz will be time-bound Refer to the General Tutorial Letter for your specific programme</p> <p>For other undergraduate modules Assignment 1 will either require an upload of a video recording or an upload of a Mind Map or similar) - please refer to the module-specific assignment instructions on eLearn as each module will require a different format.</p>

Postgraduate Assignment 1:		
34	What will the format be of Postgraduate Assignment 1?	<p>Unless otherwise stated, the Postgraduate Assignment 1 will be a peer-reviewed Workshop Activity that will be completed online and marked (graded) by your peers (fellow students) as well as your Lecturer. A PDF version of the question paper will be made available beforehand. Follow the detailed instructions in the Workshop Activity and also watch the instructional video and read through the 'Workshop Activity How-to-Guide' to familiarise yourself with the requirements.</p> <p>NOTE:</p> <ul style="list-style-type: none"> • The uploading of your answers will be time-bound • If you have not done the peer review, you will receive 0 for Assignment 1, even if you have made an Assignment 1 submission. • Refer to the Tutorial Letters if applicable or log onto eLearn for specific information.
General – Assignment 1 eActivity (2nd and 3rd years) or Semester Assignment eActivity (Numeracy modules only):		
35	What is the preferred Browser to use?	Google Chrome
36	How do I go about completing assignment 1 (if an eActivity quiz) online on eLearn? Apparently I need to do this on the eLearn Platform? Where can I find the online answer sheet?	<p>Click on the Assignments link in eLearn on the Module Page. Then click on Assignment 1. Open the How to Guide and work through this - as this will guide you, step-by-step, through the entire process of completing your assignment questions online on eLearn. Numeracy modules semester assignment How to Guide.</p> <p>For certain modules, Assignment 1 will need to be uploaded to eLearn after a submission has been made to Turnitin to check your work for similarity.</p>
37	Will I have access to the eDiscussion Forum whilst writing Assignment 1?	For any eActivity quiz-related assessment the eDiscussion Forum will be locked twelve hours prior to the start of the submission day for the duration of the submission day and will reopen the day after the late submission date.
38	How do I save my work?	The eActivity quiz will save your work automatically as you progress through the assignment up to the page prior to the page you are currently working on. Even if you have not clicked on the Submit all and Finish button, the eActivity Quiz will automatically close once the session is over. Refer to the step by step How to Guide for detailed submission information.
39	Where do I submit my eActivity quiz?	Your submission will be an eLearn eActivity Quiz. Simply select the most appropriate answer. You would also be able to complete and submit the eLearn eActivity Quiz on your mobile phone if you have downloaded the Moodle App. Make sure your data is turned on to submit your assignment

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		Note: For any eActivity quiz assessment you will not be required to save your answer paper as a PDF document nor to submit the answer through Turnitin or submit the Similarity Report. Refer to the step by step How to Guide for detailed submission information.
40	Will late submissions be allowed?	No late submissions will be allowed and the eActivity Quiz will automatically close once the session is over. Once you have started your attempt you will only have limited time to complete the quiz (60 minutes for all modules).
41	How long will the quiz activity be open for me to complete the quiz?	The eActivity Quiz will be accessible for 48 hours from 00:01 until 23:59 on the final submission date. <ul style="list-style-type: none"> • The eActivity Quiz will only stay open for 60 minutes from the moment you start the quiz. • Even if you have not clicked on the Submit all and Finish button, the eActivity Quiz will automatically close after 60 minutes or at 23:59 on the submission final due day. • For example, if you started the eActivity Quiz at 9:00 am and forgot to click on Submit all and Finish, the quiz will automatically close after 60 minutes.
42	When is Assignment 1 due?	The eActivity Quiz must be completed at the end of week 5 for undergraduate modules (2nd and 3rd year modules).
43	What weeks are covered in Assignment 1?	Primarily weeks 1 to 5 are covered in Assignment 1 (except for 1st year semester assignment) as per the Calendar.
44	How many attempts am I allowed?	You have ONE attempt only to complete the eLearn eActivity Quiz. All the questions need to be answered and submitted together via the eLearn eActivity Quiz.
45	How will the questions and answer options be displayed?	Questions will be randomised - the questions will differ from quiz to quiz. Students will NOT receive the PDF question paper beforehand.
46	For an eLearn Activity Quiz, specifically for numeracy modules, one of the questions requires students to draw (illustrate) the graph. Can a JPEG be inserted, or what's the best way to submit this part of the assignment?	A JPEG can certainly be uploaded by simply dragging and dropping a file in the space provided for that specific question.
47	What resources will I have access to?	Students will have access to the following resources on eLearn during the eActivity quiz: <ul style="list-style-type: none"> • Assignment 1: eActivity Quiz • Your module content with all the learning resources on eLearn excluding the eDiscussion Forum.

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48	How will I know that my submission has been successful?	You will receive a receipt confirming submission via email. If you do not receive the receipt you are able to check the status of your submission, which will be indicated as 'Finished on eLearn'. The onus is on you to ensure that the submission is successful. Take a screenshot and keep it on record.
49	What does Assignment 1 count out of?	For Undergraduate modules, the majority of modules Assignment 1 will count out of 25 marks and 25% towards your Total Assignment Mark. There are however certain modules where this weighting will differ - consult the module specific instructions on eLearn.
50	Will I be able to print out the questions or the case study?	Right-click on the section you want to print and you may then print that page/section.
51	I cannot see the entire column or question in the eActivity.	In order to view the complete question in an eActivity, make sure you have set your screen to 80% or 90%. In order to do so, click on the 3 vertical dots on the top right of your screen and adjust the % zoom.
52	The system keeps on telling me that my question is not yet completed, even though I am confident that I have done so - what now?	If you are confronted by a message stating that the question is incomplete, it is a signal that you have left out information. Review your answer - it may even be something simple such as to add a 0 in a column that requires no specific numerical answer. If the system provides a space to upload a document and you opt to upload the document then you also need to add content to the answer space, such as "See graph below", otherwise the system will read the empty answer space as still not being completed.
53	How should I add a numerical answer in a table format	It is critical that you follow the instructions and illustrated examples that are provided for how answers should be given as instructed in the How to Guide . If these instructions are not followed, no marks will be awarded. The IMM Graduate School is an institution of higher learning and as such students are expected to be able to follow basic instructions.
54	What should I do if I struggle to add content to the space provided?	This kind of error could be caused by a number of computer related technical issues and by exception (meaning the computer being used to complete the assignment). Click on this link that explains possible causes and fixes that can be followed. https://appuals.com/fix-cant-type-into-text-fields-on-some-browsers/ The best option may be to find an alternative computer to complete your assignment.
55	What should I do when I get an error message regarding my internet connection?	Check your internet connection and refresh your page.
56	When will we receive our Assignment 1 results?	Even though the eActivity quiz is automatically graded, the IMM Graduate School still follows a comprehensive quality check before results are formally verified and released. This may take some time - consult the Calendar of Events to determine when assignment results are to be released.

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57	Are marks adjusted if an error is identified in a question whilst the quiz is open?	As per the above, during the verification process marking is adjusted for all questions and/or answers with identified errors. Students are not penalised in the marking of these questions.
General - Postgraduate Assignment 1 WORKSHOP Activity:		
58	What is a Workshop Activity?	It is a peer assessment activity, which allows students to peer evaluate your assignments based on specified criteria. Your Lecturer evaluates your peer assessments and your own submission.
59	When is Assignment 1 due for the postgraduate Workshop Activity?	The Workshop eActivity is to be completed at the beginning of week 5 for all Postgraduate modules. The peer review activity is available just after the submission date for Assignment 1 has closed. Please check the Calendar of Events and the specific module information on eLearn to determine the scheduled completion dates for both activities
60	What does Assignment 1 count out of?	For all Workshop Activity Postgraduate modules, Assignment 1 will count out of 30 marks and 30% towards your Total Assignment Mark. Note that if a student has not completed the peer review activity, he/she will receive 0 for Assignment 1, even if he/she has made an Assignment 1 submission.
Workshop Activity Submission Phase		
61	Do I need to submit my Workshop assignment to Turnitin to check my similarity report before uploading to eLearn?	Yes. Click on the "Check my Work for Similarity" tile. Open the Submit Paper screen. Add the PDF assignment into the File to Submit drop box. Receive a Digital Receipt and an email confirming submission. Receive and review your Turnitin Similarity Report. Only when you are satisfied with the similarity % do you proceed to download the similarity report and then upload the Similarity Report to the Workshop Activity. Click here to follow the detailed instructions in the How to Guide.
Workshop Activity Assessment phase (Peer review phase)		
62	Workshop Activity What happens once the submission phase is closed?	The day after the submission phase is closed the system will automatically allocate three random students to you to peer review. Before you start, carefully read the instructions for the assessment given. In each instance a rubric must be used for each peer assessment you do for this assignment. Click here to follow the detailed instructions in the How to Guide.
63	How do I start the peer review of an assessment?	<ul style="list-style-type: none"> ● Click on the File Name to download your peer's assignment. ● Read through the answers provided by the student and evaluate this based on the rubric provided. ● Click on the Assess button and complete the assessment phase. ● Ensure you provide adequate feedback. ● Ensure that you select each criteria and complete the assessment of each criteria. ● Do not rush this process as you will also receive a grade for the quality of the peer review you have conducted. ● Remember to click on Save and Close before you move to the next student. <p>Note: The peer review is a compulsory part of the Assignment 1 submission. If a peer review has not been done a student will receive 0 for his/her Assignment 1.</p>

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64	What happens if I want to reassess?	Just click on the Re-assess button and complete the assessment process again.
65	What happens once I have completed the peer-review assessment phase?	The Lecturer will now assess each of the peer-review assessments and provide a final mark. The Lecturer will then evaluate the mark provided by you and compare this mark against the average mark provided. If your mark is out of sync with the average mark it will be adjusted by the Lecturer.
66	I received my mark back for Assignment 1 Workshop Activity but do not understand how the mark was allocated.	<ul style="list-style-type: none"> • The total mark for assignment equals 30. • Your submission is peer reviewed by three of your peers and a score given by each. • Your Lecturer then grades your assessment and moderates three peer reviews of your work. • During the moderation process, your Lecturer adjusts their evaluation to ensure the accuracy of their assessments. The quality of your peer feedback is also taken into consideration during the Lecturer's moderation of your peers' assessments. • This moderation by your Lecturer therefore includes the mark which the Lecturer has allocated to the submission and the average of the moderated marks of the peer evaluation. To emphasise, peer marks are not taken as a given as they could be too lenient or punitive and may not reflect the true quality of your work.
General - Semester Assignment and Assignment 2 (excluding the following modules*):		
67	I've prepared my Semester Assignment / assignment 2 and I'm ready to upload, but I'm worried that I may have missed something! Help!	<p>* The following modules are not based on a PDF Upload Assignment 2 but based on the completion of an eActivity quiz: FM101B; ECOP101B; BS101B; FM202B; FM303B; PFM101D and FBN101C These seven modules will be addressed in the next question</p> <p>We understand that you want to submit your best work, so we've drawn up a checklist to help you do just that:</p> <ul style="list-style-type: none"> • Have you read the "How to Guide" that assists you with how to approach case study questions before you tackled the assignment? • Have you carefully worked through your eStudy Guide and textbook before you started the assignment? <p>Now to the assignment:</p> <ul style="list-style-type: none"> • Have you followed the assignment instructions carefully? Refer to the instructions on the Assignment tile. • Have you referenced correctly in accordance with the IMM Graduate School Harvard Referencing Guide on eLearn? • Have you named, identified and thoroughly explained the various theoretical models that you may have identified in the various questions?

		<ul style="list-style-type: none"> • Have you applied the theory to real-world examples as requested and explained how the theory is applicable? • Have you used your own words (paraphrased) in the explanation and application of concepts and theories?
68	<p>How will the completion of Assignment 2 work for the following modules?</p> <ul style="list-style-type: none"> • FM101B; • ECOP101B; • BS101B; • FM202B; • FM303B; • PFM101D and • FBN101C 	<p>The eActivity quiz will be available from the start of the Semester. Please check the Calendar of Events and the specific module information on eLearn to determine the scheduled completion date. You need to submit the Assignment 2 quiz attempt on the allocated due date meaning that you will have more than one month to complete the Assignment 2 eActivity quiz. The Assignment 2 eActivity will not be a timed quiz. Presentation marks will not be applicable. You will NOT receive the PDF question paper beforehand. You will have two attempts available to complete the quiz – only the last attempt will be marked / graded.</p> <p>We understand that you want to submit your best work, so we've drawn up a checklist to help you do just that:</p> <ul style="list-style-type: none"> • Have you carefully worked through your eStudy Guide and textbook before you started the assignment? • Have you followed the assignment instructions carefully? Refer to the instructions on the Assignment tile.
69	<p>For a module that requires me to upload my assignment PDF. How do I upload?</p>	<p>Go to the module and select the relevant Assignment 2. Work through the How to Guide on eLearn Upload which will provide you with a step-by-step guide on how to do this.</p> <p>Please note: If the assignment requires the submission of a video / oral recording - do NOT upload the actual video / recording - only copy and paste the URL link INTO your assignment Word document, PDF the document and then upload the PDF document.</p> <p>Note: Refer to the General Tutorial Letters for your specific programme, which can be downloaded from eLearn under the Tutorial Letter tile in each module on eLearn.</p>
70	<p>Will the presentation mark evaluation rubric also be applicable for the Semester Assignment and Assignment 2 Upload?</p>	<p>Note: A presentation evaluation rubric (negative marking) will be applicable for Semester Assignments, Assignment 2 (uploads), Project and Reports uploaded PDF documents.</p>

71	My Assignment is a Group Assignment - what does this entail?	<p>Groups will be randomly assigned by the IMM Graduate School. Your group members will be visible to you in your module in the specific Assignment tile. Students are NOT permitted to form their own groups!</p> <p>Please watch the following tutorial videos before attempting a Group Assignment:</p> <p>Group collaboration (Assignment preparation) Once the group is formed you need to make contact with your fellow group members and start collaborating using the Wiki platform. Click here to watch the video on how to use the Wiki platform as a group.</p> <p>Peer Review assessment Each individual member of the group must complete the Peer review assessment. Click here to watch the recording on how to do the peer review.</p> <p>Note: Each group member must complete the peer review. Should a group member not complete the peer review the said group member will receive a zero for the assignment. The group will be able to submit the assignment even though a fellow group member's peer review is outstanding, and receive the mark for the assignment.</p> <p>Once all members have completed the peer review assessment you need to nominate ONE person that will complete the Assignment Submission. Click here to watch a recording of the Turnitin submission process.</p> <p>A Group Assignment requires you to interact with fellow students in order to achieve a specific outcome as outline in the assignment such as to upload a 10 minute YouTube video for example.</p> <p>The allocation of marks for a group assignment are made up of the following elements:</p> <ol style="list-style-type: none"> 1. Development of the appropriate content related to answering the assignment correctly (application of the module theory) 2. A Peer Group review, which is a peer assessment of how you interacted with others in the group 3. Plagiarism assessment (Similarity Check) 4. Presentation Rubric
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		<p>It is important to note the following factors related to Group Assignments:</p> <p>Assignment Content:</p> <p>It is the responsibility of the entire group to ensure that the assignment content is researched, prepared and presented in such a way that all group members participate amicably and positively. The way in which you participate in the group will impact how your fellow students review you in the Peer Group Review. If you had a positive influence and your behaviour was professional at all times your Peer Group Review should reflect well.</p> <p>Ensuring positive and productive Group dynamics by all group members is essential to the end result of your assignment. There are four key elements to ensuring a positive and productive group dynamic:</p> <ol style="list-style-type: none"> 1. Forming: You need to schedule a “get together” and introduce yourselves to each other, understand who the team leader will be and discuss what the requirements of the assignment are. 2. Storming: during this stage you all need to voice your concerns, outline any questions you may have, clearly understand the requirements of the assignment etc. 3. Norming: in this phase you will need to understand what each person’s commitment and purpose in the group is. Who is responsible for what and who must do what by when. Here is where structure and processes are decided as well as timelines 4. Performing: this is where the team is working effectively and efficiently towards delivering your assignment. Remember your active participation in a professional and productive manner will ensure a positive peer review. <p>Peer Group Review:</p> <p>Individuals in the group may receive a different mark from other fellow group members, this is usually influenced by the feedback received from your fellow group members when they complete the Peer Group review.</p> <p>Individuals in the group who do not complete the Peer Group Review will receive “0” marks for their assignment. In this instance only the individual not completing the Peer Group Review is affected and not the entire Group. Hence the importance of ensuring that you in your individual capacity complete the Peer Group Review.</p>
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		<p>Plagiarism:</p> <p>Ensuring that you adhere to the plagiarism requirements is not only good scholarship but it also means that you have actively participated in a productive learning process. All group based assignments need to adhere to official IMM Graduate School Plagiarism policy.</p> <p>Presentation Rubric:</p> <p>You need to clearly understand where you as a group would have marks deducted for your assignment. The presentation rubric includes criteria such as in text citations, referencing, spelling and grammar and layout of your assignment content.</p>
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Question		Answer
Referencing, eLibrary and Plagiarism		
Referencing		
72	Why is referencing and in-text citation so important when doing assignments?	Citing information from another source in your assignment is a way of acknowledging the author of the information. Make sure that the sources cited in your assignment are reflected in your reference list. Your reference list should appear at the end of your assignment document. Remember to upload it to Turnitin to check your work for similarity first. The reference list must always be on a new page and by itself on the last page of the assignment under the heading 'Reference List' except when there are addenda attached to the submission in which case the 'Reference List' must appear before, for example Addendum 1. The Reference list should follow the IMM Graduate School Harvard Referencing System Guide
73	I don't know where to add the Reference List for my Semester Assignment / Assignment 2 (or Assignment 1 (where an upload is required) as part of the online eLearn Activity submission... What should I do?	Your Reference List should appear at the end of your assignment document. Remember to upload it before you upload the document to Turnitin to check your work for similarity. The reference list must always appear separately and by itself on the last page of the assignment under a heading 'Reference List' except when there are addenda attached to the submission in which case the 'Reference List' must appear before, for example Addendum 1. The Reference list should follow the IMM Graduate School Harvard Referencing System Guide. Note: A Reference List is also required for the Postgraduate Workshop Activity Assignment 1 upload.
74	Do I need to include a Reference List for an assessment if the format is that of a short-answer eActivity Quiz?	No, a reference list is NOT required for a short-answer eActivity Quiz, unless specifically requested - refer to the specific assignment instructions for further details.
eLibrary and Plagiarism		
75	What is "in-text" citation?	Every source consulted in the writing up of an assignment must include citation in the body of the assessment itself (in-text citation) where the source information was used in your answer. The simple formula for a citation is: (Author's surname, date of publication). If the writing contains direct quotes from the source the formula is: (Author's surname, date of publication, page number from the source used). Note that the full stop denoting the end of the sentence containing the citation always comes <i>after</i> the citation – as in the two examples above. Make sure to enclose direct quotes in quotation marks.

		Note: Refer to the IMM Graduate School Harvard Referencing System Guide available on eLearn in the top banner for how to use quotations correctly.
76	How often should I use a citation when elaborating on an idea or concept from a particular source?	There is no need to repeat the citation after every sentence based on the source. The citation could be used at the end of the paragraph or idea that comes from the source, or at the beginning of the paragraph followed by the information from the source.
77	Is it acceptable to quote directly from a source?	The use of extensive direct quotes is not encouraged. If an author said something that may be considered seminal or so profound that paraphrasing would ruin it for your line of argument in the assignment, you may quote directly. As a general rule, however, you should refrain from using direct quotes and rather paraphrase – put what the source says in your own words, but always cite it to indicate that it came from another source. Simply replacing some words in a quote with those of your own is not paraphrasing.
78	We are supposed to use materials from a 'Peer-Reviewed Journal' in answering assignment questions. What is a 'Peer-Reviewed Journal'?	A "Peer-Reviewed Journal" is a collection of articles written by academics and then submitted to a panel of their peers for vetting and approval before publication. These articles often contain the latest thinking in the subject field, cutting-edge academic thought and the exploration of new ideas. Your best option is to use ProQuest on eLearn because all the articles there are peer-reviewed articles. You will find the ProQuest cache of articles under the eLibrary tile and in the banner at the top on eLearn.
79	How do I recognise a Peer-Reviewed Article?	<p>These articles do not appear in popular magazines, in newspapers or on Internet blogs, but in Academic Journals such as: <i>The Journal of Modern Science</i>, <i>The Journal of Contemporary Marketing</i> and <i>The Journal of Modern Branding</i>, among a host of others.</p> <p>The structure of a peer-reviewed article is always immediately clear as it contains the following structural elements at the start of the article:</p> <ul style="list-style-type: none"> ● Title of the article ● The authors and the universities they are attached to ● An "Abstract" ● An "Introduction" ● The Constructs (which form the basis of the article)
80	Paraphrasing is something I'm not sure about. Please explain.	It is important that you are very careful about quoting word-for-word from another source. Whenever you use information or ideas from another source in your projects or assignments, you need to paraphrase the information and still reference it. "Paraphrase" essentially means, "writing in your own words". Write it as you understand it. Changing a few words within the sentence or paragraph of the original text is not paraphrasing.

Frequently Asked Questions

		<p>Here are two examples to help you see what paraphrasing is about:</p> <ul style="list-style-type: none"> • “Learning occurs in the brain. Emotions arise in the brain. Consequently, emotions can aid or disrupt learning. If we are interested in maximising our students’ learning, then it cannot hurt to know something about the neurophysiology of learning and how we can positively or negatively impact our students’ emotions. In short, fear and anxiety hinder motivation and learning, whereas confidence increases motivation and learning” (McGuire, 2015, p. 74). <p><i>Here is the paragraph from above in paraphrased format:</i></p> <p>The fact that emotions and learning are both functions of the brain means that one may influence the other; the emotions experienced by the student could either disrupt or enhance the learning process. It could be valuable for educators to know more about the neurophysiology of learning to enable them to impact positively on the process of knowledge acquisition. Influencing the students’ levels of motivation to complete a task positively, may cause improved learning while instilling feelings of fear and anxiety in students will have the opposite effect (McGuire, 2015).</p> <p>Can you see that the meaning of the paragraph was not changed during the paraphrase process and the use of different words did not lessen the impact of the message?</p> <ul style="list-style-type: none"> • Here is another, more challenging example: “The Internet usage in Southern Africa more than tripled in 2016” (Anon, 2017, p.3). Some students may be inclined to think that it is not possible to paraphrase such a short, factual sentence. Below is evidence that it can be done: <p>The usage of the Internet in the southern tip of the African continent increased more than three times in 2016 from its previous levels in 2015 (Anon, 2017).</p>
81	<p>Apart from ProQuest under eLibrary, are there any other sources for peer-reviewed academic journal articles?</p>	<p>Yes, absolutely! You could also explore Open Library Sources under the eLibrary:</p> <ul style="list-style-type: none"> • African Journals Online - platform of African-published scholarly journals • Clute Institute - academic research on various business topics • Directory of Open Access Journals - open access, peer-reviewed journals • Elsevier Open Access Journals - articles in open access journals • Google Scholar – another rich and user-friendly source of academic journal articles • JSTOR – where some articles are open and free access • JURN - free academic articles • Logistics Management - Supply Chain Management relevant logistic articles • OMICS International Business and Management Journals - researched information from 700+ peer reviewed

		<ul style="list-style-type: none"> ● SABINET: African Journals – 113 African Journals which covers various themes ● SABINET: MFSA Journal of Marketing - sheds light on a diverse range of marketing topics ● SABINET: South African Business Review - accredited journal in economics and management sciences. ● SAGE Open Journal - dedicated to social sciences ● Researchgate - join for free with over 135 million publication pages
82	How do I check for plagiarism?	You have the option to submit your completed assignment to Turnitin and get a reading of the similarity from that system. You need to aim for a 0% similarity. You will be called in for an inquiry if you are suspected of possible plagiarism or paraphrasing errors. You have the option of submitting, get a reading from Turnitin and then rework the highlighted sections to reduce the similarity by paraphrasing more. Turnitin recognises similarity to many thousands of items in databases including the Turnitin submissions of your fellow students, as well as when students use AI software to generate text. Turnitin is also able to recognise your writing style and writing styles which differ from your own.
83	How many times am I allowed to submit to Turnitin?	You may get instant readings of the similarity from Turnitin following 3 submissions and after that, it could take up to 24 hours for the next reading to be available after submission. The closer to the deadline for submitting the work, the longer you will have to wait for Turnitin to respond.
84	What happens if the submission has a similarity reading beyond what is allowed?	You may be called in for a plagiarism inquiry. You need to aim for a 0% similarity. You will be called in for an inquiry if you are suspected of possible plagiarism or paraphrasing errors, or if your similarity report is compared with that of students who submitted their reports after you have submitted your report.
85	What happens at an inquiry like this?	You are informed of the issues related to the submission and asked to explain your situation. You will also be helped to understand how a similar situation could be avoided in future.
86	Could such an inquiry have consequences that are more serious?	Students who ignore the advice offered at the first inquiry may find that more serious consequences like marks being deducted or even short-term expulsion from the institution could be an outcome of the subsequent inquiry.

Frequently Asked Questions

Question	Answer
Final Assessments / Examinations	
Past Examination / Final Assessment Guidelines	
87	<p>Why isn't an examination / Final Assessment marking guideline provided for all modules?</p> <p>As an institution of higher learning, it is not our policy to provide previous examination / Final Assessment guidelines as a means of preparation, as students tend to study only the past papers' answers, and do not focus on studying the entire syllabus. Since the introduction of an online open book format for Final Assessment, the focus has also moved to application and not the testing of theory. Even if the question is the same from one Final Assessment to the other, the case study will certainly be different, which means that the application will also be different. Students generally don't think critically about each individual application scenario and do not practise their application skills effectively when marking guidelines are provided. Application answers will differ amongst students, making the distribution of an examination / Final Assessment guideline a futile exercise.</p>
88	<p>Are there any modules where past examination / Final Assessment guidelines are provided?</p> <p>Yes, for financial and statistical modules.</p>
89	<p>If I don't have access to examination/Final Assessment marking guidelines, how will I know how to format the answers?</p> <p>The questions asked in the examination / Final Assessment will give students an indication of how many facts are required for each question. One well-discussed fact generally constitutes one mark. From an answer formatting point of view, there is always the golden rule of using headings and subheadings in an answer to create structure in your answer. Analyse any good textbook: NOTE: headings or subheadings are easily distinguishable by being underlined, made bold and so on. Similar good answer structures are required from students when completing any assessment.</p>
Past Examination / Final Assessment Papers	
90	<p>Where do I find past examination / Final Assessment papers?</p> <p>Access the respective module on eLearn and click on the tile called "Past Papers" / "Practice area" where you will find up to three past papers, depending on the number of semesters the module has been offered.</p>
91	<p>I've studied with another institution and would like to see the type of examination / Final Assessment questions that the IMM Graduate School uses. Is this possible?</p> <p>Access the respective module on eLearn and click on the tile labelled ""Past Papers" / "Practice area" where you will find up to three past papers, depending on the number of semesters the module has been offered.</p>

Frequently Asked Questions

Examination / Final Assessment / Supplementary Final Assessments		
92	What will be the format of this semester's Final Assessment?	<p>Until further notice, all Final Assessments and Supplementary Final Assessments will be completed at the end of the semester and will be based on an OPEN BOOK online eActivity.</p> <p>The Final Assessment, as well as the Supplementary Final Assessment, will be in an essay-type format requiring critical thinking, problem-solving, creativity, academic writing skills and application of knowledge. As it is an open-book assessment no marks will be awarded for providing theory. Students will, however, be able to print the Final Assessment or the Supplementary Final Assessment questions and/or caselet / case study at the start of the session. For modules where a caselet / a scenario will be applicable, this will be made available in the Additional Material tile in the Final Assessment tile or Supplementary Final Assessment tile.</p>
93	How much time would I have to complete my Final Assessment / Supplementary Final Assessment?	<p>Time limits will be allocated to complete the Final Assessment. All NQF levels 5 to 7 that are undergraduate modules, will be allocated 3 hours 45 minutes and all NQF level 8 that are postgraduate modules will be allocated 4 hours 45 minutes. The Final Assessment is allocated for 3 or 4 hours. 45 minutes is added to offset technical or other academic issues.</p> <p>The extra 45 minutes added to the 3-hour NQF 5-7 and the 4-hour NQF 8 final assessments is meant to cover challenges such as faulty computer software and internet connections and speed experienced by students or originating from the IMM Graduate School, reading online which is generally slower than reading printed material, typing speed and also accommodates other learning related aspects which may slow down the student completing Final Assessments online.</p> <p>Therefore, it should be noted that the discretionary additional time is not meant to be the duration of a paper, i.e. Final Assessments are not set as 3h45 or 4h45 plus providing further extra time in the event that the above challenges arise. NQF 5 - 7 assessment papers are 3 hours and NQF 8 are 4 hours.</p>
94	Will the presentation mark evaluation rubric also be applicable for the Final Assessments or Supplementary Final Assessments?	Note that the presentation mark evaluation rubric (negative marking) will NOT be applicable for Final Assessment completion. Notwithstanding the above, up to 5 marks may be deducted for spelling errors.
95	Will I be penalised if I quote directly from the Study Guide or a textbook or from any online source?	Students are required to complete the Final Assessment using their own words, insights and paradigms. Direct citations from the eStudy Guide, textbook and online sources will not be permitted, therefore, no marks will be awarded for merely repeating passages from a textbook, the eStudy Guide, or any online source.

Frequently Asked Questions

96	What is the weighting of the Final Assessment to my Final Mark?	The Final Assessment mark constitutes 70% of the Final Mark per module, unless otherwise specifically stated.
97	Will I have access to the eDiscussion Forum?	The eDiscussion Forum will be locked at 12 noon the day prior to the start of your exam session for the duration of the Final assessment and Supplementary Final Assessment session.
98	How do I save my work whilst completing my Final Assessment / Supplementary Final Assessment on eLearn?	The assessment will save automatically as you progress through the assessment up to the page prior to the page you are currently working on. Remember to click on the SUBMIT and FINISH button once you have completed your last question and before the time is up.
99	Will late submissions be allowed?	No late submissions will be allowed and the Final Assessment and the Supplementary Final Assessment will automatically close once the session is over.
100	What resources will I have access to?	Students will have access to the following resources on eLearn during either the Final Assessment or the Supplementary Final Assessment: <ul style="list-style-type: none"> • The Final Assessment or Supplementary Final Assessment • Your module with all the learning resources on eLearn excluding the eDiscussion Forum.
101	How many attempts am I allowed?	For the Final Assessment and the Supplementary Final Assessment you have two attempts to complete the eActivity on eLearn. All the questions need to be answered and submitted together via the eLearn activity. No answers may be submitted separately as these will not be marked. This implies that you cannot complete part of the assessment and close it thinking that you will later return to it to do the rest.
102	How will I know that my submission has been successful?	You will receive a receipt confirming submission by email. If you do not receive the receipt you are able to check the status of your submission, which will be indicated as 'Finished' on eLearn. The onus is on you to ensure that the submission is successful. Take a screenshot and keep it on record.
103	Will I be able to print out the questions or the case study?	Right-click on the section you want to print out and you may then print that page / section.
Final Results		
104	Can I appeal my Final Mark?	The "Final Assessment Result Appeal" is available to students who scored between 40% and 49% as the Final Mark for a module. During the appeal process an independent moderator, who is a subject matter expert and who has not seen the paper previously, moderates the Final Assessment attempt. The result of this process is then communicated to the student. If the moderated mark is lower than previously awarded, the published mark remains unchanged and is not adjusted downward. If the mark is better than what was previously awarded, the mark is adjusted accordingly. Please refer to our fee structure for the applicable fee. The application form and fee structure are available on the website.

Frequently Asked Questions

		<p>NOTE: The result appeal is only available for modules with a Final Assessment. This is not available for project or report based modules.</p>
105	I don't understand where I went wrong in my Final Assessment?	<p>The "Assessment Feedback Report" may be requested by any student, whether the mark indicates a pass or not. The individualised report is compiled by the examiner of the paper and focuses on providing the student with feedback regarding the mistakes and limitations of their provided answers. This assists the student in the preparation of future attempts of the module. General feedback also advises students on how to better answer similar types of questions in future.</p> <p>Please refer to our fee structure for the applicable fee. The application form and fee structure are available on the IMM Graduate School website.</p> <p>If a student has already applied for the result appeal, they may still apply for the feedback report as well.</p>
106	Can I view my Final Assessment script to see if it was marked correctly?	<p>"Script Viewing" may only be applied for after the Final Assessment result appeal outcome has been released. If a student did not qualify for the result appeal, the script viewing will be allowed if they applied for the assessment feedback report. This must be applied for within a week of the "Results Appeal" process or of the "Assessment Feedback Report" being released.</p> <p>The purpose of the viewing is for the student to ascertain the following:</p> <ul style="list-style-type: none"> - Is it my script? - Were all the answers marked? - Is this the mark that was awarded to me according to the student portal? <p>The script viewing is not an opportunity to evaluate the marking and hence the condition that no Notes or textbooks may be brought in during the viewing.</p> <p>Please refer to our fee structure for the applicable fee. The application form and fee structure are available from on the website.</p>

Question		Answer
Module & Programme Information		
107	How do I know what to prepare for the Final Assessments when the eStudy Guides and textbooks are so extensive?	Take a good look through the module outcomes that appear in the first section of your eStudy Guide. All assessments are based on the module outcomes and assessment criteria and this is where your Final Assessment preparation should be focused.
108	What is a Tutorial Letter and when will it be used for a specific module	A Tutorial Letter is typically used to inform you of changes or to communicate additional information on a specific programme or module. Tutorial Letters are available for modules with content changes and modules with a new textbook (not a new edition). General Tutorial Letters are used to inform you about your specific programme.
109	Where do I find more general information on the programme I'm registered for?	The programme structure and programme outcomes are included in Section A of each module eStudy Guide. A General Tutorial Letter includes detailed information on important aspects relevant to your programme.
110	Where do I find more information on the module I'm registered for?	<p>First steps to success:</p> <ul style="list-style-type: none"> ● Consult eLearn and find your module. ● Check the Timetables (as per you chosen Pathway) to determine the dates and times of Lectures, Tutorials, Workshops or eMasterclasses (teach-out modules only) Ensure that you check the assessment requirements for your modules. ● Ascertain the deadline dates for submission of your assessments. ● Read the module ePacer. ● Refer to the General Tutorial Letter for your programme and any other module specific Tutorial Letters. ● Read the module eStudy Guide ● Interact with your Lecturer on the eDiscussion Forum on a regular basis. <p>These tools are packed with all the information you need to get a good grasp of what is in store for that specific module.</p>

Question		Answer
Academic Support		
111	What is the role of Academic Support	When you know that there is something you need help with in terms of the practical way in which you approach your studies, the study skills you are using now, to improve on your assessments or do not know how to prepare for assessments, Academic Support personnel could assist.
112	If I am not getting good results and I think it may be due to using the wrong study methods, is there someone who could assist me?	Using the correct methods of studying, making notes and memorising learning materials ensure success and not doing this correctly could have a significant negative impact on your studies and the results you obtain. Ask your Academic Head at Campuses, enquire at your local Student Support Centre or contact helpme@immgsm.ac.za to refer you to Academic Support for guidance with study skills. Also refer to the My Academic Support tile in your module.
113	I am now repeating the same module. I seem to keep on failing this module and I just cannot understand why this is happening.	Every specialist area requires a somewhat different approach, the need to use the language of the subject field and a different way of answering assessments. If you need help with this, ask your Academic Head at our Campuses, enquire at your local Student Support Centre or contact helpme@immgsm.ac.za to refer you to refer you to Academic Support for guidance.
114	Would asking for help from Academic Support not seem like I am intellectually not able to cope?	We all have preferred cognitive styles, but it is good to develop other styles as well. Academic support will provide you with guidance on developing more than one cognitive style. We get used to studying the way we have always studied and making small changes to our study routine could make a huge difference. The perspective of another person could make a huge difference to the academic results you obtain.
115	Will my consultation with Academic Support be confidential?	The Academic Support meetings with students are done in the strictest confidence and nobody, except the person asking for help and the Academic Support officer will know about it. Our surveys show that almost 90% of our student population are willing to seek assistance from our Academic Support team if it will help them to achieve their study goals.
116	At which stage should I contact someone at Academic Support?	Many students have a feeling that there is something wrong with their studies somewhere, but they are not sure how to correct it. Contacting someone for help should happen sooner rather than later as new study techniques take some time to adopt and use and trying to do this a week or so before the assessment , will put more strain on you as a student and make you more anxious during the assessment itself.

Frequently Asked Questions

117	Even with the examiner providing feedback in my submitted assignments and my application of these guidelines, I still seem to be getting low marks.	You often need a third person to help you interpret and practically apply some of the examiner's feedback. The Academic Support function could help you with that.
118	Will Academic Support be able to help me get hold of the Final Assessment (examination) submission for a module and go through it with me?	The submitted assignments cannot be shared with students and Academic Support will not be allowed to share the submitted Final Assessment (examination) with you, but they may be able to look at the submission and tell you what has gone wrong from a high level academic perspective. Academic Support could also help you interpret an assessment feedback report if there should be something in the report that you do not understand.
119	My parents want to sit in on the discussion with the Academic Support officer. Is this allowed?	A number of parents join their children for these discussions because parents, other members of the family or friends form an important part of the support network of students. You are welcome to invite anyone you may wish to sit in on the discussion.
120	I know that my time management is poor and this negatively impacts my studies. How do I get help with this?	Academic Support will be able to review your approach to current time management and will help you to adapt this to ensure maximum results for time spent on this.
121	How will I know that the help offered to me by Academic Support is actually working?	You should see an improvement in your results if you apply the advice - the advice offered by Academic Support is focused on a practical application approach and should be relatively easy to implement.
122	What happens if the advice given and applied does not work?	Students are welcome to ask for follow-up consultations and to share the extent to which the advice has helped or not. If there was no improvement in results or if the problem previously discussed persists, alternative ways of dealing with it will be explored.