

1 General information Stenden SA

1.1 Introduction.

Stenden SA is registered with the Department of Education as a private higher education institution under the Higher Education Act, 1977, and according to registration Certificate No. 2002/HE10/001, to offer the Bachelor of Commerce in Hospitality Management. This is a three year degree programme to the value of 414 credits. The programme is registered with SAQA with the qualification ID number 63710.

The curriculum offered at Stenden SA is based on the Dutch Bachelor of Business Administration (BBA) International Hospitality Management at Stenden University in The Netherlands. This degree has been around for over 25 years and has been voted best hotel management school in The Netherlands for multiple years in a row and can be considered one of the top hotel management schools in Europe. During its latest major revision in 2005 it was restructured as per the end profile in which all recognised hotel management schools in The Netherlands participated. Additionally this programme is benchmarked annually through advisory boards and with other hotel management programmes.

The major difference between the B. Com at Stenden SA and the Dutch BBA can be summarised as follows:

Year 1: Same outcomes - application (e.g. Law) to South Africa.

Year 2: Same outcomes - application (e.g. Law) to South Africa.

Year 3: Semester 1; Same outcomes - application (e.g. law) to South Africa.

Year 3: Semester 2; B Com Industrial Placement/BBA elective semester.

Year 4: BBA 10 month industrial placement.

Additionally the program was benchmarked with the University of Venda (SA) and the Hospitality Education Providers South Africa (HEPSA). From this benchmark additional focus has been placed on the culinary sciences competence.

From the background of the programme and the benchmarks performed, Stenden South Africa feels confident that it offers a curriculum that equips learners for both a National as well as an International career in the hospitality industry.

1.2 Principles of organisation and structure of the education.

Views on subject matter division

Stenden SA realises the aims of its educational programmes in phases. These phases lead to a gradual development of the desired professional competences. In the Foundation Phase (first year), the focus is on Service Management in general and hospitality service management in particular. Within this phase, attention is focused on the operational aspects of the hospitality industry. In the Post-Foundation Phase (2nd, 3rd and 4th year), the focus is on management. The focus on management shifts from operational, through tactical to strategic management.

Our training is characterised by:

- phases and modular learning (completed units);
- Real World Learning: a thematic-interdisciplinary approach;

- Real World Learning: integration of industry (practice) and theory;
- Problem Based Learning (PBL);
- English as the language of instruction.

The Education's educational programme has been divided into semesters. These semesters represent the thread of the educational programme and move from "operational to strategic". Within each year there are four modules with themes chosen to match the year theme. These modules offer a good opportunity for interdisciplinary organisation.

The problems forming the basis of the students' learning are extracted as much as possible from important themes in the hospitality industry.

Real World Learning: integration of theory and industry (practice) is vital for the professional preparation of our students. This integration can be seen in our Problem Based Learning sessions and in the practical training. Throughout the three years many opportunities are presented for practical training including Industrial Orientation at the Stenden South Africa Learning hotel: My Pond or another learning company experience.

Therefore we differentiate between "theory" and "practice" modules. The practice modules include a large practical training component.

English as language of instruction

The ability to communicate in and understand English is necessary in the hospitality field. Please refer to the admission policy (paragraph 2A.4) for more information.

Organisation of Professional Preparation

The integration of theory and practice is one of the principles of our educational policy and is vital for the professional preparation of our students. This integration can be seen in our Problem Based Learning sessions and in the practical training. During the first two and a half years many opportunities are presented for practical training including Industrial Orientation and Work Based Learning Orientation on campus as well as in The My Pond Hotel or partner hotels of Stenden SA. The last 21 weeks of study are taken up by a practical training during the Industrial Placement. Students have many opportunities for labour market orientation and preparation for their future field.

Relation between school contact hours and self-study

Stenden SA strives to have students develop an active study attitude by collecting information themselves and processing it into knowledge. To achieve this, one of the principles of the programme is an effective relationship between the hours of school contact with a lecturer/tutor and self-study. Our guideline is that one school contact hour should generate 2 to 3 hours of self-study. The theory modules are based on 10 to 20 school contact hours per week spread over five working days. This results in 20 to 30 hours of self-study per theory week. These results in 40 hours and 4140 study load hours per academic year.

To promote an active study attitude, it is essential to choose the appropriate teaching methods and educational tools for each situation. The educational methods (didactic methods) should motivate our students to perform sufficient self-study. In addition, our library needs to be attractive and provide a good range of teaching tools to enable the student to collect the information required.

To develop an active study attitude, it is also important for students to reflect from time to time, on their activities and place their studies in the perspective of their future career. To facilitate this we have created Self-

Management Activities that will stimulate our students to reflect on the development of their personal competences that will enable them to become competent professionals. During these activities, a personal coach is assigned to each student.

1.3 Teaching functions and working methods

Teaching functions

Teaching functions indicate the elements of teaching required to optimise the learning process. Stenden SA extracted these functions from the desired learning process in PBL and aims to realise the various teaching functions as well as possible. The teaching functions provide a structure for our lecturers for developing their teaching plans and play a major role during the evaluation of the organisation and realisation of the modules.

In addition to the four main functions described in this section, the functions of motivating, having the education fit with the student's initial situation (prior knowledge), and providing insight in learning goals are essential elements necessary for a students' successful study. These functions remain activated during the complete educational process and optimise the quality of the realisation of the four main functions.

Offering students practical problems from important hospitality themes motivates our students. A motivating introduction, in both the module book and the introductory module lecture, supports this function.

One of the most important criteria for the development of PBL tasks is the requirement that the task fits with the initial situation of our students. The required initial situation of our students for each module is clearly stated in the module book. In order to make the professional perspective of the subject themes clear to our students, the module objectives have been extracted from the desired competences. These objectives are outlined in the module book.

Orientation

Orientation is the first educational function: to give students a first introduction to and exploration of tasks and information. The students start to understand the essential knowledge elements. Discussing the task activates the student's present knowledge and leads them to formulate their study objectives after they have analysed, structured and reviewed the information from different points of view.

Practical training

The second educational function concerns having students practice the use of new information and feedback. In relation to PBL, this means that the students explain, in their own words, the new information based upon the learning objectives as formulated during the previous meeting. Their fellow students determine, during or after the report, whether or not they have reached the same insight, or faults or misunderstandings prevail. Correct and additional information is available to the tutor in the tutor instruction manual.

Assessment

The third educational function is to assess the study results of students and determine whether these results meet the module standards. A variety of assessment methods is used (e.g. assignments, written tests and presentations). Stenden SA organises these assessments in the last week of each module and in the Progress test. The module book contains the objectives of and requirements for the module examination, the study credit structure of the examination, the evaluation criteria of the module task(s) and the pass norm.

Feedback

The fourth educational function is to give feedback to students based upon their test results. Students learn to what degree they have mastered the various parts of the subject matter and decide how to continue their study process. In PBL feedback is given on the personal, professional and content related competences of students.

Educational Work Forms

Stenden SA has chosen a variety of educational work forms: meetings of the PBL group, lectures, interactive working methods, role plays and small group assignments during the module.

The PBL meetings determine the material for self-study. The various lecture methods, such as module lectures (introduction of the module and orientation on the module theme), formal lectures (structuring difficult subject matter) and responsive lectures (structured discussion of subjects based upon student's written questions and handled by a subject lecturer), are meant to support the gaining and processing of subject matter. Interactive working methods include for example the Economics and Research workshops, Practical Training, the teaching of modern foreign languages, and Computer Skills. The lecturer's role during interactive working methods is to give instructions and feedback on the training.

A module assignment is a task extracted from the main module theme preferably performed in groups of two students. There is a large variety of module tasks, ranging from a paper to an oral presentation.

1.4 Organisation of Stenden SA

Identity

Stenden SA is educating young people to be Hospitality Managers who will perform as broadly educated enterprising professionals with an international orientation in hospitality companies and institutions. Our training enables our graduates to perform their job in hospitality organisations in an innovative way that will open new horizons. Its strategic intent is captured in a vision, mission, and values:

Vision

Stenden SA is the undisputed #1 Hospitality Management School in South Africa serving to make it a better World.

Mission

Stenden SA educates learners in a value driven manner to become exemplary leaders of industry, unleashing potential in its students, staff, and surrounding communities.

Values

Stenden SA provides education in a community in which people with different ideological/ religious/ philosophical backgrounds feel at home and within which all are encouraged to contribute to and bear responsibility for the world in general and mankind in particular.

Service

Stenden SA aims to be a teaching, innovative and initiating organisation that tries to realise its responsibility within society. The Education has an international orientation and is in the process of becoming an internationalised institution. In our opinion internationalisation can only succeed if there is also an ongoing

process of inter-culturalisation: gaining knowledge, understanding and respect for the variety of cultures within our Education.

Our goal is to integrate professional practice into the education and we therefore aim to maintain close contacts with the hospitality industry. Our Education has an Advisory Board consisting of people from hospitality organisations.

The service character of our programme allows us to train young people to become managers who empathise with their clients and do their work with an actively helpful attitude.

Education

Our educational programme is characterised by a problem based, modular and thematic structure. Within this structure, the lecturer stimulates the students' learning. After analysing a given situation, students, more or less independently, collect the knowledge and skills required to solve the problem. The programme consists of:

- A general component with the integration of working fields as its central theme;
- An in depth study of Hospitality Management;
- An elective programme offering choices for broader orientation or further specialisation

Care for and by students

As a service organisation, we want to play a 'model role' when it comes to caring.

We actively support organisations representing student interests such as student associations and the Students' Representation Council (SRC). Individual student counselling is provided during the student's school career.

We offer our students an opportunity to realise their own responsibility in service processes together with personal and social education. As co-producers of our service, our students help determine the quality of our education. Students are involved in developing the structure and contents of the educational programme.

Care for and by lecturers

Stenden SA offers its staff opportunities for education and development. We attempt to provide optimum working conditions. As colleagues, we consider each other a customer (guest). Consequently, when providing mutual services, we use the same standards to judge the quality of our services as external clients do; these qualities include: our willingness to provide a service, reliability, problem solving skills, our care for and commitment to the human being and the world in general and in particular our care and commitment to our customers (guests), the students.

1.4.1 Structure

Board of Governors

Stenden SA is governed by a Board of Governors that is composed of:

1. Mr Adrian Gardiner – Chairman / Owner of Mantis Collection
2. Mrs Louise Swanepoel – Town counsellor and community representative
3. Dr. Renier Mornet – Retired Dean, Hotel School of Witwatersrand
4. Drs. Klaas Wybo van der Hoek – VP Executive Board Stenden University
5. Mr. Leendert Klaassen – President Exective Board Stenden University
6. Dr. Robert Coelen – VP International of Stenden University
7. Mr. Sybert Liebenberg – CEO Eastern Cape Tourism

Management Board

The management board is responsible for the day to day running of the institute and presently consists of three members:

1. Dr. Wouter Hensens, General Manager / Academic Dean, carries final responsibility of the daily management of the Campus
2. Mr. Alroy Taai, Deputy General Manager, and Student Counsellor, is responsible for all support services, administration, community relations and community development.

Academic Advisory Board

This Committee is responsible to advise on academic matters and the standard of the programmes and all aspects of programme management and planning for each specific programme.

1. Dr. Reinier Mornet Retired Dean, Hotel School of Witwatersrand
2. Drs. Klaas Wybo van der Hoek VP Executive Board, Stenden University
3. Dr. Robert Coelen VP International, Stenden University
4. Mr. Clive van Oudtshoorn General Manager, Radisson Blu Hotel Port Elizabeth
5. Mr. Thulani Xhali Alumnus Stenden South Africa, General Manager My Pond Hotel
6. Mrs. Hannah Sadiki Provincial Director, Standard Bank of South Africa
7. Mr. Eduard van Zyl General Manager, Courtyard Hotel Port Elizabeth
8. Mrs. Diane Quinn Business Development Consultant, Tourism Enterprise Programme
9. Mr. Gavin Chowles Fedics complex Manager, The Boardwalk
10. Mr. Peter Myles Tourism Specialist, Kyle Business Projects
11. Dr. Craig Thompson Dean IHM, Stenden University
12. Mrs. Carleen Arends Assistant Director for Tourism, Nelson Mandela Bay Municipality
13. Mr. Stefan Lourens Group Operations Manager PE Hotels
14. Dr. Wouter Hensens Academic Dean / General Manager Stenden Suoth Africa, Secretary

Exam Committee

The Exam Committee is responsible for decision making on selection of students, exemptions, examination, and graduation. It consists of the following members:

1. Mr. Leon van Achterbergh, Senior Lecturer / Chairman
2. Mrs. Ronel Bartlett, Education Office Support Manager / Secretary
3. Mr. Radu Mihailescu, Senior Lecturer / Member

Academic Staff – Full time employees

Name	Qualification	Institution	Contact Details @ stenden.ac.za
Dr. Wouter Hensens General Manager / Academic Dean	Phd. Business Management	Nelson Mandela Metropolitan University, Port Elizabeth	Wouter.hensens 046 6042239
Mr. Alroy Taai Deputy General Manager	BA Psychology, Higher Diploma in Education	University of the Western Cape, Cape Town	Alroy.taai 046 6042223
Mr. Leon van Achterbergh Senior Lecturer	Masters in Hospitality Administration (MHA)	Ecole Hoteliere de Lausanne, Switzerland	Leon.vanachterbergh 046 6042215
Ms. Karen Hecht	B.Com Hospitality Management	Stenden South Africa, Port Alfred	Karen.Hecht 046 6042247
Ms. Nelisa Butuma-Zigana	B. Tech Food and Beverage	Cape Peninsula University of Technology, Cape Town	Nelisa.zigana 046 6042247

Ms. Megan Walwyn	B. Tech Management	Cape Peninsula University of Technology, Cape Town	Megan.walwyn 046 6042247
Ms. Juliet Chipumuro	Masters in Business Administration	Azaliah University New Mexico, USA	Juliet.chipumuro 046 6042204
Mrs. Rene Oosthuizen	M. Tech Public Management	Port Elizabeth Technikon, Port Elizabeth	Rene.oosthuizen 046 6042245
Mr. Radu Mihailescu	M.Com Economics	Nelson Mandela Metropolitan University, Port Elizabeth	Radu.mihailescu 046 6042202
Ms. Pumza Sixaba	B.Tech Business Administration	University of Johannesburg	Pumza.sixaba 046 6042216
Mr. Jacques de Klerk	Bsc. Conservation Ecology	NMMU Saasveld	Jacques.deklerk 042 2311525
Dr. Isaac Mabindisa Part Time	Phd. History	University of Albertina,	Isaac.mabindisa
Ms. Ilona Jonker	Bachelor of Business Administration	Stenden University, The Netherlands	Ilona.jonker 046 6042232

Mr. Kevin Aitchison	Bachelor of Arts; Post Graduate Diploma: Enterprise Management	Rhodes University	Kevin.aitchison 046 6042200
Mr. Dayallan Naidoo			Dayallan.naidoo 046 6042210
Mr. Thulani Xhali	Bachelor of Commerce Hospitality Management	Stenden SouthAfrica	Thulani.xhali 046 6244626

Education Support Office - Full time employees

Name	Designation	Contact Details
Mrs. Ronel Bartlett	Education Support Office Manager	Ronel.bartlett 046 6042214
Mrs. Kathy Ord	Librarian	Kathy.ord 046 6042228
Mrs. Ethel Koopman	Library Assistant	Ethel.koopman 046 6042228
Ms. Sonja Koekemoer	ICT Coordinator	Sonja.koekemoer 046 6042203
Ms. Tamlyn Paterson	Grand Tour and Public Relations	Tamlyn.paterson 046 6042223
Mrs. Lindy Thurgood	Guest Relations	Lindy.thurgood 046 6042200
Mr. Gavin Timm	Administration Assistant	Gavin.timm 046 6042219

Marketing and Support Staff – full time

Name	Designation	Contact Details
Mr. Nigel Bottell	Head of Marketing	Nigel.bottell 021 7944430
Ms. Laurie Deutschmann	Marketing Assistant	Laurie.deutschmann 046 6042237
Mrs. Roz Binge	Marketing Agent (part time)	Roz.binge@telkomsa.net 011 7043021
Mrs. Debbie Axe	Executive Assistant	Debbie.axe 046 6042200

Community Development

Name	Designation	Contact Details
Mr. Mzameli Dikeni	Community Development Coordinator	Mzameli.Dikeni 046 6042221
Mr. John Mabote	Community Development	John.Mabote 046 6042200
Mr. Mike Nakani	Driver	046 6042200
Mr. Gary Timm	Driver	046 6042200
Mr. Mzondeli Matthews	Driver	046 6042200

Support Services – full time

Name	Designation	Contact Details
Ms. Bella Crabtree	Support Services Manager	Bella.crabtree 046-6042210
Mr. Bongani Bavuma	Campus Supervisor Wildlife	Bongani.bavuma 042 2311515
Ms. Valencia Danster	Wildlife Support Services	042 2311525
Mr. Michael Habana	Wildlife Support Services	042 2311525
Ms. Patricia Habana	Wildlife Support Services	042 2311525
Ms. Helezine Saterdag	Wildlife Support Services	042 2311525
Ms Nqabakazi Ngculu	Housekeeper	046 6042200
Ms. Silvyia Peyi	Housekeeper	046 6042200
Ms. Nosipho Mzimba	Housekeeper	046 6042200
Ms. Bukelwa Ngapi	Housekeeper	046 6042200
Ms. Sheila Lindani	Housekeeper	046 6042200
Ms. Phylis Ngiwa	Housekeeper	046 6042200
Ms. Gloria Budaza	Housekeeper	046 6042200
Ms. Sweetness Yonzi	Housekeeper	046 6042200
Mr. Mbulelo Puzi	Garden and Maintenance	046 6042200
Mr. Xam Luvuno	Garden and Maintenance	046 6042200

Ms. Jeanet Gema	Cook	046 6042200
Ms. Hilde Hani	Cook	046 6042200
Ms. Nozipho Lamani	Kitchen Assistant	046 6042200
Ms. Philande Thomas	Kitchen Assistant	046 6042200
Ms. Vuyelwa Maneli	Kitchen Assistant	046 6042200
Ms. Elicia maxazana	Kitchen Assistant	046 6042200
Mr. Oscar Nangu	Runner	046 6042200
Ms. Mluleki Mdambatya	Runner	046 6042200
Ms. Ivy Bavuma	Housekeeping Supervisor	046 6042200
Ms. Zukiswa Njecana	Kitchen Supervisor	046 6042200
Ms. Ivy Bavuma	Kitchen Supervisor	046 6042200
Mr. Michael Dixon	Grounds and Gardens Maintenance	046 6042200

Students Representation Council (SRC)

The student representative council is chosen by the students for the students. The functions and responsibilities of this council are to represent students in all aspects of matters of the institute, advise students on institution matters, act in supervisory capacity, advise Academic Committee on student matters, report student matters to Academic Committee, is responsible for discipline in the hostel and act as hostel committee.

The Students Representative Council consists of the following members:

Executive Committee

SRC chairperson (must live on campus, South African student)

SRC vice-chairperson (must live on campus)

SRC treasurer (South African student)

SRC secretary (South African student, must live on campus)

Six members are respectively responsible for the following portfolios:

- i. Community service and fund raising
- ii. Student services and food provision
- iii. Sport, Leisure & Culture
- iv. Hostel management
- v. News Letter and General
- vi. Academic Affairs

Out of the nine members of the SRC, at least four members should be South African students with one member a first year student and one member a second year student. In addition there should be at least one representative from the Grand Tour students appointed for a semester at the time.

Each hostel has a student residence manager that is appointed by and reports to the SRC.

Student Committees

Apart from committees that may be formed for the various portfolios of the SRC, the student body will find it necessary, from time to time, to form committees to:

1. Undertake activities of a short term nature, e.g., fund-raising; or long term nature, e.g., a sport and recreation committee; and
2. Undertake miscellaneous activities which would be to the advantage of the students and Stenden SA.

Health and Safety Committee

The committee is responsible for health and safety issues on campus. The members of this committee are:

1. Mr. John Mabote - Chairperson
2. Ms. Bella Crabtree
3. Ms. Laurie Deutschmann
4. Ms. Sonja Koekemoer
5. Ms. Nosipho Lamani
6. Ms. Ivy Bavuma

Employment Equity Committee

This committee is responsible for advising the management team on equal employment and development opportunities for all staff at Stenden South Africa.

1. Mr. Leon van Achterbergh - Chairman
2. Ms. Nelisa Butuma-Zigana – Vice Chairperson
3. Mrs. Ronel Bartlett - Secretary
4. Mr. Alroy Taai – Senior Management Representative
5. Mrs. Lindy Thurgood – Guest Relations Officer

6. Ms. Bella Crabtree – Catering and Housekeeping Supervisor
7. Mr. Oscar Nangu - Kitchen Assistant
8. Mr. Mzameli Dikeni – Community Development Coordinator
9. Mr. Mbulelo Puzi – Union Representative

1.4.2 Quality Control.

Ensuring a good quality of education is an important issue within Stenden SA. Various methods are being used to facilitate this.

- Stenden South Africa as part of Stenden University has chosen to use the EFQM (European Foundation Quality Management) model to measure the quality of education.
- Stenden South Africa is subject to both South African (Council of Higher Education) and Dutch accreditation (NVAO, Netherlands and Flemish Accreditation Organisation). In addition, Stenden University took part in an international pilot project concerning quality control with the Hotel school in Lausanne, Manchester and Maastricht (2001). 'Care for education quality' is written in the education evaluation plan of Stenden SA and in a quality management plan.
- Stenden SA is subject to an internal audit from Stenden University Netherlands every two years, during which all elements of the programme are critically reviewed.
- The Academic Dean meets twice a year with its advisory board to seek input on its programme and programme execution.
- Students' opinions also play an important role. Students are actively involved in various education evaluations. The SRC President and SRC Academic Quality Director is included in the Academic Meeting twice per module and the SRC Executive meets with management every second week.

1.4.3 Full-time Education

Stenden South Africa offers full time hospitality management education. Consequently, our students must be available full-time. Due to the nature of the hospitality industry, students may be scheduled for evenings and weekends particularly during industrial placement. In principle, one study week consists of 40 study hours and one regular academic year consists of 40 study weeks.

Module evaluation

Students can influence the form, contents and realisation of a module before, during and after completion of a module. During the module, the students and the tutor evaluate the PBL process after each PBL session. During and after completion of the module each PBL group gives its critical feedback using an evaluation form.

Other evaluations

Students are involved in various evaluations: the start questionnaire about their training expectations, the exit questionnaire when a student leaves school prematurely, the placement questionnaire concerning the preparation of the placement, and a questionnaire on the placement itself. In addition each module is evaluated halfway through (critical incidents) as well as a full evaluation at the end. We expect the students to complete these questionnaires in a serious manner in order to provide us with as much information as possible about ways in which we can improve the education. Management seeks to always reply to students on evaluations so that students know how their feedback is used.

1.4.3 Fees & Costs

As Stenden SA is a private provider, all operations are funded by student fees. As such we practice a strict policy with regard to student payments. The academic and other fees may be paid in its entirety before the 18th of January 2012, or may be spread over four periods. Each period will then need to be paid for the student to continue with the following module. Academic fees are the same for each year of study at Stenden SA.

Note: Only when payments have been received will a student be allowed on campus / in the modules

Option 1: Single Room with Meals – All fees quoted in ZAR

	Academic Fees	Accommodation Single	Meals	Other Expenses	Total
Annual	44 500	25 000	18 500	8 500*	96 500
18 January 2012	11 125	6 250	4 625	8 500*	30 500
18 April 2012	11 125	6 250	4 625	-	22 000
18 July 2012	11 125	6 250	4 625	-	22 000
18 September 2012	11 125	6 250	4 625	-	22 000

Option 2: Sharing Room with Meals – All fees quoted in ZAR

	Academic Fees	Accommodation Sharing	Meals	Other Expenses	Total
Annual	44 500	18 500	18 500	8 500*	90 000
18 January 2012	11 125	4 625	4 625	8 500*	28 875
18 April 2012	11 125	4 625	4 625	-	20 375
18 July 2012	11 125	4 625	4 625	-	20 375
18 September 2012	11 125	4 625	4 625	-	20 375

Option 3: Academic Services only – not staying on campus and BBA fees – ZAR

	Academic Fees	Other Expenses	Total
Annual	44 500	8 500*	53 000
18 January 2012	11 125	8 500*	19 625
18 April 2012	11 125	-	11 125
18 July 2012	11 125	-	11 125
18 September 2012	11 125	-	11 125

* Year 1 expenses: *Applicable to first year students or new students. This amount includes a student card & name badge, uniform items, knife set, short courses (Preliminary wine and First Aid course), module books & text book, and credit for printing & stationery.*

Note: In the second year the students are required to go on a field trip to Cape Town at the expense of R4000 payable by the sponsor.

Refund Policy: Stenden South Africa has a refund policy in place, whereby students who wish to exit their studies for what so ever reason and who give one module notice will be refunded fees which have been paid in advance for the remaining modules of the year. The fees will be refunded to the original payer.