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PREFACE

Dear First Year Students

Welcome to the first year of the BSc Physiotherapy program. What you are going to learn this year will form the basis of the rest of your program. The first six months are called the Inter-Professional Phase (IPP) and is done together with MBCHB, BSc Dietetics and B Nursing students. This phase consists of four modules: Personal and Professional Development (PPD), Life forms and Functions of Clinical Importance (LFF), Chemistry for Health Sciences (Chem), and Health in Context (HIC). This phase focuses on knowledge and skills that are important to all Health Science Professions.

During the second semester, you will build on the Inter-Professional Phase with Physiotherapy specific content as well as Special Physics and Psychology.

We recognise that there is a big jump from school to University and this year will require enormous adjustment. Our courses are student-centred, which means that to a large extent that you must take responsibility for your own learning. Lecturers function primarily as facilitators of learning who assist you remain on the correct path.

Something that is initially difficult for 1st years to understand is the examination and promotion provisions. These provisions can be found in the Faculty Year Book and, for your benefit, are included in this booklet. Apart from the Yearbook provisions, there are also certain faculty specific provisions not included in the Yearbook but included in this booklet. It is essential to ensure that you are familiar with all these provisions (Faculty Yearbook as well as Faculty specific provisions).

You must obtain a Final Mark (FM) of at least 50% in each of these modules to be promoted to the next year. It is therefore possible to repeat the whole year, even if you failed only one module (i.e. obtained a FM of less than 50%). Other important general exam provisions can also be found in this booklet.

It is also important to note that the Faculty policy is NOT to allow transfer from one selection course to another. No such applications will be considered.

We hope that this is the start of a wonderful year for you that signifies the beginning of an exciting exploration of the human body and psyche in health and disease. You have been selected to enjoy this privilege from a large group of applicants. We trust that you, in return, will spare no effort to make a success of your studies.
PROFILE OF THE STELLENBOSCH PHYSIOTHERAPIST

The newly graduated Stellenbosch physiotherapist will have the basic skills and knowledge to be able to function within the SA health context as a reflective practitioner in terms of the intrinsic philosophy and values of the physiotherapy profession.

The philosophy and values of the physiotherapy profession mentioned above can be divided into three domains, namely professional accountability, client management and services organisation. Within these domains, the attributes of the newly graduated physiotherapist are as follows:

**Professional accountability**

The student will:
- be able to behave in an ethically accountable way towards the profession, client and community;
- be able to practise safely, effectively and professionally;
- display a positive attitude towards continuous professional development;
- be able to develop interpersonal relations;
- understand the importance of involvement in professional organisations; and
- be able to communicate appropriately and effectively with clients, family members as well as members of the interdisciplinary team.

**Patient management**

The student will:
- display knowledge of the normal and abnormal functioning of the human body and psyche;
- show understanding of the impact of the cultural environment on the outcome of health services;
- have the required skills to be able to evaluate a client’s status (physically, functionally and psychologically), analyse his/her needs, and in the process establish a physiotherapeutic diagnosis and prognosis;
- have the ability to develop and implement an outcomes-based intervention plan based on evidence-supported practice; and
- have the ability to re-evaluate the effectiveness of this intervention, and incorporate the findings into future practice.

**Services organisation**

The student will:
- have the ability to plan, implement and evaluate appropriate, cost-effective physiotherapeutic services within the South African health context; and
- be able to use appropriate technology to support, analyse and improve current services.
Graduate Attributes

The Division of Physiotherapy has integrated the contextualised Graduate Attributes Competency Framework, its core competencies and domains into the Physiotherapy curriculum. This framework was deemed appropriate as it goes beyond traditional biomedical aspects, to include a biopsychosocial approach to health. The seven core roles (Figure 1) within the Graduate Attributes Framework are that of a:

- healthcare practitioner,
- collaborator,
- communicator,
- health advocate,
- manager,
- professional and
- scholar.

Each of these roles contains key competencies which comprise the knowledge, skills and attitudes of a healthcare professional.

Figure 1: Graduate Attributes Competency Framework; adapted from CanMEDs

Schematic presentation of the integration of modules

References:

Stellenbosch University Calendars (2020)
http://www.sun.ac.za/english/faculty/Pages/Calendar.aspx


Stellenbosch University Calendar Part 12 (2020). Faculty of Medicine and Health Sciences: Academic Programs and Faculty Information.

CONTACT DETAILS OF CLASS COORDINATORS

Dr M. Unger E-mail: munger@sun.ac.za

Mr. D Fisher E-mail: dominic@sun.ac.za
GUIDE TO PROVISIONS ON PROMOTION

ASSESSMENT (FIRST SEMESTER)

There are four modules in the first semester of Year 1:

1. Personal & Professional Development (PPD)
2. Chemistry
3. Life Forms and Function of Clinical Importance (LFF) and
4. Health in Context (HIC)

Exam provisions apply to LFF and Chemistry. All assessments during the module contribute to the **class mark (CM)** of that module. You require a **class mark of at least 40%** for admission to the examination in that module (see Faculty specific provisions regarding special arrangement in this regard). The mark you achieve in the exam is your **Exam Mark (EM)**. The **Final Mark (FM)** is calculated from the class mark and the exam mark in a 40:60 ratio.

The provisions concerning flexible assessment apply to the modules Personal and Professional Development and Health in Context. There are no exams and all the assessments are used to calculate your **final mark (FM)**. These modules have themes for which you have to achieve a **sub-minimum of 40%** for each to qualify for a pass mark.

**Faculty-specific provisions for feedback to students on completion of assessments:**

The Faculty of Medicine and Health Sciences (FMHS) regards **feedback** to students on completion of assessment opportunities as an integral part of student learning. Learning takes place optimally if feedback is timeously provided and specific in nature.¹

The Faculty acknowledges that feedback to students on completion of assessment opportunities poses specific challenges to the lecturers, who, besides their teaching, research and community service obligations, also have a heavy clinical load. Nevertheless, it is important that students’ learning is also supported through this important medium. The provision in the General Calendar (Part 1) and the Calendar of the Faculty of Medicine and Health Sciences (Part 12) regarding ‘Discussing examination answers with members of the teaching staff’ is not always practically achievable within the context of the health sciences, and a number of faculty-specific mechanisms for feedback to students are considered acceptable alternatives. The forms of feedback below already are common practice in the FMHS and are specified here so that at least one of them is implemented on completion of an assessment opportunity.

Feedback on completion of an examination must be arranged in consultation between the class representatives concerned and the module chairperson for those who qualify for re-evaluations or supplementary examinations and want to learn from their mistakes with a view to the further assessment opportunity.

It is important to note that the purpose of student feedback on completion of an assessment is not to query the marks, but to learn. The mechanisms below therefore do not replace the official provisions for the “Re-evaluation of examination scripts”, as taken up in the Calendar of the Faculty of Medicine and Health Sciences (Part 12).

**Possible feedback mechanisms for theoretical assessments:**

- Feedback on completion of an e-assessment on SUNLearn that is available to the students immediately after they have completed the assessment (the e-assessment must be compiled as such from the start). This feedback could be given immediately after completion of an e-assessment opportunity, still under examination conditions when the official assessment time has expired, or on a later occasion that can be organised by consultation between the lecturer and the class group concerned.

- Feedback to individual students may occur on an appointment basis.

- Examination papers and memoranda may be made available where feasible

- Podcasts with feedback on a specific examination paper.

- Handing out of examination scripts in class and discussion of questions.

- Written feedback to the class regarding statistical analysis of question(s) in a particular examination paper that were answered very badly.

- Feedback in class during a feedback session that has been arranged mutually by the lecturer concerned and the class representative (thus outside normal class periods).

- Training in answering tests (this can be done as early orientation or remedially on completion of an assessment).

- Access to written examination scripts/e-assessments under the supervision of a member of staff.

**Re-evaluation in Chemistry and LFF:**

Re-evaluation only applies to modules that are assess by examination. To qualify for re-evaluation in a module, you must obtain a final mark of at least 40%. All re-evaluations will be done in writing and directly after the examination period, but not within 48 hours of announcement of the final marks. You must achieve a mark of at least 50% in the re-evaluation to pass the module. Your final mark after re-evaluation will not be less than the original final mark, but will also not be more than 50%.

A student who fails an examination in a module with a final mark (FM) of 35 to 39%, or 45 to 49% may, on payment of a deposit (General Calendar (Part 1)), apply in writing to the Deputy Registrar (Tygerberg
Campus) for the re-evaluation of the examination script concerned, subject to the provisions below. Refer to the General Provisions for more detail concerning re-evaluation of exam scripts.

Re-evaluation of the script of a parachute test, reassessment, special or supplementary examination will not be allowed.

A student who is of the opinion that her or his final mark has been calculated incorrectly may, on payment of a deposit determined annually by the University, apply in writing to the Deputy Registrar (Tygerberg Campus) for the re-evaluation of her or his final mark in the relevant module.

**Reassessment in the modules PPD 111 and HIC 111:**
A system of flexible assessment is used in these modules. If you obtain a mark of less than 40% in an assessment opportunity, you will be given a reassessment opportunity directly after the test period, but not within 48 hours of announcement of the test mark. If you obtained 40% to 49% in the original assessment opportunity, you have the choice to make use of the reassessment to improve your mark. Your mark after reassessment will not be less than the original mark, but will also not be more than 50%. You must obtain at least 40% in each reassessment to pass the module as a whole, provided that the average final mark for the module as a whole will be at least 50%.

**Credits in arrears**
If you are only one module in arrears at the end of the second semester, you will be able to write the special examination in January 2021, provided that you have obtained a final mark of at least 40% in that module. In order to pass the module in January, you must obtain an examination mark of at least 50%. Your final mark after the special examination will not be less than the original final mark, but will also not be more than 50%. There are no special examinations if you are in arrears in the Personal and Professional Development 111 or Health in Context 111 modules. As was mentioned above, these modules are assessed by means of flexible assessment.

**IMPORTANT EXAMINATION NOTICE**

**Rules regarding assessment opportunities**
Students must take note that when they enter the examination/assessment venue, they are providing informed consent that they are able to sit the test/exam. Thus, the marks accumulated in the assessment opportunity are binding.

**Examination timetable**
Please note that it is imperative for all students, before their proposed examinations start, to familiarise themselves of the main examination time-table which is officially published by the Faculty of Medicine and Health Sciences by means of two portals only, namely on the official examination website.
http://www.sun.ac.za/english/faculty/healthsciences/student-administration/Documents/Letter%20to%20Students.Brief%20aan%20Studente%20SU%20FMHS.FGGW%202019.pdf and via the GERGA website at www.sun.ac.za/gerga. The webpage also contains a document which serves as a summary of rules and regulation of examinations. Besides the dates and times when the individual examinations take place, the venues, where the examinations will take place, are also indicated on the examination notice. Please note that the main examination timetable is regarded as the only official faculty document on dates, times and venues for examinations and it overrides all other information in timetable booklets, study guides, etc. It is the responsibility of every student to acquaint her- or himself with test and examination dates and times. Information in respect of test or examination dates or times will no longer be announced by sms or e-mail. Requests for special consideration from students who have missed examinations (including supplementary examinations and special examinations) are not permitted.

**Examination aids**

Examination aids (including blank paper, books, written material and electronic equipment) are not permitted in examination rooms, except where the use of specific items is expressly permitted or prescribed.

**Results**

Please note that it is official University policy NOT to supply any results telephonically. Therefore, please verify when your examination results will be published and, in the event that it is not possible for you to view your results yourself, make the necessary arrangements with somebody else to check them for you.

**Contact details**

For general information on examinations at the Tygerberg Campus, the Examination Office on the Tygerberg Campus may be contacted at 021 938 9309.

**IPP MODULE CHAIRPERSONS: 2020**

<table>
<thead>
<tr>
<th>Module</th>
<th>Voorsitter/Chairperson</th>
<th>☑️</th>
<th>Epos/Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persoonlike en Professionele Ontwikkeling 111 Personal and Professional Development 111</td>
<td>Dr AJN Louw</td>
<td>021 938 9389</td>
<td><a href="mailto:ajnlouw@sun.ac.za">ajnlouw@sun.ac.za</a></td>
</tr>
<tr>
<td>Lewensvorme en -funksies van Kliniese Belang 111 Life-forms and Functions of Clinical Importance 111</td>
<td>Prof H Strijdom</td>
<td>021 938 9387</td>
<td><a href="mailto:jgstr@sun.ac.za">jgstr@sun.ac.za</a></td>
</tr>
<tr>
<td>Chemie/ Chemistry vir Gesondheidswetenskappe 111 Chemistry for Health Sciences 111</td>
<td>Dr P Chellan</td>
<td>021 808 3353</td>
<td><a href="mailto:pchellan@sun.ac.za">pchellan@sun.ac.za</a></td>
</tr>
<tr>
<td>Gesondheid in Konteks 111 Health in Context 111</td>
<td>Dr M Unger</td>
<td>021 938 9302</td>
<td><a href="mailto:munger@sun.ac.za">munger@sun.ac.za</a></td>
</tr>
</tbody>
</table>
ASSESSMENT (SECOND SEMESTER)

This semester also has four modules, namely:

1. Physiotherapy Science
2. Special Physics
3. Anatomy
4. Psychology

FOR MORE INFORMATION ON SPECIAL PHYSICS, ANATOMY AND PSYCHOLOGY REFER TO THE RELEVANT STUDY GUIDES AS WELL AS PART 1 OF THE UNIVERSITY CALENDAR

A system of flexible assessment is used in the Physiotherapy modules. The other three modules use the examination process.

Flexible assessment is defined as:

Flexible assessment (in terms of the determination of a final mark) is a process by which a student’s work in a semester- or year-module is systematically assessed and weighed through consecutive opportunities during the course of the semester/year using a variety of assessment methods. A final mark is awarded without concluding the study period with a formal university examination.

(SU Calendar Part 1, section 8.1.1, p129 and section 8.4, p138). Further information and rules regarding flexible assessment can be found in the SU Calendar (Part 1 and Part 12).

In Physiotherapy modules, all summative (for marks) assessment opportunities as listed in the information booklet are compulsory and contribute towards the final mark according the different weights assigned to them. The student’s overall performance in a module is represented by a final mark (Afrikaans: Prestasiepunt). (Please see definition of final mark in Part 1 of University Calendar (p127, section 8.1.10).

Assessment content:

All course content covered in theory and practical sessions linked to an outcome of a specific theme may be tested throughout the academic year. Therefore, themes will NOT be “written off” throughout the course of the year. The content of tests (theory and practical) are based on all the work that was completed up till the date of the test date that is communicated on the timetable. All Physiotherapy content completed serve as requirements for the learning of new techniques and concepts. Such content cannot be learnt or evaluated as singular components.

(Please note the guidelines for PTS 2; and APT 3).
**Rules regarding assessment opportunities:** (Please also see University Calendar Part 12)

<table>
<thead>
<tr>
<th>The following rules apply to absence during assessments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• If you become ill during the assessment opportunity in a module, you must complete the assessment session. (Students must take note that when they enter the assessment venue, they are providing informed consent that they are able to sit the assessment opportunity. Thus, the marks accumulated in the assessment opportunity are binding.)</td>
</tr>
<tr>
<td>• If you become ill before the assessment opportunity in a module, you are strongly advised to write the supplementary assessment (sick test) - see guidelines regarding absence from assessment opportunities.</td>
</tr>
<tr>
<td>• If you provide substantiating evidence that you could not take the assessment due to illness or for any other valid reason (Category A and B leave), you may use the supplementary assessment (sick test) as the first and only assessment opportunity in the module concerned. (There will only be one supplementary assessment opportunity).</td>
</tr>
<tr>
<td>• If you cannot use the supplementary assessment opportunity for any reason, no further opportunities will be allowed, and you will have to register for the module again in the following year.</td>
</tr>
</tbody>
</table>

**BSc in PHYSIOTHERAPY**

The SU Calendar Part 1 and Part 12 provide general and specific information regarding compulsory modules for BSc in Physiotherapy.

Students are advised to read Section 11.4 in the SU Calendar Part 12 for Regulations regarding promotion to the next academic year. This section contains information regarding e.g. “credits in arrears” and “taking modules in advance” Students must pass all the modules in order to promote to the next academic year.

This section of the booklet contains information regarding Physiotherapy specific modules:

**PHYSIOTHERAPY MODULES IN 1st YEAR**

PHYSIOTHERAPY SCIENCE (PTS)
Aim: This module forms the framework within which the evaluation and treatment techniques to be used in physiotherapy are learnt in a systematic and logical manner. The content of this module is based on the knowledge and skills obtained in the basic natural sciences (physics, chemistry, biology) as well in the basic medical sciences (anatomy, physiology). This module will enable you to execute techniques in a precise and organized manner as well as to understand and analyze the effects of techniques.

Outcomes:
On completion of this module the student should be able to/ have:

- integrate the theoretical concepts and principles of the basic (physics, chemistry, biology) and biomedical (anatomy, physiology) sciences in the context of physiotherapy science
- understand the impact of the normal biological life cycle changes on the functioning of the musculoskeletal, neurological and cardiopulmonary systems, among others
- in-depth and systematic knowledge of evaluation methods and outcome measures, to apply them skilfully and to understand their impact on client management
- exhibit broad knowledge and skilful application of specific physiotherapeutic interventions as well as the different approaches that can be followed in handling patients that present with neurological, cardiopulmonary or musculoskeletal problems
- understand the effects of these interventions
- thorough knowledge of the potential dangers/contra-indications of physiotherapeutic interventions
This module comprises the following seven themes:

**THEME 1: Motor Control and Normal Development**
The aim of this theme is to provide you with the necessary knowledge and skills to understand normal development and changes in normal functional movement through the life cycle.

**THEME 2: Movement and Posture**
The aim of this theme is to provide you with the necessary knowledge and skills in order to identify and analyze normal posture and functional movement.

**THEME 3: Ergonomics**
The aim of this theme is to provide you with the necessary knowledge and skills to understand the principles and importance of safe and effective movement (static and dynamic) in terms of the protection of yourself and clients.

**THEME 4: Applied Anatomy**
The aim of this theme is to provide you with the necessary knowledge and skills to correctly identify the normal anatomical structures both on a model and on a radiographic image.

**THEME 5: Biomechanics**
The aim of this theme is to provide you with the necessary knowledge and skills in order to understand and to apply the principles of kinetics (movement) and kinematics (forces) in the analysis and description of joint movement.

**THEME 6: Manual Techniques**
The aim of this theme is to introduce you to the theory of Manual Techniques used in Physiotherapy thus enabling you to appreciate the value manual therapy has as a physiotherapy modality and also to develop the practical skills in order for you to be able to demonstrate specific manual techniques on a model.

**THEME 7: Communication skills (Afrikaans/isiXhosa)**
The aim of this theme is to introduce you to selected languages used by patients on the clinical platform. You will be equipped to conduct a basic physiotherapy interview/conversation in isiXhosa/Afrikaans. This introduction will form the basis for the communication skills assessment in second year (Clinical physiotherapy 2).
PROVISIONS PERTAINING TO PHYSIOTHERAPY SCIENCE 152

**Physiotherapy Science is assessed as follows:**

- Theory will be assessed in the form of 2 written tests and 1 task (Ergonomics) submission
- Practical techniques will be assessed in FUSPE (OSCE) format. There will be 12 stations across 2 assessment opportunities through the year.

(Please refer to the timetable for dates; as well as to the table below).

**Calculation of the final mark (prestasiepunkt):**
A weighted mark from all the assessment opportunities contribute to the final mark as per the progress table below. However, to pass this module, the minimum criteria detailed below must be met.

**PROGRESS TABLE: PHYSIOTHERAPY SCIENCE (PTS) 152**

See timetable for dates

<table>
<thead>
<tr>
<th>TEST OPPORTUNITY</th>
<th>WEIGHT</th>
<th>MARK ACHIEVED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theory test 1</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>Theory test 2</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>Practical 1</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td>Practical 2</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td>Ergonomics Task</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>isiXhosa/Afrikaans communication Examination</td>
<td>Compulsory</td>
<td>(complete/ incomplete)</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Minimum Criteria:**

1. **Theory tests:**
A weighted average mark of 50% or higher must be achieved in the *Theory Tests* in order to qualify for a final mark. Where the weighted average of the theory test is below 50%, the Physiotherapy Science 152 final mark (irrespective of the practical mark) will be adjusted as follows:

- 45% - 49.4% → 45%
- 40% - 44.4% → 40%
- 35% - 39.4% → 35%
- < 35% → 30%

2. **Practical (FUSPE) tests:**
A weighted average of 70% or higher must be achieved in the *FUSPEs* in order to qualify for a final mark. Where the weighted average for the FUSPEs is below 70%, the final mark for Physiotherapy Science (irrespective of the theory mark) will be adjusted as follows:

- 55% - 69.4% → 45%
- 45% - 54.4% → 40%
40% - 44.4% → 35%
< 40% → 30%

3. Language test:
You must pass your isiXhosa/Afrikaans test to gain access to the Physiotherapy Science mark.

*If 2 or more of the above criteria are not met, the final mark for Physiotherapy Science 152 cannot be more than 40%. The lowest mark obtained in either the theory or practical component will determine the student’s documented final mark.*

**PTS 152: Guidelines for class attendance**
There is evidence that class attendance contributes significantly to student success. Additionally, in health sciences, student learning and competency has an impact on patient care. The knowledge and skills acquired during learning opportunities in class is essential for effective patient management during clinical practice. It is therefore compulsory that students attend all practical classes/sessions. The attendance of practical sessions will therefore be monitored by the Division, by means of signing the class attendance register. If monitoring indicates that the student has attended less than 80% of practical sessions (except for category A and B leave -see University Calendar – *Part 1*, p115), *the practical mark generated in the following FUSPE cannot be higher than 70% (irrespective of the actual mark obtained)*.

Attendance and signing the register after practical sessions are compulsory. The signing of the register is the student’s responsibility and if not done, it is accepted that the student did not attend the session.

**General information**
Please see the information regarding Hepatitis immunisation from the University Calendar, *Part 12* (p14, section 5).
DEPARTMENTAL COMMUNICATION POLICY

Communication with students

Students must check their e-mail/SUNLearn announcements on a regular basis. Please make sure that you can receive instant messaging from SUNLearn announcements. Students must check their e-mail/SUNLearn noticeboard on a regular (daily) basis. Important information will be conveyed to students electronically. NB: The Division uses the students’ SU e-mail and not other personal addresses. Some information will also be posted on the general notice board. It remains the student’s responsibility to keep abreast of information distributed in the Division.

Communication with staff

The training of undergraduate students remains the core function of the Division. Therefore, students and their needs are paramount. However, many other demands are made on staff members, which makes it impossible to be available to students at all times. The following mechanisms are available for students to make contact with staff members, and students are urged to make use of these.

- Electronic communication via e-mail. This communication method is very time-efficient and is preferred. Please allow some time for response.
- Lecturers will indicate time-slots available for consultation on their doors. Students are encouraged to make appointments by writing their name in a specific available timeslot. Students are welcome to consult the lecturer during these hours with or without an appointment.
- Students are made aware that some lecturers work part-time and is therefore only available at certain times as indicated on their doors. Students are requested rather to contact these lecturers electronically: Mss Statham, Schmutz, Solomon and Giljam-Enright.

DEPARTMENTAL POLICY ON CELLPHONES

All cell phones must be switched off before class, and must remain switched off. No text message/whatsapps may be sent or received during lectures/practical sessions. Failure to comply may result in the phone being confiscated.
Staff contact details: Dial 021 938, followed by the relevant extension below.

<table>
<thead>
<tr>
<th>Name</th>
<th>TELEPHONE NR</th>
<th>ROOM NR</th>
<th>E-MAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Yolandie Brink</td>
<td>9301</td>
<td>4093</td>
<td><a href="mailto:ybrink@sun.ac.za">ybrink@sun.ac.za</a></td>
</tr>
<tr>
<td>Ms Marlette Burger</td>
<td>9303</td>
<td>4098</td>
<td><a href="mailto:mbu@sun.ac.za">mbu@sun.ac.za</a></td>
</tr>
<tr>
<td>Ms Sibulele Buthelezi</td>
<td>9037</td>
<td>4100</td>
<td><a href="mailto:sibulele@sun.ac.za">sibulele@sun.ac.za</a></td>
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<tr>
<td>Ms Marli Enright</td>
<td>934 6315</td>
<td>BL 9617</td>
<td><a href="mailto:menright@sun.ac.za">menright@sun.ac.za</a></td>
</tr>
<tr>
<td>Ms Dawn Ernstzen</td>
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<td><a href="mailto:dd2@sun.ac.za">dd2@sun.ac.za</a></td>
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<td>Mr D Fisher</td>
<td>9502</td>
<td>4095</td>
<td><a href="mailto:dominic@sun.ac.za">dominic@sun.ac.za</a></td>
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<tr>
<td>Prof Susan Hanekom</td>
<td>9496</td>
<td>4096B</td>
<td><a href="mailto:sdh@sun.ac.za">sdh@sun.ac.za</a></td>
</tr>
<tr>
<td>Prof Quinette Louw</td>
<td>9861 / 9667</td>
<td>1008</td>
<td><a href="mailto:qalouw@sun.ac.za">qalouw@sun.ac.za</a></td>
</tr>
<tr>
<td>Dr Alison Lupton-Smith</td>
<td>9084</td>
<td>4086</td>
<td><a href="mailto:aluptonsmith@sun.ac.za">aluptonsmith@sun.ac.za</a></td>
</tr>
<tr>
<td>Mr Mongezi Mbbebe</td>
<td>9037</td>
<td>4100</td>
<td><a href="mailto:mmbebe@sun.ac.za">mmbebe@sun.ac.za</a></td>
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<tr>
<td>Ms San Schmutz</td>
<td>9084</td>
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<td><a href="mailto:msschmutz@sun.ac.za">msschmutz@sun.ac.za</a></td>
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<td>9617</td>
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<td><a href="mailto:sbs@sun.ac.za">sbs@sun.ac.za</a></td>
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<td>Reception</td>
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<tr>
<td>Ms Petula Solomon</td>
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<td><a href="mailto:psolomon@sun.ac.za">psolomon@sun.ac.za</a></td>
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<tr>
<td>Mr Adnil Titus</td>
<td>9083</td>
<td>4102</td>
<td><a href="mailto:atitus@sun.ac.za">atitus@sun.ac.za</a></td>
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<tr>
<td>Dr Marianne Unger</td>
<td>9302</td>
<td>4084</td>
<td><a href="mailto:munger@sun.ac.za">munger@sun.ac.za</a></td>
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<tr>
<td>Ms Helene van der Walt</td>
<td>9300</td>
<td>4096C</td>
<td><a href="mailto:hvdw@sun.ac.za">hvdw@sun.ac.za</a></td>
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<tr>
<td>Ms Ursula van Wyk</td>
<td>9037</td>
<td>4100</td>
<td><a href="mailto:uvanwyk@sun.ac.za">uvanwyk@sun.ac.za</a></td>
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<td>Ms Leone Williams</td>
<td>9503</td>
<td>4097</td>
<td><a href="mailto:leonie@sun.ac.za">leonie@sun.ac.za</a></td>
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<tr>
<td>Mr Cameron Reardon</td>
<td>9835</td>
<td>4090</td>
<td><a href="mailto:cameron@sun.ac.za">cameron@sun.ac.za</a></td>
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<tr>
<td>Ms Noelene Fobian</td>
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<td><a href="mailto:nfobian@sun.ac.za">nfobian@sun.ac.za</a></td>
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<tr>
<td>Ms Rentia Maart</td>
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<td>Mr Kamir Baldeo</td>
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PHYSIOTHERAPY TERM DATES: 2020

<table>
<thead>
<tr>
<th>1st term</th>
<th>2nd term</th>
<th>3rd term</th>
<th>4th term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recess</td>
<td>30 March – 26 June</td>
<td>30 March – 26 June</td>
<td>23 March – 19 June</td>
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<tr>
<td>2nd term</td>
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<td>3rd term</td>
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<tr>
<td>3rd term</td>
<td>13 July – 4 September</td>
<td>20 July – 4 September</td>
<td>13 July – 18 Sept</td>
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<td>Holiday</td>
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</table>
TYGERBERG CAMPUS: STUDENT SUPPORT

The Division takes part in existing Stellenbosch University programmes on offer for undergraduate student support. See Faculty of Medicine and Health Science’s Student Support Booklet for support provided on Tygerberg Campus.

http://www.sun.ac.za/english/faculty/healthsciences/SupportServices/home

Contact person: Ms Burger

CLASS COORDINATORS

Each year group shall be allocated to lecturers that will serve as their Class Coordinators.

Role of the coordinator:

- On a quarterly basis arrange one meeting with the class representative to discuss academic or any other class issues and keep records were applicable. The Student Support Lecturer (MB) may be asked to attend these meetings.
- Serve as a contact and referral person for students who are experiencing problems with academic work and/or personal matters [students will be referred to Centre for Student Counselling and Development (CSCD) or Campus Health Services (CHS)].
- May serve as a representative (of the student) if the student is involved in remedial action.
- Can be available (or refer to other lecturers) for the writing of motivations for bursary applications, if these are requested.

Responsibilities of the students

- It will be the students’ responsibility to keep track of their academic performance. Students’ that are underperforming need to make timeously appointments with the lecturers responsible (e.g. 1st and 2nd years: lecturers teaching PTS’s themes; 3rd years: APT: Dr A Lupton-Smith, clinical module: Ms Solomon; or the Class Coordinators)
- Please note that students need to take responsibility for their own academic career. Students who perform poorly in tests or who, based on reports from lecturers, seem to be absent from class will not be policed or contacted.
- Students that need to interrupt their academic year or feel that they may be “at-risk” of discontinuing their studies need to schedule an appointment with the Class Coordinators to discuss the way forward. The Undergraduate Program Coordinator (Dr D. Ernstzen), the Head of the Division (Prof Hanekom) and the Student Support Lecturer (Ms Burger) may be asked to attend the meeting(s).

Contact Details of 1st Year Class Coordinators

Dr M. Unger E-mail: munger@sun.ac.za
Mr. D Fisher E-mail: dominic@sun.ac.za
FACULTY OF MEDICINE AND HEALTH SCIENCES

PROVISIONS REGARDING LEAVE OF ABSENCE

There is proof that class attendance and student success correlate with each other. Because of the impact that student learning in health sciences has on patients, the attendance of all contact sessions is considered to be compulsory. The attendance of all sessions where practical skills are acquired, may be monitored appropriately.

These faculty-specific provisions should be read in conjunction with stipulations regarding “Leave from classes and/or tests” as found in the SU General Calendar, Part 1).

Students are to apply for leave of absence from all sessions where practical skills are acquired, which include:

- All practicals during theory blocks
- All clinical rotations
- All assessment opportunities (e.g. tests and examinations)

Application forms are available at the office of the Deputy Registrar (Tygerberg Campus), room 1038, Clinical Building or at the Examination Office (Tygerberg Campus), room 1050, Clinical Building. Application forms can also be obtained from salot@sun.ac.za.

Supporting documents

Leave of Absence applications must be accompanied by a medical certificate which complies with the following requirements and contains the following information:

- Name of the patient/student;
- Date and time of medical examination;
- An indication that the certificate has been issued after a personal observation (excludes telephonic consultation or communication) of the student by a suitably registered health care practitioner;
- Confirmation that the student will not be able to or was not able to attend class, or take the assessment(s) or carry out the class work, due to the illness; and
- Any other information which, in the judgement of the practitioner would be required or relevant.

The University reserves the right to request the prognosis and further information of the practitioner and it accepts in good faith that the student will not unreasonably deny permission in this regard.

The following general rules apply for the handing in/handling of medical certificates:

- A medical certificate connected to the absence from an assessment (with the exception of modules that are assessed in terms of the examinations policy) or to the late submission of an academic assignment, will only be considered if it has been issued within 24 hours from the time the assessment occurred or the submission date of an academic assignment (unless the certificate explicitly states why
it could not be issued within 24 hours), and handed in within 48 hours after the assessment date or the submission date of the academic assignment;

- Medical certificates issued by family members will not be accepted;
- Medical certificates issued by Primary Care Nurses may be accepted; and
- In cases of mental health conditions, only medical certificates issued by psychiatrists, medical practitioners and registered clinical psychologists will be accepted.


Leave of absence applications to miss academic activities due to participation in an international/national sports event, official SU-recognised co-curricular activities, and compulsory cultural or religious events must be accompanied by an official invitation or notice of the event.

**Leave of absence from tests or examinations**

It is solely the student’s responsibility to inform the University about their illness or other circumstances. The Examination Office (Tygerberg Campus) must be notified (telephonically [(021) 938 9309/ 9142] / personally [room 1050, Clinical Building] or in writing be e-mail to cschroeder@sun.ac.za / nothemban@sun.ac.za) before or on the day of the test or examination if a student is unable to take the test or examination; access to the sick or deferred test or examination may be denied if a student does not comply with this stipulation.

A medical certificate or other supporting documentation, as well as the Leave of Absence form for deferral of tests or examinations, must be submitted to the relevant lecturer or divisional/departmental administrator as soon as possible (preferably within 48 hours after the test or examination). The administrator or lecturer should inform the student/s who have obtained leave of absence for a specific test or examination of the approval and arrangements for the deferred assessment. Copies of approved LOA applications for assessments should be submitted at the office of the Deputy Registrar (Tygerberg Campus), room 1038, Clinical Building or at the Examination Office (Tygerberg Campus), room 1050, Clinical Building.

As a general rule, deferred tests and examinations will be conducted as soon as possible after students are able to resume academic activities (preferably within 5-10 working days).

**Please note:** Access to sick or deferred tests or examinations will not be granted to students who participate in an assessment opportunity and afterwards claim that they have been ill or unable to function optimally during the assessment.

**Leave of absence in the case of compulsory classes, practicals or clinical rotations**

In cases where compulsory academic activities, such as compulsory classes, practicals or clinical rotations, have been missed, the same procedure as described above will apply, except that the completed leave of
absence form with supporting documentation, whether a sick certificate or other document, must be recommended by the lecturer/module chair for final approval by the programme coordinator and then be submitted to the office of the Deputy Registrar (Tygerberg Campus).

Please also refer to the examination and promotion stipulations of the relevant academic year for information on the implications of missing compulsory academic activities without official leave of absence.

1 October 2019

It is very important that students familiarise themselves with the categories for leave of absence as per SU guidelines (see US Calender Part 1 pg 115-117).

PHYSIOTHERAPY SPECIFIC ARRANGEMENTS:

Absence from class (theory and practical) and/or tests

Where a student is absent due to ill health (category A leave, see US Calender Part 1, pg 116), the student is required to notify Ms S Buthelezi of the Division of Physiotherapy telephonically (021 9389037) or by e-mail (clinicalphysio@sun.ac.za) as well as the responsible lecturer by email on or before the day of absenteeism from class or the test/exam. The student must submit a medical certificate to Ms S Buthelezi in room 4100 or via e-mail (clinicalphysio@sun.ac.za). Refer to University Calender Part 1 pg 116 as well as the section above for the requirements of the medical certificate.

Where a student is absent for other reasons (other category B leave, e.g. death of a close relative/testifying in court), the student should notify Ms S Buthelezi of the Division of Physiotherapy telephonically (021 9389037) or by e-mail (clinicalphysio@sun.ac.za) as well as the responsible lecturer by email on or before the day of absenteeism from class or the test/exam. The student must submit the documentation within 48 hours of the day of absenteeism from class or test. The supporting documents must be submitted to Ms S Buthelezi in room 4100 or by email (clinicalphysio@sun.ac.za).

If the student fails to submit a medical certificate/ death certificate/supporting documents, (s)he will not receive any class mark for the particular test/exam opportunity, nor be afforded the opportunity to write a sick test/exam. Where the student is unable to write a test or exam due to ill health/the death of a relative/testifying in court, a sick or deferred test/exam shall be conducted as soon as the student is able to resume academic duties.

Absence due to sport

Where a student is absent due to sport (category A and category B leave; see US Calender Part 1 pg 115-117, (s)he is required to submit a formal application to the Assistant Registrar (Tygerberg campus) three weeks in advance. Formal application forms are available from the office of the Assistant Registrar.
Should the application be approved, it shall be the student’s responsibility to make satisfactory arrangements with the lecturers concerned regarding work (classes/tests/exams) missed during the period of absence. Lecturers will as far as possible accommodate the student with arrangements regarding outstanding work (classes/tests/exams) but are under no circumstances obligated to repeat theory and/or practical lectures for the student.

**Absence from class without any formal apology (category C leave)**

Attendance registers will be circulated in practical and theory classes. Should module coordinators or lecturers note in the course of an academic year that students tend to stay away from class without a formal apology (category A and category B leave):

- the student will be referred to his/her Class Coordinator (1st, 2nd or 3rd year) or 4th year advisor. The issue of absence will be discussed and put on record.
- The student may be referred to the Centre for Student Counselling and Development (CSCD) or Campus Health Services (CHS).

If the student continues to stay away from class (theory and/or practical), (s)he will be required to meet with the head of the Division of Physiotherapy and Ms Burger (Student Support) in order to discuss the pattern of absenteeism. The student will also receive a written warning. Should the pattern of absenteeism continue, the student will be referred to the head of the Department of Health and Rehabilitation Health Sciences, who shall be entitled to report the student to the Registrar, depending on the circumstances.

**Section 12 of the Calendar Part 1, pg 118 states:**

“If, in the course of the academic year, lecturers find that a student’s work is unsatisfactory or that he does not attend classes, they may refer the matter, if such student has been called in and warned but fails to respond, to the dean concerned or to his delegate and leave it at their discretion to decide whether the parents or guardians of such student are to be notified. (see also “General Provisions of the chapter on “University Examinations”).

Therefore: 1) Report to the Dean and/or CUT; 2) The student's parents/guardian may be notified Additionally: 1) the student may not be awarded any class mark in the particular module(s), nor be allowed to write any further tests/exams in the module; 2) the student may not be allowed to continue with the module in the particular year.

The signing of the attendance register during classes and practical sessions is the responsibility of the student and if the register is not signed by the student, it is assumed that the student did NOT attend the particular class/session. Please note the rules and consequences regarding absenteeism from Physiotherapy Science and Applied Physiotherapy.
Marks below 50%

Arrangements
Students who fail any test/assignment shall be responsible for discussing this with the particular lecturer to obtain advice and support in order to improve.

Action
The student must consult his/her class coordinator.

DIVISIONAL TEST ARRANGEMENTS

Test date switches
Please note that no test dates may be switched around. Great care is taken in planning test dates, and switches shall not be permitted. The test dates will be indicated in the programme.

Theory tests
- Tests cover all the work dealt with up until the test date indicated in the programme. All Physiotherapy knowledge serves as prior knowledge for learning new techniques and theory, and cannot be acquired or assessed as stand-alone units.
- There will be no final assessment on any theme, which means that any theme may crop up in any of the test opportunities (theory).
- The student remains responsible to register as a computer user at GERGA
- The venue will be indicated on the notice board, SUNLearn or via email.

Practical tests
- There will be no final assessments on any of the themes, which means that any theme can crop up in any of the test opportunities (practical).
- Students must wear blue shorts and a white shirt for practical test opportunities.
- Practical tests are conducted in groups. On the day of the test, all students report at the venue as indicated. From this central venue, the groups shall be taken to the test venue. Students may leave the exam room once they have completed the practical. While waiting their turn, students may use the opportunity to prepare for the test opportunity in an orderly fashion. No cell phones shall be permitted in the room.
- Practical test opportunities are conducted in FUSPE format. There will be 12 stations assessed over the period of the semester. Various techniques will be assessed, spending approximately 5 minutes at each station. Students rotate through all stations.
• A timetable will be placed in the waiting area on the morning of the FUSPE. It will only be made available once ALL phones/electronic devices are handed in.

**Guidelines for disclosing marks after assessment (only for marks which are administered by the Physiotherapy Division)**

1. During the academic year marks are announced via the notice board and/or SUNLearn gradebook as soon as possible after the assessment opportunity for assessments which form part of flexible assessment. The marks will be on the notice board for a timeframe of 2 weeks. The student should make sure that these marks are accurate, according to the answer scripts received.

2. For marks related to modules, which are assessed via examination, the class mark will be available via the notice board and my.Sun as soon as possible. The final mark will only be displayed on the notice board after the divisional examination committee meeting has ratified the marks and the marks have been captured on the University’s central system and finalized. At this point, final marks can also be viewed via my.Sun.

3. For the last assessment opportunity in a module which forms part of flexible assessment, the same rule as for the final mark in examination applies (see above nr 2). The final mark of the module will only be displayed on the notice board after the divisional examination committee meeting has ratified the marks and the marks have been captured on the University’s central system and finalized. At this point, final marks can also be viewed via my.Sun. This rule also implies that no marks for the last assessment will be displayed on the notice board – only the final mark (see section in Assessment policy).

   “In the flexible assessment system, the relationship between assessment during the course of the module and end assessment is determined at module level, subject to the stipulations of the General Yearbook. The distinction between an end exam and an end test thus disappears and there is just a single concept of end assessment.”

   “A distinction is made between "tests" (or assessments that are formative in nature and/or contribute to a continuous assessment mark or a class mark) and "examinations", which take place at the end of a semester/academic year and have pass/fail implications.

4) If an external examiner is also marking the assessment opportunity, then the same principle applies as for the end assessment opportunity and in addition, the assessment scripts will not be made available to the students. (See US Calender Part 1 pg 122/123)

5) Students can arrange with staff for feedback session on their end assessment scripts at the beginning of the following year – theory scripts will be given to students. However, examiner documentation for the clinical block tests will not be provided to students (see external examiner rule in nr 4) – verbal feedback will be provided by the Clinical Module coordinator.
Guidelines in terms of supplementary assessment opportunities where flexible assessment is implemented

1. Only one supplementary assessment opportunity will be provided.

2. The supplementary assessment (sick test) will be completed as soon as possible, preferably 5-10 days after the assessment; but before the next test opportunity.

   See US Calender Part 2 pg 48

The following rules apply to absence during assessments:

• If you become ill during the assessment opportunity in a module, you must complete the assessment session.

• If you become ill before the assessment opportunity in a module, you are strongly advised to write the supplementary assessment opportunity (sick test).

• If you provide substantiating evidence that you could not take the assessment due to illness or for any other valid reason, you may use the supplementary assessment as the first and only assessment opportunity in the module concerned.

• If you cannot use the supplementary assessment opportunity for any reason, no further opportunities will be allowed and you will have to register for the module again in the following year.
Please refer to the following policies and guidelines:

Policies, Guidelines, Rules and Regulations

» Faculty of Medicine and Health Sciences 2018 Language Implementation Plan
» Protocol: Potentially Impaired students (Standard Operating Procedure)
» Protocol: Students with alleged substance abuse
» Code of Conduct for Community Based Education
» Prophylaxis Fund for Undergraduate Students Exposed to Needle-Prick Injuries and Infected Body Fluids
» Safety Guidelines for Clinical Education in the Community
» Reporting an Incident
» Student Diversity on Clinical Training Platform
» Student Emergency Guideline
» Student Tuberculosis Risk Reduction Guideline (Operational Summary)
» Student Tuberculosis Risk Reduction Guideline (Comprehensive Document)

Immunity-compromised students at risk of infectious diseases*

Students who may be at increased risk of acquiring infections in hospital or at decentralised training platforms are encouraged to disclose this confidentially to their programme coordinator in order to receive appropriate support. At the same time, students are urged to minimise risk by adhering to the standard infection prevention and control measures as well as the specific contact and respiratory precautionary measures applicable to all health care workers.

*Examples of conditions may include hypogammaglobulinaemia, complement deficiencies, T and B cell deficiencies, chronic corticosteroid use, organ transplant, cancer and chemotherapy, HIV infection, poorly controlled diabetes mellitus, monoclonal antibody treatment and other biological agents.
STANDARD OPERATING PROCEDURES FOR INDIVIDUAL STUDENT RELATED GRIEVANCES AND/OR COMPLAINTS

Definitions:
* “Complaint: Student is displeased and feels that the agreement has not been kept in providing an educational service. Student is not looking for personal remediation but hopes that improvements will be made on a particular policy, procedure, or practice; student looks for future gain for self and/or others. Students' complaints are in the spirit of program development.
* Grievance: Student makes a formal allegation that a wrong has been committed and seeks action from the academic administrators. The student is asking for some type of remediation.”


INTRODUCTION
This SOP provides a framework for undergraduate students to lodge a complaint or a grievance against either decisions or actions that were made by physiotherapy academic staff or situations occurring within the physiotherapy classroom or clinical placement. This procedure will assist to resolve complaints/grievances in a satisfactory manner. Students must lodge complaints/grievances individually and not as a group/collective effort.
The earlier communication is made, the more likely the situation will be satisfactorily resolved.

1. Student-Related Complaints will be handled as follows:
   A. Informal Complaint and Resolution (within 2 weeks of the event)
      Students are encouraged to speak directly with the lecturer most concerned with or responsible for the situation that is the cause of the complaint. If this communication does not lead to a resolution, or such a discussion is not deemed appropriate, the student may lodge a verbal informal complaint with the student’s class coordinator/ or any of the staff members working at the Physiotherapy Division. (These complaints can be managed via e-mail or a face-to-face meeting). The situation will be dealt with sensitively and confidentially.
      If the student is not satisfied with the decision and/or attempts at resolution, he/she may go on to make a formal complaint (see “route B” below).
      If the student is not satisfied with the informal resolution, the student has the option to register a formal written complaint within 30 days of the event that triggered the complaint. This complaint must be forwarded/submitted to the specific module coordinator (Physiotherapy Science; Research Methodology, Clinical Physiotherapy, Applied Physiotherapy); the student’s class coordinator/ or any of the staff members working at the Physiotherapy Division. Acknowledgement of the complaint will be confirmed within 2 working days. The module coordinator/ student’s class coordinator/ or staff members will review the matter presented by the student and determine the action that is required. The student will be notified within 10 working days of the formal complaint and a written determination, including any proposed resolution, will be included.
   
   B. Formal Complaint
      If a student does not consider route A, the student must register a written formal complaint within 14 days of the event that triggered the complaint. This complaint must be forwarded/submitted to the specific module coordinators (Physiotherapy Science; Research Methodology, Clinical Physiotherapy, Applied Physiotherapy); the student’s class coordinator/
or any of the staff members working at the Physiotherapy Division. Acknowledgement of the complaint will be confirmed within 2 working days. The module coordinator will review the matter presented by the student and determine the action that is required. The student will be notified within 20 days of the informal complaint and a written determination, including any proposed resolution, will be included.

**FORMAT OF WRITTEN COMPLAINT:**
The written complaint should contain (at a minimum) the date and time of the alleged conflict or action/incident; the nature (summary) of the complaint; the reason(s) for the complaint; if applicable a list of other persons who may provide information; and any appropriate documentation. The student must also include proposed resolution or outcome he or she is seeking. If applicable, any previous attempts to resolve the issue should also be described.

**ADMINISTRATION**
A complete record of formal complaints will be kept by the relevant undergraduate administrator. Records of the final outcome of all formal complaints will also be stored in a centralized database and the student’s file.

**TYPES OF COMPLAINTS/GRIEVANCES THAT MAY BE LODGED**
Only student-related complaints/grievances limited to the following matters may be lodged:

1. those that adversely affect the student in a personal and/or academic capacity
2. or involve a misapplication or misinterpretation of University policy, regulation, or rule, or a violation of government law.

**Concerns regarding service modules**
Complaints/grievances related to service modules (i.e. Anatomy, Physiology, Pathology, and Pharmacology etc.) must be directly referred to the coordinator of that particular department (Pathology concerns may be referred to Ms Rina vd Merwe/ Physiotherapy Administrative Staff)

**ACTION from the Division ON a Formal Complaint/grievance:**
The Module Coordinator/ the student’s class coordinator / or any of the staff members working at the Physiotherapy Division will notify the Undergraduate Program Chair and request any information or documentation needed from the appropriate lecturers to resolve the complaint/grievance. The Module Coordinator/ the student’s class coordinator/ or any of the staff members working at the Physiotherapy Division will attempt to resolve the complaint/grievance by encouraging discussion between the student and the staff member/or student(s) most concerned with or responsible for the situation that is the cause of the complaint/grievance.

If deemed appropriate and beneficial to the process, these discussions between the concerned parties may be facilitated by the Undergraduate Chair and/or Head of Division.

If the student is not satisfied with the outcome of the complaint, the Head of Division will take the complaint to the Head of the Department of Health and Rehabilitation Sciences.

**References**
*Thomas Edison State University’s*
http://www.tesu.edu/academics/catalog/Student-Complaint-Policies-and-Procedures.cfm

*NC STATE UNIVERSITY*
https://policies.ncsu.edu/regulation/reg-11-40-01
http://www.utc.edu/student-development/resources/complaint.php

The University of Tennessee Procedure
### PHYSIOTHERAPY COMPLAINTS COMMUNICATION PATHWAYS

<table>
<thead>
<tr>
<th>COMPLAINTS</th>
<th>COMMUNICATION PATHWAY</th>
<th>Procedure to Resolve Grievance/Complaint</th>
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<tbody>
<tr>
<td><strong>Complaint Type</strong></td>
<td><strong>Path of Communication</strong></td>
<td><strong>Grievance/Complaint</strong></td>
</tr>
<tr>
<td><strong>Informal Complaint (Route A)</strong></td>
<td>Relevant Lecturer</td>
<td>The student is encouraged to approach the lecturer/person involved directly</td>
</tr>
<tr>
<td></td>
<td>Student class coordinator (OR any of the staff members working at the Physiotherapy Division)</td>
<td>If this communication does not lead to resolution, the complainant is advised to approach the student advisor.</td>
</tr>
<tr>
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<td>The student is encouraged to approach the lecturer/person involved directly</td>
<td>If the student is still not satisfied with the informal resolution process, the student has the option to lodge a formal complaint</td>
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<td>See Route B</td>
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<tr>
<td><strong>Formal Complaint (Route B)</strong></td>
<td>Written Complaint</td>
<td>Student must submit a written complaint within 14 days of event in question</td>
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<tr>
<td></td>
<td>Relevant Module Coordinator (OR student class coordinator/ OR any of the staff members working at the Physiotherapy Division)</td>
<td>The complaint must be forwarded to the relevant module coordinator</td>
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<td></td>
<td>The module coordinator must acknowledge receipt of the complaint within 2 working days.</td>
</tr>
<tr>
<td></td>
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<td>If deemed appropriate and beneficial to the process, these discussions between the concerned parties may be facilitated by the Undergraduate Chair and/or Head of Division.</td>
</tr>
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<td></td>
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PLAGIARISM

Policy and procedure for students of the Faculty of Medicine and Health Sciences, Stellenbosch University. Please see the SU Policy on Plagiarism:


DEFINITION:

“[T]o copy (ideas, passages of text, etc.) from someone else’s work and use them as if they were one’s own.” Chambers 21st Century Dictionary (Robinson and Davidson (eds). 1996, Edinburgh: Chambers, p. 1059)

“[S]tealing somebody’s work or idea, copying what somebody else has written or taking somebody else’s idea and trying to pass it off as original.” Encarta’s World English Dictionary (1999, London: Bloomsbury, p. 1440)

“[T]he taking and using as one’s own ... the thoughts, writings, or inventions of another.” Shorter Oxford English Dictionary (1980, Oxford: Clarendon Press, p. 1596)

This includes using material from websites without acknowledging the source. The paraphrasing of sentences or paragraphs without proper referencing is also regarded as plagiarism.

GUIDELINES TO LIMIT PLAGIARISM

Declaration

Every year during registration, all students will be expected to sign a declaration in which they state that they understand what plagiarism is, that they understand the Faculty of Medicine and Health Science’s policy on plagiarism, and that all work they will be submitting during the year will be their own, unless indicated otherwise through proper referencing.

All research and/or assignments submitted with a view to receiving awards or honorary colours will be regularly subjected to an online search engine such as Google (http://www.google.co.za) or Turnitin (http://www.turnitin.com) in order to detect plagiarism.

In modules where students are expected to submit assignments or essays, such work will be subjected to the abovementioned process at random.

DISCIPLINARY PROCEDURES

Should plagiarism be found, the disciplinary procedures as stipulated in Part I (“General”) of the yearbook for 2016 will be followed.
An interdisciplinary committee will convene to hold an inquiry into the matter. The committee will consist of the assessor/supervisor, one member of either the student’s own department (postgraduate) or the module programme committee (undergraduate), one member of the Unit for Bioethics and two members of the Faculty.

Following the inquiry, this committee will recommend disciplinary action in accordance with the yearbook and in proportion to the gravity of the contravention. This recommendation will be sent to Stellenbosch University’s disciplinary committee.

FOR EACH WRITTEN ASSIGNMENT SUBMITTED, STUDENTS WILL ALSO NEED TO COMPLETE A PLAGIARISM DECLARATION, AND ATTACH THIS TO THE ASSIGNMENT.

Faculty of Medicine and Health Sciences
Stellenbosch University

DECLARATION ON PLAGIARISM

<table>
<thead>
<tr>
<th>Name:</th>
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<tr>
<td>Student number:</td>
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<td>Course:</td>
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I hereby declare that I understand what plagiarism entails, namely using someone else’s work and presenting it as my own, without acknowledging the source in the correct manner.

I understand the plagiarism policy of the Faculty of Medicine and Health Sciences at Stellenbosch University.

I realise what the consequences would be should I commit plagiarism in any work presented for degree or award purposes during my course.

I declare that, unless indicated otherwise, all work presented for each aspect of my course will be my own, and that I will acknowledge the source in the correct manner where I make use of someone else’s work.

........................................
Signature

........................................
Date
UNIFORM

REGULATIONS
The regulations are effective from the first day of arrival on Tygerberg campus in January 2016.

Ladies’ uniform
Yunisha Fashions style no 010 scrubs
Navy trousers
Navy fleecy zipper jacket or navy cardigan
**ONLY** navy or black tops may be worn under scrubs. **NO** white tops.

Men’s uniform
White cotton collar shirt
Navy trousers
Navy fleecy zipper jacket or cardigan

Shorts must **touch the patella (knee cap).**

Black/navy shoes with straps around the heel; navy stockings; no socks with shorts. Shoes must be comfortable with thick, low heels; **no** sandals, running shoes or Crocs.

NAME TAGS are compulsory.

**NO** jewellery apart from wedding/engagement ring and small earrings.

Only translucent (clear) nail polish permitted.

**Only the clothing mentioned above shall be permitted when working in the hospital or community.**
Students who fail to adhere to these regulations shall not be allowed into the hospital or community for training purposes.

**Uniform available from:**

**YUNISHA FASHIONS**
Victoria Rd
Grassy Park
Tel: 021 706 2663 - Ms Ismail
Fax: 021 706 7409
<table>
<thead>
<tr>
<th>Module</th>
<th>Outeurs Authors</th>
<th>Titel, Uitgawe en ISBN</th>
<th>Jaar Year</th>
<th>Uitgewer en Plek Publisher and place</th>
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<tbody>
<tr>
<td>Toegepaste Fisioterapie Applied Physiotherapy</td>
<td>Atkinson, Cou tts &amp; Hassenkamp</td>
<td>Physiotherapy in Orthopaedics: A problemsolving approach (2nd ed) 0443074062</td>
<td>2005</td>
<td>Churchill Livingstone</td>
</tr>
<tr>
<td>Fisioterapie Wetenskap Physiotherapy Science</td>
<td>Norkin &amp; Levangie</td>
<td>*Joint structure and function – A comprehensive analysis (5th ed) 13:978-0-8036-2362-0</td>
<td>2011</td>
<td>FA Davis Co</td>
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<tr>
<td>Toegepaste Fisioterapie Applied Physiotherapy</td>
<td>Pryor Hough</td>
<td>Physiotherapy for Respiratory and Cardiac Problems (3rd ed) 044307075x or Physiotherapy in Respiratory Care (3rd ed) 0748740376</td>
<td>2001 &amp; 2002</td>
<td>Churchill Livingstone</td>
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*Ebook available
### Recommended books for 2020

<table>
<thead>
<tr>
<th>Module</th>
<th>Outeurs</th>
<th>Titel, Uitgawe en ISBN</th>
<th>Jaar</th>
<th>Uitgewer en Plek Publisher and place</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fisioterapie Wetenskap II Physiotherapy Science II</td>
<td>Hislop, Montgomery</td>
<td>Daniels &amp; Worthington’s Muscle testing techniques and manual examination 7th Ed 0721692990</td>
<td>2002</td>
<td>Philadelphia, PA Saunders</td>
</tr>
<tr>
<td>Toegepaste Fisioterapie Applied Physiotherapy</td>
<td>Lumley, John SP</td>
<td>Surface Anatomy - The anatomical basis of clinical examination</td>
<td>2002</td>
<td>Churchill Livingstone</td>
</tr>
<tr>
<td>Toegepaste Fisioterapie Applied Physiotherapy III</td>
<td>Division of Clinical Pharmacology</td>
<td>South African Medicines Formulary (SAMF)</td>
<td>2008</td>
<td>Health and Medical Publishing group</td>
</tr>
</tbody>
</table>

*Ebook available*
FACULTY OF MEDICINE AND HEALTH SCIENCES

STUDENT EMERGENCIES

SAFETY
Tygerberg Campus security: 021 938 9507

VEHICLE INCIDENT
Tygerberg Campus Security: 021 938 9507

MEDICAL, SURGICAL, PSYCHOLOGICAL EMERGENCY
Maties ER24: 010 205 3032

SEXUAL ASSAULT CARE
Maties ER24: 010 205 3032

OCCUPATIONAL HIV EXPOSURE
Infectious body fluid exposure: Needle prick/ HIV exposure event:
Tygerberg Hospital Division for Infectious Diseases: 021 938 4487 (bleeper section, Tygerberg Hospital) and ask for the Infectious Diseases doctor on call.
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1. SAFETY ..............................................................................................................................................
2. VEHICLE INCIDENT ..........................................................................................................................
3. MEDICAL, SURGICAL, PSYCHOLOGICAL EMERGENCY ..................................................................
4. REPORTING OF AN INCIDENT ............................................................................................................
5. SEXUAL ASSAULT CARE ......................................................................................................................
6. OCCUPATIONAL HIV EXPOSURE .....................................................................................................

Approved: CUT, 1 October 2019

EMERGENCY SAFETY GUIDELINES

Emergency numbers are listed below. It is the responsibility of students to store these numbers on their personal cell phones as required.

1. SAFETY

   Campus Security: 021 938 9507

- Worcester Campus Security: 023 346 7820
- It is important that students look after themselves and keep themselves as safe as possible. Students have the right to, at any time, raise concerns regarding reasonable safety and the precautionary measures in place at any placement.
- In the event that a student’s safety is compromised, the student/s should leave the area where they are placed, as soon as possible, using the safest route and inform the relevant lecturer or staff member immediately.
- If students become aware of temporary danger to person/s or property in a clinical training area (e.g. because of protests, gang violence, etc.), it is the responsibility of students to consult with SU staff/ lecturer/ module co-ordinators to make alternative arrangements for the completion of the relevant part of the clinical training.
2. INCIDENT WITH FLEET VEHICLE

Campus Security: 021 938 9507

- In the case of theft or an accident, immediately phone Campus Security on 021 938 9507. Additionally you can phone the Vehicle Fleet on 021 938 9349/50/51 (08:00 - 16:30).
- SU fleet vehicles are leased to staff and students for official use e.g. clinical rotations, academic activities, research, sports and cultural purposes. No private trips should be undertaken.
- Drivers must be in possession of a valid driver’s license (which must have been obtained at least one year previously) which must be shown upon collection of keys. Those in possession of a driver’s license for less than one year will be subject to competency testing.
- Drivers receive a trip card which must be completed in full in the case of each vehicle rented. Together with this they receive a key which must be handed in at the booking office on returning the vehicle. If after-hours, place the keys in the slot in the wall of the building on the left-hand side just outside the exit gate.
- Any damage to a vehicle must be reported to the booking office before departure and recorded on the trip card under complaints/defects. After-hours, damage must be recorded on the trip card and reported to the booking office upon return. Locking the vehicle as well as the gear lock, where fitted, is compulsory.
- Should students be involved in an accident with a SU car and negligence on the part of the student can be proven, the student will be held liable for payment of the insurance excess of R 3 000.
- Kindly peruse all SU vehicle car policies which are in the glove compartment on the passenger side. The log book must be completed and a vehicle check must be undertaken at the start of the trip. The student will also be held liable for any damages to the car or property if found negligent.
- Car doors must always be kept locked and items of value, e.g. handbags, laptops, purses and cellular phones and even study material, must always be kept out of sight. Wherever possible, lock up facilities should be provided by the clinic or other institution. If these are not provided, ensure that all valuables/important items are out of sight, preferably locked in the boot of the car. Students should be vigilant about the risk of smash and grab theft through car windows and car hijacking.
- Cars must be parked in the grounds of the clinic or other institution, or as near as possible to the particular place of work or contextual visit and in well-lit areas when working after hours.
- Under no circumstances may students transport patients in private or official vehicles.
3. **MEDICAL, SURGICAL, PSYCHOLOGICAL EMERGENCY**

**MATIES ER24: 010 205 3032**

- ER24 service includes a medical assessment for medical emergencies as well as the services of a trauma counsellor, free of charge.
- Counselling can be face-to-face or telephonic, depending on the need of the student. The medical assessment of a student at the scene is free of charge.
- A fee will be charged if an ambulance has to transport the student to hospital. If the student is not able to pay for that service, financial assistance from the University can be negotiated with the Director of the Centre for Student Counselling and Development.

4. **REPORTING OF AN INCIDENT**

If a criminal offence has occurred, immediately also report it to the local police station (**SAPS: 10111**).

Please report any incident that occurs during your training to ensure that the FMHS may monitor the safety of student placements on the distributed training platform.

Complete the form below within 24 - 72 hours of an incident occurring.

Forms to be used by students to report an incident can be found on the FMHS website under SUNLOC. Go to Safety tab, then Safety Guidelines, then Reporting of an incident.

For Incident Report Form click here

An incident is any occurrence where a student/staff member considers that her/his safety has been compromised, e.g.

- personal injury/harm
- an attempt to injure/harm
- possessions were stolen / damaged / tampered with, or
- an attempt was made to do so

5. **SEXUAL ASSAULT CARE**

**MATIES ER24: 010 205 3032**

Other contact numbers include:

Thuthuzela Care Centre (sexual assault care) at Karl Bremer Hospital: (021) 948 0861
6. **OCCUPATIONAL HIV EXPOSURE**

Tygerberg Hospital Division for Infectious Diseases: 021 938 4487 (bleeper section, Tygerberg Hospital) and ask for the Infectious Diseases doctor on call

Universal precautions are to be applied at all times. Infectious body fluid exposure: Needle prick / HIV exposure event: Please see the Faculty of Medicine and Health Sciences emergency support options that are specifically available to all FMHS students.

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**Student HIV exposure incident**

1. **Wash** skin with water and soap, or rinse mucous membranes with water

2. **Contact the Division for Infectious Diseases:** 021 938 4487 (bleeper section, Tygerberg Hospital) and ask for the Infectious Diseases doctor on call

3. **Post-exposure prophylaxis:**
   - Take TRUVADA and ALUVIA immediately (do not delay for blood draw or results)

   **3.1 Draw blood from source:**
   - HIV (ELISA)
   - Hepatitis B (sAg)
   - Hepatitis C (IgG)
   - Send bloods to NHLS laboratory

4. **Enter post-exposure support system if:**
   - Questions on exposure risk and PEP
   - Adverse reaction on PEP
   - Source: On 2nd or 3rd line ARVs
   - Source: HBsAg positive
   - Exposed: HBsAb titre <10

   Phone Tygerberg Hospital (Division for Infectious Diseases) available 24 hours a day: 021 938 4487 (bleeper section, Tygerberg Hospital) and ask for the Infectious Diseases doctor on call.

**Post-exposure prophylaxis:**

- TRUVADA and ALUVIA are available at all distributed platform training sites (check with SUNLOC)
- Campus Health Services (Sr. Adams)
- ONLY contra-indication is renal failure

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The motivation behind this guideline is provision of support:

1. As a health sciences student, you are already bound by the rules of your particular professional board. [http://www.hpcsa.co.za/Professionals/FitnessToPractice](http://www.hpcsa.co.za/Professionals/FitnessToPractice)

2. Your profession and substance abuse are irreconcilable and if you are guilty of such, you are unfit to practice.

3. In light of the above, you are thus compelled to report yourself or fellow students in case of alleged substance abuse.

4. Professional conduct is not only a requisite of the work situation. It is continuous conduct, at home and in all other social situations.

5. Patients should be protected against potentially compromised health workers.

6. Substance abuse is deemed the use of all illegal substances, the abuse of alcohol and the abuse of script medication and/or over the counter medication.


What should you do? It is your duty to report yourself or any fellow student to the office of the relevant programme coordinator.

What is the next step?

1. Your programme coordinator will contact and see you, and arrange an appointment for you with Campus Health Services (CHS). You will be referred to CHS for evaluation and such evaluation may include urine toxicology, and in the case of alcohol a breathalyser test or a full blood count and liver function tests.

2. Should the CHS establish that you do not have a substance abuse problem, the case will be deemed closed and nothing will be placed on your personal file.

3. Should you indeed test positive for a prohibited substance or evidence of alcohol abuse is present, or if there is evidence of script medication or over the counter medication abuse, you will be given the opportunity to decide on evidenced based treatment of your choice and you will be subjected to random urine toxicology for at least a period of six months, or for the rest of your study period should the university deem it necessary and to your benefit.

4. If you can prove abstinence over the next six months, the case will also be deemed closed and nothing will be placed on your file, but the university reserves the right to do random testing for the rest of your study period.
5. Any absenteeism or non-fulfilment of your clinical duties during your block rotations would be seen as a relapse. If you cannot provide your programme co-ordinator with a valid sick certificate or valid written proof detailing the reason for the non-fulfilment of your duties.

6. If you cannot prove abstinence over the six month period, or relapse at any time thereafter, you will be referred to the faculty’s Internal Health Committee (IHC). (See faculty guidelines for potentially impaired student.) The IHC will evaluate each case individually and propose further treatment. If necessary, the IHC may also recommend that you suspend your studies temporarily. At this point the IHC has an obligation to inform your particular professional board as to your status. This information will at all times be treated confidentially but will reflect in your personal file.


Your responsibilities as student

1. To take ownership of the illness and the recovery process
2. To identify an accountability partner
3. To take ownership of your future
4. To uphold and respect the norms and values of your profession

Any person reporting a colleague:

1. has certain responsibilities
   - Submit report in writing
   - Provide as much evidence as possible
   - If possible provide written corroboration from a 3rd party
2. Will have their anonymity protected

Approved: CUT, 1 October 2019