



# MANAGEMENT OF AGREEMENTS POLICY

**Policy Code: GC4**  
**Version: 1(a)**  
**Approved by: EXCO**  
**Approval Date: 30/07/2018**

<b>Date Reviewed</b>	<b>Version History</b>
31/05/2017	V1
30/07/2018	V1 (a)

# Contents

<b>1. INTRODUCTION .....</b>	<b>3</b>
<b>2. DEFINITIONS .....</b>	<b>3</b>
<b>3. LEGISLATIVE COMPLIANCE .....</b>	<b>4</b>
<b>4. SCOPE .....</b>	<b>4</b>
<b>5. PURPOSE.....</b>	<b>4</b>
<b>6. HIGH LEVEL PROCESSES.....</b>	<b>4</b>
<b>7. PRINCIPLES .....</b>	<b>5</b>
<b>8. RESPONSIBILITIES .....</b>	<b>5</b>
<b>9. ACCOUNTABILITIES .....</b>	<b>5</b>
<b>10. POLICY GOVERNANCE .....</b>	<b>5</b>
<b>11. REVIEW OF THIS POLICY .....</b>	<b>5</b>
<b>12. APPROVAL OF INDUSTRY FACULTY PROCEDURE.....</b>	<b>6</b>
12.1. Stakeholders.....	7
12.2. Version Control .....	7
<b>13. SERVICE LEVEL AGREEMENT PROCEDURE.....</b>	<b>8</b>
13.1. Stakeholders.....	9
13.2. Version Control .....	9

## 1. INTRODUCTION

The Da Vinci Institute is an accredited private higher distance education provider offering qualifications on NQF levels five to ten, which are registered on the Higher Education Qualifications Sub-Framework (HEQSF). This policy forms part of the institutional Integrated Quality Management System and details the principles for ensuring that programme offerings adhere to academic standards and empower students to contribute to the transformation of their communities, society, and the economy of the future. This approach is underpinned by the Business- and Community-based Action Learning discourse on the co-creation and distribution of relevant knowledge.

This policy forms part of the set of quality management policies of The Da Vinci Institute for Technology Management.

Da Vinci offers outcomes based, distance education opportunities. The policies and procedures detail the principles and processes that will ensure that learning programme offerings are aligned to the principles of a Mode 2 higher education institution, whilst adhering to the required academic standards and empowering students with the knowledge, skills and values to contribute to their communities, society and economy of the future.

Service Level Agreements (SLA) are agreements between parties intended to have legal significance and involve the transfer of value, such as financial or some other type of benefit flowing from the beneficiary of a transaction. This policy deals with legally binding contracts.

The Institute is committed to ensuring that agreements entered into by stakeholders are given due consideration to the risks, benefits and other relevant requirements and accountabilities.

## 2. DEFINITIONS

<b>Term</b>	<b>Definition</b>
Management	The responsibility for, and control of the institution
Risk Management	The identification, assessment, and prioritisation of risk management.
Safekeeping of records	All documents and recordings related to the disciplinary hearing should be placed in safekeeping. Students have the right to obtain copies of such records at own cost. Documentation will be kept on the personal file of the student for a period of two years.

### **3. LEGISLATIVE COMPLIANCE**

This policy is benchmarked against, and should be read in the context of the relevant legislation underpinning the principles against which institutional policies and operational procedures are developed, implemented and maintained. These include:

- i. Constitution of the Republic of South Africa: 1996
- ii. Higher Education Act (Act 101 of 1997)
- iii. NQF Act, No. 67 of 2008
- iv. SAQA - National Policy and Criteria for Designing and Implementing Assessment for NQF Qualifications and Part-Qualifications and Professional Designations in South Africa
- v. CHE: Higher Education Quality Committee (HEQC) Criteria for Programme Accreditation: November, 2004
- vi. Labour Relations Act (Act 66 of 1995) as amended
- vii. CHE: Distance Higher Education Programmes in a Digital Era: Good Practice Guide.

#### **Da Vinci Policies, Guidelines and Regulations**

All the relevant teaching and learning policies of the institution as per the Quality Management System including:

- i. Policy: Memoranda of Agreement.

### **4. SCOPE**

This policy applies to all its business engagements with all its stakeholders.

### **5. PURPOSE**

The purpose of signing these Agreements is to make sure that all the boundaries and details surrounding The Institute's engagements with its business associates are clearly captured and articulated.

### **6. HIGH LEVEL PROCESSES**

All the parties involved in the business engagements should be clearly outlined in the Agreement and what their responsibilities and accountabilities would be.

Once a Memorandum of Agreement (MOA) has been signed and all the proper material has been submitted and approved by the Academic Board and the

framework ratified by Council, Business Development and other parties sign the contract (SLA).

All SLAs entered into on behalf of the institution must be administered in a way in which:

- 6.1 Delivers clear benefits without incurring undue risks
- 6.2 Incorporate probity, accountability, efficiency and effectiveness.

## **7. PRINCIPLES**

These agreements expire after 5 years and must be reviewed and resigned by both parties by mutual agreement.

## **8. RESPONSIBILITIES**

It is the responsibility of both parties to sign all agreements before starting on any project.

## **9. ACCOUNTABILITIES**

All parties are accountable for all the terms and references stipulated in the Agreement.


## **10. POLICY GOVERNANCE**

The Da Vinci Agreement (SLA) is the main document that governs the relationship and engagements with all signatories on a day to day basis.

## **11. REVIEW OF THIS POLICY**

Regular review and amendment of this policy will be done in line with the approved institutional policies and regulatory requirements. This will take place in consultation with the relevant quality assurance structures at departmental and institutional level, under the auspices of the official custodian of this policy, namely the Executive Dean.

## 12. APPROVAL OF INDUSTRY FACULTY PROCEDURE

Policy Code	A6-P1	Authorised by	Benjamin Anderson
Version	V1	Signature	
Date Approved	2018/07/01		

Date Reviewed	Version History
2018/07/01	V1

### PROCEDURE DESCRIPTION

Process to be followed when industry faculty needs to be approved.

Step	Description	Notes
1	Business Development Manager to have the first initial meeting with the potential Industry Faculty	
2	Business Development Manager to ensure the potential Industry faculty send the necessary requirements as per the Industry Faculty Approval Checklist	
3	Business Development Manager to recommend or decline potential Industry Faculty	
3	Upon recommendation, Business Development Manager and the Dean : Design to meet with potential Industry Faculty to discuss curriculum	
4	Dean: Design to approve Industry Faculty and advise Business Development Manager	
5	Business Development Manager in consultation with the Business Development	

	Executive to ensure a Memorandum of Agreement is drafted	
--	--	--

**12.1. STAKEHOLDERS**

#	Stakeholder
1	Executive: Business Development
2	Business Development Manager
3	Dean: Design

**12.2. VERSION CONTROL**

Procedure Owner	Version #	Date	Reason
Executive: Business Development	001	1 July 2018	

### 13. SERVICE LEVEL AGREEMENT PROCEDURE

Policy Code	A6-P2	Authorised by	Benjamin Anderson
Version	V2	Signature	
Date Approved	28/02/2019		

Date Reviewed	Version History
01/07/2018	V1
20/11/2018	V2

#### PROCEDURE DESCRIPTION

This procedure document will be followed when signing a Service Level Agreement

Step	Description	Notes
1	Business Development Office to draft a formal Service Level Agreement (SLA) on approval of Industry Faculty or acceptance of a Client Proposal	
2	Industry Faculty to agree SLA in principle	
3	Business Development Office then ensures that the SLA is signed and initialled on each page by: Business Development Manager, Registrar, Dean: Teaching and Learning, Finance Manager and the respective Programme Co-ordinator	The Business Development Manager is the custodian of all SLA's, in his absence the Business Development Executive can sign a SLA
4	Upon approval by the Academic Board and ratification by the Council of the framework, the Business Development Office ensures 1 original SLA is received signed and initialled on each page by the Industry Faculty or Client	The Industry Faculty SLA is valid for a period of 5 years Client SLA is valid for the duration of the programme

5	Business Development Office ensures the signed SLA is sent electronically to the Industry Faculty or Client	
6	The Office Manager files the signed document both electronically and in a physical file	
7	The Office Manager ensures that the Programme Co-ordinator receives an electronic copy of the signed SLA	
8	The Office Manager ensures that the Finance Office receives an electronic copy of the signed SLA for invoicing	

### 13.1. STAKEHOLDERS

#	Stakeholder
1	Executive: Business Development
2	Business Development Manager
3	Dean: Teaching & Learning
4	Registrar
5	Finance Manager
6	Office Manager
7	Programme Co-ordinator

### 13.2. VERSION CONTROL

Procedure Owner	Version #	Date	Reason
Executive: Business Development	001	01/07/2018	
Executive: Business Development	002	20/11/2018	Revision

# PROCESS FLOW FOR NEW GROUPS

**Procedure Code:** A6-P3  
**Version:** 2  
**Approved by:** EXCO  
**Approval Date:** 01/09/2022  
**Decision No.:** EXCO60/2022

Date Reviewed	Version History
27/01/2020	V1
19/08/2022	V2

## PROCEDURE DESCRIPTION

This procedure document outlines the Business Development *New Programme Process* to be followed.

Step	Description	Time Frame	Responsible Department / Person
1	Signed proposal - where applicable Including draft proposals and or amended programmes (revised frameworks need Senate approval)		Executive: Business Development (BD)
2	Pricing		Executive: Operations
3	Signed MOA /or NDA - where applicable		Executive: BD
4	Approval of framework		Dean: Design

5	Complete the <b>Handover document</b> on the shared drive	8 weeks before start date	BD - to inform Faculty Coordinator once complete
6	Determine start date and draft schedule	Prior to SLA being signed	BD in consultation with Faculty Coordinator
7	Signed SLA: to be given to Finance and Faculty Coordinator	8 weeks before start	BD
8	Organise a briefing session for all parties involved	8 weeks before start	BD to organise and invite: <ul style="list-style-type: none"> <li>• Head: Academic Programme</li> <li>• Finance</li> <li>• Registry</li> <li>• Dean: Design</li> </ul>
9	Client information needs to be given to Admissions accompanied by signed SLA and framework	8 weeks before start	BD
10	Review and approve the minimum students per group	8 weeks before start	Executive: Governance
11	Screening needs to begin	8 weeks before start	Registry
12	Invoicing	7 weeks before start	Invoicing and Debtors Control

13	Completion of Programme schedule	+/- 3 month before start	Head: Academic Programme & Faculty Coordinator
14	Final payment received from client	2 weeks before start	Invoicing and Debtors Control
15	Handover from Admissions to Teaching & Learning	6 weeks before start as lecturers need to be briefed	Admissions Office
16	Learning material	5 weeks before start date	Design Department
17	Book lecturers	6 weeks before start	Design Department & Faculty Coordinator
18	Lecturer briefing	4 weeks before start	Learning Coordinator's (LC's)
19	Book venue Book tuition, chat and support sessions	4 weeks before start	<ul style="list-style-type: none"> <li>• Head: Academic Programme</li> <li>• Coordinators and LC's</li> </ul>
20	Book and organise welcome session	4 weeks before start	Executive: Secretariat and Events Coordinator and LC's
21	Communication Touchpoints with Internal Team:  1: Initial Communication with T&L as per step 15 providing details of contractual obligations. T&L to provide any communication needs for the students.		Executive: G&S and Executive: S&S

	<p>2: 1 month post roll out, follow-up with T&amp;L, G&amp;S, Strategy and Stakeholder Management (S&amp;S) and Registry to do a post-mortem of the 1<sup>st</sup> month</p> <p>3. 3 months post roll out, G&amp;S to provide feedback on field observation reports from clients with T&amp;L – any required improvement plans to be put in place</p>		
--	---	--	--