

Procedure for resolving post graduate problems

Post graduate students can encounter numerous problems during their stay at Wits. The process for problem solving must follow certain procedures

- 1) **The supervisor.** This is always the first port of call when it relates to personal or procedural problems. When a supervisor agrees to take on a Masters or PhD post graduate student it is understood that this entails i) discussing funding ii) discussing projects and iii) possible assistance with personal issues.
- 2) For honours students (and Masters by course work students) the **course coordinator** takes on this role. Here the financial issues are not necessarily the domain of the coordinator.
- 3) It is possible that a breakdown in the supervisor–student relationship may occur. When this happens the issues get escalated to the **School post graduate representative**. This staff member will attempt to resolve the issue
- 4) In some Schools this could be the **Head of School**
- 5) Should the issue not be resolved the issue then gets escalated to the **Assistant Dean of Post Graduate Affairs**. All Faculties have an Assistant Dean who looks after issues that relate to post graduate affairs
- 6) Should the problem not be resolved at Faculty level the problem is escalated to the **Director of Post Graduate Affairs** who will then attempt to resolve the issue
- 7) If this is not achieved the problem will get escalated to the **Vice-Chancellor** who will make the final decision

It is important that this process be followed. Most issues can be resolved between a supervisor and a student without escalation. Indeed the supervisor generally can assist to resolve issues such as financial support, accommodation etc. by suggesting the various offices at the University that the student could contact.

To note: the responsibility for funding at the graduate level resides with the student and not the University.

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