



09 February 2021

Dear Students

Official communication regarding developments to improve the Lyceum’s student academic journey and overall experience as the college and the education sector learn to adapt and embrace a ‘new normal’ in higher education studies amidst challenges arising from the global pandemic.

It would indeed be an understatement that the Covid-19 global pandemic has significantly impacted many of our families, communities, our country, and the continent, both in terms of health and finance. While there are a few people around the world that have been exempted from this, the same cannot be said for the vast majority.

The Lyceum leadership team expresses its condolences to those who have tragically lost family members and loved ones during the on-going pandemic. Further, we wish a speedy recovery to those who are currently facing illness because of Covid-19.

PRIORITISING OUR STUDENTS

Given the extraordinary period in which we are living, Lyceum notes and hears the concerns of students and is resolute in responding and actively resolving all issues and queries arising.

As part of the adjustment to the ‘new normal’ since last year, students are requested to please take note of the following:

2020 EXAMINATIONS COMMUNICATION

In April 2020 communication was sent to all students and posted on the website to inform students of the postponement of the May 2020 exams, due to the mandatory National Lockdown Levels 5 and 4 and their respective restrictions at that time, as well as the many uncertainties of Covid-19 and rising infection rates.

It must be noted that the lockdown restrictions prohibited Lyceum’s higher examinations to take place at venues across the country as has historically been the case. With student safety being a priority, plans were made to prepare for alternative online assessment opportunities for the October examination session. All students who

Johannesburg (Head Office),
Success House, 1st Floor, 2 Melle Street
Braamfontein, Cnr Smit & Melle Streets

Tel: 011 712 2000
Email: info@lyceum.co.za
Website: www.lyceum.co.za



registered for the May 2020 examination period were accommodated during the October 2020 examination session.

Many students successfully completed their examinations at the October 2020 examination session as it was evident that a large number would have been unfairly disadvantaged had the May 2020 exams proceeded as originally scheduled.

Conducting examinations was but one of the many challenges posed to our higher education sector by the pandemic, forcing an accelerated phased technology plan which was meant to have been launched in 2021. Commencing in the period March - April 2020 Lyceum had to speedily migrate learning to online in a short period during 2020. This was a challenge the college had to undertake for the sake of progress and curbing any further academic delays as much as was possible.

ONLINE STUDENT PORTAL ACCESS

As part of the ongoing developments, electronic copies of all study materials are currently available on the student portal and have been since the year 2016, then it was referred to as Learner-onLine. Students can immediately access their study materials online as soon as they are registered.



Please note that there is no need for any student to wait for physical copies of their study materials to be sent before they can embark on their studies.

Students are strongly encouraged to continue to access the *myLyceum* online student portal for their learning needs via <https://my.lyceum.co.za/>. Should there be any difficulty experienced in accessing *myLyceum*, please send a What's App to 067 428 3205.

Johannesburg (Head Office),
Success House, 1st Floor, 2 Melle Street
Braamfontein, Cnr Smit & Melle Streets

Tel: 011 712 2000
Email: info@lyceum.co.za
Website: www.lyceum.co.za



THE LYCEUM STUDENT APP

Preparing students to operate in a 21st century professional environment led Lyceum to develop a cutting edge and innovative education app to comprehensively facilitate the student's learning experience. On the app, students can obtain updated and comprehensive information and learning materials on their modules, assessments, contacts, account payments, etc.



If you have not downloaded the Lyceum App it is now available on Google Play for Android devices or Apple Store for iPhone (iOS) devices.

Google Play - <https://play.google.com/store/apps/details?id=com.emotionstudios.lyceum>

Apple Store - <https://apps.apple.com/za/app/lyceum-college/id1538221990>

The app can also be used as a resource for student support, providing students with an alternative method to access student support services. Please also note the contact details at the end of this letter to assist students to receive timely assistance and responses.

COLLECTION OF CERTIFICATES OF COMPLETION

Majority of students who completed their studies in 2019 and the early part of 2020 have already collected their transcripts and certificates. For those that have not yet received their documents, these are also now available and are ready for distribution.

Johannesburg (Head Office),
Success House, 1st Floor, 2 Melle Street
Braamfontein, Cnr Smit & Melle Streets

Tel: 011 712 2000
Email: info@lyceum.co.za
Website: www.lyceum.co.za

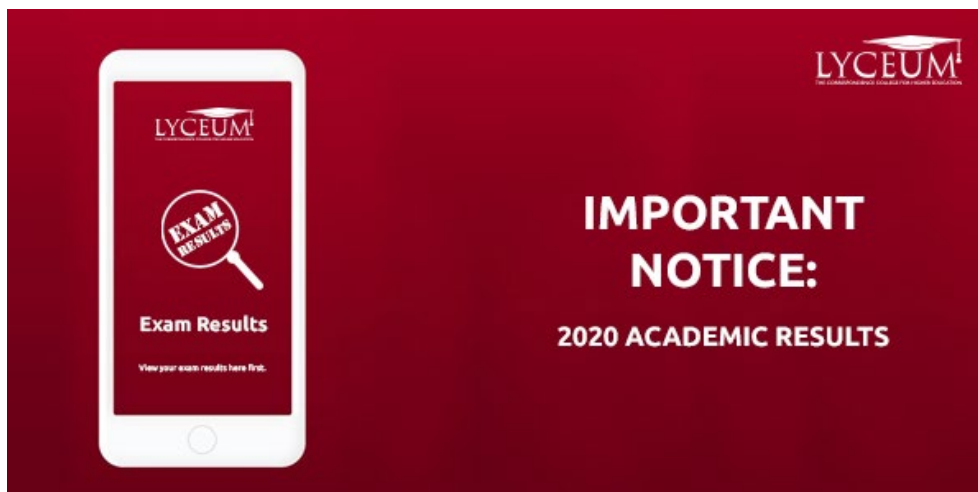


Students not yet in possession of their certificates are urged to confirm their current physical addresses by sending an email to graduate@lyceum.co.za, to have their certificates couriered to them. Kindly note that only certificate queries can be processed via this address. The request for students to confirm their physical addresses is a necessary action as there are several students who have changed their postal address and contact details but have not yet sent these to be updated with the college.

Please note that plans are currently underway to hold a virtual 2021 graduation ceremony.

2020 ACADEMIC RESULTS

The October 2020 examination results were released to all qualifying students. Some results were withheld due to administrative matters.



Lyceum is continuing to finalise a small number of exams that were submitted in incorrect formats.

Statements of results are readily available on the LoL portal and students can print these when they access their results. This service is only available to all qualifying students.

Despite our efforts, we offer our unreserved apologies for the frustrations experienced by our valued students during the unprecedented challenges that the pandemic and various levels of lockdown have posed to our century-old institution of higher learning.

For your convenience, the list of student support services contact details has been included at the end of this communication. We continue to work hard to assist you, by continuous improvements of our internal processes and IT systems to serve YOU better.

Johannesburg (Head Office),
Success House, 1st Floor, 2 Melle Street
Braamfontein, Cnr Smit & Melle Streets

Tel: 011 712 2000
Email: info@lyceum.co.za
Website: www.lyceum.co.za



CONCLUSION

The safety of our students, staff, and their family members remains a top priority for Lyceum College and all higher education institutions as the sector continues to implement a risk-adjusted strategy. We must all remain vigilant and adhere to all the strict safety protocols to protect ourselves, our families, and our communities. Our students are strongly encouraged to understand what is expected of them in following the regulations for each national Lockdown Level to save lives.

Please continue to check the Lyceum website for any official communications to students in this regard and any other relevant information.

Kind regards,

Mr Heino Gehle
Chief Operating Officer

STUDENT SUPPORT SERVICES

1. STUDENT PORTALS

Download the new Lyceum app by following the link below:

- **Google Play** - <https://play.google.com/store/apps/details?id=com.emotionstudios.lyceum>
- **Apple Store** - <https://apps.apple.com/za/app/lyceum-college/id1538221990>
- **Link to myLyceum Student Portal:** <https://my.lyceum.co.za/>

2. WHATSAPP

You can reset your student portal password by sending a WhatsApp message to **0674283205**. Students are urged to save the number to see other portal status updates.

Johannesburg (Head Office),
Success House, 1st Floor, 2 Melle Street
Braamfontein, Cnr Smit & Melle Streets

Tel: 011 712 2000
Email: info@lyceum.co.za
Website: www.lyceum.co.za



3. WEBSITE

- **Webchat:** You can access the online chat on our website www.lyceum.co.za
- **Enquiry forms:** For enquires as an existing student, you can also visit our website and click on “Enquire Now”.

4. EMAIL ADDRESS

- Student Support Services: studentsupportenquires@lyceum.co.za
- Finance Enquiries: financeenquiries@lyceum.co.za
- Study Material Enquiries: studymaterialenquires@lyceum.co.za
- Library Services: library@lyceum.co.za
- Academic Enquiries: academicenquiries@lyceum.co.za
- Work-Integrated Learning (WIL): WIL@lyceum.co.za
- Data Deals: deals@educor.co.za
- Student Portal Enquiries: studentportalenquiries@lyceum.co.za
- Assessment Enquiries: examenquiries@lyceum.co.za
- Submitting Exam Registration Forms: examregistrations@lyceum.co.za
- Submitting of Assignments: lyceumassignments@lyceum.co.za
- For certificate reprint: certificationenquiries@lyceum.co.za
- Submitting of graduation form: graduationenquiries@lyceum.co.za
- Request for Academic Transcript: academictranscripts@lyceum.co.za
- New student enrolments: info@lyceum.co.za

5. TELEPHONE NUMBERS

Line 1: 011 712 2000 (**Head Office**)

Line 2: 086 010 0705 (**National Landline**)

Johannesburg (Head Office),
Success House, 1st Floor, 2 Melle Street
Braamfontein, Cnr Smit & Melle Streets

Tel: 011 712 2000
Email: info@lyceum.co.za
Website: www.lyceum.co.za