

LYCEUM CONTACT LIST 2024

We want you to know that you are not alone during your time at Lyceum. At every turn and step of the way, there are various channels of support and assistance available to you:

- **Student Support Service:** Our dedicated team is here to provide you with academic and any technical related queries. If you have any questions or concerns, please do not hesitate to reach out to us. You can contact us via email at studentsupport@lyceum.co.za or via call on 0861 819 211.

If you do not get satisfaction from the student support teams after 72 hours, you may escalate to the Head of Student Support Services- supporthead@lyceum.co.za

- **Librarian:** The college library offers valuable resources and research materials. If you need assistance with research or finding academic sources, reach out to the college librarian for guidance. The email address for our library is library@lyceum.co.za

- **Academic Department:** Your respective faculty department is also an excellent resource for subject-specific queries and general academic queries. Feel free to contact them if you need academic assistance.

- ❖ Faculty of Humanities - humanities@lyceum.co.za
- ❖ Faculty of Commerce - commerce@lyceum.co.za
- ❖ Faculty of Education - education@lyceum.co.za
- ❖ Faculty of Humanities WIL Coordinator - CH.WIL@lyceum.co.za

- ❖ Faculty of Commerce WIL Coordinator - CH.WIL@lyceum.co.za

Faculty of Education WIL Department

- ❖ WIL 1 - WIL1@lyceum.co.za
- ❖ WIL 2 - WIL2@lyceum.co.za
- ❖ WIL 3 - WIL3@lyceum.co.za
- ❖ PGCE WIL Coordinator - pgce.wil@lyceum.co.za

If your student query is not resolved within 72 hours kindly escalate it with the Head of Faculties in order to intervene. The emails are:

1. **Education** - hofeducation@lyceum.co.za
2. **Humanities** - hofhumanities@lyceum.co.za
3. **Commerce** - hofcommerce@lyceum.co.za

Kindly note you may only escalate a matter to your Head of Faculty after attempting to engage your faculty.

After escalating to the faculty and the Heads of Faculty without satisfaction, you may escalate to the Dean of Academics as a last resort by emailing dean@lyceum.co.za. Kindly note this is only possible when you have engaged your Head of Faculty. You may not engage the Dean without engaging your Head of Faculty.

Requesting Academic Transcripts and Completion Letters

Please direct your request to academictranscripts@lyceum.co.za only for all academic transcripts and completion letters.

Requesting Statement of Results

Statements of results will be issued upon request to students whose accounts are up to date. Please note that if your account is in arrears, you will not receive a statement. To request one, please email the SOR team using sor@lyceum.co.za

Graduation Related Enquiries

Queries around graduation should be directed to the Graduation Department via graduationenquiries@lyceum.co.za

Reporting Technical Issues: We understand that technical issues can occasionally arise. To ensure a swift resolution, it is crucial that you report these issues immediately. If you encounter any technical problems, please follow these steps:



For password resets **only**, please email studentpassword@lyceum.co.za

Student Cancellations

In the unfortunate event that you wish to cancel your studies with us, kindly contact cancellations@lyceum.co.za

Finance Queries

All finance queries should be directed to financeenquiries@lyceum.co.za.

Requesting Proof of Registration

We understand you may need to request this for various reasons and as such our student support team is more than happy to facilitate a speedy issuance of these. Kindly contact them using studentsupport@lyceum.co.za

Important Notes:

Should you wish to contact the College, please call **+27 861 819 211**

NB: It is important to keep an email record of any communication that you have with the college for future reference purposes. You are strongly advised to follow- up your telephonic query with an email to the relevant Department.