

# FEES HANDBOOK



## OVERVIEW

<b>Purpose</b>	This Fees Handbook provides an overview of the rules about learner fees that all fee payers are expected to comply with.
<b>Custodian</b>	Finance Director
<b>Approval Authority</b>	Vice-Chancellor of UCT
<b>Version History</b>	Version 1, Effective 21 July 2021



**For all information on fee structure, administration fees, fees for additional subjects, and payment options for UCT Online High School offerings facilitated in collaboration with Valenture Institute, please refer to the “Fee structure” link on the UCT Online High School website. In addition to the information/terms and conditions contained on the website, the following terms and conditions are also applicable to learners/parent(s)/guardian(s)/fee payer(s) with respect to the payment of fees at UCT Online High School.**

*Please note: any further reference to “learners” in the context of paying fees also refers to their parent(s), guardian(s), or any other fee payer.*

*Please note further: any fees owing to UCT Online High School will be levied by Valenture Institute and payable into Valenture Institute’s stipulated account.*

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UCT Online High School has made every effort to ensure the accuracy of the information in our handbooks. However, we reserve the right at any time, if circumstances dictate, to:

- (i) make alterations or changes to any of the published details of the substance and opportunities on offer or;
- (ii) add to or withdraw any of the provisions, and opportunities on offer.

Guardians and learners are given every assurance that changes will only be made as and when appropriate and you will be fully informed as soon as possible.



## Pricing, payment, and delivery

### ***Application fees:***

- A non-refundable application fee covers the entire application process, including an admissions test where the applicant does not already meet the minimum requirements.
- Fee payers acknowledge and understand that the submission of an application in no way guarantees or automatically entitles the applicant to be offered a place of study at UCT Online High School.
- If a learner's application has been successful, UCT Online High School requires the payment of a placement fee.

### ***Placement fees:***

- If a learner's application has been successful, UCT Online High School requires the upfront payment of the first month's tuition. This serves as a placement fee which guarantees a child's place and indicates acceptance to study at UCT Online High School.
- This advance payment is non-refundable, and is due one week from receipt of notification of acceptance.

### ***Programme fees:***

- When a fee payer accepts an offer for an applicant to study a Programme at UCT Online High School on behalf of a learner, by paying the requisite placement fee, they then agree to pay the applicable Programme (tuition) fees and any other amounts that are due by them arising from their participation in the Programme(s), by the stipulated deadlines.



- Each fee payer must make their first Programme fee payment before the commencement of the semester. If payment is not received on or before the due date, the learner will not be permitted to commence their studies.

***Examination fees:***

- The tuition fees are **not inclusive** of exam fees levied by the examining body. The schedule of fees for examinations are released annually and will be made available to fee payers.

***Discounts:***

- Any discounts, such as scholarships, will be indicated on the Programme fee invoice.

***Changes to Fees and Charges:***

- Tuition fees, and other charges for learners who start on a programme of study in 2022 and who continue for more than one year, will be subject to an annual fee increase.
- In deciding the annual level of increase for tuition fees, UCT OHS will take into account a range of factors, including inflationary measures, projected increases in school costs, costs of provision of teaching, supervision and course-related facilities, admissions statistics, and access considerations, including the availability of student support.
- The percentage increase of fees and other charges is considered on an annual basis by The UCT Online High School Oversight Committee.
- The increase will not exceed 7% each year, or the Consumer Price Index (CPI) if higher.



***Tax Invoices in electronic format:***

- Fee payers hereby consent to the receipt of an invoice, which shall be sent to them in electronic format, to the email address that they provided when they submitted an application for the Programme.
- All invoices shall reflect the methods of payment that will be accepted in payment of such invoice.
- UCT Online High School does not accept responsibility for incorrect addresses or blocked emails resulting in statements of account not being received. It is the responsibility of the parent(s)/guardian(s)/fee payer(s) to make enquiries should he/she not receive a statement of account. The fact that no statement of account has been received will not be accepted as a valid reason for the failure to pay the Programme fees by the due date.

***Bank charges:***

- If bank charges and/or fees are levied on or added to a payment made by the fee payer to UCT Online High School from any country or jurisdiction, the fee payer shall be liable for all such bank charges and additional costs.

***Payment of VAT and other Taxes:***

- Any VAT or other applicable taxes charged in addition to the Programme fees will be identified on the invoice or in the information pack and these amounts are payable by the fee payer.

***Payment reference:***

- When making a direct payment to UCT Online High School, the fee payer must ensure that their invoice number (to which the payment relates), and the child's full name, is reflected on their payment. UCT Online High School will not be held



liable if they are unable to locate the fee payer's payment, and as a result, the learner is suspended from participation in a Programme.

***Suspension for non-payment:***

- UCT Online High School is a private online learning experience, as such tuition fees must be paid according to payment plan terms. A fee payer enjoys the benefit of informed consent at the point of application. Thus, UCT Online High School is within its right to suspend, and ultimately terminate if necessary, the enrollment of the learner where the fees have not been paid.
- If a fee payer fails to make payment for a Programme by the due date for payment (as agreed during the admissions process, and recorded in the fee payer's invoice), then UCT Online High School may remove the learner from the Programme or suspend their participation in the Programme, at its sole discretion at any time.
- If a learner is suspended from participation, they will not be permitted to access the UCT Online High School Online Campus until the outstanding payment has been made, and the fee payer will be given a period within which to rectify non-payment.
- If the fee payer fails to make payment within the given additional time, then UCT Online High School will be entitled to cancel the learner's enrolment and remove them from the Programme, and they will not be entitled to any refund.
- **Learners who have been suspended are still able to access the UCT Open Educational Resources.**
- **Learners may be permitted to continue with a Programme once enrolment has been terminated provided that they have continued their learning using the UCT Open Educational Resources, and the outstanding fees have been settled.**



- If there is an intent for a learner to continue with a programme where enrollment has been terminated due to non-payment, then it is necessary to apply for readmission.
- In the case of a suspension or cancellation due to non-payment, where the fee payer can no longer afford to pay the fees, the fee payer may apply for a scholarship. A pending application for a scholarship in no way changes the suspension or termination status of the enrollment, and an application for a scholarship does not guarantee the reversal of the suspension or removal. Application for any scholarship must meet the requirements and be approved.

***Effects of non-payment on examinations and certification:***

- If fees have not been settled in accordance with the agreed payment terms, learners will not be registered to write any exams for the respective Programme(s). In this instance, the learner will not be entitled to any letters confirming attendance or completion of Programme components.
- All programme results will be withheld until all fees have been paid in full.
- No report or certificate will be issued until all fees have been paid in full and the academic requirements have been met for the Programme(s).

***Reminders:***

- The fee payer acknowledges and consents to us contacting them concerning payments due for a Programme or in terms of these Terms, by way of email, text message, telephone calls, or other means as determined by UCT Online High School.

***Disputes:***

- If there is a dispute between UCT Online High School and the fee payer relating to the payment of any Programme fee, or the way in which the UCT Online High



School Campus or the Website have been used, UCT Online High School may, at its sole discretion, suspend the learner's participation in the Programme for the period of the dispute.

## Fee implications for cancellation of enrolment

### ***Where fees have been paid in full and upfront for the academic year:***

- One month's notice is required for cancellation of enrolment. Any fees paid upfront for the period after completion of your notice period will be refunded.

### ***Where fees are paid through monthly instalments:***

- One month's notice is required for cancellation of enrollment, and no tuition will be charged after completion of the notice period.

### ***Where a learner is suspended/expelled from UCT Online High School due to misconduct:***

- In the event of a learner being suspended/expelled from UCT Online High School due to misconduct, the fee payer will still be liable for the balance of fees due for the month following suspension.
- Where fees are paid in full and upfront for the calendar year and a learner is suspended/expelled from UCT Online High School due to misconduct, the fee payer will still be liable for tuition for the month following suspension. The remainder of the upfront fees paid will be refunded.

### ***Insufficient demand:***

- UCT Online High School reserves the right to cancel the offering of a Programme if there is insufficient demand, as determined by UCT Online High School in its sole and absolute discretion.
- In this case, fee payers will receive a full refund, but no interest will accrue on any amounts refunded to them. Any applicable bank charges will be offset against the refunded amount.