



UCT ONLINE
HIGH SCHOOL

POLICIES

ADULT MATRIC LEARNER HANDBOOK



in collaboration with

VALENTURE INSTITUTE



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1. Introduction

The UCT Online High School is an online high school offering a CAPS curriculum with National Senior Certificate (NSC) examinations and the Cambridge International Curriculum through the Cambridge Assessment International Education examinations board for high school learners. In addition, UCT Online High School now offers an Adult Matric offering, the CAPS aligned Amended Senior Certificate (ASC), for adult learners aged 21 years of age and older. All of our learners experience a highly engaging, inclusive and socially rich learning environment which is supported by expert facilitators and support advisors.

Our unique approach includes integration with technology, inclusion, diversity and encourages the holistic development of every learner towards their purposeful and impactful future.

This Adult Matric Learner Handbook provides an overview of the rules that all adult matric learners will be expected to comply with during their time at UCT Online High School. This Handbook should be read together with UCT Online High School's Programme Terms & Conditions and the handbooks available on the Handbooks page of UCT Online High School's website.

This handbook may be reviewed, amended or updated at any time. Any changes made to this Handbook will come into effect from the date that the amended Handbook is made available on the UCT Online High School website.

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.

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

2. Welcome

Welcome to UCT Online High School! We are excited that you have chosen UCT Online High School as your home for teaching and learning, and we look forward to sharing this learning experience with you.

UCT Online High School takes great pride in ensuring that each member of the learning community benefits from a rich and memorable experience. Navigating the learning experience presents so many opportunities, but will also present challenges for the community. We believe that challenges are a natural part of the learning process. At UCT Online High School we aim to equip each member of the learning community accordingly.

This is your Adult Matric Learner Handbook, regardless of your programme stream or subject selection. In this handbook you will find important information regarding the learning experience at UCT Online High School and key rules that apply to it.

We expect that every member of the learning community familiarises themselves with the rules contained in this handbook to ensure that we all take the necessary responsibility for upholding the strength and richness of the learning experience.

Please do take the time to read through this handbook carefully. If anything is unclear, please do not hesitate to contact your dedicated Support Advisor.

Wishing you all of the very best with your learning experience journey!



3. General rules on application and admission

- All applications are subject to **UCT Online High School's Admissions Policy** and its prescripts.
- All applications for admission to UCT Online High School must be completed online by following the relevant links on the website.
- Applicants to UCT Online High School must ensure that they provide all the required information identified during the application process.
- Applicants understand that the submission of an application does not automatically guarantee or entitle the applicant to be offered a place of study at UCT Online High School.



4. General rules on enrollment

4.1. Requirements for enrollment

- Applicants must meet the conditions for admission into a programme in order to be enrolled as adult matric learners.
- Any conditions set out in the conditional offer letter post acceptance must be adhered to.
- The applicant must have a current email account, access to a computer, smart phone, webcam, the internet and a printer.
- Adult matric learners admitted to UCT Online High School must be familiar with using, and have adequate access to, a computer and the internet as they need to be able to read documents in Adobe PDF Reader, view Google Slides, and read and create documents in Google Docs and Microsoft Word. In addition, adult matric learners will need to view the video lectures, resources and activities available in the curriculum. Applications are available for download:

Adobe Reader: <https://get.adobe.com/reader/?promoid=BUIGO>

- We recommend that adult matric learners use Google Chrome as their internet browser when accessing the UCT Online High School Campus. Although this is not a requirement, we have found that this browser performs best for ease of access to programme material. This browser can be downloaded from the following website:
<https://www.google.com/intl/en/chrome/browser/>
- UCT Online High School will, from time to time and through the appropriate channels, stipulate the software that all adult matric learners must have access to. It is the adult matric learners responsibility to ensure they have access to the software required, and must familiarise themselves with the software. UCT Online High School may also stipulate that additional software and resources are required for certain programmes.
- Adult matric learners are obliged to source and obtain access to the necessary software and resources required for programme completion at their own cost.



- Adult matric learners are responsible for ensuring that the services that may be used as part of their programme delivery (such as Google search engine, Google Suite and YouTube) are available in their particular jurisdiction.
- UCT Online High School will not be held liable for any consequences of the use of such software or resources. UCT Online High School does not sponsor or endorse, nor is it affiliated with, the entities responsible for software and resources unless expressly stated otherwise – these are simply programs chosen for their global use patterns and effectiveness for the programme outcomes.
- Where the curriculum calls for practical experiments or projects, specialist equipment may be required and this will be at the adult matric learners expense. UCT Online High School will not be held liable for any loss incurred or injury suffered as a result of the negligent usage of this specialist equipment.
- UCT Online High School may change the programme requirements for a particular programme at any time by advising adult matric learners through the UCT Online High School Learner and/or by email.

4.2. School email account

- Enrolled learners will be issued with a school email account. This account is to be used solely for the purposes of an adult matric learner's learning experience.
- Adult matric learners must take responsibility for checking their school email account daily for any communications sent to them. Adult matric learners are not permitted to use a personal (non-school domain) email address to communicate with any member of the UCT Online High School community as an enrolled adult matric learner.
- Adult matric learners are prohibited from sharing their email account details with anyone without first obtaining written permission from the Support Advisor.



- UCT Online High School has the right to monitor all communications and activity that is conducted under the UCT Online High School Campus email domain.
- UCT Online High School has the right to share UCT Online High School adult learner email addresses with third-party proprietors only in instances where this is operationally necessary or benefits the learning experience.

4.3. Cancellation of enrollment

- Where an adult matric learner wishes to cancel their enrollment at UCT Online High School, this must be raised with their Support Advisor.
- The adult matric learner will be required to meet with the Support Advisor to discuss their intention to cancel.
- A cancellation of enrollment may have fee implications. These fee implications are clarified in the Fees Handbook.

4.4. Rules relating to fees

- By accepting an offer to study at UCT Online High School, the adult matric nominated fee payer agrees to pay all fees associated with the adult matric learner's programme by the stipulated deadlines.
- Failure to pay outstanding fees by the stipulated deadlines may result in the adult matric learner's access to, and participation in, their programme being suspended or cancelled.
- No results or letters confirming attendance or completion of programme components will be issued while fees remain outstanding. More detailed information with regards to fees are contained in the Fees Handbook.

4.5. Change of curriculum

- Adult matric learners are required to review their enrolment on the UCT Online High School Campus to ensure accuracy.



- Where an adult matric learner requires a change in their curriculum due to an administrative error, they must notify their Support Advisor within 10 days of enrollment.
- Where an adult matric learner wishes to make a change to their subject selection, they must notify their Support Advisor by the 27 January.

5. General rules on programme delivery

5.1. Relationship with Examination Bodies

- All programmes are designed and developed according to the specifications and standards of the relevant examining body, as well as the standard Curriculum and Assessment Policies. The delivery of the programme is administered by UCT Online High School. This includes all members of the Student Experience Teams.

5.2. Language of Instruction

- English is the language of instruction and administration for all programmes offered through UCT Online High School. All programme work that is required for assessment purposes must be written in English, unless otherwise advised. This includes posts made on the discussion forum.

5.3. UCT Online High School Campus

- Each programme is delivered over a specified period, through the UCT Online High School Campus, accessible using the "UCT Online High School Campus" website link provided upon enrollment. All programme-related documentation is provided in electronic format and can be accessed through the UCT Online High School Campus.



5.4. Communications

- Adult matric learners may receive communication by telephone, email, WhatsApp or text message from UCT Online High School representatives for programme administration and related purposes, including reminders of assignments and payments due, or other information related to registration, the adult matric learner terms and conditions or this learner handbook.
- By accepting admission at UCT Online High School, adult matric learners agree and consent to receipt of such communications (although they may opt-out of any generic marketing communications that are unrelated to programme administration, at any time, through the supplied opt-out mechanism on the website).

5.5. Access to UCT Online High School Campus

- Upon adult matric learners' final enrollment for a programme, a profile will be set up for them in the UCT Online High School Campus (or, if they already have a profile, they will use their existing profile for the new programme). If an adult matric learner is suspended from participation in a programme (for non-payment of fees or any other valid reason), UCT Online High School may suspend access to that adult matric learner's profile on the UCT Online High School Campus.
- Please note that there may be some time delay between admission and enrollment. Access to a programme presentation and the UCT Online High School Campus may be limited to 30 days from the closure date.

5.6. Permitted use

- Only adult matric learners who are enrolled for a programme may participate in that programme. Adult matric learners may not divulge their username or password to any other person, may not permit any other person to participate in the programme on their behalf, and may not impersonate any other person in dealing with UCT Online High School or



access the UCT Online High School Campus by using another user's username and password. If a learner forgets their username or password, UCT Online High School will only take steps that it regards as secure to ensure that the learner regains access to their profile.

5.7. Prohibited use

Adult matric learners are prohibited from doing the following:

- Making available copies of the programme content on a network server or web server for use by others.
- Using, displaying or otherwise making available the programme content, or any other materials, in an electronic format that enables it to be downloaded or distributed to any third party via mobile devices or shared in any peer-to-peer or similar file sharing arrangement, or by any other means.
- Sublicensing, reselling, renting, lending, assigning, ceding, donating or otherwise transferring or distributing the programme content or the rights granted under the learner terms and conditions or this learner handbook.
- Reverse engineering, decompiling, or disassembling any software that is contained within programme content or on the UCT Online High School Campus.
- Removing any notice of copyright, trademark or other proprietary right from any place where it is on or embedded in the programme content (an example of this would be to edit the IPTC data).

5.8. Adult matric learner responsibility

- Adult matric learners must contact UCT Online High School immediately if they experience any unauthorised use of their profile details.
- Adult matric learners accept that they are responsible for the consequences of their use of their profile in the UCT Online High School Campus, and for maintaining it and all information on it. UCT Online High School takes security seriously, but as the user, learners accept all the risks of any unauthorised access that could occur regarding their information.



5.9. Access disputes

- If there is a dispute as to who has the right to operate a profile in the UCT Online High School Campus, UCT Online High School may deny access to the profile pending the outcome of the dispute to its satisfaction, and/or transfer the profile to the party claiming a right to it if UCT Online High School is satisfied that the profile was registered on behalf of that party.

5.10. Platform capability

- The UCT Online High School Campus may not be fully compatible with mobile devices, including smartphones and tablets. To access and participate effectively in the UCT Online High School Campus, adult matric learners require access to a desktop computer or a laptop computer. Adult matric learners will be required to meet the cost of internet access themselves and of any upgrades that are required to their computer or mobile device.

5.11. External websites

- UCT Online High School is not responsible for technical support for any external websites. Programmes that require adult matric learners to use external websites do so to achieve the best learning outcomes. If learners have any queries relating to external websites, they are required to contact the support services of the relevant websites directly (although they may request assistance from their Success Team through the UCT Online High School Campus).
- UCT Online High School will not be liable for any costs, claims or damages that adult matric learners may suffer as a result of their use of, or failure to access, any external website.

5.12. Student Success Team

- The Student Success Team is the primary contact team for adult matric learners during a programme.



- Adult matric learners will be allocated a dedicated Support Advisor during the programme, who will ensure that they have access to programme materials, and are supported and well informed about programme happenings.
- Support Advisor will be available during scheduled calendar dates and the working hours of 8 am - 5 pm SAST, Monday - Friday by email and WhatsApp

5.13. Technical Support Officers

- Technical Support Officers are available to adult matric learners to handle any technical-related queries that adult matric learners may experience during a programme presentation. These team members are on hand to offer general support related to adult matric learners' specific programme, and will be available during scheduled calendar dates and the working hours of 8 am - 5 pm SAST, Monday - Friday by telephone, email and live chat.

5.14. Programmes

- Each of the programmes that UCT Online High School offers are examined and delivered according to the curriculum and specifications of the relevant examination body - In this case the Department of Basic Education (DBE). Certification upon successful completion of the final examinations is awarded by the examination body Umalusi, once all the requirements have been met. Unless otherwise stipulated, UCT Online High School does not issue certification for any programmes.



6. General rules on assessments & examinations

Our programme includes an **examination readiness assessment** and the external examinations are set by the examination body (Umalusi). Specific details regarding assessment are stipulated in the Academic Handbook. The final external Examinations set by the examining body must take place at a physical venue, unless stipulated otherwise for a specific programme. It remains the responsibility of the adult learner to register for their final Amended Senior Certificate (ASC) examinations in between October and January with the Department of Basic Education. The registration period precedes the examination period.

6.1. Assignment submission

- Any required assignments are submitted on the UCT Online High School Campus and the timeline of submission is stipulated by UCT Online High School.

7. Examinations and summative assessments

7.1. External Examinations

- Examinations are classified as a summative form of assessment for a subject and programme. The only examinations an Adult matric learner must take part in is the external Amended Senior Certificate (ASC) examinations scheduled for May/June each year. These are in person and at sanctioned examination centres.



- Adult Matric Learners will have access to a series of past Amended Senior Certificate (ASC) examination papers and memos for revision purposes.
- There are no internal examinations scheduled throughout the programme. For special accommodations, please refer to the relevant Academic Handbook.

7.2. External Examination fees

- The tuition fees are not inclusive of external examination fees levied by the examining body (Umalusi). The schedule of fees for examinations are released annually and will be made available to fee payers.

7.3. Examination body

- UCT Online High School does not set external examinations for subjects and programmes. All external examinations are set by the examination body for the subjects and programmes an adult matric learner is enrolled for. In this case it is the Department of Basic Education that will communicate any decisions of Umalusi, the examining body for the ASC.

7.4. Writing external examinations

- All external examinations set by the examination body are written at physical venues that accept candidates for the Amended Senior Certificate (ASC) examinations. External examinations are written under proctored conditions.
- Adult matric learners are entirely responsible for the arrival at the allocated examination venue according to the date(s) and time(s) stipulated on the examination timetable. These venues are assigned by the DBE after registration for an examination session.

7.5. Marking of external examinations

- UCT Online High School does not mark external examinations for subjects and programmes. Unless stipulated otherwise, all external examinations



are marked by the examination body (Umalusi) for the subjects and programmes an adult matric learner is enrolled for.

7.6. External Examination timetables

- External examination timetables are devised, set and disseminated by the examination body (Umalusi) for the subjects and programmes an adult matric learner is enrolled for. These timetables are released according to deadlines of the respective body. UCT Online High School holds no responsibility or influence over the external examination timetables.

7.7. External Examination rules

- Rules regarding all facets of examinations are set by the examination body for the subjects and programmes. These rules will be provided to adult matric learners and must be adhered to. Any failure to adhere to these external examination rules will be dealt with in accordance with the prescripts set out by the examination body. UCT Online High School may be required to institute further sanctions at the direction of the respective body.

7.8. External Examination attendance

- It is the adult matric learner's sole responsibility to ensure attendance at an external examination that has been registered for. UCT Online High School bears no responsibility should an adult matric learner fail to attend an examination and the implications thereof.

7.9. Special arrangements

- The classification of special arrangements and the associated protocols are determined by the examination body (Umalusi). Where special arrangements are required, the rules and protocols of the examination body must be followed.



- These special arrangements must be specified during the examination registration period with the DBE.

7.10. External Examination re-writes

- The rules and protocols relating to the rewriting of external examinations are determined by the examination body (Umalusi) and must be adhered to.
- All Amended Senior Certificate (ASC) examinations including rewrites are only available during May/June each year.

7.11. Programme results

- An adult matric learner's external examination / final result or programme status is subject to the assessment policies of the examination body (Umalusi). Information related to the procedures will be provided to adult matric learners during their enrollment.

7.12. Timing of programme results release

- The timing of the results for any summative assessments is determined by the respective recognition / examination / awarding / accreditation body. UCT Online High School cannot be held responsible for any implications associated with any delays in this respect.

8. Certification

8.1. Certification / Statement of Results

- Any certificates or statement of results will be issued by the relevant examination body in accordance with their rules, unless stipulated otherwise, and only where the awarding requirements have been met.



8.2. Wording and format of the certificate / statement of results

- The wording, format and branding of the certificate is determined by the examination body. No changes can be made to the standard format or wording of a certificate or statement of result(s) for any reason.

8.3. Name appearing on the certificate / statement of results

- The legal name of the adult matric learner will appear on the certificate / statement of results.

8.4. Certificate / Statement of Results

- Adult matric learners will collect their certificate / statement results from the examination centre where they wrote their examinations.

8.5. Duplicates and reprints

- The rules and procedures regarding duplicates and reprints of certificates are determined by the respective examination body, including any associated fees for such services. UCT Online High School cannot, in any way, waive or amend any of these rules or procedures.

8.6. Digital Certificates

- No digital copies of certificates / statements of results are issued for programmes.



9. Rules on conduct for learners

9.1. General rules

- All adult matric learners are required to adhere to a Code of Conduct accessible on the UCT Online High School website.
- Adult matric learners must familiarise themselves with the Code of Conduct together with the handbooks.
- Additional rules and other materials may be made available through the UCT Online High School Campus, speaking to matters such as academic integrity and conduct, and adult matric learners will be obliged to abide by the terms of these additional materials.
- Adult matric learners must confirm, through the activity on the UCT Online High School Campus, that they have read the Code of Conduct as well as the binding handbooks.

PLEASE NOTE: Failure to complete this activity will restrict your access to any further components on the Online Campus.

- A breach of the Code of Conduct may constitute a breach of the programme Terms & Conditions, and in such cases may result in a termination of the Agreement.

9.2. Academic conduct

- Adult matric learners are expected to commit themselves to the principles of academic integrity in all of their academic work.
- Adult matric learners may not intentionally or unintentionally make use of another person's work (defined as plagiarism) without providing reasonable and appropriate credit to the author or source of the work.
- Adult matric learners may not submit in whole or in part the academic work of another learner as their own.



- Adult matric learners may not ask or acquire the services of another person or persons to complete, in whole or in part, any of their academic work and submit it as their own.
- UCT Online High School provides support and information in the UCT Online High School Campus on how to avoid plagiarism and guidelines on adherence to academic conduct.
- It is important that adult matric learners take responsibility for their own academic work.
- UCT Online High School may employ the use of plagiarism detection software to review academic work for integrity and to identify cases of plagiarism, for review.
- An adult matric learner found guilty of committing plagiarism, whether intentionally or unintentionally, and irrespective of the degree to which the work is plagiarised, will face disciplinary action and appropriate sanction.
- Plagiarism in assignment submissions is treated extremely seriously. If an adult matric learner is found guilty of plagiarism they may receive zero for the relevant assignment submission, and there may be additional sanctions applied that may have a material impact on the completion of the learner's programme.

9.3. Safeguarding

- UCT Online High School has taken a zero-tolerance approach to bullying within its community.
- Adult matric learners found to have engaged in behaviour that contravenes our safeguarding principles will face disciplinary action and appropriate sanction.
- Adult matric learners are expected to comply with the Code of Conduct.
- Adult matric learners must commit themselves to engaging respectfully at all times with every member of the school community.



9.4. Offensive content

- To the extent that any person is harmed by an adult matric learner's comments, UCT Online High School shall not be held responsible for the adult matric learner's behaviour, and adult matric learners hereby release UCT Online High School from and indemnify UCT Online High School against any such liability.
- Adult matric learners agree to abide by the provisions of the Terms of Use on UCT Online High School's website with respect to acceptable use policies, especially in relation to offensive conduct.
- In addition, adult matric learners undertake not to use UCT Online High School services to promote any business or enterprise, unless permitted to do so by a representative of UCT Online High School, or unless this forms part of a programme requirement.

9.5. Channels for complaints

- UCT Online High School will seek to address, wherever reasonably possible, all complaints in a mutually beneficial and satisfactory manner.
- All adult matric learner complaints must be submitted by email to the dedicated Support Advisor.
- It is expected that both adult matric learners, and UCT Online High School and its staff will conduct themselves in an appropriate and courteous manner when managing complaints.
- Adult matric learners may be requested to submit supporting documentation to assist UCT Online High School with the investigation of a complaint.
- Once a complaint has been fully investigated and due process followed, a course of action will be determined by UCT Online High School.
- If a mutually-satisfactory outcome, course of action, or conclusion cannot be reached through the complaints procedure, or any other kind of dispute arises between UCT Online High School and the adult matric learner and it is agreed that this will be resolved individually, without resort to any form of



class action, and to the extent compliant with applicable law, exclusively by a court of competent jurisdiction located in South Africa.

- UCT Online High School's right to apply to a competent court for relief should its intellectual property rights be violated or threatened, or where otherwise appropriate to obtain urgent, injunctive or equitable relief, is not restricted by these rules.

9.6. Intellectual property

- Except where expressly stated to the contrary, any and all content contained on the website or on the UCT Online High School Campus or otherwise provided to learners by UCT Online High School is owned by or licensed to UCT Online High School and UCT Online High School asserts, and UCT Online High School reserves all of its rights in this regard. Adult matric learners may not disseminate UCT Online High School content on any platform or in any medium except on the UCT Online High School Campus.
- Adult matric learners agree and consent that UCT Online High School and the examination body applicable to the adult matric learner's programme are entitled to use (at their discretion) all content shared by the adult matric learner on the UCT Online High School Campus for internal research and development, quality assurance, programme improvement and non-commercial purposes.
- Adult matric learners may share their own content, including assignments, with UCT Online High School, learning facilitators, the Student Success Team, and fellow learners.
- Adult matric learners retain all intellectual property rights in, and are responsible for, the content that they share.
- It is the responsibility of adult matric learners to ensure the proper protection of their intellectual property.



9.7. UCT Online High School policies

- Adult matric learners are expected to familiarise themselves with all UCT Online High School policies and procedures provided to them, and to comply with all of their contents.

10. Breach of adult matric learner code of conduct

- All adult matric learners are expected to abide by the Code of Conduct that has been developed to assist and guide adult matric learner behaviour at UCT Online High School.
- Any corrective measures or disciplinary action against an adult matric learner who has violated the Adult Matric Learner Code of Conduct, and the sanction arising therefrom, will correspond with, and be appropriate to, the offence that has been committed.
- The disciplinary process is carried out as per the Adult Matric learner Code of Conduct.
- Sanctions in instances where a learner is found guilty of violating the Adult Matric learner Code of Conduct, following the disciplinary process, may include, but are not limited to, removal from a course or courses, temporary suspension of school-related privileges, exclusion from activities and functions, temporary suspension from a course or from UCT Online High School as a whole, expulsion from UCT Online High School, or reporting to an appropriate authority of law (in extreme circumstances).
- Failure to comply with these interventions and corrective measures will lead to further interventions and may lead to the adult matric learner being expelled from UCT Online High School.
- Adult matric learners retain the right to be informed of the allegations brought against the adult matric learner, to be given time to prepare a



response to these charges, and to respond to the charges before the appropriate authority.

- Where an adult matric learner declines to respond to the charges brought against them, UCT Online High School retains the right to proceed with the disciplinary process in their absence.
- Adult matric learners retain the right to appeal the outcome of the disciplinary process.