



UCT ONLINE HIGH SCHOOL

POLICIES

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 examinations and the Cambridge International Curriculum through the Cambridge Assessment International Education exam board. Our learners experience a highly engaging, inclusive and socially rich learning environment which is supported by expert teachers and support coaches.

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

This Learner Handbook provides an overview of the rules that all 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.

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.

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 Learner Handbook, regardless of your programme stream or subject selection except for adult matric learners who have their own Learner Handbook.. 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 by yourself and with your guardian(s). If anything is unclear, please do not hesitate to contact your dedicated Support Coach.

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



3. Definitions

1. **Assessment:** Formal and informal assignments in the academic module components. These include Test your knowledge, Mastery checks, Cycle tests and Exams.
2. **Formal Assessment:** An assignment which will be marked with a mark that will contribute to the learner's term and annual grade. The assessment will be clearly marked as formal in the instruction.
3. **Mastery Check:** An assignment to provide evidence of learning for the learner and teachers to inform feedback in relation to improving learning.
4. **Submission:** A learner's completed assignment provided for learning review and/or marking.
5. **Subject:** A subject within a programme offered by UCT Online High School e.g. Mathematics.
6. **Academic Module:** A subject-specific course lesson or assessment.
7. **Grievance** - refers to a complaint by a learner regarding a matter other than an academic appeal, which may include a dispute between the learner with another learner, the guardian or parent, or staff member, the provision of services by staff, or to a learner or the UCT Online High School, and aspects relating to non-academic policies.
8. **Complaint** - is an expression of dissatisfaction related to the services offered by UCT Online High School. The procedure is set out in the Terms and Conditions.



4. 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.

5. General rules on enrollment

5.1. Requirements for enrollment

- Applicants must meet the conditions for admission into a programme in order to be enrolled as learners.
- Any conditions set out in the conditional offer letter post acceptance must be adhered to.
- Guardians must have a current email account; the applicant must have access to a computer, smart phone, webcam, stable internet and a printer.
- 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, 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 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 learners must have access to. It is the guardian's responsibility to ensure that learners have access to the software required, and learners must familiarise themselves with the software. UCT Online High School may also stipulate that additional software and resources are required for certain programmes.
- Guardians are obliged to source and obtain access to the necessary software and resources required for programme completion at their own cost.
- Guardians and 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 guardian's 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 guardians and learners

through the UCT Online High School Learner and Guardian Portal and/or by email.

5.2. School email account

- Enrolled learners will be issued with a school email account. This account is to be used solely for the purposes of a learner's learning experience.
- Learners must take responsibility for checking their school email account daily for communications sent to them.
- 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 learner.
- Learners are prohibited from sharing their email account details with anyone without first obtaining written permission from the Support Coach.
- 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 learner email addresses with third-party proprietors only in instances where this is operationally necessary or benefits the learning experience.

5.3. Extracurricular activities / Virtual Clubs

- UCT Online High School offers a range of Virtual Clubs that learners can join. Virtual Clubs are not compulsory but provide learners with opportunities to learn new skills, express their creativity, create communities, and most importantly to have fun. Our virtual club offering is across our curriculums so learners may meet and engage with learners completing a different curriculum to them.
- UCT Online High School also provides a directory of South African extracurricular service providers located in the major cities where the majority of our learners are located across South Africa. It is important to note that UCT Online High School holds no affiliation with the service providers listed in the directory, and as such it is the responsibility of



guardians to undertake their own full vetting before their child becomes involved in any activities recommended in the directory.

5.4. Meetups

- Meetups may be convened if appropriate. These are optional in-person experiences that learners (and in some instances, learners and their guardian(s)) may participate in. The Code of Conduct applies generally to learners' participation in these meetups, and any additional rules or requirements that learners must adhere to will be communicated to learners ahead of time.
- UCT Online High School arranged meetups must be supervised by staff members or guardians. Where guardians supervise they are required to sign an indemnity waiver.

5.5. Absence & illness

This section applies to short periods of absence due to illness or extenuating circumstances. For longer periods that require a leave of absence, please see the 'Leave of Absence' section below.

- Learners are expected to participate in all activities and complete all of the requirements for their subjects.
- Where a learner is going to be absent from any academic activities due to illness or extenuating circumstances, their dedicated Support Coach must be alerted timeously by the learner's guardian.
- If a learner is absent due to illness for a period of more than two (2) school days, a sick note must be provided to their dedicated Support Coach.
- Learners are responsible for catching up all academic work and activities that have been missed during the period they were absent due to illness. Support in catching up will be provided by their dedicated Support Coach.



5.6. Cancellation of enrollment

Learner enrollment can be cancelled by the learner's guardian or the School as explained hereinbelow.

Request for learner enrolment cancellation

- Where a learner wishes to cancel their enrollment at UCT Online High School, this must be raised by their guardian(s) with the learner's Support Coach.
- The learner's guardian(s) will be required to meet with the Support Coach to discuss their intention to cancel. The Support Coach will consult with the guardian(s) to discuss the matter and to assist in reaching an informed decision. In the event that the decision is reached to proceed with the cancellation, it must be confirmed in writing to the Support Coach.
- A cancellation of enrollment may have fee implications. These fee implications are clarified in the Fees Handbook.

Right to cancel enrollment

- UCT Online High School has a right to cancel learner enrollment instances where; (a) the learner fails, without a valid reason, to attend school; (b) the guardian is disruptive, unresponsive, and uncooperative which makes it difficult for the school to fulfil its obligations.

5.7. Rules relating to fees

- By accepting an offer to study at UCT Online High School, the learner's guardian(s) / nominated fee payer agrees to pay all fees associated with the learner's programme by the stipulated deadlines.
- Failure to pay outstanding fees by the stipulated deadlines may result in a learner's access to, and participation in, their programme being suspended or cancelled.



5.8. Change of curriculum

- Learners are required to review their enrolment on the UCT Online High School Campus to ensure accuracy.
- Where a learner requires a change in their curriculum due to an administrative error, they or their guardian(s) must notify their Support Coach within 10 days of enrollment.
- Where a learner wishes to make a change to their subject selection, their guardian(s) must notify their Support Coach. Subject change deadlines will be communicated at the start of the academic year.

5.9. Leave of absence

This section applies to instances where a learner needs to take an extended period of absence due to personal circumstances. For shorter periods of absence relating to illness or extenuating circumstances, see 'Absence and Illness' above.

- A leave of absence is applicable in a situation where a learner needs to pause their studies due to personal circumstances.
- A leave of absence can be applied for at any time during the programme.
- A leave of absence cannot be applied for retrospectively or once the programme has been completed.
- Where a learner wishes to take a leave of absence, this must be raised by their guardian(s) with the learner's Support Coach. They are required to contact the Support Coach and will be advised on the steps to be followed, which will include the submission of a form and supporting documents pertaining to the reason for the request.
- The relevant forms will be provided by the Support Coach and must be completed by the guardian(s) and returned, along with any necessary supporting documents, for processing.
- Reasons that are grounds for the possible approval of a leave of absence include:
 - Illness or medical grounds
 - Compassionate grounds



- External study opportunity
- Exceptional opportunity
- The maximum duration for a leave of absence will be determined on a case-by-case basis. In some instances, a leave of absence may result in the extension of the programme enrolment duration, as the learner may no longer be able to write their end of year exams at the original scheduled date.
- Where a leave of absence is granted, all continuous assessment (formative assignments) records for the period for which marks have not yet been entered will remain incomplete and the learner will be required to catch up on these upon their return.
- During a leave of absence, a learner's record remains active and they will be able to access the UCT Online High School Campus and liaise with their Support Coach. A learner with a leave of absence will retain access to the academic materials and progress on the UCT Online High School Campus up to the date of when the leave of absence was processed. The learner will not, however, have access to academic materials released on the UCT Online High School Campus after the date on which their leave of absence was processed.
- A learner has the right to return at the end of the period without reapplying, but notification of their return must be provided to UCT Online High School.
- A learner who is granted leave of absence on medical grounds will be required to show that they are fit for study before resuming their studies.
- Where a learner does not return from a leave of absence according to the approved period, UCT Online High School will make contact with their guardian(s) to establish the reason. If the learner is not able to return to their studies at the end of the approved period, UCT Online High School will advise that the cancellation of enrolment process would need to be followed, and the terms relating to a cancellation of enrolment will apply.



5.10. Reviews & Appeals

- A learner, or their guardian, may request a review of any of the learner's grades where they believe there is an error in the calculation of the grade. All such requests must be made via the termly appeals process.
- A guardian may also appeal a learner's final promotion status. All such appeals must be made via the End of year Appeal process.
- The nature of external appeals is dependent upon the relevant examination body.
- The outcome of the appeal procedure is final.
- For further detail on reviews and appeals, please refer to the relevant programme's appeal policy and communication sent out each term.

6. General rules on programme delivery

6.1. 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 Success and Faculty Teams.

6.2. 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.



- Applicants who have applied, may be required to complete an English language proficiency test prior to acceptance, to ensure that they are performing at a level required to participate in online learning with English being the language of instruction and assessment.

6.3. UCT Online High School Campus

- Each programme is delivered over a specified period, informed by the curriculum, 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.

6.4. Communications

- Learners and guardian(s) may receive communication by telephone, email, WhatsApp, mobile app notifications (guardians) 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 learner terms and conditions or this learner handbook.
- By accepting admission at UCT Online High School, learners and their guardian(s) 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).

6.5. Access to UCT Online High School Campus

- Upon 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 a 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 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.

6.6. Permitted use

- Only learners who are enrolled for a programme may participate in that programme. 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.

6.7. Prohibited use

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).

6.8. Learner responsibility

- Learners must contact UCT Online High School immediately if they experience any unauthorised use of their profile details.
- 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.

6.9. 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.

6.10. 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, learners require access to a desktop computer or a laptop computer. 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.

6.11. External websites

- UCT Online High School is not responsible for technical support for any external websites. Programmes that require 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 the Technical Support Team through the UCT Online High School Campus or Learner Portal).
- UCT Online High School will not be liable for any costs, claims or damages that learners may suffer as a result of their use of, or failure to access, any external website.

6.12. Live Interactions

- Learners will attend live interactions with UCT Online High School staff. These form part of the online learning experience.
- Some of the key live interactions facilitated by UCT Online High School staff include:
 - Assembly
 - Live check-ins
 - Support pit stops
 - Ask Me Anything sessions
 - Mastery Bootcamps
 - Virtual Clubs

6.13. Student Success Team

- The Student Success Team is the primary contact team for learners and their guardian(s) during a programme.
- Learners will be allocated a dedicated Support Coach during the programme, who will ensure that they have access to programme



materials, and are supported and well informed about programme happenings.

- Support Coaches will be available during working hours (8 am - 5 pm SAST) Monday - Friday by email and WhatsApp.

6.14. Technical Support Officers

- Technical Support Officers are available to learners to handle any technical-related queries that learners may experience during a programme presentation. These team members are on hand to offer general support not related to learners' specific programme, and will be available during working hours (8 am - 5 pm SAST) Monday - Friday by telephone, email and live chat.

6.15. Faculty

- The Faculty team, composed of subject specialists, learning facilitators and teaching administrators, provide instruction and guidance on programme content and academic-related queries. Interaction with Faculty is facilitated via discussion forums and Ask Me Anything sessions where pre-curated questions are answered for the benefit of all.
- 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. Certification upon successful completion of the final year of study is awarded by the examination body once all the requirements have been met. Unless otherwise stipulated, UCT Online High School does not issue certification for any programmes.

7. General rules on assessments & examinations

All programmes include continuous assessment, internal summative assessments and the examinations set by the examination body. Specific details regarding assessment are stipulated in the Academic Handbook. Examinations set by the examining body must take place at a physical venue, unless stipulated otherwise for a specific programme.

7.1. Assignment submission

- Assignments are submitted on the UCT Online High School Campus and the timeline of submission is communicated on the online campus.

7.2. Continuous assessment remarks

- Learners may request, in writing, a remark of an assignment within five (5) days of receiving the mark. However, no re-marks will be considered after a summative assessment has been written. This request should be submitted to the appropriate UCT Online High School team for resolution.
- Please note that a remark request may result in an increase, decrease, or no change in assessment marks.

7.3. Academic reports

- Consolidated academic progress reports will be issued to learners and parents at specific intervals, for UCT Online High School for the SA National Senior Certificate (NSC) these will be termly (4 time a year), following the South African government school calendar. For the UCT Online High School for the Cambridge International Curriculum, these



will also be every term (3 times a year). Reports will only be issued upon completion of all termly modules and the associated assessments for that term. Failure to complete the modules and assessments may result in reports being released late.

7.4. Grade queries

- If a learner, or their guardian(s), wishes to query the grading of a task on the basis of picking up an error or a grade that is significantly below the learner's usual average, an application for a review of the marking of their task can be made to the appropriate UCT Online High School team.
- The review will be completed within seven business days of the request.
- Once a review is completed, the grades are either adjusted or feedback is provided.
- Please note that grade reviews may result in an increase, decrease, or no change in assessment marks.

8. General rules on learner submission errors

UCT Online High School enables learners to be equipped as the custodians of their online high school academic learning journey through orientation courses. Instructive and experiential training in the General Orientation Course provides the opportunity for learners to understand and practise proper submission processes for the assessment submissions they will encounter in their learning path with UCT Online High School. This is to ensure learners are equipped and prepared with the necessary administrative skills and experience for the submission process prior to commencing their subject courses and are thus able to focus on the academic work in their academic modules and assessments and minimise anxiety and marking delays associated with incorrect submissions.



8.1. Policy summary

- All UCT Online High School enrolled learner assessment submissions will be marked as submitted. If the marker can't mark the submission due to a learner submission error, the learner may receive zero for the assessment.
- Learners are required to submit correct assessments and will be marked on what is submitted. There will be no opportunity to resubmit an assessment that was incorrectly submitted except for formal assessments. Learners have the responsibility of ensuring they have completed the review and practice submissions in the General Orientation Course to ensure they understand how to, and have successfully been able to, submit assessments. This includes Listening comprehensions, scanning and submitting single page and multi-page documents, saving and sharing video files, saving and downloading documents, Cycle test invigilation.
- Learners have the responsibility of ensuring they read and understand the instructions for each assessment in the learning path carefully before continuing with their submission.
- Exceptions to this policy may be assessed and included within a learner's Academic accommodations.
 - If a learner has a typing concession but it is not present on their profile and the submission is marked as invalid or the learner receives 0.
 - An assessment that has been reworked and learners need to be afforded an opportunity for the new attempt.
 - Submission errors that are due to loadshedding, power outages and/or Campus access challenges.
- If a learner submission in the learning path is interrupted by loadshedding or an online campus error on a final submission attempt and the learner is unable to submit in the allocated time, they must inform their Support Coach as soon as they are able to provide evidence (in the form of a screenshot of the error and/or the loadshedding



schedule for their area). In this instance, the Support Coach may consider to approve an opportunity for a resubmission.

- If the learner receives zero for making a submission error, and the learner wants to dispute the grade, the learner must contact their Support Coach with the specific details of the dispute. The Support Coach will escalate the query and revert with a decision and next steps. Due to the fact that an investigation must be completed, this process could take up to 7 school days.

8.2. Procedure

- It is compulsory for learners to complete all elements of the General Orientation Course. This includes three human-graded Mastery checks specific to assessment submissions: Listening Comprehension, Video Submission and Submission of a demonstration, oral or video assignment.
- If a learner does not pass any or all of these Mastery checks, they will need to attend a review session with a Technical Support Officer.
- The General Orientation Course lessons remain available throughout the academic year for the learner to continue to review as needed.
- If a learner submission for an assignment in their Academic modules is interrupted by loadshedding or an online campus error on a final submission attempt and the learner is unable to submit in the allocated time, they must inform their Support Coach as soon as they are able and provide evidence (in the form of a screenshot of the error and the loadshedding schedule for their area). In this instance, the Support Coach will consider to approve an opportunity for a resubmission.

8.3. Cycle tests & examinations

Cycle tests and examinations make up a large percentage of a learners' mark. These happen in pre-scheduled time slots, under proctored



conditions. Before these assessments, learners must have signed up and tested The Invigilator App to ensure that they know how to upload on the app.

The following will apply to cycle test and exam submissions:

- Should a learner submit an incorrect document, they will receive zero and will not be granted a chance to resubmit.
- Should a learner submit only parts of the test or exam, they will be marked on what is received.
- Should a learner submit an illegible document, they will be marked on what can be read.
- Should a learner experience any technical error that may compromise their submission, they must contact their Support Coach immediately, with as much context as evidence as reasonably possible.

9. External Examinations and summative assessments

9.1. Examinations

- Examinations are classified as a summative form of assessment for a subject and programme. Unless stipulated otherwise, each subject and programme requires learners to write a prescribed number of examinations. Learners must take part in all examinations and summative assessments as required by their individual subjects and programme.
- For special accommodations, please refer to the Accessibility and Accommodations Policy.



9.2. 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.

9.3. 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 a learner is enrolled for.

9.4. Writing examinations

- All examinations set by the examination body are written at physical venues that accept UCT Online High School learners, unless stipulated otherwise for a specific programme. Examinations are written under proctored conditions. UCT Online High School will provide a list of available venues where these examinations are to be written. Guardians and learners are entirely responsible for the arrival of a learner at the allocated examination venue according to the date(s) and time(s) stipulated on the examination timetable.

9.5. Marking of examinations

- UCT Online High School does not mark examinations for subjects and programmes. Unless stipulated otherwise, all examinations are marked by the examination body for the subjects and programmes a learner is enrolled for.

9.6. Examination timetables

- Exam timetables are devised, set and disseminated by the examination body for the subjects and programmes a 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 examination timetables.

9.7. 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 learners and must be adhered to. Any failure to adhere to these 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.

9.8. Examination attendance

- It is the learner's sole responsibility, under the care of their guardian(s), to ensure attendance at an exam that has been registered for. UCT Online High School bears no responsibility should a learner fail to attend an examination and the implications thereof.

9.9. Special arrangements

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

9.10. Examination re-writes

- The rules and protocols relating to the rewriting of examinations are determined by the examination body and must be adhered to.

9.11. Programme results

- A learner's examination / final result or programme status is subject to the assessment policies of the examination body. Information related to the procedures will be provided to learners during their enrollment. If

there are outstanding fees or amounts owing, a learner's programme result may be withheld until such time as the fees have been settled in full.

9.12. 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.

10. Final reports and progression

- For information on final reports and progression, please refer to the relevant Academic Handbook.

11. Certification

11.1. 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.

11.2. 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.

11.3. Name appearing on the certificate / statement of results

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

11.4. Certificate / Statement of Results

- Learners will collect their certificate / statement results from the examination centre where they wrote their exams or, if permitted by the examination body, these may be sent to the learner's residential address provided to UCT Online High School. Sending of certificates / statements of results will be for the expense of the guardian.

11.5. Nominating Third Party Address

- Where the certificate / statement of results is sent to a learner's address and a guardian chooses to nominate a third party to receive or collect on their behalf, this will be done at their own risk. UCT Online High School will not be held liable for any loss or theft arising from this nomination.

11.6. Certificate non-collection

- Where a learner or their guardian does not collect their certificate / statement of results within the stipulated time period this will require that the guardian submit an application for a re-issue at their own expense.
- When a certificate / statement of results is sent to a learner's residential address returned to UCT Online High School's centre, the learner will be contacted and informed of the return. Certificate / statement of results returned due to being unclaimed by the designated recipient will be re-sent at the guardian's written request at their own expense.
- Where a certificate / statement of results has been returned due to a failed delivery attempt, the fee payer will be liable for the cost of re-sending the certificate. Should an incorrect or outdated address be provided, the fee payer will be held liable for the cost of the resend.



11.7. 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.

11.8. Digital Certificates

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

12. Rules on conduct for learners

12.1. General rules

- All learners are required to adhere to a Code of Conduct accessible on the UCT Online High School website.
- Learners and their guardian(s) 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 learners will be obliged to abide by the terms of these additional materials.
- 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.



12.2. Academic conduct

- Learners are expected to commit themselves to the principles of academic integrity in all of their academic work.
- 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.
- Learners may not submit in whole or in part the academic work of another learner as their own.
- 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 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.
- A 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 a 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.

12.3. Safeguarding

- UCT Online High School has taken a zero-tolerance approach to bullying within its community.
- Learners found to have engaged in bullying behaviour will face disciplinary action and appropriate sanction.
- Learners are expected to comply with the Code of Conduct.
- Learners are expected to familiarise themselves with UCT Online High School's Safeguarding of Children Policy.
- Learners must commit themselves to engaging respectfully at all times with every member of the school community.
- In line with the Safeguarding of Children Policy, learners with knowledge of any instances of bullying are expected to report this immediately to an appropriate authority. This will be investigated and a decision reached by the Oversight Committee of UCT Online High School.

12.4. Offensive content

- To the extent that any person is harmed by a learner's comments, UCT Online High School shall not be held responsible for the learner's behaviour, and learners hereby release UCT Online High School from and indemnify UCT Online High School against any such liability.
- 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, 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.

12.5. Channels for complaints

- UCT Online High School will seek to address, wherever reasonably possible, all complaints in a mutually beneficial and satisfactory manner.



- All learner complaints must be submitted by email to the dedicated Support Coach.
- It is expected that both learners, their guardian(s) and UCT Online High School and its staff will conduct themselves in an appropriate and courteous manner when managing complaints.
- 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 learner and their guardian(s), 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.

12.6. 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. Learners may not disseminate UCT Online High School content on any platform or in any medium except on the UCT Online High School Campus.



- Learners and their guardian(s) agree and consent that UCT Online High School and the examination body applicable to the learner's programme are entitled to use (at their discretion) all content shared by the learner on the UCT Online High School Campus for internal research and development, quality assurance, programme improvement and non-commercial purposes.
- Learners may share their own content, including assignments, with UCT Online High School, teachers, the Student Success Team, and fellow learners.
- Learners retain all intellectual property rights in, and are responsible for, the content that they share.
- It is the responsibility of learners to ensure the proper protection of their intellectual property.

12.7. UCT Online High School policies

- 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.

13. Breach of learner code of conduct

- All learners are expected to abide by the Code of Conduct that has been developed to assist and guide learner behaviour at UCT Online High School.
- Any corrective measures or disciplinary action against a learner who has violated the 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 Learner Code of Conduct.
- Sanctions in instances where a learner is found guilty of violating the Learner Code of Conduct, following the disciplinary process, may include,



but are not limited to, removal from a course or courses, participation in a relevant life skills programme, referral for counselling, 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 learner being expelled from UCT Online High School.
- Learners and their guardian(s) retain the right to be informed of the allegations brought against the learner, to be given time to prepare a response to these charges, and to respond to the charges before the appropriate authority.
- Where a 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.
- Learners and their guardian(s) retain the right to appeal the outcome of the disciplinary process.

14. Grievances

A grievance differs from an academic appeal as it relates to service or personal issues and not the academic outcomes of course work. A learner may file a grievance in the cases of an unresolved difference or dispute between themselves and the UCT Online High School, staff member or fellow learner related to services rendered or non-academic decisions.

Learners are encouraged to resolve grievances informally with the relevant party as soon as possible.

Where grievances cannot be resolved at the preliminary informal stage they will be escalated to the Head of School. If the Head is unable to resolve the



matter it will be escalated to the Executive Head of School and Chief Academic Officer.

The UCT Online High School will always consider the circumstances of the learner and the grievance on a case by case basis and take necessary steps to protect the aggrieved individual, including keeping the identity of the individual confidential, where necessary.

Grievances with a staff member

Where an aggrieved individual has a grievance with a staff member, the learner and / or their parent(s) should discuss the matter with the relevant staff member in an attempt to resolve the grievance amicably.

Where this is not possible, the learner or their parent(s) should report the grievance to the Head of School who will facilitate a meeting in the attempt to arrive at a resolution. The Head will seek to resolve the matter and the matter will be closed at this level. The outcome of this process will be given in writing to all parties involved.

The Head of School will investigate the grievance and may request further information from the learner / parent and staff member or conduct a meeting with the relevant parties. As may be required, the grievance information will be provided to the assessment body of the qualification that the learner is enrolled for.

Grievances with fellow learners

Where a learner cannot resolve a grievance with a fellow learner informally, the aggrieved learner, or their parent, must lodge a written complaint with the Head of Student Well-beingness. The Head of Student Well-being will facilitate a meeting in the attempt to arrive at a resolution.

The outcome of this process will be given in writing to all parties involved.



If the matter remains unresolved the Head of Wellness is required to escalate the matter to the Head of School who will investigate and attempt to resolve the matter.

The Head of School will take all reasonable steps in resolving the grievance, which may include disciplinary action against the accused learner based on the circumstances of the grievance. Any action taken by the UCT Online High School against an accused learner will be confidential between the accused learner, the UCT Online High School and the awarding body as may be required.

Grievances against the UCT Online High School

Learners / parent(s) must submit grievances against the UCT Online High School in writing to the Head of School, via their dedicated Support Coach, who will facilitate the resolution of that grievance.

The UCT Online High School Operations and Governance Committee will consider and investigate the complaint, which may include a meeting with the learner and any relevant third parties taking the circumstances into account. As may be required, the grievance information will be provided to the awarding body of the qualification that the learner is enrolled for.

After an investigation into any grievance brought by a learner / parent, the outcome may be communicated as follows, taking the circumstances of the learner and grievance into account:

in writing to the individual learner / parent and the various parties involved;

in writing to the learner body; and

verbally through a learner / parent meeting.

All grievances brought to the attention of the UCT Online High School will form part of a learner's formal record maintained by the UCT Online High School.



15. Learner wellness

UCT Online High School highly values and cares about the mental, emotional and social wellness of all learners. As such, each learner at UCT Online High School will be assigned a Support Coach for the duration of their time as a learner. The Support Coaches are in place to guide learners along their learning pathway and provide support aimed at growing functional, engaging and optimal individuals. Support Coaches cannot provide psycho-therapeutic intervention with respect to mental health challenges and disorders.

The school has a Well-being & Engagement team, which includes school counsellors who are available for short term therapeutic support. A school counsellor, as the designated safeguarding coordinator, is required to adhere to the school's Safeguarding of Children Policy and to alert guardians should it be identified that a learner requires a referral to an external expert.