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.. Our learners experience a highly engaging, inclusive and socially rich learning environment which is supported by expert subject specialists 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.

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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!

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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.

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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 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

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- 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

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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.

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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.

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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.

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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 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

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- 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.

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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.

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- 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

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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.

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- 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.

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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

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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.

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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 times a year), following the South African government school calendar. Reports will only be issued upon completion of all termly modules and the associated

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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

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a learner submission error, the learner may receive zero for the assessment.

- Learners are allowed to request resubmissions for formal assessments that have been graded zero. Resubmission requests can only be logged after the formal assessment has been graded.
- 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.
- 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.

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- If the learner receives zero for making a submission error, and the learner wants to dispute the grade, the learner must log a Grading Queries ticket on the Learner Portal with the specific details of the dispute. 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.
- 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:

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- 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.

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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

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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

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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. Learner attendance

What makes a learner successful at an online school is the collaborative efforts of the learning triad: school, guardian and learner. Attendance and engagement with all school scheduled activities, be they synchronous or asynchronous, is a key way in which UCT Online High School supports a learner's success. It is critical, therefore, that the school, guardian and learner work closely together to ensure regular attendance and engagement with all school activities.

At UCT Online High School we recognise that attendance cannot be as narrowly defined as attendance in a brick-and-mortar school. For this reason, UCT Online High School defines attendance as:

1. A learner attending* all live sessions, or alternatively, where possible, watching the recorded session, scheduled into their school-facing Google Calendar. These sessions include:
    a. Ask me Anything (AMA) Sessions
    b. Mastery Bootcamp Session (where scheduled)
    c. Academic Support Sessions (where scheduled)
    d. Live Check-in Sessions
    e. Support Pit Stops (where scheduled)
    f. Virtual Clubs
    g. Assembly

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2. Logging into their Online Campus each school day.
3. Completing and submitting all weekly assessments before the weekly Friday and Sunday due dates.
4. Completing and submitting all Cycle Tests and Examinations.

***It is important to note that for a learner's attendance to be counted in a live session they must be present for at least 80% of the live session. Attendance shorter than this will result in the learner being listed as absent. Learners must be punctual to their live sessions and may not leave a live session without being excused by the Subject Specialist.**

It is important to note that the sessions are strictly designed for enrolled learners. The guardians should under no circumstances be engaging in the live session. These live sessions are designed to support learners. Please ensure any guardian queries are directed through the correct procedures. Using any live session for guardian queries constitutes misconduct and goes against the behaviour expected from our guardians.

11.1 Roles and Responsibilities

Learner

Learners have a responsibility to:

1. Attend all school engagements, both synchronous and asynchronous.
2. Ensure that they are punctual to all synchronous (live) school engagements,
3. Log in to their online campus each school day.
4. Submit all assessments and assignments by the weekly and termly due date
5. Attend, write and submit all scheduled Cycle Tests and Examinations.

Guardians

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Guardians are expected to:

1. Ensure learners attend all synchronous and asynchronous school events.
2. Ensure that learners are not absent without a valid reason (see below).
3. Ensure that learners are adequately prepared for school events.

To assist guardians, we encourage guardians to be active in their approach to promoting good attendance by doing the following regularly:

1. Review their learner's live session schedule by reviewing their learner's UCT OHS school calendar.
2. Engaging with their learners to find out what happened in the live session

School

UCT Online High School does the following to support learner attendance:

1. Ensure that live sessions are meaningful sessions where learners can connect with their Subject Specialist and peers to deepen their understanding of the content.
2. Ensure that live sessions are scheduled well in advance to support learner and guardian planning
3. Ensure that changes to live sessions are communicated as soon as reasonably possible.
4. Where a live session does not happen, ensure that the relevant resources are made available to the learner.

11.2 Absenteeism

Absenteeism is defined as:

a. Missing scheduled Ask Me Anything (AMA), Mastery Bootcamp Live sessions and Academic Support Sessions, without a valid excuse and without watching the Live Session recordings.
b. Not logging into the Online Campus for more than three consecutive days.

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c. Not submitting assessments by the termly due dates.

At UCT Online High School we categorise absenteeism into two distinct categories.

11.3 Acceptable Absenteeism

a. Illness or Medical Condition:
    i. Learners who are unable to attend live sessions owing to illness or a medical condition must present a medical certificate or a doctor's letter to explain their absence within two school days. Any documentation should be forwarded to the learner's Support Coach.
    ii. Giving birth, this is subject to written confirmation by a registered medical practitioner or registered midwife. Any documentation should be forwarded to the learner's Support Coach.
b. Family Emergency:
    i. Absences from school (attending scheduled live sessions) should be reported to the support coach as soon as possible, and proper proof may be requested.
c. Religious or cultural observances
d. Appointments at court, social services or other official agencies. The school may request documentary proof.

11.4 Unacceptable Absenteeism

The following are examples of unacceptable reasons for absenteeism:

a. Holidays taken during term time
b. Guardian work commitments or business trips
c. Attending social engagements
d. Oversleeping
e. Attending a personal event that is not related to any of the valid reasons.

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12. Certification

12.1. 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.

12.2. 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.

12.3. Name appearing on the certificate / statement of results

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

12.4. 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.

12.5. 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.

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12.6. 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.

12.7. 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.

12.8. Digital Certificates

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

13. Matric related information

13.1 Matric merchandise

At UCT Online High School, we celebrate the upcoming Matric cohort each year by offering Grade 11 guardians the opportunity to purchase an optional Matric hoodie or

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jacket. UCT Online High School takes the responsibility of creating design options that meticulously reflect our school's brand identity. Learners are then presented with these carefully curated options and are invited to participate in a voting process, whereby the design with the highest votes becomes the official hoodie or jacket for the Matric cohort. Only designs curated by the school are eligible for selection; learners are not able to propose designs. As Grade 11 draws to a close, guardians are invited to purchase these items, should they choose.

13.2 Matric dance

UCT Online High School does not host a Matric dance, nor does the school endorse independently organised matric dances or events. Should guardians choose to organise such events independently, they are not permitted to use any UCT Online High School branding. The school will not be held liable for any safeguarding or safety-related issues that may arise during these events.

13.3 Matric certificates

NSC matric certificates are issued by Umalusi and sent to SACAI, who then distributes them to UCT Online High School. Once the certificates are received, UCT Online High School will contact the primary guardian on record to provide information on how to retrieve their learner's certificate. This will occur in the year following the learner's Grade 12 examinations. Certificates are only issued to learners who have written and passed their Grade 12 final examinations. We encourage all primary guardians to ensure that they are subscribed to our UCT Online High School communications so that they can receive all updates as it relates to their learner's certificate.

Please note that UCT Online High School is unable to provide specific timelines for the distribution of NSC certificates until confirmation is received from SACAI. For more details on the certificate process and procedures, you can read further here.

13.4 Access to Online Campus and school information

Matric learners and their guardians will lose access to all UCT Online High School platforms and systems at the end of December in their matric year. This includes the

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Online Campus, the Learner Portal, and school-related email accounts. It is crucial that learners download and save any documents or content they wish to retain before this access ends. Should learners want to request a letter of recommendation from their Support Coach, they need to ensure this request is made before the end of the academic year.

While guardians will retain access to the Guardian Portal, they will no longer be able to view specific details about their matric learner, such as performance and progress data. We strongly recommend that guardians download copies of their learner's Term 1-3 report cards for their records.

UCT Online High School will notify learners and guardians of the final access date via a school-wide communication at the end of the matric academic year.

13.5 Exam processes, who is responsible for each aspect?

Aspect		Guardian	Learner	UCTOHS	SACAI	Additional information
IDs	Apply for and collect your learner's ID	✓				You will need to provide a certified copy of your learner's ID document. This is an important piece of the exam registration and will be needed for confirmation of access to their final exam venue. Please prepare ahead and if your learner does not have their ID yet, please schedule some time to get

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	Certifying your learner's ID in June	✓				this as soon as possible. Please certify in June so that it is still valid later in the year.
	Send your learner's certified ID to UCT OHS	✓				
	Send all learners' IDs to SACAI			✓		
Subject changes		✓				Making a subject change in Grade 12 should not be taken lightly and is generally not advisable. When considering a subject change heading into Grade 12, please think carefully about the implications of the change. Some important things to consider: • What are your learner's post-Matric interests? If they are pursuing tertiary education, have you checked schools of interest and programs of study they are interested in to understand the requirements? What subjects may be required to pursue the studies and career/s they are interested in? • What other subjects are they taking that may be impacted? For example, Mathematics is a critical subject to be taken if your learner is also taking Accounting, Economics, IT, Life Science or Physical Science.

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						• The NSC qualification is a 3-year qualification. This means that the final exams and final qualification takes into account subject knowledge that is built upon from Grades 10, 11 and 12. Starting a new subject in Grade 12 will require your learner to spend some extra time "catching up" on the foundations from Grade 10 and 11 that they may be missing. This will be your responsibility as a family to arrange the necessary support for your learner to learn and catch-up on prior subject context. The Subject Change Deadline for Matric 2025 Learners is 9 December 2024. No subject change applications will be accepted after this date.
Concession applications		✓				Guardians must inform their Support Coach in writing by 1 *April 2025* if they wish to apply for concessions to be used in the 2025 NSC Matric Examinations in order to meet the SACAI concession application deadlines. Important Additional Notes Related to Concessions: • SACAI Concession applications cost R597 in 2024. Application fees for 2025 are still to be confirmed. • Concessions previously approved by DBE/IEB/PED need to be formally approved by SACAI by submitting a conversion concession application. Conversion concession applications

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						cost R182 in 2024. Fees for 2025 are still to be confirmed. • If you have already received a concession approval letter from SACAI in Grade 10 or 11, you do not need to re-apply for the same concessions in Grade 12. • Visit the Concessions page on theWellbeing and Engagement site for more general information about concessions.
Formal Assessments	Preparing for, doing and submitting all SBAs on time		✓			It is vital that learners complete all assessments on their own and submit on time as these form part of their portfolio and are important building blocks towards final NSC examinations.
	Cycle Tests, Mid-year Exams and Prelim Exams		✓			It is the learners responsibility to ensure all cycle tests and examinations are written honestly and independently to avoid having an unstable SBA.
	Final Exams		✓			Even though it is the learner's responsibility to prepare and write the Final Exams, this happens at the allocated external SACAI venues, and not on our OLC (Online Campus).
Grading	SBAs, Cycle Tests, Mid-year Exams			✓		

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	and Prelim Exams					
	Final Exams				✓	
NBT registration		✓				Specifically for Grade 12 learners, the National Benchmark Test (NBT) is a comprehensive assessment designed to evaluate a learner's academic readiness for university. The test comprises two 3-hour exams: AQL, focusing on Academic and Quantitative Literacy, and MAT, concentrating on Mathematics. Universities utilise NBT results to gauge the additional support a learner may require and to determine the success of their university application. Adequate preparation for these pivotal tests is crucial. With a track record of assisting over 20,000 learners in NBT preparation, Advantage Learn, a leader in this domain, can provide you with a competitive advantage. You can read more about it here.
Exam registration fees		✓				• Exam fees are estimated at roughly R14,000 and are based on the subjects taken by your learner (this is in addition to your tuition fees). • The 2025 SACAI Exam Fees have not yet been confirmed and shared by SACAI. • Invoices for these fees will be issued early in the year, and are payable soon after that. Please plan and budget accordingly.

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						• Please take some time to review these fees now as an estimate and guide to start planning and saving for this expense. This is required for all learners to be able to write their final NSC Exams at the end of the year and the final exams are a requirement for completion of the Matric year. Final NSC examinations must be written through the same examination body with which the learner has completed their matric academic year. Learners completing their grade 12 academic year at UCT Online High School must write their final NSC exams with SACAI.
Venue selection	Initial (select THREE)	✓				Please ensure that you select 3 venue preferences that your learner is able to attend.
	Collate information and send it to SACAI			✓		
	Actual venue allocation				✓	All venues are allocated by SACAI, UCT Online High School will communicate the venues as allocated by SACAI.
Entry Schedules					✓	An Entry Schedule contains a learner's details, the subjects they are registered to write (including any subjects they are currently taking through an external service provider), and the examination venue allocated to the learner.

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Matric certificates	Compiling and generating				✓	
	Distributing			✓		

14. Rules on conduct for learners

14.1. General rules

All learners are required to familiarise themselves with, and adhere to, the Learner Code of Conduct and the School's Safeguarding Policy, accessible on the UCT Online High School website, as well as with any additional guidelines and rules that are issued by the School.

14.2. Academic integrity

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 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.
- Breaches of academic integrity will be subject to disciplinary processes, as set out in the Learner Code of Conduct.

14.3. Safeguarding

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UCT Online High School has a zero-tolerance policy with regard to any form of bullying within its community. Learners found to have engaged in bullying behaviour will face disciplinary action and appropriate sanction in terms of the Learner Code of Conduct.

- Learners must commit themselves to engaging respectfully at all times with every member of the school community.
- In line with the Safeguarding Policy, learners with knowledge of any instances of bullying are expected to report this immediately to their Support Coach.

14.4. 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 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 guardians 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.

14.5. 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 their dedicated Support Coach.
- 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 the School's Learner Disciplinary Committee.

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15. Learner misconduct

The School's policies and procedures in the event of learner misconduct are set out in full in the Learner Code of Conduct.

- Infringements are managed according to three levels of severity, and Level Three cases are subject to a Disciplinary Hearing with an appropriately qualified Chair who is not a member of staff of the school or the Valenture Institute.
- The learner(s) against whom the allegations have been made, and their registered guardian(s) will be given at least five school days written notice of their Disciplinary Hearing, and will be invited to attend online to present their side of the story and make representations.
- Any learner, or their guardian on their behalf, may appeal a sanction for an infringement at Level One, Two or Three. A learner wishing to appeal a sanction must notify the Governance Manager in writing via their Support Coach and within five school days of receiving notification of the sanction.
- An appeal against a Level One sanction will be reviewed and resolved by the Executive Head of School. Appeals against Level Two and Level Three sanctions will be heard by an appropriately qualified adjudicator who is not a member of staff of the school or the Valenture Institute.
- All complaints, appeals and their outcomes will be treated in strict confidence. If a guardian is concerned about the consequences of a disciplinary process for the health, safety or well-being of a learner, they should approach the school via their Support Coach, also in confidence.

16. Grievances

16.1 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 Executive Head of School of School.
- The School will consider the circumstances of the learner and the grievance on a case-by-case basis and take necessary steps to protect the aggrieved

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individual, including keeping the identity of the individual confidential, where necessary.

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

16.3 Where this is not possible, the learner or their guardian should report the grievance to the Head of School who will facilitate a meeting in the attempt to arrive at a resolution. The Head of School 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.

17. Learner wellness

17.1 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.

17.2 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.

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