



UCT ONLINE HIGH SCHOOL

POLICIES

FEES HANDBOOK

Adult Matric



in collaboration with

VALENTURE INSTITUTE



OVERVIEW

Purpose	This Fees Handbook provides an overview of the rules about Adult Matric learner fees that all fee payers are expected to comply with.
Custodian	Chief Financial Officer
Approval Authority	Executive Head of School and Chief Academic Officer
Version History	Version 3, Effective May 2024

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In addition to the information and terms and conditions contained on the UCT Online High School website, the following terms and conditions are also applicable to Adult Matric learners/fee payer(s) with respect to the payment of fees at UCT Online High School.

Please note: any further reference to “learners” in the context of paying fees also refers to their parent(s), guardian(s), or any other fee payer. Adult Matric learners are regarded as both the learner and the guardian or fee payer.

Please note further: any fees owing to UCT Online High School will be levied by and payable to Valenture Institute.



1. Pricing, payment & delivery

1.1. Responsibility to pay remains with the learner

- If an Adult Matric learner elects a third party payer to make payment on their behalf, the learner will remain responsible for the payment of all fees levied should payment not be received from the elected payer. Failure to settle the outstanding account will result in suspension of the learner, as outlined in the suspension section below.

1.2. Tuition Fees

- When a fee payer accepts an offer for an applicant to study at UCT Online High School, they then agree to pay the applicable (tuition) fees and any other amounts that are due by them arising from their participation in the Programme(s), by the stipulated deadlines.
- Refer to Annexure A for applicable fees.
- Fee payers are required to set up their payment method to confirm placement in the Adult Matric Preparation programme. If this is not done before the commencement date of the programme, the Adult Matric learner will not be enrolled in their studies.
- All Tuition Fee payments are payable in advance.
- Fee payers must pay their tuition fees monthly
- The following billing cycle applies to all invoices:
 - Invoices are due and payable by the 1st of the month.
 - Accounts in arrears for more than 7 days will be suspended.
- The following fees are **included** in tuition fees:
 - Dynamic digital learning content, including past papers and memos but excluding required language networks
 - Access to our online campus and all of our digital tools
 - Your selected number of subjects in preparation for the May/June external examinations
 - Support Advisor for administrative support and accountability



- Peer-to-peer learner forums
 - Recommended weekly plans
- The following fees are **excluded** from tuition fees:
 - Stationery/setwork books, software and computer equipment outlined on the UCT Online High School website
 - Concession fees for a phase/external examination registration

1.3. External Examination fees

- The tuition fees are not inclusive of any external examination fees levied by the examining body.
- Should there be any External Examination Fees associated with the Amended Senior Certificate (ASC), the schedule of fees for examinations will be released annually and will be made available to fee payers.
- At this time the DBE does not currently charge for external Amended Senior Certificate (ASC) Examinations.

1.4. Qualified promotional offers

- Any qualified promotional offers will be indicated on the Adult Matric fee invoice.

1.5. Financial Scholarships

- UCT Online High School will from time to time offer financial scholarships to our adult learners.
- Adult Matric learners are only eligible for one (1) promotional offer OR scholarship discount on their tuition fees.
- Please refer to our website for more details.

1.6. Pausing your studies

- An Adult Matric learner can choose to pause their studies at any stage during the programme. Initially, the pause will be granted for a period of one month.



Upon completion of the initial month, an Adult Matric learner will have the option to extend their paused period.

- If a learner would like to pause indefinitely, they will have the option to do so .
- Adult Matric learners need to inform UCT Online High School of their decision to pause their studies before the end of the month, to avoid being billed for the following month.
- Should a learner opt to pause their studies while there is remaining time in their current billing cycle, access to the program will continue uninterrupted until the end of that billing period.

1.6.1. Resuming your studies

- An Adult Matric learner can resume their studies at any time.
- They will be sent an invoice and once paid, they will gain access to the Online Campus within 24 hours of payment being made.
- Invoices will not be prorated for the month. Should an Adult Matric learner choose to resume with their studies mid month, they will be charged for the full month.

1.7. Changing your bundle

- An Adult learner can choose to upgrade or downgrade their bundle at any stage during the programme.
- The bundle change will reflect on the Online Campus within 48-72 hours of requesting the change, however if requested after the monthly billing period (1st of the month), the updated billing (as per the new bundle) will only take effect as of the 1st of the following month

1.8. Changes to Fees & Charges

- Tuition fees, and other charges for Adult Matric learners will be subject to an annual fee increase.
- In deciding the annual level of increase for tuition fees, UCT Online High School will take into account a range of factors, including inflationary measures,



projected increases in school costs, costs of provision of academic facilitation, supervision and course-related facilities, admissions statistics, and access considerations, including the availability of Adult Matric learner support.

- The percentage increase of fees and other charges is considered on an annual basis.
- Increases will be communicated in writing to the enrolled applicants.

1.9. Tax Invoices in electronic format

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

1.10. Bank charges

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

1.11. Payment of VAT & other Taxes

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



1.12. Payment reference

- When making a direct payment to UCT Online High School, the fee payer must ensure that their invoice number (to which the payment relates), and the Adult Matric learner's full name, is reflected on their payment. UCT Online High School will not be held liable if they are unable to locate the fee payer's payment, and as a result, the Adult Matric learner is suspended from participation in a programme.

1.13. Suspension for non-payment

- UCT Online High School is a private online learning experience, as such tuition fees must be paid according to payment terms. A fee payer enjoys the benefit of informed consent at the point of application. Thus, UCT Online High School is within its right to suspend, and ultimately terminate if necessary, the enrolment of the Adult Matric learner where the fees have not been paid.
- If a fee payer fails to make payment for any outstanding fees by the due date for payment (as agreed during the admissions process, and recorded in the fee payer's invoice), then UCT Online High School will suspend the Adult Matric learner from participation in the Programme and ultimately withdraw them from the Programme if the account remains in arrears, at its sole discretion at any time.
- If an Adult Matric learner is suspended from participation, they will not be permitted to access the UCT Online High School Online Campus until they commence payment again.

1.13.1 Suspension process

- Strict 7 days payment terms are enforced for all Adult Matric learners.
- Any outstanding balances overdue by 7 days or more will be suspended immediately.



- Invoices are due on the 1st of the month in advance of that month's studies. As such, payment reminders which are intended to avoid suspension are sent to defaulting Adult Matric learners.

1.13.2 Unsuspension process

- For an Adult Matric learner to be unsuspended, monthly payment tuition is required.
- Upon receipt of notification of payment for both the outstanding invoice, and the advance fees invoice, the account is reinstated within 24 to 48 hours.
- Should an Adult Matric learner remain suspended after the May/June ASC exam sitting, they will be permanently withdrawn from the school, and are required to reapply for a place. Readmission is at the sole discretion of the school, as places cannot be guaranteed for non-payment suspensions, and catching up work missed is the sole responsibility of the learner.

1.14. Contact

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

1.15. Disputes

- If there is a dispute between UCT Online High School and the fee payer relating to the payment of any Programme fee, or the way in which the UCT Online High School Campus or the Website have been used, UCT Online High School may, at its sole discretion, suspend the learner's participation in the Programme for the period of the dispute.



2. Fee implications for cancellation of enrolment

2.1. Where an Adult Matric learner is suspended/expelled from UCT Online High School due to misconduct

- In the event of an Adult Matric learner being suspended/expelled from UCT Online High School due to misconduct, the fee payer will still be liable for the balance of fees due for the month following suspension.
- UCT Online High School reserves the right to elect the suspension/expulsion date of any Adult Matric learner as a result of misconduct.

2.2. Insufficient demand

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



Annexure A:

Tuition Fees

	Monthly
Bundle 1	R479/month
Bundle 2	R649/month
Bundle 3	R899/month

UCT Online High School for Adult Matric 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.

Adult Matric 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.