



ACADEMY OF
TECHNOLOGY
AND INDUSTRY
by UCT ONLINE HIGH SCHOOL

ACADEMY OF TECHNOLOGY AND INDUSTRY LEARNER HANDBOOK



OVERVIEW

Purpose	This Handbook provides guidance and information to assist learners at the Academy of Technology and Industry
Custodian	Director of Learning Experience
SME	
Approval Authority	Chief Executive Officer
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Definitions

Quality Council for Trades and Occupations (QCTO): the statutory body responsible for qualifications registered on the Occupational Qualifications Sub-framework of the National Qualifications Framework.

Skills Development Provider: an organisation accredited by the QCTO to offer a defined set of courses that lead to the award of a QCTO-certified qualification.

Occupational Qualification: a qualification accredited by the QCTO and registered on the Occupational Qualifications Sub-framework of the National Qualifications Framework.

Quality Partner: an organisation accredited by the QCTO to oversee the work of a Skills Development Practitioner and to serve as the Assessment Quality Partner for the administration of the External Integrated Summative Assessment.

Occupational Certificate: the credential issued by the QCTO to certify that a learner has been awarded an Occupational Qualification.

Account Payer: the person responsible for meeting the terms and conditions for enrollment for a qualification offered through the Academy of Technology and Industry. For a learner who is under the age of 18 at the point of registration, the Account Payer must be a parent or legally recognised guardian.

Facilitator: a qualified expert in the field of practice relevant to the subject matter of the qualification.

Support Advisor: a member of the Academy's Support Team responsible for assisting a learner with socio-social support and advice.

Online campus: the digital learning environment where the Valenture Institute provides course materials and learner services via the Internet, allowing learners to complete coursework from remote locations without physically attending a traditional, brick-and-mortar school.

Recognition of Prior Learning (RPL): the formal, rigorous, and evidence-based assessment of a learner's existing competence against the specific learning outcomes of the modules within a registered qualification.



Knowledge Module: The theoretical or subject-matter component of the qualification.

Practical Skills Module: The component of a qualification that is focused on the application of knowledge to develop specific, observable skills.

Work Experience Module: The component of a qualification providing for the application of knowledge and practical skills in an authentic workplace context.

Formal Assessment: An assessment that contributes towards the achievement of the qualification (i.e. it is graded).

Informal Assessment: An assessment for learning purposes that does not contribute directly to the grades awarded for the achievement of the qualification.

Final Integrated Supervised Assessment (FISA): the formal assessment administered by an accredited Skills Development Provider, that evaluates the extent to which a learner is able to integrate the combined outcomes of a course's Knowledge Modules, Skills Modules and Work Experience Modules.

Statement of Results (SoR): the certificate issued by a Skills Development Provider to document the outcome of the Final Integrated Supervised Assessment.

External Integrated Summative Assessment (EISA): a comprehensive and integrated assessment designed to evaluate competence against the overall exit-level outcomes of the qualification, requiring a learner to draw on knowledge, practical skills, and workplace experience simultaneously. The EISA is administered by the Quality Partner assigned to the qualification by the QCTO.



1. Welcome

Welcome! We are excited that you have chosen us as your home for teaching and learning, and we look forward to sharing this learning experience with you. We take 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 our learning process. We aim to equip each member of our learning community accordingly.

This is your Learner Handbook, regardless of your Occupational Qualification. In this handbook you will find important information regarding the learning experience at the Academy 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 account payer (if applicable). If anything is unclear, please do not hesitate to contact our Support Team.

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

2. Introduction

The Academy of Technology and Industry, a division of the Valenture Institute (Pty) Ltd, offers courses that lead to Occupational Qualifications accredited by the Quality Council for Trades and Occupations (QCTO). Our learners experience an



engaging and inclusive learning environment supported by expert staff. Our unique approach includes integration with technology, inclusion and 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 the Academy of Technology and Industry. 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 our website.

We have 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.

Changes will only be made as and when appropriate and you will be fully informed as soon as possible.

3. General rules on application and admission

Application for admission for learners who are under the age of 18 must be made on the learner's behalf by an account payer who has parental responsibilities as set out in the Children's Act of 2005. Applicants who are over the age of 18 and who do not have a legal guardian must apply for admission and enrolment in their own right and will have the same responsibilities as account payers. In this



handbook, and in all other relevant policies and documents, any responsibility attributed to an account payer also applies to a learner who is over the age of 18.

All applications are subject to the Academy of Technology and Industry's Admissions Policy and its prescripts. All applications for admission must be completed online by following the relevant links on the website. Applicants 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 the Academy.

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4. General rules on enrolment

4.1 Requirements for enrolment

Applicants must meet the conditions for admission into a programme in order to be enrolled as learners.. Account payers must have a current email account and the applicant must have access to a computer, smart phone, webcam, stable internet and a printer.

Learners admitted to the Academy 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. In addition, learners will need to view the multi-media resources and activities available in the curriculum. We recommend that learners use Google Chrome as their Internet browser when accessing the online campus. Although this is not a requirement, we have found that this browser performs best for ease of access to programme material.



We will, from time to time and through the appropriate channels, stipulate the software that all learners must have access to. It is the account payer's responsibility to ensure that learners have access to the software required, and learners must familiarise themselves with the software. We may also stipulate that additional software and resources are required for certain programmes. Account payers are obliged to source and obtain access to the necessary software and resources required for programme completion at their own cost.

Account payers 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. The Academy of Technology and Industry does not sponsor or endorse, nor is it affiliated with, the entities responsible for software and resources unless expressly stated otherwise; these are simply programmes chosen for their global use patterns and effectiveness for achieving programme outcomes. We may change the programme requirements for a particular programme at any time by advising account payers and learners.

4.2 Academy email account

Enrolled learners will be issued with an institutional 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 official email account daily for communications sent to them. Learners are not permitted to use a personal (non-Academy domain) email address to communicate with any member of the Academy community as an enrolled learner. Learners are prohibited from sharing their email account details with anyone without first obtaining written permission from the Support Team.

The Academy of Technology and Industry has the right to monitor all communications and activity that is conducted within the Academy's email domain. The Academy has the right to share Academy of Technology and Industry



learner email addresses with third-party proprietors only in instances where this is operationally necessary or benefits the learning experience.

4.3 Wellness

We highly value and care about the mental, emotional and social wellness of all learners. Support Team advisors are in place to guide learners along their learning pathway and provide support aimed at growing functional, engaging and optimal individuals.

4.4 Absence and illness

This section applies to short periods of absence due to illness or extenuating circumstances.

Learners are expected to participate in all activities and complete all of the requirements for their qualifications. Where a learner is absent from any programme activities due to illness or extenuating circumstances, the Support Team must be alerted timeously by the account payer. Learners are responsible for catching up all programme work and activities that have been missed during the period they were absent due to illness. Support in catching up will be provided by the Support Team..

4.5 Cancellation of enrolment

Learner enrolment can be cancelled by either the account payer or the Academy.

Where a learner wishes to cancel their enrolment at the Academy of Technology and Industry, this must be raised by the account payer with the Support Team. The Support Team will consult with the account payer to discuss the matter and



to assist in reaching an informed decision. In the event that the decision is reached to proceed with the withdrawal, this must be confirmed in writing to the Support Advisor. A cancellation of enrollment may have fee implications. These fee implications are clarified in the Fees Handbook.

The Academy of Technology and Industry has a right to cancel learner enrolment in instances where: (a) the learner fails, without a valid reason, to attend the Academy; (b) the account payer or learner is disruptive, unresponsive, or uncooperative, making it difficult for the Academy to fulfil its obligations.

4.6 Rules relating to fees

By accepting an offer to study at the Academy of Technology and Industry, the account 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.

4.7 Change of curriculum

Learners and account payers are required to review their enrolment details on the Academy of Technology and Industry's online campus to ensure accuracy. Where a learner wishes to make a change to their qualification selection, the account payer must notify the Support Team to discuss the feasibility of the proposed changes.

4.8 Leave of absence

This section applies to instances where a learner needs to take an extended period of absence due to personal circumstances.



A leave of absence is applicable in a situation where a learner needs to pause their studies due to personal circumstances, and 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 the account payer with the Support Team for further discussion and submission of supporting documents..

Reasons that are grounds for the possible approval of a leave of absence include: Illness on medical grounds, compassionate grounds, an external study opportunity, or other exceptional opportunities. 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 complete the final assessment at the original scheduled date.

Where a leave of absence is granted, all formal assessment 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 Academy's online campus and liaise with the Support Team. A learner with a leave of absence will retain access to the programme materials and progress on the Academy's online campus up to the date of when the 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 the Academy of Technology and Industry. 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,



the Academy will make contact with the account payer to establish the reason. If the learner is not able to return to their studies at the end of the approved period, the Academy 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. General rules on programme delivery

5.1 Relationship with Examination Bodies

Programmes leading to the award of an Occupational Certificate are designed and developed according to the specifications and standards of the Quality Council for Trades and Occupations (QCTO). The delivery of the programme is administered by the Valenture Institute, as an accredited Skills Development Provider, in partnership with the Quality Partner assigned by the QCTO. The Quality Partner is responsible for administering the final examinations required for the award of an Occupational Certificate by the QCTO.

5.2 Language of Instruction

English is the language of instruction and administration for all programmes offered by the Academy. All programme work that is required for assessment purposes must be written in English, unless otherwise advised.

5.3 Recognition of Prior Learning

The Valenture Institute is fully committed to the principles of lifelong learning and acknowledges that valuable learning occurs outside of formal educational settings. In line with the national policy on Recognition of Prior Learning (RPL), we provide structured pathways for learners to receive formal recognition for relevant skills and knowledge acquired through formal, informal, and non-formal means. The RPL process is a formal, rigorous, and evidence-based assessment of a candidate's existing competence against the specific learning outcomes of the



modules within a registered qualification; it is an assessment pathway, not an administrative exemption.

5.4 Online Campus

Each programme is delivered over a specified period, informed by the curriculum, through our online campus, accessible using the website link provided upon enrolment. All programme-related documentation is provided in electronic format and can be accessed through the online campus.

5.5 Programme Structure

All Occupational Qualifications accredited by the QCTO are structured as a set of closely defined modules that fall into three categories:

- Knowledge Modules: The theoretical or subject-matter component of the qualification.
- Practical Skills Modules: The component focused on the application of knowledge to develop specific, observable skills.
- Work Experience Modules: The component providing for the application of knowledge and practical skills in an authentic workplace context.

Details of programme requirements are provided in the curriculum documentation for the specific learning programme for which you have enrolled.

5.6 Communications

Learners and account payers may receive communications by email, WhatsApp, or text message from Valentre Institute representatives for programme administration and related purposes, including reminders of assignments and payments due, or other information related to registration.



By accepting admission at the Academy of Technology and Industry, learners and account payers agree and consent to receipt of such communications. Learners and account payers may opt-in for any generic marketing communications that are unrelated to programme administration, at any time, through the supplied opt-in mechanism on the website.

5.7 Access to the Online Campus

Upon final enrolment for a programme, learners will have access to the online campus for their specific qualification. If a learner is suspended from participation in a programme (for non-payment of fees or any other valid reason), the Academy may suspend access to that learner's profile on the online campus.

5.8 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 the Academy of Technology and Industry or access the online campus by using another user's username and password. If a learner forgets their username or password, the Academy will take steps that it regards as secure to ensure that the learner regains access to their profile.

5.9 Prohibited use

Learners are prohibited from:

- 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 Academy of Technology and Industry Campus.
- Removing any notice of copyright, trademark or other proprietary right from any place where it is on or embedded in the programme content.

5.10 Learner responsibility

Learners must contact the Academy 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 Academy online campus, and for maintaining it and all information on it. The Academy takes security seriously but, as the user, learners accept the consequences of any unauthorised access that could occur regarding their information.

5.11 Access disputes

If there is a dispute as to who has the right to operate a profile in the online campus, the Academy 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 the Academy is satisfied that the profile was registered on behalf of that party.



5.12 Platform capability

The online campus may not be fully compatible with mobile devices, including smartphones and tablets. To access and participate effectively in the online 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.

5.13 External websites

The Valenture Institute 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 should contact the support services of the relevant websites directly. They may also request assistance from the Technical Support Team through the online campus or learner portal.

The Valenture Institute 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.

5.14 Learning Support

Each programme leading to the award of an Occupational Certificate has a Facilitator who is a qualified expert in the field of practice relevant to the subject matter of the qualification. The Facilitator is responsible for overseeing all aspects of the programme, including teaching and learning on the online campus, participation in Work Experience Modules and formal and informal assessments provided by the Academy of Technology and Industry.

The Support Team is the primary contact team for learners and the account payer during a programme and can be reached via email and Whatsapp. Support



Advisors will be available during working hours (8 am - 5 pm SAST) Monday - Friday.

6. General rules on assessments and examinations

6.1 Types of assessment

Assessments and examinations set and administered by the Academy of Technology and Industry fall into two types:

- **Informal Assessment:** Informal assessment comprises online quizzes, knowledge checks, and interactive activities that are integrated into the weekly learning pathway on the online campus, and are designed to reinforce learning and provide immediate, automated feedback on comprehension of the Knowledge Module content. The results from self-testing are used by the learning system to track engagement and to trigger automated support interventions. These results do not contribute to the final grade for the qualification.
- **Formal assessment:** Formal assessment is evaluative. Its purpose is to rigorously assess competence at the conclusion of each module to determine whether the learner has successfully met the required learning outcomes. The methods for internal formal assessment may include proctored online examinations, practical demonstrations, the evaluation of workplace Portfolios of Evidence, and the submission of final, capstone projects. The results of these assessments are recorded and are the sole determinants of the grade for each module.

Once a learner has completed all the modules required for a qualification they are eligible for the Final Integrated Supervised Assessment (the FISA), which evaluates their ability to bring together the theoretical and practical knowledge



that has been acquired. The FISA is administered by the Valenture Institute as the accredited Skills Development Practitioner, and the results are recorded by the Valenture Institute in the Statement of Results (SoR) issued to each learner.

Once a learner has received their Statement of Results, they may apply to take the External Integrated Summative Assessment (EISA), which is administered by the Assessment Quality Partner (AQP) designated by the QCTO. The EISA is a comprehensive and integrated assessment designed to evaluate competence against the overall exit-level outcomes of the qualification, requiring a learner to draw on knowledge, practical skills, and workplace experience simultaneously. The AQP is responsible for all EISA logistics, including informing learners of the assessment date, time, and the location of the accredited Assessment Centre where the EISA will take place. Successfully passing the EISA is the final requirement for the awarding of the qualification.

6.2 Grade queries

If a learner, or account payer, 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 Support Advisor. 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. Grade reviews may result in an increase, decrease, or no change in assessment marks. Any grade queries related to the External Integrated Summative Assessment (EISA) must be directed to the responsible Assessment Quality Partner.



7. Learner attendance

What makes a learner successful at an online academy is the collaborative efforts of the learning triad: academy, account payer and learner. Attendance and engagement with all scheduled activities is a key way in which the Academy of Technology and Industry supports a learner's success. It is critical, therefore, that the Academy, account payer and learner work closely together to ensure regular attendance and engagement with all activities.

7.1 Responsibilities

Learners have a responsibility to:

- Attend all Academy engagements..
- Log in to their online campus each study day.
- Submit all assessments and assignments by the due dates.
- Attend, write and submit all scheduled tests and examinations.

Account payers are expected to:

- Ensure learners attend all Academy events.
- Ensure that learners are not absent without a valid reason.
- Ensure that learners are adequately prepared to meet study requirements.

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

- Schedule regular sessions with their learners to review progress, challenges and issues to be resolved.
- Monitor their learner's progress through the Account Payer Portal

7.2 Absenteeism

Absenteeism is defined as:

- Not logging into the Online Campus for more than three consecutive days.



- Not submitting assessments by the due dates.

Acceptable absenteeism includes:

- Illness or medical condition: learners who are unable to attend owing to illness or a medical condition must present a medical certificate or a doctor's letter to explain their absence within two Academy days. Any documentation should be forwarded to the Support Team.
- Giving birth: this is subject to written confirmation by a registered medical practitioner or registered midwife. Any documentation should be forwarded to the Support Team.
- Family Emergency: absences from the Academy should be reported to the Support Team as soon as possible, and proper proof may be requested..
- Religious or cultural observances.
- Appointments at court, social services or other official agencies. The Academy may request documentary proof.

Unacceptable Absenteeism includes:

- Account payer work commitments or business trips
- Attending social engagements
- Oversleeping
- Attending a personal event that is not related to any of the valid reasons for absenteeism.

8. Certification

Certification is the final step in the qualification process, representing the formal, national recognition of a learner's achievement and occupational competence.

The QCTO is responsible for awarding the qualification and printing the official certificate. Once printed, the certificate is forwarded to the Quality Partner for distribution to the learner. The standard timeframe for the QCTO to issue the



certificate to the Quality Partner is within 21 working days from the date of the Quality Partner's recommendation. The Quality Partner is then responsible for ensuring the certificate is delivered to the successful learner.

All enquiries from learners regarding the status or delivery of their final certificate must be directed to the Quality Partner that administered the External Integrated Summative Assessment and not to the Valenture Institute, which has no role in confirming the award of a qualification, issuing and delivering the certificate or providing replacement certificates.

9. Rules on conduct for learners

9.1 General rules

All learners are required to familiarise themselves with, and adhere to, the Learner Code of Conduct and the Safeguarding Policy, accessible on the Academy of Technology and Industry website, as well as with any additional guidelines and rules that are issued by the Academy.

9.2 Integrity

- Learners are expected to commit themselves to the principles of integrity in all of their study modules.
- Learners may not 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 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 work and submit it as their own.



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

9.3 Safeguarding

- The Academy of Technology and Industry 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 Academy community.
- In line with the Safeguarding Policy, learners with knowledge of any instances of bullying are expected to report this immediately to the Support Team.

9.4 Intellectual property

- Except where expressly stated to the contrary, any and all content contained on the website or on the Academy of Technology and Industry Campus or otherwise provided to learners by the Academy of Technology and Industry is owned by or licensed to the Academy of Technology and Industry, and the Academy of Technology and Industry reserves all of its rights in this regard.
- Learners may not disseminate Academy of Technology and Industry content on any platform or in any medium except on the Academy of Technology and Industry Campus.
- Learners and their account payer agree and consent that the Academy of Technology and Industry 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 Academy of Technology and Industry Campus for internal research and development, quality assurance, programme improvement and non-commercial purposes.



9.5 Channels for complaints

- The Valenture Institute 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 Support Team.
- Learners may be requested to submit supporting documentation to assist the Valenture Institute with the investigation of a complaint.

10. Learner misconduct and grievances

10.1 Misconduct

The Valenture Institute'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 Valenture Institute.
- The learner(s) against whom the allegations have been made, and their registered account payer(s) will be given at least five study 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 account payer 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 Academy in writing via the Support Team and within five study days of receiving notification of the sanction.
- An appeal against a Level One sanction will be reviewed and resolved by the Chief Academic Officer.
- 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 Valenture Institute.



- All complaints, appeals and their outcomes will be treated in strict confidence. If an account payer is concerned about the consequences of a disciplinary process for the health, safety or well-being of a learner, they should approach the Valenture Institute via the Support Team, also in confidence.

10.2 Grievances

A grievance differs from an appeal as it relates to service or personal issues and not the outcomes of course work.

- A learner may file a grievance in the cases of an unresolved difference or dispute between themselves and the Valenture Institute, a 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 Chief Academic Officer.
- The Valenture Institute will 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.