

## ISTUDENT ACADEMY TERMS & CONDITIONS / COURSE REGISTRATION

Please read these terms and conditions before completing the accompanying registration contract.

1. Registration will be processed upon the receipt of the following:
    - 1.1 Fully completed and signed Registration Form;
    - 1.2 Non-refundable Enrolment fee relevant to the course that the student is enrolling in, on signature of the Registration form;
    - 1.3 Non-Refundable Programme deposit, due before course commencement, specified by the campus selected;
    - 1.4 Copy of the students Identity Document;
    - 1.5 Copy of the students Senior Certificate;
    - 1.6 If the students Senior Certificate is not available from the Department of Education at the time of signing this registration document, the student may submit a copy of their Statement of Results, or any previous results. When the relevant Senior Certificate has been released the student must submit this document to iStudent Academy;
    - 1.7 Copy of the Identity Document of the person responsible for payment of the students account.
  2. At course completion the student will not be permitted to graduate until such time as the student has submitted a Senior Certificate or relevant CV.
  3. A parent /guardian/sponsors signature is required upon registration of any student under the age of 18 years.
  4. Failure to attend the lectures or training will not reduce course fees.
  5. The Registration Form must be completed as accurately and fully as possible to avoid delay in processing. All names used in the application must be identical to those on the ID or Passport documents.
  6. If you have completed a similar certificate course or have attended course at another institution, it is important that all certifications are submitted with this registration form. Students who want to be awarded with credits for these courses must apply for Recognition of Prior Learning to the ETQA Manager at iStudent Academy Head Office in Durban.
- 7. COURSE MATERIAL**
- The student will be issued with a Tablet on which they will receive their Digital Manuals, with iStudent Academy reserving the following rights:
- 7.1 The student will only be issued with this Tablet once the full programme deposit is paid.
  - 7.2 The Tablet will remain the property of iStudent Academy until the students fees are settled in full.
  - 7.3 iStudent Academy reserves the right to revoke the Tablet at any stage of the course should payments become overdue.
  - 7.4 Should the Digital Courseware become incompatible with the Tablet, iStudent Academy reserves the right to use alternative means to issue students with Manuals.
  - 7.5 iStudent Academy will require students and parents/ guardians to sign legally binding documentation regarding the Tablets ownership, responsibility and insurance.
  - 7.6 Course material will be issued as individual courses commence and not in advance.
- 8. CANCELLATION OF REGISTRATION**
- 8.1 Registration for any iStudent Academy Programme may be cancelled in writing, no later than 15th January of the respective year, prior to the course commencement.
  - 8.2 Should a student wish to withdraw from the Academic Programme / Course, the student will be liable for the Programme / Course Fees as stipulated in the Cancellation Policy, as follows:
    - 8.2.1 Prior to 15th January of academic year - 100% of any programme fees paid will be refunded to learner, except for the Registration fees. Learner is not liable for any cancellation fee.
    - 8.2.2 Prior to commencement of lectures, but after 15th January of academic year, 15% of contractual Programme Deposit amount
    - 8.2.3 Within 30 days of commencement of lectures, 50% of contract amount and full cost of academic material
    - 8.2.4 +30 days after commencement of lectures 100% of contract amount and full cost of academic material
  9. iStudent Academy reserves the right to re-schedule or cancel any course for any reason whatsoever.
  10. iStudent Academy reserves the right to cancel any Programme / Course if less than the minimum number of students required are enrolled on the Programme / Course at course commencement.
  11. Should iStudent Academy elect to cancel the Programme / Course, the learner will have the right to a full refund of any monies paid towards tuition fees, and iStudent Academy will endeavour to assist the learner to seek an alternative and equivalent place to complete their studies.
- 12. CERTIFICATES**
- Learners will be certificated upon completion of the course / programme, subject to the Certification Policy as follows:
- 12.1 All outstanding fees are paid in full;
  - 12.2 The student has to attend at least 70% of the course;
  - 12.3 The student has submitted a certified copy of his/her Senior Certificate or CV.
  - 12.4 The Student has achieved an iStudent Academy average of at least 50% for all modules / courses that comprise the Programme.
- Students enrolled in the iStudent Academy Programmes will be issued with an MICT/ CETA Competency certificate upon successful Verification of their competence through the official Assessment, Moderation and Verification procedures.
- 13. LAB USE**
- The use of iStudent Academy infrastructure, servers, computers and communication tools is subject to the company's Computer Use Policy. A copy of this policy will be issued during Orientation and will be included in the students Portfolio of Evidence (POE) File.
- 13.1 At all times whilst on iStudent Academy premises the student will not be permitted to play games, surf the Internet or open any other applications other than that specified by the trainer/lecturer.
  - 13.2 Downloads of any material from the Internet by students whilst at iStudent Academy are strictly prohibited.
  - 13.3 Failure to adhere to the above will result in disciplinary action being instituted against the student.
- 14. TRAINING HOURS**
- Courses commence promptly at 08h30 daily and finish at approximately 16h00 Monday to Friday.
- 15. PAYMENT TERMS**
- In the event of default of any one (1) payment on the below mentioned settlement options, iStudent Academy reserves the right to:
- 15.1 Suspend the student from attending classes;
  - 15.2 Withhold ordering and/or supply of student manuals/courseware;
  - 15.3 Withhold all results including completion certificate, until such time as payment has been made and brought upto-date in respect of the below mentioned settlement option.
  - 15.4 Proof of payment is required for all payments.
  - 15.5 All expenses incurred by a student in arrears will be liable to be paid by the said student/legal guardian.
  - 15.6 In the event of iStudent Academy agreeing at any time to accept payment by way of debit order of any amount due in terms hereof, then, should any one payment not be made on date, then the full balance outstanding shall become immediately due, owing and payable.
  - 15.7 Cheques must be made payable to iStudent Academy
  - 15.8 Cheques must be Bank Guaranteed or they will be subject to a fourteen (14) day clearance period prior to Programme/Course commencement.
  - 15.9 Legal Guardian/ Account Payer of the student must complete and sign the Acknowledgement of Debt included herewith for Terms payment plans
- 16. GENERAL**
- 16.1 These terms and conditions constitute the entire agreement and no warranties or representations and / or guarantees of any kind, whether express or implied, shall be binding on iStudent Academy unless contained herein.
  - 16.2 Students agree to abide by the rules and regulations of the Student Code of Conduct, a copy of which will be issued to students or included in the students Portfolio of Evidence (POE) should the Programme require a POE.
  - 16.3 Should a student contravene any section of the Code of Conduct, full or part, the student will be subject to the relevant disciplinary procedures.
  - 16.4 Compromising the academic integrity of iStudent Academy in any way or form will result in the strictest disciplinary action.
  - 16.5 Only students that have successfully passed every course that constitutes the Programme and who have paid all outstanding fees in full will be eligible to attend the year end ceremony and be issued with a certificate.
  - 16.6 No relaxation of indulgence of any kind granted by iStudent Academy shall be deemed to be a waiver of its rights, nor shall this constitute a negation of the terms and conditions of this agreement.
  - 16.7 In the event of iStudent Academy having to instruct attorneys in and about this agreement, in order to enforce its rights in the terms hereof, irrespective of whether legal proceedings are actually instituted or no, then the student and / or the person responsible for payment including the guarantor shall be liable to pay, on demand, the legal costs so incurred by iStudent Academy on the scale as between attorney and own client, including tracing fees and collection commission.
  - 16.8 The student and the guarantor choose domicilium citandi et executandi at the physical address set out in the schedule hereto.
  - 16.9 In addition to any other remedies iStudent Academy may have, whether in terms of this agreement or at law, it shall be entitled to suspend tuition on the student in the event of the student being in breach of any of the terms and conditions of the agreement.
  - 16.10 iStudent Academy shall not be liable under any circumstances whatsoever for any loss, damage, injury of whatsoever nature and howsoever arising, whether direct or indirect, consequential or otherwise, sustained by the student or the guarantor pursuant to the student attending a course either at iStudent Academy premises or any other venue.
  - 16.11 iStudent Academy does not guarantee or represent in anyway that the student shall pass the course of the instruction, or that the course of instruction will enable a student to secure employment in any manner or form.
  - 16.12 Should iStudent Academy be prevented from rendering any course of instruction due to any cause outside the control of the business, which shall be determined by iStudent Academy in its sole discretion, then that shall not be a basis for cancellation and / or refund of the registration fees, but rather iStudent Academy shall be entitled to reschedule the time and venue of the course instruction.
  - 16.13 Words importing the singular shall include the plural and vice versa and words importing the masculine gender shall include the female gender and words importing persons shall include partnerships and corporate bodies.
  - 16.14 This registration contract is a legally binding document. This document must be initialed at the foot of each page and signed in full where require in black ink.
- 17. INTERNATIONAL EXAMINATIONS**
- All students will be allocated one Exam Voucher per International examination included in their chosen course.
- 17.1 These exam vouchers will expire on the 31st March of the year following the academic year. Should this date fall on a day where the Testing Centre is closed for business, iStudent Academy will not be held accountable. The expiry date will then default to the last business day of the Testing Centre before the 31st March.
  - 17.2 International Examinations may only be written by a student should their fees be settled in full or terms payments up to date.
  - 17.3 The following procedure is to be followed by all students when writing International Exams:
    - The student is to participate in Exam Prep weeks scheduled and write the specified trial exam
    - The student must pass this trial exam with the minimum pass score in order to book the International Examination.
    - Should the student achieve the minimum pass score, the can then book the official International Examination with our testing centre.
    - Should the student not achieve the minimum pass score, they will be permitted to rewrite the trial exam 5 days later.
  - 17.4 Each allocated exam voucher is specific to an exam code, and therefore students may not use an exam voucher for an additional attempt at a failed exam.