



impaaq

— Innovative Education —

**CANCELLATIONS
AND CHANGES | 2018**

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CANCELLATIONS AND CHANGES 2018

1. HOME COMPREHENSIVE

1.1 Cancellations

Due to the fact that most Impaq transactions are subject to the Electronic Communication and Transaction Act, 25 of 2002 (hereinafter referred to as the “ETA”) this cancellation policy uses the provisions of the ETA as a guideline in respect of all changes and cancellations.

The Consumer Protection Act, 68 of 2008 (hereinafter referred to as the “CPA”) may apply to a particular cancellation in which case Impaq shall comply with the provisions of the CPA.

1.2 Home cancellation

A learner’s registration with Impaq may be cancelled, based on the cancellation conditions as explained in this section. The cancellation process consists of the following steps:



Learning materials must be returned if registration is cancelled within seven days of receiving parcel



Calculation is based on amount already paid

Cancellation must be done in writing by completing the “Cancellation” form and sending it to regadmin@impaq.co.za. If the cancellation of a debit order-linked registration is not fully processed by Impaq before the 20th of the month, another payment will be deducted. Grade 12 candidates must also complete the required exam board cancellation documentation.

1.3 Cost implications

The cancellation fee is dependent on the date of delivery of learning material and the date on which Impaq receives the complete and signed “Cancellation” form. The date of delivery of learning material is the date on which the proof of delivery of the first parcel was signed. The cancellation policy in Table 1: Cancellation Fees applies.

TABLE 1: CANCELLATION FEES

When cancellation is received	Package price charged
Within seven (7) days after delivery of learning material	0% of the package price is charged
Within thirty (30) days after delivery of learning material (or before 31 January, whichever is later)	40% of the package price is charged as cancellation fee. Non-refundable items are charged in full
More than thirty (30) days after delivery of study material	75% of the package price is charged as cancellation fee. Non-refundable items are charged in full
Cancellation received after 1 October	100% of the package price is charged. Non-refundable items are charged in full

* *The success of the cancellation is dependent on Impaq receiving the learning material back with 14 days of cancellation. The learning material must be returned unused and in the original condition.*

The following costs are non-refundable:

1. The delivery fee (if applicable)
2. Additional costs in relation to services and activities (e.g. assessment of practical subjects, social events, electronic study material, hardcopy exams), unless stated otherwise
3. External examination board registration fees and final examination fees are refundable if the cancellation is received and processed before 1 March 2018. Thereafter the normal cancellation policy will be applied to the external board registration and final examination fees

2. Subject changes

The following policy details how a Home learner can change subjects. Impaq retains the right to approve/decline the subject change or cancellation request, based on the terms of the application in accordance with the rules pertaining to subject combinations, changes and cancellations. The following subject rules apply per grade:

- **Grade 1 to 9:** Subject changes in these grades can result in a registration that does not comply with the recommended group of subjects as prescribed by CAPS. Subject changes can be made at the discretion of the facilitator, should the learner be registered for individual subjects
- **Grade 10:** Only two (2) subject changes are allowed per year. Any subject changes must be made in consultation with the Qualifications Coordination department. Applications must be submitted before 27 June, the payment must be made by 29 June of the particular year
- **Grade 11:** Only two (2) subject changes are allowed per year. Any subject changes must be made in consultation with the Qualifications Coordination department. Applications must be submitted before 28 March, the payment must be made by 30 March of the particular year
- In exceptional cases a further change will be allowed with the approval of the examination board before 15 December of the particular year
- **Grade 12:** No subject changes allowed for grade 12

2.1 Specific terms

- For a change of subject the registered subject is cancelled and the new subject is registered (i.e. a subject cannot be exchanged for an alternative subject).
- Change instructions, in respect of individual subjects, received late within a particular month, might not be processed before the subsequent monthly billing run. Therefore, the number of subjects registered and billed against a particular learner may be less than the actual number of subjects registered in respect of that learner. This could cause the learner to be classified and registered in terms of an individual subject programme, which would cause the account holder to be billed in terms of the higher prices pertaining to the individual subject programme. In the event a change or cancellation instruction is received by Impaq after the 20th day of a particular

month, Impaq shall be entitled to calculate and bill the account holder in accordance with the number of subjects registered to the learner at the time of the subsequent billing run, regardless of the actual number of subjects registered to the particular learner. To avoid this, it is recommended that subject changes are submitted before the 20th of a particular month.

2.2 Subject change requirements

For Grade 10 to 12 the account holder/legal guardian is required to provide a letter of motivation explaining the reason for the subject change. This letter should include:

- Learner’s full name and ID number
- A thorough motivation
- A copy of the learner’s latest report card
- A letter outlining the programme to be followed and indicating how the subject content for the previous grade/s will be covered
- Any other supporting documentation

2.3 Cost implications

For cancellation (or change) of an individual subject, the account holder shall be liable for that subject’s cancellation fee. The table below indicates the process, as well as the cost implications of making such changes.

TABLE 2: PROCESS AND IMPLICATIONS OF SUBJECT CHANGES

	Registration for an extra subject	Cancellation of a subject	Changing from one subject to another
Process	* Complete an “Individual Subject Registration form” and send it to Impaq	* Complete an “Application for Subject Cancellation/Change” form and send it to Impaq	* Complete both an “Application for Subject Cancellation/Change” and the “Individual Subject Registration form” (if any information has changed) and send it to Impaq
Cost implications	* Individual subject price per extra subject * Delivery fee (if applicable) and other additional fees may apply	* As with the package cancellation, the account holder remains liable for a percentage of the quoted subject price. Please refer to the application cancellation percentage table	* As with the package cancellation, the account holder remains liable for a percentage of the quoted subject price. Please refer to the table below * Individual subject price per extra subject * Delivery fee (if applicable)
Learning Material	* New learning material is dispatched via preferred method	N/A	* New learning material is dispatched via preferred method
Deadlines	*Deadlines apply in the FET phase	*Deadlines apply in the FET phase	* Should the account for the subject changed not be settled by the subject change deadline, the cancelled subject/s will have to be re-instated in order for the candidate to have the required amount of subject to progress to the next grade. Additional fees will be charged. Deadlines apply in the FET phase
Other Requirements	* Approval by Impaq’s Qualifications Coordination Department is required * FET subject rules apply to Grade 10 - 12	None	* Approval by Impaq’s Qualifications Coordination Department is required * FET subject rules apply to Grade 10 - 12

Change or cancellation instructions, in respect of individual subjects, received after the 20th of a particular month, might not be processed before the subsequent monthly billing run. Therefore the number of subjects registered and billed against a particular learner, may be less than the actual number of subjects registered in respect of that learner. This could cause the learner to be classified and registered in terms of an individual subject programme, which would cause the account holder to be billed in terms of the higher prices pertaining to the individual subject programme.

In the event a change or cancellation instruction is received, by Impaq, after the 20th day of a particular month, Impaq shall be entitled to calculate and bill the account holder in accordance with the number of subjects registered to the learner at the time of the subsequent billing run, regardless of the actual number of subjects registered to the particular learner. To avoid this, it is recommended that subject changes are submitted before the 20th day of a particular month.

Where a learner's registration and/or subject is changed or cancelled and the client does not qualify for a full refund in respect of such learner, the following non-refundable costs and charges shall be due and payable by the account holder:

- The delivery fee in respect of all learning material received by the learner in respect of the particular subject
- External examination board registration fees are refundable if the cancellation is received and processed before 1 March 2018. Thereafter the normal cancellation policy will be applied to the external board registration and final examination fees
- Additional costs in relation to Impaq services and activities, if applicable to the particular Learner (e.g. assessment of practical subjects, social events, electronic study material, hardcopy exams) unless stated otherwise

2.4 Changing subjects

A learner's registered subjects may be changed. Both an "Application for Subject Cancellation/Change" form and a new "Individual subject registration" form must be completed and sent to Impaq (regadmin@impaq.co.za) to effect a subject change. Please note that subject changes must adhere to the subject change rules.

If a learner wishes to change a subject it first needs to be cancelled (cancellation fees as indicated in Table 3 apply) and a new subject registered in its place. The new subject is registered as an individual subject. The individual subject price, which is higher than that of subjects taken as part of a full programme, will apply. A registration fee is payable before learning material is sent, and may include additional costs (such as a delivery fee and additional fees, where applicable). Once payment of all amounts due has been received, the learning material for the new subject is dispatched.

If a client changes a subject and wishes to revert the change back to the original subject, the difference between the full program pricing, and the individual subject price, will be charged. A deposit might be payable to reactivate the previous subject.

Payment of the subject change should be received within 14 days from quote otherwise the application will be cancelled automatically.

FET subject changes are subject to academic approval.

3. Adding or removing subjects

A learner's registered subjects may be reduced by cancelling subject(s), or increased by registering for additional subject(s) at the discretion of the parent/facilitator. For subject cancellations an "Application for Subject Cancellation/Change" form must be submitted. To register an additional subject, an "Individual subject registration" form must be submitted to regadmin@impaq.co.za.

When cancelling a subject, a cancellation fee is applied to that subject (See Table 2 and Table 3).

When adding a new subject, the new subject is registered as an individual subject. The **individual subject price**, which is higher than that of subjects taken as part of a full programme, will apply. A registration fee is payable before learning material is sent, and may include additional costs (such as a delivery fee, where applicable). Once payment of all amounts due has been received, the learning material for the new subject is dispatched.

All additional subject applications are subject to academic approval.

3.1 Specific terms

- If a subject cancellation alters a learner’s registration from a full programme to an individual subject programme (i.e. less than the prescribed number of subjects in the grade) the monthly billing in respect of the particular learner may be updated and the account holder will be charged individual subject prices in respect of the learner’s registered subjects.
- Addition or cancellation instructions in respect of individual subjects received late within a particular month, might not be processed before the subsequent monthly billing run. Therefore, the number of subjects registered and billed against a particular learner may be less than the actual number of subjects registered in respect of that learner. This could cause the learner to be classified and registered in terms of an individual subject programme, which would cause the account holder to be billed in terms of the higher prices pertaining to the individual subject programme. In the event a change or cancellation instruction is received by Impaq after the 20th day of a particular month, Impaq shall be entitled to calculate and bill the account holder in accordance with the number of subjects registered to the learner at the time of the subsequent billing run, regardless of the actual number of subjects registered to the particular learner. To avoid this, it is recommended that subject changes are submitted before the 20th of a particular month.

3.2 Cost implications

For subject cancellations, the account holder remains liable for a portion of the original subject price as quoted at registration (referred to as the subject cancellation fee), as shown in Table 2 and Table 3.

For subject changes, the previous subject is cancelled with the cancellation fees shown in *Table 3: Cost implications of subject cancellation for subject change*:

TABLE 3: COST IMPLICATIONS OF SUBJECT CANCELLATION FOR SUBJECT CHANGE

When cancellation is received	Subject price charged
Within seven (7) days after delivery of learning material	0% of the subject price is charged*
More than seven (7) days after delivery of learning material	40% of the subject price is charged as cancellation fee. Non-refundable items are charged in full.

** If the subject change is received within seven (7) days from delivery of learning material, a refund may be given provided that the learning material for the cancelled subject is returned, unused and in the original condition, to the distributor within 14 days.*

4. Changes to grade or language of instruction

A learner’s grade or language of instruction may be changed. The existing registration must be cancelled (standard cancellation policy applies) and a new registration created; normal fees apply. To apply for such a change, both a completed “Cancellation of learner” form and a new “Registration form: Home Comprehensive” must be sent to Impaq.

5. Administrative changes

The changes below are accommodated by the system and require no additional fees to be payable. To request a change, send all the relevant new details to regadmin@impaq.co.za

1. Change of delivery method and address

It remains the onus of the account holder to ensure the correct delivery method and address has been selected before any products are ordered. After products are ordered a change in delivery method or address is not allowed. If incorrect details were provided applicable fees will be charged to recover the products and deliver the products to the correct address.

2. Change of personal contact details

Continuous and effective communication between Impaq and its clients is of the utmost importance. Clients must notify Impaq immediately of any changes in personal contact details (regardless of package type). No fee is charged for changing personal details or contact information. Clients can also change personal contact details directly on my.Impaq.

3. Change of legal guardian

This information is important to ensure accurate record keeping and access to services. Should this information change, Impaq needs to be notified immediately of the change and all appropriate information regarding the new legal guardian is to be provided. No fee is charged for a change of legal guardian, and system access is updated accordingly.

6. Change of financial details

There are a range of changes and associated policies within the realm of financial details. The respective policies and processes are discussed below:

1. Change of account holder

The request for a change of account holder must be approved by Impaq's finance department. An application will only be successful when the applicant has fully paid any fees invoiced to date and thus has no fees outstanding. With special approval, any outstanding debt or fees for the current academic application due by the existing account holder may be transferred to the applicant to be settled before the account holder change can take effect. To apply for an account holder change, complete the "Account holder change" form and send it to regadmin@impaq.co.za. If account holder is changed during the registration process, no fee is charged for this change. If the account holder information change is made after the application has been registered, a fee of R200 is charged.

2. Change of debit order banking details

Please note that a R110 penalty charge is levied for unsuccessful debit orders and that Impaq cannot be held responsible for changes that haven't been received in time to enact a change timeously. It is the responsibility of the account holder to inform Impaq if Banking Details change.

To change the banking details for an Impaq administered debit order, complete the "Payment Method Change" form and send it to finance@impaq.co.za on or before the 20th of the month in order for the next month's debit order to be deducted from the changed account. No fee is charged for this change.

3. Change of payment options

To change a payment option, the account holder needs to complete the “Payment Method Change” form and send it to regadmin@impaq.co.za or before the 20th of the month in order for the change to take effect before the next billing cycle.

The permitted payment option changes are as follows:

- EFT to debit order: an Impaq administered debit order is set up for the remaining outstanding amount. The original quoted monthly billing remains valid
- EFT to full payment: the client pays the remaining amount once-off
- Debit order to full payment: the client pays the remaining amount once-off and the debit order instruction ends
- Full settlement amount needs to be received on or before the 20th to ensure that the current monthly debit order is cancelled

Please note that changing to the full payment option after registration will not award the client the discounted package price. Clients are not allowed to change from a debit order to an EFT payment option.

6.1 Suspension of services and handover of unpaid accounts

It is important to Impaq that accounts are paid upfront on a monthly basis. We follow a strict process for the collection of outstanding/overdue payments from clients and may use 3rd party debt collectors or legal teams to assist. The learner’s account holder is responsible for the learner’s account with Impaq. Unpaid accounts will result in the suspension of services to the learner (including no access to exams, my.Impaq etc.), according to Impaq’s debt collection process, and could lead to legal action and credit blacklisting. Suspension of accounts occurs if the associated account is in arrears of 30 days or more. To unsuspend the account, the outstanding amount needs to be paid in full or an approved alternative arrangement needs to be made with Impaq. The latter will only be allowed in exceptional cases.

In addition, if a learner is linked with an Impaq tutor, this suspension may affect the services provided by the tutor due to the unavailability of functions on my.Impaq. Impaq therefore reserves the right to inform these tutors of our decision to suspend services to a learner. Impaq may also share details of such accounts with the relevant tutor. Account disputes between tutors and Impaq clients relate to contractual obligations between the tutor and the account holder (which may also be an Impaq client) over which Impaq has no influence. Impaq can thus not assist tutors or parents in resolving account disputes between each other.

7. SCHOOLS

7.1 Administrative changes (change of personal contact details)

Continuous and effective communication between Impaq and its clients is of the utmost importance. Clients must notify Impaq immediately of any changes in personal contact details (regardless of package type). Clients can also change personal contact details directly on my.Impaq.

7.2 Order cancellations

Due to the fact that most Impaq transactions are subject to the Electronic Communication and Transaction Act, 25 of 2002 (hereinafter referred to as the “ETA”) this cancellation policy uses the provisions of the ETA as a guideline in respect of all changes and cancellations. The Consumer Protection Act, 68 of 2008 (hereinafter referred to as the “CPA”) may apply to a particular cancellation in which case Impaq shall comply with the provisions of the CPA. A cancellation of a product order could be refunded if Impaq’s distributor receives the learning material back with 14 days of cancellation, unused and in the original condition. Non-refundable items will be charged in full.

8. TUTOR

8.1 Administrative changes (change of personal contact details)

Continuous and effective communication between Impaq and its clients is of the utmost importance. Clients must notify Impaq immediately of any changes in personal contact details (regardless of package type). Clients can also change personal contact details directly on my.Impaq.