



Student Handbook

OVERVIEW

Purpose	The purpose of the Student handbook is to be an information source and to provide an overview of the rules that all students will be expected to comply with during their time at St Stithians Online School.
Custodian	St Stithians Online School Head & Registrar of Valentre Institute
Approval Authority	Rector of St Stithians College
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Key resources	<ul style="list-style-type: none">● Assessment Policy● Safeguarding of Children Policy● Code of Conduct● Fees Handbook● Qualification Terms and Conditions



Introduction

St Stithians Online School in collaboration with Valentre Institute is a private online school, facilitated in collaboration with Valentre Institute, offering a curriculum recognised by the world's leading universities. Our students experience a highly engaging, inclusive and socially rich learning environment which is supported by expert teachers and mentors.

This Student Handbook provides an overview of the rules that all students will be expected to comply with during their time at St Stithians Online School. This Handbook should be read together with the Qualification Terms and Conditions and the relevant Academic Handbook.

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 website.

St Stithians Online 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 opportunities on offer or;
- (ii) add to or withdraw any of the opportunities on offer.

Our students are given every assurance that changes to opportunities will only be made under compelling circumstances and students will be fully informed as soon as possible.



Welcome

Welcome to St Stithians Online School! We are excited that you have chosen St Stithians Online School as your home for teaching and learning, and we look forward to sharing this learning experience with you.

St Stithians Online School, in collaboration with Valentre Institute, 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 St Stithians Online School we aim to equip each member of the learning community accordingly.

This is your Student Handbook, regardless of your qualification stream or subject selection. In this handbook you will find important information regarding the learning experience at St Stithians Online 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 parent(s) / guardian(s). If anything is unclear, please do not hesitate to contact your dedicated Student Success Mentor.

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



St Stithians College Charter

In order to ensure that there is congruence/consistency at all eight schools at St Stithians College insofar as Policy, Values and a common Culture are concerned, the core principles outlined in [The Saints Charter](#) are fundamental to our being a Methodist school, and “A South African School Making a World of Difference” with a shared vision of education.” To give effect to these values and objectives all team members, learners and parents are committed to realising the ideals of this Charter. They are committed to abide by and support the policies as adopted or amended by the Council and Management of the College. The Charter does not replace but is the foundation of the Codes of Conduct and policies in place in the schools.



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General rules on application and admission

- All applications are subject to St Stithians Online School's Admissions Policy as adopted from Valentre Institute, and its prescripts.
- All applications for admission to St Stithians Online School must be completed online by following the relevant links on the website.
- Applicants to St Stithians Online School must ensure that they provide all the required documentation (including identification) as identified during the application process.
- All applicants must ensure that they complete the application process by the stipulated deadlines.
- Applicants understand that the submission of an application does not automatically guarantee or entitle them to be offered a place of study at St Stithians Online School.
- Applicants who are offered a place of study at St Stithians Online School must confirm acceptance of this offer by the stipulated deadlines.

General rules on enrolment

Requirements for enrolment

- Applicants must meet the conditions for admission into a qualification in order to be enrolled as students.
- Any conditions set out in the offer letter post acceptance must be adhered to.
- Applicants must have a current email account and access to a computer, webcam, the internet and a printer.
- Students admitted to St Stithians Online 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 Microsoft PowerPoint presentations, and read and create documents in Microsoft Word. In addition, students will need to install Adobe Flash Player to view the video lectures, resources and activities available in each of the Qualification's weekly Topics. Both Adobe applications are available for download:

Adobe Reader: <https://get.adobe.com/reader/?promoid=BUIGO>

Adobe Flash Player: <https://get.adobe.com/flashplayer/?promoid=BUIGP>



- We recommend that students 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 Qualification material. This browser can be downloaded from the following website:
<https://www.google.com/intl/en/chrome/browser/>
- St Stithians Online School will, from time to time and through the appropriate channels, stipulate the software that all students must have access to. It is the students responsibility to acquire and familiarise themselves with this software. St Stithians Online School may also stipulate that additional software and resources are required for certain qualifications.
- Students/parent(s)/guardian(s) are obliged to source and obtain access to the necessary software and resources required for Qualification completion at their own cost. St Stithians Online School nor Valentre Institute will be held liable for any consequences of the use of such software or resources. St Stithians Online School, as well as Valentre Institute, do 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 Qualification outcomes. St Stithians Online School may change the Qualification requirements for a particular Qualification at any time by advising students through the Online Campus or by email to their chosen email address.
- Students are responsible for ensuring that the services that may be used as part of their qualification delivery (such as Google search engine, Google Suite, Vimeo and YouTube) are available in their particular jurisdiction.
- Where the curriculum calls for practical experiments, specialist equipment may be provided by St Stithians Online School. Such equipment and/or chemicals must only be used as directed by St Stithians Online School team members. St Stithians Online School will not be held liable for any loss incurred or injury suffered as a result of the negligent usage of this specialist equipment.



Student cards

- A student card will be issued (upon request to the Student Success Mentor) to each student who is registered at St Stithians Online School.
- The student card is used as a means of identification and serves as proof that a person is a registered student at St Stithians Online School and can take part in its academic offerings.
- The student card must be retained for the duration of each student's time at St Stithians Online School.
- Any costs (if applicable) relating to the issuing of a replacement student card will be charged to the student's fee account.

Email account

- Enrolled students will be issued with a school email account. This account is to be used solely for the purposes of a student's learning experience.
- Students must take responsibility for checking their school email account daily for communications sent to them.
- Students are not permitted to use a personal (non-school domain) email address to communicate with any member of the St Stithians Online School community as an enrolled student.
- Students are prohibited from sharing their email account details with anyone without first obtaining written permission from the Student Success Mentor.
- St Stithians Online School has the right to monitor all communications and activity that is conducted under the Online Campus email domain.
- St Stithians Online School has the right to share St Stithians Online School student email addresses with third-party proprietors only in instances where this benefits the learning experience.

Recreational Facilities/BC Extracurricular activities/External Sports Clubs activities/Virtual clubs

- **Recreational Facilities:**
 - All St Stithians Online students have access to the St Stithians College Campus provided that they have received the SSOS student card and



have followed the appropriate College Campus protocols such as registering their vehicles.

- These recreational facilities may include access to the bike track, squash courts, high performance center, and fishing dam to name a few.
- A fee of levy may be required for access and use of some recreational facilities e.g. the Squash courts.
- Bookings and payments of fees and levies will be made directly with the St Stithians College Operations Centre.

Boutique Campus Extracurricular activities:

- The Boutique Campuses (BC) provide an opportunity for each BC to run a series of onsite (and where possibly offsite) extracurricular activities between 15h00-17h00 during the academic calendar
- A schedule with times/sessions/dates and costs will be provided each term/semester.
- Additional costs may be levied for participation in certain paid for extracurricular activities.

● **External Sports Clubs:**

- SSOS is an online school. While our offering remains online, we encourage all students to participate in some form of physical or wellness activities as part of their continued holistic development and wellbeing.
- In the case of our Boutique Campuses, VI will attempt to pursue local partnerships and opportunities for BC students to participate in community activities. Examples of these are the Crusaders Sports Clubs for our Dunkeld BC and JHB based students or the Sports Science Institute for our Newland BC and CPT based students.
- The competitive sports offering will be run and managed by the Crusaders Club - offering students a competitive sports programme at club level, hosted on the St Stithians campus.
- Participation in any of these external service providers remains independent of SSOS including the payment of fees or liabilities associated with participation in such activities.



- **Virtual Clubs:**

- As part of the online offering at SSOS, all students can participate in a series of Virtual Clubs that are offered online.
- There is no additional fees associated with these VCs and students may sign up and participate freely
- These activities are run by the faculty and in some cases the students themselves.

Field trips & meetups

- Field trips and meetups may be convened if appropriate. These are optional in-person experiences that students (and in some instances, students and their parent(s) or guardian(s)) may participate in. The Code of Conduct applies generally to students' participation in these field trips and meetups, and any additional rules or requirements that students must adhere to will be communicated to students ahead of time. Meetups must be supervised by staff members or parents. Where parents supervise they are required to sign an indemnity waiver.

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 'Leave of Absence' section below.

- Students are expected to participate in all activities and complete all of the requirements for their courses.
- Where a student is going to be absent from any academic activities due to illness or extenuating circumstances, their dedicated Student Success Mentor must be alerted timeously by the student's parent or guardian.
- If a student is absent due to illness for a period of more than three (3) school days, a sick note must be provided to their dedicated Student Success Mentor.
- Students 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 Student Success Mentor.



- Where necessary, students are responsible for timeously requesting an extension to the deadlines for any submissions that could not be made due to their absence or illness.

Cancellation of enrolment

- Where a student wishes to cancel their enrollment at St Stithians Online School, this must be raised by their parent(s) or guardian(s) with the student's Mentor.
- The student's parent(s)/guardian(s) will be required to meet with the Mentor to discuss their intention to cancel. The Mentor will consult with the parent(s) / 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, the parent(s)/guardian(s) must complete and submit a cancellation of enrollment form. This form will be provided by the Mentor.
- The relevant forms will be provided by the Mentor and must be completed by the parent(s) or guardian(s) and returned for processing.
- A cancellation of enrollment may have fee implications. These fee implications are clarified in the St Stithians Online School Fees Handbook.

Rules relating to fees

- By accepting an offer to study at St Stithians Online School, the student's parent(s)/guardian(s)/nominated fee payer agrees to pay all fees associated with the student's qualification and or attendance at a Boutique Campus by the stipulated deadlines.
- Failure to pay outstanding fees by the stipulated deadlines may result in a student's access to, and participation in, their qualification being suspended or cancelled. Access to Boutique Campuses may also be prohibited.
- No results or letters confirming attendance or completion of qualification components will be issued while fees remain outstanding. More detailed information with regards to fees are contained in the Fees Handbook.
- Students who are enrolled at St Stithians Online School may transfer to St Stithians College (physical campus) and vice-versa. These transfer requests must be requested by the parent(s) and all such requests will be reviewed by the Head



and the Rector for decision. Where a transfer has been approved, there will be no fee penalties, however this may impact the fees to be paid post-transfer.

- Students transferring from St Stithians College to St Stithians Online School will not be expected to pay the application of placement fees during the admissions process.

Change of curriculum

- Students are required to review their enrollment on the Online Campus to ensure accuracy.
- Where a student requires a change in their curriculum due to an administrative error, they or their parent(s)/guardian(s) must notify their Student Success Mentor within 10 days of enrolment.
- Where a student wishes to make a change to their subject selection for the International GCSE, AS and or A Level curriculums, their parent(s)/guardian(s) must notify their Student Success Mentor.
- Any curriculum changes require in-depth assessment by the school, which will provide feedback on the viability.

Leave of absence

This section applies to instances where a student 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 student needs to pause their studies due to personal circumstances.
- A leave of absence can be applied for at any time during the academic year.
- A leave of absence cannot be applied for retrospectively or once the qualification has been completed.
- Where a student wishes to take a leave of absence, this must be raised by their parent(s) or guardian(s) with the student's Mentor. They are required to contact the Mentor 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 Mentor and must be completed by the parent(s) or guardian(s) and returned, along with any necessary supporting documents, for processing by the Principal.
- 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
- A leave of absence may be granted for a maximum period of one semester. Should the circumstances require a longer period of time, then this would need to be treated as a cancellation of enrollment and this process needs to be followed.
- 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.
- During a leave of absence a student's record remains active and they will be able to access the Online Campus and liaise with their Mentor. A student with a leave of absence will retain access to the academic materials and progress on the Online Campus up to the date of when the leave of absence was processed. The student will not, however, have access to academic materials released on the Online Campus after the date on which their leave of absence was processed.
- A student has the right to return at the end of the period without reapplying, but notification must be provided to St Stithians Online School of their return.
- A student 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 student does not return from a Leave of Absence according to the approved period, St Stithians Online School will make contact with their parent(s)/guardian(s) to establish the reason. If the student is not able to return to their studies at the end of the approved period, St Stithians Online 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.

Reviews & Appeals

- A student, or their parent or guardian, may request a review of any of the student's grades where they believe there is an error in the calculation of the grade. All such requests must be made to the student's Mentor.
- A student, or their parent/guardian, may also appeal against a student's final grade, final result, or academic standing. All such appeals must be made to the student's Mentor, who will explain the process and timelines.
- The nature of appeals policy and process subject to the provisions of the School and in examination instances; the examination body.
- While the outcome of a review can be appealed, and will be considered and decided either by the Principal or by the St Stithians Online School Operations and Governance Committee of the school. The outcome of the appeal process is final.



General rules on qualification delivery

Relationship with Qualification bodies

- All Qualifications are designed and developed according to the specifications and standards of the relevant examining/awarding body.
- The delivery of the Qualification is administered in collaboration with Valentre Institute. This includes all team members of both schools, including the Student Success and Faculty Teams.

Language of Instruction

- English is the language of instruction and administration for all Qualifications offered through St Stithians Online School. All Qualification work that is required for assessment purposes must be written in English, unless otherwise advised. This includes posts made on the discussion forum.
- Participants who have completed their full high school studies may be required to complete an English language proficiency test prior to tertiary study, should they wish to apply to a university abroad.

Online Campus

- Each Qualification consists of a number of Modules, Terms, Semesters and Topics delivered over a specified period through the Online Campus, accessible using the "St Stithians Online Campus" website link provided upon enrolment. All Qualification-related documentation is provided in electronic format and can be accessed through the Online Campus.



Communications

- Students and parent(s)/guardian(s) may receive communication by telephone, email or text message from St Stithians Online School representatives for Qualification administration and related purposes, including reminders of assignments and payments due, or other information related to registration, the student Qualification Terms and Conditions or this student handbook.
- **By accepting admission at St Stithians Online School , students and their parent(s)/guardian(s) agree and consent to receipt of such communications** (although they may opt-out of any generic marketing communications that are unrelated to Qualification administration, at any time, through the supplied opt-out mechanism on the website).

Access to Online Campus

- Upon students final enrolment for a Qualification, a profile will be set up for them in the Online Campus (or, if they already have a profile, they will use their existing profile for the new Qualification). If a student is suspended from participation in a Qualification (for non-payment of fees or any other valid reason), St Stithians Online School may suspend access to that student's profile on the Online Campus.
- Please note that there may be some time delay between admission and enrollment. Access to a Qualification presentation and the Online Campus may be limited to 30 days from the closure date.

Live sessions

- Qualifications require the attendance of live video-conferencing sessions facilitated by the Faculty and Student Success Teams of St Stithians Online School.

Live session Duly Performed Requirement

- Each qualification has a minimum attendance requirement for facilitated live sessions. This requirement is made clear at the start of the semester and is



tracked throughout. Duly performed status must be achieved to progress to the next semester. Exemptions may be granted based on the following grounds:

- i. Illness or medical grounds
- ii. Compassionate grounds
- iii. External study opportunity
- iv. Exceptional opportunity

Meet-ups

- Meet-ups are an opportunity for students to engage with each other in a face-to-face environment. Whilst St Stithians Online School provides means to facilitate the arrangement of meet-ups, these are not compulsory, but do support enrichment to the learning experience. St Stithians Online School students who wish to attend any such meetup, in the absence of a staff member being present, must be accompanied by their parent or guardian. strongly recommends that those students who wish to attend these meet-ups be accompanied by their parent(s) or legal guardian(s) to provide supervision. Where a decision is taken by the parent to waive supervision, this is at their sole discretion and St Stithians Online School is indemnified against all liability.

Permitted use

- Only students who are enrolled for a Qualification may participate in that Qualification. Students may not divulge their username or password to any other person, may not permit any other person to participate in the Qualification on their behalf, and may not impersonate any other person in dealing with St Stithians Online School or access the Online Campus by using another user's username and password. If a student forgets their username or password, St Stithians Online School will only take steps that it regards as being secure to ensure that the student regains access to their profile.



Prohibited use

Students are prohibited from doing the following:

- Making available copies of the Qualification content on a network server or web server for use by others.
- Using, displaying or otherwise making available the Qualification 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 Qualification content or the rights granted under the student Qualification Terms and Conditions or this student handbook.
- Reverse engineering, decompiling, or disassembling any software that is contained within Qualification content or on the Online Campus.
- Removing any notice of copyright, trademark or other proprietary right from any place where it is on or embedded in the Qualification content (an example of this would be to edit the IPTC data).

Student responsibility

- Students must contact St Stithians Online School immediately if they experience any unauthorised use of their profile details.
- Students accept that they are responsible for the consequences of their use of their profile in the Online Campus, and for maintaining it and all information on it. St Stithians Online School takes security seriously, but as the user, students accept all the risks of any unauthorised access that could occur regarding their information.



Access disputes

- If there is a dispute as to who has the right to operate a profile in the Online Campus, St Stithians Online 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 St Stithians Online School is satisfied that the profile was registered on behalf of that party.

Platform capability

- To access and participate effectively in the Online Campus, students require access to a desktop computer or a laptop computer. Students will be required to meet the cost of internet access themselves and of any upgrades that are required to their computer or mobile device.

External websites

- St Stithians Online School is not responsible for technical support for any external websites. Qualifications that require students to use external websites do so to achieve the best learning outcomes. If students 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 their Student Success Team through the Online Campus).
- Technical support is not offered to students by members of the IT staff on the campus, and all issues of a technical nature must be directed to the Technical Support team via email, phone or chat.
- St Stithians Online School will not be liable for any costs, claims or damages that students may suffer as a result of their use of, or failure to access, any external website.

Videos

- Some videos are provided in Qualifications. These videos act as tutorials and lectures for the concepts covered in the specific topics, released weekly, and are compulsory unless otherwise stipulated.



- Students will need Adobe Flash Player installed to view the video lectures available. If students are using a slower internet connection, then attempting to view these videos may prove to be difficult.

Student Success Team

- Students and parents primary contacts during a Qualification presentation will be St Stithians Online School Student Success Team.
- Students will be allocated a dedicated **Student Success Mentor** during the Qualification who will ensure that they have access to Qualification materials, and are supported and well informed about Qualification happenings.
- Student Success Mentors will be available during working hours (8 am - 5 pm SAST) Monday - Friday by telephone, email and the discussion forum in the Online Campus.

Technical Support Officers

- Technical Support Officers are available to students to handle any technical-related queries that students may experience during a Qualification presentation. These team members are on hand to offer general support not related to students' specific Qualification, and will be available during working hours (8 am - 5 pm SAST) Monday - Friday by telephone and email.

Faculty

- The Faculty team, led by the Head , are composed of teachers who provide instruction and guidance on Qualification content and academic-related queries. Interaction with Faculty is performed during live sessions, during Office Hours and on the discussion forum in the Online Campus.

Qualifications

- Each of the Qualifications that St Stithians Online School offers are examined and delivered according to the curriculum and specifications of the examination body. Certification upon successful completion of a Qualification is awarded by



the respective examination body once all the requirements have been met. Unless otherwise stipulated, St Stithians Online School does not issue certification for any qualifications. More information on certification is contained in the Certification section below.



General rules on assessments and examinations

All Qualifications include continuous assessment and examinations that must take place at a physical venue, unless stipulated otherwise, for a specific Qualification. Further information and clarifications on this section are contained in the St Stithians Online School Assessment Policy.

Continuous assessment

Formative assessment

- Formative assessments include activities that take place during learning to provide information about how well the learning outcomes of a given learning task or program are being met by a student.
- These assessments are subject to review and grading by Faculty and, in some instances, by fellow students.

Summative assessment

- Summative assessments take place at the end of the teaching and learning cycle and give students opportunities to demonstrate what they have learnt.
- *These assessment types include:*
 - *Research projects*
 - *Presentations*
 - *Essay writing*
 - *Investigations*
 - *Tests*
 - *Mock exams*
 - *Semester examinations*
 - *Final examinations (St Stithians Online School Junior High Qualification)*



Weekly Topics

- Topics may include assignments that count towards the final Qualification result. Students' assignments will be assessed within an allocated time period. Any queries relating to a student's previous assignment that will affect the submission of their next assignment should be asked on the Online Campus discussion forum.

Assignment submission

- Assignments are due to be submitted on the date and time as indicated in the Qualification calendar or as otherwise indicated by a student's dedicated Mentor.
- If a student cannot meet an assignment deadline, the student is required to request an extension in line with the process outlined in the "Extensions" section below.

Grade Point Average (GPA)

- Cumulative Grade Point Average: The Grade Point Average is a cumulative average per subject calculated as a combination of formative and summative assessments weighted at 20% and 80% respectively.
- Overall Grade Point Average: is the average of all cumulative GPAs that a student has secured in all the subjects in the total academic duration.
- GPAs will be reflected in each report that is issued (end of term, end of semester and end of qualification).

Duly performed

- Students are required to familiarise themselves with the requirements to maintain their Duly Performed status for each course that they are enrolled for. The Duly Performed requirement is linked to students' attendance at live sessions. Attendance at live sessions is compulsory and students need to meet a minimum threshold per semester as per the Academic Handbook.
- Failure to meet these Duly Performed requirements may result in a student's report being withheld or compulsory parent-teacher meetings to discuss academic progress. This is an important measure of a students' progress and readiness to write summative assessments such as tests and exams.



- If a student's attendance rate falls below 80% for any subject, their DP status will be refused (DPR).
- A student's parent is required to excuse their child from school if they will not be in attendance at live sessions during the course of any day.
- Where a student fails to meet the stipulated Duly Performed Participation requirement for two consecutive semesters they will be academically excluded from studying with St Stithians Online School for 6 (six) months. Following the lapse of the exclusion period students may contact St Stithians Online School should they wish to reinstate their enrolment.
- Exemptions for the Duly Performed Requirement may be granted based on the following grounds:
 - Illness or medical grounds
 - Compassionate grounds
 - External study opportunity
 - Exceptional opportunity

Continuous assessment re-marks

- Students may request, in writing, a re-mark of an assignment at any stage of the Qualification. However, no re-marks will be considered after a summative assessment has been written. **Please note that re-marks may result in an increase, decrease or no change to a grade or result.** A re-mark must be requested in writing to a student's Mentor.

Academic reports

- Consolidated academic progress reports will be issued to students and parents at the end of each term and semester where a student is enrolled. Unless stipulated otherwise, these progress reports will not contribute towards the final result for any Qualification.



Extensions

General rules on extensions

- If a student wishes to apply for an assignment extension, they will be required to make this request to their Mentor. **The number of extension requests during the Qualification is limited to 1 extension per submission, and may not be applied to more than 30% of the total number of continuous assessments for 18 month qualifications and 20% for 12 month qualifications.** Requests will be automatically granted under the following conditions:
 - The duration of extension requested is no longer than 3 days
 - The student has not requested an extension for the same assessment already
 - The student is under the extension limit.
- All requests that don't meet these conditions will be decided at the discretion of the respective teacher(s).
- **Holidays:** Allowances for the late submission of assignments may not be made if students are away on holiday during the teaching period. The Qualification dates are clearly provided in the information pack or documentation that is available to the student before a qualification commences. It is therefore the student's responsibility to ensure that they can submit assignments on time.

Extensions for Formative assessment tasks

- Students may apply for an extension on the due dates for up to 10% of formative tasks, per semester (not accrued or carried over to the following semester)
 - Requests must be made to the Mentor via a direct message or email.
 - The Mentor checks that the student is not over the 10% limit (per semester).
 - The Mentor resets the due date to NO MORE THAN 3 DAYS PAST DUE DATE.
- If permission is not granted to miss the due date on a formative task, and the due date is missed, then the student is given a '0' grade and will not receive an opportunity to complete the assignment.
- If the student has not applied for and been granted an extension, and the assignment due date is missed, the student will be granted leniency on the first



occurrence with an automatic extension being given. Thereafter, should a student fail to meet an assignment due date for any subject for which they are enrolled, a '0' grade will be awarded, without the opportunity to complete the assignment.

- If the student reaches their 5% threshold for assignment extensions, the first formal warning letter will be sent to inform the parent(s)/guardian(s) and the student.
- If the student reaches their final 10% threshold for assignment extensions, the second and final formal warning letter will be sent to inform the parent(s)/guardian(s) and the student. The Mentor will then set up a meeting with the student and parent(s)/guardian(s).
- Students will then be required to submit 100% of all further assignments in order to continue receiving grades for their assessments. Any further non-submissions by the due date will receive 0.
- Should an extension be requested once students have reached their limit of 10%, the Mentor will forward the request to the relevant member of faculty, who will consider the extenuating circumstances and make a decision on granting an extension.
- Only one extension per task will be granted.
- In the case of a leave of absence being granted, this is handled according to a different process.

Extensions for summative assessment tasks (not exams)

- If it is known beforehand (2 days or more) that a student will not complete a summative task (**except Mock and Final Exams**) as scheduled, a special arrangement must be made by contacting the Mentor at least 2 days **BEFORE THE TASK IS DUE**.
 - The Mentor will decide, on a case by case basis, if the reason for requesting a special arrangement is valid. It needs to be clear that these would be **unavoidable circumstances**.
 - For assessments that are not tests or exams: the Mentor resets the due date to **NO MORE THAN 3 DAYS PAST DUE DATE**.
 - If the summative task is a cycle test, the student will write a Deferred Cycle Test during the allocated deferred cycle test block at the end of a



term. This cycle test timetable is arranged in the afternoons after the end of live lessons and is administered by the subject teacher.

- If a student does not complete a summative task, it is the responsibility of the student to contact the Mentor and provide a valid reason (see below). If the student has not contacted the Mentor within 1 (one) week of the due date, a grade of '0' will automatically be issued. Valid reasons:
 - Illness or medical grounds (a doctor's note needs to be provided)
 - Accident or emergency (email from the parent/guardian to be provided)
 - Compassionate grounds (email from the parent/guardian to be provided)
 - External study opportunity (email from the parent/guardian to be provided)
 - Exceptional opportunity (email from the parent/guardian to be provided)

Grade queries

- If a student or parent wishes to query the grading of a task on the basis of picking up an error or a grade that is significantly below the student's usual GPA average, an application for a review of the marking of their task can be made to the Mentor.
- If the request is accepted, it will be passed on to the teacher(s) responsible for the course, who will review the task assessed.
- If it was the course teacher who marked the task, then a different faculty member will review the marking and the outcome of the review will be communicated to both the parents and the student.
- The review will be completed within three days of the request.
- Once a review is completed, the grades are either adjusted or feedback is provided.
- An appeal may be lodged with the Head if the outcome of the review is unsatisfactory. The decision of the Head, in consultation with the Rector, is final.



Examinations and summative assessments

Examinations

- Examinations are classified as a summative form of assessment for a subject and Qualification. Unless stipulated otherwise, each subject and Qualification requires students to write a prescribed number of examinations. Students must take part in all examinations and summative assessments as required by their individual courses and Qualification.
- For the Junior High Qualification, all examinations are facilitated by St Stithians Online School through online proctoring.
- For all Pearson Edexcel qualifications, examinations are set by Pearson Edexcel and must be written in person at a Pearson Edexcel approved venue.
- For information regarding deferred and supplementary examinations, please refer to the relevant Academic Handbook.
- For special accommodations, please refer to the relevant Academic Handbook.

Examination fees

- Unless stipulated otherwise, all international examinations will require an examination fee which is not included in the qualification (tuition) fees paid to St Stithians Online School.
- For information regarding fees and international examinations, please refer to the Fees Handbook.

Examination body

- Aside from Junior High St Stithians Online School does not set examinations for subjects and Qualifications. All examinations are set by the examination body for the subjects and qualifications a student is enrolled for.

Writing examinations

- All examinations are written at physical examination venues that accept St Stithians Online School students, unless stipulated otherwise for a specific



qualification. Examinations are written under proctored conditions. St Stithians Online School will provide a list of available venues where these examinations are to be written. Parents and students are entirely responsible for the arrival of a student at the allocated examination venue according to the date(s) and time(s) stipulated on the examination timetable.

Marking of examinations

- St Stithians Online School does not mark examinations for subjects and Qualifications. Unless stipulated otherwise, all examinations are marked by the examination body for the subjects and qualifications a student is enrolled for.

Examination timetables

- Exam timetables are devised, set and disseminated by the examination body for the subjects and qualifications a student is enrolled for. These timetables are released according to deadlines of the respective body. St Stithians Online School holds no responsibility or influence over the examination timetables not set by the school.

Readiness to write examinations

- St Stithians Online School provides appropriate teaching and learning, supported by robust pedagogy, to support academic progression for students in the lead up to them writing examinations. Teaching and learning measures and support from Mentors and Teachers will be provided to students to help them to identify their readiness to write examinations. The final decision to write an examination is the responsibility of the student and their parent(s)/guardian(s). St Stithians Online School will not be held responsible in the event of a student failing any examination.

Selecting when to write examinations

- Set exam periods or series within each year are determined by the examination body for the subjects and qualifications a student is enrolled for. Students and their parent(s) / guardian(s) are notified of the availability of the timetables and



are solely responsible for determining which series and specific dates examinations will be written.

Notification of intention to write examinations

- Students and their parent(s)/guardian(s) will be required to provide confirmation of their intention to write any examination within a series. They will be provided with instructions on the process to follow and the associated deadlines. St Stithians Online School will not be held responsible in the event that students miss the communicated deadline and miss any examination as a result.

Examination rules

- Rules regarding all facets of examinations are set by the examination body for the subjects and qualifications. These rules will be provided to students 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. St Stithians Online School may be required to institute further sanctions at the direction of the respective body.

Examination attendance

- It is the students sole responsibility, under the care of their parent(s)/guardian(s), to ensure attendance at an exam that has been registered for. St Stithians Online School bears no responsibility should a student fail to attend an examination and the implications thereof.

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.



Examination re-writes

- The rules and protocols relating to the rewriting of examinations are determined by the examination body and must be adhered to.

Qualification results

- A student's examination/final result or Qualification status is subject to the assessment policies of the relevant examination body. Information related to the procedures will be provided to students during their enrolment. If a student has outstanding fees or amounts owing, their qualification result will be withheld until such time as the fees have been settled in full.

Timing of qualification results release

- The timing of the results for any summative assessments is determined by the respective examination body. St Stithians Online School cannot be held responsible for any implications associated with any delays in this respect.

Appeals

- If a student is dissatisfied with their academic standing (a summative result for the Qualification), they are within their rights to submit an appeal by contacting their Mentor who will explain the process and timelines to them. The nature of the appeals policy and procedure is dependent upon the relevant examination body.

Final reports and progression

- For information on final reports and progression, please refer to the relevant Academic Handbook.



Requirements for award of qualification

- The requirements for the award of each Qualification offered by St Stithians Online School is determined by the relevant examination body. Students must ensure that they familiarise themselves with the requirements for the award of their specific Qualification. This information is accessible through the Academic Handbook.
- The Junior High qualification is a St Stithians Online School qualification, which upon successful completion, results in certification issued by St Stithians Online School alone.

Certification

Certification/Statement of Results

- Any certificates or statement of results will be issued by the relevant examination body of the Qualification in accordance with their rules, unless stipulated otherwise, and only where the awarding requirements have been met.
- No certificate or statement of results will be issued to students if they do not meet the stipulated requirements for the award of a certificate / statement of results. If a student is found to be guilty of academic dishonesty or breaching the code of conduct (even for the first offence), the examination body may decide not to issue a certificate/statement of results to the student.

Wording and format of the certificate / statement of results

- The wording, format and branding of the certificate is determined by the relevant examination body. No changes can be made to the standard format or wording of a certificate or statement of result(s) for any reason.

Name appearing on the certificate/statement of results

- The legal name of the student provided to St Stithians Online School during the application process will appear on the certificate/statement of results.



Certificate/Statement of Results Delivery

- St Stithians Online School will courier the student's certificate/statement of results to the student's street address provided to St Stithians Online School during the registration process or any other address the student has nominated. St Stithians Online School cannot be held liable should a student or parent provide an incorrect address or if no address is given. St Stithians Online School cannot guarantee the delivery date and time.

Nominating Third Party Address

- Should a student / parent choose to nominate a third party to receive or collect their certificate on their behalf, this will be done at the student's own risk. St Stithians Online School won't be held liable for any loss or theft arising from this nomination.

Certificate Return and Reroute

- If a certificate is returned to St Stithians Online School's centre, the student will be contacted and informed of the return. Certificates returned due to being unclaimed by the designated recipient will be re-sent by courier at the student's written request.
- Where a certificate has been returned due to a failed delivery attempt, the student will be liable for the cost of re-sending the certificate.
- Should an incorrect or outdated address be provided and a delivery reroute be necessary, the student will be held liable for the cost of the said reroute.

Duplicates and reprints

- The rules and procedures regarding duplicates and reprints of certificates are determined by the respective awarding body, including any associated fees for such services. St Stithians Online School cannot in any way waive or amend any of these rules or procedures.



Digital Certificates

- Unless otherwise stipulated, no digital copies of certificates/statements of results are issued for Qualifications.

Certificate/Statement of Results Errors

- If a student receives their certificate/statement of results with a printing error they are required to notify St Stithians Online School and St Stithians Online School will advise on the process that needs to be followed based upon the stipulations by the relevant awarding body.
- St Stithians Online School cannot be held liable for errors resulting from the incorrect provision of personal student information.
- Any re-issuing of a certificate/statement of results will be subject to the terms of the relevant awarding body, including any fees that must be paid.

Withheld certificate/statement of results

If a student is eligible for the award of a certificate/statement of results, their certificate/statement of results may be withheld as a result of the following circumstances:

- If the student is under investigation for academic dishonesty or misconduct and the matter has not been resolved in time, then the award of a certificate/statement of results may be suspended until the matter has been disposed of or resolved.
- If St Stithians Online School has been instructed by the awarding body to withhold the certificate/statement of results.



Rules on conduct for students

General rules

- All students are required to adhere to The Saints Charter, as well as a Code of Conduct which must be accepted in the General Orientation Course for each Qualification. A breach of the Code will constitute a breach of the Qualification Terms and Conditions.
- Students and their parent(s) / guardian(s) must familiarise themselves with the School's Code of Conduct.
- School uniform is not applicable to students enrolled at the school. Students are free to express themselves through their attire provided that all attire is age appropriate, does not expose an inappropriate amount of skin or contain any offensive text or imagery.

Handbooks:

Handbooks, rules and other materials may be made available through the Online Campus, speaking to matters such as academic integrity and conduct, and students will be obliged to abide by the terms of these additional materials.

Academic conduct

- Students are expected to commit themselves to the principles of academic integrity in all of their academic work.
- Students may not intentionally or unintentionally make use of another person's work (defined as plagiarism) without providing reasonable and appropriate credit to the author or source of the work.
- Students may not submit in whole or in part the academic work of another student as their own.
- Students 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.



- St Stithians Online School provides support and information in the Online Campus on how to avoid plagiarism and guidelines on adherence to academic conduct.
- It is important that students take responsibility for their own academic work.
- St Stithians Online School may employ the use of plagiarism detection software to review academic work for integrity and to identify cases of plagiarism, for review.
- A student found guilty of committing plagiarism, whether intentionally or unintentionally, and irrespective of the degree to which the work is plagiarised, will face disciplinary action and appropriate sanction.
- Plagiarism in assignment submissions is treated extremely seriously. If a student is found guilty of plagiarism they may receive zero for the relevant assignment submission, and there may be additional sanctions applied that may have a material impact on the completion of the student's Qualification.

Safeguarding

- St Stithians Online School has taken a zero-tolerance approach to bullying within its community.
- Students found to have engaged in bullying behaviour will face disciplinary action and appropriate sanction.
- Students must commit themselves to engaging respectfully at all times with every member of the school community.
- In line with the Safeguarding of Children policy, students with knowledge of any instances of bullying are expected to report this immediately to an appropriate authority. This will be investigated and a decision reached by the Faculty Board of St Stithians Online School .

Offensive content

- The discussion forums on the Online Campus serve as a platform for academic collaboration and enrich the learning experience through dynamic engagement and healthy debate.
- St Stithians Online School retains the right to monitor and remove posts on the discussion forums (or any information otherwise disseminated through the



Website or Online Campus) to ensure that the environment remains constructive and that the integrity of these interactions are maintained.

- To the extent that any person is harmed by a student's comments, St Stithians Online School shall not be held responsible for the student's behaviour and students hereby release St Stithians Online School from and indemnify St Stithians Online School against any such liability.
- Students agree to abide by the provisions of the Terms of Use on St Stithians Online School's website with respect to acceptable use policies, especially in relation to offensive conduct.
- In addition, students undertake not to use St Stithians Online School services to promote any business or enterprise, unless permitted to do so by a representative of St Stithians Online School, or unless this forms part of a Qualification requirement.

Channels for complaints

- St Stithians Online School will seek to address, wherever reasonably possible, all complaints in a mutually beneficial and satisfactory manner.
- All student complaints must be submitted by email to the dedicated Student Success Mentor.
- It is expected that both students, their parent(s) or guardian(s) and St Stithians Online School and its team members will conduct themselves in an appropriate and courteous manner when managing complaints.
- Students may be requested to submit supporting documentation to assist St Stithians Online 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 St Stithians Online School.
- If a mutually-satisfactory outcome, course of action, or conclusion cannot be reached through the complaints procedure, or any other kind of dispute arises between St Stithians Online School and the student and their parent(s) or guardian(s), it is agreed that this will be resolved individually, without resort to any form of class action, and to the extent compliant with applicable law, exclusively by a court of competent jurisdiction located in the Republic of South Africa.



- St Stithians Online School's right to apply to a competent court for relief should its intellectual property rights be violated or threatened, or where otherwise appropriate to obtain urgent, injunctive or equitable relief is not restricted by these rules.

Intellectual property

- Except where expressly stated to the contrary, any and all content contained on the website or Online Campus or otherwise provided to students by St Stithians Online School is owned by or licensed to St Stithians Online School, and St Stithians Online School asserts and reserves all of its rights in this regard. Students may not disseminate Valenture Institute or St Stithians Online School content on any platform or in any medium except on the Online Campus.
- Students and their parent(s) or guardian(s) agree and consent that St Stithians Online School and the relevant examination body applicable to the student's Qualification are entitled to use (at their discretion) all content shared by the student on the Online Campus for internal research and development, quality assurance, qualification improvement and non-commercial purposes.
- Students may share their own content, including assignments, with St Stithians Online School, Teachers, Facilitators, the Student Success Team, and fellow students.
- Students retain all intellectual property rights in, and are responsible for, the content that they share.
- It is the responsibility of students to ensure the proper protection of their intellectual property.

St Stithians Online School policies

- Students are expected to familiarise themselves with all St Stithians Online School Policies and Procedures/Processes provided to them, and to comply with all of their contents
- Where students are present at the St Stithians College, they are bound by the College policies as listed on the school website.



Breach of student code of conduct

- All students are expected to abide by the Code of Conduct that has been developed to assist and guide student behaviour at St Stithians Online School.
- Any corrective measures or disciplinary action against a student who has violated the Code of Conduct, and the sanction arising therefrom, will correspond with, and be appropriate to, the offence that has been committed.
- The disciplinary process is carried out as per the Code of Conduct.
- Sanctions in instances where a student is found guilty of violating the Code of Conduct following the disciplinary process may include, but are not limited to, removal from a course or courses, participation in a relevant life skills programme, referral for counselling, temporary suspension of school-related privileges, exclusion from activities and functions, temporary suspension from a course or from St Stithians Online School as a whole, expulsion from St Stithians Online School, or reporting to an appropriate authority of law (in extreme circumstances).
- Failure to comply with these interventions and corrective measures will lead to further interventions and may lead to the student being expelled from St Stithians Online School.
- Students and their parent(s) or guardian(s) retain the right to be informed of the allegations brought against the student, to be given time to prepare a response to these, and to respond to the appropriate authority.
- Where a student declines to respond to the allegations brought against them, St Stithians Online School retains the right to proceed with the disciplinary process in their absence.
- Students and their parent(s) or guardian(s) retain the right to appeal the outcome of the disciplinary process.



Student Wellness

St Stithians Online School highly values and cares about the mental, emotional and social wellness of all students. As such, each student at St Stithians Online School will be assigned a Student Success Mentor for the duration of their time as a student. The Student Success Mentors are in place to guide students along their learning pathway and provide support aimed at growing functional, engaging and optimal individuals.

Part of this guidance process includes mentoring, psycho-education, psycho-social support, guidance, and general support. It does not include psychological counselling and psychotherapy and a Student Success Mentor cannot provide psycho-therapeutic intervention with respect to mental health challenges and disorders.

St Stithians Online School has a School Counsellor who is available for support to the degree that is appropriate. The School Counsellor, as the designated Safeguarding Coordinator, is required to adhere to the school's Safeguarding of Children Policy and to alert parents should it be identified that a student should be referred to a suitably qualified medical specialist.



Operation of the Boutique Campuses

Whilst St Stithians Online School is a school that provides online high school service offerings, it also provides a “hybrid” offering where some students undertake the online services at physical locations known as “Boutique Campuses”.

All of the above components of this Student Handbook apply to all students, however there are specific activities and rules that apply only to students who are enrolled as part of a “Boutique Campus” offering. This information is first covered in person during the on-campus orientation day, thereafter students will be provided access to the Boutique Campus Operations Handbook.

Unless authorised by a directive from the school, only students who have registered for their qualification to be completed at a Boutique Campus are permitted to access the campuses.