



Grade 10 – 12 Information Brochure

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1. Meet the staff:

- ❖ Rykie van Rensburg – Manager – rykie@auxilio.co.za
- ❖ Helga Stevens – Legal matters – helga@auxilio.co.za
- ❖ Lou-Mari Jacobs – Financial matters – loumari@auxilio.co.za
- ❖ Dalene Brutton – Online Platform/Moderation/Parent queries – dalene@auxilio.co.za
- ❖ Annalize Cunnington – Gr 10 – 12 Development Manager - annalize@auxilio.co.za
- ❖ Janey Joubert – Gr 4 – 9 Development Manager – janey@auxilio.co.za
- ❖ Bianca Becker – Marketing & Gr 10 – 12 Unprepared orals – bianca@auxilio.co.za

2. What do I get for my money?

Grade 10 – 12 NSC

- ❖ Auxilio is registered as a Distance Education Provider (DEP) with an Independent Assessment Body SACAI that provides the NSC qualification (South African matric).
- ❖ Pre-recorded lessons in selected subjects.
- ❖ Parent and Student support via different Platforms.
- ❖ Registration & Administration with the Assessment Body - SACAI.
- ❖ Assessments and services.
- ❖ Access to Auxilio assessment platform. (Platform includes general information, formal assessments as required in SACAI guidelines / CAPS documents, availability of marked assessments for revision, year/term planners, past practice papers)
- ❖ Auxilio marks and moderates all formal assessments.
- ❖ Progress Reports each term.

3. Do I need specific equipment for distance learning?

**Minimum requirements*

- ❖ Laptop or desktop computer with 2.0Ghz processor, with 4GB of memory (RAM)
- ❖ Windows 7.
- ❖ Microsoft Office & Chrome browser.
- ❖ Basic stationary e.g., blue pen, exam pad, pencil, and ruler.
- ❖ Scanner or Scanner App on cell phone.
- ❖ Internet access with 10mbps download and upload speed. Fibre, Wi-Fi, or LTE.
- ❖ 20GB+ of internet data per learner per month.
- ❖ Recorder / cell phone for orals and presentations.
- ❖ Subject specific requirements:
See Platform for requirements for Hospitality/Consumer Studies, CAT and EGD.

4. How do I register and what documents do I need?

- ❖ Complete our Online Registration form:
<https://auxilio.co.za/RegistrationForm2026.html>

OR



- ❖ The registration will be processed, and the invoice will be created within seven working days.
- ❖ As soon as the first instalment is made, Auxilio will supply you with login details for your portfolio on our platform.
- ❖ The registration process may take up to seven working days.

Documents required:

Gr 10 – 11:

- ❖ Learner's Birth certificate or card ID or Study permit.
- ❖ Parent's ID.
- ❖ Previous academic report.

Gr 12

- ❖ Candidates ID card or Study permit (no birth certificates will be accepted at the NSC exam).
- ❖ Parent's ID (if candidate is a minor).
- ❖ Previous academic report Gr 10 AND 11, OR
- ❖ Previous Gr 12 Statement of results for Repeaters or Umalusi certificate.

Gr 10 – 12

Registration at the Assessment Body (SACAI)

- ❖ Grade 10 – 12 FET phase is an out-of-school qualification, and this is no longer Home Education. The learner/parent registers for Distance Education with Auxilio.
- ❖ SACAI fees are applicable, see registration form.
- ❖ Auxilio will register the learner with the Assessment Body (SACAI) for the 3-year NSC qualification.
- ❖ There is no need to register at the Department of Education during the FETphase.

5. Who do I contact regarding my account?

- ❖ Contact registrations@auxilio.co.za for
 - Payment plans
 - Statements (emailed to clients the first day of each month)
 - Financial queries
- ❖ SACAI fees are also payable to Auxilio, clients may not contact SACAI directly.
- ❖ The learner's Online Platform will be activated within 7 days of payment if payment was late.

6. What are Accommodations and Concessions?

- ❖ This is for learners with specific barriers to learning e.g., needing a scribe or reader, extra time, spelling concession etc.
- ❖ Accommodations and Concessions are subject to the approval of the assessment body SACAI. Please note there is an additional fee to be paid for this application.
- ❖ Apply as early as Gr 10, this concession is valid for 3 years and may be extended in cases where the learner completes the qualification in more than 3 years.
- ❖ If a concession was granted to the learner by one of the other assessments bodies IEB and/or the Department of Basic Education, it can be transferred.
- ❖ Please make sure to inform Auxilio of any previous approved concessions so we may request the transfer from SACAI.
- ❖ The following documentation is required for this application:
 - SACAI application form
 - Doctor's reports, not older than two years
 - Reports and letters from previous schools/teachers
- ❖ Subjects may be exempted e.g., Math/Math Lit if the learner has Dyscalculia.
- ❖ Immigrant Learner's may be exempted from one language on Home Language level.
- ❖ If learner has an illness like diabetes, and needs to eat snacks during an exam, they need to apply for a concession to take food into the exam venue, as this is against exam policy.
- ❖ Concession application documents available on the website or on request from info@auxilio.co.za.

7. Can I change my subjects in Gr10 – 12?

- ❖ According to the NPPPR, the following subject changes may be applied for:
 - Two subject changes in Gr 10, provided this is done before 30 June of the Gr 10 year.
 - Two subject changes in Gr 11, provided this is done before 31 March of the Gr 11 year.
 - In EXCEPTIONAL cases a learner may change one additional subject in Gr 11 for Gr12 provided this is done before 15 December of the Gr 11 year.
- ❖ The new subject's SBAs will only be released once payment and subject change form is received and approved.
- ❖ Click [here](#) for the Subject change policy and forms.

8. What about textbooks?

- ❖ Gr 10 – 12 learners may make use of any CAPS aligned Textbook of their choice.
- ❖ Assessments are set from the CAPS document and the SACAI subject and exam guidelines and not from a specific textbook. However, they MUST do the Prescribed work set by Auxilio.
- ❖ We strongly advise parents to buy textbooks before the end of the current year. There is a huge demand for textbooks at the beginning of each year and may cause delays at the start of the academic year.
- ❖ Preferred Auxilio [textbook lists](#) available on the Auxilio Website.
- ❖ A selection of online textbooks is available on the Platform at no extra cost, contact Auxilio for details.

9. How do I know which prescribed books to read?

- ❖ Prescribed work, and Term planners for Prescribed work, available on the Auxilio Platform and website.

10. What is an SBA – Site Based Assessment?

- ❖ These are the assessments that make up the learner's portfolio. Marks earned for these assessments make up the year mark.
- ❖ The final mark is calculated by using the year mark and the final November exam mark.
- ❖ Auxilio employs qualified people in all subjects offered, to ensure a quality CAPS aligned product.
- ❖ General information regarding the SBA is available on our Platform.
- ❖ Use the SACAI subject and exam guidelines, as a guideline for teaching. Parents may make use of any teaching aid, e.g., textbooks, internet, tutors.
- ❖ The full SBA MUST be done for each subject; an incomplete SBA may result in redoing an entire year.
- ❖ All PATs(practical subjects) and Orals(languages) MUST be done, else the learner will not be resulted.
- ❖ SBAs are released via the Auxilio Platform by the dates indicated on the Auxilio year plan.

Gr 10 – 12 SBA

- ❖ All SBA work per Term needs to be uploaded on the Online Platform by the dates indicated on the Year planner.
- ❖ The March and September Test Series, and the June, Prelim(Gr 12 only) and November exams must be invigilated by an Auxilio approved invigilator. These exams must be submitted on the Auxilio Online Platform, immediately after the subject was written according to the Auxilio exam timetable.
- ❖ Auxilio will mark and moderate ALL work.
- ❖ A selection of students is drawn each year for external moderation by SACAI/Umalusi.
- ❖ Work not submitted by the due dates will receive zero marks.

11. How does the online platform work?

- ❖ Link to the Online Platform: <https://auxilio.co.za/onlineplatform/login/index.php>
- ❖ Clients may log onto the Platform using their Auxilio reference code and learners ID number.
- ❖ Tasks will be made available on the Platform for our clients to download, and it needs to be uploaded onto the Platform for marking and moderation.
- ❖ Tasks MUST be handwritten in blue pen and scanned in PDF format.
- ❖ It may not exceed 50 MB per file. Up to 20 files per task may be uploaded.
- ❖ Scans must be in colour, of good quality and scanned the right way up, as it will not be marked/moderated otherwise.
- ❖ Prepared orals and practical assessments must be uploaded in video format or as a YouTube link, also not exceeding 50 MB.
- ❖ Clients may download the marked task from the Platform for revision purposes. Our markers also comment on the tasks while marking, which is a great help to our learners.

12. What about the annual practical assessment tasks - PATs?

- ❖ All PATs are compulsory, failing to submit the PAT will result in redoing that subject.
- ❖ The following subjects have a PAT element:
 - **CAT** – research, questionnaires, computer skills, typed project.
 - **EGD** – course drawing format.
 - **Consumer & Hospitality Studies** – cooking in front of a qualified assessor.
Clients may use their own Assessor for the PAT if the relevant qualification is submitted to Auxilio for approval.
An additional fee will be charged if a client chooses to make use of an Auxilio Assessor. Contact annalize@auxilio.co.za for assistance.
 - **Tourism** – must be done under exam conditions, contact Auxilio for more information.

13. How do I complete my oral assignments?

- ❖ All **Unprepared** Orals in Gr 10 – 12, MUST be done in Term 1, via a zoom session with one of Auxilio’s Invigilators, at no extra cost. Please contact bianca@auxilio.co.za
- ❖ All Prepared Orals must be done as a YouTube video and save the link to this video on the Online Platform for marking.
- ❖ Upload the scanned flash cards and marking rubric on the Platform as well.
- ❖ A friendly reminder, orals must be done standing, and as if the learner is in front of an audience.
- ❖ SACAI may require moderation for orals, if SACAI draws one of our candidate’s names, we will contact the candidate directly for the necessary arrangements.

14. Anything else I need to know about my subjects?

- ❖ Please make use of the Subject and Examination guidelines set by SACAI. This will help:
 - In setting up your own personalized term/year planners
 - To know what work is covered in tests and exams.
 - The weighting of different tasks etc.
- ❖ SACAI Subject and Examination Guidelines are available on the Online Platform.
- ❖ Additional notes/resource materials are uploaded to the Online Platform as well.
- ❖ Important information is shared via email and on WhatsApp groups.

15. How do the exams work?

- ❖ Exams will be made available on the Auxilio website, and passwords to access the exams will be emailed to Invigilators ONLY.
- ❖ Exam writing policy and procedures available on the Auxilio Website.
- ❖ **PLEASE NOTE:** Exams form a very important part of this qualification. **There are NO do-overs.** An exam missed without a valid excuse will result in a zero mark. Any irregularities regarding this process may have a negative effect on the learner’s marks.
- ❖ A parent must:
 - Familiarize him- or herself with the exam writing policy.
 - Ensure that the learner understands the rules regarding an exam.
 - Choose the invigilator wisely.
 - Make sure that the invigilator is aware of his/her responsibility and that he/she has familiarized themselves with the procedures.
 - **Always** check that the invigilator is doing what is expected.
 - Check that the exam answer sheets were uploaded correctly onto the platform and if it was not report it to Auxilio immediately.
- ❖ The March and September Test Series, the June, Gr 10 & 11 November exam and the Gr 12 Prelim exam must be invigilated at an Auxilio approved Invigilator.
- ❖ Any fees charged for the service is for the parent’s own account.
- ❖ The Gr 12 NSC Exam must be written at a registered SACAI exam centre. Auxilio will supply a list of SACAI Exam centres to choose from as soon as it is made available.

16. What are the requirements for promotion to the next grade?

- ❖ Please note that the promotional requirements hereunder are a short summary.
- ❖ For full detail please refer to: [NATIONAL POLICY PERTAINING TO THE PROGRAMME AND PROMOTION REQUIREMENTS OF THE NATIONAL CURRICULUM STATEMENT GRADES R – 12](#)

- ❖ **Gr 10 – 12:**
 - 40% Home language,
 - 40% for any other 2 subjects,
 - 30% for any other 3 subjects.

Please contact us should anything be unclear; we would love to assist you.