

Terms & Conditions

The information provided on the Registration form will be considered the client's domicilium citandi et executandi. The details given in the heading of this document will be considered Auxilio cc's domicilium citandi et executandi. Each party is entitled to changing his/her specified address by giving (seven) days written notice to the other party.

General and financial Information

- Invoicing will be done within 7 working days after receiving the complete Registration form and all additional documents.
- Fees will be calculated Pro-rata if a learner joins later during the year.
A R 500 (Gr 10-12) and R 300 (Gr 1-9) administration fee will be charged.
- **Textbooks** are **NOT INCLUDED** in the Auxilio fee.
- All bank charges on cash deposits will be invoiced to the client.
- SBAs will be released on the dates provided on the year plan.

For late fees, SBAs will be released within 48 hrs from the date that the payment reflects in the Auxilio account.

- **Gr 1 – 11: Fees payable according to the payment arrangement and to be settled by 3 October 2026.**
- **Gr 12: If fees are not settled by 3 July 2026 the learner will be deregistered for the final NSC exam.**
- If a refund is applicable after cancellation, it will be paid within 30 days after the cancellation was processed.

Client Agreement:

- a. I agree to adhere to the Payment arrangement, and to pay the fees before or on the third (3rd) day of each month.
- b. I understand that Auxilio cc will not provide any product to me, should I not keep to my payment arrangement. Auxilio will resume providing products and services once the fees are paid up to date, provided it is not too late in the academic year.
- c. I accept responsibility to inform Auxilio cc should I terminate my child's studies. I understand that no fees will be refunded for any product supplied by Auxilio cc, or for completed terms. I agree to pay the above mentioned cancellation fee.
- d. I understand that I am responsible for purchasing the textbooks.
- e. I take full responsibility for the education and tutoring of the learner.
- f. I declare that my child will not work together with another learner on formal assessments, unless stated otherwise.
- g. I declare that I will see to it that my child does his/her own work, that he/she will not commit plagiarism and that he/she will write their Term tests and Exams, under controlled conditions as stipulated in Auxilio cc's policies.
- h. Violation of academic honesty or of academic integrity including cheating and plagiarism will result in disciplinary action and may result in termination of the contract.
- i. AI may be used to enhance learning but never to give a learner an unfair advantage or to be submitted as the learner's own work.
- j. I declare that I have the correct equipment and technology, e.g., email, internet, scanner, camera, and printer to be able to do Distance Education with my child.
- k. I agree to visit the Platform regularly for important information.
- l. I agree to keep a copy of all the work done, and not to share Auxilio cc's Intellectual property with a third party.
- m. I understand that a full SBA must be submitted on time, for the learner to be resulted. SBA tasks, orals and PATs that are not submitted by the final submission date, will not be marked.
- n. I agree that I will join the Auxilio WhatsApp group for the entire academic year, and check my email regularly for communication.
- o. I declare that I will upload all SBA work onto the Platform and take full responsibility for work not captured correctly.

- p. I understand that work submitted after the cut-off dates in Term 1, 2 & 3, will only be marked/moderated during the following marking session.
- q. I declare that I will report on the same day, if the Invigilator has submitted the tests/exams incorrectly.

r. POPI ACT

The parties confirm that Protection of Personal Information Act 4 of 2013 (“POPI Act”) applies and is binding. That all information shared between them will solely be for purposes of compliance with this agreement and their reciprocal duties. No information will be shared with any third party without the express consent of other party.

Should the parent not consent to information being processed in terms of this agreement, an email stating the same must be sent to the following email address: info@auxilio.co.za, stating that the information may not be processed, provided that it be borne in mind that such information dissent may negatively affect the levels of service delivery. The signatory hereby confirms he / she has been duly authorized to withhold such consent.

Grade 1 – 9

- I understand that Auxilio cc is not a registered school and therefore can not issue a valid report. Auxilio cc is a private business that provides me with quality assessments and employs independent competent assessors to assess the learner as per the Policy on Home Education paragraph 18.5
- I take note that I have been advised by Auxilio cc to register my child as a Home Education student with my Provincial Department of Education. I have familiarized myself with the Policy on Home Education.
- I take full responsibility for the education and tutoring of the learner, and Auxilio cc is only responsible to assess and moderate his/her progress and report on it.

Included in package:

- Parent and learner support via different platforms.
- Pre-recorded online lessons and additional textbooks are available for selected subjects, on the Platform.
- Access to Auxilio Assessment Platform. (Platform includes formal assessments – tests, tasks, exams, and memorandums, as required in the Amended CAPS document)
- Progress Reports each term. (Generated from marks received from the parent and is subject to moderation.)
- Moderation by competent assessor with Final Progress Report.
- The parent is responsible for assessing work and to keep a Portfolio of Evidence.

Parent responsibility and agreement:

- I take full responsibility for work not captured correctly onto the Auxilio Platform.
- I understand that although I will not have any contact with the June and November exam as per exam regulations, it remains my responsibility to ensure that the Invigilator upload the exam on time and correctly.
- Invigilator is the place/person where the student will be writing the June and November exam – I understand and agree that I am responsible for the fee charged by the invigilator and any fees for accommodations and concessions.

- I understand that a full marked SBA must be submitted by the final date stipulated on the year plan for the learner to be resulted.
- I understand that if I do not submit the full final SBA, by the final date stipulated on the year plan, Auxilio will be unable to moderate outstanding assessments and it will so reflect on the moderation report to the HOD.

Grade 10 – 12

- All fees invoiced by Auxilio cc will be paid directly to Auxilio cc including the SACAI fees, no direct payments may be made to SACAI.
- I will not pay this money to a third party. Registration with SACAI can only be done once the application form has been completed and fees have been paid.
- I understand that SACAI fees are non-refundable and cannot be transferred to the following year.
- I agree that Auxilio may share my personal information that is in relation to the purpose, with SACAI.
- Hospitality Studies PAT – If learner makes use of their own qualified Assessor this would be for their own account, **OR** the Auxilio Assessor at R 1 215.00 via Zoom session if it is still an accepted method by Umalusi in 2026.
- Consumer Studies PAT – If learner makes use of their own qualified Assessor this would be for their own account, **OR** the Auxilio Assessor at R 910.00 via Zoom session if it is still an accepted method by Umalusi in 202.
- Gr 12 NSC CAT Practical Exam – An additional fee will be charged by the Examination centre. This is for the parent's account.
- SACAI registration is compulsory.
- All SACAI fees are subject to change.
- Subject change fee – non-refundable R630 per subject change, subject to approval from SACAI.
- Remarking/moderation fee – R5.00 per mark.
- **Application for Concession** – R820.00 (An additional fee will be charged by the Examination centre, should a candidate need extras during the NSC exam e.g., separate venue, reader, scribe etc. This is for the parent's account.)

Included in packages:

- Access to Assessment Platform – includes additional resource material, year/team planners, past practice papers, all formal tasks, tests, and PATs.
- Auxilio marks and moderates all formal assessments.
- Progress Report issued at the end of each Term.
- Auxilio administrates the student's registration with the Assessment Body - SACAI.
- Auxilio uses SACAI's prescriptions for the number of assessments and weighting requirements.

Parent responsibility and agreement:

- Tuition and submission of all formal assessments by Auxilio's due dates.
- I agree that if I do not submit the full final SBA, by the final date stipulated on the year plan, the learner will forfeit those marks and may not be resulted by SACAI and may have to redo the year.
- I understand that the Grade 12 Final NSC exam must be written at a SACAI Examination Centre.
- I understand that the March and September Test Series, and June, Prelim and November Exams, must be written at an Auxilio approved Invigilator. The invigilation fee is for the client's own account.