



FREQUENTLY ASKED QUESTIONS

South African National Senior Certificate (CAPS)

[Start Application Process](#)



in collaboration with
VALENTURE INSTITUTE



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Updated 10 March 2023



WE ARE HERE TO HELP!

Find answers to commonly asked questions about UCT Online High School. If you are looking for answers on a specific category, please click on the arrow to the right of the categories and this will direct you to the page you are looking for.

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DISCLAIMER:

The information provided in this presentation is consistent with the current policies and guidelines laid out within our office, Valenture Institute and UCT Online High School. The information provided here is subject to change. Please visit our website regularly for up-to-date information.

Who can I speak with if I would like some more information?

Speak to our friendly Admissions Consultants – they love answering questions: admissions@uctonlinehighschool.com

How can I request a telephonic call or assistance from an Admissions Consultant?

The Admissions Team would love to hear from you and assist with any questions that you may have. Please [click here](#) to request a call.

How can I apply?

By going to our [application page](#). Our friendly Admissions Consultants are looking forward to hearing from you and supporting you step-by-step throughout the entire process.

Do you have an Application Fee? If so, how much is it?

Yes, a non-refundable application fee is payable upon application for all our grades. This fee is to cover the cost of any assessments that may be necessary to adhere to our admissions criteria. Please refer to our [fees handbook](#) for detailed information about this.

What documents are required upon application?

You need to have the following critical documents on hand:

- A your identity document and your child's latest term report. Depending on your selected term, you may be required to provide an additional report.

Once you've received a conditional offer and have accepted your placement at UCT Online High School, we will ask you to submit all of the documents referenced in the application process during the pre-orientation phase. These documents are required before starting at UCT Online High School.

What are the entrance requirements for UCT Online High School's SA NSC curriculum?

The entrance requirements for UCT Online High School are detailed in our [admission policy](#).

If I apply, will I have a guaranteed placement at UCT Online High School?

No, we are not an open enrolment school. However, we look at every application holistically and strive to be as inclusive as possible.

Are any assessments involved in the application process?

Yes, there is an application deadline. To find out more details, please reach out to our Admission Team [here](#).

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Yes, there is an application deadline. To find out more details, please reach out to our Admission Team [here](#).

How will I receive feedback on my child's application?

An email with an application outcome outlining whether your child has been accepted or not will be sent to you once the process is complete.

How long should it take for me to receive feedback on my child's application?

If your child meets all of the basic requirements, you should receive feedback in a matter of hours.

If your child's application is submitted for academic review and they need to write an assessment, you should receive feedback on the outcome of your application within 10–14 days.

Do you accept international high school learners?

We welcome high school learners from all around the world to join our global classroom. Please note that all live events, including tests and internal examinations, are fixed and are in South African Standard Time (SAST). If you live in a time zone with a 6-hour (or greater) time difference to South Africa, please speak to our Admissions Consultants for more details. Please remember to consider whether the CAPS curriculum, which ends in Grade 12/matric with a South African National Senior Certificate (NSC), is best suited to your child. External examinations for the Grade 12 National Senior Certificate (NSC) have to be written in person at an approved SACAI examination centre within South Africa.

Are there any additional costs for the application assessments?

No, these costs are all included in the application fee.

When and how do I pay tuition fees and which payment options are available?

We offer several payment options that guardians are able to select for their convenience. Please refer to our [fees handbook](#) for detailed information about this.

Is a Placement Fee required?

To secure your child's place at our school and accept the conditional offer, we require a once-off placement fee to be paid in advance. This payment is non-refundable and will not be deducted from the total tuition cost.

This fee includes, but is not limited to the costs associated with record verification, high school learner onboarding and the purchase of technology licences on behalf of the high school learner.

Do I pay per subject? How much does each subject cost?

We charge a flat tuition fee for all of our grades. This fee is inclusive of the required minimum number of subjects for the phase. Any additional elected subjects will incur an additional cost. Please see our [fees page](#) for more info.

Are there any sibling promotional offers?

Yes, the more the merrier – please see our [fees page](#).

What FET costs will be incurred in Grades 10– 12? Are there FET or Examination costs incurred in Grades 10 - 12?

Yes, there are standardised examination registration fees and examination fees that are subject to change as per SACAI. Applicants are advised to budget accordingly. Please refer to our [fees handbook](#) for detailed information about this.

Do you offer bursaries or scholarships?

As and when they become available, scholarships are offered. Please see more information [here](#).

Do qualified promotional offers apply to the Application and Placement Fee?

No. Please note: qualified promotional offers are only applied to tuition fees. The full application and placement fee is payable on applying to UCT Online High School. After paying the placement fee, the qualified promotional offer will be applied to tuition fees going forward.

Will there be a fee increase?

All fees are subject to an annual increase. Please refer to our [Fees handbook](#) for detailed information about this.

What type of curriculum do you offer?

We currently offer a CAPS-aligned curriculum that will result in the SA National Senior Certificate (NSC) qualification upon successfully completing Grade 12 (Matric). You can find out more about CAPS over [here](#).

Which languages are offered by UCT Online High School?

English is the medium of instruction for UCT Online High School learners, and additional languages offered as First Additional Language (FAL) include Afrikaans, isiXhosa, isiZulu and Sesotho.

Am I able to register for single subjects?

Not currently, but our team is working in the background to make this possible in the near future.

What subjects are available?

A whole range, please refer to our [academics page](#).

What grading system is used?

A high school learner’s achievement in Grades 8–12 is reported by using the standard system in the CAPS curriculum. All final marks will be reported in percentages. A corresponding rating and level of competence are obtained using the following system:

100 - 80%	Outstanding achievement - 7
79 - 70%	Meritorious achievement - 6
69 - 60%	Substantial achievement - 5
59 - 50%	Adequate achievement - 4
49 - 40%	Moderate achievement - 3
39 - 30%	Elementary achievement - 2
29 - 0%	Not achieved - 1

Will there be any live sessions?

Yes, there are Live Check-ins that take place every Monday, Wednesday and Friday mornings for 15 minutes, with Support Coaches.

As such, high school learners will have multiple opportunities to engage with their Support Coaches and peers, enriching their learning experience.

How often do Ask Me Anything (AMA) sessions take place?

Ask Me Anything sessions will be available to all high school learners. They are live-stream sessions that happen weekly with pre-curated questions.

What happens if my child is not coping with online learning?

We acknowledge that this is a different type of learning system and that it may take some time and perseverance for high school learners to adapt. If your child feels they are not managing, they can reach out to their Support Coach, who will identify their socio-emotional needs and refer these to our School Counsellors.

How large are the classes?

The size of the Ask Me Anything (AMA) sessions held by Learning Facilitators every week will depend on the number of learners who join the session. There are no limits placed on the number of learners who can attend. Questions are submitted in advance and are responded to in real-time.

How do science practicals work in an online environment?

UCT Online High School uses an integrated approach to delivering science practicals for internal assessments that utilises video demonstrations, online simulations and at-home practicals within a fun, safe and controlled environment. Learners will never be required to attend a physical venue to conduct science practicals nor acquire expensive and potentially dangerous equipment to use at home. All practicals to be conducted within the home environment will use materials listed in our [stationery and equipment list](#), and/or cheap and easy-to-source materials from a local supermarket or online store. Additionally, learners will be briefed on the practicals they will be conducting before the module where the practical is placed, allowing the learner's primary caregiver to source the required materials well in advance. The methods used to deliver science practicals adhere to the Curriculum Assessment Policies Statements (CAPS) outlined by the Department of Basic Education (DBE). We aim to equip learners with the practical skills required to prepare them for future studies in the sciences through the use of a fun, engaging, and safe environment.

How do art practicals work in an online environment?

UCT Online High School utilises video demonstrations to deliver creative art practicals for internal assessments. Learners will never be required to attend a physical venue to conduct a Visual Art or Drama practical. Instead, high school learners are required to purchase the items listed in the stationery and equipment list (where possible, high school learners can substitute materials for what they have available). For Visual Art, high school learners will work in their art book using the materials from their kit and photograph their work according to our specifications using their smartphones or tablets. The photograph will be inserted by the high school learner into a document and uploaded for grading. For drama, high school learners will use their smartphone or laptop to record their performances and upload them for grading. The methods used to deliver Creative Art practicals adhere to the

Curriculum Assessment Policies Statements (CAPS) outlined by the Department of Basic Education (DBE). We aim to equip high school learners with the practical skills required to prepare them for future studies in the creative arts through the use of innovative and accessible tools.

How is cyberbullying managed?

Through Valentre Institute, UCT Online High School is proud to be a member of the Educational Collaborative for International Schools (ECIS) Community. All team members who engage with learners have completed up to ECIS level two training on Child Protection. Learn more about the ECIS Community [here](#).

We have a zero-tolerance policy toward any form of bullying. We know that learners learn best in a safe and calm environment that is free from disruption or intimidation. Key staff members that engage with learners during their learning journey complete intensive training to ensure that they are fully equipped to offer support as and if appropriate.

For more information on our safeguarding of children policy, please read [here](#).

How does Physical Education (PE) work at your online school?

According to the Department of Education's Curriculum and Assessment Policy Statement, the Physical Education (PE) component of Life Orientation aims to develop high school learners' physical well-being, knowledge of movement skills in traditional and non-traditional sports, and safety issues in physical activity.

High school learners will be encouraged to perform a range of engaging activities that aim to develop an active and healthy lifestyle. High school learners will capture their physical activities through videos and photographs, and monitor their heart rates. This evidence will then be submitted to our Learning Management System (Online Campus), enabling our trained Learning Facilitators to view these submissions on a weekly basis, provide feedback, and assign a participation mark. Activities that contribute to formal grades will be awarded marks.

Through these fun, practical lessons, we help high school learners develop communication skills, creativity, and critical thinking, as well as find an appreciation of, and enjoyment in, regular physical activity.

How do you select your Learning Facilitators?

We don't just look for Learning Facilitators that are experienced in their subject area, we recruit highly passionate individuals who believe in making a lasting, positive impact on the lives of the high school learners they engage with.

What experience do your Learning Facilitators have?

We look for Learning Facilitators who have experience teaching a vast curriculum. They must have demonstrated experience working effectively with young people to promote their individual academic potential.

Do you provide any training to your Learning Facilitators before they commence their class time?

When joining UCT Online High School, all Learning Facilitators receive extensive training in digital pedagogy (the method and practice of teaching) and ongoing workshops. Using learning analytics and recorded sessions, we can provide direct coaching interventions with our Learning Facilitators to help them refine and continually improve their skills.

What about safety within the learning experience?

UCT Online High School takes the safeguarding of children very seriously. It's compulsory for our Learning Facilitators to be registered with the South African Council of Educators (SACE). Learning Facilitators, Support Coaches and other team members who engage directly with children are required to have an up-to-date, valid, clear background check and complete two levels of Child Protection training.

What type of support is available to my child?

Support is directly offered by Support Coaches, School Counsellors and our highly responsive Technical Support Team who are available to assist and support learners throughout their entire high school career.

Our team is constantly monitoring their progress proactively, reaching out to them where required.

How am I able to track my child's grades and progress?

Parents are provided with access to their own Guardian Portal on the day their learner begins their academic journey with us. Parents can log in to the Guardian Portal at any time to gain insight into their child's progress. Progress is also closely monitored by our Support Coaches and Learning Facilitators, who will support your child in reaching their academic goals.

Are Support Coaches equipped to provide emotional and mental health support?

Our Support Coaches are dedicated to nurturing and developing our high school learners holistically. While our Support Coaches are equipped to provide excellent holistic support, they are not counsellors. When a high school learner is in need of emotional or mental health support that is outside the bounds of the Support Coaches purview, they will refer them to our School Counsellor. Our School Counsellor will supply a referral where matters exceed their duty of care. UCT Online High School does not cover costs for all external support.

What technical support does an online high school learner receive?

Fear not, there need be no kicking of printers or throwing modems out of windows; learners get all the technical support they need. This includes troubleshooting any issues with their online campus, Learner Portal, logins, shared drives or any Google-affiliated products, such as Google Meets.

Our Technical Support Officers will also be on hand via email or a live chat feature, which lets the learner chat with the Technical Support Team in real time for quick assistance and turnaround time.

Do we partner with tutoring centres or anything of that nature?

Unfortunately, not. We place the highest authority on the safety and security of our learners. Our Learning Facilitators, Support Coaches and staff are thoroughly vetted and monitored in line with our Safeguarding Policy to ensure that your child is as safe as possible in all their interactions with the UCT Online High School. Unlike a traditional school, your child will not be on our premises and therefore we cannot take responsibility for your child's safety at your home or any other environment that your child is using to access the UCT Online High School.

We cannot take responsibility or vouch for any third parties such as:

- au-pairs,
- tutors,
- schools,
- or any other person or institution that you contract with to supplement, care for, or assist your child with the UCT Online High School programme.

UCT Online High School is completely independent of these people or institutions.

We cannot take any responsibility for them. Where parents contract with another party or school, such a contract is between the parent and that person or company and in no way involves UCT Online High School.

Who will register my child to write Grade 12/matric examinations?

We do! UCT Online High School will register your child through SACAI to write their Grade 12/matric examinations.

Will these examinations be written at a physical venue or online?

The examination for Grade 9 will at this stage, until the GEC (General Education Certificate) is available, be facilitated by us and will be conducted online under proctored conditions. The final exams for Grade 12 are set by the South African Comprehensive Assessment Institute (SACAI) and need to be written in-person at a physical examination venue in South Africa. UCT Online High School will organise these venues for our learners. All other exams will be conducted online under proctored conditions.

How often do internal online examinations and or Cycle Tests take place?

Typically, there are two sets of internal online examinations per subject, per grade, held in the 2nd and 4th terms. These examinations will summatively test the content covered up to that point. Some subjects supplement the 2 examinations with Cycle Tests in terms 1 and 3.

In Grade 12/matric, high school learners will write external in-person examinations in term 3 and term 4.

How does UCT Online High School manage cheating during online examinations and assessments?

UCT Online High School requires all learners to download [The Invigilator app](#) onto their mobile phones or learning devices. They are required to use this during all internal Cycle Tests and Examinations. The app allows examiners to choose from a variety of photo authentication and speech recording tools, matched to the level of security required for each assessment.

The app uses artificial intelligence to authenticate photos, flag recordings containing speech, and generate verification codes for integration into an LMS (Learning Management System).

What do “formative assessments” mean and how do they work within the UCT Online High School?

Formative assessments are an important part of any learner’s learning path as it provides the learners with feedback and a clear sense of how they are progressing through the course.

What is the definition of a “summative assessment”? How are they different from “formative” assessments?

Summative assessments assess learners’ overall understanding of the content taught during the term. These assessments usually assess a bulk of content and are more heavily weighted than formative assessments.

What is a Mastery Check?

A Mastery Check is a formative or summative assessment (mainly formative) that assesses learners’ mastery of the content. These Mastery Checks are points where both Learning

Facilitators and learners can see where gaps exist and where revision or remediation is needed. Learners who fail the Mastery Check will unlock an instructional video. The learner is allowed another attempt at the Mastery Check after watching the video. If they fail a subsequent time, they will be automatically booked into a Mastery Boot Camp.

How often do Mastery Checks take place?

Mastery Checks take place at the end of each module. Each module represents 1 week's worth of work to be completed for each subject.

What examinations will learners write in Grade 12 (matric)?

Learners who are enrolled with UCT Online High School will write the external in-person examinations for their subjects as set by the South African Comprehensive Assessment Institute (SACAI).

Will my child require any specific stationery or learning resources such as a printer and/or scanner? How often would access be required?

Yes, at minimum your child will require a desktop computer or laptop with access to a reliable internet connection, data, and access to a smartphone for proctoring online exams and tests. For additional requirements please see our [Stationery and Equipment List](#).

Will my child require any specific UPS device?

Yes, if high school learners live in a country, like South Africa, where power outages occur regularly, a UPS (uninterruptible power supply) is needed to power both their Wi-Fi and laptops/PC.

If my child attends UCT Online High School, are they considered 'homeschoolers'? What does this mean?

Okay, let's separate substance from legality.

In substance, UCT Online High School is very different to most 'homeschools'. Your child will be joining a fully-fledged online high school, with a community of friends, learning facilitators and support coaches.

This notwithstanding, we also provide tutorials and other educational support to Grade 8 and 9 learners who are registered with the Department of Basic Education as homeschoolers.

What does this mean for you?

Homeschooling regulations only apply to the compulsory schooling phase (from Grade 1 - Grade 9). At this age, parents are required to register their children as homeschoolers with their Provincial Education Department or apply for an exemption from compulsory education. Please visit the [Home Education page](#) for more info or alternatively reach out to our Admissions Team if you need help: admissions@uctonlinehighschool.com

For Grade 10–12 learners, parents do not have to register their children with their Provincial Education Department.

As a guardian, what is expected of me with regards to educating my child? How is this different from a traditional homeschooling parent?

Parents are integral in the educational journey of their children, whether it be in a brick-and-mortar school, online school or homeschooling context. Parental guidance, interest, support and motivation is critical to ensuring that a child develops holistically.

There is, however, a big difference between homeschooling and UCT Online High School. In the homeschooling context, the parent is expected to be the curriculum and content creator, as well as the teacher and assessor. Whereas in an online school environment, learners are provided with all the learning materials they require and a learning path to guide their progression. They have access to Learning Facilitators, and Support Coaches who will monitor their progress and help them achieve their academic goals.

All that's left for you to do is keep encouraging them.

Who will be responsible for registering my child as a homeschooler with the Department of Education?

For learners based in South Africa who are entering Grade 8 or Grade 9 (younger than 15 years), the responsibility will lie with the parents to apply to the head of their Provincial Education Department to register their child/children for home education or to apply for an exemption from compulsory education. This is not necessary if the learner is over the age of 15.

In order to get this process going, parents may click [here](#) to gain more insight into the government homeschooling registration requirements and may visit the website of your Provincial Education Department to gain more insight into exemption applications.

While this is something parents will be required to do, we'll be here to guide you!

If we live in a country outside South Africa will I be required to register my child with our Education Ministry?

Requirements for homeschooling vary from country to country. Please consult the resources from your country's Education Ministry to gain clarity on the requirements that you will need to adhere to.

**Thank you
Enkosi
Ngiyabonga
Dankie
Ke a leboha**