

Policy Name: Cancellation Policy

Policy Document Number: CSA_AD-02- Cancellation Policy

Cancellation Policy:

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Date compiled: 19 April 2018
Review Date: May 2019

Policy document number: CSA_AD-02-Cancellation Policy

Review Manager: Deon Le Roux (General Manager)

Approved by: Academic Board

First version publication date: 19 April 2018
Previous version implementation date: N/A

POLCP001A: Cancellation Policy		Created	19 April 2018	
Resource Material				
© College SA	Version:	1.1	Last Modified Date:	04/06/2018

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Policy Name: Cancellation Policy

Policy Document Number: CSA_AD-02- Cancellation Policy

1 TABLE OF CONTENTS

1	TABLE OF CONTENTS.....	2
2	INTRODUCTION	3
3	PURPOSE.....	3
4	SCOPE	3
5	CANCELLATION OF STUDIES	3
5.1	RULES OF CANCELLATION:	4
5.2	STUDY MATERIAL	4
5.3	CANCELLATION PROCEDURE	5
6	GLOSSARY OF TERMS.....	6

Policy Name: Cancellation Policy

Policy Document Number: CSA_AD-02- Cancellation Policy

2 INTRODUCTION

SA College of Home Study Pty Ltd (trading as *College SA*) offers distance learning. Therefore, students can continue their studies either part-time or full-time. Our goal is to accommodate and encourage lifelong learning in the South African labour force: employed, unemployed, and discouraged job seekers. *College SA* is committed to providing distance-learning education that is inclusive and accessible to all students.

We do recognise that as a result of external factors our student's circumstances can change. We also acknowledge that these changes can influence their ability to start or continue with your studies.

3 PURPOSE

The *College SA* Cancellation Policy establishes clear guidelines and instructions in the event of cancellation of enrolment before course completion. The Cancellation Policy provides the processes to be followed and approvals needed regarding students requesting to cancel studies.

4 SCOPE

The policy applies to all students and prospective students at *College SA*.

All employees of *College SA* are familiar with the policy. It is of particular importance that the **Educational Planners, Student Support and Accreditation Departments** adhere to all cancellation requirements.

This policy must be read together with other *College SA* student policies and procedures, which can be found at the following link: <https://www.collegesa.edu.za/our-policies>

5 CANCELLATION OF STUDIES

All cancellation applications must be made in writing to **Student Support**.

Cancellation requests must be sent to support@collegesa.co.za with one or more relevant grounds for cancellation. Students will be required to complete a cancellation form and attach a motivation for their reason for cancellation.

The cancellation form can be found at the following link: [Cancellation Application Form.pdf](#)

After the students account have been validated, the grounds for cancellation will be considered by the **Students Support Manager** and submitted to the **Managing Director** for final approval.

Policy Name: Cancellation Policy

Policy Document Number: CSA_AD-02- Cancellation Policy

5.1 GROUNDS FOR CANCELLATION:

- **Ten (10) business day cancellation period:** the student is entitled to cancel the programme of study within 10 (ten) business days of the commencement date.
- **Death:** if a student deceased, *College SA* writes off all outstanding study fees upon receiving a death certificate.
- **Unemployment:** if a student becomes unemployed, upon receipt of valid proof of unemployment.
- **Medically unfit:** if a student's doctor provides a report to state that the student can no longer study for health reasons.
- **Change of Training Provider:** if a student enrolls at another academic training institution, upon receipt of valid proof of enrolment.
- **Delivery of Study Material:** The student has not received their first despatch of the study material within ten (10) business days of the commencement date.

5.2 STUDY MATERIAL

The first despatch of the study material shall be provided to the Student within ten (10) business days of the commencement date.

If the students do not receive the study material within ten (10) business days, as a result of poor service delivery by *College SA* or the Courier in service of *College SA*, the cancellation will be investigated and considered.

The student is entitled to cancel the programme(s) activities and/or terminate the agreement within 10 (ten) business days of the commencement date, in which case the fees paid by the student to *College SA* prior to cancellation and/or termination shall be refunded subject to the following:

- Any study material provided to the student prior to cancellation and/or termination must be returned to *College SA* in the original unopened packaging within 10 (ten) business days of notification of cancellation and/or termination by the student;
- In the event that any study material returned to *College SA* within 10 (ten) business days of notification of cancellation and/or termination by the student is not in the original condition and/or unopened packaging, *College SA* shall deduct from the fees paid by the student any amount reasonable and necessary to replace, restore and/or repackage the study material into a re-saleable condition; or
- In the event that the study material is not returned within 10 (ten) business days of notification of cancellation and/or termination by the student, *College SA* shall deduct from the fees paid by the student any amount reasonable and necessary to replace the Study Material.

The *College SA* Refund Policy provides details regarding the refund process and procedures.

Policy Name: Cancellation Policy

Policy Document Number: CSA_AD-02- Cancellation Policy

5.3 CANCELLATION PROCEDURE

The following criteria must be in place:

- A correctly completed cancellation form and supporting documentation must be submitted before the cancellation process can begin
- The account must be up to date before cancellation can be considered
- All students will be liable to pay for the month in which they request cancellation
- Twenty-one (21) working days are allocated for a decision and process of cancellation to be completed
- Only cancellations within policy as stated under **5.1 Rules of Cancellation** will be considered
- A cancellation fee of R500 will become payable once the relevant documentation has been submitted for processing and approval
- All cancellation applications are to be approved by the **Student Support Manager** and the **Managing Director**
- Once authorisation for the cancellation is obtained, *College SA* will process the necessary documentation to cancel the students from the programme
- The student will be informed of the outcome and subsequently requested to provide proof of his or her current banking details if necessary
- *College SA* will determine the value of the refund by considering the value of study material dispatched and the assessment(s) completed by the students during the period of study. Details of the value of the refund can be found in the Refund Policy, link: <https://www.collegesa.edu.za/assets/Our-Policy/Refunds.pdf>

The duration of the cancellation process is dependent on the quality and completeness of documentation handed in by applicant. If all documents are correct and validated as described above, the application will be reviewed and finalised within twenty-one (21) working days from the date of receipt.

6 GLOSSARY OF TERMS

The following terms are aligned to and available in the *College SA* Terms of Registration, 2018.

6.1	“Agreement” means these Terms of Registration, the completed registration form, the debit order authorisation form, and the Policies and Procedures;
6.2	“ <i>College SA</i> ” means SA College of Home Study Proprietary Limited, Registration Number: 2007/017012/07, a limited liability private company duly incorporated in accordance with the company laws of South Africa, and provisionally registered with the Department of Higher Education and Training as a private further education and training provider, Registration Number: 2009/FE07/099
6.3	“Commencement Date” means the date of the Student’s activation of enrolment with <i>College SA</i> ;
6.4	“Fees” means any and all costs associated with the Programme(s) Activities as appears in [section / clause / paragraph] [insert number] of the registration form, including but not limited to registration fees, tuition fees, the Study Material, and/or third party courier costs for additional and/or replacement material, and which may be amended in the sole discretion of <i>College SA</i> from time to time;
6.5	“Policies and Procedures” means all policies and procedures which govern the Programme(s) Activities, the operation and execution of the Agreement, and the relationship between the Student and <i>College SA</i> , which may be accessed at [insert hyperlink and information as to where policies and procedures can be accessed], and to which the Student becomes bound in terms of the Agreement;
6.6	“Programme(s)” means the programme(s), course(s), module(s) and/or subject(s) offered by <i>College SA</i> which the Student has selected in terms of [section / clause / paragraph] [insert number] of the registration form;
6.7	“Student” means the person undertaking the Programme(s) Activities in terms of the Agreement, and/or their parent/guardian, and/or Guarantor, as applicable; and
6.8	“Study Material” means all material necessary to undertake the Programme(s) Activities.