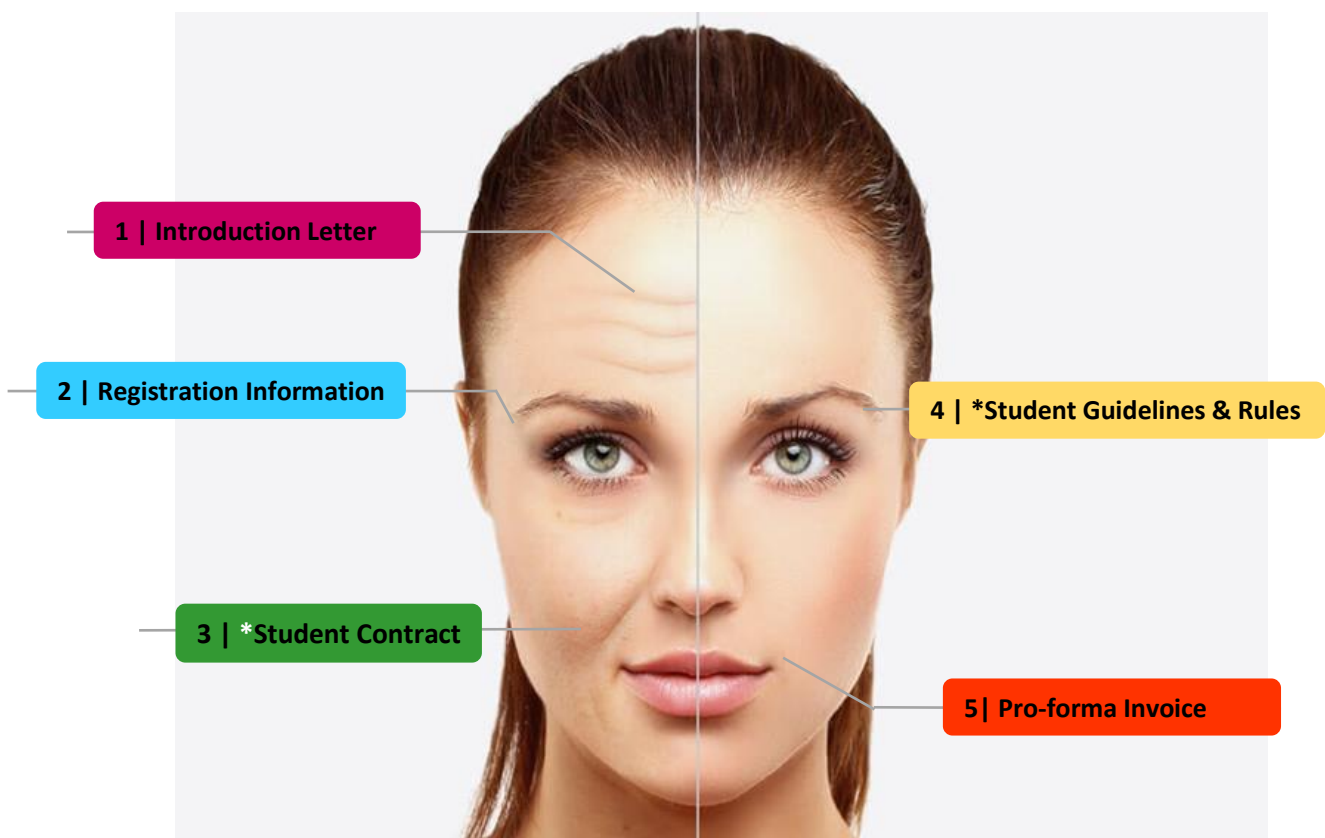


Diploma in Somatology

2nd Year Student Communiqué 2017



IMPORTANT NOTES

***STUDENT CONTRACT & STUDENT GUIDELINES AND RULES** to be **signed** by Student and Parent/Guardian and to **submit** the signed documents to the Academy **BEFORE** day of Registration either by email info@isacarstens.co.za or by fax 086 742 2060

***ISA RESIDENCE** students to **sign** **Residence contract** and to submit to the Residence Administrator **BEFORE** day of Registration, either by email adpa@isacarstens.co.za or by fax 086 742 2060 (only applicable to **Isa Residence** students that applied for accommodation in our Residence)



24 October 2016

Dear Parent/Guardian and Isa Student

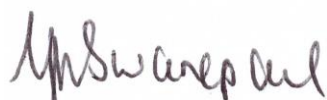
2nd YEAR REGISTRATION 2017

We value your continued support and assure you of our best attention to your daughter's education and career at all times.

We attach hereto the **important dates and information for 2017**. Please familiarise yourselves with the content thereof and should there be any queries, please do not hesitate to contact our office.

Please be reminded that our office will be closed from 15 December 2016 at 13:00 and will open on 09 January 2017 at 08:00.

Yours sincerely



MRS YOLANDÉ SWANEPOEL
Accreditation Manager

The logo consists of a circle of teal dots of varying shades, arranged in a ring around the text.

Registration Information

A. IMPORTANT DATES 2017

ACADEMIC TERMS

1st Term	:	16 January 2017	-	24 March 2017
2nd Term	:	03 April 2017	-	23 June 2017
3rd Term	:	17 July 2017	-	22 September 2017
4th Term	:	02 October 2017	-	06 December 2017

Please note it is imperative that students attend lectures until 13:00 on the last day of each term. Parents and students are thus kindly requested to make transport arrangements for holidays well in advance and not to arrange for flights during class hours. Rostered tests will be scheduled until the last day and no exemption will be granted to students.

REGISTRATIONS

Registration will take place at the Stellenbosch and Pretoria campuses of the Isa Carstens Academy on the following dates:

Stellenbosch and Pretoria Campus

1 st Year Somatology Academic Registration	:	16 January 2017
2 nd Year Somatology Academic Registration	:	17 January 2017
3 rd Year Somatology Academic Registration	:	18 January 2017
Spa Reception Academic Registration	:	16 January 2017
Advanced Diploma in Dermal Aesthetics Registration	:	27 January 2017

WORK INTEGRATED LEARNING

The work integrated learning dates for each group are scheduled at the end or beginning of the term and during holidays. **Please familiarize yourself with these dates prior to making travel arrangements.** Dates will be available at the start of the academic year.

REWRITES

All rewrite examinations will be scheduled 28 November 2017 to 07 December 2017.

ACADEMY HOLIDAYS

20 March 2017
28 April 2017

GRADUATION CEREMONY

24 November 2017 - Stellenbosch
01 December 2017 - Pretoria

B. FEES

Please refer to the **pro-forma** invoice included in this communication pack. All tuition fees need to be **paid in full** no later than **09 January 2017**.

Please use the student's name as reference to ensure correct allocation of funds deposited. Kindly fax/e-mail proof of payment to +27 086 742 2060 or e-mail to accounts3@isacarstens.co.za

C. FINANCIAL/STUDY LOANS

Please ensure that arrangements with financial institutions for study loans be made timeously (if necessary) to ensure payments by 09 January 2017.

Students making use of a study loan need to provide a confirmation letter from the financial institution that the loan has been approved in principle on registration day.

Banking Details

Bank : FNB, Stellenbosch
Branch Code : 200610
Account Name : Isa Carstens Academy
Account Number : 6256 937 9970
Type of Account : Current
Reference : Student Name & Surname or Student no

Please use the student's name as reference to ensure correct allocation of funds deposited. Kindly fax/e-mail proof of payment to +27 086 742 2060 or e-mail to accounts3@isacarstens.co.za

D. TERMINATION OF STUDIES

The Isa Carstens Academy must be formally notified in writing of any cancellation before commencement of and or during the duration of study. The Academy has a non-refundable fee policy, however if the tuition fee was paid in advance and the application is cancelled before registration day 100% of the tuition fee will be refunded.

- If a candidate withdraws from the course **after** the registration date, 1.7 of the registration form will apply:

"1.7 that without prejudice to any of the Academy's rights in terms of this agreement or at law, should any law permit me to cancel this agreement prior to the end of the term of this agreement, the Academy shall be entitled to charge me the maximum penalty permissible by such law and shall be entitled to debit such penalty against any fees paid by me in advance and I shall remain liable for all pro-rata fees due to the Academy up until the date of cancellation."

Kit, Uniforms and Text books

- Payable on registration day and no refund applies after the items have been issued.

E. UNIFORMS, TEXTBOOKS, KIT, EQUIPMENT

Uniforms will be issued on the day of registration as per sizes selected during fitting or sizes supplied to us. Any exchanges will be accommodated after registration – **stock permitting**. The kit, textbooks and equipment will be issued after registration.

F. NATIONAL AND INTERNATIONAL EXTERNAL MEMBERSHIP EXAMINATION FEES

External SAAHSP membership **examination** fees are only applicable in the 2nd year of study.
External CIDESCO membership **examination** fees are only applicable in the 3rd year of study.

G. STUDY PERMITS – NON-RESIDENTS

Students from bordering countries e.g. Namibia, Zimbabwe, must please familiarise themselves with the study permit regulations of the Republic of South Africa as the Isa Carstens Academy cannot act as a guardian for any student.

H. VACCINATION

You are also hereby informed that anyone working in the Health and Skin Care Industry should be **vaccinated against Hepatitis B**. Please enquire at your local medical practitioner regarding the procedures in order to **provide us with proof** of vaccination on day of enrolment. **(only applicable to new students or if not yet vaccinated)**

I. STUDENT CONTRACT (refer to page 6 of this document)

To be **signed and initialled by student AND parent / guardian** and to be submitted to the Academy **BEFORE** Registration day. Email to info@isacarstens.co.za or fax 086 742 2060.

J. STUDENT GUIDELINES & RULES (refer to page 13 of this document)

To be **signed by student AND parent / guardian** and to be submitted to the Academy **BEFORE** Registration day. Email to info@isacarstens.co.za or fax 086 742 2060.

K. INDEMNITY

The Academy reserves the right to adjust the information in this communiqué at any time and as the need arises. This information may therefore be incomplete or out of date. The information is given here to the best of our knowledge and as accurately and fully as was possible at the time of publication. Verifying the given information remains the responsibility of the prospective student.

L. PARKING – PRETORIA CAMPUS ONLY

Parking is available on the Pretoria campus for the 2017 academic year - open parking as well as limited basement parking. The parking fee is payable in **advance** for the academic year and is allocated on a *first come first served basis*. Please note that "seniors" do get preference.

The parking fee for the 2017 academic year is as follow:

Open parking: R4,390 (incl Vat)

Basement parking: R7,025 (incl Vat)

Banking details:

Name: ISA CARSTENS PRETORIA CAMPUS (PTY) LTD

Acc no: 62588659436

Branch code: 200 610

Reference: Student Initial & surname + Parking

Please use the student's name as reference to ensure correct allocation of funds deposited. Kindly fax/e-mail proof of payment to +27 086 742 2060 or e-mail to accounts1@isacarstens.co.za



Student Contract

isa carstens®
ACADEMY SINCE 1978

(hereinafter called **THE ACADEMY**)

Registration Form and Co-Principal Debtorship by Parent or Guardian

THIS IS AN IMPORTANT DOCUMENT WHICH LIMITS YOUR RIGHTS. PAY CLOSE ATTENTION TO THE CLAUSES IN BOLD, CAPITALISED TEXT, PLEASE READ IT CAREFULLY

INDICATE WHICH YEAR OF STUDY

DIPLOMA SOMATOLOGY _____

SPA RECEPTION _____
(Short Learning programme)

STUDENT DETAIL

Surname: _____

Mr/Mrs/Ms: _____ Initials: _____

Date of Birth: _____ Marital Status: _____

ID Number: _____ Nationality: _____

Christian names (complete): _____

Home language: _____ Cell No: _____

PARENT/GUARDIAN

Title: _____ Surname: _____

Initials: _____ Profession: _____

Tel no (W): _____ Tel no (H): _____

Cell No: _____ E-mail: _____

Permanent address: _____

_____ Postal Code: _____

ACCOUNT DETAILS

Name and address of person responsible for settlement of account (**only if information is different from Parent/Guardian above**) _____

(Initial here)

A. STUDENT DECLARATION AND UNDERTAKING BY STUDENT AND/OR PARENT OR GUARDIAN

1. I UNDERTAKE

- 1.1 to acquaint myself with all the rules and general regulations of the Academy, which will be made available to me by the Academy;
- 1.2 to comply with the rules and regulations of the Academy as received from time to time;
- 1.3 to pay the initial payment of the fees (registration fee), as stipulated in the fees annexure hereto, before the given date preceding the year of study;
- 1.4 to pay the balance of all school fees **before but no later than on the date of registration**, as stipulated in the fees annexure hereto. In the event of use being made of a study loan from any bank or other institution to provide a guarantee of payment or proof of provisional loan approval by the institution on/or before registration day. Failing this the Academy may cancel my enrolment and allow the next qualifying student on the waiting list. Please ensure that all financial arrangements and study loan applications are made or submitted well in advance to ensure that a duly approved study loan confirmation can be submitted by 09 January 2017;
- 1.5 to pay all external examination fees (where applicable) as required on the stipulated dates, as stipulated in the pro-forma invoice attached hereto, given by the Academy in the appropriate year of study;
- 1.6 that this agreement replaces any agreement of an earlier date between the parties and shall remain in force until replaced by an agreement of a later date; and should the term of this agreement exceed 24 months, unless prove can be provided that such extended period is either to the student's financial benefit or necessary requirement in the industry, such an extended term is required for the purposes of completion of my studies at the Academy and is to my financial benefits;
- 1.7 that without prejudice to any of the Academy's rights in terms of this agreement or at law, should any law permit me to cancel this agreement prior to the end of the term of this agreement, the Academy shall be entitled to charge me the maximum penalty permissible by such law and shall be entitled to debit such penalty against any fees paid by me in advance and I shall remain liable for all pro-rata fees due to the Academy up until the date of cancellation.

Terms and Conditions:

The penalty will be determined by the Academy at their discretion taking into regard various factors including the following and may include the remainder of my study fees for the current academic year:

- the **nature of the services** that were reserved, are private education studies that is highly specialized;
- the Academy may have no **reasonable potential**, acting diligently, to find an alternative student for the remainder of the academic year due to the expert services being provided;
- the **general practice** of private education institutions to hold students upon cancellation liable for their full study fees until the end of the relevant academic year.

(Initial here)

2. I ACCEPT THAT

- 2.1 the fees contained in the pro-forma invoice are subject to annual adjustment by the Academy at its sole discretion, in order to meet the needs of the Academy. **I will be notified in writing at least 6 weeks before registration relating to the amount of such annual increase;**
- 2.2 the Academy may earn interest on all fees paid in advance and such interest shall accrue to the Academy;
- 2.3 no student will be allowed to attend any classes if tuition fees are not paid;
- 2.4 no external examinations (where applicable) will be written if examination fees have not been paid prior as stipulated on the attached pro-forma invoice;
- 2.5 no student will receive any certificate, diploma or degree after successful completion of any course if any fees are outstanding;
- 2.6 **I AM ADMITTED AS A STUDENT OF THE ACADEMY ON THE EXPRESS UNDERSTANDING THAT, TO THE MAXIMUM EXTENT PERMISSIBLE IN TERMS OF ANY APPLICABLE LAW, NEITHER I NOR ANY OTHER PERSON WILL HOLD THE ACADEMY LIABLE FOR ANY EXPENSES OR COMPENSATION IN RESPECT OF ANY ACCIDENT, INJURY, ILLNESS OR DEATH TO MYSELF OR DAMAGE TO MY PROPERTY, OR ANY OTHER PERSON OR THEIR PROPERTY, ARISING OUT OF, OR DURING THE COURSE OF MY STUDIES, UNLESS SUCH ACCIDENT, INJURY, ILLNESS OR DEATH TO MYSELF OR DAMAGE TO MY PROPERTY OR ANY OTHER PERSON OR THEIR PROPERTY HAS REGARD TO ANY CIRCUMSTANCES WITHIN THE ACADEMY'S REASONABLE CONTROL;**
- 2.7 the Academy can, in its sole and exclusive discretion, which must be reasonably exercised, allow or disallow me to attend the following year of study;
- 2.8 I may not present myself as a qualified practitioner against any consideration before the successful completion of my studies at the Academy;
- 2.9 the Academy warrants that the equipment, hardware or software which have been supplied to me shall be free from defects and subject to the following;
 - 2.9.1 the warranty is effective for a period of six months. The date is determined from date of delivery and will I be entitled to either request a refund; replacement or repair of such equipment if the equipment is found to defective within such period;
 - 2.9.2 the Academy shall not be liable or responsible in any way for any damages of whatsoever nature, including consequential and penal damages, caused by or due to any failure of operation or malfunction of the equipment, hardware or software, unless such damages can be attributed to any circumstances reasonably within the control of **The Academy**.

(Initial here)

The warranty shall immediately be rendered null and void in the event of any of the following:

- *Any alterations or modifications or addition made to the equipment, hardware or software supplied, without the prior consent of **The Academy**;*
- *Failure to use equipment, hardware or software in accordance with the Instructions and specifications of **The Academy**;*
- *General misuse and abuse of goods by me;*
- *Any damage caused by fire, flood, civil disturbance or act of God;*
- *Any default that can be attributed to normal wear and tear of the equipment supplied taking into regard the oldness of the equipment and the use it was normally put to in the past. All refurbished/reconditioned/previously used equipment will only be supplied and installed at the clients' specific instructions;*
- *equipment, hardware or software supplied have not been inspected by a technical expert in order to evaluate/determine the reason for the defects in the equipment, hardware or software, before I requested its replacement, repair or refund.*

2.10 the Academy is not responsible for my accommodation or meal arrangements or any other expenses whatsoever, be they living expenses or otherwise, that I may incur as a result of my registration with the Academy;

2.11 the Academy strictly reserves all intellectual property rights in and to any materials that may be issued to me and no part thereof may be reproduced, transmitted or made public whatsoever without the Academy's express written consent. Any unauthorised reproduction, adaptation, transmission or transfer of notes is an act of copyright infringement and which may render me liable to criminal prosecution and/or civil liability;

3. I DECLARE THAT ALL PARTICULARS SUPPLIED ON THE REGISTRATION FORM ARE TRUE AND CORRECT AND THAT NO SUBSTANTIAL INFORMATION WAS LEFT OUT.

4. I declare that I am competent to bind myself to this declaration and undertaking and in the case of non-competency by reason of minority, that I am assisted by my parent or legal guardian.

I accept the addresses given below as my addresses for service in respect of all notices, documents and legal process pertaining to this agreement for myself and my parent or guardian. Myself and my parent or guardian will inform the Academy immediately and in writing should the addresses given below change, and such new addresses shall be deemed to be my and my parent's or guardian's new addresses for service in respect of all notices, documents and legal process pertaining to this agreement.

5. No variation, modification or waiver of any provision hereof, or the consensual cancellation of this agreement, shall be of any force and effect unless reduced to writing and signed by both parties.

6. TERMS AND CONDITIONS

The signatories to this agreement will be responsible for and make payment of the services rendered by Isa Carstens Academy, as charged by the Academy from time to time.

(Initial here)

The account for consumables (other than the initial fees) (e.g. kit, uniforms and books) is payable on date of registration. Ownership of such consumables is reserved by the Academy until such time as full payment is received by the Academy.

INTEREST AT A RATE OF 2% PER MONTH FROM THE DUE DATE OF PAYMENT SHALL ACCRUE ON THE AMOUNT DUE FROM THE FIRST PAYMENT DATE TO DATE OF ACTUAL PAYMENT AND COMPOUNDED MONTHLY IN ARREARS.

Should the signatory fail to pay the account and the Academy in its own and absolute discretion decides to commence with legal proceedings, the signatory undertakes to pay legal costs relating to the recovery of the outstanding monies in respect of professional services rendered, including attorney fees on an attorney own client scale, collection commission and tracing costs.

The signatory hereby authorises the Isa Carstens Academy to receive, share and exchange credit information concerning himself/herself with any credit bureau or any other person or corporation with whom he has or may have financial dealings including, where applicable, information requested pursuant to, or in any circumstances contemplated in the National Credit Act.

The signatory warrants that the terms and conditions of the contract have been read and understood and are agreed to and the contract is entered into such terms and conditions.

Signed at _____ on this the _____ day of _____ 20____

A. STUDENT

FULL NAME OF STUDENT

SIGNATURE OF STUDENT

STUDENT'S IDENTITY/PASSPORT NUMBER

STUDENT'S STREET ADDRESS:

POSTAL ADDRESS:

(Initial here)

B. PARENT OR LEGAL GUARDIAN

DECLARATION BY PARENT(S) / GUARDIAN(S) OF THE APPLICANT AND UNDERTAKING AS CO-PRINCIPAL DEBTOR(S) BY PARENT(S) / GUARDIAN(S)

(This portion of the application form must be completed by the parent(s)/guardian(s) of the applicant regardless of whether the applicant has attained the age of majority)*

I hereby declare:

1. that I have acquainted myself with the contents of, and consent to, the declaration and undertaking by the applicant above and that the particulars furnished by him/her in this application form are true and correct;
2. that I consent in particular to the applicant's undertaking throughout all his/her years of study to abide by the Academy Statute, regulations and rules as framed from time to time by the Council of the Academy or by any other competent body or person attached to the Academy;
3. **THAT I ACCEPT JOINT AND SEVERAL LIABILITY AS CO-PRINCIPAL DEBTOR WITH THE APPLICANT FOR THE PAYMENT OF ALL FEES DUE TO THE ACADEMY IN TERMS OF THE APPLICANT'S ABOVE DECLARATION AND UNDERTAKING WHICH MAY BECOME DUE AND PAYABLE TO THE ACADEMY DURING ALL THE YEARS FOR WHICH HE/SHE REGISTERS AS A STUDENT OF THE ACADEMY (INCLUDING STUDIES SUBSEQUENT TO HIS/HER ATTAINMENT OF MAJORITY) AND THAT I UNDERTAKE TO PAY THE SAID FEES PUNCTUALLY.**
4. THAT TO THE MAXIMUM EXTENT PERMISSIBLE UNDER LAW, I UNDERTAKE NOT TO INSTITUTE A CLAIM OF ANY NATURE AGAINST THE ACADEMY OR ANY EMPLOYEE OF THE ACADEMY AND NOT TO HOLD THE ACADEMY OR ANY EMPLOYEE OF THE ACADEMY RESPONSIBLE FOR ANY DAMAGE OR LOSS OF ANY NATURE WHATSOEVER WHICH DIRECTLY OR INDIRECTLY FOLLOWS FROM ANY OF THE FOLLOWING: PARTICIPATION BY THE APPLICANT IN ANY ACTIVITY OF ANY NATURE WHATSOEVER THAT IS RELATED TO HIS OR HER STUDIES OR TRAINING, OR TO SPORT OR RECREATION OF ANY NATURE; OR HIS OR HER UTILIZATION OF ANY PREMISES, BUILDING, EQUIPMENT OR FACILITY OF THE ACADEMY OF ANY NATURE WHATSOEVER; OR HIS OR HER RESIDENCE IN OR VISITING OF THE ACADEMY ACCOMMODATION, **UNLESS SUCH DAMAGE OR LOSS HAS REGARD TO ANY CIRCUMSTANCES WITHIN THE ACADEMY'S REASONABLE CONTROL.**

AND THAT SUCH PARTICIPATION; UTILIZATION, RESIDENCE OR VISITING WILL BE UNDERTAKEN ON HIS OR HER OWN RESPONSIBILITY AND THAT HE OR SHE FREELY ACCEPTS THE RISKS INVOLVED THEREIN AND THAT I UNDERSTAND THAT THE ACADEMY TAKES OUT NO INSURANCE TO THIS PURPOSE ON MY BEHALF OR THE APPLICANT'S BENEFIT, AND I FURTHER UNDERTAKE TO INDEMNIFY THE ACADEMY AND ANY EMPLOYEE OF THE ACADEMY IF THE APPLICANT SHOULD BE LEGALLY UNABLE TO INDEMNIFY THE ACADEMY WITH MY ASSISTANCE FROM LIABILITY AS SAID OUT ABOVE, **UNLESS SUCH DAMAGE OR LOSS HAS REGARD TO ANY CIRCUMSTANCES WITHIN THE ACADEMY'S REASONABLE CONTROL.**
5. That both the applicant and I/we undertake to abide by Clauses 1 and 2 of the declaration on this page.

(Initial here)

SIGNATURE OF PARENT/GUARDIAN

CAPACITY (father/mother/guardian)

IDENTITY OR PASSPORT NUMBER

FULL NAME

SIGNATURE OF PARENT OR GUARDIAN

CAPACITY (father/mother/guardian)

IDENTITY OR PASSPORT NUMBER

FULL NAME

Should the parents or guardians of the applicant be married in community of property, both parents or guardians should sign.

PARENT OR LEGAL GUARDIAN'S AND SURETY'S

STREET ADDRESS:

POSTAL ADDRESS:

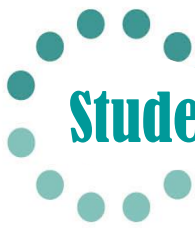
FOR OFFICE USE ONLY

SIGNATURE _____

for the Isa Carstens Academy (Pty) Ltd.

*** SIGN & RETURN THE STUDENT CONTRACT BEFORE THE DAY OF REGISTRATION EITHER
BY FAX OR EMAIL info@isacarstens.co.za or 086 742 2060**

(Initial here)



Student Guidelines & Rules



GUIDELINES AND RULES FOR STUDENTS 2017

The Isa Carstens Academy strives, with integrity, to provide you as a student with the highest professional standard of education and training, in order to ensure that you become a highly skilled Somatologist and qualify for employment nationally and internationally.

As we pursue excellence in our education and training programme, we aim to ensure that your period of study at the Academy is pleasant and successful. In order to achieve this, we draw your attention to the following rules and basic guidelines.

These rules provide for a free environment that ensures optimal performance in academic development and effective management of the Academy and its requirements. These Rules are the cornerstone in maintaining discipline and upholding the long-standing reputation of the institute and its students.

It is essential that rules are respected and adhered to at all time. Appending a signature to the Isa Carstens Academy registration form shall constitute acceptance of the rules regulating the conduct of students of the Isa Carstens Academy and agreement that the student has acquainted himself/herself with the applicable rules and regulations.

1. GENERAL CODE OF CONDUCT

- The culture of the Academy is one of warmth and mutual respect. The Academy expects their students to abide by the values as prescribed and shall continuously conduct themselves in a manner in which the maintenance of order and discipline at the Academy is prevalent.
- A student shall at all times where he/she represents the Academy, or can be identified as an Isa Carstens Student, whether on campus or elsewhere, abstain from all conduct that brings discredit to the image of the Academy, the profession or the individual.
- The ethics of our profession require professional conduct at all times. Student therapists should be aware of this from the onset. Should a student conduct him/herself in such a manner that he/she discredits the good name of the Isa Carstens Academy and the profession, the student would be subject to a disciplinary inquiry that may lead to his/her studies being terminated immediately.
- The Academy abides by a strict code of ethics and regulations prescribed by the South African Association of Health and Skincare Professionals (SAAHSP). The students are expected to join the national professional body and conduct themselves in accordance with its Code of Ethics.
- It is expected of students to act in accordance with the Code of Ethics of the Academy and SAAHSP and in no way may they jeopardise the progress of any fellow student.

- Students must have respect for lecturers and fellow students. Students shall not obstruct, disrupt or interfere with teaching, research or any academic functions as performed by the Academy. Disrespectful behaviour may result in appropriate disciplinary action.
- Lecturers, administrative staff, guest lecturers and visitors to the Academy must be addressed formally by their surnames and should be greeted courteously.
- Students are to be sensitive towards the dignity of fellow class mates and clients and should maintain appropriate client modesty by minimising exposure during practical sessions.
- No student shall gain unauthorised entry into or make unauthorised use of the Academy premises or facilities during or outside of working hours.
- Any problems or queries with regard to fellow students or lecturers must be discussed with the Campus Manager by appointment.
- A student who contravenes any of these Rules shall be subjected to disciplinary procedures and the penalties provided for in these Rules. A student whose conduct is in conflict with the laws of the country or with the professional code of the profession, shall be subject to disciplinary procedures not only by the Academy, but also by the state of the profession concerned.

2. ACADEMIC CONDUCT

The Academy expects total commitment and dedication towards academic and practical excellence. To achieve this:

- a. A student shall attend lectures according to the weekly schedule and shall complete all required assignments, examinations and projects.
- b. Assignments are to be handed in or completed on time as specified in each assignment brief. **Late submissions will result in the student being penalised by 5% per day for up to 72 hours. Thereafter no assignments will be accepted and a zero (0) will be allocated.**
- c. No student shall make use of, distribute, reproduce, copy or use for any other purpose than for his/her own private, personal study any material in which copyright resides, without permission from the Isa Carstens Academy. All course material remains the property of the Academy and may only be used for the students' studies and own reference. Copyright subsists in all written documentation and no material may be reproduced, lent or borrowed for any reason.
- d. If course material is lost, it must be replaced at the students' own cost. It is compulsory to replace lost course material.
- e. No student shall commit plagiarism. Plagiarism is an attempt to represent other person's ideas, words or opinions without acknowledging them as the original source. Thus taking someone else's work and passing it off as his/her own as result of their dishonest conduct. References must be stated at all times using the approved format. Students will be required to complete a declaration upon submission of all projects or evidence which a student has completed unsupervised. Staff members may refuse to mark evidence unless it is accompanied by a signed declaration. In the event of a transgression, there are varying degrees of plagiarism and on imposing the sentence for

when in breach, the outcome could range from zero (0) being allocated for the plagiarised work up to expulsion from the course/particular subject.

3. CONDUCT RELATING TO EXAMINATIONS

- Examination aids (including blank paper, books, written material, cell phones and other electronic equipment and other relevant examples) are not permitted in the examination room, unless provided by the Academy.
- Candidates are not permitted to read or copy any answer or part of any answer that another candidate has written onto his/her examination answer sheet.
- Candidates are not permitted to communicate with each other in examination rooms.
- The front page of every examination answer sheet used shall be completed in full by each individual candidate.
- All answer sheets, extra papers and zip scan sheets of a candidate shall be handed to an invigilator by the candidate before leaving the examination room.
- No extra time shall be granted to a candidate who arrives late.
- Candidates are not permitted to leave the examination room during the first 30 minutes of a written examination. Candidates who arrive more than 30 minutes after the start of the examination will not be permitted to enter the examination room and in the case of practical examinations 15 minutes may pass, after which the candidate will not be permitted entry. In such incidences the Retake/Re-write Policy and Procedure will be followed. (Retake/Re-write Policy and Procedure only applies to summative examinations).
- If a candidate must go to the bathroom during an examination, he/she must be accompanied by the second examiner.
- The student must ensure that the wooden divider is in position during all theory examinations and it is the student's responsibility to keep work covered at all times.
- Examiners must read through the examination sheet with candidates to ensure that all are aware of the criteria of the examination to take place.
- A student sitting for an examination or test shall be guilty of an irregularity/transgression if:
 - a. He/she has in his/her possession any unauthorised written or printed documentation, notes, sketches, diagrams, etc. after the examination paper has been distributed.
 - b. He/she assists or tries to assist, or tries to obtain assistance from another or communicates with any person other than an invigilator, when the examination has begun.
 - c. He/she attempts to borrow other candidate's equipment.

- d. He/she disregards the instructions of the invigilator.
- e. He/she causes a disturbance in the examination or leaves the venue without permission from the invigilator.
- Transgression procedure during theory examinations:
 - Both invigilators must discuss the misconduct and agree on the appearance of the transgression.
 - When noticed during an examination, the answer paper must be taken in and a new answer sheet will be provided to the student.
 - No additional time will be permitted and a formal inquiry will follow.
 - Any sign of dishonesty or misconduct must be reported to the Campus Manager immediately after which a disciplinary inquiry may follow
- Transgression procedure during practical examinations:
 - The examiners must both agree on the transgression taking place.
 - Both examiners must continue to mark the candidate, after informing him/her that their transgression has been noticed and that the transgression will be reviewed after the examination.
 - Once the examination is complete, the examiners and the candidate(s) who transgressed will report to the Campus Manager.
 - Thereafter, each party involved will complete a full written statement on the day's events for evidence purposes.
 - Any student caught transgressing during any practical examination will face a formal disciplinary inquiry.
- An Appeals Policy and Procedure is available. The student has the right to appeal on the following grounds:
 - a. Unfair Examination
 - b. Invalid Examination
 - c. Unreliable Examinations
 - d. Unethical Practices during the Examination
 - e. Bias Judgements

4. CLASSROOM CONDUCT

- A student of the Academy shall be required to carry out any reasonable instruction or request of a lecturer or staff member and act in accordance with such instruction or request.
- No disruptions will be tolerated and students may not be excused during class – cafeteria and bathroom visits to be limited to tea or lunch breaks.

- Students are responsible for all equipment, implements and cleaning of classrooms. Loss or breakages as a result of negligence will be charged to students' accounts.
- Stock control to be conducted daily. Equipment to be cleaned and returned to the designated place in the equipment cupboard. All cleaning and storing requirements must be adhered to.
- Kits are the students' own responsibility. Losses are replaced at own cost. Students must use their own kit items during practical sessions. No borrowing is allowed.
- Please refrain from misplacing client's property or jewellery as the student will be held liable for such in the event of loss or damage. It is specifically stated that the Academy will not be liable for any damage or loss, including theft of property arising out of negligent activities of students.
- Littering is prohibited.
- Students will undertake daily cleaning duties as hygienic and professional working environments are vital in the Somatology industry.

5. ATTENDANCE

- The training programme is demanding and students are therefore required to attend classes and practical training daily. Absence due to illness must be verified by producing a valid medical certificate on the first day of return to class. Should unforeseen circumstances prevent a student from attending classes, the onus of responsibility is on the individual to contact the Academy immediately to inform them of his/her absence:

In the case of absenteeism for an **examination**, whether practical or theory, it is required to forward a copy of the medical certificate to the Academy on the same day. A photo can be taken of the medical certificate with a mobile phone and e-mailed to:

Stellenbosch Campus on telephone (021) 883 9777 and Fax no: 086 742 2060

E-mail: education@isacarstens.co.za

Pretoria Campus on telephone (012) 348 0125 and Fax no: 086 540 8289

E-mail: educationpta@isacarstens.co.za

The original medical certificate must then be handed in on return to the Academy

- In the event of exceptional medical circumstances which prevent a student from writing a summative examination, a re-write examination will be scheduled. Absenteeism must be verified by a medical certificate. An administration fee will be charged per subject for the setting of a special paper, memorandum and the marking thereof (refer to point 17).
- Please note that all marks count towards the final year mark and that no re-writes will be taken for class and formative examinations. Absenteeism must be verified by a medical certificate or a student will achieve zero (0) marks.

- All hours absent from the Academy will be recorded for the following reasons:
 - To identify and report lost hours to the parents or the person/s responsible for the payment of the student account;
 - To inform parents of possible reasons for academic underachievement;
 - To identify which students need remedial sessions for both practical and theory;
 - To meet the required number of hours for the component of Work Integrated Learning (200 hrs / year);
 - External membership Examination requirements. A maximum of 80 hours' absenteeism per year is permitted, all hours exceeding these hours, must be worked back in the Wellness Sanctuary and proof must be handed to the group lecturer.
- Should the attendance of a student not meet the minimum requirements, the Academy reserves the right to withhold a student from entry into the Isa Carstens Academy, National and International membership examinations.
- Kindly make transport arrangements for holidays well in advance, as it is **COMPULSORY FOR STUDENTS TO ATTEND CLASSES UNTIL 13:00 ON THE LAST DAY OF EACH TERM.**

6. COMPANY POLICY REGARDING EXTRA TUITION DUE TO ABSENTEEISM

- A Student must inform the subject lecturer regarding the need for extra tuition or the lecturer will identify the need.
- The subject lecturer will determine how many extra tuition hours will be required and will discuss the proposed plan, extra time, dates and subject matter with the student and the Campus Manager.

EXTRA TUITION HOUR'S POLICY AND PROCEDURE

“5.2 Internal lecturers

Extra tuition scheduled between 08:00 – 17:00 on weekdays, during academic terms will be at no charge to the student

Hours scheduled after 17:00, during weekends or during academic holidays will be charged at an additional cost to the student.

External lecturers

All extra tuition hours scheduled with external lecturers will be at an additional cost to the student.

Academy will communicate to parents in writing (per e-mail), informing them of the additional cost and commitment thereof.”

- Costs applicable to extra tuition:

R200/hour per student (not to exceed R600 per single session that is Practical sessions per day).

Payment must be made with the Finance department **prior** to the commencement of the extra tuition and the student must provide the receipt to the lecturer as proof of payment.

7. PUNCTUALITY

Students are requested and seriously urged to be punctual at all times as per the posted weekly schedules. They are to be seated and prepared with all required books, equipment, etc. when the lecturer starts the class at the scheduled time. Absenteeism will be recorded and monitored throughout the day.

8. MEDICAL APPOINTMENTS

- All appointments must be arranged during free times (i.e. study leave periods).
- Only authentic medical certificates from registered medical practitioners will be considered, the falsification or adjustment of medical certificates constitutes fraudulent activity and is a serious violation. The student would be subject to a disciplinary inquiry that may lead to his/her studies being terminated.

9. CONDUCT RELATING TO INFORMATION TECHNOLOGY AND ELECTRONIC COMMUNICATION

- All students acknowledge that the use of electronic resources is made available to them for academic or related purposes only.
- Although the Academy respects the user's right to privacy, any personal communication sent, stored or received via the Academy's network may without notice to the user be monitored, intercepted, refused or inspected by the Academy in the exercise of its responsibility to ensure that the communication facilities are not being used to receive or transmit content which is of a discriminatory or offensive nature or can be related to the violation of other's rights, to implement system-driven antivirus software, to determine the presence of illegal material or unlicensed software and, to ensure that the facilities are not being used for inappropriate purposes.
- User's responsibilities include taking reasonable precautions, including personal password maintenance and file protection to prevent unauthorised use of personal computers or data.
- The Academy has the right to limit the size of incoming and outgoing email messages and attachments, downloads or other files to prevent overloading on the system resources. All students are required to keep back-up files of documentation or academic works at all times.
- By accepting this policy, the user indemnifies the Academy and its staff and does not hold them liable in respect of any loss or damage suffered by him/her, including but not limited to the loss of data or damage to hardware or software, irrespective of the manner in which such loss or damage may have arisen or been caused.
- Consequences of violation may result in the restriction or termination of user's access, including the immediate suspension of rights pending further investigation. In severe cases, this could lead to legal proceedings, including but not limited to criminal prosecution under appropriate South African legislation.

10. CONDUCT RELATING TO TELEPHONE USAGE AND DISPLAY OF PRINTED MATERIAL

- The office telephone is not available for private calls.
- The office will receive no personal incoming calls and students cannot be called to the telephone.
- No cellular phones are allowed in any classroom, unless authorised by the lecturer. For security reasons cellular phones must be locked away during class sessions. Phones are to be switched off or switched to silent when entering the premises of the Isa Carstens Academy. Should a student not adhere to this request, it may lead to the cell phone being confiscated.
- No student may distribute, display or publish any printed material on the Academic premises without prior permission from the relevant authority.
- **The Copyright Act, Act No 98 of 1978, provides that copyright is violated by any person who is not the owner of the copyright and who, without the consent of such owner, reproduces a copyright work by any means or in any form. Students are advised to endeavor to prevent copyright violations.**

11. CONDUCT RELATING TO SAFETY AND SECURITY AND CRIMINAL CONDUCT

- Students shall abide by all health and safety rules as determined by legislation and ensure compliance.
- Students shall report cases of contagious disease, injuries to themselves and others, health and safety hazards immediately to the Campus Manager.
- A student shall not interfere with or make unauthorized use of fire protection equipment.
- **All students enrolling at the Academy must undergo Hepatitis B vaccination and present proof thereof before/at registration as they will be exposed to working on the public and each other. Please note that the three phase injections must be followed through.**
- No student shall be allowed to bring onto the campus or premises any harmful object, firearm, mock replica or fireworks, dangerous articles that can endanger the lives of others.
- No student shall possess, use or supply or administer any habit-forming or potentially harmful drugs in contravention of South African legislation. A conduct that is regarded in law as a criminal offence will be reported to the SAPS and may lead to dismissal.
- **Lockers**
 - Each student is issued with a locker after registration. It is her responsibility to ensure that it is locked at all times to prevent the loss of personal items;
 - Students must ensure that their lockers are emptied and left open on the last day of each term in order for the maintenance and cleaning;
 - Should a locker not be left open, the lock will be cut open and the content of the locker will be put in a plastic bag, marked and safely put in storage. The company cannot be held responsible for any loss of personal items during this process;

- A penalty fee of R250 will be charged and the items will only be released after receiving the payment.

12. LOSS OF PERSONAL PROPERTY, INJURIES AND INDEMNITY

The Academy cannot be held responsible for the loss of any personal belongings of students or for any injuries incurred whilst attending the course. Each student has been allocated a locker to secure his/her belongings and is responsible for the locking and management thereof. Please make the necessary arrangements with your own insurance company to ensure coverage for valuable items.

13. SEARCHING POLICY

- The rationale is to create and foster respect for property, to protect the assets and property and to establish the norm and procedures for legitimately removing the property or assets of the Academy or students from its premises.
- Random body searches may be conducted out of sight of other persons and in a dignified and professional manner. Such searches will be conducted by a person of the same gender who has the authority and know-how to conduct the search.
- When a bag/personal effects are searched, the owner will remove the contents himself/herself. In the event of reasonable suspicion, it is permissible for SAPS to be called in to conduct further searches.
- The unauthorised removal of property is regarded as a serious transgression and any student in breach of the procedure could face expulsion and criminal charges.

14. ALCOHOL AND SMOKING POLICY

- Smoking is not permitted on the premises of the Academy who operates in line with the framework of the Control of Tobacco Products Act, 1993 (Act No 83 of 1993).
- The policy on alcohol and smoking reflect the ideals of mutual respect and personal responsibility within the diverse community of students and staff and therefore, being in the health profession, students are expected to set an example and are not permitted to smoke or use alcoholic beverages whilst in uniform.
- No alcoholic beverages may be brought into or consumed on the premises of the Academy without prior permission from the Campus Manager. All applications for functions, parties or gatherings involving the consumption of alcohol shall be in writing and submitted ten (10) days prior to the date of the intended event.
- A student shall at all times refrain from drunken or disorderly behavior.
- In accordance with existing legislation and the academy's regulations; the possession, transport, sale and use of any illegal substance on campus is prohibited.
- Misconduct or disorderly behavior could lead to a formal disciplinary inquiry.

15. POLICY RELATING TO THE MEDIUM OF TUITION

Although lecturers are fully bi-lingual, presentation and teaching is done by means of English to enable students to compete and be internationally employable.

16. INTERNATIONAL EXAMINATIONS

Students will be given the opportunity to register for external national and international membership examinations during the second and third year of studies.

Registration and Payment of International Membership Examinations:

- External/international membership examination registrations must be finalised by the end of March during the second and/or third year of studies. Final payment must be received by the end of May.
- An **examination registration fee** is payable by the end of March during the second and/or third year of studies.
- Please note that penalties are applicable in the case of late registrations and payments. Payment for all external/international membership examinations must be finalised by end of May of the second and/or third year of studies.
- Due to the fluctuating exchange rate, the fees for International membership examinations are not included in the tuition fees. Detailed information for these examinations and the registration thereof will be provided during the first term of the second and third year.
- Once the necessary information with regards to the fee structure for the particular year has been received from overseas, parents/guardians/students will be advised accordingly.
- Should a student, for whatsoever reason, decide to withdraw from an examination, the fees paid for the examination shall not be refunded by the Academy as the commitment to the examining body still has to be met.

17. REWRITE/RETAKE FOR ISA CARSTENS ACADEMY INTERNAL EXAMINATIONS

- The applicable fees for rewrite/retake examinations are as follows:
R250 per theory paper
R300 per practical retake session less than 3½ hours
R500 per session of more than 3½ hours
- Rewrite/retake examinations will be scheduled according to the provisions of the roster.
- **The rewrite/retake fees are payable before the rewrite/retake date and payment is not permitted on account.** Rewrite/retake fees are also payable when a medical certificate is provided.

18. CONDUCT RELATING TO STUDENTS UNDERGOING WORK INTEGRATED LEARNING

- A student engaged in work integrated learning is subject to the code of conduct of the Academy as well as the disciplinary rules of conduct and procedures of that particular employer for the duration of such training.
- If the student conducts him/herself in any manner deemed to be irregular or which brings discredit to the Academy, such student shall be disciplined by the Academy.

19. UNIFORM AND APPEARANCE POLICY

- A student shall at all times and occasions where he/she represents the Academy, or can be identified as an Isa Carstens Academy student, whether on campus or not, be expected to adhere to the requirements as stipulated regarding appearance and the wearing of uniforms.
- The student shall maintain the uniform in good order during the period for which it has been purchased.
- Students shall be appropriately dressed and must wear the specific uniform at all times, including excursions. It is in line with the image of a therapist and the code of ethics of the profession, to maintain a professional appearance throughout the course.
- Students are to refrain from wearing inappropriate underwear, considering that the uniforms are white.
- No visible body piercing or tattoos permitted.
- During winter time the stipulated blue coat and navy cardigan may be worn during theory lectures. A navy scarf is also permitted.
- The uniform manufacturers recommend hand washing in cold water and thereafter drip-drying. Uniforms must not be machine washed or wrung-out.

Pantyhose

Only bare beige knee-highs/pantyhose may be worn with the uniform (white pants and top). An extra pair of bare beige knee-highs/pantyhose must always be available in the student's locker in cases of emergency.

Shoes

Only the prescribed low-heeled shoes are permitted. They are to be kept clean and in good repair at all times. Any deviation due to medical reasons must be applied for in writing. No open heeled shoes will be permitted.

Make-up

The application of foundation, mascara and lipstick are compulsory.

Hair

Long hair must be tied back in a bun and/or plaited neatly and off the collar whilst in uniform. Hair must be cut and worn in such a style that it can be neatly tied back and does not cover the face or eyes. Only brown coloured slides and navy-blue ribbons, scrunchies and bands may be worn in the hair.

Nails

Nails must be short, well-manicured and buffed. No nail enamel, including colorless enamel or nail enhancements, is allowed.

Jewelry and Name Badge

Only a watch and wedding ring may be worn with the uniform and these are to be removed when a treatment is performed. Only small stud earrings (diamante, gold, silver) or small pearls are permitted. No coloured stones will be permitted. A name badge and other appropriate badges are to be worn at all times and should be visible on the left hand side of the overdress. Should you lose the name badge, you will be expected to replace it at your own cost.

Warm Spencers

Students will be allowed to wear short-sleeved spencers under their uniforms during winter time as it is cold and wet. Please note that Wellington gumboots, umbrella and raincoats are necessary during the Cape winter months.

20. ADMINISTRATION AND APPOINTMENTS

- A student shall notify the Administration Office of any change in his/her contact details and official correspondence sent to the student/parents at the address shall be deemed to have been received as directed to this specific address as provided.
- All orders placed with the Administration Office for additional items will only be processed upon receipt of payment. Orders will only be processed during the allocated office times. No 'emergency' orders allowed and thus forward planning is essential.
- Any bookings/reservations made on behalf of students (i.e. professional body meetings) upon which a student has confirmed their attendance, will be deemed as payable. Should such payments not be settled, these costs will be invoiced against a student's account.
- When attending external appointments by students on behalf of the Academy, or in the event of students participating in external lecturers/conferences as organised by the Academy, where transport is arranged on behalf of the students – those students who wish to make use of their own transport must communicate that to the respective member of the Academy and the Academy is not liable for the safekeeping or damage as a result.
- The Academy has an open door policy and encourages students to make appointments with relevant staff members. These appointments will be honored if made in advance and depend on availability.
- The Staff has a right to privacy and time to complete their own presentation or administration tasks. Their personal time in the evenings, weekends and free periods at the Academy should be respected.

21. ISA WELLNESS SANCTUARY AND INTERNAL ON-SITE CLINIC

- Student practical work in the Wellness Sanctuary or on-site clinic is compulsory and is scheduled on the academic roster.
- A student shall not maliciously, negligently or wrongfully remove, abuse or damage any of the equipment of the Wellness Sanctuary. In the event of damage or breakage, a student will be held liable for the costs incurred.
- Students must bring their own kit and implements as received from the Isa Carstens Academy, to use at Isa Wellness Sanctuary. Necessary products, equipment, cleaning materials, towels and consumables will be provided.
- All students are required to use professional products with the necessary judgement and according to the stipulated guidelines to prevent pilferage and excessive product wastage.
- All students are eligible for 20% cash only discount on retail products when purchased at the Isa Wellness Sanctuary. This privilege is for the student's use exclusively.
- The student receptionist on duty is responsible for the cash float as allocated and signed for. Any discrepancies or shortage of cash/cash cheques or vouchers that may arise will be his/her responsibility as they are accountable for all methods of payment and cash in the drawer.
- Punctuality is of utmost importance and the same attendance rules apply as stipulated by the Academy in the event of illness or absence. It is compulsory for students to inform the manager on duty by latest 07:30 am of their absence.
- The Code of Conduct as set out by the Isa Carstens Academy will apply in all areas of Isa Wellness Sanctuary.
- Students will be exposed to all relevant areas of a fully operational salon, including but not limited to therapy, float duties and reception, and other duties that may arise.
- The management of bookings are essential and special attention is to be taken as this is a direct portrayal of our services to the general public.
- Students are eligible for commission on retail sales whilst working in the Isa Wellness Sanctuary during scheduled class hours to incentivize good retail and therapy skills.

22. CONDUCT RELATING TO ISA CARSTENS ACADEMY COMMUNITY ACTIVITIES

- In line with our philosophy, community activities are of importance to the Isa Carstens Academy. Each student will be involved in these activities, i.e. Massagethon, Senior Citizen Day and complimentary therapies. It is our commitment to the community and all students are required to partake in such activities. Students failing to do so do not only transgress the requirements of the profession, but also jeopardize teamwork and commitment to the Isa Carstens Academy.

GENERAL

As an enrolled student therapist of the Isa Carstens Academy, we rely on the loyalty and support of our students. We would like to assure you that the staff would do their utmost to make your time of study productive and successful and create a solid foundation for a wonderful career.

ACCEPTANCE/UNDERSTANDING OF GUIDELINES AND RULES

I hereby state that I understand and accept the rules and the guidelines of the Isa Carstens Academy. I acknowledge that it is my responsibility to read, understand, and comply with the policy contained herein. In signing this acknowledgement form and initial each page of the policy, I am confirming my agreement to abide by the terms and conditions as stated.

STUDENT NAME AND SIGNATURE

Dated: ____/____/20____

PARENT/GUARDIAN NAME AND SIGNATURE

Dated: ____/____/20____

**PLEASE SIGN & RETURN THIS DOCUMENT BEFORE THE DAY OF REGISTRATION EITHER BY FAX
OR EMAIL (info@isacarstens.co.za or 086 742 2060)**



Pro-forma Invoice

isa carstens[®]
 A C A D E M Y SINCE 1978

Isa Carstens Academy (Pty)Ltd
 Co. Reg. No: 1973/015469/07
 VAT: Non Vendor

5 Plein Street, STELLENBOSCH 7600
 Tel +27 21 883 9777 Fax +27 21 883 8225

408 Lynnwood Road, Lynnwood, PRETORIA 0081
 Tel +27 12 348 0125 Fax 086 540 8289

PRO FORMA INVOICE

(2017 Isa Carstens Academy - Second Year Training)

TUITION FEES:

Non-Refundable Registration/Admin Fee (Payable immediately on acceptance - if not already paid)	R 5 000.00
2017 Tuition Fee (Due and payable on or before 09 January 2017)	R 56 800.00
	R 61 800.00

OTHER COMPULSORY FEES PAYABLE ON/BEFORE REGISTRATION DATE: ± (Estimated Total) R 9 205.00

Professional Membership Fees	± (Estimated) R 260.00
Textbooks	± (Estimated) R 5 980.00
Kit/Implements	± (Estimated) R 2 965.00

Please Note: **Discount of 1% per month accumulated on all payments over initial R5 000.00 (Registration Fee) received in 2016 up to 09 January 2017.**

N.B. Any amount paid in excess of the final invoice amount, will be credited against the students account or refunded in full on receipt of a written instruction.

Banking Details:

Account Name: Isa Carstens Academy
 Bank: FNB
 Branch code: 200 610
 Account number: 625 693 799 70
 Type of Account: Current
 Reference: Student name & Surname