TERMS AND CONDITIONS Livingstone Tourism Academy

NOTE: All prices are inclusive of VAT

All fees are valid and issued in accordance with the fee rate **set for the calendar year** within which the fee first becomes payable. Any outstanding fees not settled within the first year will be recalculated against, in accordance with, the fee rate set for the new calendar year (the "deferred year").

Course Fees

Full Course Fee: R6800 (Dep. R3800)

Additional Fees (Including VAT)

Summative Assessment - Re-Assessment	R450-00
Summative Assessment - Remark	R450-00
Summative Assessment – Re-schedule	R450-00
Appeal	R450-00
Material Reprint	R500-00 per book
Courier Fee	R120-00
Completing other Provinces	R850 per Province

Payments

- Any payments made in advance for training will be subject to increased fees should any training roll-over to a following Academic Year.
- **Proof of payment must be submitted to the Admin Department** – livingstoneta1@outlook.com
- Fees paid are not transferable to another student and **deposits and additional fees are non-refundable**
- Learner is still liable for payment if he/she withdrawn before the end of the training
- Learner will not be able to attend practical if any fees are outstanding

Training

The minimum of 5 learners is needed per training. Should we have less than 5 learners for a specific training date, they will be transferred to the next course date.

Cancellation:

- In the case of a cancellation, written notice must be received by Livingstone Tourism Academy at least 10 working days prior to the date on which the training commences.

Re-assessments:

Limited to 3 (three) summative assessments and failing to PASS, you will have to re-register and pay for the Learning Programme again.

- **Student will only be allowed to attend summative assessment once the full course fee is paid.** Any examination missed will be regarded as an attempt and the re-assessment fee will therefore be charged for the next attempt.

- If you have a valid reason for not attending the assessment, please provide all supporting documentation e.g. *Medical certificate for illness, death certificate for death in the family etc.

Re-Scheduling

A student may apply to re-schedule (or get an extension for) a summative if an acceptable valid reason* exists to prevent the student from attending on the scheduled date. Students must apply to Livingstone Tourism Academy in writing (with proof of payment of the required fee) at least 10 (ten) working days prior to the scheduled date. If this is not done within the scheduled time period, the Re-Assessment Fee will apply.

Special Needs

- Provisions are made for students with disabilities. This may include dyslexia, blindness, partially sightedness or those with dexterity impediments. If a student is disabled or has a condition which he/she believes should be taken into consideration in assessing his/her examination performance, he/she should notify Livingstone Tourism Academy in writing, enclosing medical evidence such as a doctor's letter/report

Attendance; Submission & Completion

- A student has **1 (one) year** to complete the Skills Programme. If training is not completed in the stipulated timeframe, student will need to re-register and pay the full amount (fee for the new academic year).

- Letters will be e-mailed and original Cathsseta certificates will be sent via Postnet at the student cost. A student may instruct a courier to collect his/her certificate/documentation at his/her own cost. Livingstone Tourism Academy will not be held liable for any damages or loss of above mentioned and take every precaution to prevent any damage in transit.

- In instances where a third party is collecting on the student's behalf, the student will provide us with written consent providing the full name, surname and ID/PP nr of that person and the third party will need to present a copy his/her ID/PP on the date of collection.

Plagiarism

- Livingstone Tourism Academy emphasises integrity and ethical behaviour with regards to the preparation of all formative- and summative assessments submitted for academic evaluation. Students who are found guilty of plagiarism by an assessor and supported by a moderator will forfeit all credits for the assessment(s) concerned.

- When a student is found guilty of copying and/or plagiarism, the moderation and all other costs will be for the student's account, and the credits will not be awarded to the student.

- Plagiarism is considered a serious violation of Livingstone Tourism Academy's regulations and may lead to your suspension from the Academy, without any refund.

- A student will be found guilty of plagiarism when he/she extracts information from a book, article, web page or any other information source without acknowledging the source, and/or pretends that it is his/her own work. This does not only apply to cases where you quote verbatim, but also when you present someone else's work in a somewhat amended (paraphrased) format, or when you use someone else's arguments or ideas without the necessary acknowledgement. You are also guilty of plagiarism if you copy and paste information directly from an electronic source (e.g. website, e-mail message, electronic journal article, or CD ROM), without paraphrasing it or placing it in quotation marks, even if you acknowledge the source. You are not allowed to submit another student's previous work as your own. You are furthermore not allowed to let anyone copy or use your work with the intention of presenting it as his/her own.

Dishonesty in Summative Assessment

Should a learner be found guilty of cheating during the summative assessment, the student will not be allowed to continue, the exam paper will be taken in and the learner will be found Not Yet Competent. The student will need to apply for a re-write and the re-write fee will be applicable.

Results

- All results, assessed by our assessors, are subject to moderation.

Protection of Personal Information (POPI)

The Parties recognize that the results of assessments and various other information as may be obtained and/or shared under this agreement constitute students' personal information as contemplated in the Protection of Personal Information Act, No 4 of 2013. The student and Livingstone Tourism Academy undertake to comply with the provisions of the said legislation and/or any other applicable laws regulating the collection, use and processing of students' personal information.

Livingstone Tourism Academy will thus not share a student's personal details with a third party, unless:

- The third-party is any of our Regulatory Bodies, including Cathsseta, DHET, QCTO and SAQA
- The student has granted permission in writing for information to be shared with third-party other than the abovementioned.

General

- It is the student's responsibility to inform the Administrative Department in writing, should any contact details (i.e. cell nr, e-mail address) change.
- Study material, assessments, as well as workshops will only be provided in English.
- No viewing of any summative assessment will be allowed. The process of re-marking and/or appeals procedures must be followed.

DISCLAIMER: Livingstone Tourism Academy will endeavour to prepare the student for the assessments to be completed and submitted. Livingstone Tourism Academy can therefore not be held responsible if the student fails any assessment. In addition, if a student's studies carry over to a new Academic Year, they are automatically bound by the Terms and Conditions and fees applicable to the new Academic Year.

I agree to the Terms and Conditions ☐

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LEARNER NAME AND SURNAME	**SIGNATURE**	**DATE**