



# EduExcellence

PRIVATEPERSONALEDCATION

## FAQs



*Have a question?  
Read through and  
see if we have the  
answer!*

[www.eduexcellence.co.za](http://www.eduexcellence.co.za)

*online campus*



# A NOTE FROM THE CEO

WELCOME, FAMILIES!

Welcome to EduExcellence PRS Group of Schools.

We are incredibly privileged to walk this journey with you and your child.

EduExcellence's core mission is to reach and assist as many neuro-diverse children as possible. Going online in 2020 was just one of the ways in which we are able to reach as many children as possible. Many neuro-diverse children prefer this mode of education, above that of being on a campus.

We believe that we have mastered this process with an expert team of dedicated teachers led by an amazing principal. We personalise their education experience accordingly to their individual profile. We make use of a therapeutic approach called TheraEd, and implement bespoke neuro-developmental products such as the iMap™ and iDevelop™.

Dr. Beulah van der Westhuizen  
Educational Psychologist  
Founder of EduExcellence,  
TheraEd & The Assessment Centre



# EduExcellence

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## WHO IS WHO?



DR. BEULAH VAN DER WESTHUIZEN  
FOUNDING DIRECTOR AND CEO



TRACEY STROEBEL  
OPERATIONS MANAGER



YOLANDE RIBBERINK  
ONLINE PRINCIPAL

This is not a rule book.

Rather, because it helps to walk and talk, we've put together a conversation - your questions, our answers - so that you'll feel happy and well equipped for the journey ahead. You're free at any time to take this conversation off these pages and into our offices and inboxes or to us in person as we remain to steady fast in our heart-centred approach for all.



## **HOW DOES THE SCHOOL COMMUNICATE WITH US?**

- Emails are sent out as and when things happen.
- All parents are loaded onto our learner management system – Staffroom and will receive communication from there.
- All parents have access to their register teacher and/or subject teachers (depending on phase) and the teachers are in contact daily.
- All parents have access to a staff contact list (please ask Front Office or your register teacher for an additional copy if necessary)
- Feel free to direct queries to relevant staff members.

## **IT'S MY CHILD'S BIRTHDAY. CAN WE CELEBRATE THIS AT SCHOOL?**

- Please chat to your register teacher about how to celebrate together online.

## **WHAT'S THE ANNUAL RE-ENROLMENT THAT I HEAR ABOUT?**

- Each year pupils receive application forms for re-enrolment for the following year, as re-enrolment at EduExcellence PRS Group is not guaranteed. For most, the process is a formality. However, occasionally a pupil has not complied with the requirements of the ethos of the school and the school reserves the right in its sole and unfettered discretion not to re-enrol him/her.

## **IF I WANT TO TAKE MY CHILD OUT OF EDUEXCELLENCE WHAT DO I DO?**

- If for any reason your journey needs to end with us, we require a term's written notice if you intend withdrawing your child from the school . Should you want to discuss your situation, please speak to your Campus Principal. Once your decision is made, please communicate in writing your intent to withdraw. If a term's notice is not given, fees are charged in lieu of notice.



## **WHAT CURRICULUM DOES EDUEXCELLENCE FOLLOW?**

- As a private independent school we follow the National CAPs curriculum in our schools stream, and the National DCAPs and ASDAN programmes in our Skills stream.
- We are a registered IMPAQ Tutor Centre for the FET Phase.

## **WHEN CAN I EXPECT TO GET REPORTS?**

- We encourage continual discussions with teachers and staff.
- Here's a summary of when you can expect progress reports:
  - 1st term - Parent Meeting and IGP (individual growth plan) discussions
  - 2nd term - Full Academic Reports
  - 3rd term - Parent Meeting and IGP (individual growth plan) discussions
  - 4th term - Full Academic Reports

## **WHAT ARE THE SCHOOL RULES?**

- Please see the Code of Conduct available on our website.



## HOW DOES EDUEXCELLENCE HANDLE DISCIPLINE?

- The foundation phase uses a system devised by the foundation phase teacher and such system will be communicated to parents in the beginning of the year.
- For all other grades, an online merit / demerit system is used and a list of merits and demerits will be provided with reports cards and/or on parent-teacher feedback meetings each term.
- The school expects learners to be well disciplined and to promote suitable behaviour in all online classes and show the necessary respect to their fellow classmates and their teachers.
- The system will provide rewards for positive behaviour and consequences for negative behaviour. Failure to comply with the codes and regulations will result in the issuing of demerits or other disciplinary actions. The goal of any outside disciplinary action is to bring about self-discipline. Our ultimate goal is to help learners develop self-discipline and make good choices.
- Every learner has an opportunity to earn merits.
- Learners may use their merits earned to cancel out demerits. 3 merits cancel 1 demerit.
- Cancellation of demerits must be administered by the Class teacher or HOD. Suspensions may not be cancelled.
- Learners who have received no demerits for one term will receive a certificate at the end of that term.
- Within the merit spectrum, it is the educator's discretion to decide how much the merit is worth on a scale of 1-5, according to the positive behaviour displayed by an individual.
- A learner will receive a demerit for any disrespectful, rebellious, or disruptive behaviour. Different transgressions will accrue a different value of demerits. If a learner receives a demerit, the educator will fill in the Learner Demerit on the system to document the incident. Demerits accrue throughout the school year. Demerits are not a punishment. They serve as a record of the learner's conduct and as a communication tool to parents that their help is needed to correct their behaviour.
- The accumulation of various amounts of demerits will have different consequences which may, ultimately, lead to the expulsion of a learner where a certain amount of demerits were accumulated over the year.



## **WHAT IF MY CHILD ACCUMULATES AN EXCESSIVE NUMBER OF DEMERITS?**

- Please reach out to your Campus Principal to arrange a meeting to discuss a way forward with the team.

## **WHAT HAPPENS IF MY CHILD IS LATE IN THE MORNING?**

- Punctuality is an incredibly important life habit to teach our children and crucial to the smooth running of the school.
- If your child is late, they need to contact their register teacher where their lateness will be noted.
- Please note that our day begins with iDevelop™ activities, and as such, repeated tardiness may impact your child's participation during these activities.

Please be kind and gracious to our office staff as they follow our instructions in this regard.

## **WHAT TIME DOES ONLINE CLASS BEGIN AND END EACH DAY?**

- This varies according to your child's grade and class size.
- Timetables will be confirmed each term by their register teacher.

## **MY CHILD IS SICK AND CAN'T COME TO SCHOOL; WHAT SHOULD I DO?**

- It's important that we account for each pupil on a daily basis . If your child is sick:
- Email your child's register teacher.
- It is your responsibility to supply a doctor's letter if your child has been absent for three days.
- If there is something seriously wrong or your child is hospitalised, please ensure the Campus Principal has been informed.
- If your child is likely to miss any classes, please email or WhatsApp your child's register teacher. All missed lessons will be recorded and an email will be sent to you at the end of the day by each class teacher for each missed class.



## **WHAT DO I DO WITH MY ACCOUNT QUERIES?**

- Phone the school and ask for the finance office or email [accounts@eduexcellence.co.za](mailto:accounts@eduexcellence.co.za) or alternatively,
- Our Account Management Policy is available via our website.

## **MY CHILD IS IN COUNSELLING OR THERAPY. DOES THE SCHOOL NEED TO KNOW?**

- It is very important that we know as to not do anything counter indicative. Please inform your relevant counsellor.
- If your child is on any strong medication (e.g. Ritalin) please notify the relevant counsellor.

## **WHO DO I NOTIFY OF MY CHILD'S ALLERGIES?**

- Should your child suffer with asthma or the like, please inform their register teacher.

## **WHAT IF MY CHILD HAS A COMMUNICABLE ILLNESS?**

- The school needs to know if your child has any infectious disease. And please only send your child back to school when you have the go ahead from your doctor.
- Please see our Infectious & Communicable Disease Policy via our website.

## **WHAT SHOULD I DO IF I HAVE A CONCERN?**

There are various ways you can bring an issue to our attention, depending on its severity:

- Firstly, if appropriate, start with the staff member concerned.
- You can email them or phone our Front Office and make an appointment to see them.
- Remember that teachers are actively teaching and should not respond to emails while in the classroom.
- If the issue is very serious, or if you don't get a response from the staff member within 24 hours, or if the response is unsatisfactory, go to the Phase Leader. Again, pop them an email or call the school office for an appointment.
- If you're still not satisfied, request an appointment with the Campus Principal.



## **I DON'T SEEM TO GET SMSES OR LETTERS FROM THE SCHOOL**

- Uh-oh. We may need your updated details. Please contact your Front Office to update your details.

## **DOES EDUEXCELLENCE FOLLOW THE DBE TERM DATES?**

- EduExcellence is a Private 4 term school.
- We follow the ISASA 4 term calendar.
- Our annual term dates are released in the second half of the preceding year, in a newsletter and on the website.
- We strongly urge you to plan around these dates.

## **DOES THE SCHOOL SUPPLY TEXTBOOKS?**

- The onus is on the parents to source the learners' required textbooks.
- Lists are available via our website or from your register teacher.

## **HOW DO I KNOW WHAT STATIONERY MY CHILD NEEDS?**

- We'll make sure you get the relevant stationery lists at the end of the preceding year.
- These are also available on the website.
- It's important that your child comes to school fully equipped on the first day.

## **WHAT'S THE HEART BEHIND HANDING OUT AWARDS?**

- Firstly, the awards processes and functions create space for us to recognise how incredibly blessed our children are with such a variety of gifts and talents.
- Secondly, they give us an opportunity to honour your children if they've excelled through diligence and making good choices whether big or small.
- Each certificate or award is given to the learners recognising social, academic, therapeutic, spiritual and emotional progress.

## **MY CHILD EXCELS IN AN ACTIVITY THAT THE SCHOOL DOESN'T OFFER.**

- Please let us know! We would love to make a big fuss!



## **HOW DO STUDENTS GET HELP WITH THEIR WORK?**

- All grades are taught by a facilitator teacher who guides their students through the academic process.
- Students can contact their online teachers via email, WhatsApp or Teams Chat.
- We have a 24 hour turn-around time on all communication.
- Parents are kept in the loop with all communication via email or WhatsApp.

## **HOW IS ACADEMIC PROGRESS MONITORED?**

- EduExcellence Online School monitors progress through the following key performance areas and criteria (as set out by CAPS):
- In most subjects assignments/tasks are due and teachers will provide enough time to complete such tasks.
- The online subject teacher marks and provides feedback to their students.
- Due dates are non-negotiable and it is essential that students meet these deadlines.
- Students who submit work after the due date (without prior permission from their online subject teacher) will be penalised for their late submission.
- In particular we are unable to extend any leniency with Grade 12 portfolio work, for which we are bound by external requirements.
- If a Grade 12 student has not completed a certain minimum number of lessons and portfolio assessments by June, entry to the Matric exam might be withdrawn.

## **DO STUDENTS ADJUST EASILY TO THE ONLINE PROGRAMME?**

- Yes. Generally students adjust very quickly to using the online learning platform, however, students and parents should expect and prepare for an adjustment period.

## **HOW MANY ONLINE LESSONS ARE THERE PER WEEK?**

- The number of lessons per week depends on the subject and the grade.



## WHAT ARE THE HARDWARE REQUIREMENTS?

It is the parents' responsibility to ensure that students have the necessary internet connectivity at home, a suitable computer, operating system, scanner or scanner app on their phone (not negotiable) and printing facilities (we try to keep this to a minimum) (mostly for grades 1-3), but certainly for older grades should they wish to print their study packs. Some learners prefer to use their study packs online.

- Internet Connectivity:

We recommend a stable internet connection. We recommend uncapped, unthrottled internet. Connection speed and reliability are essential to the success of this programme. This is particularly important over the exam season and it is essential that students have an appropriate back-up plan. We suggest a UPS as back-up but this is not mandatory. We do try to accommodate everyone, especially during loadshedding.

**Internet Connection:** 10 mbps + download speed & 2 mbps + upload speed. Less than 200ms latency. Fibre, LTE, or Satellite Internet connection.

- Printer and Scanner: Scanner apps are available for smartphones & tablets (however, you do need one that is able to create a multi-page pdf document)
- Back-up Power Source: A back-up power source is recommended to ensure uninterrupted access at Test and Examination time.
- Computer Specs:
  - Processor: Intel i3 8th gen or higher, i5 7th gen or higher, i7 7th gen or higher. AMD Ryzen 3, 5, 7, 9 will work
  - RAM: Minimum 4 gb
  - Hardware: Webcam and Microphone (Comes standard on most laptops. For desktops we suggest webcams with built-in microphones like: Hikvision, Microsoft, Marvo)
  - Software: Windows 10/MacOS 10.15 or newer, Adobe Acrobat free pdf viewer, Team Viewer (please download for free to your desktop. This is often necessary for our Helpdesk to assist with problems virtually) and Office 365 (free online version provided by EduExcellence Online).
- **Working on an iPad or phone is not allowed.**
- **Each enrolled learner should have their own laptop or desktop and siblings are not allowed to share computers.**

### Preferred Browser:

- Firefox or Chrome (in that order of preference)



## HOW DO EXAMS WORK?

- Grades 1-3 are sent assessments that need to be printed (on the date of the teacher's instruction) and it is completed in class under teacher invigilation. Teachers still read and work through the assessments with the foundation phase.
- Exams work differently for Grades 4-9 where learners write exams online.
- From grade 10 onwards (FET phase), it works according to Impaq Tutor Centre Guidelines which is set to enable and prepare learners for the National Senior Certificate in Grade 12.
- This procedure will be communicated before each exam, with enough time allocated for proper preparation.

## EXAMS RULES & REGULATIONS FOR GRADES 4 TO 9.

- All learners need to be online and ready to start the exam at the time indicated on the exam timetable.
- Should a learner be late, no extra time will be provided.
- If your child should have an issue due to load shedding, power outages or any other reason, you need to please inform your child's class teacher immediately to enable the educator to accommodate your child. This information needs to be provided by the parent.
- In the event that load shedding or power outages are experienced on EduExcellence's side, the exam will be written as soon as we are online again and we will be in constant contact with all learners via the class WhatsApp groups.
- No phones will be allowed during the exam session and the exam will be written under supervision.
- Each learner MUST have his/her video turned on and his/her microphone muted so that the invigilator is able to oversee the exam.
- No learner will be allowed to write the exam if the invigilator is not able to see the learner.
- Should a learner want to ask a question, they can click on the "hand" button that will indicate to the invigilator that they have a question. The invigilator will react to the hand that will show as red on his/her computer.
- Should your child be too ill to write an exam, a doctor's note will be required - similar to any other physical campus and/or school and according to the Department of Education's rules.



## **EXAMS RULES & REGULATIONS FOR GRADES 4 TO 9 CONTINUED.**

- Please ensure that your child is able to access their EduExcellence email. This is very important.
- All other generally accepted exam rules and regulations will apply i.e no talking etc.

### **EXAM PROCESS?**

- Each learner will log onto the exam invite that will be sent via Teams by each class teacher.
- The invigilator will take the register and a link will be sent to the EduExcellence email of all learners that are marked present.
- The invigilator will give each learner that was marked as present a chance to access their EduExcellence email.
- All learners click on the link that will redirect them to the online exam paper.
- The invigilator will ask all learners to close their emails and give the instruction for everyone to start at the same time.
- When a learner reaches the end of their paper, they will press the submit button and the test will be sent to us.
- No learner will be allowed to re-take the test after submission.

### **HOW DOES EDUEXCELLENCE ONLINE DIFFER?**

- All learners follow a neurodevelopmental movement program daily during a specific session set out called the TheraEd session. This is sometimes also incorporated into Life Orientation PE sessions.
- The TheraEd approach calls for teachers to be aware of signs of pressure, fatigue, stress etc on the children and they know exactly how to push when needed and how to stop.
- Please remember that there is no magic wand to help children with barriers to learning. They will continue to have ups and downs and the best anyone can do is to help them and teach them how to cope with these conditions, while building their neural pathways. This is something that takes considerable time and TheraEd is not a quick-fix approach.
- All online learners also have access to further programs through Dr Beulah's Assessment and Therapy Centre, where they can take further iDevelopment and SOI classes at an additional cost.



## WHERE TO START?

- Find an area in your home with good lighting, comfortable seating, a strong internet connection and as few distractions as possible.
- Follow the same routine every day as you would for a day at school. Set an alarm, get dressed, etc.
- Plan your day.
- Follow the special timetable that has been set for your child's classes You will get a hardcopy of the timetable, but your child will be invited via Microsoft Teams to each lesson as indicated on the Timetable, which in turn creates a virtual timetable on their Teams Calendar.
- Be online during your lesson time and be prepared for class by having the relevant book, text book (if you prefer physical text books) or your online copy of your text book and stationery close by and ready to use.

ONLINE  
SCHOOL

WHY ONLINE SCHOOL?

- > Personal Tutor
- > Hours Of Videotutorials
- > Active Community
- > Forum Access
- > 24 Hours Support

**THE FUTURE  
BELONGS TO  
THOSE WHO  
BELIEVE IN THE  
BEAUTY OF  
THEIR DREAMS.**

ELEANOR ROOSEVELT

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