



**Head Office:** Block 2, Crossway Office Park, 240 Lenchen Avenue, Centurion, 0157  
**Postal Address:** P.O. Box 8630, Centurion, 0046  
**Tel:** (+27) 12 110 4115, **Fax:** (+27) 86 501 6341  
[www.duxah.co.za](http://www.duxah.co.za)

## DUXAH

### Terms and Conditions

1. Registration requirements: The ability to read, write and understand English as the course content is presented in English. All assessments, including the online, practical and written examinations will be examined and completed in English. As this is a web-based program, a student must have access to a computer and an internet connection
2. Content of the module will be made available as soon as registration has been confirmed. Registration will only be confirmed once proof of payment has been received
3. Students must register and/or advance per module or per certificate(s)
4. Each module has been priced individually, but should a student register for all three certificates (that is, 9 modules) in advance, a 10% discount will be given
5. DUXAH holds the right to update and alter the course content and costs at any time, as the need arises
6. Updates in the course content will be communicated via the learning environment on the website
7. If a student has completed a module and been successful in the formal examination, they will be un-enrolled for that particular module
8. Once a student has registered and module(s)/certificate(s) have been paid for, fees are neither refundable nor transferable
9. Extensions for modules on fully paid courses will only be allowed once (that is, one extension only), provided that a medical certificate is provided and/or an extenuating situation exists. Students requesting an extension after the commencement of the current semester are required to pay 50% of the module fee, as a re-enrolment fee to be enrolled in the following semester. Extenuating alternative conditions may be considered at the sole discretion of DUXAH. Written applications for such extenuating or alternative conditions are compulsory and on such extensions a service fee will be charged.
10. As per the DUXAH Assessment Submission Policy, please be advised that any assessment submissions not received by 12:00 (midnight) on the date the assessment was due, will receive a 10% penalty on the grade of the assessment. An email to remind, and award, the student a further 48 hours to submit the assessment will be sent. Should the student further delay the submission of this assessment, a grade of zero will be awarded.
11. A student may request an extension for their submission of the assessment; however, this will only be granted should extenuating circumstances exist. The request must be sent by email to DUXAH ([academy@duxah.co.za](mailto:academy@duxah.co.za)) prior to the original submission date of the assessment.
12. A student may request, with substantiation, a re-submission of an assessment immediately after the graded assessment has been made available on the learning portal. The re-submission must be received within 48 hours after approval from the DUXAH Management/Facilitator
13. All online quizzes at the end of each section will require an 80% promotion mark in order to proceed to the next section.
14. A semester mark (which is a combination mark of all online assessment activities, tasks and assignments prior to the written exam), of 75% will be required per module for examination entry.
15. A final promotion mark of 75% (derived from the semester mark and the examination for the module) will be required for the certificate to be awarded
16. The accumulated formative semester mark will count 50% towards your final promotion mark with your summative examination mark 50%, to a total of 100% for the final promotion mark.
17. These modules are made available by DUXAH for personal use only. © 2013 SpesNet (Pty) Ltd and from 2015 DUXAH (Pty) Ltd. All rights reserved. No part of these modules may be reproduced in part or in full, in any form or by any means as stipulated in the Copyright Act, Act 98 of 1978 (As amended)



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18. Should the student be unsuccessful in his/her first attempt at the registered module examination, a supplementary examination may be written. However, a supplementary service fee will be charged. Should the student be unsuccessful in both the examination and the supplementary, he/she will have to reregister for that particular course at full cost
19. If an employer pays any fees for, or on behalf of the student, the employer will be entitled to progress information of the student. It becomes the responsibility of the student to inform all relevant parties of results, updates and progress. The employer will further be entitled to cancel the student's enrolment if their relationship/agreement entitles them thereto, with consequences associated by that relationship/agreement
20. If a student leaves the employment of the paying employer, or anything else transpires that may result in the cancellation of the employee's employment or relationship with the employer, the employer must inform DUXAH
21. If a paying employer and student reach an arrangement that affects DUXAH (Pty) Ltd then it is both the employer and the student's responsibility to inform DUXAH accordingly. For example, whether or not the student may continue on the course for which the employer paid the course fees, which remain non-refundable and non-transferable
22. Extensions for examinations on fully paid courses will only be allowed once (that is, one extension only), provided that a medical certificate is provided and/or an extenuating situation exists. An extension fee will be charged for such an allowed extension. Extenuating alternative conditions may be considered at the sole discretion of DUXAH. Written applications for such extenuating or alternative conditions are compulsory and on such extensions a service fee will be charged
23. If a student is employed with a medical practitioner that is a SpesNet (Pty) Ltd member, such student will enjoy a reduced cost rate benefit on all modules which the student registers for, while in the employment of any SpesNet (Pty) Ltd member. If a student leaves the employment of the SpesNet (Pty) Ltd member then the student will forfeit the reduced cost rate applicable for all unpaid remaining courses applicable to SpesNet (Pty) Ltd member employee(s)
24. DUXAH may cede this agreement to any third party should the need arise
25. The DUXAH website is hosted, controlled and operated from the Republic of South Africa, and thus South African Law governs the use or inability to use this website and the terms and conditions. Furthermore, the laws of South Africa will apply and the South African courts shall have jurisdiction in the event of any dispute of any nature whatsoever arising between the parties.

**By using the DUXAH website; I hereby acknowledge that I have read and understand the above terms and conditions and agree to be bound by and comply with them as stipulated in the electronic registration form.**

**Signature:** \_\_\_\_\_ **Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_