Alpvest Institute for FutureTech®
INNOVATIVE LEARNING. GLOBAL EMPLOYABILITY.

# TERMS OF SERVICE STUDENT ENROLMENT

INS-201-FIN:034

20th July 2026


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| ISO reference: INS-201<br>AIFT reference: FIN: 034 | **TERMS OF SERVICE FOR STUDENT ENROLMENT** | |
| Purpose | To establish the terms and conditions governing student enrolment and the provision of educational and associated services by Alpvest Institute for FutureTech (AIFT). The document defines the contractual rights and obligations of the Institution and its students, including admission, registration, fees, payment arrangements, modes of delivery, academic participation, cancellation, refunds, student conduct, complaints and dispute resolution. | |
| Type of Document | Institutional Policy and Student Enrolment Terms and Conditions. | |
| Accessibility | This document forms part of the Student Enrolment Agreement and is made available to prospective students before enrolment. The approved version is accessible to students and relevant staff through official institutional platform | |
| Date of Implementation | 20th July 2026 | |
| Date of Next Revision | The Policy must be reviewed during its operational cycle (3rd year). It may be reviewed earlier at the request of the Senate, changes to ISO standards or as informed by regulatory or legislative changes. | |
| Definitions and Acronyms | AIFT has published a set of policies and acronym definitions applicable to all Institutional policies including this policy. | |
| Institutional Functionary | Chief Executive Officer | |
| Date of Approvals | 20th July 2026 | |
| Approved by | Board of Directors | |
| Corporate Governance | This document accompanies the Refund and Cancellation Policy FIN-033. | |
| Revision Initiator Reference | Revision No.<br>1 | Revision Initiated by: Chief Executive Officer / Board of Directors |
| Document Control Reference | Terms of Service for Student Enrolment | |
| Authorised approval signatory | Jayandra Ramnundlall | |
| Signed as per Board Resolution dated 20th July 2026 | Signature: | Date:<br>20th July 2026 |


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## 1 Purpose scope and policy statement

### 1.1 Purpose

This policy establishes the terms on which Alpvest Institute for FutureTech (Pty) Ltd (AIFT) provides student enrolment, educational and associated digital services. It defines institutional and student responsibilities, promotes informed decisions and provides fair routes for cancellation and redress.

#### 1.1.1 Scope

The policy applies to applicants, registered students, authorised payers and sponsors across AIFT campuses and approved delivery modes. Programme-specific schedules must distinguish higher education qualifications, occupational qualifications, short learning programmes and vendor credentials.

#### 1.1.2 Policy statement

AIFT will provide clear information before commitment, deliver the agreed service with reasonable care and skill, protect personal information and apply fair procedures. Students must meet disclosed academic, payment, conduct and responsible-use obligations. No term may remove a mandatory legal right or a more favourable enforceable right already granted.

### 1.2 Legislative and institutional framework

Read this policy with applicable South African consumer, electronic transaction, privacy, higher education, intellectual property and credit law. Relevant instruments include the Consumer Protection Act 68 of 2008 (CPA), Electronic Communications and Transactions Act 25 of 2002 (ECTA), Protection of Personal Information Act 4 of 2013 (POPIA), Higher Education Act 101 of 1997, and applicable private higher education registration regulations.

Related AIFT documents include the enrolment agreement, fee schedule, Refunds and Cancellations Policy, academic and assessment rules, Student Code of Conduct, complaints and appeals procedures, Privacy Notice, acceptable-use rules and responsible AI requirements. Record the versions supplied before acceptance. CHE, SAQA, DHET and QCTO requirements apply according to the offering; they are not interchangeable approvals.

### 1.3 Definitions and interpretation

| Term | Meaning |
|---|---|
| **Student** | The individual applying for or receiving the contracted educational service. |
| **Service schedule** | The individual record of programme, modules, dates, approved site and mode, fees, included services and accepted document versions. |
| **Payer and sponsor** | A person or entity undertaking specified funding obligations; liability depends on an express lawful undertaking. |
| **Business day** | A day excluding Saturdays, Sundays and South African public holidays; statutory counting rules prevail. |
| **Material change** | A change significantly affecting the agreed service, cost, campus, mode or ability to participate. |


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## 2 Admission acceptance and contract records

### 2.1 Admission and registration

AIFT must publish accurate admission criteria and assess applications against them. Applicants must provide truthful identity, qualification and other necessary documents. Recognition of prior learning, credit accumulation and transfer, articulation and any foreign qualification evaluation require the appropriate academic process. Payment alone does not guarantee admission, credit or a place.

AIFT must communicate admission outcomes and any conditions, deadlines and deposit requirements in writing. An application acknowledgement or receipt of money is not confirmation of final admission. If an admission decision appears to rest on materially false information, verify the facts, give the student an opportunity to respond and apply fair procedures before changing the decision.

Students who are minors or lack contractual capacity must receive legally appropriate assistance. International students must satisfy applicable study-authorisation and immigration requirements disclosed before acceptance. A guardian's assistance does not by itself create a payment guarantee.

### 2.2 Agreement formation and hierarchy

The enrolment agreement is concluded when the student accepts AIFT's written offer in the recorded form specified in that offer. Admission conditions and the point at which registration is confirmed must be explicit. A separately disclosed application-processing service may precede enrolment.

The agreement comprises the accepted offer, completed service schedule, agreed fees and payment dates, these approved terms and the identified policy versions supplied before acceptance. Mandatory law prevails. Specific written service commitments clarify general terms but cannot override non-excludable rights. Resolve inconsistencies transparently before commitment; do not rely on a broad discretion to select the least favourable clause.

### 2.3 Precontract disclosures and electronic acceptance

Before acceptance or payment, provide the legal supplier identity, verified registration particulars, contact and legal-service details, programme status, period, site and mode, full price, compulsory extras, technical requirements, support arrangements, cancellation rights and complaint channels. Complete the supplier disclosures required for electronic transactions, including applicable legal-status and office-bearer information.

An online process must allow the applicant to review the complete transaction, correct errors and withdraw before submitting. Provide a durable copy of the accepted agreement and preserve the date, version, identity verification and acceptance record. Browse-only access to a website is not acceptance of paid educational services.

### 2.4 Duration and further registration

The service schedule must state commencement and expiry dates and whether the contract covers a semester, academic year or another defined period. Future registration and future prices require


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the applicable process. Where CPA section 14 applies, give the required expiry notice 40 to 80 business days before expiry and explain statutory renewal options. Obtain and record any express direction to terminate at expiry or agreement to a further fixed term. Do not assume the academic calendar alone displaces statutory continuation rules.

## 3 Educational services and student obligations

### 3.1 AIFT service commitments

AIFT must accurately disclose its current registration status and the approval, accreditation and registration particulars applicable to the selected programme, site and mode. It must provide the contracted teaching, assessment, academic administration, materials and support to the required standard. Recruitment statements must not promise approval, employment, professional registration or outcomes that are not established.

The service schedule must identify access to the LMS, library, learning resources, lecturers, academic advising, technical help and relevant student support, together with access periods and published support hours. Reasonable accessibility and accommodation requests must be assessed under applicable law and academic requirements, with reasons and a review route.

### 3.2 Delivery modes and participation

For contact provision, disclose the campus, attendance, timetable, practical activities and online components. For distance or online provision, disclose scheduled online participation, asynchronous learning, support, assessment arrangements and any compulsory physical activity. Offer other modes only where approved and specify attendance, travel and block requirements before commitment.

Students must engage with scheduled learning, meet disclosed deadlines, use support when needed and keep contact details current. Attendance and assessment-entry rules must be programme-appropriate and supplied in advance. Personal equipment, connectivity, software and travel costs remain the student's responsibility only to the extent clearly disclosed and not included in the agreed fee.

### 3.3 Assessment progression and academic integrity

AIFT must communicate assessment weightings, pass requirements, moderation, reassessment opportunities and fees, progression rules and academic appeal deadlines. Students must submit authentic work, follow invigilation requirements and disclose permitted assistance. Assessment decisions must follow academic procedures and allow the applicable review or appeal.

AI use is governed by the assessment instructions and applicable institutional rules. AIFT must explain permitted use and disclosure requirements in advance. Students remain responsible for accuracy, authorship, references and protection of confidential information. An automated detection or proctoring flag alone must not determine misconduct; a responsible person must evaluate the evidence and allow a fair response.

AIFT does not guarantee a pass, graduation, a job or a particular income. This does not reduce its duty to provide the agreed educational service or correct misleading recruitment claims. Financial and academic disputes must be assessed on their respective merits.


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## 4 Fees funding and financial administration

### 4.1 Prices and payment

Disclose the full price for the contracted period, taxes where applicable, application fee, deposit, payment dates, compulsory extras and conditions of discounts or bursaries. State whether devices, licences, materials, examinations, reassessments and external credentials are included. No undisclosed compulsory charge or retrospective price increase may be imposed.

A deposit is credited to the student account. Application fees and cancellation deductions are governed by the applicable approved fee schedule, law and Refunds and Cancellations Policy. Future-period prices must be disclosed before renewal; instalment dates do not determine the value of services earned.

Payments must use verified official AIFT channels and the correct reference. Staff must not collect fees into personal accounts. Students and payers should retain receipts; Finance must also check institutional records when a receipt is unavailable. Verify any banking change through an independent trusted channel and provide statements and a route for correcting errors.

### 4.2 Payers sponsors and sureties

Record the payment obligation undertaken by each student, payer or sponsor, including any agreed fallback liability. Paying an instalment, being listed as an emergency contact or assisting as a guardian does not automatically create unlimited liability. Sponsor withdrawal does not automatically transfer a debt to someone who did not agree to bear it.

Any suretyship or joint and several obligation must be separately and clearly explained, identify its scope and satisfy applicable execution formalities. These general terms do not create a blanket suretyship. Bursary credits are not automatically refundable cash; reconcile external funding according to verified contributions, lawful funding conditions and student rights.

### 4.3 Payment difficulties and debt recovery

Students should approach Finance promptly about payment difficulties. AIFT may consider a documented arrangement or support referral without conditioning cancellation rights on acceptance of that arrangement. Do not automatically extend or reprice a payment plan, accelerate all future tuition or convert it to a different credit product merely because an instalment is late.

Interest, default charges, recovery costs, credit checks and credit-bureau reporting require the relevant lawful basis, disclosures and procedures. Recovery must relate to a verified lawful balance and legally recoverable costs. Assess National Credit Act requirements where a proposed arrangement falls within that Act; these terms do not authorise automatic attorney-and-own-client costs.

### 4.4 Restrictions and termination for default

Before termination for material non-payment where CPA section 14 applies, provide the required 20-business-day written notice and opportunity to remedy. Any service restriction must have a lawful, proportionate and disclosed basis, provide a route to challenge error and preserve statutory


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rights and required academic records. Blanket withholding of records or automatic expulsion must not substitute for a lawful process.

## 5 Cancellation refunds and service changes

### 5.1 Cancellation and refund rights

Provide the applicable approved Refunds and Cancellations Policy with the agreement. A valid recorded notice must identify the student and affected enrolment or modules; it does not require a manager's permission, payment of a balance or completion of a refund form. Preserve the first receipt date and forward notices internally. Non-attendance or stopping a debit order alone is not cancellation.

Where CPA section 16 applies, direct-marketing rescission is available within five business days after the later statutory trigger, without penalty; the statutory refund period is 15 business days from the applicable notice or goods-return trigger. Section 16 does not apply where ECTA section 44 applies.

Where ECTA section 44 applies, a service agreement may be cancelled without reason or penalty within seven calendar days after conclusion, with a full refund within 30 calendar days of cancellation. Check section 42 exclusions, including services begun with the consumer's consent during that period. Only direct goods-return costs may be charged under that route. Other electronic-disclosure and service-failure remedies remain available.

### 5.2 Proposed institutional rules pending approval

For alignment with the 2 November 2026 FIN 033 draft, cancellation within 21 business days of agreement conclusion would take effect on receipt without a further notice period. This is a proposed AIFT concession, not a statutory penalty-free period. Thereafter, individual student enrolments would be cancellable on 20 business days' recorded notice unless an earlier date is agreed or required by law. Corporate agreements require separate assessment.

The linked draft proposes a R500 application fee where earned and lawful, an individually justified cancellation charge capped at R2,000 per cancelled enrolment, and ordinary verified refunds within 15 business days after complete essential information is received. These proposals are not approved tariffs or statutory amounts. Incorporate the final approved rules consistently before contractual use; statutory entitlements and earlier payment deadlines prevail.

Reconcile receipts, credits, lawful accrued services and justified deductions. Do not automatically forfeit all payments or impose remaining annual tuition. Death, hospitalisation, illness, visa refusal, transfers, deferrals, overpayments and refund appeals follow the approved policy. No academic-year or six-month automatic forfeiture applies.

### 5.3 Changes disruption and discontinuation

Reasonable operational adjustments must preserve the contracted service and academic outcomes. Explain material changes and give reasonable notice. A significant change in programme, campus, mode or compulsory cost requires an appropriate lawful agreement or remedy; a website update alone cannot impose it.


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During disruption, communicate promptly, mitigate effects and provide reasonable continuation arrangements, assessment adjustments or alternative access where appropriate. Events beyond reasonable control do not automatically justify retaining money for undelivered services. If AIFT cancels before commencement, refund related payments without a student cancellation penalty. Later discontinuation requires applicable continuity arrangements and lawful reconciliation. Do not impose a transfer or credit instead of an enforceable refund or promise an automatic DHET-funded refund.

## 6 Digital services privacy and intellectual property

### 6.1 Digital access and acceptable use

Students must use authorised accounts, protect credentials and promptly report suspected compromise. Impersonation, unauthorised access, harassment, malware, unlawful copying and attempts to bypass security controls are prohibited. Security restrictions must be proportionate, reviewable and supported by an accessible reporting route.

Disclose essential third-party platforms, licences and technical requirements before commitment. AIFT must manage its own systems responsibly, communicate planned maintenance where practicable, investigate faults and provide reasonable help. Third-party terms do not remove AIFT's responsibility for the service it undertakes to supply. Where an outage materially affects assessment or participation, assess appropriate extensions or alternatives.

### 6.2 Privacy and communications

AIFT must provide a separate Privacy Notice explaining responsible-party details, purposes, lawful grounds, categories, recipients, retention, rights and complaint contacts. Necessary processing may support admission, teaching, assessment, fees, safety, support and regulatory reporting. Acceptance of these terms is not blanket consent for unrelated processing.

Share information only on an appropriate lawful basis, with safeguards for service providers and cross-border processing. A parent, payer or employer has no automatic unrestricted access to an adult student's results or personal records. Apply the additional protections relevant to children, medical information, biometrics and other protected data.

Explain proctoring, identity checks and recordings before use, including purpose, necessity, safeguards, retention and available lawful alternatives. Provide meaningful human review of consequential automated decisions in accordance with law and institutional rules, and a route to make representations. Keep access restricted, respond to data-rights requests and preserve records AIFT must lawfully retain.

Send service notices through verified official channels and distinguish them from marketing. Optional marketing must meet applicable consent or existing-customer requirements and offer a free opt-out. Promotional use of a student's image requires separate lawful permission. Contractual and breach notices require the applicable reliable delivery process; do not deem every platform announcement to have been read.


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### 6.3 Intellectual property and materials

AIFT and its licensors retain rights in their protected learning materials, software and branding. Students receive the permitted educational-use licence for disclosed access periods, subject to law and licence limits. Do not distribute protected assessment material or commercially exploit institutional content without authority.

Students retain rights in original work except where law or a valid separate agreement provides otherwise. Submission grants only the permissions reasonably needed for assessment, moderation, archiving, integrity checks and lawful quality assurance. These terms do not assign all student intellectual property to AIFT. Sponsored research and commercial projects require appropriate separate arrangements. Disclose device ownership, return conditions and digital-resource access expiry before acceptance.

## 7 Conduct complaints and accountability

### 7.1 Conduct safety and fair procedures

Students, staff and visitors must act respectfully and comply with lawful safety and security instructions and the disclosed Student Code of Conduct. AIFT must provide reasonable risk information, supervision and activity-specific safeguards for laboratories, excursions and workplace learning. Optional activities require appropriate separate consent.

Disciplinary proceedings must provide notice of allegations, a fair opportunity to respond, an impartial decision and an appeal route. Temporary protective restrictions must be proportionate, explained and promptly reviewed, with reasonable learning alternatives where practicable. An allegation or automated flag does not by itself establish misconduct.

### 7.2 Responsibility and liability

Each party remains responsible to the extent legally liable. AIFT must take reasonable care of services and facilities it controls. Any claim for property loss or damage must reflect proven responsibility and lawful valuation, with an opportunity to dispute it. These terms do not exclude non-excludable liability, require indemnification for AIFT’s unlawful conduct or waive consumer, safety or privacy rights.

Do not insert a blanket injury waiver or a general liability cap without specific legal review. Any lawful risk, limitation, indemnity or factual acknowledgement requiring special notice must be conspicuously explained in plain language before commitment. An unusual or serious-injury risk requires the applicable specific acknowledgement; general acceptance is insufficient.

### 7.3 Complaints appeals and notices

Publish official contacts for service enquiries, complaints, cancellation, Finance, the Information Officer and legal notices. Proposed service standard: acknowledge a complaint within two business days and provide a reasoned response within ten business days, or explain a justified delay and revised date. Academic and refund appeals follow their respective disclosed procedures. A dispute must not delay an undisputed verified refund.


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Provide escalation to a reviewer independent of the original decision and prohibit retaliation. Relevant external recourse may include consumer protection authorities, an ombud with jurisdiction, the National Consumer Commission, DHET for regulatory issues, the Information Regulator and competent courts or tribunals. No compulsory private arbitration or exclusive forum may remove statutory remedies.

### 7.4 General terms and policy oversight

South African law governs subject to mandatory protections applicable to the transaction. Sever an invalid term only to the lawful extent, preserving the remainder where it can fairly operate. A delay in enforcement does not itself waive a right. Written terms do not exclude liability for fraud, misleading recruitment statements or enforceable commitments.

Changes to existing contracts require a lawful recorded process; publication alone does not retrospectively bind students. Necessary regulatory changes must be explained with appropriate student protection. AIFT remains accountable when using service providers, and any transfer of obligations requires applicable regulatory compliance and consent.

The Registrar coordinates implementation and complaints trends; Finance oversees charges and refunds; academic leadership safeguards standards; ICT and the Information Officer oversee digital and privacy controls. Quality Assurance controls versions and monitors compliance. Executive Management reports material risks through the appropriate committees. Review annually and fully within three years of approval.


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