



HEAD OFFICE

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4 JUNE 2020

Our Head Office

- Our Head Office are still operating from Home.
- Contact Person: Janyne Ferreira - cell phone number 0664742909
- We are able to assist with all learner queries and applications.
- Application forms and queries can be sent to info@uco.co.za or WhatsApp to 0664742909

Covid-19 Policies

- Please read our Official COVID-19 Policy and procedures on our website.
- Make sure that you understand it and comply with it. We strive to create the safest learning environment.
- The learner is responsible for their own mask and must wear it at all time. We will also screen the learners.

Classes start

- All our current classes start from 15 June 2020.
- You will receive an SMS on 05/06/2020 on you next class date. It's very important that you attend the class.
- In most instances the learners' books were printed even if they are behind with their school fees.

New Applications

- You may still apply to start your studies in 2020.
- Download the application forms on our website <http://uco.co.za/apply-online/> . You can also submit it on this link or you can e-mail it to info@uco.co.za or WhatsApp it to 0664742909.

WhatsApp Group

- We have created a WhatsApp group for every 2020 Register.
- You will receive an invite link to join the group on 05/06/2020.
- Please do join the group as we will share important information.
- Do not leave the group.
- On the description of the group you will see all the class dates of the group.
- Later on we will use this group to support the learners on some content of the learning material.

Permit for inter province travel

- Note that you only need a permit from UCO if you have to cross province borders. If you need this permit from UCO, to be able to travel to your class, follow the procedure below:
- Send a WhatsApp to 0664742909, include the following information on the message.
 1. Request permit
 2. Current residential address:
 3. Province of current residence:
 4. Metropolitan area/district of current residence:
 5. ID number:

After we receive this information we will send you a completed FORM 3A via WhatsApp.

Award Ceremonies of 2020

- The Award Ceremonies of QwaQwa and Welkom will be postponed until a later date, to be announced after the lockdown. You are still able to apply to attend this ceremony until further notice but please do note that you have to be competent to be accepted.

Installment relief

Groups that started between 1 January 2020 and 31 May 2020 We have adjusted your payment schedule as follow:

- It does not make a difference if you started in any of these 5 months, the same will apply.
- Application fee payable by 01/05/2020.
- 1st monthly Instalment due on 01/06/2020.
- In effect you will not be disadvantaged if you did not pay your monthly fees from January to May 2020.

Groups with a starting date after 01/05/2020

- Application fee payable in the month that the group starts.
- 1st monthly Instalment due in the month following the starting date

2019 groups with last payment dates after 31/03/2020

- Refer to the last payment date on the Roll-Out Plan
- After your last payment date as shown on this Roll-Out Plan the learner will have 3 additional months to settle their account.

Distant Learning

- Support continues on WhatsApp
- Learner books are being issued again
- Learners may submit their books

Transfer to Distant

- You will need a Paxi Node Code from your nearest PEP Stores, A Phone with WhatsApp and Mobile Data
- Send a WhatsApp to 0664742909, include the following information on the message.
 1. Request Distant Transfer
 2. ID number:
 3. PAXI PEP Node Code from your nearest PEP Stores:

After we receive this you will be notified if your request to transfer was successful.

Re-activations

- Send a WhatsApp to 0664742909, include the following information on the message.
 1. Request to finish studies
 2. ID number:

After we receive this you will be notified if your request to re-activate was successful. Additional documents may be requested.

Cancellations

If you considered all of your options and you cannot continue your studies even with the option of Distant and installment relief, follow the procedure below:

- Send a WhatsApp to 0664742909, include the following information on the message.
 1. Request Cancellation
 2. ID number:
 3. Reason for cancellation:

After we receive this you will be notified if your request to cancel was successful additional documents may be requested.

For anything else you can send an e-mail to info@uco.co.za / a WhatsApp to 0664742909