



# KICKSTART 2010

What you need to know to make  
this year a success!



IMPAK ONDERWYSDIENS BK trading as

## DELTA EDUCATION

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# KICK START 2010

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**PLEASE READ AND PAY ATTENTION TO EACH  
DOCUMENT!!**



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Dear Parents, Learners, Support Centre Owners and Facilitators,

7 December 2009

## On Eagle's Wings!

### 2009: Carried through by God's Grace!

The past year has been one of the most challenging years to date in the 7 year existence of Impak/ Delta. Delta is a calling and a ministry that also requires organization, administration, systems and structure to serve the more than 4800 learners involved. The Word teaches us that our struggle isn't against the flesh, but against Satan and all his helpers. During this year we had to struggle with systems that didn't want to work. We had to service all 4 800 without a proper functioning electronic administration or financial system! No matter how much time, effort and money we spent on Pastel Evolution – the system didn't want to work. Without an effective electronic admin and financial system we couldn't finish our documents required for printing on time. No accounts could be sent out before all client data was captured manually. Client queries had to be processed manually and that took time. We had such a problem with systems not working that our personnel were totally overloaded with work and even they couldn't function effectively. This caused that Delta was not be able to successfully attend to its calling.

We however know that God is in control, His children are capable of all things through Christ that gives us the power. We united in prayer against these attacks. We prayed for wisdom and relief and we committed ourselves again as written in Ps.78. Our Heavenly Father in His great mercy answered our prayers. The fact the Delta still exists at the end of 2009, is organizationally and financially well and is growing from strength to strength is witness enough of the fact that God still answers prayers and miracles still do happen!

We focused on the problem areas. Eventually we had a break through. In June we decided to develop and implement a goal-specific own administration system and to change the financial system to something more simple like Quick Books. By September this decision showed its results in the way correspondence was done when we finally could send account statements to you. During October we implemented a traditional "switch board" service and this improved the contact ability between client and Impak/Delta! We also changed over the report section and integrated it with a new data section to render an integrated service to Impak and its clients. This resulted in us being able to finally conclude the June exam reports and after that handle the prelim-exams and year end exams. The processing of the marks is going extremely well and thus all the reports for the exam papers, submitted in time, will be issued on or before 15 December 2009.

We have appointed a very competent General Manager, Mr. Pieter Kilian as of 1 July 2009. Under his management Delta's departments have been successfully and significantly restructured and personnel are managed more effectively. We are sure that you can notice the effect of this in our client and after care service.

One more challenge remains - our Subject advisors / writers. The majority have delivered excellent work and service over the past few years. Unfortunately we do have a small group that have disappointed us contributing towards the great frustration amongst our clients. We are aware of this issue and we are addressing it, praying for guidance to get rid of this issue, roots and all.

Against this background we would like to thank you all for your patience. Thank you for everyone's positive criticism, and above all, thank you to everyone that prayed for Delta, their management and personnel. We are carried through by your prayers and support. We look forward to 2010 with great enthusiasm, because everything that restrained us in 2009 has been addressed! We can look forward to a new year, where we can pray and work together towards Delta's calling. Despite all the challenges that we had to overcome in 2009, we are ready to start with 2010's work! **If you have enrolled for 2010**

**between 1 September and 30 November 2009, your study material will be ready to be sent to you from D.V 15 December 2009.**

Our office will close for the public on 15 December 2009 and will re-open on D.V. 7 January 2010.

We wish every parent and student a peaceful, joyful and safe holiday and also a blessed Christmas. May Delta act and perform in such a way in 2010 that His name be honoured and that our action will not hinder the little children to come to Him.

#### **WHY DOES EXISTING DELTA HAVE TO REGISTER AGAIN IN 2010?**

Clients need to register yearly so that all relevant amendments can be made to their contracts. New payment terms have to be arranged. Grade and subject amendments have to be done.

The sooner you register, the easier we can ensure that your work gets released to you on time and in full. Should you, for whatever reason, not have received a registration brochure, please contact one of our client service officials as soon as possible.

#### **REPORTS FOR GRADE 1 – 11.**

Everyone whose mark-sheets and exam papers have been completed and submitted to reach us no later than 4 December, will have their reports e-mailed to them as of 15 December. A copy will also be sent via normal post.

#### **GRADE 12 RESULTS.**

Grade 12 prelim-exam and year marks have been processed according to Umalusi standards. Reports will be sent to everyone together with a Delta certificate. Those candidates who approached their work with seriousness and effort, who attended the winter and finishing schools, will reap the fruits of their efforts.

Umalusi and the OAER (Onafhanklike Afrikaanse Eksamenraad) will present the preliminary results of the Matric year end exam on 7 January 2010. Delta undertakes to inform everyone once the results have been made available. Please remember that candidates will not receive their National Senior Certificates by 7 January 2010, but they will receive a preliminary report. That report may still be adjusted, depending on the results that have to be remarked or may result in a re-examination.

Please do not accept the preliminary report as final should you feel that you should have received better marks. Candidates may request a remark of papers from the OAER. In the past we've had cases where remark resulted in much better end results. Some results improved even two symbols higher than the original results issued!

## **2010: YEAR OF SERVICE AND FULFILMENT!**

*Please read KICK-OFF together with Delta's official information brochure and contract for 2010.*

#### **1. ELITE CHOICE!**

It's an absolute pleasure and privilege to welcome each and everyone as part of Delta's winning team for 2010! It is our prayer that you and your family will experience wonderful blessings by teaching your child / children from home in the Ways of our Living God!

By choosing Delta Education as your product and service provider, you ensure that you are empowered to give your child / children the best education!

Delta Educational services undertake to assist you in the big task of home schooling, with products and personal services with your child's best interest always at heart.

It's Delta's mission to provide a fundamental contribution, though our products and services, towards your effort to equip your child in becoming a responsible adult. Outstanding service is a prerequisite for success, and therefore our service is our pride and joy. Should you experience any problems with our service delivery, you can contact me personally, during office hours (08h30 – 16h00), on the following number: Pieter Botha 082 374 0476.

#### **2. YOUR RESPONSIBILITY.**

Since you put your child's future first, you have considered all the possible options and came to the conclusion that home schooling or small group education in a tutor environment will provide the best alternative. This is an excellent alternative, but not necessarily the easiest and it requires a lot of discipline and determination to take up your responsibility before God and the law to support and guide your child. Home schooling can only be successful if there is a strong bond between you and your children and if you as a family take up the responsibility as a joined effort. Tutors and support centres can only function successfully if you have a close relationship with the facilitator and you take up your responsibility. You should at all times have your child's best interest at heart. Never leave your child to his / her own fate. Home school learners are highly successful and so can you be!

### **3. IT'S LEGAL TO HOME SCHOOL YOUR CHILD!**

Take a breath! Home schooling is legal and you and your child's rights are protected by a professional institution, namely the Pestalozzi Trust. As registered Delta Family, licensed tutor or support centre you are automatically registered with the Pestalozzi Trust for judicial protection of your constitutional right to home school your children, provide tutoring or to let them be educated by a support centre.

The registration fees for the Pestalozzi Trust are already included in your package costs and will be automatically paid by Delta to the Trust. Should you in any way feel that you or your child's right or best interest are being threatened by the authorities in any way, you can contact the Pestalozzi Trust at PO Box 12332, Queenswood, Pretoria, 0121. Tel: (012) 330 1337; Fax (012) 331 1018; E-mail: [defensor@pestalozzi.org](mailto:defensor@pestalozzi.org). Contact persons: Mr. Leendert van Oostrum or Mrs. Karen van Oostrum.

### **4. WILL DELTA LEARNERS WRITE A LEGAL MATRIC?**

DEFINITELY YES! Delta's lessons and material comply with the required standards of the exam controlling body, Umalusi, to issue a National Senior Certificate (Matric) and also with the entrance requirements for South African Universities and Colleges that allow access to First World Universities such as the Open University of the Netherlands and others. Delta's Grade 10 to 12 is registered with the Onafhanklike Afrikaanse Eksamenraad (OAER) to write a legally accredited Umalusi matric exam.

Have a look at what Article 6 and 7 of the Regulations regarding National Senior Certificate, issued on 29 August 2008, stipulates. These articles state that only persons registered as full time learners at public or independent schools are allowed to write the NSS exam.

It doesn't end here for home scholars, because Article 59(4) to (11) of the same Regulation should also be read in conjunction. Herein they stipulate temporary measures for the implementing of the regulations. These articles stipulate that above mentioned requirement (that only full time learners at State or Private schools may write the exam) will only take effect, three years after the minister managed to set an alternative equivalent qualification for part time candidates, and that Public and private institutions are established and in operation to supply sufficient and appropriate remote education or correspondence education, that will prepare candidates for this qualification.

**Therefore home schoolers can still legally write Matric, and do so in future.**

### **5. DELTA IS ON TRACK / STANDARD.**

Impak/Delta was developed in 2002 and is constantly upgraded. The material accompanying this letter is up to date. Delta's lessons comply with much more than the prescriptions of the National curriculum Declaration. Certain aspects of the 85-93 core curriculums and of the Netherlands and British curriculum have been incorporated. Our subjects, based on Biblical values and norms, have content and depth that will prepare the learners to face the challenges of adulthood and further studies.

The authors of our subjects are qualified people that already made their mark in education: qualified teachers, head masters, doctors etc. Some of them have written manuals, have prepared provincial Matric exam papers and have developed and managed subjects over years. We were blessed to get the best, namely highly qualified experts with exceptional insight and vision, people that – like Delta – take this task their a calling. They will, just like in the past, monitor their respective subjects constantly, and update on a regular basis. They are the people who will manage the subject education, they people that will monitor your child's progress and the people you can contact for assistance, counselling and suggestions.

Should anyone not deliver the quality of service, which you expect of a professional body such as Delta, please don't hesitate to bring it under the attention of our General Manager. We will attend to all complaints and suggestions we receive.

#### **6. A NEW PAGE.**

We do hope that you will like the new front pages of the manuals and parent guides. The content has also been updated and revised. We hope it will add to hours of home school fun and joy.

#### **7. SERVICE GETS WINGS.**

During 2007, 2008 and 2009 we invested great amounts in modern infrastructure. We trust that you will experience a visible change and improvement from January 2010, in Delta's effectiveness and capability to render a service to you. Mrs. Trudie Kilian will be in charge of the Client Service Division as of 4 January 2010. She's a well organized, experienced and dynamic lady. Her presence alone should already make a huge difference and will give you peace of mind that you will receive the best service which you are entitled to.

Please remember that even though Delta will leave no stone unturned to ensure excellent service, we are dependent on you as parent to provide us assistance and input. Please ensure that your contact details are updated on our records. Please keep to our house rules and submit work on time, accompanied by the relevant and correct forms to submit marks.

#### **8. CHANGE OF CONTACT DETAILS.**

It's your duty and contractual requirement to inform Delta via e-mail, fax or mail of any changes regarding your address, telephone numbers or e-mail.

#### **9. HOW TO CONTACT DELTA.**

Attached herewith you will find an explanation of contact details and how to ensure excellent service. Delta communicates with you especially via sms's, e-mail, newsletters, our web site and a quarterly news letter (Rimpels).

#### **10. ACCOUNTS.**

You will D.V. receive a monthly account from Delta. Please check the detail on your account. Should you experience any difficulty or discrepancies, please inform our Accounts department immediately.

Your monthly payment should be settled before or on the 7<sup>th</sup> day of the month. Interest will be reared on all outstanding payments and late payments. Should your account be in arrears by more than 90 days, without any written notification of arrangements made with our office, we will have no choice but to have you black listed. All exams and reports will be held back until such time that the account has been settled.

**Please state your initials and surname as well as your Delta client number clearly on all payment slips? Without your client number we cannot trace your payments and cannot keep your account updated. A Copy of the accountholder's ID number should accompany the registration form.**

#### **11. BANK DETAILS.**

Delta's banking details:

**Bank: ABSA**

**Branch: Lyttelton**

**Branch code: 63-20-05**

**Type of account: Cheque**

**Account number: 4069 361 821**

#### **12. MY-SCHOOL CARD – WOOLWORTHS.**

Please support the My-School Card project from Woolworths. By becoming part of this program at no cost, Woolworths pay a small commission to Delta for every transaction you do with them. This money helps Delta to supply lesson material to less fortunate children and families. Please find attached a 'MySchool' application form. Please complete and fax to 0866 822 833.

#### **13. DO WE RECEIVE COMPLETE WORK?**

Your work for the year is complete, with the exception of single subjects for which curriculums are changed by the Department of Education at the last minute and we are obliged to do the relevant amendments and then give it through to you. Incomplete subject material will be mentioned on your

account with the note that it's on back order. Please bear with us and be patient, we will try our level best to finalize the work as soon as possible and send it to you at our cost. We will manage each case individually.

#### **14. YOUR PACKAGE CONSISTS OF:**

Your package consists of the following:

- *The **FULL Package**, the hard copy version of Gr. 0 – 12 consist of printed manuals, memorandums and / or parent guides per subject. DVD's where available for certain subjects from Gr.8.*
- *The **SELF Print Package** for Gr. 1 to 9. This contains a DVD with the learner manuals and memorandums / parent guides. This can be printed.*

The learner manuals contain all the reading material that learners should master.

The Parent guides contain guidelines for the parents regarding the approach and presentation of each subject. It also includes the answer sheets for all open book tests as well as exam papers and memorandums for the Term exams.

**VERY IMPORTANT!** The Parent guide should stay out of your children's reach. The content is strictly confidential and only meant for the parent / facilitator's eyes. **Learners should not have unsupervised access to the parent guides.** Both the Full Package and Self Print Package include services such as: marking of exams and reports, registration certificates and access to subject advisors.

Your package, consisting of the years work, is shipped to you in one consignment, as complete as possible.

#### **15. VIDEO LESSONS ON DVD INCLUDED IN YOUR PACKAGE.**

There is an urgent need for effective additional help with subjects like Mathematics, Physical Science, Languages, Engineering Graphics and Design, Hotel Management and Catering, Life Science etc. Delta made video recordings of the lectures provided by Subject advisors. These DVD's are included in your package. Delta's DVD range is a powerful aid that makes the difficult subjects a little easier. You don't have to pay for expensive extra classes for any subjects that your child's battling with. This DVD should replace any need for extra classes.

**Please note that these DVD's are only available for certain subjects from Gr. 8.**

#### **16. EASY ONLINE SCHOOL WITH DELTA'S SUBJECT FORUMS FOR GRADE 10 – 12 ON THE INTERNET.**

Delta provides online subject forums for some subjects. The objective of the forum is:

- easy access to subject advisors,
- to allow subject advisors to handle issues and queries,
- to allow subject discussions between learners and subject advisors.

Subject Forums for Gr. 10 – 12 exists for Mathematics, Literary Mathematics, RTT, Afrikaans and English, IT, Physical Science, IGO, Mechanical Technology, Electrical Technology and Civil Technology.

These Forums can be found on Delta's web site. You can gain access to the Forums by entering your client number.

#### **17. IS A PC AND INTERNET ACCESS A NECESSITY NOW?**

If you are using the Full Package, a PC is not necessarily a necessity, unless you use the DVD-series, or your child is registered for specific subjects like IGO, RTT or IT where easy access to a PC and Internet is a prerequisite.

You cannot make use of the Self Print option without a PC.

#### **18. THE LONDON CITY & GUILDS QUALIFICATION FOR CAREER SUBJECTS.**

Learners with a talent for technical and practical subjects have the opportunity to build up credits from Gr. 10, with certain subjects in various technical / practical courses such as Hair dressing, IT, Mechanical, Electrical and Civil Technology, Hospitality studies, Quick Books etc. A complete Hair dressing course is already available, whilst the others are still being developed and should be available during the course of

2010. These credits, underwritten by London City & Guilds, are accredited nationally as well as internationally and allow our Learners acceptance to a full London City & Guilds end exam and thus an international accepted qualification in the respective technical / practical study field. Please contact our office for more information.

**19. YOU HAVE 5 DAYS TO REPORT ERRORS AND SHORTAGES IN YOUR PACKAGES!**

All material is issued in accordance with an electronic control form and invoice. Please ensure that the content of your package concur 100% with the control form and your invoice when you receive it. Any errors and omissions with regards to the package should be reported at the Delta office within 5 days from receipt. If errors or shortages are not reported within 5 days, we assume that you have received the package complete and in full. Delta takes no responsibility for any incomplete packages after it's been in your possession for more than 5 days.

**20. CERTIFICATE AS PROOF OF REGISTRATION WITH DELTA.**

Herewith you also receive a beautiful certificate as proof of your registration with Delta Educational Services. Please keep this certificate in a safe place, since this proves that you are affiliated to a home school service provider. Please note that this certificate is not proof of your registration with the Education Department. Under no circumstances should you contact the Education Department directly. Contact Pestalozzi Trust in this regard. PO Box 12332, Queenswood, Pretoria, 0121; Tel (012) 330 1337; Fax: (012) 331 1018; E-mail: [defensor@pestalozzi.org](mailto:defensor@pestalozzi.org).

**21. SHOULD YOU REQUIRE RECEIVING YOUR CHILDS MARKED WORK BACK.**

Should you send projects / work to a Subject advisor for marking, please include a stamped / pre-paid envelope so that they can return all marked projects to you. No projects will be returned without a pre-paid envelope received.

**22. ENRICHMENT SUBJECTS GRADE 4 -7: AVAILABLE ON REQUEST.**

The wonderful and valuable subjects namely Art, Biblical Studies and Folk Law are enrichment subjects. These are not for examination purposes. Enrichment subjects are written on your CD, Delta-Digital, but will **only be printed on specific request**. Should you require a printed version of any enrichment subject, please contact the office to order the books, at no extra cost.

**23. SUBJECT CHANGES / AMENDMENTS.**

Subject changes can be done until 1 August 2010. Any requests for a subject change should be done in writing and should be accompanied with the proof of payment as well as the amendment fee of R 500.00

**24. PRESCRIBED READING / BOOKS.**

Delta will provide all prescribed reading books. Please note that some books are out of print and Delta has the permission to copy those books. Should you receive a copied book it's because of the fact that those books are out of print and we would like to have the material accessible to everyone.

**25. EDLAB / PROFILE CHARTS**

An Edlab / Profile chart request form is included for parents with children of school age (7 to 15 years). We request you to complete the relevant form in full, should you require Impak to request your child's Edlab / profile charts on your behalf. Please return to Impak via registered mail as soon as possible. Impak will complete the forms in triplicate and formally request the forms on your behalf from the child's previous school.

**26. SPECIAL SERVICES TO LEARNERS THAT REQUIRE INDIVIDUAL AND INTENSIVE ATTENTION**

The results of the past three years of exams have confirmed that there are learners with unique needs and deficiencies. Those needs and deficiencies can in most cases be addressed through individual and intensive attention. Our Section / Division advisors are prepared to supply **special and intensive** individual attention to Learners with remedial and enrichment need, at an additional fee.

Should you wish to find out more about this service offered, or to make use of it, please contact the relevant Section / Division advisors. You can negotiate the tariff and extent of the service required.

## 27. APTITUDE TEST AND PERSONALITY PROFILES

We regard the testing of a learner's inborn and acquired personality profile and talent as very important and valuable. With this information to our disposal, we can assist the learner with the correct subject and career choices. These tests are normally very expensive. However – there is good news! These tests, with a comprehensive profile report can be done by Impak at a very reasonable price of approximately R300.00. Please contact Neels Beyers or Madelein Beyers for more detail or to make an appointment. Cellular phone: 084 506 5233 or Fax: 086 692 4171.

## 28. HOW TO APPROACH THE WORK

Each lesson in the major and ancillary subjects represents about two hours' work. Enrichment subjects are divided into one hour lessons. This includes the time it should take a student to complete the open book test as well as the activity.

Your child will have to master certain major, ancillary and enrichment subjects. Major subjects are Afrikaans, English and Mathematics. Folk law, Biblical studies and Art (in the case of grade 4 – 7) are known as enrichment subjects, while ancillary subjects represent all other subjects. **Major and ancillary subjects are compulsory exam subjects. Enrichment subjects will not be examined.**

Your child / children should spend at least 4 hours weekly or two lessons per major subject, two hours or one lesson on each ancillary subject and one hour or one lesson on each enrichment subject.

## 29. THIS IS HOW YOU ARE GOING TO WORK FROM TODAY:

1. Attentively read Kick Start 2010 and your Information brochure in conjunction with one another.
2. Take out the year program and contact details of the Subject Advisors and place on your fridge or notice board for regular referral.
3. Check your invoice, packaging note and content thoroughly. Contact us immediately if there's something you don't understand or something is missing from the pack.
4. Read the introduction of each parent guide and make sure you understand what is required.
5. Ensure that you understand the learning outcomes and assessment requirements as discussed in the parent guide.
6. Page through the parent and learner guides and ensure you understand the overall view of the terms work.
7. First view the DVD's personally to see what it entails before giving it to your child/children.
8. Set a weekly timetable for yourself and your children according to the example below. This timetable is only an example and you are under no obligation to follow it diligently.
9. You will notice that a reading period is built into every day's schedule. You should read to your children on a daily basis. Read good quality, well written story books, as well as factual literature such as history, geography, science etc. After reading the child must be able to verbally give feedback in his own words of what he / she heard and understood. Reading broadens your child's knowledge, vocabulary, correct use of language and concentration.
10. Prepare yourself for the next day's lesson by reading the parent guide and lesson thoroughly. Ensure that you'll be able to put forward the stimulating questions in an interesting manner. You should stimulate their curiosity through the questions regarding the subject content. When a child is inquisitive / curious they learn more easily.
11. Allow your child to discover answers to the "tickle" questions by using various references such as encyclopaedias and magazines.
12. Let your child write down their discoveries in the journal and tell you about it.
13. After your child has given you feedback, let him / her write the open book test at the end of the lesson. Remember that this is an open book test. Thus the child may use all possible resources, as well as the lesson, to find the best possible answers to the relevant questions. After completing the open book test, you should mark the answers according to the memorandum supplied in the parent guide. The mark your child gets for the open book test should be noted in the marks system. Before starting a new lesson ensure that your child has corrected and understood all previous mistakes made. Your child must obtain at least 80% before continuing with a new lesson.

## 30. YEAR PLANNING: LESSON PLANNING AND DURATION

Below follows a complete explanation of how Delta divided the year and put together the year program. According to this breakdown you will find that there is more than enough time to get through the years

workload. Also find a timetable “example” of how to plan your child’s daily and weekly activities. Remember this is only a guideline and you may follow your own initiative

	Weekly academic work weeks (revision and exams excluded)	Major subjects – 2 hour lessons	Ancillary Subjects – 2 hour lessons	Enrichment Subjects – 1 hour lessons
Term 1	6 ( 30 days)	12	6	6
Term 2	9 (45 days)	18	9	9
Term 3	9 (45 days)	18	9	9
Term 4	6 ( 30 days)	12	6	6
Total	30 (150 days)	60	30	30

- **Major Subjects:** (Afrikaans, English, Mathematics) 4 hours per week, divided into 2 lessons of 2 hours each with 4 one hour periods to complete it in.
- **Ancillary Subjects:** One lesson of 2 hours per week with two 1 hour periods to complete it in.
- **Enrichment Subjects:** (Folk law, Biblical studies, Art) One lesson of 1 hour per week with 1 hour periods to complete it in.

#### EXAMPLE TIMETABLE: (6 hour school day)

	7:30 – 8:00	8:00 – 8:50	8:50 – 9:40	9:40 – 10:10	10:10 – 11:00	11:00 - 11:50	11:50 – 12:10	12:10 – 12:45	12:45 – 13:30
<b>Mo:</b>	Open	AFR	MATHS	Break	ENG	SCIENCE	Break	Reading	Technology
<b>Tue:</b>	Open	GEOGR.	AFR	Break	MATH	ENG	Break	Reading	Initiative
<b>Wed:</b>	Open	MATHS	HIST	Break	AFR	ENG	Break	Reading	Handwork
<b>Thu:</b>	Open	BIOLOGY	ENG	Break	MATH	AFR	Break	Reading	Folk Law
<b>Fri:</b>	Open	BIOLOGY	GEOGR	Break	SCIENCE	HIST	Break	Reading	Music

#### 31. YEAR PROGRAM: EXAMS, TESTS AND TERM TIMETABLE

*We include a complete year program for your notice and action. Please place this program somewhere prominent so that the family can take note of Delta’s activities.*

You will notice that Term 1 consists of 6 academic weeks, Term 2 out of 9, Term 3 out of 9 and Term 4 out of 6. Ample provision has been made for exams and revision time as well as official time within the term for extramural activities. The year begins on 13 January 2010 and closes on 19 November 2010.

Is the year program rigid and should all dates be strictly adhered to? The answer is no, you are in control of your own program. **We cannot, may not and will not be prescriptive of how you arrange your program.**

Our year program is merely an indication of how you can possibly set up your own program. The only dates we would not like to change are the dates for the marking of the June and November exams, the issuing of Reports, the Winter and Finishing schools, Congresses and adventure camps.

You may thus take the Term exams whenever you want to, but be aware that it will **only** be marked at set times.

The exam papers and memorandums for the test series are in most cases already included in the parent guide. If there’s a problem, please contact the office to resolve the issue.

The exams at the end of Term 2 and 4 are not provided with a memorandum. These are external exams, and will be marked by Delta appointed markers. After the exams we do place the memorandums on our website where you may download them for your own review and marking should you require. Should you require that we send you the memorandum via post, there will be an additional handling and postage fee per memorandum. Please take note that should your child’s exams be marked by Deltas external markers – we will mention on the report that the exam result reflects Delta’s opinion of the learners progress. Should you as parent mark your child’s exam we also mention on the report that the mark reflects your opinion of your child’s progress and doesn’t necessarily reflect Delta’s view.

You are not allowed to mark your child's exam paper before the exam time has officially expired.

After the June exam the marked papers will be returned to you, for your perusal and remedial revision of the correct answers with your child. No papers will however be returned after the November exams. Those exams should be marked by an independent person. Should you require one of Delta's independent markers to assist with the marking of your child's papers, please return them to Delta's office in Pretoria as soon as possible after completion of the exam.

Exams may be taken earlier than the official dates, but will only be marked in the allocated time slots. Reports will also only be sent on the set dates. No reports will be sent before the set date on the year program.

### **32. IMPORTANT DATES AND OCCASIONS TO REMEMBER:**

*Delta will invite and remind you of all occasions as mentioned below.*

#### **Office open:**

**7 January 2010**

#### **Term 1 starts:**

**13 January 2010**

**29 January 2010**

#### **a. Delta Social day:**

Venue: Pretoria National Zoo  
Delta sponsor: R 2 000.00  
Parent cost: R 20.00 per person  
Included: Entrance fee, Educational talk  
Age category: Whole Family  
Place available: Unlimited

#### **b. Delta leadership camp:**

**18 – 21 February 2010**

Total Cost: R 560.00 per person  
Delta sponsor: R 100.00 per person  
Parent cost: R 460.000 per person  
Included: 3x Night's 4 days stay, 9x meals, Facilitation program, Facilitators  
Age category: Gr 4 to 12 Learners  
Place available: 100 Persons

#### **c. Delta Sport day (Athletics):**

**13 March 2010**

Delta sponsor: R6 000.00  
Registration fee: R20.00 per person  
Included: Certificate of participation, Participation in any sporting event organised for that day. Certificates for first 3 places.  
Age category: u/5 to u/19

#### **d. Delta Congress for Old Transvaal, Free State and Northern Natal & Adventure camp**

**8 – 11 April 2010**

Delta sponsor: R2 000.00  
Parent cost: Bed & Breakfast  
Adventure Camp cost: R 560.00 per person  
Included: 3 nights, 4 days, 9 meals & adventure program  
Age category: Gr 4 to 12  
"Babbelbekkies": R25.00 per person per day  
Included: Adult supervision & activities  
Age Category: Toddlers 3 – 9 years (Gr3)

#### **e. Delta Social Day:**

**30 April 2010**

Venue: To be confirmed  
Delta sponsorship: R2 000.00

#### **f. Namibia Congress:**

**27 – 30 May 2010**

Delta sponsorship: R8 400.00  
Parent cost: R 100.00 per child  
Included: Neels' presentation, Facilitators and Program  
Age category: Gr 4 to 12  
"Babbelbekkies": R25.00 per person per day

Included: Adult supervision & activities  
 Age Category: Toddlers 3 – 9 years (Gr3)

**g. Delta Life orientation camp 1 (x2):**

Cost: R 500.00 per person  
 Included: 2x nights, 3 days, 5x meals, Facilitators & program  
 Age category: Gr 10, 11 & 12 results

**h. Delta Sport day (Winter sport):**

**16 June 2010**

Delta sponsor: R6 000.00  
 Registration fee: R 20.00 per person  
 Included: Certificate of participation, Participation in any sporting event organized for that day. Certificates for first 3 places.  
 Age category: Gr. R to 12

**i. Mid Year Exams Gr.1 – 11:**

**2 – 15 June 2010**

**j. Mid Year Exams Gr.12:**

**7 – 22 June 2010**

**k. Practical Subjects Finishing school for Gr.10 – Gr. 12:**

**24 – 26 June 2010**

**l. Winter School (Academic) for Gr. 10 – 12:**

**28 June – 2 July 2010**

**m. Delta Social Day:**

**30 July 2010**

Venue: To be confirmed  
 Delta Sponsorship: R2 000.00

**n. Parent Guidance Seminar:**

**20 August 2010**

Total cost: R 350.00 per person  
 Included: Lunch, 2 x Tea breaks, Certificate

**o. Northern Cape Congress:**

**26 – 28 August 2010**

Delta Sponsorship: R 8 400.00  
 Parent cost: R 100.00 per child  
 Included: Facilitators & program, Neels' presentation.  
 Age category: Gr 4 – 12  
 "Babbelbekkies": R 25.00 per person per day  
 Included: Adult supervision & activities  
 Age Category: Toddlers 3 – 9 years (Gr3)

**p. Home School Holiday:**

**12 -17 September 2010**

Venue: Buffelspoort ATKV  
 Costs: To be confirmed

**q. Gr 12 Finishing School:**

**15 – 17 September 2010**

Very important finishing and guidance towards the Gr 12 final exam.

**r. Matric farewell function:**

**18 September 2010**

**s. Record Exam Gr.12**

**2 – 20 August 2010**

**t. Parent Guidance Seminar:**

**29 October 2010**

Total cost: R 350.00 per person  
 Included: Lunch, 2 Tea Breaks & Certificate

**u. Final Exam Gr1 – 11:**

**4 – 19 November 2010**

**v. Parent Guidance Seminar:**

**26 November 2010**

Total cost: R 350.00 per person  
 Included: Lunch, 2 Tea Breaks & Certificate

**w. Diagnostic Tests:**

Costs: R 150.00 per test at Delta Pretoria Office  
R 200.00 per test done outside of Pretoria  
Included: Feedback to parents, Report and recommendations.

**x. Delta Social day & Year End Function:****3 December 2010**

Venue: To be confirmed  
Delta Sponsorship: R2 000.00

**33. EVALUATION: GRADE 1 TO 9**

The assessment of your child's progress is done by means of term tests, projects and exams. This assessment is called continuous evaluation. Delta provides you with the necessary open book tests at the end of each lesson. By means of these open book tests and memorandums you can continuously evaluate your child's progress. These open book tests are merely an indication of the child's understanding of the lesson content. These open book tests do not add to the year mark. To be able to write the exams, the learner should know the content of the lessons and not only learn the answers of the open book tests. We also provide you with term tests for term 1 and 3, including memorandums – to be marked by yourself.

A significant amount of activities and projects are included in the lesson material. The idea is not to do everything but to provide the learner who likes a challenge and enjoys stimulation to work in advance and to give them the opportunity of doing research.

Some projects and activities are however compulsory and they should be marked by the Subject Advisor. These projects / activities will be marked clearly in the parent guide book. Should the project not be indicated, it's not compulsory. Delta supplies the June and November examinations as external examinations which are marked by the Delta Subject advisors.

How to calculate the term mark for open book tests and term tests for Grade 4 to 9:

Process term test results to a mark out of 100.

Add the term test results to the mark sheet supplied with the June exam. The half year mark sheets should be returned to us together with the June exam answer sheets. The year end (November) mark sheets should be returned with the year end exam answers sheets.

Together with these marks that you send us, we add project marks as well as marks for the June exam and end year exam to get a valid and balanced report. The report system can only print a report if all marks (home test marks, marks for projects and the external exam marks) are captured in full.

Help us to get the report out in time, by sending us your complete home test marks in time.

**How is Grade 0 – 3 evaluated?**

**These children may not officially be evaluated, however Delta (in conjunction with Mrs. Joanie de Jager) is prepared to give guidelines to help you determine whether your child's progress is on track and make recommendations where necessary.**

Grade 0 -3: Receive "exams" for Term 2 and 4 that will be sent to Mrs. De Jager for marking, evaluation and comments. Should you require, you can also make an appointment with Delta to have your child assessed and evaluated by Mrs. De Jager. This evaluation is done free of charge. Please contact Mrs. De Jager on 083 294 1931.

**34. HOW ARE THE GRADES 10 - 12 PROMOTED AND EVALUATED:**

**No grade 11 report may be issued without a valid Grade 10 report on file. No Grade 12 may register for the end exam without a certified copy of a valid Grade 11 report on file.**

All grade 10 to 12 learners will receive instructions by D.V 1 March 2010 regarding the composition of the portfolios and respective components of the portfolio. A portfolio is basically a subject file containing all the gathered year marks. Portfolio = Year mark. The year mark consists of test results, June exam results and a project mark. The year mark accounts for 25% of the yearend report whilst the final exam accounts for 75%.

Should you be unsure of how the portfolio should be approached, please contact the relevant subject advisor. In short we can conclude that the portfolio is a subject file, including term tests with marked answer sheets, exam papers and memorandums, projects and assignments that should be completed for each relevant subject.

This file should be prepared neatly and should include an index with listed sub-headings.

Grade 12's are enrolled by Delta with the Onafhanklike Afrikaanse Eksamenraad (OAER) to sit for the end exams (Umalusi's National Senior Certificate). Umalusi will issue the National Senior Certificate to each passing candidate. It can take up to a year for Umalusi to issue the NSC.

The OAER is a body, that under supervision of Umalusi, sets up the exams, questionnaires, presents the exams, reviews the work and assimilates the marks before sending it to Umalusi. The OAER is an independent exam board. Delta pays for the OAER's services and has nothing further to do with them. Delta has no authority over the OAER. Delta prepares the Grade 12's up to the record exams, before the final exam. The final exam, results, re-examination certificates etc. are totally and OAER matter. Both Delta and the Pestalozzi Trust will look after the Delta learner's interest and will react if any candidate is disadvantaged by the actions of the OAER and Umalusi.

### **35. WERE DO THE GRADE 12'S WRITE THE EXAM?**

Delta Grade 12's will write this year's final exam at OAER appointed exam centers. The OAER will contact each Grade 12 family for the placement of the candidates at various centres.

### **36. SUBJECT ADVISORS.**

Delta's Subject advisors are available to assist where necessary. Should you be in doubt or uncertain about anything in the parent guide, please contact the assigned subject advisor. Herewith you will also receive the contact list and details of all relevant subject advisors. Please feel free to contact your subject advisors to introduce yourselves and confirm what time suites them best, should you need to contact them with any problems or issues.

Please keep in mind that the subject advisors all have day jobs. Most of them teach or lecture at some institution. Please do not try to contact them during working hours. They might not be available, or should you be able to reach them they might not be in the position to assist you right away. They are contracted to be available from Monday to Thursday between 18h00 – 21h00 to answer phones, faxes or emails. You are welcome to contact them during this time for friendly service and assistance.

### **37. OFFICE HOURS.**

You are welcome to contact us from Monday to Thursday between 08h30 and 16h30. The office will however be closed on Friday for personnel training, planning and feedback meetings as well as to allow personnel to finish administrative tasks and handle client queries. We do experience high call volumes from time to time, but we do our best to take all incoming calls and assist where we can.

**He that came in the flesh, pleaded guilty on our behalf even though He was innocent. He innocently suffered and died for us, and triumphed over death!**

**He is alive, therefore we live in victory!**

## HOW TO ESTABLISH CONTACT WITH DELTA EDUCATION: January 2010 edition

### Four easy steps

**Step 1:** Call 012 664 8552.

**Step 2:** One of three service officials should answer your call as soon as possible.

**Step 3:** Please take the name of the service official helping you and make a note of the date and nature of your conversation.

**Step 4:** State your case and let the service official connect you to the correct department.

The service officials mentioned below will assist you. They note every call on a computer and the nature of the conversation. If they cannot assist you immediately or provide a suitable answer, they must inform/update you about it within 48 hours. Each incoming and outgoing call is also recorded for quality purposes. **If you are dissatisfied with the service you receive from the service official, you can please report it to the department head and if you are still not content, you may report the problem to Mr. Pieter Kilian, General Manager, fax: 086 504 2037, email: [bestuurder@impakonderwys.co.za](mailto:bestuurder@impakonderwys.co.za) or at [pieter@impakonderwys.co.za](mailto:pieter@impakonderwys.co.za) .**

#### TO SEND A FAX OR EMAIL:

Kindly address your fax/email to a specific person in the department you intend to communicate with, or from which you expect feedback. If you send an important/urgent fax, it will be wise to phone the Registration- and Administrative Office to inform the personnel about your fax or email. The personnel member should also confirm receipt thereof.

#### ENSURE YOU RECEIVE SERVICE:

PLEASE ENSURE THAT YOU HAVE THE NAME OF THE SERVICE OFFICIAL YOU SPOKE TO, AS WELL AS THE DATE OF YOUR CALL OR EMAIL AND THE ENQUIRY'S REFERENCE NUMBER. YOU ARE ENTITLED TO EXCELLENT SERVICE AND YOU SHOULD DEMAND IT!

**PLEASE REMEMBER THAT ALL TELEPHONES, INCLUDING CELL PHONES, WILL ONLY BE ANSWERED DURING OFFICE HOURS!**

DEPARTMENT	SERVICE OFFICIAL	STANDBY OFFICIAL	FAX
<b>General</b> <ul style="list-style-type: none"> <li>• Enrolments 2010/Tariffs</li> <li>• Information brochures</li> <li>• Subject choices</li> <li>• I want to make an appointment.</li> <li>• I want to collect my books.</li> <li>• I want to speak to a manager.</li> <li>• Report cards and results.</li> <li>• Is my parcel ready?</li> <li>• Is my parcel complete?</li> <li>• What is in the parcel?</li> <li>• Have our exam papers been posted yet?</li> <li>• Please bind our books this way.</li> <li>• When are the exams?</li> <li>• There is a mistake with the exam paper!</li> <li>• May I please have a memorandum?</li> <li>• Here is our mark sheet with results!</li> <li>• When can we have our report card?</li> </ul>	<b>CLIENT SERVICE OFFICIALS</b> (6 Members) <a href="mailto:info@impakonderwys.co.za">info@impakonderwys.co.za</a> <a href="mailto:info@deltaeducation.co.za">info@deltaeducation.co.za</a> <b>012 664 8552</b>	Here are 6 officials on duty.  <b>Be sure to take the name of the official assisting you.</b>	<b>0865569324</b>

<p><b>Data &amp; Registration:</b> <u>You can send your enrolment here:</u></p> <ul style="list-style-type: none"> <li>• Have you received my enrolment form?</li> <li>• What is my reference number?</li> <li>• Are we on your system?</li> <li>• Please request/order my child's edlab-/profile/transfer card.</li> <li>• Is our data correct?</li> </ul>	<p>(4 Officials)  <a href="mailto:info@impakonderwys.co.za">info@impakonderwys.co.za</a>  <a href="mailto:info@deltaeducation.co.za">info@deltaeducation.co.za</a>  <a href="mailto:registration@impakonderwys.co.za">registration@impakonderwys.co.za</a></p>	<p>Here are 4 officials on duty  <b>Be sure to take the name of the official helping you.</b></p>	<p><b>0865053050</b>  <b>0865291155</b>  <b>0865053073</b>  <b>0865567260</b></p>
<p><b>Accounts</b></p> <ul style="list-style-type: none"> <li>• Accounts</li> <li>• Financial enquiries</li> </ul>	<p>Lizzy Hattingh  0722243182  <a href="mailto:fin3@impakonderwys.co.za">fin3@impakonderwys.co.za</a></p>	<p>Here are 3 officials on duty  <b>Be sure to take the name of the official helping you.</b></p>	<p><b>0865053077</b></p>
<p><b>Grade 12:</b></p> <ul style="list-style-type: none"> <li>• Gr. 12 Enrolments</li> <li>• University admissions</li> <li>• Portfolios</li> <li>• Exam centres</li> <li>• Matric day / Finishing school</li> <li>• Matric Farewell</li> <li>• Matric results</li> <li>• Here is our statement of results! (Gr. 12)</li> <li>• When can we have our report cards? (Gr. 12)</li> </ul>	<p>Willem Oliver  0768038029  <a href="mailto:matriek@impakonderwys.co.za">matriek@impakonderwys.co.za</a></p>	<p>1 official on duty  <b>Be sure to take the name of the official helping you.</b></p>	<p><b>0865059686</b></p>
<p><b>Support Centres:</b></p> <ul style="list-style-type: none"> <li>• What is a learning centre?</li> <li>• We would like to establish a learning centre.</li> <li>• Centre administration</li> <li>• Centre complaints</li> </ul>	<p>Nico Jacobs  <a href="mailto:hulpsentrums@impakonderwys.co.za">hulpsentrums@impakonderwys.co.za</a></p>	<p>1 official on duty  <b>Be sure to take the name of the official helping you.</b></p>	<p><b>0865567261</b></p>
<p><b>Technical Subjects and London City &amp; Guilds:</b></p> <ul style="list-style-type: none"> <li>• Which subjects do you offer?</li> <li>• Which qualifications can I obtain?</li> <li>• How does it work in practice?</li> <li>• Which resources do I need to acquire?</li> <li>• London City &amp; Guilds</li> </ul>	<p>Jozwa Schreuder  <a href="mailto:tegnologie@impakonderwys.co.za">tegnologie@impakonderwys.co.za</a>  Marianne Viljoen  <a href="mailto:city&amp;guilds@impakonderwys.co.za">city&amp;guilds@impakonderwys.co.za</a></p>	<p>Here are 2 officials on duty  <b>Be sure to take the name of the official helping you.</b></p>	<p><b>0865569324</b></p>
<p><b>Complaints:</b></p> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Owners</li> </ul>	<p>Pieter Kilian  <a href="mailto:bestuurder@impakonderwys.co.za">bestuurder@impakonderwys.co.za</a>  Pieter Botha  <a href="mailto:pieter@impakonderwys.co.za">pieter@impakonderwys.co.za</a>  Hessie Janse van Rensburg.  <a href="mailto:fin@impakonderwys.co.za">fin@impakonderwys.co.za</a></p>		<p><b>0865042037</b>  <b>0865567262</b></p>



IMPAK ONDERWYSDIENS BK trading as

## DELTA EDUCATION

Reg no: CK2005/041089/23  
 Street address: Rivier road 139, Lyttelton, 0157.  
 Postal address: PO Box 15132, Lyttelton, 0140, RSA.  
 Tel: (012) 664 8552  
 Fax: 0865567262/0027865567262  
 e-mail: [bestuurder@impakonderwys.co.za](mailto:bestuurder@impakonderwys.co.za)  
 Webblad: [www.deltaeducation.co.za](http://www.deltaeducation.co.za)

## CLIENT SERVICES EVALUATION: 2010

Kindly complete this form by indicating your choice clearly and send it to Trudie Kilian at **086 504 2037**.  
 Your honest feedback is essential to bring Impak/Delta's effectivity and service delivery up to standard. Thank you!

Your initials and surname: \_\_\_\_\_

Your contact details: \_\_\_\_\_

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

1	Our Service Official is:	Trudie Kilian	
		Ansie Pretorius	
		Iwhan Basson	
		Jozwa Schreuder	
		Jacques Bekker	
		Sonja Hulme	
		Susan Terblanché	
		Willem Oliver	
		Patsy Aylward	
		Nico Jacobs	
		Lizzy Hattingh	
		Natasha van der Westhuizen	
		Charlo Fouchè	

↑ Please tick the appropriate box

If other, please supply the name:	
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2	Our Service Official answers our enquiries	100	90	80	70	60	50	40	30
3	Our Service Official is well informed about Impak/Delta's policy, structure, products and services and was able to serve us sufficiently.	100	90	80	70	60	50	40	30
4	Our Service Official creates a neat and professional impression.	100	90	80	70	60	50	40	30
5	Our Service Official is very helpful.	100	90	80	70	60	50	40	30
6	Our Service Official comes back to us with answers.	100	90	80	70	60	50	40	30
7	Our Service Official is accurate and precise.	100	90	80	70	60	50	40	30
8	Our Service Official is prompt.	100	90	80	70	60	50	40	30
9	Our Service Official honours his/her promises.	100	90	80	70	60	50	40	30
10	We receive our newsletters (Newsletters 1 to 4).	100	90	80	70	60	50	40	30
11	Our account-related enquiries are answered sufficiently.	100	90	80	70	60	50	40	30
12	I/we communicate with Impak/Delta easily, either by phone, fax or email.	100	90	80	70	60	50	40	30
13	We are satisfied with the quality, content and receipt of Impak/Delta's product.	100	90	80	70	60	50	40	30
14	We are satisfied with the service delivery by subject advisors.	100	90	80	70	60	50	40	30
15	Impak/Delta offers value for money.	100	90	80	70	60	50	40	30
16	Impak/Delta is managed effectively.	100	90	80	70	60	50	40	30
17	When we visit the Impak/Delta offices, we are received in a hospitable way and assisted in a professional and qualified manner.	100	90	80	70	60	50	40	30
18	We would like to continue our engagement with Impak/Delta next year.	100	90	80	70	60	50	40	30
19	How did you hear about Impak/Delta?	Answer:							

COMMENTS ON ANY ASPECT, PLEASE: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

EVENTS	STARTING DATE	ENDING DATE	VENUE	REMARKS
Offices open	7 Jan for clients 7 Jan for personnel	14 Dec 15 Dec for personnel		
TERM 1	13 Jan	19 Mar		Term 1: 7 academic weeks 2 weeks for test series
TERM 2: Grades 1 – 11 Grade 12	6 Apr 6 Apr	15 Jun (Gr 1 – 11) 22 Jun (Gr 12)		TERM 2: 8 academic weeks 2 weeks for test series
TERM 3	5 Jul	10 Sept		TERM 3: 9½ academic weeks 1½ week for test series
TERM 4	20 Sept	19 Nov		TERM 4: 6½ academic weeks 2½ weeks for test series
TEST SERIES: Term 1	8 Mar	19 Mar	At home	Under parental supervision
TEST SERIES: Term 3	1 Sep	10 Sep	At home	Under parental supervision
MIDYEAR EXAM: Grades 1 – 11	2 Jun	15 Jun	At home	Under parental supervision
MIDYEAR EXAM: Grade 12	7 Jun	22 Jun		
REPORT CARDS AVAILABLE:	28 July (if papers for marking were received no later than 28 June)			
FINAL EXAM: Grades 1 – 11	4 Nov	19 Nov	At home	Under parental supervision
REPORT CARDS AVAILABLE: Grades 1 – 11	15 Dec (if answer papers were received by Delta before or on 25 Nov.)			
Advanced LOR camp	7 May	9 May	Moria	Cover gr 11, 12 objectives
Foundation LOR camp	18 Jun	20 Jun	Moria	Cover grade 10 objectives
ADVENTURE CAMP: Gr 1-11	8 April	11 April	Moria	
Sport days Gauteng: Day 1 Day 2	13 March 16 June			
CONGRESSES: Gauteng/North Namibia Western Cape	8 April 27 May 26 Aug	11 April 30 May 29 Aug		
ENDURANCE & LEADERSHIP CAMP: Level 1 and 2 Grades 8 – 12	18 Feb	21 Feb		
WINTER SCHOOL FOR PRACTICAL SUBJECTS: GR. 10 - 12 WINTER SCHOOL Gr 12	24 June 28 Jun	26 June 2 Jul		
Gr 12 Record Exam Gr 12 Finishing School	2 Aug 15 Sep	20 Aug 17 Sep		
MATRIC FAREWELL	18 Sep			

If you send in the learner's answer papers in time, within the above schedule for marking, Impak/Delta's subject advisors will gladly mark it. If you send it in outside the scheduled time, we will supply you with the memorandums after the scheduled exam dates, so you can do the marking yourself, send in the results and we will issue a report card on your behalf. Our subject advisors are part-time related to Impak/Delta and cannot mark answer papers at any time.

**Head office will be closed on the following dates:**

**From 14 Dec 2010 till 8 January 2011**

**Office hours:**

Mondays to Thursdays from 8:30 in the morning until 16:30 in the afternoon.

**Telephones will be answered in office hours only.**

Closed on Fridays in order for the staff to get training, hold their meetings and catching up with their administrative duties.



IMPAK ONDERWYSDIENS BK trading as

**DELTA EDUCATION**

Reg no: CK2005/041089/23  
 Street address: River Road 139, Lyttelton, 0157.  
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 Tel: (012) 664 8552  
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 e-mail: [bestuurder@impakonderwys.co.za](mailto:bestuurder@impakonderwys.co.za)  
 Webpage: [www.deltaeducation.co.za](http://www.deltaeducation.co.za)

The Principal

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Tel: \_\_\_\_\_  
 Cel: \_\_\_\_\_  
 Fax: \_\_\_\_\_

Dear: \_\_\_\_\_

Date: \_\_\_\_\_  
 dd/mm/jzzj

**Application for Profile card / EDLAB card**

The learner mentioned here below's parents enrolled the child for further school education with Impak Onderwysdiens BK (T/A Delta Education). Please provide the undermentioned learner's Profile file/EDLAB card and progress report to Impak Onderwysdiens BK

Nr:	Learner: Name and Surname	Learner: Grade

Thank you for your kind co-operation

Yours Sincerely

\_\_\_\_\_  
 Pieter Kilian  
 General Manager



Straatadres/ Street Address: Rivierweg 139 River Road, LYTTELTON, 0157, SA  
 Posadres/ Postal Address: Posbus/ PO Box 15132, LYTTELTON, 0140, SA  
 Impak Onderwysdiens BK: +27 (0) 12 664 8552; +27 (0) 83 561 0131  
 Delta Education: +27 (0) 12 664 8552; +27 (0) 72 224 3182  
 ICHON: +27 (0) 12 664 8552; +27 (0) 76 803 8029  
 Faks/ Fax: +27 (0) 12 664 2618; +27 (0) 86 505 3050  
 Impak E-pos/ E-mail: [impak@impakonderwys.co.za](mailto:impak@impakonderwys.co.za)  
 Delta E-pos/ E-mail: [info@deltaeducation.co.za](mailto:info@deltaeducation.co.za)  
 ICHON E-pos/ E-mail: [info@ichon.co.za](mailto:info@ichon.co.za)  
 Impak Web: [www.impakonderwys.co.za](http://www.impakonderwys.co.za)  
 Delta Web: [www.deltaeducation.co.za](http://www.deltaeducation.co.za)  
 ICHON Web: [www.ichon.co.za](http://www.ichon.co.za)

## VAKADVISEURS/SUBJECT ADVISORS 2009-2010: (Desember-Januarie) (9/12/09)

U kan die Vakadviseurs weksdae tussen 18:00 en 21:00 skakel.

Please contact these people on weekdays between 18:00 and 21:00.

VAKADVISEUR ADVISOR	GR. Grd.	VAK Subject	E-POS / FAKS e-mail/Fax	SEL Cell
Basson, Nelius	7-12 10-12	Fisiese Wet/ Physical Science IT	<a href="mailto:neliusb@absamail.co.za">neliusb@absamail.co.za</a> <a href="mailto:nelius.iphone@gmail.com">nelius.iphone@gmail.com</a>	082 4510700
Borg-Jorgensen, Esther	10-12	Lewensoriëntering / LO	<a href="mailto:ebi@telkomsa.net">ebi@telkomsa.net</a>	083 3174641
Botes, Hanlie	10-12 8-12	Wisk. Gelett/Maths Litt. RTT/CAT	<a href="mailto:malie@mweb.co.za">malie@mweb.co.za</a>	084 5507551
Conradie, Louis	4-9	Lewensoriëntering	<a href="mailto:louis@patat.co.za">louis@patat.co.za</a>	073 1959077 086 5062112
De Jager, Joanie	1,3 1,3 1,2 1,2 1,2,3	AfrikaansHuistaal/ Afr.1ste Add taal. Skrif/Writing Engels Home lang/ English 1st Additional lang. Wiskunde/Maths Omgewingsleer/Enviromental st.	<a href="mailto:joanie@mailbuddy.co.za">joanie@mailbuddy.co.za</a>	083 2941931
De Klerk, Linda	3 3	Wiskunde/Maths Eng. 1st Add lang.	<a href="mailto:lindadeklerk@rocketmail.com">lindadeklerk@rocketmail.com</a>	082 4037588
Emmett Jennifer	11-12 7-12	Life Science Physical Science		012 6673527 073 3628252
Eloff Marina	11-12 11-12	Besigheidstudie/Bussines Stud Ekonomie/Economy	<a href="mailto:iohan@etza.co.za">iohan@etza.co.za</a>	082 3070021
Gabrielli, Lara	11-12	Eng. 1st Add Lang.	<a href="mailto:human_heidi@gmail.com">human_heidi@gmail.com</a>	084 2404619
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## DEBIT ORDER APPLICATION 2010

Surname: \_\_\_\_\_ Clientnumber: \_\_\_\_\_

Full Names: \_\_\_\_\_

ID number: \_\_\_\_\_

Tel home: \_\_\_\_\_ Tel work: \_\_\_\_\_

Cell: \_\_\_\_\_ E-mail: \_\_\_\_\_

Postal address \_\_\_\_\_ Physical address: \_\_\_\_\_

(accounts): \_\_\_\_\_

Code: \_\_\_\_\_ Code: \_\_\_\_\_

**Day to be debited:**  
Please circle:  
**2nd or 17th** of the month.  
If over a weekend, then the Monday thereafter.

Amount to be debited: \_\_\_\_\_

**Account Information of the Client:**

Name of Bank: \_\_\_\_\_ Branch: \_\_\_\_\_

Branch code: \_\_\_\_\_

Account number: \_\_\_\_\_

Type of Account: \_\_\_\_\_

### Debit order, authorisation and contract agreement:

I /we give authorisation to Impak Onderwysdiens Bk T/A Delta Education (or its representative) to debit the specified amount from my/our account from the above mentioned Bank. I understand that if the debit order fails to transact that I /we shall be held responsible for any costs incurred. (Costs: R100 per returned d/o)

### Cancellation of debit order:

I /we understand that in order to cancel the debit order, it must be done in writing and within (10) working days before the payment is due.

Debit orders for 2010 only until December 2010.

\_\_\_\_\_  
Signature of accountholder:

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