



IMPAK ONDERWYSDIENS CC t/a Delta Education

Reg. nr.: CK2005/041089/23

Street Address: Riverroad 139, Lyttelton, 0157

Postal Address: P.O.Box 15132, Lyttelton, 0140, SA.

Tel.: +27 (0) 12 664 8552 / 082 561 0131

Fax: 0865053050/0865053073/0865053077/0865291155

E-mail: info@deltaeducation.co.za

Website: www.deltaeducation.co.za

March 2009

Dear Delta client

Grade 12's look out for your own newsletter.

End bad service NOW!

The underlying issue

You have rated our service as bad.....and it hurts! The main reason for this is the electronic administrative /financial system in Pastel Evolution which completely stopped functioning since December. The change over from 2008 into 2009 resulted in serious and unforeseen programming problems arising and our administrative hands were literally cut off!

Naturally the problem has received all the attention which can be bought! Without an electronic and financial system everything had to change to a manual system and this made even a simple enquiry by a client difficult to handle without the usual speed and accuracy. Dealing with the simplest enquiry has to be traced through the whole system to find the fault. This results in the loss of valuable manpower and is a most time consuming effort! Our telephonic system became unreliable due to power failures, cable theft and Telkom problems during January and February 2009 and the manual system which makes it impossible to effectively handle between 600 and 3000 calls which come in daily. There is obviously also the human factor where personnel promise to get back to clients but fail to do so due to pressure and ineffective control as a result of the workload. Believe me, we experience unbelievable pressure every day and work double shifts to cope with the workload. Thus we have understanding for the frustration and dissatisfaction of clients!

The computer speaks again!

After expert computer programmers have been battling to get the system up and running effectively we are at present busy with the final testing of the administrative and financial system and the transferring data of all our clients into the electronic system. We are hopeful that the system will be up and running by the end of March and this will result in better service. To tell the truth this newsletter is sent out with an electronic generated address sticker which is the first proof that the new system is picking up.

Take responsibility!

Apologies for the serious degree of inconvenience you and your children have faced. The owners and management do not just shrug our shoulders as if nothing has happened but accept full responsibility and have decided to create a new post, namely that of General Manager. The manager will control staff members and different sections on a daily basis which will result in effective productivity and service delivery. The person who fills the post will be an experienced professional person with strong management skills and successful business know how.

In addition to the new General Manager position the owners have decided to appoint a board of experts as representatives from Delta to direct and guide Delta's top management to encourage sound effective ethics, vision and mission statement and mainly to ensure that Delta is delivering good quality to its clients. This in turn will ensure that Delta is the market leader in the field of home schooling. In short it is their objective to ensure that Delta becomes and remains your loyal partner and pillar of strength in home schooling.

What about the paper work?

Last year in September we decided to contract out our printing and cutting of CD's and DVD's. Unfortunately the contractor could not cope with the volume of work and did not deliver the goods as promised. Outside covers do not match with the contents, instead of four terms' work only one term's work has been printed, CD's and DVD's covers were empty and with incorrect information, etc. We found ourselves in the difficult position where we had to take over the printing to overcome the problem. Yes, not everyone received the material with the new printer's cover, however you paid for a coke, but received the coke in a bottle and not a tin container! We are at present liaising with the printers to ensure that this problem does not arise in the future. Despite all these problems we did manage to send out the whole year's work with only 5% errors.

.....and the problems?

Impak/Delta has recently appointed a panel of moderators who are at present involved with the moderation of all manuals, parents' manuals, tests, exams and memorandums and to ensure all corrections and adjustments are made with a view to 2010. Should you wish to contact the moderators, you are welcome to contact the chairman of the panel, Mr Johan Dippenaar at: johan@becc.co.za

With these steps taken, the owners of Impak/Delta wish to prove that we are truly committed and serious in providing you and your child with quality service. The detection of problems and final burial thereof is our objective. Delta CAN and WILL and MUST provide you our valued client with an outstanding product and service!

The newly appointed general manager and board of directors will be introduced to you in due course.

Centres are special!

I would like to thank centres which took the time to attend the meeting and those which sent recommendations and complaints.

Our centres form an important cornerstone of our business. We need to take clients' needs into consideration just as you take Impak/Delta's needs into consideration!

Someone is listening

In addition to the appointment of a centre panel who are represented on the board of directors we intend to appoint a full time travelling representative who will visit the all the centres at least once every two months. We have also appointed a public relations officer only for the centres. Delta's public relations officer is Hanlie Botes. Hanlie's contact number appears on your list of contact numbers.

In future do not contact our office but deal directly with Hanlie. We request all parents contact Hanlie via the centre and not the office number. As soon as Hanlie and the newly appointed travelling representative have found their feet in their new positions they will contact you.

Portfolios for Grade 10 and Grade 11

These two Grades are required to do portfolio work. We are busy formulating a portfolio file wherein assignments, marking requirements, marking schemes etc are included. This file will be available towards the end of April and will be sent to all the Grade 10 and 11 learners. The portfolio must be completed by the end of September.

Money matters

Due to the electronic problems faced by us accounts were not finalized but this will soon be a thing of the past.

Hessie Janse van Rensburg, our financial Manager, has assured me that all clients will receive their accounts by the middle of April! Please study your account carefully. You may find that your calculations differ. Many clients who made use of the cash option offer made incorrect calculations as a result.

Leaders and survival camps.

A leaders and survival camp was scheduled in the year program for the end of March. We felt that is too soon and clashed with the commencement of the test series. By public demand the camp will be held at a later stage. Details will be included in the following newsletter.

Congress 2009

What are your thoughts on a congress being held at the end of the year? We wish to end the year on a highlight with the issue of reports and results, a prize giving for the best performers and that we hand out books for 2010 ordered before 31 October. The congress will also focus on parent training and we hope to introduce IQ tests , psychometric testing and profile tests so that parents and learners can decide on subject choices, study methods etc. Whilst the parents are active at the congress learners will enjoy an adventure camp. Are you prepared to set aside 10, 11 and 12 December for this venture?

Just see what all you get!

Herewith you receive the last account of the year program as well as Impak/Delta contact numbers, latest subject writers' lists and for the centre heads only, the minutes of the last centre meeting held.

New Office Hours

Please take note that our office will be closed on Fridays as from 1 April.

You may visit the office from Mondays to Thursdays from 8H30 to 16H30.

No appointments will be made for Fridays.

Centre heads/representatives can collect packages on Tuesdays, Wednesdays and Thursdays.

The personnel work Mondays to Thursdays from 7H00 until 18H00.

These times have been allocated to enable our own personnel to educate their own children at home and to attend to administrative duties.

His light still shines!

Delta greetings,

Pieter Botha

Director

HOW TO GET IN CONTACT WITH DELTA EDUCATION

Three easy steps

Step 1: Dial 012 664 8552.

Step 2: One of four service officials should answer after ten ringtones. State your case and allow the official to guide you to the correct department for assistance.

Step 3: If all 15 incoming lines and the service officials are busy with incoming calls, a voice will then prompt you to make a selection for the department of your choice, via a choice list. Listen for the extension option and press the required key to reach the department of your choice. Should the department be busy you may leave a message.

The Public Relations officers mentioned below, will be of service to you. They capture every call on computer as well as the nature of the call .If however they are not able to give a satisfactory answer, they must within 48 hours respond to you with a progress report. Every incoming and outgoing call is recorded for record purposes. If however you are still unsatisfied with the service given by the official, please report the case to the relevant department head and if still unsatisfied please report the case to Mr. Errol Kidwell, the Ombudsman/Quality Controller. e-mail: errolk@lantic.net or Mr. Pieter Botha: 0865567262, Pieter@impakonderwys.co.za

TO SEND A FAX OR E-MAIL:

Please address your fax/e-mail to a specific person in the relevant department with whom you want contact or from whom you expect a response.

PLEASE ENSURE THAT YOU RECEIVE SERVICE:

PLEASE ENSURE THAT YOU WRITE DOWN THE NAME OF THE OFFICIAL WITH WHOM YOU SPEAK AS WELL AS THE DATE OF YOUR CALL OR FAX/E-MAIL AS WELL AS THE QUERY REFERENCE NUMBER. YOU ARE ENTITLED TO PROFESSIONAL SERVICE AND YOU MUST DEMAND IT!

PLEASE NOTE THAT ALL TELEPHONES, ALSO CELL PHONES, WILL ONLY BE ANSWERED DURING OFFICE HOURS !

EXTENSION	DEPARTMENT	SERVICE OFFICIAL	SUPPORT OFFICIAL	DEPART. FAX
012 - 664 8552	General <ul style="list-style-type: none"> • Enrolments 2009/Prices. • Information Brochure. • Subject choices. • I want to make an appointment. • I want to collect my books. • I want to talk to a manager. • Reports and results. 	Jozwa Schreuder 0825610131 info@deltaeducation.co.za	Please write down the name of the official	0865053050 0865291155 012 6642618
1	Packaging and post: <ul style="list-style-type: none"> • Is package ready? • Is package complete? • What is in the package? • Are our exams posted? • Bind our books like this. 	Elize Botha/Sonja Hulme produksie@impakonderwys.co.za		0865540883

2	Enrolment Administration <ul style="list-style-type: none"> • Dit you receive our enrolment form? • Are we on the system? • Is our data correct? • Please request my child's edlab-/profile/transfer card. 	Charlo Fouche info@deltaeducation.co.za		0865291155 0865053050
3	Accounts <ul style="list-style-type: none"> • Accounts. • Financial queries. 	Hessie Janse van Rensburg 0722243187 fin@impakonderwys.co.za		0865053077
4	Matric affairs, Reports and Results: <ul style="list-style-type: none"> • Gr. 12 Enrolments. • University Entrance. • Portfolios. • Exam Centres. • Matric/ Finishing school. • Matric Farewell. • Matric Results. • Here is our score sheet! • When do we receive our reports? 	Willem Oliver 0825610131 matriek@impakonderwys.co.za		0865059686
5	Exams/ Reports	Nico Jacobs rapporte@impakonderwys.co.za		0865567260
6	Help Centre: <ul style="list-style-type: none"> • What is a help centre? • We want to establish a help centre? • Centre Administration. • Centre Queries. 	Hanli Botes hulpsentrums@impakonderwys.co.za		0865567261
7	Technical Subjects and Londen City & Guilds: <ul style="list-style-type: none"> • What subjects do you offer? • What qualification can I obtain? • How does it work practically? • What help aid must I obtain? • Londen City & Guilds 	Mariaan Viljoen tegnologie@impakonderwys.co.za	Philippina Coetzee hulpsentrums@impakonderwys.co.za	0865569324
8	Technical Assistance: <ul style="list-style-type: none"> • Opening of DVD's/CD's • Technical assistance i.e. CD's/DVD's. 	Jacques Bekker inet@impakonderwys.co.za	Nico Jacobs	0865280637
9	Complaints: <ul style="list-style-type: none"> • Ombudsman. • Executive Manager 	Elize Botha produksie@impakonderwys.co.za Johan Labuschagne ombudsman@impakonderwys.co.za Peter v.d. Elshout info@deltaeducation.co.za Pieter Botha pieter@impakonderwys.co.za		0865567262



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YEAR PROGRAM 2009: MARCH VERSION

HAPPENING	OFFICE USE	STARTING DATE	END DATE	PLACE	REMARKS
OFFICE OPENS	6 January for personnel	8 Jan for clients	15 Dec		
TERM 1		19 Jan	20 Mch		Term 1: Academic weeks: 6 Test series: 2 weeks
TERM 2		14 Apr	26 June		Term 2: Academic weeks: 9 Exams: 2 weeks
TERM 3		20 Jul	23 Sept		Term 3: Academic weeks 9 Test series: 1 week
TERM 4		5 Okt	27 Nov		Term 4: Academic weeks: 6 Exam weeks: 2
TEST SERIES: Term 1		11 March	20 March	Home	Parent supervision
TEST SERIES: Term 3		14 Sept	23 Sept	Home	Parent supervision
MID-YEAR EXAM: Gr. 1 – 12		15 June	26 June	Home	Parent supervision
REPORTS AVAILABLE		7 Aug. (Answer sheets: 10 Jul. At office)			
YEAR END EXAM: Gr. 1 - 11		9 Nov	25 Nov	Home	Parent supervision
REPORTS AVAILABLE: Gr. 1 - 11		15 Dec. (Only if Answer sheets reaches office by 30 Nov).			
ADVENTURE CAMP Gr. 1- 11		10 Des	12 Des	Kameeldrif, Pretoria	Presented by Imbila
Sport Days Gauteng:		16 June	16 June	Kameeldrif, Pretoria	Athletics, "Boeresport", Culture
CONGRESS: Northen Namibië Western Cape		10 Des 2010	12 Des 2010	Kameeldrif, Pretoria	A must!
ENDURANCE AND LEADERSHIP CAMP Level 1 and 2 Grade 8 to 12		To be announced	To be announced	To be announced	Requirements to be announced
WINTER SCHOOL: Gr. 12		29 June	3 July	Pretoria Prestige College	Compulsory attendance for grade 12
MATRIC ENROLMENT AND ORIENTATON DAY 2009		7 March		NG Church hall Lyttelton	Attendance recommended
Gr. 12 / RECORD-EXAM		17 Aug.	4 Sept		
Gr. 12 FINISHING SCHOOL		22 Sept	25 Sept	NG Church hall Lyttelton	
MATRIC FAREWELL		26 Sept		Voortrekkermonument	
Practical Subjects: Introduction course		29 June	3 July	Technical High School John Vorster	Compulsory attendance
Practical Subjects: Follow up course					Compulsory attendance

IMPORTANT COMMENTS:

- These dates are only an indication. Your children may work in their own time and tempo. As soon as your children are ready to write the June (term 2) and November (term 4) exams you can request the exams from head office..
- If you send your child/children answers timeously within the above schedule for review, the Delta subject authors will review them willingly. If you work outside of the schedule we will furnish you with memorandums, after the exam dates, and you can review the answers, send in the marks and we will issue a report on your behalf. Our subject authors are allied on a part –time basis to Delta and cannot review work timely and untimely.

Office hours:

Monday to Thursday from 8:30 to 16:30
These are also the times that the telephones will be answered.



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
 Delta E-pos/ E-mail: info@deltaeducation.co.za
 ICHON E-pos/ E-mail: info@ichon.co.za
 Impak Web: www.impakonderwys.co.za
 Delta Web: www.deltaeducation.co.za
 ICHON Web: www.ichon.co.za

VAKOUTEURS/SUBJECT AUTHORS 2009: Maart weergawe/March edition

U kan die Vakouteurs weekdae tussen 14:30 en 19:00 skakel.

Please contact these people on weekdays between 14:30 and 19:00.

VAKOUTEUR Author	GR. Grd.	VAK Subject	E-POS / FAKS e-mail/Fax	SEL
Basson, Nelius	7-12	IT, RTT/CAT, Fisiese Wet/Physical Science	neliusb@absamail.co.za	0823091924
Borg-Jorgensen, Esther	10-12	Lewensoriëntering Life Orientation	ebj@telkomsa.net	0833174641
Botes, Hanlie	10-12 8-9	Wisk. Gelett/Maths Litt. Maths (Delta)	malie@mweb.co.za	0845507551
Conradie, Louis	4-9	Lewensoriëntering	louis@patat.co.za	0731959077
De Jager, Joanie	1,3 1,3 1,2 1,2 1,2,3	Afrikaans Skrif/Writing Engels/English Wiskunde/Maths Omgewingsleer/Environmental St.	joanie@mailbuddy.co.za	0832941931
De Klerk, Linda	3 3	Wiskunde/Maths Eng. 2de Taal.	lindadeklerk@rocketmail.com	0824037588
Du plooy, Michel	4-9	Life Orientation		076 958 7193
Du Toit, Petroné	8,9	Eng. 2nd Lang.	27123324685@vax.co.za	0832900431
Gabrielli, Lara	11,12	Eng. 2nd Lang.	human.heidi@gmail.com	0842404619
Goosen, André	4-9 5,6	Tegnologie/Technology Wetenskap/Science	andrehgoosen@gmail.com	0790656294
Johan Dippenaar	11,12	Ekonomie/Economy	johan@becc.co.za	083 408 1530
Human, Heidi	10	Eng. 2nd Lang.	human.heidi@gmail.com	0845563576
Jansen, Dawie	6,7	Volkskunde	djjansen@lantic.net	0844502030
Johan Dippenaar	10	Ekonomie/Economy	johan@becc.co.za	083 408 1530
Marina Eloff	12	Besigheidstudie/Bussines Studies	johan@etza.co.za	0823070024
Kellerman, Amelia	8-9	Eng. 1st Lang.	ameliak@absamail.co.za	0723212232
Keyser, Nannie	1	Engels/English	smartbrain00@gmail.com	0833722874
Kleynhans, Wendy	10-12	Kuns en Drama Art and Drama	info@mytutorcentre.co.za	0832452946
Kritzinger, IIsé	8,9	Afr.1ste Taal.	koosk@up.ac.za	0842181818
Lochner, Melodie	4-7	Afr. 1ste en 2 nd Lang.	malochner@lantic.net	0829350889
Loubser, Anita	4-7	Wiskunde/Maths	azzie@telkomsa.net	0737738001
Malherbe, Phil Dr.	10,11,1	Afr. 1ste Taal.	philma@vukanet.co.za	0843355693

VAKOUTEUR Author	GR. Grd.	VAK Subject	E-POS / FAKS e-mail/Fax	SEL
	2			
Marachin, Lorenzo	10-12 10-12	Mech. Technology. Siviele/Civil Technology	lomara@absamail.co.za	0824441099
Marais, Charl	10-12	Elektriese Tegnologie	elektronika@htsjv.co.za	0823980214
Marneweck, Melissa	0-3	Kuns/Art	kuns@vodamail.co.za	0728824540
Oliver, Erna Dr.	8-12 4-7 4-7 4-7	Toerisme/Tourism Bybelonderrig/Bible Geskiedenis/History Kuns/Art	unut2@unisa.ac.za	0829293593
Oliver, Willem	4-7 8-11 12	Aardrykskunde/Geography Bybelkunde/Bible Godsdiensstudie/Religion Studies	willnet@impakonderwys.co.za	0824556671
Oost, Donna-Marié en Susan Naudé	8-12	Wiskunde (Impak)	oost@absamail.co.za susanfn@hotmail.com	0793827555 0866972903
Pretorius, JC	8-12	Geografie/Geogrphy	pretoriusjc1@gmail.com	0833435799
Prinsloo, Mollie	8-11 8-12	Besigheidstudie/Business Studies Rekeningkunde/Accounting	mollie.prinsloo@yahoo.co.uk	0732459555
Raath, Schalk	8-12	Geografie/Geography	muspark@mweb.co.za	0823391872
Raubenheimer, Ben	4,5,8	Volkskunde	aneli@kleinfontein.net	0825563346
Rawlings, Brigid	8-10	Frans/French	brigid@mtnloaded.co.za	0826530638
Schreuder Jozwa	8-12	IGO/IGD		
Schutte, Gerda Dr.	8,9	Lewenswet/Life Science	fschutte@discoverymail.co.za	0834881321
Theron, Bernhardett	10	Lewenswet/Life Science	bernhardett@gmail.com	0825844271
Van Aarde, Alti	0-3	Jollie Bollie/Jolly Bolly		082 557 1755
Van Aswegen, Ria	2 2 2	Afrikaans Skrif/Writing Engels/English	towcon@internext.co.za	0829245243
Van Rijn, Corne	4	Wetenskap/Science		072 676 4525
Van der Nest Eduan	10-12	Maths (Delta)	johan@becc.co.za	083 408 1530
Van der Ryst, Magda	8-12	Afr.2nd. Lang.	benepc@absamail.co.za	0793537242
Van Velden, Lorraine	8-12	Gasvryheidstudie/Hospitality Studies	lvanelden@cbcpretoria.co.za	0827733420
Verwey, Liza	7,11,12	Lewenswet.	liza777@lantic.net	051 4331453
Viljoen, Marianne	7-12	Haarkap. & Kosmet. Hair & Cosmetology	27139320115@vax.co.za	0846576631
Zandberg, Deon	8-12 10-12	Landbouwet/Agricult.Science Landbou Best Prakt/Agric. Management Pract.	stompiez@telkomsa.net	0842057646
Zandberg, Stompie	4-7	Eng. 2nd Lang.	stompiez@telkomsa.net	0842057646



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Impak/Delta clients, just for your notice: This under mentioned document forms the essence of the requirements expected of all subject writers.

7 March 2009

Dear Writer

REQUIREMENTS FOR 2009

You have, with the existing and previously signed contracts been requested to formulate your lesson planning and upgrades in accordance with the latest learning plans as prescribed (NKV/NCS).

After numerous complaints that certain subject tests and examinations are either below standard or unbalanced, a thorough investigation has led to the justification of many of these complaints. It is clear that some subjects do not adhere to the learning plan requirements. Many subjects require more stringent language control and moderation.

Impak/Delta stands in the limelight today and is labelled as one of the "greats" in home educational circles and therefore it is imperative that we provide and maintain quality work, excellent service and professionalism.

Furthermore it is the hope that Impak/Delta offers a matric year in 2009 which is accredited as entrance qualification to the Nederlands Open University. Such a qualification has international status equivalent to Cambridge "A" levels or the American SAT. Impak/Delta must deliver a high standard in its integrity of educational schemes, learning material and assessment procedures in order to achieve this goal.

The owners and management of Impak are committed to paying 100% for 100% quality work and delivery of high requirements and standards set. We demand quality for our money and we want not only subject writers who are willing and successful but also clients.

We therefore request that you pay serious attention to the following issues in the promise of quality education:

1. You need to compile a work scheme in an organised file containing the following sections:
 - a. Contents
 - b. Your CV
 - c. Summary of your responsibilities
 - d. Your contract
 - e. Your year program
 - f. The NKV/NCS of your subject showing summaries and notes
 - g. Examination requirements outlined
 - h. Subject policy with your personal comments and summaries
 - i. The writer's guidelines including your notes and summaries
 - j. The portfolio requirements with guidelines for the learners
 - k. Rubrics/Categories
 - l. The portfolios with prescribed guidelines of the work plan
 - m. Your tests and memorandums of the last 3 years
 - n. Exams and memorandums of the past 3 years
 - o. Contents and subject work division for year
 - p. Study letters

- q. Your original lesson planning (hardcopies and /or electronic)
 - r. Your adapted lesson planning (hardcopies and /or electronic including DVD's)
 - s. All correspondence with Impak/Delta
 - t. Minutes of subject meetings
2. You must include the National Lesson plan (NKV) and Examination regulations in your subject field (both provide guidelines) to study and know the requirements expected of you in your subject.
 3. You need to control your existing subject manual relating to lesson planning, learning outcomes, assessment standards and examination models and wherever there is room for improvement, a detailed study letter must be drawn up and sent out.
 4. You must ensure that your manual is presented in such a way that your learners are able to apply the practical to the theoretical knowledge, to analyse info, to draw conclusions, to describe and to examine. Concepts, definitions and facts must be illustrated with case studies.
 5. Open book tests must test theoretical knowledge and give the learner the opportunity to apply it accordingly.
 6. Portfolio work must adhere strictly to the prescribed learning plan and assessment must include the following:
 - Well planned assignments that adhere to Bloom's taxonomy and which indicate that the learner has mastered the LU's and AS's.
 - Rubics
 - Correct mark allocation
 - Clear and detailed instructions
 - Clear instructions regarding compilation of and control of insight questions
 7. For 2010 you must incorporate all your additional notes, adjustments etc and include these with your existing lesson material and parents' manuals. Your 2010 reproduction must be handed in by 31 July for approval by the panel of moderators.

No further payments will be made should you not be able to show that your existing work, tests, examinations and portfolios adhere strictly to the set requirements as stipulated by Impak/Delta. Study letters in which you address problem areas and improve on pitfalls must also be evident in work schemes.

New contracts are drawn up only when the panel of moderators has approved the work for 2010.

The work scheme must be handed in by the end of March 2009 for approval by the panel of moderators.

Payments will continue as in the past when your work scheme has been approved up until a new contract has been drawn up.

As His light still shines we are committed to giving our best!

Yours faithfully

Pieter Botha
Director