



IMPAK ONDERWYSDIENS BK / DELTA EDUCATION / ICHON

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NEWSLETTER 4/09

Dear Impak/Delta clients,

ATTACHED TO THIS NEWSLETTER YOU WILL FIND THE FOLLOWING SUPPORTIVE DOCUMENTATION:

1. Preliminary year programme 2010
2. Product/Subject authors/-advisors contact list: August 2009 edition
3. How to establish contact with Impak/Delta: August 2009 edition
4. Sea and Sand: Programme with costs
5. Evaluation form for client services
6. Only for Namibian clients

HOORAY FOR "RIMPELS"!

The new "Rimpels" is out! Editor Bets Botha and her team have put together a showpiece for your coffee table. The articles are full of substance for the whole family. Read it, enjoy it and then read it again! Bets is contemplating the publication of yet another two issues this year. Bets, we are looking forward to the next issue of Impak/Delta's own good-to-read magazine!

SERVICE

There is progress!

In my previous newsletter, *Newsletter 3*, I have made great mention about the intense battle we fight against poor service delivery. Unfortunately, this isn't a battle which can be won overnight. It requires a lot of hard work, great adjustment and determination! It takes time, but we can already report about the following essential progress:

- ☛ To lift the pressure off our personnel, we have appointed and trained 10 new employees since February 10th, without losing one of our old team members.
- ☛ We have appointed a General Manager, Mr Pieter Kilian, to ensure the smooth running of daily operations in the office and to separate management and ownership from each other.
- ☛ The *call- and client service centre* is under the management of Mr Jozwa Schreuder.
- ☛ A much smaller number of problems were expressed than in the past, regarding the quality of examination papers.
- ☛ The marking of exam papers is running smoothly and reports should be completed by 15 August.
- ☛ Moderating, proof reading and rounding off of 2010's work are progressing excellently!
- ☛ It is also going swimmingly with the 340 matriculants and Mr Willem Oliver and Mr Johan Dippenaar have the reins firmly in hand to lead them, well prepared, into a successful final examination in October.
- ☛ An especially successful winter school for grade 12's has been presented and learners and teachers agree that the learners have received substantial assistance. A hearty thank you to Brakpan Learning centre for making their facilities available to us and for the handsome way they managed and presented the winter school of 2009.
- ☛ We have appointed a Centre panel from the ranks of Impak/Delta's registered learning centres to care for the centres' interests. Furthermore, Mr Wayne Kidwell and Mrs Susan Oosthuizen have been appointed as Impak/Delta's full time Centre Representatives.

There are challenges:

One characteristic of Impak/Delta management, is that they recognize shortcomings and attend to them. Your (our clients), feedback about quality and user friendliness of our products and your feedback about the effectiveness of our service delivery are essential inputs, keeping management on their toes and forcing them to strive towards better solutions continuously. In spite of the progress, there are still the following great challenges ahead:

- ☛ First we need to get all the subject authors/advisors' cooperation in order to deliver quality subject content, exam papers and client support service. There are more than 50 subject authors working part-time on contract, delivering a service. The greater majority are trustworthy and they deliver an excellent service!

Dear Parents, I am painfully aware of the absolute frustration it brings when a subject author/advisor is simply never available, does not answer messages, continues to provide examination papers of

unacceptable quality and does not honour his/her promises! Furthermore, I made it my personal priority to eradicate this problem. Please help me by (1) remaining patient, because unfortunately it takes time to remove the weed from the acre and (2) by reporting truly poor service and unacceptable work to me personally or to Mr Pieter Kilian, General Manager. My email address is: pieter@impakonderwys.co.za and Mr Kilian's email address is bestuurder@impakonderwys.co.za. Our personal fax number is 086 556 7262 / for foreign countries: 002786 556 7262.

- ☛ The other high hurdles we have to get over are our administrative and financial systems. All indications and promises were that the admin and financial systems would be fully functional at the 1st of April. After another few thousand rands and hundreds of man hours the wiseacres can still not succeed in successfully adapting Pastel Evolution to Impak/Delta's complex and seriously adjustable nature. Finally we have made the wise decision to separate our admin/operating system from our financial system. And it works! Our admin system has shown signs of life in the first week of July. We are now moving full speed ahead bringing your invoices and accounts up to date which will, all jokes aside, be sent out by the second half of August! Our sincerest apologies for the inconvenience and the long wait. Your impatience and incomprehension are totally understandable, but we are doing our utmost best to place our financial management department on a secure base.

HOW ON EARTH DO I GET INTO THE IT/CAT-FORUMS?!

- ✓ Go to the Impak/Delta website. Click on "Impak Forums"/"Delta Forums".
- ✓ As soon as the forum page opens, click on the white text reading "***If you do not have any login details click here***".
- ✓ Now type in the code and "password" which you have received in the previous action.
- ✓ The forums will now "open".
- ✓ Go to "downloads" to find all the related documentation.
- ✓ First read the "manual" before you do anything further.
- ✓ Contact Mr Nelius Basson at 082 451 0700 or send him an email at neliusb@absamail.co.za or nelius.iphone@gmail.com , if you experience any problems.

RE-ENROLMENT

2010 is only a stone-throw away. You must already begin thinking about next year, regarding your children. Impak/Delta's enrolments for 2010 opens on 1 September 2009. Discount of 5 % of the gross package price is offered for early birds enrolling before 31 October 2009. Please note that the discount is only applicable to Impak/Delta's product and services and NOT to OAER and Pestalozzi Trust member fees. Enrolment forms and brochures will be posted to you, together with the accounts, by the second half of August.

HOW DO 2010's PRICES LOOK?

The price for grade 0 has been decreased while the grades 1 to 7 prices remain unchanged. However, grades 8 to 12 prices have increased with approximately 15 %. The price increase covers the following:

- ✓ the substantial increase in printing costs due to rising paper costs, salaries and electricity,
- ✓ the inclusion of all postage costs as well as prescribed works into the package price.

In spite of the unavoidable price increase, Impak/Delta still remains the most cost-effective product and service provider. By all means, please compare our prices and products with those of our competitors.

ARE WE ALSO CLOSING LIKE OTHER SCHOOLS FOR THE 2010 SOCCER?

O no! We are not a school! You teach your own children at home and at your pace, within Impak/Delta's time frame regarding examination and marking times! Impak/Delta's programme does not provide for a six-week holiday in June/July, but continues as normally with all its activities. Attached, please find the preliminary programme for 2010.

NEW PRODUCT AND SUBJECT AUTHORS/ADVISORS LIST

Accompanying this newsletter you will receive a brand new, updated subject authors/advisors list. PLEASE NOTE THE CONTACT TIMES. Please throw away the previous one!

NEW CONTACT DETAILS

Included you will also find the updated Impak/Delta contact details. Please discard the previous version.

SEA AND SAND

Sea and Sand is an organization which was established in the early 70's. It is an organization offering dynamic, challenging and extremely educative training courses, leadership and adventure camps. *Sea and Sand* operates under the leadership of Mr Sparks Esterhuizen, a legend in his own lifetime. Impak/Delta recommends this outstanding organisation with its life changing courses, with great enthusiasm to parents. Send your son/daughter to Sparks and experience the results of one of the best decisions you have ever made! Attached, you will find *Sea and Sand's* year programme. You can also read more about it in *Rimpels*.

CONGRESS

Our plan is to present the congress for 2009 at the beginning of December. The reason is because it creates opportunity for:

- issuing of report cards,
- a prize-giving for each learner who worked hard and achieved commendable goals,
- communication about how you will receive 2010's books,
- the conducting of learner aptitude and profile tests so that parents and children can make meaningful subject and career choices as well as determine effective study techniques, at low cost,
- proper parent and centre training, to apply Impak/Delta lesson content and teaching model effectively and to the benefit of the child and family,
- an unforgettable adventure camp for the children, while parents receive training.

The congress is scheduled for 10 to 12 December at IMBILA's Moria campsite, nearby Pretoria. Costs will be R100 per person per day, including bed and breakfast. The official invitation follows in the next newsletter.

INTERNATIONAL ACCREDITATION

London City and Guilds

Impak/Delta has passed the accreditation inspection and is now officially accredited as a City & Guilds centre that may offer vocational subjects! This means that, in 2010, successful learners may follow vocational courses in learning areas such as Hairdressing and receive a respected and internationally acceptable qualification for it!

An internationally accredited Matric becomes a reality!

After years of dealing, the *Nederlandse Open Universiteit (OU)* is eager to crown Impak/Delta learners who achieved an average of 65 % and more in Impak/Delta's Grade 12 record examination, and who have achieved their year mark, with an internationally acknowledged A-level qualification! What a breakthrough! Such a sought-after qualification opens doors wide for learners who have done their part, both in South Africa as well as internationally.

However, before the *Nederlandse Open Universiteit (OU)* will agree to accredit such a qualification, Impak/Delta must provide proof of the following:

- that learners are in possession of a legal grade 10 and 11 qualification, that learners have worked throughout the year and achieved good quality portfolios, submitted timorously, that learners achieved at least 65 % or more for their portfolios, tests and examinations, that learners wrote examinations testing their insight and proving that they can reason about a problem by applying the knowledge at his/her disposal to support the reasoning, that an obvious examination process with the highest measure of integrity has been followed and that learners have had access to quality lesson content and support services underlying their training.

We may not spoil this golden opportunity! Therefore we may not make examination papers and memorandums available before the appropriate time. If we were to try and please everyone, we would risk the integrity of our whole examination process! I mention this because, especially some centres, do not follow Impak/Delta's year programme faithfully and then expect Impak/Delta to adjust to their time schedules. This cannot be done! Should we yield to such requests, we would have to say farewell to an internationally acknowledged A-level qualification!

Candidates achieving an average of less than 65 % may write the record exams at home, or at an Impak/Delta support centre. Candidates achieving an average of more than 65 %, interested to have their record exam accredited by the OU, are invited to write their record exams at one of two learning centres. Candidates have a choice between Brakpan Learning Centre in Gauteng or Môrester Academy in Vanrhynsdorp in the Cape.

OFFICE HOURS

- Please note that, since 1 April, our offices are closed for clients on Fridays.
- You can call our offices or visit us on Mondays to Thursdays from 8:30 to 16:30.
- Centres can collect parcels, per appointment please, on TUESDAYS, WEDNESDAYS AND THURSDAYS.
- Fridays are used to complete administrative tasks and for personnel training.

His light still shines!

Impak/Delta greetings,
PIETER BOTHA
 Executive Manager

ONLY FOR OUR NAMIBIAN CLIENTS: I WOULD LIKE TO VISIT YOU 25 to 29 August 2009-08-11

It is high time for a visit to Namibia. Myself, our General Manager, Mr Pieter Kilian and the lady concerned with Namibia's post and packaging, Sonja Hulme, are planning to pay you a visit. I would like to meet and see as many of you as possible. The whole purpose of our visit will be to:

- hear your complaints, requests and suggestions,
- bring along any outstanding work,
- create effective ways of communication and posting,
- provide feedback about what is currently going on at Impak/Delta,
- explain how grades 10, 11 and 12 work,
- report about Impak/Delta's international accreditation,
- discuss Impak/Delta's plans for 2010 and especially how Impak/Delta will function in Namibia.

Unfortunately we can only stay in your beautiful country **one** week. Our time is short and distances are great. We can thus not visit everyone personally. What we suggest is that we visit certain main centres and that you come and meet us there, please. Although it will be a school holiday, we still want to come! One of our stops may possibly be near your vacation destination and we can meet you there instead of at a destination near your home?

The centres we will visit with times and dates are shown on the tear slip. Kindly determine where and when we can see you and indicate your choice on the tear slip below. After we have received your tear slips, we will call you to inform you of the venue in each town we will visit.

TEAR SLIP

Fax to **Pieter Botha** at: **0027 86 556 7262** before 18th August 2009, please!

It suits me to see you here:	Number of persons attending:	Date:	Time:	Town:
		25 August	10:00 – 13:00	Gobabis
		26 August	10:00 – 13:00	Windhoek
				Or
		26 August	10:00 – 13:00	Okahandja
		27 August	10:00 – 13:00	Hentiesbaai
		28 August		Mariental
		29 August	10:00 – 13:00	Keetmanshoop

1. Please indicate the most correct answer:

I/we have learned about Impak/Delta through

Huisgenoot

Landbouweekblad

At a show

From Tommie & Karen West

From friends

2. We have been involved with Impak/Delta since the following date: _____

3. I/we prefer to be served by Impak/Delta representatives in Namibia

Or

4. I/we prefer to be served directly by Impak/Delta head office

5. I/we would like to bring the following matters to your attention and would like to receive decisive answers about these when we meet:

Names and grades of children enrolled with Impak/Delta:

PRELIMINARY YEAR PROGRAMME 2010

EVENTS	STARTING DATE	ENDING DATE	VENUE	REMARKS
Offices open	7 Jan for clients 7 Jan for personnel	10 Dec 15 Dec for personnel		
TERM 1	18 Jan	19 Mar		Term 1: 6 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: 9 academic weeks 2 weeks for test series
TERM 3	12 Jul	17 Sept		TERM 3: 9 academic weeks 1 week for test series
TERM 4	27 Sept	19 Nov		TERM 4: 6 academic weeks 2 weeks for test series
TEST SERIES: Term 1	8 Mar	19 Mar	At home	Under parental supervision
TEST SERIES: Term 3	6 Sep	17 Sep	At home	Under parental supervision
MIDYEAR EXAM: Grades 1 – 11	7 Jun	15 Jun	At home	Under parental supervision
MIDYEAR EXAM: Grade 12	7 Jun	22 Jun		
REPORT CARDS AVAILABLE:	6 Aug (memo's available: 1 Jul at offices)			
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 23 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	14 Oct	17 Oct	Moria	
Sport days Gauteng: Day 1 Day 2	13 March			
CONGRESSES: Gauteng/North Namibia Western Cape	14 Oct 27 May 2 Sep	17 Oct 30 May 5 Sep		
ENDURANCE & LEADERSHIP CAMP: Level 1 and 2 Grades 8 – 12	18 Feb	21 Feb		
WINTER SCHOOL Gr 12	28 Jun	2 Jul		
MATRIC ORIENTATION DAY 2010	6 Mar	6 Mar		
Practical subjects	23 Jun	26 Jun		
Gr 12 Record Exam	2 Aug	20 Aug		
Gr 12 Finishing School	20 Sep	24 Sep		
Submission of Portfolio work for Grade 12's	30 Jul			
MATRIC FAREWELL	25 Sep			
Practical subjects gr 10, 11, 12: Admission course	6 Mar	6 Mar		
Practical subjects gr 10, 11, 12: Successive course	To be announced	To be announced		

Important:

- 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 16:00 on 10 Dec 2010 to 8:30 on 7 Jan 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.

GAUTENG TERMS: 13 Jan – 26 Mar; 12 Apr – 9 Jun; 13 Jul – 1 Oct; 11 Oct – 10 Dec.

EASTER WEEKEND: 2 – 5 Apr 2010.



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VAKOUTEURS/SUBJECT AUTHORS 2009: Augustus weergawe/August edition

U kan die Vakouteurs weekdae tussen 18:00 en 21:00 skakel.

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

Vakouteur Subject Author	GR	VAK / SUBJECT	E-pos / Faksnr. E-mail / Fax no.	Sel nr. Cell no.
Basson, Nelius	7-12 10-12	Fisiese Wet/Physical Science IT	neliusb@absamail.co.za nelius.ifone@gmail.com	0824510700
Borg-Jorgensen, Esther	10-12	Lewensoriëntering Life Orientation	ebj@telkomsa.net	0833174641
Botes, Hanlie	10-12 8-12	Wisk. Gelett/Maths Litt. RTT/CAT	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/Enviromental St.	joanie@mailbuddy.co.za	0832941931
De Klerk, Linda	3 3	Wiskunde/Maths Eng. 2de Taal.	lindaklerk@rocketmail.com	0824037588
Du plooy, Michel	4-9	Life Orientation		0769587193
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	10,11,12	Ekonomie/Economy	johan@becc.co.za	0834081530
Human, Heidi	10	Eng. 2nd Lang.	human.heidi@gmail.com	0845563576
Jansen, Dawie	6,7	Volkskunde	djjansen@lantic.net	0844502030
Marina Eloff	10-12	Besigheidstudie/Business Studies	johan@etza.co.za	0823070021
Kellerman, Amelia	8-9	Eng. 1st Lang.	ameliak@absamail.co.za	0723212232
Kleynhans, Wendy	8-9 10-12	Kuns en Kultuur Kuns/Art & Drama	info@mytutorcentre.co.za	0832452946
Kritzinger, Ilsé	8,9	Afr.1ste Taal.	koosk@up.ac.za	0842181818
Lawson Ted	10-12	Mech. Technology.	tedlawson6@gmail.com	

Vakouteur Subject Author	GR	VAK / SUBJECT	E-pos / Faksnr. E-mail / Fax no.	Sel nr. Cell no.
Lochner, Melodie	4-7	Afr. 1ste en 2 nd Lang.	malochner@lantic.net	0829350889
Loubser, Anita	4-7	Wiskunde/Maths	azzie@telkomsa.net 0866987921 (Faks)	0737738001
Malherbe, Phil Dr.	10,11,12 8-12	Afr. Huis Taal. Afr. Ist. Additional Lang.	philma@vukanet.co.za	0843355693
Marachin, Lorenzo	10-12	Siviele/Civil Technology	lomara@absamail.co.za	0824441099
Marneweck, Melissa	0-7	Kuns/Art	kuns@vodamail.co.za	0728824540
Oliver, Erna Dr.	8-12 4-7 4-7	Toerisme/Tourism Bybelonderrig/Bible Geskiedenis/History	unut2@unisa.ac.za	0829293593
Oliver, Willem	4-7 8-11 12	Aardrykskunde/Geography Bybelkunde/Bible Godsdienststudie/Religion Studies	willnet@impakonderwys.co.za	0824556671
Oost, Donna-Marié en Susan Naudé	8-12	Wiskunde (Impak) Maths (Delta)	oost@absamail.co.za susanfn@vodamail.co.za	0793827555 0866972903
Pretorius, JC	8-12	Geografie/Geogrphy	pretorius.jc1@gmail.com	0833435799
Pretorius, JJ	10-12	Elektriese Tegnologie		0139335221 0720210702
Prinsloo, Mollie	8-9 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	8-11	Frans/French	brigid@mtnloaded.co.za	0826530638
Schreuder Jozwa	8-12	IGO/EGD	tegnologie@impakonderwys.co.za	0126648552
Schutte, Gerda Dr.	8,9	Lewenswet/Life Science	fschutte@discoverymail.co.za	0834881321
Theron, Bernhardett	10,11,12	Lewenswet/Life Science	bernhardett@gmail.com	0825844271
Van Aarde, Alti	0-3	Jollie Bollie/Jolly Bolly		0825571755
Van Aswegen, Ria	2 2 2	Afrikaans Skrif/Writing Engels/English	towcon@internext.co.za	0829245243
Van Rijn, Corne	4	Wetenskap/Science		0726764525
Van Velden, Lorraine	8-12	Gasvryheidstudie/Hospitality Studies	lvavelden@cbcpretoria.co.za	0827733420
Verwey, Liza	7,11,12 10-12	Lewenswetenskappe Landbou Best Prakt/Agric. Management Pract.	liza777@lantic.net	0514331453
Viljoen, Marianne	7-12	Haarkap. & Kosmet. Hair & Cosmetology	tegnologie@impakonderwys.co.za	0846576631
Zandberg, Deon	8-12	Landbouwet/Agricult.Science	stompiez@telkomsa.net	0842057646
Zandberg, Stompie	4-7	Eng. 2nd Lang.	stompiez@telkomsa.net	0842057646

HOW TO ESTABLISH CONTACT WITH DELTA EDUCATION: Augustus 2009 edition

Six easy steps

Step 1: Call 012 664 8552.

Step 2: One of three service officials should answer after 10 rings at the most.

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 help you or connect you to the correct department.

Step 5: If you cannot be helped immediately, request the service official to call you back with answers or demand to be updated on the progress.

Step 6: If all 8 incoming lines and the service official are overwhelmed by incoming calls, you will hear a voice requesting you to select the department of your choice from an option list. Listen carefully to the extension options and press the required key to be connected to your choice.

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 or at 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!

EXTENSION	DEPARTMENT	SERVICE OFFICIAL	STANDBY OFFICIAL	FAX
012 - 664 8552	General <ul style="list-style-type: none"> • Enrolments 2009/Tariffs • Information brochures • Subject choices • I want to make an appointment. • I want to collect my books. • I want to speak to a manager. • Report cards and results. 	Jozwa Schreuder 0825610131 info@impakonderwys.co.za info@deltaeducation.co.za	Here there are 3 service officials answering phones. Please take the name of the service official helping you.	Preferably: 0865053050 0865291155
1	Packaging and posting: <ul style="list-style-type: none"> • Is my parcel ready? • Is my parcel complete? • What is in the parcel? • Have our exam papers been posted yet? • Please bind our books this way. 	Sonja Hulme info@impakonderwys.co.za produksie@impakonderwys.co.za	Here are 4 officials on duty. Be sure to take the name of the official assisting you.	0865540883

2	Registration and Administration: <u>You can send your enrolment here:</u> <ul style="list-style-type: none"> • Have you received my enrolment? • What is my P number? • Are we on your system? • Please request/order my child's edlab-/profile/transfer card. 	Charlo Fouche info@impakonderwys.co.za info@deltaeducation.co.za registration@impakonderwys.co.za	Here are 3 officials on duty Be sure to take the name of the official helping you.	0865053050 0865291155 0865053073
3	Accounts <ul style="list-style-type: none"> • Accounts • Financial enquiries • Is our data correct? 	Hessie Janse van Rensburg 0722243182 fin@impakonderwys.co.za	Here are 3 officials on duty Be sure to take the name of the official helping you.	0865053077
4	Matric matters, Matric report cards and results: <ul style="list-style-type: none"> • Gr. 12 Enrolments • University admissions • Portfolios • Exam centres • Matric day / Finishing school • Matric Farewell • Matric results • Here is our statement of results! • When can we have our report cards? 	Willem Oliver 0768038029 matriek@impakonderwys.co.za	Here are 2 officials on duty Be sure to take the name of the official helping you.	0865059686
5	Exams/Memorandums and Reports Gr 1 to 11 <ul style="list-style-type: none"> • When is the exams? • There is a mistake with the exam paper! • May I please have a memorandum? • Here is our statement with results! • When can we have our report card? 	Nico Jacobs rapporte@impakonderwys.co.za	Here are 3 officials on duty Be sure to take the name of the official helping you.	0865567260 0865568595
6	Learning Centre matters: <ul style="list-style-type: none"> • What is a learning centre? • We would like to establish a learning centre. • Centre administration • Centre complaints 	Wayne Kidwell Susan Oosthuizen hulpsentrums@impakonderwys.co.za	Here are 2 officials on duty Be sure to take the name of the official helping you.	0865567261
7	Technical Subjects and London City & Guilds: <ul style="list-style-type: none"> • Which subjects do you offer? • Which qualifications can I obtain? • How does it work in practice? • Which resources do I need to acquire? • London City & Guilds 	Jozwa Schreuder Mariaan Viljoen tegnologie@impakonderwys.co.za	Here are 2 officials on duty Be sure to take the name of the official helping you.	0865569324
8	Technical assistance: <ul style="list-style-type: none"> • Technical assistance regarding CD's/DVD's. 	Jacques Bekker inet@impakonderwys.co.za	Here are 2 officials on duty Be sure to take the name of the official helping you.	0865280637
9	Complaints: <ul style="list-style-type: none"> • General Manager • Owners 	Pieter Kilian bestuurder@impakonderwys.co.za Pieter Botha pieter@impakonderwys.co.za Hessie Janse van Rensburg. fin@impakonderwys.co.za		0865042037 0865567262

THE SEA & SAND PROGRAMME FOR 2010

Be sure to visit Sea & Sand's website at: www.sparkshermanus.co.za

The following 5 opportunities will be available each year for Impak/Delta students:

1. Institute for pre-adults
2. Advanced Sea camp during April holiday.
3. The Limpopo hike in the June/July holiday.
4. Advanced Sea camp in the September holiday.
5. Matric breakaway at the end of the year.

All the camps offered on the Sea & Sand terrain will cost R 1 500 and includes the programme, accommodation and 2 meals per day.

Dates for the remaining part of this year

25 Sep to 2 Oct 2009 there will be a lifesaver course. Students attending this course can work on one of 20 beaches during December.

Dates for 2010:

28 Mar – 4 Apr is the lifesaving course which also serves as a veldt school camp in Hermanus.

24 September – 3 October there are another lifesaving course with the objective of beach duty in the December holiday (lifesavers are paid R120 per day for their service on beaches).

Institute for Pre-adults: ("Gap Year" for school leavers)

The Hermanus part (3 months long) of this course costs R25 000 and the Bush part (5 months long) costs R30 000. The course starts on 10th January 2010.

During this course, the students will, amongst others, do the following:

- 6 - 7 Feb: "Jet ski and kite surfing" race from Gansbay to Hermanus.
- 9 - 13 Feb: Sea course for adults (students are lifesavers and instructors).
- 20 - 24 Feb: Trans Aghullas rubber duck safari. Students help arrange and see to all the necessary support for the boats and seafarers.
- 6 - 7 Mar: Trans Walker bay rubber duck en canoe race.
- 20 Mar: Hans-the-Skipper festival.
- 28 Mar - 4 Apr: Advanced Know-the-Sea course for aged 15 years and older.
- 9 Apr: Students go home for the first time.
- 23 Apr: Students report back to Sea & Sand for the campus-on-wheels tour.
- 24 Apr - 28 Apr: Trans Aghullas Jet ski safari where students are now involved.
- 28 Apr - 13 Aug: Campus-on-Wheels tour (Lesotho, Free-State, Limpopo, Botswana, Mozambique)

During the Campus-on-wheels tour, the students will, amongst others, do the following...

- One of the best 4 x 4 courses in the world,
- learn to catch and shoot fish in Transkei and Mozambique,
- complete a shoot and hunt course in the Free-State,
- learn basic silviculture with first aid, etc.,
- complete a Limpopo hike from Pont drift to Weipe,
- do building, repairing, counting wild animals, harvest, etc.,
- establish youth training centres
- The only time available for the Limpopo hike is 12 – 20 June next year.

WHAT AN ADVENTURE!!



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
 Webblad: www.deltaeducation.co.za

CLIENT SERVICES EVALUATION: August 2009

Kindly complete this form by indicating your choice clearly and send it to
 Pieter Botha at **086-556-7262/0027 86 556 7262.**

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:	Willem Oliver		↑ Please tick the appropriate box
		Ansie Pretorius		
		Iwhan Basson		
		Jozwa Schreuder		
		Jacques Bekker		
		Sonja Hulme		
		Susan Terblanché		
		Wayne Kidwell		
		Hanli Botes		
		Nico Jacobs		
		Hessie Janse van Rensburg		
If other, please supply the name:				

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	We receive our monthly accounts (only as from end of August, please).	100	90	80	70	60	50	40	30
12	Our account-related enquiries are answered sufficiently.	100	90	80	70	60	50	40	30
13	I/we communicate with Impak/Delta easily, either by phone, fax or email.	100	90	80	70	60	50	40	30
14	We are satisfied with the quality, content and receipt of Impak/Delta's product.	100	90	80	70	60	50	40	30
15	We are satisfied with the service delivery by subject advisors.	100	90	80	70	60	50	40	30
16	Impak/Delta offers value for money.	100	90	80	70	60	50	40	30
17	Impak/Delta is managed effectively.	100	90	80	70	60	50	40	30
18	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
19	We would like to continue our engagement with Impak/Delta next year.	100	90	80	70	60	50	40	30

COMMENTS ON ANY ASPECT, PLEASE: _____

