



**Impak Onderwysdiens CC trading as Delta Education**

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News Letter 2/2010  
February 2010

Dear Client

### PROBLEMS AND SOLUTIONS

During October 2009 we contracted with big expectations our printing and postage matter out to a company with a demonstrated record. At first everything went according to plan. Soon, however, we discovered that something was wrong with the dispatch of the parcels. The parcels of a significant part of the clients who enrolled before 30 November were only sent out after 5 January. To send in bulk just before Christmas doesn't work! We will definitely work out a better plan in the future.

The fact that there was no effective and working electronic control system between Delta and the Printers ready, compelled the two parties to do everything by hand. Notwithstanding a phenomenal effort by Delta and the Printers (working day and night, and even week ends), the complexity of 365 subjects and 1230 products that must be delivered to thousands of learners in 12 grades, led inevitably to a problem situation. (Please remember that this was the first time the Printers experienced the full scope and complexity of Impak/Delta, and that this was the first time we worked together.) Here and there mistakes crept in with the control of the contents of the parcels, and some parcels were incomplete, or wrongly packed, while others were sent to the wrong addresses. Furthermore grammatical mistakes caused the first consignment of the DVDs to be faulty – a fiasco!

It is needless to say that this alarming and unacceptable state of affairs made you very angry for us and gave us a very bad name. You absolutely have the right to be furious and to hold Delta accountable for this. The problem is that we have contracted our responsibility out to another competent party who, for many valid reasons – the main reason being the absence of a good electronic system – could not deliver the goods in the short time to their disposal. Delta and the Printers together put their shoulders to the wheel and worked late hours to walk the extra mile. With this we tried to solve the problem and put it in order, but then decided with the Printers to immediately take the control back and to again do the printing, packing and dispatch ourselves, until a well established electronic system is in place. We have full confidence that Delta and the Printers will smooth out these initial problems, and that we will soon be able to deliver the services you expect from us, and for which you paid us. While the matter of the electronic system is still pending, Delta will take the full control of the printing, packing and dispatch of the material. Today we withdrew all our products from the shelves of the Printers and brought it back to our Head Offices in Lyttelton.

Delta won't tolerate it that your child/ren suffer/s losses due to our misfortune. We have put a contingency plan on the table to avert the crisis. We are indeed your partner in the education of you children, and strive, just like you, for the best interest of the child. The plan is as follows:

- The outstanding Parent Guides and DVDs, as well as the correctly packed books will be sent out to you by 15 February. Inevitably everything can't be sent out on the same day – therefore we have to schedule the distribution of the books.

- Support Centres: Please make an appointment with Nico Jacobs to collect your outstanding material as from 10 February. We can handle 6 Support Centres per day, depending on the other appointments and the size of the Support Centres. We will confirm the appointments from Delta's side with you.
- Single/Full Option clients: Your material will be handed out as from 15 February. We undertake to contact clients in the Pretoria area to make an appointment and to collect their books at our Head Offices. Should you reside outside the Pretoria area, but you wish to come and collect your books in person, please make an appointment. Appointments should be made per fax or e-mail., and Delta will confirm it. If it is impossible for you to come and collect your material, please let us know, and Delta will gladly, on our own expenses, send your material per registered post.

Because many of our clients will receive their books late, we compiled an alternative Year Planner. If you have received your books in time, you may still follow the present year programme (Year Planner A); otherwise you may follow the modified programme (Year Planner B). If you make use of the modified Year Planner B, your child should still finish this year with the greatest of ease. We extended the closing date from 19 November to 27 November and made a few alterations on the length of the holidays, as well as on the test series. To do these modifications was easy, because Delta is not committed to an extended and lengthy athletics season or Football holidays.

These alterations have a significant implication on the marking and supply of your report cards at the end of the year. Your co-operation to send us the papers as soon as possible, even before the cut-off date, will be highly appreciated.

We are very sorry for the inconvenience and disappointment caused by the above mentioned circumstances. We learned a costly lesson.

#### CAMPS AND CONGRESSES: STANDING INVITATION

Both of the year planners make provision for outdoor activities like camps and congresses. Please make sure of the dates.

If you want to send your children to a camp, or you would like to attend the congress, please call Mrs Madelein Beyers at 0845065233 or fax: 0866924171 or email: [madelein.beyers@imbila.co.za](mailto:madelein.beyers@imbila.co.za) and inform her that your child, you yourself or your family want to attend. Mrs Beyers will inform you about all the details, and what you need the camp or the congress.

#### PASS RATE 2009

Delta is a dynamic, lively and compatible curriculum and service provider. From the start we are able to assure our clients that we will deliver fresh, upgraded work to assure that our home schoolers will be well equipped to make a success of the legal Grade 12 qualification we provide them with. We abide by our promises and this shows very well. Impak and Delta's Matric pass rate for learners more than 2 years on our curriculum (160 learners) is 92,8%! The candidate who was one of the five best Maths achievers in SA, is Benna Hugo of Carnarvon, with 98%. He was with us as from Grade 9. The pass rate for the 328 Matric learners of Impak and Delta is 84%! Two of the three best achievers (first and third place) of the final exams of the OAER were from Impak.

Our Matrics also got distinctions in Physical Science, Life Sciences, Accounting, the languages, and others. These excellent results are achieved due to the devotedness and input of the parents and learners, as well as the excellent upgraded study material.

#### UPGRADED STUDY MATERIAL

What a challenge to stay ahead with the correct study material! The Department of Education and Umalusi have the bad tendency to annually announce thorough curriculum adjustments during September, October or

November, for implementation in January the next year. Every time Delta must take the challenge to develop the new material. We don't always succeed to deliver the work in January, but send it to you as soon as we have it ready. At the end of last year the Minister of Education announced thorough adjustments to the portfolio work and assessment standards. Only on Friday 23 January we received the full extent of the adjustments from the Department and Umalusi. We are only now able to complete the Parent Guides, which contain the tests and portfolio work for 2010. Can you imagine the disaster we would have had should we send out the Parent Guides containing the wrong information?

#### CORRECTION OF MISTAKES IN BOOKS

In 2006 Delta started with a moderation process to look for spelling, contents and technical mistakes in all our books. This year Dr Henna Larkens and a team of experts joined us to brush up the Afrikaans and English editions of our work. Impak and Delta offer you 365 subjects, and in every subject you will find a Learner's Guide, a Parent Guide, a Memo book and some study notes, which add up to a total of 1230 products! It really takes time to find all the mistakes in this gigantic mass of study material, but we are on our way with it, and nearly there! Those of you who said that our study material was not up to standards in 2005, are welcome to take a look at our new material, five years later.

#### CHALLENGES UNDER OUR CONTROL AND OUT OF CONTROL

It is a wonderful challenge to serve more than 5000 clients. The word "challenge" underlines the fact that we still have a few gaps in our work, and that we still have to work hard to get to excellence. At Delta we may never pardon ourselves! If we go wrong, we must face the consequences!

Last year Delta served 4800 clients. 335 of them left us for greener pastures because of "bad service". The owners and management of Delta are really apprehensive about every complaint. We listen to the complaints, we write it down, and we try to get solutions. Because of complaints of clients Delta really showed progression over the years, and we upgraded our systems and our products. Just remember that every improvement and adjustment goes hand in hand with its own set of problems, many of them unforeseen. For example, Delta implemented a new admin and financial system, but the systems deleted some data, and did not "talk" to each other fluently.

There are also other factors, not under our control, causing big trouble, like the unreliability of the (very expensive) post and courier services, power failures, sometimes taking days to restore, suppliers of setwork books or maps, though we have ordered it in time, are just not able to deliver the goods, the Department and Umalusi with their unreasonable expectations, the fact that Telkom's services are dodgy (half of all our incoming Telkom lines are still "dead" after a month's fighting with them), and "dead" fax lines. It is a challenge to deliver an outstanding service with limited sources, against the onslaught of a crumbling infra structure.

Yet another reason for "bad services" is the fact that our clients don't always read carefully or understand correctly what they must do to help us in order to help them. Take the following as good examples:

- Clients complete the wrong enrolment forms (Delta in stead of Impak, or vice versa)
- Incomplete forms are sent to us.
- Proofs of payment are not sent to us.
- Clients don't send a copy of their ID to us.
- Clients enrol very late, or send work to us after the D-date, but then they expect from us to deliver immediate services, while they did not adhere to the rules.
- Clients send us the answer sheets without any name on it.
- Incomplete mark sheets are sent to us, etc. etc.

Last, but not the least, are these things which should be well under our control, but are not, like:

- Personnel take messages, but don't give feedback to the client.
- Documents are mislaid.
- Personnel don't always give through the correct information, etc. etc.

The fact that we know these things and we work on it, is proof that Delta is alive and progresses to a point where we will be known for a very good product, as well as excellent service delivery. We have confidence that the outsourcing of our printing matter, the establishing of a proper admin and finance system that will be able to keep up with the immense growth of our Company, serious training of our personnel, as well as good control and example from our owners and management, will make our rows the shortest in the market. Please watch us! Delta strives to be your reliable partner in home education. Please keep on talking, please praise us, also rebuke us – this helps us to get there quicker!

Lots of blessings for your task to help your children to study at home.

Kind regards.

Pieter Botha

# YEAR PLANNER 2010

## Edition A

EVENT	STARTING DATE	LAST DATE	VENUE	REMARKS
OFFICE OPEN	7 January	18 December		
TERM 1	13 January	19 March		7 academic weeks, 2 weeks test series
TERM 2				
Gr. 1-11	6 April	15 June		8 academic weeks,
Gr. 12	6 April	22 June		2 weeks exams
TERM 3	5 July	10 September		8½ academic weeks , 1½ weeks test series
TERM 4	20 September	19 November		6½ academic weeks, 2½ weeks exams
TEST SERIES: Term 1	8 March	19 March	Home	Parent guidance
TEST SERIES: Term 3	1 September	10 September	Home	Parent guidance
MID YEAR EXAM: Gr. 1-11	2 June	15 June	Home	Parent guidance
MID YEAR EXAM: Gr. 12	7 June	22 June	Home	Parent guidance
REPORT CARDS AVAILABLE	28 July (if answer sheets are at our offices by 29 June)			
FINAL EXAM: Gr. 1-11	4 November	19 November	Home	Parent guidance
REPORT CARDS AVAILABLE: Gr. 1-11	15 December ( if answer sheets are at our offices by 25 November)			
Advanced LOR camp	7 May	9 May	Moria camp	Covers objectives Gr. 11-12
Foundation LOR camp	18 June	20 June		Covers objectives Gr. 10
ADVENTURE CAMP Gr. 1-11	8 April	11 April	Moria camp	
Sports dates Gauteng: Day 1 Day 2	13 March 16 June			
CONGRESSES: Gauteng/ North Namibia Western Cape	8 April 27 May 26 August	11 April 30 May 29 August		
VASBYT AND LEADERS CAMP Level 1 and 2 (Gr. 8-12)	18 February	21 February		
WINTER SCHOOL: Gr. 10-12 Practical Gr. 12 Academic	24 June 28 June	26 June 2 July		
Gr. 12 PRELIM EXAM	9 August	27 August		
Gr. 12 FINISHING SCHOOL	15 September	17 September		
MATRIC FAREWELL	18 September			

### Important remark

- If you send us the answer sheets for marking within the above mentioned schedules, the subject authors of Delta will gladly do it. Should you work outside the mentioned schedule, we will send the memorandums at the end of the exam for you to mark the answer sheets and to send us the marks. We will then send you the report card. Our subject authors are only temporary workers at Delta, and are not able to mark the papers at an inopportune time.

**The Head Office will be closed as from:** 14:00 on 18 December 2010 to 8:30 on 7 January 2011.

### Office hours (When the telephones will be answered)

Mondays to Thursdays 8:30 to 16:30

We are closed on Fridays.

# YEAR PLANNER 2010

## Edition B

EVENT	STARTING DATE	LAST DATE	VENUE	REMARKS
OFFICE OPEN	7 January	18 December		
TERM 1	10 February	31 March		6 academic weeks, 1 week test series
TERM 2 Gr. 1-11 Gr. 12	12 April 12 April	22 June 26 June		8 academic weeks, 2 weeks exams
TERM 3	12 July	17 September		8½ academic weeks , 1½ weeks test series
TERM 4	27 September	27 November		6½ academic weeks, 2½ weeks exams
TEST SERIES: Term 1	22 March	31 March	Home	Parent guidance
TEST SERIES: Term 3	7 September	17 September	Home	Parent guidance
MID YEAR EXAM: Gr. 1-11	10 June	22 June	Home	Parent guidance
MID YEAR EXAM: Gr. 12	14 June	26 June	Home	Parent guidance
REPORT CARDS AVAILABLE	28 July (if answer sheets are at our offices by 2 July)			
FINAL EXAM: Gr. 1-11	11 November	27 November	Home	Parent guidance
REPORT CARDS AVAILABLE: Gr. 1-11	18 December ( if answer sheets are at our offices by 3 December)			
Advanced LOR camp	7 May	9 May	Moria camp	Covers objectives Gr. 11-12
Foundation LOR camp	18 June	20 June		Covers objectives Gr. 10
ADVENTURE CAMP Gr. 1- 11	8 April	11 April	Moria camp	
Sports dates Gauteng: Day 1 Day 2	13 March 16 June			
CONGRESSES: Gauteng/ North Namibia Western Cape	8 April 27 May 26 August	11 April 30 May 29 August		
VASBYT AND LEADERS CAMP Level 1 and 2 (Gr. 8-12)	18 February	21 February		
WINTER SCHOOL: Gr. 10-12 Practical Gr. 12 Academic	24 June 28 June	26 June 2 July		
Gr. 12 PRELIM EXAM	9 August	27 August		
Gr. 12 FINISHING SCHOOL	15 September	17 September		
MATRIC FAREWELL	18 September			

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