



Smart Horizons Career Online Education Student Handbook

The Student Handbook is the governing document for all policy-related information. It is the responsibility of each student to read this Handbook and to comply with its terms. Failure to read this Handbook does not excuse students from the policies or procedures it contains.

Smart Horizons Career Online Education and Southern African Virtual School may make any changes to the Handbook at any time. Any revisions will be posted online.

CampusNet (Pty) Ltd. , through its operational subsidiary Southern African Virtual School, is an approved Partner of Smart Horizons Career Online High School and Education To Go, and offers the Career Online High School Program throughout Africa.

Each student understands and agrees that completion of Smart Horizons Career Online Education's high school diploma program, and obtaining of a diploma and career major certificate, is not a guarantee of employment. Smart Horizons Career Online Education and the Southern African Virtual School has not made any promises to me, express or implied, in this regard. Each student agrees to release, indemnify, defend and hold harmless Smart Horizons Career Online Education, its officers, directors, employees, and agents from any such claim. Each student further agrees to release, indemnify, defend and hold harmless Southern African Virtual School, its officers, directors, employees, and agents from any such claim.



TABLE OF CONTENTS

- I. Welcome Letter from the Principal
- II. District Vision/Mission/Goals
- III. Admissions
- IV. General Information
- V. Student Services
- VI. Academic Policies
- VII. Student Rights and Responsibilities
- VIII. Contacts



WELCOME LETTER FROM THE SUPERINTENDENT

Dear Students:

On behalf of the faculty and staff, welcome to Smart Horizons Career Online Education!

At Smart Horizons Career Online Education, our goal is to help our students earn their high school diploma and prepare them for employment. To accomplish this, Smart Horizons Career Online Education offers coursework required to earn a career-credentialed certificate in areas such as Child Care, Transportation Services, Protection Services, Office Management, Homeland Security, Retail Customer Service Skills, Food and Customer Service Skills, and General Career Preparation.

We focus on helping students gain the career knowledge and skills needed for future success in the workplace.

We welcome you to the program and look forward to being a part of your educational journey.

Sincerely,

Howard A. Liebman,

Teresa Salafrio

Ph.D. District Superintendent

Principal



DISTRICT VISION/MISSION/GOALS

MISSION

Smart Horizons Career Online Education (SHCOE) is committed to preparing students for entrance into the workplace by delivering high-quality, supportive, and career-based online education.

SHCOE is committed to the application of knowledge through a career-based online curriculum with an emphasis on providing all students with the necessary work-based knowledge and skills for future success.

SHCOE's overall mission is to prepare students for entrance into careers and the workplace by delivering quality, supportive and career-based online education.

GOALS

- To offer working individuals or home-school students an affordable, flexible opportunity to learn at their own pace
- To prepare students for careers and employment based on employer-driven, academic requirements
- To create a positive, academic environment that helps students reach their potential
- To be at the forefront of providing online, career-based academics throughout Africa
- To maintain a dedicated team of faculty & staff for all students

OVERVIEW

The SHCOE high school diploma program is an 18-credit, 18 month course of study, career-based online high school program. If needed, students may complete the program in less time or more time, based on their current life schedule. However, students are required to complete the program within 18 months.

After a student's enrollment application has been received, analyzed and accepted by a Southern African Virtual School admissions advisor, students will be registered in the Career Online High School Program. Students will then be provided with an Individualized Career Plan (ICP). The ICP outlines the courses that must be passed to earn a high school diploma. Each student will be assigned an Academic Coach who will assist with the development of pacing schedules to complete their coursework in a timely manner.

CAREER TRACKS

Upon admissions into Smart Horizons Career Online Education, students declare a “major” in one of the following certificate areas:

- Early Childhood Education (CDA)
- General Career Preparation
- Homeland Security
- Transportation Services
- Protection Officer
- Office Management
- Retail Customer Service Skills
- Food and Customer Service Skills

All elective courses will be in the student’s chosen major of study. Upon completion of all credit requirements, students will receive a career certificate in their selected major (in addition to the high school diploma).

Students will select their career track the first time they log in to the student portal.

ADMISSIONS

REGISTRATION AGE AND EDUCATION

All students entering Smart Horizons Career Online High School must be at least 16 years of age prior to the first day of class and have successfully completed the 8th Grade at an accredited institution. Minors will be required to obtain parental consent to enrollment and acknowledgement of responsibility.

ENROLLMENT PROCEDURE

Because every student is unique, a Southern African Virtual School Admissions Advisor will work closely with you to answer any questions you might have about our program and facilitate your enrollment in our school.

ORIENTATION

All new students will be introduced to Smart Horizons Career Online Education by communicating with their assigned Academic Coach. Each new student will be contacted by their assigned Southern African Virtual School Admissions Advisor to discuss submission of their former high school transcripts, if applicable and to gather any other needed materials. Once the student is enrolled, the student's assigned Academic Coach will contact the student for a welcome call that focuses on the online learning environment, the student's Individualized Career Plan ("ICP"), and addressing any outstanding questions for the student.

ONLINE COURSES

Upon admissions into Smart Horizons Career Online Education, students will be provided access to their online courses and a username and password provided by the Southern African Virtual School enrollment office. In addition to a welcome call, students will be provided with a Welcome Guide that guides the student through selecting a career track and accessing courses.

Students will first be enrolled in career major elective courses. Each career major requires completion of eight (8) semester elective courses. Thereafter, the remaining courses will be made available upon a course release schedule.



Course Sequence

Students complete core academic courses in the following order (skipping over any for which they have received transfer credit). Each of the following semester courses is worth one half (0.5) credits.

- English 1 – Grammar and Composition, Semester 1
- English 1 – Grammar and Composition, Semester 2
- Math 1 – General Math, Semester 1
- Math 1 – General Math, Semester 2
- Social Studies 1 – World History, Semester 1
- Social Studies 1 – World History, Semester 2
- Science 1 – Environmental Science, Semester 1
- Science 1 – Environmental Science, Semester 2
- English 2 – Introduction to Literature, Semester 1
- English 2 – Introduction to Literature, Semester 2
- Math 2 – Consumer Math, Semester 1
- Math 2 – Consumer Math, Semester 2
- Social Studies 2 – American History, Semester 1
- Social Studies 2 – American History, Semester 2
- Science 2 – Physical Science, Semester 1
- Science 2 – Physical Science, Semester 2
- English 3 – World Literature, Semester 1
- English 3 – World Literature, Semester 2
- Math 3 – Algebra, Semester 1
- Math 3 – Algebra, Semester 2
- Social Studies 3 – American Government
- Social Studies 3 – Economics
- Science 3 – Biology, Semester 1
- Science 3 – Biology, Semester 2
- English 4 – American Literature, Semester 1
- English 4 – American Literature, Semester 2
- Social Studies 4 – Health
- Social Studies 4 – Physical Education

HIGH SCHOOL TRANSCRIPTS

A high school transcript is an official copy of a student's academic record. Every course and experience for which a student has earned high school academic credit is listed. Every high school course that the student has completed is listed as well as courses that they have withdrawn from. A high school transcript is not a diploma. Most career colleges, community colleges, and four-year universities require that students submit a high school transcript, not a high school diploma, as part of the admissions process.

TRANSCRIPT REQUEST

Students, who have earned credits from a previous high school, will need to request official transcripts from that school and have them sent to Southern African Virtual School whose Admissions Advisor will inform you of the process to follow.

Upon receipt of the transcripts, the student's Admissions Advisor will analyze the transcripts and determine which courses constitute credit and what courses the student will need to take at Smart Horizons Career Online High School.

TRANSFER CREDITS

Upon analysis of the student's transcripts, the student's online Individualized Career Plan (ICP) will be updated to reflect the courses that have been transferred in from their previous school and the courses the students will need to complete at Smart Horizons Career Online High School.

At least 25% of the student's academic courses must be completed with Smart Horizons Career Online Education to receive a diploma.

This transfer of credits applies only to students who have completed courses at accredited American High Schools.

In general, students from Southern Africa studying the South African CAPS curriculum or home schoolers studying via Cambridge will need to complete all of the Career Online High School courses due to incompatibility between the respective curriculums.

GENERAL INFORMATION

TUITION

Diplomas will not be issued, and transcripts will not be released, until all tuition fees are collected in full.

Tuition includes the following:

- 18 Online High School Courses
- High School Diploma
- High School Transcript
- Certificate in Career Major
- Career Portfolio Course

WITHDRAWAL POLICY

To cancel your enrollment, please contact your Southern African Virtual School Admissions Advisor, enrollment may be cancelled either orally or in writing, we recommend that you provide a written notice of your request to cancel to academic@savschool.co.za.

All cancellations are subject to the School's refund policy.

REFUND POLICY

The Student has 5 business days from the enrollment acceptance date to cancel their enrollment and only be responsible for the \$77 non-refundable Enrollment Application Fee. Students that have paid their tuition in full upon enrollment acceptance will receive a refund that equals the actual fee paid minus the \$77 application fee if they cancel their enrollment within the 5 business days. After 5 business days have passed, from the date of enrollment acceptance, a refund is no longer available and the Student is obligated to pay the full tuition amount even after the Student requests to cancel their enrollment

LEAVE OF ABSENCE

A leave of absence will be granted if circumstance beyond the student's control arise and these circumstances affect the student's ability to complete all of the course requirements. A leave of absence is granted at the sole discretion of Smart Horizons Career Online Education. Once a leave of absence has been granted, courses must be completed within a time period designated by the Principal, but not to exceed 6 months from the **ORIGINAL** admission termination date. In the event, a student fails to complete the course requirements within the designated time period, the student will be dismissed from Smart Horizons Career Online Education.



TECHNICAL REQUIREMENTS

The checklist below covers the minimum software and hardware requirements. It is the student's responsibility to ensure that any additional demands on resources made by either third party software or hardware not listed below is taken into account when assessing a system.

Microsoft Windows Requirements

- Intel Pentium 4 2.33GHz, Athlon 64 2800+ or faster processor (or equivalent)
- 128MB of RAM
- 128MB of graphics memory
- Windows 2000, XP, Vista or 7
- Internet Explorer 6.0 or greater
- Apple Safari 5.0.3 or greater
- Google Chrome version 0.11.257.201 (including 11.0.696.57 update) or greater
- Macromedia Flash Player version 8 or greater (version 10 for test assignments)
- Sun JVM version 1.4 or greater (for select courseware)
- Adobe Reader (viewing and printing certificates)

Mac OS X Requirements

- Intel Core Duo 1.33 GHz or faster processor
- 256 MB of RAM
- Mac OSX version 10.5 or greater
- Internet Explorer 6.0 or greater
- Mozilla Firefox 3.0 or greater
- Apple Safari 5.0.3 or greater
- Google Chrome version 0.11.257.201 (including 11.0.696.57 update) or greater
- Macromedia Flash Player version 8 or greater (version 10 for test assignments)
- Sun JVM version 1.4 or greater (for select courseware)
- Adobe Reader (viewing and printing certificates)

Hardware Requirements

- 1024x768, 16 bit (thousands of colors) color display or better
- Standard Mouse and Keyboard
- Speakers and Soundcard (Select Courseware)

Check your computer by running our [system check](#) now!



STUDENT SERVICES

ACADEMIC COACH

Students will be assigned an Academic Coach, whose primary role is to provide academic support and engage students in a way that supports completion of the high school diploma program and prepares students for entrance into careers and the workplace.

The Academic Coach will be the student's central point of contact, monitoring student progress, resolving SHCOE-based issues, liaising with other departments, advising on career track registration choices and related decisions, and guiding the student through the career portfolio.

Just as the student's Academic Coach will be expected to respond to student inquiries within 24 business hours, students are also expected to reply to phone calls and email messages from school personnel within 24 business hours.

ACADEMIC SUPPORT

Students who need further assistance with their course content can contact their Academic Coach. If a student needs additional academic support, the Academic Coach will connect the student to an Academic Support Instructor certified in the subject area that the student needs support in.

Within 24 hours, students will receive an email response, related to their question.

ACADEMIC POLICIES

ACADEMIC SCHEDULE

Each student is provided with a pacing guide upon enrollment that guides the student through completing each course in two weeks. Smart Horizons Career Online Education supports an open enrollment philosophy, and does not limit enrollment to specific dates.

ATTENDANCE

Students are responsible to set their own attendance schedule and their Individualized Career Plan (ICP) is designed to help students stay on pace to meet their graduation goals. Students will have eighteen months to complete the program; therefore, it is highly recommended that students follow the Student Pacing Guide provided at the time of enrollment and located in the Student Portal in the documents library.

In order to be successful in the program, SHCOHS recommends that students participate in coursework at least once every 5 days and spends a minimum of 6 to 10 hours per week on the program.

DEADLINES AND PACING SYSTEM

Students will have up to 18 months to complete all online courses. Upon enrollment into SHCOE, students will be provided with a Student Pacing Guide to help them complete their online course(s) in a timely manner.

ASSIGNMENTS

All course assignments and exams must be submitted in sequential order, based on the course syllabus. In addition, all course exams are computer-graded with instant, individualized feedback. All written assignments are graded and returned in a timely manner.

TEXTBOOKS

All of your reading materials are available online. Some English courses may require books that can be purchased or checked out of your local library.

RESUBMISSIONS

All Smart Horizons Career Online Education courses allow assignment resubmissions when the student scores lower than a 70%. The assignment bank will assign the student different assessment items related to the lesson to ensure understanding and comprehension of the lesson's content prior to advancing to the next lesson.

EXAMS

All online courses have an end-of-course semester exam. Students must pass the end-of-course semester exam in order to pass the online course. If a student scores lower than a 70% on the end-of-course semester exam, then the exam bank will assign the student a different semester exam to ensure understanding and comprehension of the course content.

GRADES

Grades for assignments and exams are available 24 hours a day, 7 days a week in the student's grade book located in each course home. This is not an official transcript.

GRADING SYSTEM AND SCALE

In SHCOE's mastery online learning setting, students are given specific, instant feedback (submitted electronically) about their learning progress at regular intervals throughout the instructional period. This feedback helps SHCOE students identify what they have learned well and what they have not learned well. Areas that are not learned well are allotted more time to achieve mastery. Only grades of "A", "B", and "C" are permitted because these are the accepted standards of mastery.

Every assignment and exam within a semester course is worth a certain number of points. As an assignment is graded, the score is automatically entered into the student's grade book and a percentage/grade will appear. Students will see that the assignments include the total points received as well as the maximum number of points available. At the end of each semester course, a final letter grade and numeric grade will be assigned based on your final average within the semester course. The Smart Horizons Career Online High School grading system is as follows:

<u>Percentage</u>	<u>Grade</u>
90-100	A
80-89	B
70-79	C
69 or below	Re-take assignment or exam

NOTICE OF INDIVIDUAL COURSE COMPLETION

Upon completion of each semester course, students can review the final course numeric grade by accessing their grade book. In addition, students Individualized Career Plan's (ICP) will automatically updated to reflect their grades and credit received for the course(s) completed.

ONLINE SEMINARS

In order to prepare students for a competitive global economy that demands innovation, Smart Horizons Career Online Education offers biweekly online seminars focused on 21st Century Skills, such as critical thinking and problem solving, communication, collaboration, and creativity and innovation. Upcoming events will be posted in the student portal and students can visit the district calendar of events to access these seminars.

CAREER WEBINARS

Once a month, Smart Horizons Career Online Education offers a career webinar. The webinar will either focus on one of the career majors offered or other career preparation topics, such as how to dress for an interview or effective ways to use online job searches. Upcoming events will be posted in the student portal and students can visit the district calendar of events to access these webinars.

GRADUATION REQUIREMENTS

Students must satisfactorily complete 4 credits in English; 3 Credits in Math; 3 Credits in Science; 4 Credits in Social Studies; 4 credits in Career Certificate Electives; and a Career Portfolio course. Students must earn a total of 18 credits to graduate from Smart Horizons Career Online High School.

EXPIRED COURSES

Smart Horizons Career Online Education courses expire (meaning your eligibility to complete the course) two (2) years from the student's original admission date. If you allow your courses to expire without notifying our enrollment office, you will receive an incomplete ("INC") on your transcript next to the course name. In the future, if you decide to re-enroll in the expired course, you will need to notify our enrollment office and upon completion of the course, your original "INC" will be replaced by your repeated course grade.

STUDENT SERVICE-LEARNING

Service-learning is recognized as an opportunity to produce civically engaged community members. No credit is given for service learning; however, it is recognized as an opportunity for students to connect with their community, engage in leadership roles, and understand the value of donating time. Student can choose to submit service-learning hours for documentation on their final transcript.

ACADEMIC HONOR SYSTEM

The Academic Honor System at Smart Horizons Career Online Education is an essential part of our online program. If evidence exists that students have plagiarized, submitted others work, or used profanity, then students may be given a failing grade for the course without option to withdraw or receive a refund.

As members of the Smart Horizons Career Online Education learning community, students are expected to conduct themselves with honor and academic integrity. Students must understand that plagiarism is an act of intellectual dishonesty and that it is academically unethical to do any of the following:

- Give work to another student
- Submit other student's work
- Allow another individual to impersonate the student
- Plagiarize on assignments or exams by sharing work electronically
- Download an essay from the internet without acknowledging the original source and placing quotation marks around the quoted text

ACCREDITATION

Smart Horizons Career Online Education (SHCOE) is a private school district that has been granted District Accreditation from the [AdvancED Accreditation Commission](#). AdvancED is the national commission that confers the Southern Association of Colleges and Schools Council on Accreditation and School Improvement (SACS CASI) accreditation seal. This means that the SHCOE district and all of its schools are accredited, and that SHCOE is recognized across the nation as a quality school system.



AdvancED is the unified organization of the North Central Association Commission on Accreditation and School Improvement (NCA CASI) and the Southern Association of Colleges and Schools Council on Accreditation and School Improvement (SACS CASI). AdvancED provides nationally recognized accreditation for school districts and individual schools and represents 27,000 public and private schools and districts across the United States and in 65 countries worldwide, educating 15 million students.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

The Family Education Rights and Privacy Act of 1974, commonly known as FERPA, is a federal law that protects the privacy of your student education records. You have specific, protected

rights regarding the release of such records and FERPA requires that Smart Horizons Career Online Education adhere strictly to these guidelines. Therefore, it is imperative that our faculty and staff have a working knowledge of FERPA guidelines before releasing educational records.

EDUCATIONAL RECORDS

FERPA gives students the following rights regarding their educational records:

- The right to access educational records kept by Smart Horizons Career Online High School
- The right to demand educational records be disclosed only with your consent
- The right to amend educational records
- The right to file complaints against Smart Horizons Career Online High School for disclosing educational records in violation of FERPA.

Such records may include:

- Written documents; (including student advising folders)
- Computer media;
- Microfilm and microfiche;
- Video or audio tapes or CDs;
- Film;
- Photographs.

Any record that contains personally identifiable information, which is directly related to the student, is an educational record under FERPA. This information can also include records kept by the Smart Horizons Career Online High School in the form of student files, student system databases kept in storage devices such as servers, or recordings or broadcasts.

RELEASE OF INFORMATION

During any phone calls, in order to be in compliance with FERPA, Smart Horizons Career Online Education will need to verify the student's identity (school username/password) before releasing any individual identifiable or educational information.



NONDISCRIMINATION POLICY

Smart Horizons Career Online Education and Southern African Virtual School will not engage in discrimination or harassment against any person because of race, color, religion, sex, national origin, ancestry, age, marital status, disability or sexual orientation including gender identity and will comply with all national, federal and state nondiscrimination, equal opportunity and affirmative action laws, orders and regulations. This nondiscrimination policy applies to admissions, employment, access to and treatment in all Smart Horizons Career Online High School programs and activities

INTERNET TERMS OF USE POLICY

Internet access is required for students enrolled at Smart Horizons Career Online Education.

While on the internet for school-related work, Smart Horizons Career Online Education, students must adhere to the following:

Respect and protect the privacy of others.

- Use only assigned accounts.
- Not view, use, or copy passwords, data, or networks to which they are not authorized.
- Not distribute private information about others or themselves.

Respect and protect the integrity, availability, and security of all electronic resources.

- Observe all network security practices, as posted.
- Report security risks or violations to a teacher or network administrator.
- Not destroy or damage data, networks, or other resources that do not belong to them, without clear permission of the owner.
- Conserve, protect, and share these resources with other students and Internet users.

Respect and protect the intellectual property of others.

- Not infringe copyrights (no making illegal copies of music, games, or movies!).
- Not plagiarize.

Respect and practice the principles of community.

- Communicate only in ways that are kind and respectful.
- Report threatening or discomfoting materials to Smart Horizons Career Online Education administration.
- Not intentionally access, transmit, copy, or create material that violates the Smart Horizons Career Online Education code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass).

- Not intentionally access, transmit, copy, or create material that is illegal (such as obscenity, stolen materials, or illegal copies of copyrighted works).
- Not use the resources to further other acts that are criminal or violate the Smart Horizons Career Online Education's code of conduct.
- Not send spam, chain letters, or other mass unsolicited mailings.

GRIEVANCE POLICY

Academic-Related Grievances refers to issues regarding admissions, transfer credits, student assessment, academic grades, curriculum and other course-related matters.

Non-Academic Grievances refers to issues regarding administrative matters, individual behavior, and professional practices.

Informal Process

If a student has a complaint about any aspect of their courses, or how they are being treated, they should immediately contact their Academic Coach. If an equitable resolution is not reached; the student may file a formal complaint.

Formal Process

The student should submit in writing the cause of their concern to the school's principal. If an equitable resolution is not reached; the student may request a hearing with Smart Horizons Career Online High School Board of Directors. At that time the students concern will be submitted to Smart Horizons Career Online Education Board of Directors for a final decision.

Contacts

Southern African Virtual School

Office Hours: Monday to Friday 08h00 until 16h00

Telephone: 086 100 2235 International Callers +27(0)21 781 0445

eMail: academic@savschool marketing@savschool.co.za support@savschool.co.za

Website: www.campusnet.co.za

"Smart Horizons Career Online Education is committed to preparing students for entrance into careers and the workplace through delivering quality, supportive and career-based online education"