

LEAD is pleased to welcome all students to this e-learning course (e-course). We hope that you find it both interesting and rewarding.

TERMS AND CONDITIONS: LEGAL OFFICE ADMINISTRATION AND CLIENT CARE e-COURSE:

Duration of Course	This e-course will be conducted online for a period of one month.
Timelines	Please refer to the brochure.
Contact Sessions	There will be no contact sessions for this e-course: it is a 100% web-based course.
e-Course Programme Schedule	The programme schedule for this e-course will be available online on the day the student starts the course. The e-course schedule is available in the e-course. The e-course schedule includes information about tutorials, assignment due dates, calendar activities, etc.
Purpose of the e-Course	Students will learn how a law firm operates and gain the skills needed for law firm office administration. The course will deal with <i>inter alia</i> : tasks of the office administrator; effective communication; personnel management; client care etc. After successfully completing this e-course, students will have learned how to work more effectively and efficiently on a day-to-day basis.
Discussion Forum	There is an online discussion platform where students can interact with other students. It is recommended that students participate in this discussion forum to enhance their learning experience. Students found to be misusing this forum will be blocked from the forum.
Prescribed Learning Material	Students will receive a training DVD with the required learning material. Materials will be available for downloading and printing within the e-course modules.
Additional Study Material	No additional materials are prescribed for this e-course.
LEAD ADDRESS	Legal Education and Development P O Box 27167, Sunnyside 0132 Docex 227, Sunnyside E-mail: eLeader@lssalead.org.za Website: www.lssalead.org.za Tel: +27 (0)12 441 4600 (switchboard)

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Name of e-Course	LEGAL OFFICE ADMINISTRATION AND CLIENT CARE e-COURSE
<p>Agreement and understanding by Student</p>	<p>When participating in this e-course, the student agrees to and understands the following.</p> <ol style="list-style-type: none"> 1. The student will submit his/her original own work and will not obtain any external assistance except from the e-course facilitator/instructor. If the student is found not to be complying with this, his/her participation in the course may be terminated. If the student is an attorney or candidate attorney, the matter will be reported to his/her statutory provincial law society. 2. The student will be entitled to certification only if a. the tuition fee is paid in full; b. he/she has achieved a course pass mark of at least 50%; and c. he/she has completed an evaluation form. 3. The student has no claim for a refund of the course fee should he/she terminate participation 14 days or less before the starting date. 4. The student will abide by the terms and conditions of this e-course.
<p>Copyright terms</p>	<p>© Law Society of South Africa 2017</p> <p>Copyright subsists in the course content and material. No part of this work may be reproduced in any form or by any means without the Law Society of South Africa's permission. Any unauthorized reproduction of this work will constitute a copyright infringement and render the doer liable under both civil and criminal law.</p> <p>Whereas every effort has been made to ensure that the information published in the course material is accurate, the Law Society of South Africa takes no responsibility for any loss or damage suffered by any person as a result of the reliance upon the information contained therein.</p>
<p>Contacting the Administrator</p>	<p>eLeader@LSSALEAD.org.za</p> <p>Students should direct all administrative and/or technical queries for this course to the administrator via email. Students should ensure that they have the specific study material or other references at hand when enquiring about the e-course.</p>

Name of e-course	LEGAL OFFICE ADMINISTRATION AND CLIENT CARE e-COURSE (continued)
Assessment (Tests and Quizzes)	The student must complete the test and quizzes for each module before continuing to the next module. The student may repeat the test and quizzes as they wish. These tests and quizzes do not contribute any marks to the final mark. Students will receive immediate feedback and results on the tests and quizzes.
Assessment (Examinations)	The student should complete one examination which is a multiple choice exam. Students can submit the examination only once. The feedback will be available after submission. The examination mark constitute 20% of the student's final mark. This examination should be completed within the stated time period.
Assessment (Assignment)	<p>This e-course has one compulsory assignment. The student must download the assignment from the online program, complete it, and upload the answer scripts for assessment by the facilitator. Students are permitted to submit the assignment only once.</p> <p>The due date for the assignment is contained on e-course schedule. No assignment submitted late will be assessed. The assignment mark constitutes 80% of the student's final mark. The assignment mark and feedback will be posted online confidentially for the student's information.</p>
Course Pass Rate	The pass rate for the course is 55%. To calculate the student's final percentage, the examination and assignment are weighted as follows. Examination 1 = 20% Assignment = 80%
Language	The course is conducted in English. All assignments must be submitted in English and the facilitator will only mark assignments submitted in English.
Certification	Certificates of Competence will be awarded to students upon successful completion of the e-course. Should a student not receive his/her certificate via post within three calendar months of completing the e-course, he/she should contact the administrator (GRACE@LSSALEAD.org.za).
Contacting the e-Course Facilitator	Students may contact the facilitator via the e-learning platform. The facilitator will be available online twice a week for an hour, according to the e-course schedule. Alternatively, students can send their e-course questions / discussions via the e-learning forum.
LEAD Cancellation Clause	LEAD reserves the right to postpone or cancel a course should the number of delegates not justify the costs involved. Registered participants will be given reasonable notice of cancellation.