



INDABA INSTITUTE

AMI MONTESSORI DIPLOMA ASSISTANTS TO INFANCY (0-3)

Student Handbook



Indaba Institute NPC

Reg. No: 2017/116452/08 | NPO No: 250-902 NPO | PBO No: 930074569 | Directors: A.C. Shearer, C.V. Poole, S.P. Pienaar
Lynedoch Road, Lynedoch, Stellenbosch, 7603, South Africa | Tel: +27 (0) 21 881 3500 | Email: admin@indabainstitute.org
www.indabainstitute.org

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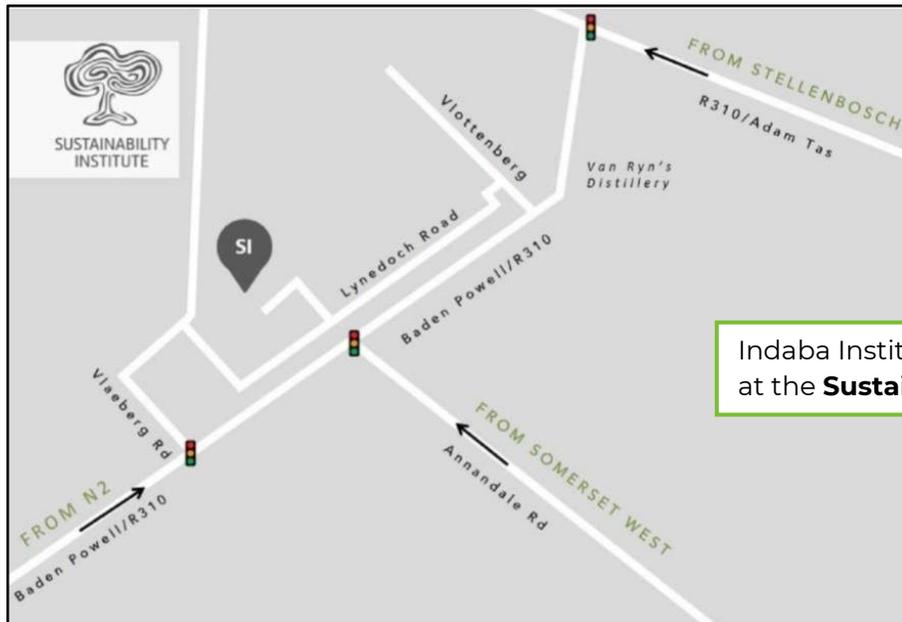
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The information and policies outlined in this Student Handbook are correct at the date of publication and are applicable for courses commencing after that date. If it becomes necessary to make changes to any policies, students will be notified of these changes.

1. CONTACT INFORMATION

1.1. Training Centre

Address	Lynedoch Road, Lynedoch, Stellenbosch, 7603, South Africa
Telephone	+27 (0) 21 881 3500
Email	admin@indabainstitute.org
Website	www.indabainstitute.org



On-site parking is available. Parking on campus is permitted only in marked parking spaces in designated areas.

For more information about the SI, visit their website at www.sustainabilityinstitute.net.

1.2. Board of Directors

Director	André Shearer
Director	Caroline Poole
Director	Sean Pienaar

1.3. Association Montessori Internationale (AMI)

Address	161 Koninginneweg, 1075 CN Amsterdam, The Netherlands
Telephone	+31 (0) 20 679 8932
Email	info@montessori-ami.org
Website	www.ami-global.org

Association Montessori Internationale's (AMI) global network empowers teachers and communities through the holistic approach of Maria Montessori, helping all children become truly capable and productive individuals by focusing on their moral, behavioural, emotional, and intellectual development. AMI is internationally recognised as a custodian of Montessori principles and practice and an accreditation partner that advocates for quality education educations that respects the unique nature of childhood, natural human development, and the rights of the child. A unique aspect of the AMI course of study is regular hands-on practice with, and creation of, materials in a model classroom environment.

2. WELCOME

Welcome to the Indaba family! We are excited to get to know you and journey with you on an AMI Montessori training course. AMI Montessori courses are world renowned for their holistic and meticulous approach to training teachers. Undertaking an AMI Montessori course will be enriching and insightful and give you a fresh perspective to not only teaching but to life.

2.1. About Indaba Institute

Indaba Institute (II) started growing in early 2016 and was formally registered in early 2017 as a Non-Profit Company (NPC). In 2020, the Institute was registered as a Non-Profit Organisation (NPO). It was established with the purpose of making high-quality Montessori Early Childhood Development (ECD) training available and accessible in South Africa, specifically in the Cape Winelands.

It is the only training centre in Southern Africa authorised to deliver Association Montessori Internationale (AMI) Montessori courses. AMI was established by Dr Maria Montessori and has affiliated training centres across the globe. AMI courses are internationally recognised for their standard of excellence.

The dates for upcoming courses are available on Indaba Institute's website at:

<https://indabainstitute.org/our-courses/>

AMI Diplomas are awarded by AMI and do not currently form part of the National Qualifications Framework (NQF). Indaba Institute is in the process of registering with the Department of Higher Education and Training (DHET) and applying for accreditation through the Council of Higher Education (CHE), in order to obtain a SAQA ID from the South African Quality Authority.

2.2. Our Team

Director	Jasmine Jacob
Accreditation Lead	Juliet McGear
Finance Lead	Deon Gräbe
Marketing & Communications Lead	Yolanda Benya
Operations Lead	Stella Burger
Student & Community Lead	Nomvelo Lupuzi
Office Administrator	Shandré Adendorff

Our administration team can be contacted during our business hours of 8:00 am to 4:00 pm, Monday to Friday.

Each AMI Diploma course is under the direct supervision of an AMI Trainer, the Director of Training, who has been appointed by AMI to deliver the course and be responsible for all pedagogical matters. Each Director of Training is a very experienced Montessori practitioner who has also completed the extensive AMI Training of Trainers (TOT) programme. The DOT is assisted by either another Trainer, a candidate that is in the TOT programme or an assistant.

Director of Training (DOT)	Julia Hilson
Trainer in Training (TOT)	Beverley Maragh
Email	Oto3@indabainstitute.org

Trainers can be contacted by email for support and questions throughout the course.

Examinations are presided over by an external AMI examiner.

3. APPLICATION AND ENROLMENT

3.1. Language of the Course

All components of the course will be conducted in English. Applicants whose native language is not English are required to be proficient in reading, writing, speaking, and listening in English.

3.2. Application Documents

Applicants will be considered for admission on receipt of all the following documentation:

- Completed application form.
- Clear copy of ID or Passport.
- CV (*outlining academic and employment history*).
- Copy of your highest-level education certificate – NQF Level 4 or equivalent. (*for South African students*)
- Copy of your highest-level education certificate – A-Level or equivalent. (*for international students*)
- Two signed letters of recommendation, including contact details of a reference.
 - One being professional in nature.
 - One being a character reference.
- Short autobiographical essay. (*details further below*)
- Valid police clearance certificate. (*details further below*)
- Application fee proof of payment. (*refer to section 5*)

**If the prospective student holds an AMI Diploma at another level, one recommendation must be from the previous Director of Training.*

Once all documentation has been received, an interview with the Director of Training, and, on occasion, with additional team members will be scheduled.

3.3. Autobiographical Essay

The short autobiographical essay outlined above should describe the applicant's past experiences and future direction, particularly relating to working with children. It must be written by the applicant in their own words and be between 300 and 350 words.

The essay should address the following questions:

- What led to your interest in Montessori education?
- What is your purpose for wanting to take the course?

3.4. Valid Police Clearance Certificate

A police clearance certificate or a criminal record check is a requirement for people who work or volunteer in child-related work.

As Indaba Institute is part of a community that includes Lynedoch Children's House and Lynedoch Children's School, students will not be permitted to undertake the course or their teaching practice and observations without a valid police clearance certificate or a criminal record check.

Further, a student's enrolment in the course may be suspended or result in dismissal if a check above becomes invalid or expires without replacement during the term of the course or practical component.

3.5. Application Procedure

Applications will be reviewed on a rolling basis until enrolment has reached capacity, at which time a waiting list will be established.

Application forms can be requested by mail, phone or email and can be found on Indaba Institute's website.

Completed applications should be returned with supporting documents to: admin@indabainstitute.org.

Please note that acceptance is subject to the discretion of the course Director of Training and the Director of the Institute.

3.6. Confirmation of Enrolment

Applicants will be notified of the outcome of their application by email. Successful applicants will receive a confirmation of enrolment letter. Please be aware that your place is not confirmed until such time as the applicant makes their first payment towards the course fees in accordance with the fee schedule for the relevant course.

3.7. Enrolment Policy

Applicants are requested to apply for a course at least two months prior to commencement of the relevant course to ensure placement availability and proper processing of their application.

3.8. International Students

International students are responsible for ensuring that they have a valid passport and visa, enabling the student to study in South Africa and complete the entire course.

Proof of visa status may be required by Indaba Institute from the student and the Institute may suspend the student's enrolment in the course or immediately dismiss the student from the course where a visa, or proof of visa, is inadequate or not provided.

3.9. Disability Statement

Should an applicant require special considerations or accommodations due to a disability, they are requested to please disclose this in their application. While we strive to make our courses accessible to everyone, we cannot guarantee that we will be able to cater for everyone's specific needs.

4. COURSE INFORMATION

4.1. Course Title

The complete title of the course is AMI Montessori Diploma Assistants to Infancy (0-3).

4.2. Course Description

The study of Montessori pedagogy and current medical and psychological approaches to child development from birth to three years.

4.3. Course Delivery

A minimum 400 hours of classroom-based training including lectures and supervised practice, and a minimum of 250 hours of observations of children from birth to three years.

4.4. Course Dates

The course dates for the AMI Diploma are:

Module	Format	Start Date	End Date	Weeks	Comments
1	In-Person	20 February 2023	31 March 2023	6	
2	In-Person	7 August 2023	8 September 2023	5	
Between Modules	Online	See Comments	See Comments	N/A	Oct 2023: 2 x 3-hour online sessions Nov 2023: 2 x 3-hour online sessions Dec 2023: 1 x 3-hour online session Jan 2024: 2 x 3-hour online sessions Feb 2024: 2 x 3-hour online sessions Mar 2024: 1 x 3-hour online session (Dates to be confirmed)
3	In-Person	22 April 2024	24 May 2024	5	

Should course dates change, the changes will be communicated in advance.

4.5. Course Units

The courses units in the AMI Diploma are:

Title	Code	Description
Theory and Psychology		
Montessori Theory	AMID101	Includes: child development, the role of the adult, and the role of the environment. All lectures converge around the central concept of education as a help to life, the study of the child, family, community, human relations, and self-awareness in young children. Special consideration is given to the development of movement, early language activities, and independence.
Medical / Developmental		

Anatomy and Physiology	AMID102	Provides background information on anatomy and physiology of several body systems.
Obstetrics	AMID103	Provides background information on pregnancy, birth, puerperium, and a study of the symbiotic period of life.
Nutrition	AMID104	Provides background information on nutrition.
Hygiene	AMID105	Provides background information on hygiene, child health and safety.
Child Neuropsychiatry	AMID106	Provides the student with comprehensive information on the development of personality. This area of study looks at work of the brain with a focus on language and movement. We also explore in detail social- emotional development and development of the Intellect in the first 3 years of life with a focus on how to aid this development.
Methodology by Subject		
Psycho-Sensory Theory and Demonstrations	AMID107	Activities for visual, tactile and auditory experiences, eye-hand coordination and to support the development of equilibrium.
Home Environment Theoretical Introduction	AMID108	Provides theoretical understanding of the developmental milestones reached at each stage, with a focus on weaning, sleeping and toileting.
Home Environment Demonstrations	AMID109	Provides practical information on how to create a simple, inexpensive, effective environment for the child at home.
Communities Theoretical Introduction	AMID110	Practical guidance and principles on how to start communities for infants and toddlers in a community environment. To include the people working there, the amount of space (e.g. for sleeping, feeding, physical care, movement, etc.) covering the ages: 2 months – 14/16 months; and 14/16 months – 2/3 years.
Communities Demonstrations	AMID111	Language, movement and music, and art activities. Exercises of practical life, to include care of the person, care of the environment (indoor and outdoor), grace and courtesy, movement of furniture, food (organisational, preparation, and children's activities).
Practicum and Observation		
Supervised Practice	AMID112	Supervised practice workshops in which the student undertakes, over the course of the study programme, to complete the required amount of supervised practical work with the various materials in order to understand both their theoretical and practical applications. Sessions are structured to create a dynamic situation in which students can individually demonstrate how they would practically present activities to the child and then to discuss constructively with the group the effectiveness of that presentation and its essential elements. To relate the practicalities of the materials in respect of the development of the child.
Observation	AMID113	Observation is at the core of the Montessori guide's work. During the course students undertake 250 observation hours of children of different ages.
Teaching Practicum		Work experience for a mandatory number of hours in 0-3 environments must also be completed satisfactorily. Each student

		undertakes a self-assessment of their practice and is also assessed by those responsible for the environment.
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4.6. Qualification Award

The AMI Diploma is awarded upon satisfactory completion of the components of the course requirements and the attendance requirement listed on the AMI Requirements for Certification document (refer to Annexure A), that is signed by the Director of Training and the student upon acceptance into the course.

The AMI Diploma is granted upon satisfactory completion of the following course requirements:

- **Attendance**
90% minimum attendance in course lectures and activities, including supervised practice.
- **Theory Album**
Compilation and submission of an acceptable theory album.
- **Reference Albums**
Compilation and submission of acceptable and original reference albums in all areas.
- **Material Making**
Submission of acceptable material making assignments.
- **Theory Papers**
Submission of acceptable and original theory papers.
- **Observation**
250 hours of observation training, on site and in home or infant communities.
- **Practice Teaching**
Practice teaching in a Montessori environment.
- **Written Examinations**
Passing marks of 50% or higher on the written examinations.
- **Oral Examinations**
Passing marks of 50% or higher on each area of the oral examinations.

Admission to the training course does not guarantee certification.

AMI is considered as the worldwide leader in Montessori education. Its certified training is acknowledged for its rigour and authenticity, and the AMI Diploma is internationally recognised.

Awarding of this AMI Diploma does not qualify the holder to train other teachers.

4.7. Required Materials and Supplies

Each student is required to prepare specific materials for classroom use. Students are liable for the purchase of all items needed to make these specific materials.

Indaba Institute advises that each student budget approximately R 3,200 for material making, course supplies and general stationery including notebooks, folders, binders, dividers, pens, and pencils, etc.

4.8. Required Readings

Students will be required to read selected materials and participate in discussions on assigned topics throughout the course.

By Dr Maria Montessori:

1. The Absorbent Mind
2. The Child in the Family
3. The Secret of Childhood
4. The 1946 London Lectures

By Silvana Quattrocchi Montanaro, MD:

5. Understanding the Human Being

By AMI:

6. Medical Text

The books by Dr Maria Montessori and the Medical Text are available for purchase at the Institute.

4.9. Recommended Readings

Before the start of the course:

1. *By E.M. Standing: Maria Montessori, Her Life and Work*

Throughout the course:

2. *By Lise Elliot: What's Going on In There?*
3. *By Eric Ericson: Childhood and Society*
4. *By Louise Kaplan: Oneness and Separateness*
5. *By Ashley Montague: Touching*
6. *By Daniel Stern: Interpersonal World of The Infant*

4.10. Director of Training



Julia Hilson

Julia's attraction to Montessori education began when she commenced studies toward her AMI 3-6 Diploma in London in 1985. In the years following, she has established centres and run classes in the UK and Australia. She also completed her 6-12 Course in Bergamo, her 0-3 Course in Australia – as well as attended the inaugural Educateurs sans Frontières gathering at Citta De Castella in 1999. Following several visits to remote Indigenous communities she was asked by Montessori Children's Foundation to move to Thursday Island, in the Torres Strait Islands and establish the first Montessori Children's House at Tagai State College in Torres Strait in 2009. Julia lived in this remote community for 6 years.

In early 2015 Julia began work with a remote Aboriginal Community in Cape York called Lockhart River and is still actively supporting this community and the programs in the Torres Strait Islands.

Julia lives on the Gold Coast, QLD, Australia where she supports the Montessori programs across the Islands and Aboriginal Community in between her training commitments.

Julia also holds a Bachelor's and Master's in Education and is an AMI Trainer at 0-3 Level and a 0-6 Montessori Consultant and International Examiner. Julia has been Director of Training on AMI Orientation and Diploma Courses in Australia, London, South Africa, New Zealand, The Gambia, Nigeria, Japan, Vietnam, Portugal and India.

Her special interest lies in empowering adults from Indigenous communities and supporting all families to grow in their understanding of the importance of the first few years of life and the help needed to have a lasting impact on their children's future.

4.11. Course Details

4.11.1. Albums

Each student will complete a personal reference album for each of the curriculum areas covered in the course subjects. The process of writing and illustrating albums is an internalisation and restatement of the course content that verifies the student has understood and is able to prepare a coherent record or presentation. Written and illustrated notes taken in class are the basis from which the student prepares course albums.

Students should follow the suggested format and albums should be either typed or written neatly. All work should be on clean, unwrinkled, unlined white opaque paper.

Albums are evaluated regularly by the Trainer, with the assistance of *album readers*, and written feedback is provided to students as they are evaluated.

4.11.2. Supervised Practice with Montessori Materials

Students must practice a minimum of 60 hours under the supervision of the Trainer. Supervised practice offers students the opportunity to solidify their understanding and techniques of the didactic apparatus before starting work with children in a classroom.

Sessions are structured to create a dynamic situation in which students can individually demonstrate how they would practically present activities to the child and then discuss constructively with the group the effectiveness of that presentation and its essential elements. To relate the practicalities of the materials in respect of the development of the child.

4.11.3. Theory Papers

Theory papers or assignments are written by students during the course and are essay-type papers on theory topics. The list of topics will be given early in the course. Source materials for theory papers are lecture notes and prescribed readings. The purpose of theory papers is to help students comprehend the importance of Montessori philosophies, and they form preparation for the Written Examination Paper A.

It is important for students to keep up to date with their work. Students who fall behind often find it exceedingly difficult to catch up.

4.11.4. Observation

Observation is at the core of the Montessori teacher's work. During the course, students undertake 250 observation hours outside of the course hours, of children of different ages. Work experience or teaching practice for a minimum of 20 hours in Montessori 0-3 environments must also be completed satisfactorily. Each student undertakes a self-assessment of their practice and is also assessed by those responsible for the environment.

As students are working in environments with children, confidentiality is expected.

If students have concerns or questions about anything they observe in an environment, they are encouraged to raise this directly with the Director of Training in the first instance.

4.11.5. Written Examinations

The course schedule sets out the dates for written examinations and all students are expected to be available to present the exams on those dates.

There are two written examination papers: Paper A and Paper B.

1. Paper A - contains theory questions on key Montessori concepts including child development, the role of the adult, the role of the environment, the study of the child, family, community, and human relations, self-awareness in young children, development of movement, early language activities, and independence.
2. Paper B - contains questions that reflect the basic Montessori principles and how these underpin the key materials in each of the curriculum areas. While this paper is more practically oriented than Paper A, questions are worded so that they are different from those asked in the Oral Exam.

In each paper, 4 questions out of a choice of 7 need to be answered.

4.11.6. Oral Examinations

Each student is required to demonstrate his or her knowledge during an oral examination before an examining committee selected by AMI and the Director of Training. Any student sitting for the examination is required to be available during the entire examination period.

At this examination, students are required to present Montessori educational materials in all four areas of the Montessori-prepared environment and are evaluated on the basis of demonstrated competence with the materials and on their ability to articulate knowledge of the relationships between the materials and the supporting theory.

4.11.7. Conferences

Conferences with the student and the Director of Training are scheduled during each module and again at the conclusion of the written examinations but before the oral examinations. During these conferences, a student's performance is reviewed, and feedback is given about their completed work and progress within the course.

Students have the opportunity to ask questions and request assistance.

Additional conferences are arranged when required. However, the student's academic progress remains the student's responsibility.

4.11.8. Internet Access

Internet access will be required from time to time during the course. Should the need arise, parts of the course may be hosted online until such time that face-to-face presentations are able to proceed.

Students are responsible to make sure that they have access to / will have access to the internet, should the need arise.

Should a student not have internet access, arrangements are to please be made with the Office Administrator at: admin@indabainstitute.org.

5. FINANCES

5.1. Course Fees

Description	Students (from the African continent)	Students (International excl. Africa)
Registration Fee	R 750	US\$ 75
Tuition Fee	R 58,000	US\$ 5,800
Total	R 58,750	US\$ 5,875

5.2. Payments

Registration fees are payable when applying for admission as a student. Registration fees are non-refundable.

Tuition fees need to be settled at the following intervals:

- Option 1: 95% of tuition fee on registration (100% less 5% discount); or
- Option 2: 30% of tuition fee by 20 February 2023, 30% of tuition fee by 7 August 2023, and 40% of tuition fee by 22 April 2024.

Failure to settle tuition fees on time will result in students not being allowed to continue with modules, until such time that their account has been brought up to date.

No student will be permitted to sit for the written and oral examinations if their account is not settled in full, at least one month prior to their first examination date.

5.3. Banking Details

Name of Accountholder	Indaba Institute
Bank	Standard Bank
Account Number	301977887
Account Type	Business Current Account
Branch	Helderberg
Branch Code	033012
SWIFT Address	SBZA ZA JJ

Snap Scan: <https://pos.snapscan.io/qr/SO8zXc4K>

Pay Fast: please request a payment link.

Yoco: please request a payment link.

Students must use their name and surname as the reference when making an electronic payment.

Proof of payments must be sent to the Finance Lead at: accounts@indabainstitute.org.

We also have a Yoco card machine and can accept card payments from the following: Visa Credit Cards, Visa Debit Cards, Visa Electron, MasterCard Credit Cards, MasterCard's, Debit Cards, Maestro Cards, and SASSA Cards.

Please note that the Indaba Institute will not accept cash payments for course fees.

5.4. Late Payment of Fees

If a student has trouble meeting their payment deadlines, they are requested to send an email to the Finance Lead within 10 days of the payment deadline. The email must include an explanation of the circumstances as well as a proposed payment plan to settle the outstanding fees.

Emails to be sent to the Finance Lead at: accounts@indabainstitute.org.

Indaba Institute reserves the right to charge interest of 2% per month on the amount outstanding, should payment be more than 30 days overdue.

5.5. Cancellation and Refund Policy

All requests for cancellation of enrolment and request for fee refunds must be advised in writing.

5.5.1. Cancellations

To submit a cancellation of enrolment, please send an email to the Office Administrator at: admin@indabainstitute.org.

5.5.2. Refunds

Registration fees are non-refundable.

If a student formally cancels their enrolment more than 10 business days prior to the commencement of a module, they will be eligible to receive a 100% refund of that module and subsequent module's tuition fees.

If a student formally cancels their enrolment between 10 business days prior to the commencement of a module and the commencement date of the module, they may be eligible to receive an 80% refund of that module and subsequent module's tuition fees.

Once a module has started, no refunds will be granted for subsequent cancellations of the module in process.

To request a refund, please send an email to the Finance Lead at: accounts@indabainstitute.org.

6. INDABA INSTITUTE POLICIES

6.1. Academic Integrity Policy

Academic integrity is the moral behaviour of acknowledging and crediting someone for the use of their work or ideas in aiding the completion of your work.

Any of the following is an act of academic dishonesty, which may result in dismissal from the course:

- **Plagiarism**
Defined as, *“the use of intellectual material produced by another person without acknowledging its source.”*
- **Cheating**
Defined as, *“fraud, deceit, or dishonesty in an academic assignment, including the use of or attempted use of materials, or assisting others in using materials that are prohibited or inappropriate in the context of the academic assignment in question.”*
- **Falsification or Alteration of Documents**
This includes, but is not limited to, providing false information, copyright violation, misrepresentation of credentials, and alteration of training center documents.

6.2. Reproduction of Materials Policy

Each student is on a personal journey through the course and all work, albums, and materials prepared by a student are intended for that student's own personal use when working with children, after graduating. These items are not to be reproduced or shared in any form. Undisclosed reproduction or sharing of work may result in dismissal from the course.

6.3. Recording of Lectures and Supervised Practice Policy

Unless otherwise communicated in writing by the Director of Training, the recording of lectures and supervised practice is not permitted. Any lectures or presentations remain the intellectual property of the speaker. Undisclosed recordings may result in dismissal from the course.

Feel free to take social videos and pictures during lunch breaks, and before and after class. We want you to enjoy the course and have memories to take back home with you.

6.4. Attendance Policy

Students must attain at least 90% attendance to be allowed to sit for the written and oral exams. Therefore, it is imperative that students keep their absenteeism, whether it be for medical reasons or family emergencies, to a minimum. The reason for the high attendance requirement is that the course is rigorous and intense, and even minimal absence can set back a student's progress on the course.

If you are unable to attend class, please notify the Community & Student Lead and the Director of Training in a timely manner and if you are ill, please notify them before 08:00 am on the morning of your absence.

Students must arrange with the Director of Training to make up course work missed due to excused absence.

The Director of Training will meet with the student when there have been several absences and the student may be placed on probation until attendance improves.

6.5. Electronic Devices and Internet Policy

The lecture room and practice room are working environments therefore, unless otherwise communicated in writing by the Director of Training, electronic devices, such as cell phones and laptops, will not be permitted during class. The reason for this is that electronic devices can be a distraction to the student, their peers, and the Trainer, and takes away from the student's ability to participate in the activities of the group. Electronic devices may be used in other spaces on campus and may be used during lunch breaks, and before and after class.

Students are permitted to use the Institute's internet for course-related purposes, in line with the above paragraphs. Internet login details will be provided on campus.

6.6. Social Media Policy

Students that have any grievances are asked to please take the matter up directly with the Director of Training and the Institute. Please refrain from going to social media to complain or post negatively about the Institute, any Institute team member, or AML.

6.7. Alcohol and Drugs Policy

Students may not arrive at the training centre intoxicated. Students may also not consume alcohol, drugs, or any illegal substances at the training centre.

Failure to comply with this policy may result in dismissal from the course.

6.8. Sexual Harassment and Discrimination Policy

Indaba Institute has a zero-tolerance policy toward sexual harassment or discrimination. The Institute is proud to be a safe space for individuals and will investigate with severity any sexual harassment or discrimination allegations.

The Institute does not discriminate on the basis of sex, race, colour, age, or national or ethnic origin in the application process nor in any courses presented by the Institute.

6.9. Dismissal of a Student

Indaba Institute reserves the right to dismiss a student if the Institute finds the student guilty of behaving in a manner that is an infraction of the student code of conduct, behaving in a manner that threatens the safety of others on campus, or behaving in any other manner that is neither respectful nor conducive to the Indaba community.

Dismissal of a student may also be the consequence of an infraction on one or more of the Institute's policies. The specific policy will state if an infraction is grounds for dismissal.

6.10. Complaints Procedure

- **Step 1:** Any academic-related complaint must first be discussed with the Director of Training to resolve the matter.
Any admin-related complaint must first be discussed with the Student & Community Lead to resolve the matter.
Any finance-related complaint must first be discussed with the Finance Lead to resolve the matter.
- **Step 2:** If the matter cannot be resolved through a discussion with the respective party above, students can approach the Operations Lead of the Institute.
- **Step 3:** If the matter cannot be resolved by the Operations Lead, students can approach the Director of the Institute.

Complaints can be emailed to the Office Administrator at: admin@indabainstitute.org.

7. ADDITIONAL INFORMATION

7.1. Statement of Confidentiality and Accessibility of Files

Daily attendance records and evaluations of a student's course work are held by the Institute. Once a student completes the course or is dismissed from the course, the student's file is archived.

The student file contains all the following, or the appropriate portion thereof:

- Application form and all supporting documents.
- Student records from the course.
- Summary evaluations of albums, materials, observations, and practice teaching.
- Summary sheets with scores from the written and oral examinations.
- Copy of the Montessori Diploma.

All student files remain the sole possession of the Institute and the Director of Training and may only be accessed to the extent required for a legitimate and lawful purpose.

All student files are held in the strictest of confidence.

Further, each student authorises the Institute and the Director of Training to provide AMI with a copy of relevant student records where required by AMI.

7.2. Course Format Changes

The Institute reserves the right to change the format of a course, for example, from in-person to online, should the Institute assess that it is in the best interest of both the students and the Institute to do so. An example of a reason for such changes could be due to lockdowns imposed because of the COVID-19 pandemic. Students will be contacted via email and/or through an instant messaging platform. Please ensure that the Institute always has your most recent contact details.

7.3. Unexpected Closures

In the event of an emergency or unexpected closure of the Training Centre, students will be contacted via email and/or through an instant messaging platform. Please ensure that the Institute always has your most recent contact details.

7.4. Dress

Students are responsible for maintaining an appropriate appearance and manner of dress. A student's dress needs to allow for comfortable movement in the practice room.

Clothing items are inappropriate if they display foul language or obscene images.

Students are required to dress professionally when visiting an observation school. The respective school's dress code must be adhered to.

7.5. Food and Drinks

Students are responsible for their own catering. They may either bring lunch from home or they may purchase lunch at nearby cafés. On-site we have the Green Café and close by there is a Total fuel station that houses Zetlers Food & Wine Shop and Burger Brothers.

On campus, there is a dedicated student room with a microwave, fridge, and kettle for students to use. Students are required to bring their own cutlery and crockery. There are dishwashing facilities in the building for students to use, on the condition that students pack away their dishes once washed, as this is a communal area.

Please ensure that all areas where you work with your food are left in a clean and tidy manner.

Food and drinks may not be taken into the practice room.

7.6. Personal Belongings

There are no locker facilities, therefore we encourage students to only bring to the class what is necessary and to always keep valuable items with them.

Indaba Institute is not responsible for any loss of, or damage to, personal belongings.

7.7. Smoking

Smoking on the premises is restricted to specifically demarcated areas.

7.8. Visitors

Please speak to an Institute team member prior to inviting a visitor. All visitors should check in with an Institute team member upon arrival.

7.9. Children at Indaba Institute

Visitors under the age of 12 should always be accompanied by an adult. The on-site prepared environment, classrooms, and materials are for the adult learner. Indaba Institute is not a childcare facility and is not equipped to have children visit for extended periods of time. To preserve the professional adult learning environment at the Institute parents, and caregivers may not bring children to the Institute as a childcare option, not even for cases of sickness and school closure.

7.10. Printing, Copying and Scanning

A printer is available for all students to use for the duration of the course. Each student will be given a unique code to access the printing, copying, and scanning facilities.

Students will be invoiced at the end of each month for the printing and copying done during that month.

The printer is in the Indaba Institute office and will only be available to students during the week as follows:

- Mondays to Fridays from 08:00 am to 08:45 am.

The process to follow:

- Documents to be printed can be loaded onto a USB drive. Students can do their own printing during the designated time slots by inserting their USB drive directly into the printer and printing their documents.
- Should a student have difficulty doing their own printing, please email your printing request to admin@indabainstitute.org before a printing time slot.

Email to include: the document to be printed, number of copies required, paper size required, indicate whether double or single-sided is required, indicate whether colour or black & white is required.

Collection: collect your printing at the end of the day or first thing the next morning. *(Only applicable printing requests via email.)*

- As far as possible, students are to please do their own printing via a USB drive and only make use of the email request option when absolutely necessary.
- Copying can be done only during the designated printing time slots.

- Scanning can be done only during the designated printing time slots.

Please note:

- Students are responsible for submitting special printing requests with sufficient time ahead of their deadline.
- Students are responsible for the collection and follow-up on their print jobs.
- Students are responsible for logging out of their sessions after using the printer.
- Students are responsible for monitoring their own printing tab.

COST	BLACK & WHITE	COLOUR
A4 (<i>per page</i>)	R 1.00	R 3.00
A3 (<i>per page</i>)	R 3.00	R 6.00

Kindly note that the scanning facility is free of charge.