REGISTRATION AND SELECTION POLICY

This policy is reviewed periodically, and any updates will be published on this website, effective upon posting. For significant changes, we may also notify you directly or highlight the update prominently. This policy is designed to ensure a fair, transparent, and inclusive process for all prospective applicants and active or enrolled learners applying to our programs. We are committed to supporting you at every step, providing clear guidance, relevant information, and equitable opportunities to help you succeed.

Our goal is to create a welcoming and accessible environment that values diversity and promotes lifelong learning. By prioritizing your needs and aspirations, we aim to make the REGISTRATION journey as smooth and supportive as possible, empowering you to achieve your goals with confidence.

The policy is for all prospective applicants and active or enrolled learners applying to or enrolling in programs. It also serves as a guide for academic staff, enrollment teams, and anyone involved in the recruitment, selection, and registration process. This ensures that all parties understand and uphold the principles of fairness, inclusivity, and transparency throughout the registration and enrollment journey.

1.   Who we Are

ALX Holdings Limited, a private company registered in Mauritius under licence number GB24O3649 and with its registered office address at 5th Floor, The CORE Building, No. 62, ICT Avenue, Cybercity, Ebene, Mauritius ("ALX", "we" or "us"). Any reference to the Company includes its parent, subsidiaries, affiliates, and successors.

We act as a 'controller' of the personal data to all information collected through our website (www.alxafrica.com), "Website", "ALX Africa" or collected for the Services, as identified below.

2.   Purpose and Scope

2.1.   The purpose of this policy is to ensure fair, equitable, and transparent recruitment, selection, and registration processes for all prospective applicants and active or enrolled learners. It aims to promote access, equity, and diversity while supporting applicants and learners' individual needs and ensuring appropriate placement in programs to optimize achievement and success.

2.2.   This policy applies to all activities and processes related to recruiting, selecting, and admitting applicants/learners into programs, including:

2.2.1.   Entry requirements and selection criteria

2.2.2.   Recruitment, selection, and registration phases

2.2.3.   Advertising and promotional materials

2.2.4.   Managing the registration to ensure fairness, integrity, and non-discrimination

2.2.5.   Maintaining accurate records of learner information, registration, and progress

2.2.6.   Responsibilities of employees involved in the recruitment and registration process

2.2.7.   It covers all programs currently offered and any future programs, as well as the coordination of tasks and resources necessary to support learners effectively.

3.   Definitions

The process is guided by key principles including fairness and equity, transparency, inclusivity, integrity, access and opportunity, and accountability. These principles aim to foster an inclusive culture that respects and supports diversity, ensuring that facilities, resources, and services are accessible and comply with relevant disability standards. Additionally, the goal is to strive for universal access to opportunities, carefully balancing individual needs with institutional capabilities.

Accommodation	Adjustments to assessment or access processes to support individuals with disabilities without lowering academic or institutional standards.
Active learner	An Active Learner is defined as any individual or entity that meets all the following conditions: Subscription Status: Has an ongoing, valid subscription plan (monthly, annual, or other payment frequency) that has not been canceled or terminated. Access Rights: Actively holds access to the platform's services, content, or features based on their subscription tier. Payment Compliance: Has successfully made the required payment for the current billing period and has no outstanding or overdue payments. Engagement: Has been actively engaged on the platform within the last 12 months (e.g., submitted an assignment, completed a module, logged meaningful activity).
All Access Fee	A standardized fee structure, corresponding to the enrollment subscription fee, designed to ensure equal opportunity for all applicants to access institutional resources, services, and facilities during the registration process.

Appeal	A formal request by an Active Learner to the Committee asking the Committee to review an ALX decision concerning their academic performance or conduct.
Appeals Committee	The Appeals Committee is a formally designated body responsible for reviewing and making decisions on appeals submitted by active learners who wish to contest an academic, disciplinary, or administrative decision. The committee ensures that due process is followed, considers the merits of the appeal, and issues a final, impartial determination in accordance with institutional policies and regulations.
Disability	A broad term encompassing physical, mental, or learning disabilities, chronic conditions, and other impairments that affect participation in activities.
Diversity	The recognition and inclusion of individuals from varied backgrounds, cultures, experiences, and identities to foster a rich, inclusive learning environment.
Enrolled Learner	An Enrolled Learner is an individual who has successfully made their initial payment (i.e., from the second payment onward) and is officially registered for a program. While learners in this status may temporarily lose access to the Learning Management System (LMS) due to missed payments, they retain access to the broader platform (e.g., eHub) and are still eligible to enroll in additional programs. Enrolled learners are considered part of the learning community but may have limited functionality depending on their payment compliance.
Equity	The principle of providing fair opportunities and access to programs for all applicants, taking into account individual differences and barriers to ensure everyone has the resources they need to succeed.
Fairness	Ensuring all registrations and selection processes are impartial, transparent, and consistently applied to uphold the integrity of the institution while respecting individual rights.
Historically Disadvantaged	Refers to individuals or groups who have been systematically excluded from social, program, or economic opportunities due to historical discrimination and inequality. This often includes those marginalized based on race, ethnicity, gender, socio-economic status, or geographic location, particularly under historical systems of

	oppression. The designation is used to ensure equity, redress, and access to opportunities for affected individuals.
LEA (Learning Experience Assistant)	An AI-powered Learning Experience Assistant (LEA) is a digital tool designed to enhance and support the learning process by providing personalized guidance, real-time feedback, and on-demand assistance. LEAs use artificial intelligence to adapt to individual learner needs, offering explanations, answering questions, suggesting resources, and helping navigate course content. These tools are often integrated into online learning platforms and aim to improve learner engagement, autonomy, and outcomes through interactive and data-informed support.
Mother-tongue-based multilingual	A program approach that uses the learner's first language (mother tongue) as the medium of instruction, transitioning to additional languages for broader opportunities.
Non-Discrimination	The commitment to treating all applicants equally, regardless of race, gender, age, religion, disability, socioeconomic status, or other protected characteristics, ensures a bias-free registration process.
Prospective Applicant	Prospective Applicants are individuals who have shown interest in enrolling in a program but have not yet been formally admitted or registered. They may be in the process of gathering information, submitting applications, or considering their options.
Special Needs	The consideration of applicants who require additional support due to physical, cognitive, emotional, or learning disabilities, with accommodations provided to enable equitable access to programs.
Zendesk	Zendesk is a cloud-based customer support platform used by ALX to manage and respond to student inquiries, concerns, and issues. It serves as the central helpdesk system where students can submit tickets, track the status of their queries, and receive timely support from the ALX team. Zendesk ensures that all support requests are organized, monitored, and resolved efficiently to enhance the overall student experience.

4. Promoting Access, Equity and Diversity

4.1. We are dedicated to widening access to programs, particularly for prospective applicants and active or enrolled learners from historically disadvantaged communities within Africa. This commitment extends to providing opportunities for prospective applicants and active or enrolled learners who may not meet traditional entry requirements to demonstrate their potential through additional assessment processes.

4.2. In promoting diversity, We seek to ensure that the learner body reflects a range of backgrounds while meeting the diverse needs of learners, all without compromising the academic integrity of our programs.

4.3. Fairness is a cornerstone of the registration procedure, is guided by non-discrimination that ensures access to programs is provided irrespective of age, race, nationality, religion, sexual orientation, marital status, or disability.

4.4. The overarching principles of access, equal opportunity, fairness, and recognition of prior learning underpin our commitment to providing inclusive opportunities for all prospective applicants and active or enrolled learners.

5. Recruitment, Selection, Registration, and Enrolment Phases

5.1. We are committed to widening access by:

5.1.1. Supporting applicants from disadvantaged communities

While we cannot guarantee support, we aim where possible to assist applicants from disadvantaged communities through resources such as scholarships or mentorship opportunities. Availability is subject to program capacity and funding.

5.1.2. Providing guidance to applicants

To ensure applicants are fully supported throughout the registration process, we offer a range of guidance services. This includes one-on-one support for those who need personalized assistance.

5.1.3. Accommodating applicants with Disabilities

While we are committed to creating an inclusive environment, we acknowledge that we are not fully equipped to support all types of disabilities at this time. Where possible, we will consider reasonable accommodations to assist applicants with disabilities, depending on the nature of the support required and available resources.

5.1.4. Managing Fairness and Non-Discrimination

We are committed to ensuring a fair and equitable recruitment and selection process for all applicants, regardless of their race, gender, age, disability, or other distinguishing characteristics.

5.2. Recruitment

5.2.1. The recruitment process is guided by principles of Fairness and Equity, ensuring all applicants are evaluated based on transparent and consistent criteria. We utilize a diverse range of recruitment methods to ensure that prospective learners

are well-informed about the available opportunities. While this process is primarily designed for countries where we have established hubs, the same principles may also apply to applicants from areas outside of these hubs, depending on program-specific requirements and capacity. This inclusive approach allows us to reach a wider pool of talent while maintaining the integrity and accessibility of our programs.

5.3. Methods

5.3.1. We employ a variety of recruitment methods to ensure that our opportunities reach a broad and diverse range of applicants, including those from marginalized or underrepresented communities.

5.3.2. In addition to traditional methods such as brochures, web marketing, and interviews, we collaborate with community organizations, local outreach programs, and non-profit groups to ensure that all groups are informed about available opportunities.

5.3.3. Our outreach efforts include attending community events, hosting informational sessions, and working with local schools, community centers, and organizations that serve disadvantaged populations. These partnerships help us build trust within underrepresented communities and encourage a wider pool of applicants to apply.

5.4. Eligibility Criteria

5.4.1. Applicants must be at least 18 years of age, unless otherwise specified for a particular program

5.4.2. We strongly recommend having access to a computer with a stable internet connection

5.4.3. Applicants must meet the minimum eligibility criteria for the program (where applicable)

5.4.4. While developing your skills is primarily conducted in English, we promote awareness of multilingualism and acknowledge its role in building a more inclusive society.

5.4.5. The eligibility criteria are designed to be clear and transparent. However, we recognize that some applicants may have unique circumstances or qualifications that don't necessarily fit within the established criteria. While we cannot guarantee support in such cases, we may be able to offer personalized assessments and consider alternative forms of eligibility, such as relevant work experience, community involvement, or informal learning, where capacity allows.

5.5. Selection

5.5.1. The selection process evaluates applicants on various factors to assess their suitability for the program.

5.5.2. The selection process is designed to evaluate an applicant's values, motivation, and commitment to the program, along with their capacity to overcome challenges and thrive in a dynamic learning environment.

5.5.3.   The selection process is designed to evaluate an applicant's values, motivation, and commitment to the program, along with their capacity to overcome challenges and thrive in our learning environment. We do not always deploy a blanket approach; for applicants whose academic background does not provide a complete picture, we may conduct additional assessments focused on problem-solving skills, critical thinking, and teamwork potential. This holistic approach ensures we select applicants who not only meet academic requirements but also demonstrate the personal qualities and drive needed to succeed.

5.6.   Prospective Applicant Process Phases

    5.6.1.   Phase 1: Online registration and submission of required documents

        5.6.1.1.   In this initial phase, applicants complete their online registration. The submission of supporting documents is primarily required for ALX's Pathway program.

            5.6.1.1.1.   For ALX programs, no mandatory documents are required but are subject to review in future.

            5.6.1.1.2.   For Pathway applicants, the following documents must be submitted:

                5.6.1.1.2.1.   Valid, government-issued identification (not expired)

                5.6.1.1.2.2.   High school certificates, translated into English

                5.6.1.1.2.3.   University transcripts, where applicable, translated into English

                5.6.1.1.2.4.   Proof of English proficiency, if required (primarily for partner institutions)

                5.6.1.1.2.5.   Refugee status documentation (e.g., refugee card or equivalent), if applicable

            5.6.1.1.3.   Additional information related to humanitarian status, diversity, and inclusion may also be requested to support the application process, particularly for applicants with non-traditional qualifications or special circumstances.

5.7.   Phase 2: Verification of applicant information and registration details

    5.7.1.   Where applicable, verification involves confirming the authenticity of the applicant's academic records, references, and other personal documents submitted as part of the registration. This process ensures that the information provided is truthful and aligns with the standards of our programs. If an applicant's information is found to be inconsistent or incomplete, they may be asked to provide additional documentation or clarification. If the registration is rejected during this phase, applicants are given the opportunity to appeal (Zendesk) the decision based on new information or clarification.

5.8.   Phase 3: Selection recommendations

5.8.1. If assessments are required, they will be conducted as part of the selection process. Once all assessments and verifications have been completed, applicants are ranked and evaluated for final selection. Recommendations are based on a combination of factors, including academic qualifications, interview performance, and overall suitability for the program. The final list of selected candidates is shared with the registration team, who communicate the decisions to applicants.

5.9. Phase 4: Notification of changes or withdrawals

5.9.1. If any changes occur during the selection process, such as an applicant withdrawing or adjustments to program availability, this will be communicated to the applicants as soon as possible. Applicants who are withdrawn from the process or whose registration details have changed will be notified via email, with clear guidance on the next steps and any required actions.

5.10. Phase 5: eHub Registration and Payment

5.10.1. To activate access to the selected program, learners must complete their eHub registration and payment. The process begins with logging into eHub, where learners will watch Fred's Welcome Video and the eHub Orientation Video to understand the platform and next steps. They are encouraged to explore the general features of the eHub before completing their profile as prompted. This includes updating personal information, outlining previous education and employment history, and providing demographic details. Once these steps are completed, learners proceed with their program payment, finalising their registration and activating full access to the learning journey.

5.11. Enrolled Learners Process Phases

5.11.1. Phase 1: Registrate interest

5.11.1.1. Enrolled ALX learners who wish to register for an additional program must begin by reviewing the list of currently available programs. Learners are required to consider factors such as program duration, scheduling demands, relevance to their learning goals, and any prerequisite knowledge. Once a program is identified, learners must formally register their interest on eHub and provide consent in accordance with the ALX Privacy Policy. Learners may express interest in more than one program and may participate in multiple programs concurrently, subject to meeting all participation and scheduling requirements.

5.11.2. Phase 2: Course Registration Confirmation

5.11.2.1. Once interest has been registered, learners will receive confirmation of their placement in the selected program(s), subject to availability and eligibility criteria. This confirmation includes key program details such as the official start date, expected time commitment, and any onboarding steps required. Learners must review and acknowledge these details to secure their spot. Learners who enrol in more than one program will receive separate confirmations and onboarding information for each. This

phase ensures both learner readiness and alignment with program expectations before each course begins.

5.11.3. Phase 3: Notification of changes or withdrawals

5.11.3.1. If any changes occur during the selection or registration process—such as an applicant's withdrawal, changes in program availability, or scheduling conflicts—these will be communicated to the applicants in a timely manner. Learners impacted by such changes will be notified via email, with clear instructions on next steps or any additional actions required to maintain enrollment across one or more programs.

5.11.4. Phase 4: Selection recommendations

5.11.4.1. To enable access to their selected program(s), learners are required to complete payment as communicated via email and/or on eHub. Learners are encouraged to update personal information, including prior education, employment history, and demographic data on eHub. Once payment is completed for each chosen program, learners are officially activated and will be assigned to a class. Active learners may progress through coursework, milestones, and assessments in more than one program concurrently, as confirmed by engineering.

5.11.5. We ensure

5.11.5.1. All applicants are treated equally, regardless of race, nationality, gender, age, or other distinguishing characteristics.

5.11.5.2. Support is provided to active learners with disabilities, chronic conditions, or Special Needs, as long as program standards are not compromised.

5.11.5.3. Developing your skills and assessments are offered in English, with assistance provided to non-native English speakers where feasible.

5.11.6. Registration Process Overview

5.11.7. Registration portal

5.11.7.1. The registration portal is designed to be user-friendly and accessible to all applicants. It is mobile-friendly, ensuring that individuals without access to a computer can still submit their registrations through a smartphone or tablet. Additionally, the portal has been optimized for individuals with disabilities, including options for screen readers, text resizing, and a contrast mode for easier viewing.

5.11.8. Feedback timeline

5.11.8.1. Applicants will receive feedback on their registration status within a timeline of 24 hours to 4 weeks. Notifications will be sent via email, and applicants are provided with detailed explanations of the outcome of their registration, including any next steps or additional information needed. If applicants have any concerns or require clarification, we offer support channels through LEA, [zendesk](#), office hours and in person to address questions or issues.

5.11.9.   Reregistration
   5.11.9.1.   Applicants who were not selected for the current cohort may reapply for future cohorts.
5.11.10.   All Access Fees
   5.11.10.1.   All successfully accepted learners (fully sponsored) will be charged a monthly, non-refundable* all-access fee to confirm enrollment into the programme. The all-access fee provides access to the Tech Hubs, community, events, infrastructure, and learning systems. It does not cover any partner eligibility requirements or registration fees that arise thereafter.
   5.11.10.2.   Access fees refer to a $5 per month fee charged to each learner. This fee is used to support the administrative and operational costs associated with the program. While the fee is modest, we are committed to ensuring that financial constraints do not prevent learners from pursuing their goals. In cases where learners face financial hardship, we offer fee waivers or discounts to help alleviate the burden. Additionally, learners who meet specific criteria may have access to scholarships or financial aid options to support their studies.
   5.11.10.3.   *This is not a tuition fee, but instead a fee that provides access to the ALX ecosystem.

Programme	All -Access Fee	Payment Options
All ALX Programmes Excluding Tech Elevate	$5 USD per month	**Option 1:** Multiple Months in Advance Pay multiple monthly installments at $5 USD per month. **Option 2:** Pay as You Go Pay in monthly installments of $5 USD per month. **Option 3:** All Access Plus $49 USD one-off

5.12.   Specific terms and conditions applicable to the ALX Pathway programme:
   5.12.1.   Access services offered by ALX Holdings under ALX Pathway includes the selection of ALX participants enrolled in the ALX Pathway programme in the sole discretion of ALX Holdings for the purposes of referrals to ALX Holdings partners and partner universities.
   5.12.2.   The Total All-Access Fees payable must be paid in full for you to receive the ALX Certificate of Completion and to receive access services from ALX to its partners and partner universities.
   5.12.3.   ALX reserves the right at any time to withhold: (a) access to ALX Pathway programme, (b) any certificates of completion to be issued by ALX upon

successful completion of the programme, and/or (c) support with or access to its partners and partner universities, if all outstanding fees are not fully paid before learner's completion of a programme. Subsequent payment of the outstanding fees after the completion of ALX Pathway would not oblige ALX to reinstate and provide any forfeited benefits save with respect to the issuance of the ALX Certificate of Completion and resuming support with or access to its partners and partner universities.

5.12.4. You acknowledge and agree that non-payment or late payment constitutes a breach of these terms, entitling ALX to withhold the services as mentioned above, without further recourse to the defaulting learner, and no obligation to refund any amount already paid to ALX, save that upon the full amount of the late payment being made, ALX will issue the ALX Certificate of Completion and resume support with or access to its partners and partner universities. However, ALX will not be obliged to reinstate or provide any forfeited benefits as a result of the non-payment or late payment.

5.13. Registrations

5.13.1. Our registration principles prioritize fairness, transparency, and equality of access. We are committed to providing an equitable opportunity for all applicants, ensuring that no bias influences the decision-making process. Every applicant is considered based on their qualifications, skills, and aspirations, and we follow clear, documented procedures to ensure that the registration process is consistent and transparent.

5.13.2. Registration process

5.13.2.1. Registration collection and review

5.13.2.1.1. Applicants submit their registrations online. The submission of documents and fees varies by program.

5.13.2.1.1.1. For ALX programs, applicants complete the registration process without the need to submit documents at this stage.

5.13.2.1.1.2. For Pathway programs, applicants are required to upload relevant documentation as part of their registration. These documents include:

5.13.2.1.1.2.1. Government-issued identification

5.13.2.1.1.2.2. High school certificates

5.13.2.1.1.2.3. University transcripts (if applicable)

5.13.2.1.1.2.4. Refugee status documentation (e.g., refugee card or equivalent), if applicable

5.13.2.1.1.2.5. Where applicable a proof of English proficiency (mainly for SET programs)

5.13.2.1.2. Registrations are carefully reviewed to ensure completeness and to verify that applicants meet the eligibility criteria specific to the program they have applied for.

5.13.2.2. Enrollment confirmation

5.13.2.2.1. Once all required documents and assessments have been processed, successful applicants are confirmed for enrollment. Learners receive an email or notification containing their course details, schedules, and other necessary information to prepare for their studies.

5.13.2.3. Notification

5.13.2.3.1. Applicants are informed promptly of their registration status. If successful, they are provided with course details, schedules, and any additional requirements. In the case of unsuccessful registrations, feedback is provided where possible, and guidance on reapplying is offered.

5.13.3. Learner Registration Categories

5.13.3.1. To accommodate various learner circumstances, we have identified distinct registration categories:

5.13.3.2. New Learners: Applicants who are applying for the program for the first time via Nile.

5.13.3.3. Returning Learners: Learners returning after a break longer than 12 months. These learners may be required to provide updated documentation or undergo specific assessments to confirm readiness.

5.13.3.4. Enrolled learners: chosen a program but no payment yet (New and returning – returning is on eHub where they enrol)

5.13.3.5. Paid learners: Learners that made their first payment (Seen as active learners).

5.13.4. Disabilities or Special Needs

5.13.4.1. We strongly encourage applicants to disclose any Disabilities or Special Needs during the registration process to ensure appropriate accommodations can be made. We believe that everyone, regardless of their circumstances, deserves an equal opportunity to succeed in their studies.

5.13.4.2. Planning and support

5.13.4.2.1. We work closely with active learners to develop a personalized support plan that meets their specific needs. Accommodations may include additional time, adjustments to assessments, or other resources to facilitate learning. We aim to create an inclusive learning environment, both in physical and online settings.

5.13.4.3. Implementation (where available)

5.13.4.3.1. To ensure accessibility, both physical and digital infrastructures are designed to be fully accessible to all active learners. This includes wheelchair-friendly spaces in physical venues to accommodate active learners with varying needs.

5.13.4.4. Staff

5.13.4.4.1. Instructors and staff are informed of the active learner's accommodations, ensuring they provide the appropriate support and create an inclusive learning environment in the hub or virtual setting.

5.13.4.5. Monitoring and review

5.13.4.5.1. Accommodations are regularly assessed to ensure they are effective and continue to meet the evolving needs of active learners. Adjustments will be made while ensuring academic integrity is maintained and that the learning process remains fair and practical for all active learners.

5.13.4.6. Grievance procedure

5.13.4.6.1. If active learners believe they have been denied appropriate accommodations, they may file a complaint via Zendesk. A formal investigation will be conducted, and any unfair or unreasonable decisions will be reviewed. Complaints deemed frivolous or baseless will be dismissed.

5.13.4.7. Examples of reasonable adjustments

5.13.4.7.1. Physical Disabilities: Accessible, hub learning spaces, ramps, bathroom facilities, and seating arrangements that accommodate wheelchairs or mobility aids.

5.13.4.7.2. Language Barriers: Additional support such as extended learning time or study groups may also be offered.

5.13.4.7.3. Learning Support: Additional time for assignments, assessments, or exams for active learners with learning difficulties.

5.13.5. Registration Code of Conduct

5.13.5.1. To uphold the integrity of the registration process, all applicants must adhere to the following principles:

5.13.5.2. Integrity and honesty

5.13.5.2.1. All information submitted must be truthful and verifiable. The use of AI tools like ChatGPT for registration submissions is strictly prohibited to maintain the originality of the registration process. However, assistive technologies such as Grammarly or other tools designed to support individuals with disabilities are permitted and encouraged to ensure equal access for all prospective applicants and active or enrolled learners.

5.13.5.3. Respectful environment

5.13.5.3.1. We maintain a zero-tolerance policy for harassment or discrimination. Violations of this policy will lead to serious consequences, including disqualification from the registration process.

5.13.5.4. Confidentiality

5.13.5.4.1. All registration information is confidential. Unauthorized sharing of registration information is prohibited.

5.13.6. Misconduct and Consequences

5.13.6.1. Examples of misconduct include, but are not limited to:

5.13.6.1.1. Plagiarism, cheating, or dishonesty during the registration process.

5.13.6.1.2. Harassment or discrimination against other applicants or staff members.

5.13.6.2. Investigation Process: Investigations into misconduct are carried out by an impartial team. The process is swift, and applicants are notified of the outcome. Severe violations may result in disqualification from the registration process.

5.13.6.3. Possible Outcomes

5.13.6.3.1. Warnings, disqualifications, or bans for severe violations.

5.13.6.3.2. Criminal misconduct may result in legal actions.

5.13.6.4. Appeals Process

5.13.6.4.1. Applicants who wish to challenge a decision made during the registration process may submit an appeal within two weeks of the decision.

5.13.6.4.2. Appeal review: Appeals are reviewed by an Appeals Committee and may include hearings to ensure fairness.

5.13.6.4.3. Decisions: The Appeals Panel's decision is final.

5.14. Enrollment

5.14.1. Successful applicants will receive an orientation during the enrollment phase, providing them with comprehensive information on:

5.14.1.1. Program requirements: Detailed guidance on course expectations, assignments, and deadlines.

5.14.1.2. Available resources: Information on academic support, access to libraries, technical assistance, and counseling services.

5.14.1.3. Guidelines for effective learning: How to succeed in both distance learning and in-person environments, ensuring active learners are well-prepared for their studies.

5.14.1.4. Technical and academic support: Ensuring active or enrolled learners have access to all necessary support to facilitate their success throughout the program.

5.15. Payment Terms and Conditions

5.15.1. These terms outline the Payment Terms & Conditions for all prospective applicants and active or enrolled learners (whether sponsored or self-funded) who register for any of the programmes.

5.15.2. Terms and Conditions ("Payment Terms and Conditions") apply to:

5.15.2.1. Active or enrolled Learners who are signing up for Programmes;

5.15.2.2. Prospective applicants who are successfully accepted by us into our Programmes

5.15.2.3. By enrolling for a programme, prospective applicants and active or enrolled learners agree to accept these terms.

5.15.3. Payment Terms

5.15.3.1. First payment is due before the final date of enrollment. If there are subsequent payments due in the following months, these payments are due by the same date of all subsequent months.

5.15.3.2. Methods of payment

5.15.3.2.1. Accepted applicants will receive an automatically generated invoice which includes a payment link from one of our multiple recognised payment gateways. Accepted payment methods are VISA, Mastercard, and American Express. Mobile or cash may be a valid option in some regions as well. We reserve the right to update or change payment methods at any time. In the event that a payment method is discontinued by us, we will endeavour to provide active learners with a 90-day notice before any changes take place. Learners may change between accepted methods of payment at any time.

5.15.3.2.2. Another accepted payment method in some markets is Fawry Pay. Fawry Pay's responsibility is limited to payment collection on behalf of us. For any other issues related to Fawry payments, please contact us.

5.15.3.2.3. We will communicate with the applicant by sending an email or notifications via eHub when all fees have been received timeously. Learners bear the responsibility to ensure that we have received the funds. If payments are not made on time, learners will not be able to access their courses on eHub. To continue access to courses on eHub, learners must ensure that all outstanding and upcoming payments are made on time.

5.15.3.2.4. Specific terms and conditions applicable to the Pathway programme:

5.15.3.2.4.1. Access services offered by ALX Holdings under ALX Pathway include the selection of ALX participants enrolled in the ALX Pathway programme in the sole discretion of

ALX Holdings for the purposes of referrals to ALX Holdings partners and partner universities.

5.15.3.2.4.2. The Total All-Access Fees payable must be paid in full for you to receive the ALX certificate of completion and to receive access services from ALX to its partners and partner universities.

5.15.3.2.4.3. ALX reserves the right at any time to withhold: (a) access to ALX Pathway programme, (b) any certificates of completion to be issued by ALX upon successful completion of the programme, and/or (c) support with or access to its partners and partner universities, if all outstanding fees are not fully paid before learner's completion of a programme. Subsequent payment of the outstanding fees after the completion of ALX Pathway does not oblige ALX to reinstate and provide any forfeited benefits, save with respect to the issuance of the ALX certificate of completion, and resuming support with or access to its partners and partner universities.

5.15.3.2.4.4. You acknowledge and agree that non-payment or late payment constitutes a breach of these terms, entitling ALX to withhold the services as mentioned above, without further recourse to the defaulting learner, and no obligation to refund any amount already paid to ALX, save that upon the full amount of the late payment being made, ALX will issue the ALX certificate of completion and resume support with or access to its partners and partner universities. However, ALX will not be obliged to reinstate or provide any forfeited benefits as a result of the non-payment or late payment.

5.15.4. Variations/Promotions

5.15.4.1. We reserve the right to amend the above-mentioned fees and/or run promotions in respect of the fees. Learners will be notified in the event of any pricing changes. Changes in pricing will not affect learners that have registered prior to the change in pricing.

5.15.4.2. Our programmes are constantly undergoing changes in order to be as impactful as they can be for learners. Through these iterations, they inevitably change in length of programmes as content is added or subtracted. This iteration process may lead to varying costs for future cohorts.

6. Learner Handbook

6.1.   This section outlines the key policies and procedures that govern the active or enrolled learner engagement, quality assurance, and inclusivity.

6.2.   It highlights our commitment to providing a supportive and equitable learning environment, ensuring that active or enrolled learners are fully informed of their responsibilities and the institutional standards that guide their journey.

   6.2.1.   Learner engagement contract

      6.2.1.1.   Learners and staff collaborate to foster a successful learning environment. Our institution is committed to enhancing learners' experiences and supporting their successful program completion. In return, learners are expected to fully engage in their program, interact with staff as needed, and demonstrate commitment to completing their certification.

      6.2.1.2.   Learners must also adhere to the learner handbook, which includes the following policies:

         6.2.1.2.1.   Learner Code of Conduct
         6.2.1.2.2.   Assessment Policy and Procedure
         6.2.1.2.3.   Course Delivery Policy
         6.2.1.2.4.   Cancellation and Refund Policy
         6.2.1.2.5.   Certification and Refund Policy
         6.2.1.2.6.   Legacy Points Terms and Conditions
         6.2.1.2.7.   Health and Safety Policy and Procedure

7. Cancellation and Refund

7.1.   Learners wishing to cancel their registration or enrollment must complete the necessary documentation for processing. This ensures that cancellations are handled systematically and in accordance with program policies.

7.2.   Cooling-Off Period / Buyer's Remorse Clause:

   7.2.1.   To ensure transparency and fairness, we offer a 7-day cooling-off period for all new enrollments. If a learner wishes to cancel their enrollment within 7 days of the purchase or enrollment date, a full refund will be issued. No cancellation fees will apply during this period.

7.3.   The cooling-off period applies as follows:

   7.3.1.   The 7-day period starts from the date of purchase or the date of enrollment confirmation, whichever comes first.

   7.3.2.   If the learner cancels within this period, a full refund will be processed, and access to the program will cease immediately.

7.3.3.   The cancellation request must be submitted through the official channel ([ZENDESK](#)).

7.4.   Post-Cooling-Off Period Cancellations:

7.4.1.   We may at its sole discretion cancel or reschedule any programme for any reason, including the occurrence of a Force Majeure event (which includes, but is not limited to any event that is not in our control that prevents any course or programme from being delivered or completed) and will attempt to provide at least seven (7) business days notice when cancelling or rescheduling. However, programmes may be cancelled or rescheduled without warning.

7.4.2.   Requests to cancel enrollment after the cooling-off period will be subject to the standard cancellation terms outlined below and in the Learner Handbook.

7.4.3.   For comprehensive details regarding the cancellation process, refund eligibility, and the specific terms for different types of subscriptions, please refer to the Learner Handbook – Cancellation and Refund Policy. The policy provides step-by-step guidelines for managing cancellations and submitting requests.

7.4.4.   If you require additional support or have any questions, our registration team is available to assist you throughout the process.

8.   Language

8.1.   English is the primary medium of instruction and communication at our facilities. As a widely spoken global language, English is crucial for effective participation in diverse professional and academic environments.

8.2.   While English is the language of instruction, the institution recognizes the value of multilingualism and supports initiatives that encourage mother-tongue-based multilingualism for future generations.

8.3.   Primary language of instruction: All sessions, materials, and assessments are delivered in English.

9.   Personal Data Handling

9.1.   We take your privacy seriously. Personal data collected during the registration process is used to assess eligibility, communicate program details, and provide necessary services. By applying, applicants consent to the collection and processing of their data in accordance with our Privacy and Data Protection policy, which details the types of data we collect, the purposes for which it is used, and your rights regarding your personal data. For full details, please refer to the [Privacy Policy](#).

10. Disclaimer, limitation of liability and indemnity

10.1. No warranty

    10.1.1. We make no presentation or warranty about the Programmes or the payment methods mentioned herein, including any representation that the course or payment methods will be uninterrupted or error-free. We provide these services (including content and information) on an "as is" and "as available" basis.

10.2. Limitation of liability

10.3. To the fullest extent permitted by law, neither ALX, nor its directors, employees, contractors, or affiliates will assume any liability for any claims, costs, damage, or losses incurred or suffered by any learners as a result of:

    10.3.1. a programme being canceled or rescheduled for any reason;

    10.3.2. failed payments;

    10.3.3. any learner's failure to confirm receipt of payments by ALX;

    10.3.4. payments made using incorrect banking details;

    10.3.5. any learner's misconduct, misrepresentation, negligence, or provision of inaccurate information;

    10.3.6. any action or omission by a third party.

10.4. To the fullest extent permitted by law, ALX, including its directors, employees, contractors, and affiliates, will not be liable in connection with these terms for any indirect, incidental, consequential, special, or punitive damages.

10.5. ALX, including its directors, employees, contractors, affiliates, will not be liable to learners in connection with these terms for any amount that exceeds the total fees paid or payable by learners to ALX for the services/programmes.

11. Fraud Disclaimer

11.1. Please be aware that any other individual, website, email address, or registration claiming affiliation with us or its affiliates, and requesting payment through alternative channels, is fraudulent.

11.2. Genuine communications regarding the registration process will only come from the official ALX website, www.alxafrica.com or the ALX registration email address: registrations@alxafrica.com

11.3. Should you have any doubts about the legitimacy of a communication purporting to be from ALX, please contact LEA, our experience assistant, before taking any action relating to it. ALX assumes no responsibility for any inconvenience, harm, loss or damage incurred as a result of any fraudulent activities.

12. Other Important Terms

12.1. If a court with authority over these terms finds any part of it unenforceable, the court may modify the terms to make that part enforceable while still achieving its intent. If the court cannot do that, learners and ALX agree to ask the court to remove that unenforceable part and still enforce the rest of these terms.

12.2. These terms (including additional terms that may be provided by ALX when learners engage ALX Programmes) is the only agreement between learners and ALX regarding the ALX Programmes and supersedes all prior agreements for these programmes.

12.3. If ALX does not act to enforce a breach of these terms, that does not mean that ALX has waived its right to enforce these terms.

12.4. Learners may not assign or transfer these terms (or participation in the ALX programmes) to anyone without ALX prior consent. However, learners agree that ALX may assign these terms to our affiliates or a party that buys it without your consent.

12.5. Any term or provision contained here may be waived in writing at any time by ALX. No delay or omission to exercise any right, power, or remedy accruing to any party upon any breach or default under these terms will be deemed to impair, waive, or release that right, power, or remedy.

13. Governing Law & Jurisdiction

Regardless of your country of residence, ALX and the learners agree that the laws of Mauritius, excluding conflict of laws rules, shall exclusively govern any dispute relating to these terms.
Learners and ALX agree that claims and disputes can be litigated only in Mauritius, and ALX and learners each agree to personal jurisdiction in those courts.

14. How to Contact us

Lot 02, Floor 1,
CentrePoint, Trianon,
Mauritius

Email: support@alxafrica.com

You agree that the only way to provide us legal notice is at the above email and physical address.