

WhatsApp (WhatsApp Inc.) is a digital messaging tool that is used by millions of South African's for their daily interpersonal communications. We use WhatsApp as an extremely effective way to communicate to our learners on our courses. Keeping our learners informed, involved and supported is critical to the level of service delivery we aspire to and hence we have chosen to use WhatsApp to enable clear, engaged course communications.

We are all navigating our way through modern technological communication tools and learning as we go. As you are likely aware, these are incredibly powerful tools and require a great deal of responsibility. The points listed below are put into place to ensure efficient, polite, kind and effective communication and we ask that all members of the AdvantageLearn.com Community support us in this regard.

### **Code of Conduct for involvement in our course whatsapp group:**

1. The course group-chat (WhatsApp) is used for queries and communications that apply to the entire course only.
2. It is used for course-related matters; not community posts.
3. Do not spam the group! Although we would like to have some fun please don't send data-intensive media if you can avoid it. The odd relevant gif in good taste will be accepted.
4. Messages are not sent after 8 pm or before 6 am, please
5. If you would like to ask a question or get help then feel free to post it in the group and the coaches will help resolve the question.
6. No need to respond to all messages posted on the group, especially if it's a 'thumbs-up' or 'smiley face', only if specific information or response is requested.
7. If you are unhappy with something and need to raise it please do not do so in the WhatsApp group. Please use the chat tool on the online learning environment or by emailing [info@advantagelearn.com](mailto:info@advantagelearn.com) so that we can escalate accordingly. We (Advantage Learn) have a clear communication channel (Intercom, our live chat tool) and no complaints/grievances may be communicated via the class group-chat.
8. No arguing and heated opinions will be allowed. Any post that includes racism, sexism, xenophobia, homophobia, ethnically divisive remarks or any other topic that offends and disturbs the fragile tranquillity of the course should be avoided and will not be tolerated.

Many thanks in advance for adhering to these codes of conduct, it will ensure you have a fantastic, involved and helpful course experience with us!

**Happy learning!**