

# **2009 PROSPECTUS**

**NQF 3**  
**PROFESSIONAL CERTIFICATE: BUSINESS  
ADMINISTRATION**  
**LEARNING PROGRAMME ID: 60150**  
**SAQA ID 60650**

**NQF 4**  
**PROFESSIONAL CERTIFICATE: MANAGEMENT  
AND ADMINISTRATION**  
**LEARNING PROGRAMME ID: 60152**  
**SAQA ID 60652**



**INSTITUTE OF BUSINESS STUDIES**

## **CONTACT DETAILS**

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**ABBREVIATIONS**

CIS	Chartered Institute of Secretaries Name of the International Qualifying Scheme of ICOSA
CIBM	Chartered Institute of Business Management
CPD	Continuous Professional Development
IBS	Institute of Business Studies
ICSA	Institute of Chartered Secretaries and Administrators of Southern Africa
NQF	National Qualifications Framework
PoE	Portfolio of Evidence
RPL	Recognition of Prior Learning
SAQA	South African Qualifications Authority
TCIBM	Technician Chartered Institute of Business Management

## **PREFACE**

The modern business workplace needs workers who can already do things – they don't want to have to re-train their staff all the time. Training is expensive and time-consuming. For this reason the new IBS qualifications on NQF levels 3 and 4 are designed to again meet the changing needs of business and commerce.

Built into the design of these qualifications is the whole idea of life-long learning. The IBS has structured its programme to encourage and support learners to continue their training and education right throughout their working careers. The IBS feeds directly into the CIBM (Chartered Institute of Business Management) as well as the CIS (the qualification of the Institute of Chartered Secretaries and Administrators) – this creates a learning and qualification path throughout a professional career.

In addition to the formal qualifications at level 3 and 4, the IBS has a code of conduct, disciplinary structures and a structure to encourage continuing professional development (CPD). CPD is designed to ensure life-long learning so that workers and professionals are always prepared for the changes that take place at work. New skills are always being required and the professional who does not keep up with the changes eventually fails to make progress at work. This happens by not getting promoted or by losing out on other opportunities as they arise from time to time.

In support of the qualification, the IBS continually promotes and markets the value of this career support package (the qualification as well as the value of having a code of conduct, a disciplinary structure and a programme of CPD) to potential employers.

We wish you all the best in your studies with the IBS.

CEO – ICSA Southern Africa

Director - IBS

## **1. INTRODUCTION**

### **1.1 WHAT IS THE IBS?**

The Institute of Business Studies (IBS) was established in October 1979 with the following aims:

- To bring a grassroots business education within the reach of people who, for whatever reason, did not obtain formal school-leaving qualifications.
- To assess candidates using formative and summative assessments.
- To assure employers that a holder of the Professional Qualification: Business Administration (NQF Level 3) or the Professional Qualification: Management and Administration (NQF Level 4) of this Institute has reached a satisfactory level of achievement.
- To register its programmes as Learnerships

#### **DID YOU KNOW?**

- NQF stands for the National Qualifications Framework.
- Level 3 is the equivalent of Grade 11 and Level 4 is equivalent to Grade 12.

### **1.2 LEGAL STATUS**

The Certificates offered by the Institute of Business Studies are registered with the South African Qualifications Authority (SAQA) on the NQF as:

- The IBS Professional Qualification: Business Administration (NQF Level 3; Learning Programme ID 60150 with 130 credits)
- The IBS Professional Qualification: Management and Administration (NQF Level 4; Learning Programme ID 60152 with 130 credits)
- Both qualifications also form the nucleus of national learnerships registered under the Skills Development Act via the Department of Labour.

The IBS Professional Qualification: Management and Administration Level 4 is recognised by the Southern African Institute of Chartered Secretaries and Administrators (ICSA) as an entrance qualification to continue studying towards the CIS qualification.

Other institutional bodies such as The Association of Chartered Certified Accountants (ACCA), the Chartered Institute of Management Accountants (CIMA), Institute of Administration and Commerce (IAC), the Institute of Marketing Management (IMM) and the South African Institute of Management (SAIM) have also agreed to make use of the IBS Professional Qualification: Management and Administration, Level 4 as an entrance qualification to their courses.

### **1.3 INTERNATIONAL ALIGNMENT**

The IBS qualification has been developed in line with international standards for the same level of learning and application, whilst remaining cognisant of the South African context.

The Qualifications are also offered in the SADC countries such as Botswana, Lesotho, Swaziland and Namibia.

### **1.4 WHY THE IBS QUALIFICATION?**

The IBS qualifications are designed to prepare learners for the workplace, in administration departments, as clerks, and into the entry levels in accounting and bookkeeping. Learners will have to take more advanced courses as they gain experience in accounting.

OR they can study further, for example through the CIBM.

OR they can use the entrepreneurial skills and competencies learnt through the IBS to start up and manage their own business.

OR they can study while they work and obtain a qualification.

The IBS is well suited to adult learners who have work experience and who wish to consolidate their competencies into formal qualifications.

The IBS qualifications are ideally suited for the professional assistant and the executive office secretary, allowing for career path growth into the work opportunities of the company secretary.

### 1.5 CONVERSION

The change from the old system to the new curriculum will not adversely affect learners. All credits received (i.e. subjects passed) will be recognised and credited to the learner's record of progress. Learners have to apply in writing for this conversion.

If a learner has passed the old system IBS level 3 before and during 2008, he/she will automatically be credited with this level and can begin to study on level 4. In the same way, if a learner has passed some subjects, these will be credited and the learner will be able to move to the next module to complete the certificate. Please refer to the Transition Policy on the website for further information.

To apply for the standard conversion letter and table, please contact the IBS Education and Student Affairs department:

Or fax to 011 403 1522

Tel 011 403 2900

Learners will receive the standard conversion letter and table. There is no cost involved for conversions.

### 1.6 IBS REGISTRATION

All students must register with the Institute and pay the annual registration fee.

Note: The IBS registration number is also your learner number and should be used on all correspondence with the Institute, when writing final assessments, when paying, etc

Registration ensures that learners are from the beginning part of a professional future. They will immediately qualify for generous discounts for workshops and seminars that will contribute to their professional development.

The IBS encourages learners to keep a portfolio of work experience which will be invaluable as they progress up their career path. Upon registration, each IBS learner member will receive a template that will assist him or her to develop and maintain the portfolio of evidence (POE)

On qualifying at Level 4, learners can take up membership with the Chartered Institute of Business Management (CIBM) as a Technician of the Chartered Institute of Business Management and may use the letters (TCIBM) after their name. They will then be able to seek employment as a Bookkeeper.

In keeping with international professional standards, each learner registered with the IBS will be expected to:

- Automatically abide by the IBS code of conduct and code of ethics,
- Allow themselves to be disciplined by the disciplinary structures if they transgress the professional code, and
- Record their continuing professional development in their portfolio of work.

All learners have to pay an annual IBS learner registration fee when they register for a Certificate. There is no discount on the learner registration fee should they register during the year.

#### NOTE:

ALTHOUGH THE IBS WORKS TIRELESSLY TO ENHANCE THE LEARNER'S CAREER PROSPECTS THROUGH REGISTRATION, THERE IS **NEVER** A GUARANTEE OF EMPLOYMENT OR PROMOTION – THIS DEPENDS ON THE ATTRIBUTES, ENERGY, PERSONALITY AND A HOST OF OTHER CHARACTERISTICS SPECIFIC TO EACH LEARNER.

## 2. REGISTRATION OF THE IBS PROFESSIONAL QUALIFICATION: BUSINESS ADMINISTRATION, ON THE NQF

(Learning Programme ID Number 60150)

### 2.1 PURPOSE OF THIS QUALIFICATION

There is an on-going need, internationally and locally, for highly skilled administration personnel.

This qualification is for any individual who is, interested in the administration function in any organisation or business in any sector. It even applies to non-commercial organisations such as clubs and charitable organisations. Administration refers to secretaries, administrative assistants, administrators and clerks.

Through building day-to-day administration skills, the student learns to meet standards of service excellence.

The qualification will provide the broad knowledge, skills and values needed in the governance and administration field in all sectors and will facilitate access to learners who

- were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- have worked in this field for many years, but have no formal qualifications and would like to achieve this qualification through the process of RPL (Recognition of Prior Learning) and/or formal study, and / or a combination of both.
- wish to develop their range of skills and knowledge of administration and governance within their respective industries so that they can extend their competency levels.

The qualification also focuses on the skills, knowledge, values and attitudes required for further progress. The intention is:

- To promote the development of knowledge, skills and values that is required for service excellence within the field of administration.
- To release the potential of people.
- To provide opportunities for people to progress along their career path.

This qualification is applicable to both employed and unemployed learners.

This qualification contains all the competencies, skills and values required by a learner who wishes to continue with the IBS Professional Qualification: Management and Administration NQF Level 4.

## **2.2 WHAT WILL YOU ACHIEVE?**

This qualification is for any individual who is, or wishes to be, involved in the Administration function in any organisation or business in any sector, or field as well as in non-commercial organisations such as clubs and charitable organisations. It contains all the competencies, skills and values required by a learner who wishes to access the IBS Professional Qualification: Management and Administration NQF: Level 4.

## **2.3 ENTRY REQUIREMENTS**

Learners accessing this qualification are assumed to be competent in:

- Communication at NQF Level 2 (Grade 10)
- Mathematical Literacy at NQF Level 2 (Grade 10)

Learners do have to submit all documentation as proof of their highest qualification or any other relevant evidence (i.e. work experience) to be accepted for this Certificate on Level 3.

## **2.4 DURATION**

Candidates need be aware that the number of credits is an indication of the time required to complete a module. For example, a 25 credit module requires 250 hours of preparation, consisting of any combination of study time, attendance at lectures, homework assignments, exam preparation and work experience. The Institute assumes that by the time you write the examination, you have met these requirements.

This implies that each of the qualifications is, under normal circumstances, a one-year course. However, you may choose to do the qualification on a semester basis. It is then recommended that you do a maximum of two subjects per semester. Please note that it is your responsibility to ensure that you meet the credit requirements in terms of the amount of time and preparation required in order to complete each module.

## 2.5 QUALIFICATION STRUCTURE

The qualification consists of 4 compulsory modules and 1 elective.

Code	Module Title	Credit value
3-IBE	Introduction to Business English	25
3-MFB	Introduction to Mathematics for Business	25
3-IAC	Introduction to Accounting	30
3-IGO	Introduction to Governance	30
<b>Plus ONE of the following</b>		
3-OAI	Introduction to Office Administration and Information	20
3-BPHR	Introduction to Business Principles and Human Resources	20

The minimum number of credits to obtain this qualification is 130.

Please see the Syllabus Outline document for details of the content of each subject.

## 3. REGISTRATION OF THE IBS PROFESSIONAL QUALIFICATION: MANAGEMENT AND ADMINISTRATION, ON THE NQF

(Learning Programme ID Number 60152)

### 3.1 PURPOSE OF THE QUALIFICATION

This qualification is designed for learners who are or who want to be employed in business administration in the fields of governance and administration and/or Human Resources and/or in finance in private and/or public practice.

The target market for this qualification includes:

- Persons who want to further their learning in the field of Business Administration.
- Learners who are employed or are preparing themselves for employment or self employment.
- Office workers who have little or no formal qualifications, or who wish to progress in their administrative or clerical career.
- Learners who, for a variety of circumstances, did not reach senior school-leaving level (as this would bring further business education to within their reach).
- Learners who want to advance their careers.
- Learners who want to qualify for entry to a CIS qualification at the NQF Level 5.

The area of employment to which the Professional Qualification: Management and Administration Level 4 would apply consists mostly of clerical and administrative workers in the financial or similar fields, who may or may not have any recognised qualification/s.

This qualification addresses the need to provide opportunities for recognition and career advancement.

The wide range of skills included in this qualification gives the learner a holistic understanding of the business environment in which governance and administration staff work, as well as a variety of clerical skills. It provides the industry and its clients with competent professionals.

### 3.2 ENTRY REQUIREMENTS

The IBS Professional Certificate: Business Administration NQF Level 3 or an appropriate equivalent (whether achieved by RPL or not) should have been completed.

Alternatively, you should have passed Grade 11 with a pass above 40% in English and Mathematical Literacy or Accounting or Physical Science. From 2008, this means that you must have a minimum rating of 4 against each of these subjects on your Grade 11 Certificate.

Proof of previous qualification must be submitted with your NQF 4 application form.

### 3.3 DURATION

Candidates need be aware that the number of credits is an indication of the time required to complete a module. For example, a 25 credit module requires 250 hours of preparation, consisting of any combination of study time, attendance at lectures, homework assignments, exam preparation and

work experience. The Institute assumes that by the time you write the examination, you have met these requirements.

This implies that each of the qualifications is, under normal circumstances, a one-year course. However, you may choose to do the qualification on a semester basis. It is then recommended that you do a maximum of two subjects per semester. Please note that it is your responsibility to ensure that you meet the credit requirements in terms of the amount of time and preparation required in order to complete each module.

### 3.4 QUALIFICATION STRUCTURE

The qualification consists of 4 compulsory modules and 1 elective.

Code	Module Name	Credits
4-FBE	Fundamentals of Business English	25
4-FBM	Fundamentals of Business Mathematics	25
4-FAC	Fundamentals of Accounting	30
4-FGO	Fundamentals of Governance	30
<b>Plus ONE of the following:</b>		
4-FENT	Fundamentals of Entrepreneurship	20
4-FOA	Fundamentals of Office Administration	20

The minimum number of credits required to obtain this qualification 130.

Please see the Syllabus Outline document for details of the content of each subject.

## 4. ASSESSMENTS

### 4.1 ASSESSMENT POLICY

The design, implementation and maintenance of the assessment and qualification will take into consideration the following guiding principles:

Assessment strategies will be in keeping with the aims and outcomes of Learning Programmes, Standards and Qualifications.

Certificates will be issued in accordance with NQF Qualification requirements.

Assessment of Learners will include those parties who are appropriate to context and outcome, e.g. self, peers, assessors and moderators.

There will be an external assessment verification procedure implemented to ensure consistent assessment by all assessors for a standard or qualification.

Learners and Assessors will be provided with all relevant information with reference to assessments, e.g. required learning outcomes, assessment methods, assessment criteria, dates, times and venues.

Learners' records, including a database, will be maintained, compatible with the relevant ETQA, FASSET and SAQA requirements.

Continuous assessment is the responsibility of the tuition provider with whom you register for a course of study. Tuition providers must be accredited by the Institute to offer the qualifications.

The external summative assessment is a written examination paper set to the requirements of the Specific Outcomes of each subject. The Institute of Business Studies administers the examinations.

External summative assessments are conducted annually in May and October. No provision is made for supplementary sittings.

The summative assessment will be evaluated and moderated by accredited SAQA Assessors and Moderators.

If a learner is found guilty of cheating, his/her entry to that assessment will be cancelled and they will be barred from future assessments of the Institute. The learner will therefore also forfeit his IBS registration. Their names will also be made available to other learning institutions.

### 4.2 EXAMINATION REGISTRATION

The closing date for registration to write the specific examination block:

Examination Block	Closing dates	
		Postal, email and fax registrations
May	28 February each year	15 March each year
October	31 July each year	15 August each year

Application to enter for the final assessment is made automatically when you enrol for a module. Learners will only be allowed to write the modules for which they have enrolled. Proof of payment must accompany your application otherwise it will not be processed.

#### 4.3 TIMETABLE

The final timetable will be posted on [www.ibus.co.za](http://www.ibus.co.za). Please see the insert for details.

Candidates should arrive at the assessment centre AT LEAST 30 MINUTES before the assessment is scheduled to commence.

#### 4.4 RESULTS

Final assessment results will be communicated to each learner by post and will not be given over the telephone or by e-mail. Every effort is made to ensure that the results are despatched by the scheduled date, but **THE INSTITUTE CANNOT ACCEPT ANY RESPONSIBILITY IN THE EVENT OF DELAY.**

The following symbols will be printed on the assessment results.

Marks	Symbols	Result
80% or more	A	Competent
70% to 79%	B	Competent
60% to 69%	C	Competent
50% to 59%	D	Competent
40% to 49%	E	Competent
34% to 39%	F	Not yet competent
20% to 33%	G	Not yet competent
Less than 20%	H	Not yet competent

Learners are free to appeal according to the appeals process.

#### 4.5 POSTPONEMENT OF EXAMINATION

- A candidate is allowed only one postponement per module, which is valid for 6 months.
- A request for a postponement is only applicable for the following examination sitting and will not be allowed after the closing date.

The postponement fee per module plus the postponement application form must be received not later than **20 working days** before the date of the examination sitting. (Please refer to the fees list.)

- Payment for the postponement is compulsory, regardless of the reason (i.e. bereavement, illness, transfer, etc.).

Should a candidate not be able to write the examinations in the following examination session, he / she will have to re-register for the module and pay the full module fee.

#### 4.6 RE-WRITING A FAILED EXAMINATION

If a student fails the examination, he / she can enrol for that subject in the next examination sitting.

#### 4.7 REMARKING OF SCRIPTS

**Re-marking** only takes place on application. A fee is charged for each paper to be re-marked. The fee will be refunded should re-marking lead to a change in the result from a fail to a pass.

Students must personally apply for each paper to be re-marked within **5 working days** of the release of the examination results. Proof of payment of the fees must accompany the application.

The results will be communicated to the student by way of the method chosen on the application form within **20 working days** of application.

#### Payment for rechecking of marks and re-marking of scripts is made to:

For attention: CIS – Manager: Education and Student Affairs:

Fax number: 011 339 5393

CIS: Standard Bank, Braamfontein. Branch Code: 004805 Account number: 002898608

#### **4.8 EXEMPTIONS AND RECOGNITION OF PRIOR LEARNING (RPL)**

Holders of National Qualifications from NQF level 3 and above could qualify for exemptions from certain subjects. Foreign qualifications could also qualify, but SAQA certificates of evaluation may be required to establish equivalent NQF levels.

RECOGNITION OF PRIOR LEARNING may be granted to holders of national diplomas and certain other examining bodies. Please refer to the Institute's RPL policy and application form on the website or request a copy from the Examinations Department.

##### **4.8.1 APPLICATION FOR EXEMPTIONS**

###### **Important Note:**

Students must apply for their exemptions by contacting The Exemptions Officer on 011 403 2900 or e-mailing [exemptions@icsa.co.za](mailto:exemptions@icsa.co.za).

- Applications for exemption should be submitted a minimum of 15 days before the registration cut-off date (i.e. 15 February and 15 July) to allow time for processing before the registration cut-off date
- You should then register for **any other subjects** you wish to write before the registration date of 28 February and 31 July. Late registration for these subjects is not permitted.
- If you have not heard about your exemptions before the registration cut-off date, you will be given an extension of time to register for these subjects if your application is not approved.

In all cases, no exemption application will be processed without the required R250 deposit – proof of payment must accompany all applications.

The exemption fee is R250 per subject.

A deposit of R250 is required to proceed with the exemption application. This amount is credited to the total amount required when paying for the balance of the exemptions granted.

Applicants need to send the above documents plus the R250 deposit, accompanied by the exemption application form to:

CIS - The Exemption Officer - P.O. Box 331, WITS, 2050

Tel 011 403 2900

Fax 011 339 5393

The Institute will inform the student in writing of the outcome of their exemption application.

After recognition of a module, students then have to pay the exemption fee of R250 per module. The deposit of R250 is taken into consideration for the first exemption granted, but is non-refundable.

**NB: all EXEMPTIONS granted are valid for only ONE year – if students do not register for their courses after being granted the exemptions, the exemptions will expire after 12 months and a new application needs to be made and paid for at the new rate.**

##### **4.8.2 PORTFOLIO OF EVIDENCE FOR EXEMPTIONS AND RPL**

A Portfolio of Evidence includes:

- CERTIFIED COPIES of any academic qualifications, skills programmes or any other formal recognised competency.
- A summarised (maximum two or three pages) Curriculum Vitae (CV)
- A one-page letter from your current or past employer to substantiate your work outputs, functions, responsibilities and job description.
- Proof of previously earned credits, where applicable.
- Proof of R250 deposit payment.

- Copy of ID or any other identification document.

**PLEASE NOTE: NO LEARNER WILL EVER BE GRANTED RECOGNITION FOR A SUBJECT HE/SHE HAS FAILED IN THE INSTITUTE'S EXAMINATIONS**

No RPL information, confirmation, policies, etc will be provided telephonically.

RPL will only be valid if confirmed in writing by the Institute.

**4.9 CODE OF CONDUCT**

Students are expected to abide by the Institute's Code of Ethics and Code of Conduct for examinations. This Code of Conduct is found at the end of the prospectus. Please familiarise yourself with the contents.

**4.10 SPECIAL NEEDS AND DISABILITIES**

The Institute will provide reasonable accommodations in the assessments for students with special needs and disabilities. These must be indicated on the student's registration application form. The Special Needs and Disabilities Policy is available on request from the Institute and on the website: [www.icsa.co.za](http://www.icsa.co.za)

**5. FEES**

**5.1 FEES POLICY**

A learner will not be allowed to write the assessment unless all fees are paid in full. Please see insert for the current fees. Failure to pay the full fees at the time of registration means that you will not be registered to write the examinations **under any circumstances**.

The Institute is not a credit-granting institution in terms of the National Credit Act, Act No 34 of 2005, and we cannot therefore offer you a payment plan or a credit facility to pay off your fees over time.

**5.2 BANKING DETAILS**

The Institute of Business Studies banking details are as follows:

IBS: Standard Bank    Branch Code 00 48 05    Account Number: 0 289 7784

**5.2.1 Payment Methods**

- Cash: Direct deposit into the IBS bank account. The Institute does not process cash payments at their premises under any circumstances.
- Internet transfer into the IBS bank account.
- Cheques: These may be deposited into the IBS bank account but there is a 10-day clearance period: registration cannot proceed until such cheques have been cleared.

If a cheque is dishonoured by a bank, the student will not only be liable for the outstanding fees, but will be liable for the bank charges on the dishonoured cheque.

Note: if you pay any fees for student membership or examinations to any tuition provider, the Institute cannot be held responsible and will not liaise on your behalf in this regard.

N.B. IBS Registration should be paid in full on registration. No pro rata registration fee is applicable.

**5.3 CANCELLATION**

No cancellations are permitted. If a student cannot write the examination as planned, he/she can apply to postpone the examination. No refunds will be made for any reason. Should a student have registered for an examination without paying full fees it stays their responsibility to de-register themselves by way of e-mail before 28 February for the May examination and 31 July for the October examination should this not be done the student will be liable for full fees.

## 5.4 STUDY LOANS

Study loans are offered by Edu-Loan.

Client Service number 0860 55 55 44

Postal address: PO Box 5287, WELTEVREDEN PARK, 1715

Regional offices: Eastern Cape, Free State, Gauteng, Kwa-Zulu Natal, Limpopo, Mpumalanga, North West, Western Cape.

## 6. MISCELLANEOUS

### 6.1 LANGUAGE POLICY

English will be utilised as the medium for all programmes conducted by or on behalf of IBS.

Our communication policy aims to:

- Avoid obscure images, idioms and jargon.
- Avoid inappropriate language.
- Avoid using demeaning or discriminatory language.
- Use language to respect the richness of the social and cultural diversity of IBS and the IBS community.

This policy is based on the principle of:

- Equal opportunity
- Anti-discrimination
- Clarity of expression

### 6.2 COPYRIGHT

Photocopying or reproduction of any IBS material is prohibited. Persons guilty of such actions will be prosecuted, and the IBS may summarily suspend such students. This also applies to students supplying the material to persons who are not registered students.

Note: Participation in the programme is **not transferable** between persons.

### 6.3 TUITION PROVIDERS

It has been proven over time that students who study with the assistance of a tuition provider do much better in the examinations than those who choose to study on their own. A list of tuition providers is available on the website: [www.icsa.co.za](http://www.icsa.co.za).

Please note that tuition providers must be accredited by the Institute to offer any of the Institute's qualifications. If you register with a tuition provider who is not accredited, you will not receive a FASSET-accredited certificate. The onus is on you, the student, to ensure that you register with an accredited provider.

Please note that independent or self-study takes self-discipline and hard work, and cannot be regarded as an easier option than assisted tuition, either face-to-face or distance learning.

### 6.4 FORMS

All Examination forms and information are available on the website ([www.icsa.co.za](http://www.icsa.co.za)) but can also be requested telephonically or via E-mail or collected from the Institute offices in Braamfontein.

**NB – please remember to send in application forms together with proof of payment – for ALL transactions. DO NOT SEPARATE PROOF OF PAYMENTS AND APPLICATION FORMS.**

## 7. TERMS AND CONDITIONS

### GENERAL CONDITIONS FOR ALL STUDENTS:

1. The Institute is ONLY responsible for the syllabus and curriculum outline, as well as the provision of a list of PRESCRIBED/ESSENTIAL textbooks, and, where possible and relevant, a list of additional, recommended readings, conducting examinations, and the publication of the examination results following the Institute's quality assurance approval of the final results.

Text books are generally not sufficient reading to cover all aspects of the syllabus and it is entirely the student's responsibility to cover the syllabus and curriculum outcomes.

It is entirely the student's responsibility to obtain suitable tuition for these examinations and the Institute will not be held responsible in any way for inadequate tuition provision.

2. The Institute expects students to be familiar with the requirements of the syllabus and curriculum. Students should understand that rote learning, cramming and spot learning will in all probability lead to failure.
3. With regard to queries and appeals, the decision of the Chief Examiner is final.
4. The formal process must be used to appeal or query a result and all the costs involved in such appeals must be paid before any appeal will be considered.
5. The contents, conditions and rules of this Prospectus are valid for 2009. Information in all prospectuses, brochures, website information, and tuition provider information, published in 2008 and in prior years is no longer applicable.
6. The main reason for the Institute providing the CIS Qualifying Scheme and the Board Examinations is to qualify as a Chartered Secretary. The Institute in no way claims that the qualifying scheme takes the place of any National Qualification and in fact, the official position of the Institute is that aspirant Chartered Secretaries should first obtain a National Qualification and then proceed to the Board Examinations via the Exemption route. The CIS Qualifying Scheme and the Board Examinations are professional benchmarks designed and implemented for the sole purposes of selecting appropriate candidates who have successfully completed the first requirements for admission to membership of the Institute. It is the policy of all tertiary institutes to use their own exemption/credit policies and that the CIS professional qualifying scheme and board examinations do not guarantee any access to other tertiary education programmes. Any applications in this regard need to be made on an individual merit basis and the Institute cannot be held responsible for any problems raised by individual tertiary institutions regarding the NQF status of the Institute programmes.
7. The Chartered Institute of Business Management (CIBM) is a separate professional body and students may apply for membership of the CIBM only after they have completed each applicable CIS programme.
8. The CIS Qualifying Schemes, the Board Examinations and Membership of the Institute, do not guarantee entry to any job nor can they be used anywhere to guarantee immigration points. There are now more stringent requirements regarding immigration rules and a professional qualification on its own may not be sufficient to provide the education points needed for this purpose. "International" refers to the portability of the Membership "Chartered Secretary" and does not describe the actual qualifying scheme in any way except as it is described in the 2006 Review.
9. The Student Code of Behaviour and Conduct (see Appendix) as it relates to the conduct of a student, during the provision of tuition and during the course of examinations applies to all students. If a student breaches this code, the student may be disciplined by a tribunal convened by the Chief Examiner and/or his delegates. The outcome of such a tribunal could be the disbarring from any future registrations as a student and preclusion from being admitted as a Chartered Secretary or Member of the CIBM. All fees paid to date will be forfeit.
10. Services will be withheld until all fees are paid in full. It is the student's responsibility to be in possession of a valid examination registration form to be allowed entry to the examinations and results will be withheld if any fees owing to the Institute are outstanding. **The onus is on the student to provide clear and unambiguous proof of such payments.**
11. The Institute uses e-mail circulars as its main means of immediate communication, followed by the website, and in the last resort, by the postal system.

### PRIVATE CANDIDATES

Students registering as Private Candidates (i.e. without the services of a tuition provider) hereby accept the conditions and take full responsibility for their examination results.

## **Appendix: THE STUDENT CODE OF CONDUCT**

### **1. INTRODUCTION**

*All applicants who register with the Institute for the examinations are registered as students. It is incumbent upon students to comply with the Code of Ethics governing professional conduct and the Code of Conduct in terms of the examinations.*

### **PART A – THE CODE OF ETHICS**

This Code demonstrates the standard of professional conduct expected of all students studying towards their Chartered Secretaryship.

#### **1. GENERAL FUNDAMENTAL PRINCIPLES**

- 1.1.1 The professional ethics described in this Code are issued by the Board of Directors for the guidance of students and to assist students to conduct themselves in a manner which the Board considers appropriate to the profession in general and to Chartered Secretaries in particular. However, as misconduct cannot be specifically defined for all instances, but will need to be determined in the light of the circumstances of each individual case, it follows that the Board cannot publish lists of every possible instance of misconduct.
- 1.1.2 This Code is issued by the Board to facilitate the enforcement of ethical standards through its disciplinary procedures. Failure to observe the provisions of the Code does not (as is indicated above) ipso facto constitute misconduct, but does mean that students may be required to justify their actions in answer to a complaint.
- 1.1.3 The Articles of Association of the Institute require the observance of rules of conduct as a condition of student registration and render students liable to disciplinary action if found guilty of misconduct, which includes, but is not confined to, any act or default likely to bring discredit to the student, the Institute, or the profession. Nevertheless, the Board considers it desirable to be more explicit in particular areas.
- 1.1.4 Students are required to uphold the Institute's Charter and comply with its Byelaws.
- 1.1.5 Students are required to exercise integrity, honesty, diligence and due care in carrying out their duties and responsibilities. They shall conduct themselves with courtesy and consideration towards all with whom they come into contact in the course of their studies, professional work, as well as in terms of their personal conduct in general.
- 1.1.6 Students shall at all times be cognisant of their responsibilities as professional persons towards the wider community. They shall follow the guidance of this Code and, in circumstances not provided for, should conduct themselves in a manner consistent with the good reputation of the profession and the Institute.
- 1.1.7 If employed, students shall at all times safeguard the interests of their employers, colleagues and clients provided that they shall not knowingly be party to any illegal or unethical activity.
- 1.1.8 If employed, students shall not enter into any agreement or undertake any activity which may be in conflict with the legitimate interests of their employer or client or which would prejudice the performance of their professional duties.
- 1.1.9 Students shall refrain from conduct or action, whether in their personal or professional capacity, which detracts from the reputation of the Institute.

#### **PART B: THE CODE OF CONDUCT FOR EXAMINATIONS**

1. The invigilator has authority to assign seats to candidates
2. The examination paper is in English. The answers must be written in English.
3. Candidates **MUST** be seated in the examination venue at least 30 minutes before the start of the session.
4. **No** books, workbooks or course material will be allowed in the examination venue other than the material stipulated in the "Open-Book Assessment" notice
5. **No** materials shall be brought into the examination venue or used in the examination except those authorised by the invigilator and specified in the "Open-Book Examinations" notice.

6. Bags, beverages, food, jackets, books and any other items identified by the Invigilator, **MUST** be placed in areas designated by the invigilator.
7. **No electronic or communication devices will be allowed** in the examination venue, including cell phones, laptops, pagers, etc. Programmable calculators are permitted for use in certain module examinations and it is the **candidate's responsibility** to ascertain whether the use of calculators is permitted.
8. Smoking and/or smoke breaks during the examination **is/are not allowed**. Except for bottled water, no food or drink is allowed in the examination venue. Candidates with health problems that warrant relaxation of this regulation should provide medical documentation to the invigilator prior to the commencement of the examination. Such candidates should restrict themselves to those items and packaging that will least distract other candidates
9. Candidates **must not** begin or attempt to read the examination questions until instructed to do so.
10. **No** loose papers will be handed to candidates. Candidates **must** indicate rough work on examination papers/answer sheets
11. **Important:** It is the student's responsibility to ensure that any loose answer sheets or additional answer books are clearly marked and **bound** together.
12. Answer numbers must be entered on the front page of the answer books in the sequence answered.
13. Candidates **may not** borrow anything or receive assistance from other candidates during the course of the examination.
14. Candidates **are not** allowed to communicate with one another in any manner whatsoever during the examination.
15. Unless in distress, candidates are not allowed to visit the cloakroom during an examination session. In such cases, an invigilator will accompany the candidate. The examination book must be handed to the invigilator before leaving the room. Only one candidate will be permitted to leave the room at any one time
16. Candidates **must** remain seated during the examination period. A Candidate needing to speak to the invigilator (e.g. to ask for additional paper or to request permission to leave the examination room for any reason) should indicate this by raising his or her hand.
17. Questions concerning possible errors, ambiguities or omissions in the examination paper **must** be directed to the invigilator who will investigate them through the proper channels. The invigilator **is not** permitted to answer questions other than those concerning the examination paper, as mentioned above.
18. To ensure minimal disruption at the beginning and end of the examination, Candidates **MUST** remain seated at their desks for the first 30 minutes and the final 15 minutes of the examination.
19. It is the responsibility of the candidate to make sure s/he hands in their examination script to the invigilator before leaving the venue
20. Candidates who leave before the examination is over, must hand in all work and notes made during the examination.
21. **No** additional time to complete the examination will be granted to candidates
22. Candidates are expected to complete their examinations in an honest and straightforward manner.
23. Any incident of violation of the examination protocol, will be investigated thoroughly and the Candidate will face serious consequences and if found guilty of such a transgression, barred from all further ICSA examinations.
24. As these examinations are PRIMARILY intended for obtaining membership of the Institute and thereby applying to become, Chartered Secretaries, ANY proven dishonesty will result in the candidate being prevented from being granted Membership on the basis of impaired personal integrity.

## **PART C: STUDENT DISCIPLINARY PROCEDURE**

**The disciplinary procedure of the Institute relates to conduct with respect to examinations.**

Note: In all disciplinary matters, the student shall have the right of appeal and the right to representation.

### **1. Introduction**

A case for disciplinary action shall exist if a student is alleged to have:

- interfered or attempted to interfere with an employee of the Institute in the performance of his/her duties;
- wilfully damaged or defaced Institute property or treated, as their own, the property of the Institute or of an employee and/or student of the Institute;
- broken the Code of Conduct in such a way as to bring disrepute upon the Institute;
- broken a published rule of the Institute.

### **2. Summary Procedure**

Allegations of misconduct as described above should be made to the Chief Examiner who will then convene a review panel. If the review panel believes that there is a case for the student to answer then the review panel will interview the student and will be accompanied by the Examinations Officer or another senior officer of the Institute. At this interview the student may be accompanied by a friend or representative. If the review panel considers it appropriate to do so, and if the student agrees, the matter may be dealt with summarily, without recourse to a disciplinary committee.

In dealing with a matter summarily, the review panel will consider written and/or oral evidence. The review panel will find the student guilty of misconduct only if, on the evidence provided he/she is satisfied beyond reasonable doubt of the student's guilt. If a finding of guilt is made, the review panel may impose any of the penalties set out in Section 4 of these procedures, other than disbarment from the Institute.

At the termination of the proceedings, the review panel will arrange for a short report to be written. In the event of a finding of guilt, the report will set out the misconduct alleged, a brief summary of evidence received, the grounds for the finding of guilt, the penalty imposed, and the factors taken into account when deciding the penalty. A copy of the report will be sent to the student and will be circulated, at the review panel's discretion to appropriate members of the Institute staff.

#### **2.1 Referral to a Disciplinary Committee**

If the review panel does not consider it appropriate to deal with the matter summarily, or if the student does not agree to its being dealt with in this way, then it shall be referred to a Disciplinary Committee.

The membership of the Committee shall be:

- Chair (a member of the Board of the Institute)
- Secretary (a member of the review panel)
- Two staff members from the Institute
- Two staff members from the College at which the student is enrolled (if applicable)
- The Quality Assurance Manager (present in an advisory, non-voting capacity)

#### **2.2 Penalties**

A student found guilty of misconduct may be:

- Absolutely discharged, which means that although the student may be technically guilty of the misconduct alleged, no blame should be attached to his or her actions;
- Admonished;
- Cautioned and put on report which means that no penalty is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months, or some other specified period, there will be consideration of both offences;

- Conditionally discharged, which means that no penalty is imposed, subject to the student fulfilling certain stipulated conditions including future good behaviour over the following twelve months or some other specified period. If the conditions are not met, a penalty may be imposed following a further hearing;
- Excluded from the Institute for a fixed period of time, up to a maximum of twelve months. A student who is excluded from the Institute has restricted rights to enter Institute premises, and to participate in Institute activities. The terms of the exclusion will be notified to the student in writing. An order of exclusion may include a requirement that the student shall have no contact with a named person or persons;
- Suspended from the Institute for a fixed period of time, up to a maximum of twelve months. A student who is suspended is prohibited from entering Institute premises, and from participating in Institute activities. The terms of the suspension will be notified to the student in writing. An order of suspension may include a requirement that the student shall have no contact with a named person or persons;
- Disbarred from the Institute which means that the student may not complete the qualification.