

# Chartall Business College Prospectus 2018



CHARTALL  
BUSINESS COLLEGE

## Chartall Business College (Pty) Ltd

Chartall Business College (Pty) Ltd (reg. no. 2003/015217/07) is provisionally registered with the Department of Higher Education and Training until 31 December 2020 as a private higher education institution (registration number 2016/HE07/002) and as a private further education & training provider until 31 December 2018 (registration number 2012/FE07/044)



## Table of contents

Message from the Chartall Business College Academic Director .....	3
Institutional information .....	4
Company mission statement .....	4
Registered learning programmes .....	4
Key staffing .....	6
Institutional partnerships.....	7
Admission requirements .....	8
Recognition of prior learning (RPL).....	8
Credit Accumulation & Transfer (CAT) .....	9
Language policy .....	10
Fees - BBA.....	11
Fees – occupational qualifications .....	12
Registration contract and refund policy.....	12
Financial aid.....	13
Mode of instruction - BBA .....	13
Mode of instruction – occupational qualifications.....	14
Rules relating to assessment, progression and qualification .....	14
Student support .....	15
Rules and codes of conduct.....	16
Policy for student complaints.....	16
Health & wellness policy .....	18
Policy on disability .....	18
PoPI Act .....	19
Warranty .....	19
Copyright on Chartall materials .....	19
Computer and internet access .....	20

**Message from the Chartall Business College Academic Director**

*Thank you for turning to Chartall Business College to be your education partner. This is the first step on your lifelong learning journey. Don't give up. Visualise yourself graduating, being a success and making a name for yourself in both South Africa and the world. Education is your power and your tool to make your life and the life of those around you better. Seize the opportunity and strive for success.*

*To quote Aristotle: "The roots of education are bitter, but the fruits are sweet." The effort is well worth it in the end.*

Dr Karen Deller

## Institutional information

DHET regulations 24 (a), (b), (c), (e), (f)

Chartall Business College (Pty) Ltd (company registration number 2003/015217/07) is provisionally registered with the Department of Higher Education and Training until 31 December 2020 as a private higher education institution (registration number 2016/ HE07/ 002) and as a private further education & training provider until 31 December 2018 (registration number 2012/FE07/044).

Chartall has a single campus on the corner of Cedar Rd and Cedar Boulevard in Broadacres, Johannesburg. We are accredited by the DHET to offer higher education using distance education methodology, which we have developed using technology-enhancements.

## Company mission statement

DHET regulations 24 (d)

To provide multi-modal, technology-enhanced and relevant learning provision that results in the awarding of nationally-recognised credits to all successful learners and candidates, regardless of how their learning was acquired.

## Registered learning programmes

DHET regulations 24 (k), (l)

Chartall Business College is provisionally accredited by the DHET to offer the following higher education qualification:

- SAQA ID: 99380 - Bachelor of Business Administration degree (registered on level 7 of the National Qualifications Framework)

Chartall Business College is accredited to offer the following further education and training qualifications:

- SAQA ID: 20185 - National Further Education and Training Certificate: Banking
- SAQA ID: 20186 - National Certificate: Banking
- SAQA ID: 49021 - National Further Education and Training Certificate: Debt Recovery
- SAQA ID: 80566 - National Certificate: Contact Centre
- SAQA ID: 61595 - National Further Education and Training Certificate: Business Administration Services
- SAQA ID: 23433 - National Further Education and Training Certificate: Micro Finance
- SAQA ID: 57712 - National Further Education and Training Certificate: Generic Management
- SAQA ID: 59201 - National Certificate: Generic Management (LPs: 96099, 96100, 96101, 96102)
- SAQA ID: 61755 - National General Education and Training Certificate: Business Practice
- SAQA ID: 49691 - National Further Education and Training Certificate: Human Resources Management and Practice
- SAQA ID: 49692 - National Diploma: Human Resources Management and Practice
- SAQA ID: 50333 - National Diploma: Occupationally Directed Education, Training and Development Practices
- SAQA ID: 50334 - National Certificate: Occupationally Directed Education, Training and Development Practices
- SAQA ID: 73710 - National Certificate: Accounting
- SAQA ID: 77143 - National Further Education and Training Certificate: Accounting Technician
- SAQA ID: 80189 - National Certificate: Accounting Technician

- SAQA ID: 59097 - National Further Education and Training Certificate: Real Estate
- SAQA ID: 20188 - National Certificate: Real Estate

In addition, Chartall Business College also offers non-accredited and non-credit bearing short courses. These non-accredited short courses are recognised through certificates of attendance and are often offered in partnership with various professional bodies for CPD purposes.

## Key staffing

DHET regulations 24 (f), (g)

### **Director:**

Kevin Boyers (CA) SA

### **Senior management:**

Chief executive Officer

*Kevin Boyers BCom, BCom Hon, CA (SA)*

Academic Director

*Dr Karen Deller (BA, BA Hon, MA, DLitt)*

Head of Technology

*Sikhokele Gantsho (BCom)*

BBA Programme Manager & Occupational Academic Manager

*Linda Potgieter (BCom)*

### **BBA Advisory Committee:**

Dr Linda Meyer (BBA, PGDip, MBA, DBA, PhD)

Dr Deonita Damons (NDip, MSs, PhD)

### **BBA Faculty**

The student handbook will list the full faculty.

These are the e-lecturers for the first three semesters (PT lecturers are designated "PT"):

Human Resources & Org Psych:

Dr Karen Deller (BA, BA Hon, MA, DLitt)

Finance:

Leigh Ann Brown (BCom Hon, HDipTax, PGCEd)

Management & Communication:  
Esme Nortje (BA, PGDE, MBA)

Emotional Intelligence:  
Linda Potgieter (BCom)



Marketing & Ethics:  
John Arnesen - PT (BCom Hon, Chartered Marketer)





Innovation:  
Dr Keith Fairhurst – PT (MBA, MSc, DPhil)

## Institutional partnerships

DHET regulations 24 (r)

Chartall Business College is proud to be associated with the following partners:

	<p>Chartall Business College is accredited by the BANKSETA, accreditation number: 557045</p>
	<p>Chartall Business College is accredited by the SERVICES SETA, accreditation number: 4097</p>

	<p>Chartall Business College is accredited by the ETDP SETA, accreditation number: ETDPS1377</p>
	<p>Chartall Business College is accredited by FASSET, accreditation number: 49021</p>
	<p>Chartall Business College is accredited by the SABPP, accreditation number: 55713L069CB</p>
	<p>Chartall Business College is accredited by the AT (SA), accreditation number: ATC0040/0717</p>

## Admission requirements

DHET regulations 24 (h)

The various qualifications offered by Chartall Business College have different entry requirements. These should be discussed with your student advisor if you are unsure.

The entry requirements for the BBA are as follows:

- A National Senior Certificate granting access to Bachelor Degree studies, with a minimum of 60% in English (as the language of teaching and learning or first additional language) OR
- A Senior Certificate with a "B" rating and English as the language of teaching and learning or first additional language. OR
- National Certificate (Vocational), NQF Level 4, granting access to Bachelor Degree studies, with a minimum of 60% in English (as the language of teaching and learning or first additional language) OR

- A cognate FETC, Level 4 OR
- A cognate Higher Certificate, or Occupational Certificate at Level 5 OR
- A cognate Diploma or Occupational Certificate at NQF Level 6.

The entry requirements for the occupational qualifications are typically numeracy and language competency at one NQF level lower than the NQF level of the qualification. Your student advisor will be able to assist you to understand if you meet the required admission requirements.

## Recognition of prior learning (RPL)

DHET regulations 24 (h)

Chartall Business College has an RPL policy and application process that facilitates both:

- RPL for access and
- RPL for exemption.



For its BBA, Chartall Business College follows the guidelines laid down by the CHE in its RPL and CAT assessment policy document. For RPL and CAT in the occupational sector, Chartall Business College is guided by the specific RPL and CAT policies of each SETA and the QCTO. Your student advisor can assist you to see if you meet the requirements to either access a qualification through RPL.

In both types of RPL, Chartall will work with the student to assist them to showcase their workplace evidence for faculty verification.

**RPL for access** will involve a portfolio showcasing current levels of competence in the key skills needed to be successful in higher education.

Chartall Business College will admit up to 10% of its BBA students through RPL for access each year.

**RPL for exemption** in a subject will require you to complete the most recent WIL and assignment for the subject/s you want to be exempt for.

Note that up to 50% of the BBA degree can be exempted through RPL. No third-year subjects may be exempted through RPL.

For occupational qualifications both RPL for access and RPL for credit are possible. A qualification in this sub framework can also be fully earned through RPL.

## Credit Accumulation & Transfer (CAT)

DHET regulations 24 (h)

CAT is an arrangement whereby the diverse features of both credit accumulation and credit transfer can be used to promote lifelong learning.

Chartall Business College's CAT policy facilitates the awarding of exemption for subjects achieved at

other accredited higher education providers (for the BBA) or other accredited vocational providers (for the occupational qualification). In order to be considered for CAT, the subjects presented must have:

- a similar credit value,
- at least 80% of the content must be similar
- the NQF level must have parity to the Chartall equivalent.

Any and all credits achieved in a partially complete qualification can be used for exemption from subjects on the Chartall BBA.

A maximum of 50% of the credits of a completed qualification may be transferred to the Chartall BBA. Credits from non-credit bearing courses may also count for exemption in particular circumstances.

The curriculum and full subject list can be found on the [www.ChartallCampus.com](http://www.ChartallCampus.com) website to enable you

to evaluate subject content and cognate parity prior to making an application for CAT.

Chartall's student advisor can assist with this evaluation.

The Chartall Business College RPL & CAT student guide, as well as the application form and full process can be found on the Chartall website <https://chartallcampus.com/wp-content/uploads/2018/04/RPL-CAT-student-guide-v2.pdf>

For occupational qualifications CAT is also applicable.

## Language policy

DHET regulations 24 (i)

Notwithstanding Chartall's appreciation of the rich value of our multicultural and multilingual society, Chartall has selected a single language in terms of its language policy since it would be impractical to

offer education in multiple languages.  
Consequently, all tuition and assessment at  
Chartall Business College is in English.

## Fees - BBA

DHET regulations 24 (n)

Rules and procedures relating to fees and charges relating to admission, textbooks, other academic services (e.g. supplementary examinations, CAT and RPL fees, application fees, etc.) and deferral, cancellation or withdrawal are set out on the [www.chartallcampus.com](http://www.chartallcampus.com) website and qualification fact sheets.

### As a summary:

- Chartall Business College charges a fee per subject of R5000.

- We recommend no more than three subjects be taken per semester if you are a working, part-time student.
- In other words, the fees per semester are R15 000. This fee includes all e-books (but not hard copy text books if no e-book exists).
- Supplementary exams are R500 each.
- Payment terms are available.
- Fees are payable in equal monthly instalments over the period of the semester, the first instalment being due prior to commencement of the semester.

If a student elects to pay their fees monthly they are still liable to pay for the full semester if they withdraw or defer. This information is on your enrolment form.

As a DHET registered private HEI and private FET college, Chartall Business College may not charge VAT on educational services.

## **Fees – occupational qualifications**

These vary and are advertised on the [www.chartallcampus.com](http://www.chartallcampus.com) website. Payment terms are available for students who are self-funding.

As a DHET registered private HEI and private FET college, Chartall Business College may not charge VAT on educational services.

## **Registration contract and refund policy**

DHET regulations 24 (n) and (s)

The following process applies when enrolling for the Chartall Business College BBA or any other qualification:

1. Application for enrolment and upload your required documents – so that your eligibility for admittance can be confirmed
2. Acceptance – Chartall Business College will issue you with a letter of provisional acceptance and a student number
3. You are invoiced and once you have paid you are registered to start.

Once the registration contract has been signed and the terms and conditions accepted, the student (or bursar) is liable for the fees for at least the full year of study. The registration contract is legally binding.

There is a seven-day cooling off period from the time the registration contract is signed but thereafter the student is liable for the full fees for the year.

Students wishing to cancel or postpone their studies may do so only in writing, addressed to BBA@chartall.co.za, to be received prior to the

completion of the previous semester. The full fees for the current semester will remain due and payable. Upon completion of each semester, the student will be deemed to be enrolled for the next semester and liable for the full fees therefor, unless such written notice has been given.

Non-engagement online, non-submission or failure to participate in lectures, tutorials and assessment does not constitute a cancellation and the semester fees remain due and payable.

Acceptance of a cancellation or postponement will be confirmed in writing by Chartall Business College.

Refunds are subject to Chartall's cancellation terms. We will only refund monies to the original payer's bank account.

## Financial aid

DHET regulations 24 (o)

Chartall Business College issues one bursary per annum to a deserving youth. This is done annually around the Youth Day celebrations.

Chartall Business College also subscribes to [www.MarkEDplace.co.za](http://www.MarkEDplace.co.za) who offer funding to students who qualify.

Besides this, there is no other student financial aid other than the possibility to apply for extended payment terms.

## Mode of instruction - BBA

DHET regulations 24 (j)

Chartall Business Colleges uses a technology enhanced distance mode of delivery for the BBA.

Each subject is taught over 18 weeks. In each week there is:

- a live e-tutorial of one hour,
- a pre-recorded one-hour lecture,
- curated readings,
- third party video and other content.

Textbooks are all provided online through the Chartall LMS. These are at no cost for e-books. Where an e-book is not available the student will either buy the book (highly recommended) or use a library copy.

### Mode of instruction – occupational qualifications

These can either be attended:

- Online, with e-books, readings, e-learning, pre-recorded e-lectures and live e-tutorials OR
- Classroom – prescheduled and delivered either at the Chartall Campus or employer site.

### Rules relating to assessment, progression and qualification

DHET regulations 24 (m)

The rules of progression and certification differ from qualification to qualification as per the stipulations of the relevant Quality Council (or SETA).

The overall mark, and its component part weighting, as well as the mark required to pass differs from subject to subject and qualification to qualification.

This will be explained in detail during the orientation session at the beginning of each semester or qualification. The student handbook or learner guide will also have this information for each qualification.

Generally, though:

Each subject (or unit standard) will be **assessed** as specified by the faculty. This typically is made up of:

- A work integrated learning assignment

- An assignment
- One or two tests
- One examination

Students will be required to meet a DP requirement to gain access into the examination. This will be explained in the student handbook and each individual subject guide.

All subjects must be passed to be awarded the degree. The correct number of elective credits must also be passed.

## Student support

DHET regulations 24 (p)

Students are supported through a hub of dedicated Student Advisors who are on duty during working hours.

Students are also tracked on the Chartall LMS and the Student Advisor/s will follow up with students

who are not engaging with the subject content as often as they should be. This proactive support is offered to assist students to manage their time and create space for their studies.

In addition, a two-day orientation workshop is scheduled at the beginning of each cohort. A pre-examination workshop is also offered each semester one week before the examinations start.

Student support covers a range of activities, including:

- Career assistance and guidance
- Academic counselling
- Academic progression counselling
- Academic deferment
- Pre-termination counselling
- Remedial academic counselling

Support is offered either face-to-face (by appointment) on campus or via skype or telephone calls.

## Rules and codes of conduct

DHET regulations 24 (q)

Registered students will be expected to adhere to a code of conduct that will be discussed during orientation and described in detail in the student handbook.

This code of conduct covers conduct on campus, conduct during live e-tutorials and the submission of academic work.

The consequences for poor conduct is explained in the student handbook and can include (for extreme breaches) suspension of attendance or removal of DP.

## Policy for student complaints

DHET regulations 26 (t)

Chartall Business College recognises that, from time-to-time, students may need to register a complaint. To facilitate this, Chartall Business College has a complaints policy that will be discussed during orientation. It is also summarised in the student handbook.

All matters relating to academic appeals, disciplinary procedures and other complaints can be lodged by following the processes outlined in the student handbook, the LMS or this prospectus. The process is as follows:

- Decide what category your grievance or complaint deals with (see list below);
- Complete the grievance or complaint form (accessible on the LMS or from student advisor) or clearly write out your complaint as a narrative and submit it to the Programme Manager (for the



BBA) or Academic Manager (occupational qualifications) using email BBA@chartall.co.za or help@chartall.co.za with the subject heading “grievance or complaint”;

- Chartall will investigate and address your complaint/grievance in writing within five working days;
- Once you feel you have exhausted the normal procedures and are still dissatisfied you may lodge your appeal or grievance with the Academic Director who will investigate and get back to you within five working days;
- If you are still dissatisfied you may refer the matter to the consumer protector or the Department of Higher Education, specifically the Registrar of Private HEIs. Include a copy of your original complaint / grievance and the replies from Chartall Business College. Take care to explain why you think the matter remains unresolved.

The Registrar of Private HEIs may either manage the complaint/grievance or refer it to another body such as the SAPS, public protector or any other body for investigation.

Chartall Business College keeps accurate records of all complaints lodged which are reviewed from time to time by the Department of Higher Education and Training.

The categories of grievances/complaints are:

- Quality of teaching and learning
- Quality of the technology – LMS
- Quality of non-academic support
- Assessment decisions (only after the academic appeal processes have been exhausted)
- Disciplinary sanctions (only after the disciplinary appeals process has been exhausted)
- Refunds or fees
- Unfair business practices
- Closure of Chartall without sufficient information

- Infringement of the Bill of Rights
- Other

## Health & wellness policy

DHET regulation 24 (u)

Chartall Business College is an online provider, but students do come to campus from time to time to engage with the faculty or use the library or computer labs.

To accommodate this, and to ensure student safety, Chartall Business College has implemented various procedures for safety and security. These are in line with the national Health and Safety Act (Act 52 of 1993). These procedures will be discussed at the qualification orientation session on campus and will include information on the emergency exits and assembly points in the case of a disaster on campus.

Chartall Business College also recognises that, from time to time, students may feel pressure or stress,

especially during exam time. Should a student experience any stress or another other health or psychological malady while studying with Chartall we encourage students to make an appointment with the student advisor, Programme Manager or Academic Manager. They will refer you to a professional if they are unable to assist.

## Policy on disability

DHET regulation 24 (v)

Chartall Business College is committed to the principles of access, redress, transformation and equal opportunity.

Individual student accommodations can be made based on the confidential disclosure of special needs and/or disability. We recommend these needs are discussed with the student advisor/s prior to enrolment to ensure that adequate accommodations

relating to the technology for learning and assessments can be made to accommodate them.

Chartall reserves the right to suggest alternative placement and guidance if it feels unable to accommodate the student's needs adequately. The Programme Manager is available to assist students with further information and enquiries in this regard.

### **PoPI Act**

We comply with the South African Protection of Personal Information (PoPI) Act No. 4 of 2013. No student information will be provided to a third party without the student's consent.

### **Warranty**

Every applicant or student warrants that information supplied by themselves or on their behalf regarding prior qualification for entry requirement is true, accurate and legally valid. Should this be found not

to be the case, the student or applicant will be legally bound to pay as per normal cancellation clauses, and their enrolment will be terminated.

The applicant chooses e-mail, sms or regular post as the communication method for all accounts and notices for services supplied.

### **Copyright on Chartall materials**

All materials published on the Chartall LMS are subject to copyright in favour of the relevant publisher or Chartall Business College. None of that material may be copied, stored or transmitted in any form or by any means, whether electronic, mechanical, photocopying, recording, broadcast or otherwise, without the written permission of the publisher and/or Chartall Business College.

## Computer and internet access

Every student will be required to have the use of a computer and internet access that meets the minimum requirements, as follows:

- Desktop, laptop or tablet computer running word processing, spreadsheet and presentation software, preferably Microsoft Office, a modern internet browser and video recording and playback functionality. We recommend Windows 10, OS X, iOS9, Android 5.0 or later versions.
- A stable internet connection with sufficient download and upload speed to be able to conduct a 2-way video call. This would typically be ADSL 4Mbps, fibre, or LTE or equivalent.

## Chartall Business College contact details

**Telephone:** 011 467 3215

### Email addresses:

- BBA - [BBA@chartall.co.za](mailto:BBA@chartall.co.za)
- Banking – [banking@chartall.co.za](mailto:banking@chartall.co.za)
- Real estate – [realestate@chartall.co.za](mailto:realestate@chartall.co.za)
- Management & HR – [business@chartall.co.za](mailto:business@chartall.co.za)
- Short courses – [training@chartall.co.za](mailto:training@chartall.co.za)
- ETD – [ETD@chartall.co.za](mailto:ETD@chartall.co.za)
- General – [help@chartall.co.za](mailto:help@chartall.co.za)

**Web site:** [www.chartallcampus.com](http://www.chartallcampus.com)

**Facebook:** chartallcampus.com