

## Online Learning Guide

*This guide is for anyone considering taking a qualification through online learning. It outlines what you can expect, the rules and roles and responsibilities that will apply if you enrol with Chartall Business College.*

### 1. What is online learning?

Online learning is a viable, alternative route to a full or partial qualification. All course activity is done online. There are no face-to-face sessions and no requirements for on-campus activity. Students log onto the Chartall learning content management system and access the various learning artefacts. Each course is structured with different learning "items", which can include: videos, readings, MSPowerPoint slides, custom developed e-learning modules, live or recorded skype sessions and formative assessments. Interaction with other students and the facilitator is via the discussion forum and email.

### 2. Who is an ideal online learning student?

Anyone can apply for online learning, but we know that a particular 'type' of person is more likely to succeed.

General characteristics of successful online students include:

- PC literate (able to use email, word, discussion groups and internet for data searching);
- Good written and reading skills in English (ideally at least a grade 12 certificate);

- Structured and able to make time available for the online learning (each week you will need about five hours of input to complete within your contracted twelve<sup>1</sup> months);
- Enthusiastic about using the PC to explore and direct self-discovery;
- Attendance of some short (relevant) courses;
- Still working in the sector (this is more important for some qualifications and less important for others – see the table at the end of this guide).

### 3. How is the assessment done?

The qualifications that are the most frequently trained online are assessed by means of a portfolio of evidence (PoE). This is simply a file, and in it you put all your evidence. We will tell you how to do this once you enrol, but basically you just answer knowledge and assignment questions, and add supporting workplace evidence when asked for it. In some cases, you may also need to write an exam once you have completed the portfolio. At present, only the Human Resources qualifications require this additional examination.

### 4. What support can I expect?

Everything you need will be online. You will be given a qualification guide to help you plan your studies and Chartall Business College will allocate you to a coach who can assist you with the technical questions. The coaches cannot give you the answers, but they can help you to interpret

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<sup>1</sup> You have a total of 12 months to submit your portfolio if you are enrolled for a full qualification and online training. RPL candidates have 6 months for a

full qualification. Learners doing part qualifications have between 1-2 months to complete. If you have not submitted in that time your contract lapses.

questions and point you to readings that may help you.

We will also prepare you before you start on the assessment rules and how to go about compiling a portfolio. This is usually a video, which you view online in your own time.

## 5. Who are the role players and their responsibilities?

### You, the candidate:

- Complete your portfolio in time (12 months from enrolment is the maximum time you have for a full qualification if you are enrolled for online training, so we recommend you submit within 10 months to ensure you have time to remediate, if needed<sup>2</sup>);
- Do not expect the answers from your coaches - they can guide, but cannot give you the answers;
- Be honest. Giving the portfolio to a third party to complete for you is not honest. Chartall assessors will be calling you to verify information and question you on your evidence. And do not copy from the internet, this is plagiarism, and will result in the termination of your contract (see the T&Cs);
- Work through the online learning materials methodically, complete your formative assessments and submit these on time so that your coach can give you feedback;
- Do research if you do not fully know how to answer a question;
- Take responsibility for your portfolio – online learning is an adult education process and you are expected to make the time to complete it, do your own reading and

research and not expect your coach to provide you with the answers.

**Your coach** (contact via email OR discussion group as they may be out lecturing, so please be patient for a response, which you will get within 24 hours):

- Assist you to understand the assessment process;
- Assist you to interpret questions that you find confusing;
- Guide you towards suitable readings and other learning artefacts;
- Deliver online lectures (where indicated) and skype support sessions (where a group requires it);
- Offer support and encouragement (not the answers);
- Guide online via the discussion group (for FAQs);
- May offer you an occasional skype session if you need a lot of support (which will be communicated to all students in case they also want to attend).

### Your project manager will:

- Assist you to stay on track with reminders and regular communication;
- Ensure you complete within your contracted time frame (usually twelve months for a full online qualification);
- Accept your portfolio and get it assessed and give you feedback;
- Ensure you make payments when they are due (and terminate your enrolment if you do not pay on time.

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<sup>2</sup> Note that RPL candidates have a maximum of 6 months to complete a full qualification and learners doing short courses, like assessor and

moderator have between 1 -2 months to submit.

## 6. What do I need access to?

You need a PC with Outlook and Chrome. Please see: <http://chartall.co.za/faqs-for-webinars/> for minimum computer specifications. Meeting these will allow you to access any webinars, e-learning, videos and skype chats that may be scheduled as extra support or which are compulsory as part of the online learning process.

## 7. What about any exemptions I may already have?

If you have completed any other full or partial qualifications, where the content is relevant to the qualification you are

enrolling for, you may well qualify for exemptions. Where the unit standards are exactly the same, you will definitely get the exemption (meaning you don't have to redo it). Where the content is largely the same, you may or may not get the exemption. Chat to your coach to explore possible exemptions.

If you are enrolling on an NQF 4 qualification, and you have a grade 12 ("matric") certificate, you may be exempt for the fundamentals (languages and even mathematical literacy if you did maths at matric).

Chartall Business College recommends that you do the fundamentals, however (they are mostly integrated anyway) in case you don't complete the full qualification because we can't upload exemptions unless you complete the full qualification.

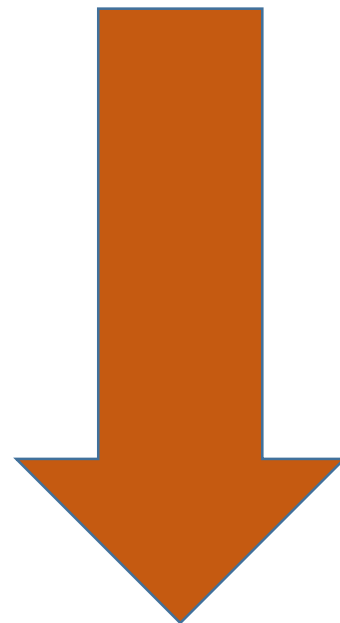
## 8. What about my second language assessment?

All qualifications at NQF 4 require learners to be assessed against four first language and four second language unit standards. At Chartall Business College your first

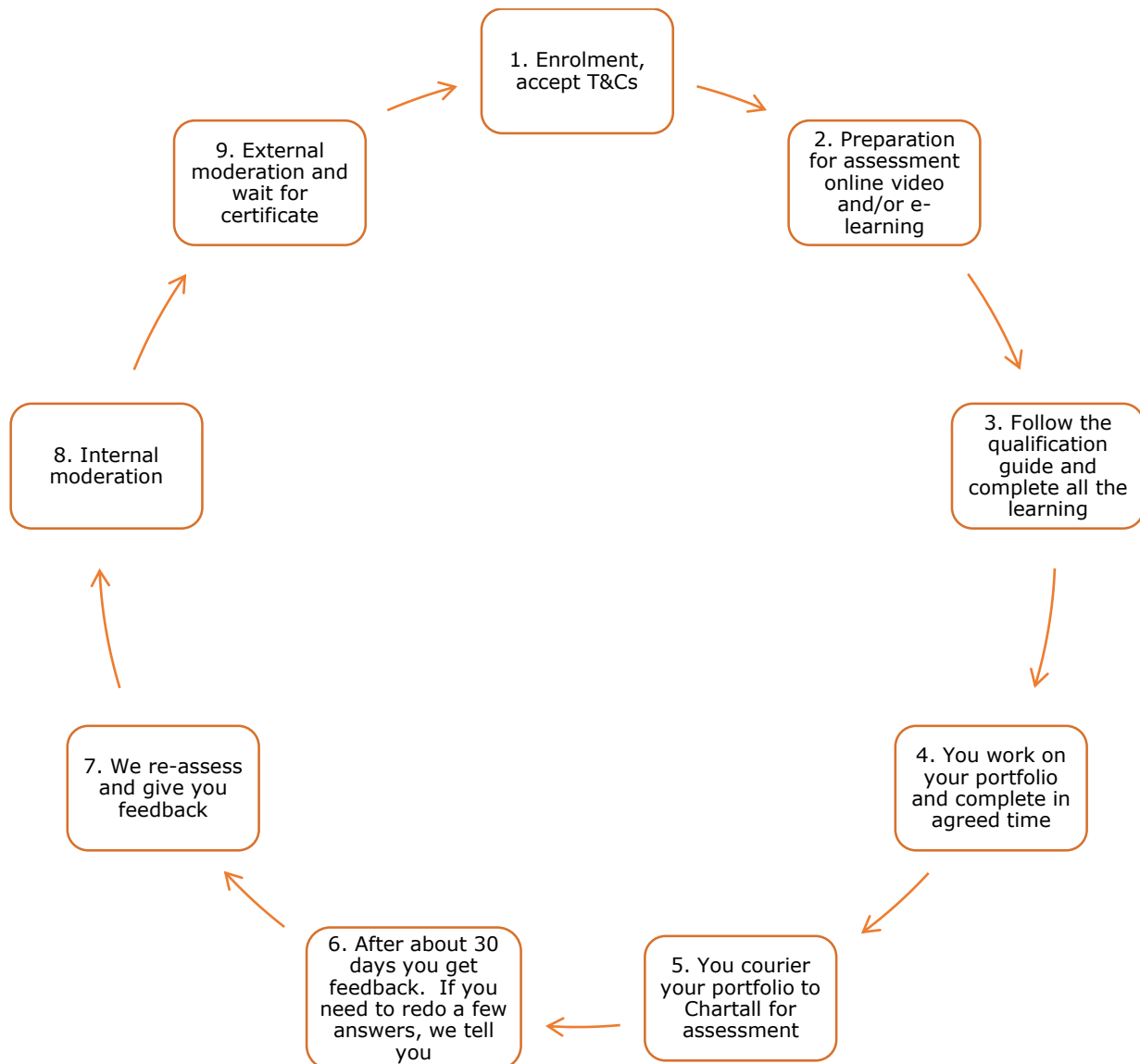
language is taken as English because you complete your portfolio in English and we can assess that for your written language component. But second language assessment can be tricky. Chartall Business College does not always have assessors and moderators who can speak all the official South African languages. If you are wanting to select a language other than English or Afrikaans, it may be that there is an additional assessment cost.

Chat to your coach or online facilitator about what languages we can assess when you get to that stage in your portfolio.

Turn the page to get an idea of the online process flow



## 9. What is the process?



To clarify:

1. **Enrol online and accept the Terms & Conditions:** please read them and make sure you understand the refund policy, your deadline dates for submission and that you are clear on when your contract with us comes to an end (usually 12 months after the date of enrolment for a full qualification via online learning and 6 months for a full qualification through RPL – to encourage you not to take too long to complete the qualification).
2. **Log onto the Chartall LMS** and view the video telling you all about assessment. In some cases, there is also an e-learning module you can view.
3. **Follow the qualification guide** – this will detail what you should be reading and viewing each week. It is a step-by-step guide that also

outlines what you must do each week to complete all your assessments on time. You can work ahead, but you should not fall behind.

4. **Work on your portfolio**, if you are enrolled for a FULL qualification and you are completing it via online training then you have 12 months to complete and submit your portfolio. If you do not submit in this time, we will terminate your contract. Remediation may take you a little over the 12 months, which is fine as long as you submit by the agreed dates. If you have not submitted anything after 12 months we will terminate your enrolment as we will assume you are no longer wanting to complete the qualification. In exceptional cases we may consider an extension and charge a late submission fee of R570, but this is not the norm. (Note that RPL candidates have 6 months to complete their full qualification. Learners doing short courses, like assessor or moderator, will have between one and two months to complete their portfolios. Your hand in date will be confirmed with you during the introductory session.)
5. **Courier your portfolio to Chartall** (Chartall Campus, cnr Cedar Rd and Cedar Blvd, Broadacres, Fourways, Gauteng). Avoid the post office as they often have long delays in delivery (if they are not on strike – in which case it may never arrive).
6. **Assessment:** we will assess your portfolio and give you feedback in writing. We will tell you where you are competent and where you need to submit additional evidence. You can ask your coach if you are unsure about what to do.
7. **Re-assessment:** we will give you one chance to submit additional evidence at no cost. If you are still not-yet-competent, you can submit once more at a cost (see your updated assessment contract for the cost of the second remediation, which is per unit standard). When you are fully competent at all the unit standards (modules) of the qualification, we will verify it (internal moderation).
8. Then we tell the SETA and they come and **externally moderate** (this process can take a few months, but we will keep you up-to-date).
9. The SETA will issue the final **certificate**. This may also take a few months.

**Summary of the qualifications you can complete online with Chartall Business College and any unique requirements to bear in mind**

<b>Qualification</b>	<b>Level</b>	<b>SAQA ID</b>	<b>SETA who awards it</b>	<b>Specific requirements</b>	<b>Any comments</b>
<b>OD ETDP</b>  National Certificate	5 (120 credits)	50334	ETDP SETA (so expect a slight delay in certification)	Includes 115753 (assessor), which is not part of the cost of the full qualification. It can be completed online at an additional cost.	There are no e-learning modules, but online materials have been curated for each exit level outcome. Videos and MS PowerPoint slides are also available.
<b>HR Management Practice</b>  National Further Education & Training Certificate (FETC)	4 (140 credits)	67463 - SABPP Learning Programme 49691	SABPP	After you are competent at your PoE, you must write an external exam. There may be a charge for this in future, as the SABPP is in-sourcing this role.	There are no e-learning modules, but online materials have been curated for each exit level outcome. Videos and MS PowerPoint slides are also available.
<b>Generic Management</b>  National Further Education & Training Certificate (FETC)	4 (150 credits)	57712 - Services SETA Learning Programme 74630	SSETA (so expect a long delay in certification)		Content includes readings, e-learning, videos and skype lectures.

<b>Real Estate</b> National Further Education & Training Certificate (FETC)	4 (150 credits)	59097	Both SSETA (so expect a long delay in certification)	Easier if you are employed in the sector due to workplace assignments and projects that must be completed.	Content includes readings, e-learning, videos and skype lectures.
<b>Real Estate</b> National Certificate	5 (135 credits)	20188		Must have completed Real Estate NQF 4 and EAAB's PDE to enrol.	Content includes readings, videos and skype lectures.
<b>Banking</b> National Further Education & Training Certificate (FETC)	4 (120 credits)	20185	BANKSETA	Operational qualification – product, sales, systems, service.	Candidate must be employed and have access to real world evidence and a manager who can sign off observations.
<b>Banking</b> National Certificate	5 LP: 20186 (120 credits)	60589	BANKSETA	Big focus on sales, sales team management and financial knowledge.	Exemptions may be awarded for internal bank training completed (if it matches to the unit standard content). Both approved by FSB for FAIS Fit & Proper. Content includes readings, e-learning, videos and skype lectures.

<b>Generic Management</b>	5 (164 credits)	59201 4 elective streams: 96100 (Gen Mgmt) 96101 (Skills Dev Mgmt) 96099 (Customer Mgmt) 96102 (Strategic Mgmt)	BANKSETA (same qualification as SSETA but with "Banking" in the title, certification is quicker).	Very strategic qualification. Must have been involved in strategy formulation and the elective stream chosen.	There are no e-learning modules, but online materials have been curated for each exit level outcome. Videos and MS PowerPoint slides are also available.
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