General Prospectus 2020

iqacademy.ac.za | info@iqa.ac.za | 087 3507950
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Message from the CEO

We believe that education holds the power to positively impact our nation and change the world we live in, for today and for future generations to come. Simply put, it is one of the central factors for our nation’s success. Access to quality education at all levels will see us eradicate inequality and reduce poverty in South Africa. The longer-term goal we should be driving towards is improving the sustainable economic capacity of our citizen to help us grow and develop a great nation.

Moreover, education is a key driver of social change within our communities. It empowers people to take personal ownership of the change they want to see in themselves and in their communities. It capacitates people with the ability to move from a place of dependence to the destination of freedom and independence. The power to change is within each of us, and it is our responsibility to realise this power through lifelong learning and personal growth.

IQ Academy (iQA) is a specialised distance Private Higher Education Institution that serves our communities throughout South Africa, empowering them to Ukwazi Ukuzimela! We are driven by our passion and our understanding of what our vision means in people’s lives. We believe that cultural agility is critical to the success of a modern South African citizen; where empathy and understanding of differences drive prosperity. We value the diversity of our people and our students’ needs and backgrounds, and we appreciate how the quest for independence is a fundamental human truth in everyone’s lives. The independence we aim for is a freedom from that which is holding you back; the freedom of having choices, the freedom to give back to the world.

South Africa remains challenged on many fronts; however, the positive reality is that South Africa is a country filled with people and organisations that want to make a difference and unlock her potential to benefit all people. We at iQA align ourselves with those that believe and are willing to sacrifice to drive the change we dream of.

We have gone from strength to strength and each year we add a new ring of experience to our tree. On our journey as a young Institution of Higher Learning, we have delivered academic performance which reflects our growing stature within the Higher Education arena. We are continuously strengthening our curricula to deliver our core student value proposition of betterment, access and relevance.

In 2020 we will take in our inaugural class for our NQF 6 Diploma in Business Management (online course), which is fully accredited Higher Education qualification of 360 credits. We are immensely proud of our achievement. To be accredited to offer this qualification reiterates the confidence in our Institution.

We are also launching three new, fully online short courses, namely Good Governance, Resilience and Sustainable Development in Africa, Human Resource Administration and introduction to Travel and Tourism. Unlike most online offerings presented by many in the education sector, these new courses are not just pdf documents on a portal claiming to be online learning. They offer the experience of online learning in the truest sense. If these new online career-enhancing curricula or our new Diploma fits into your development plan, we invite you to connect and find out more.

Our continuous pursuit of growing academic excellence and relevance is reaching new frontiers each year and our people continue to inspire us to grow and develop. In 2019 we have added a number of new Doctorates and Masters to our academic faculty, and as a relatively young and upcoming Institution of Higher Learning our academic research output has grown considerably in the last 18 months. More than 25% of our own people are studying towards a formal qualification or professional development short course.

We have a passion for technology and recognise the potential it holds for doing great things we never dreamed possible. Our investment strategy focuses on future technologies aimed at driving the superior academic success of our students, and providing our people with the capacity to deliver on our vision. We will be launching the upgraded version of our learning platform, iCan in January 2020. Our new platform will enhance the student experience through a mobile friendly, cloud-based design that will be faster and more intelligent.

In 2019 we launched our student lifestyle and well-being programme called DO Life. The programme is a range of micro-courses which are freely available to our students. It is aimed at providing an online and interactive way to navigate life just a little bit better. Our students’ responses have exceeded our wildest expectations since its launch. We have had 2200 module completions in seven short months, and we continue to grow week by week. We have achieved a student satisfaction rate of over 90% over the 11 modules launched thus far. A message to our current and potential students: We are listening to what is being suggested by you and we will be launching at least 12 new modules in 2020.

As we embark on expanding our impact on the South African society and economy, we will be developing a corporate partnership programme. Our goal is to disrupt the aged model of how corporates drive strategic skills development and how they grow and nurture the human capital capacity within their organisations.

We hope that our communities end off 2019 on a positive note and we wish students, parents, employees and collaboration partners a successful and impactful 2020.

Ernst Kriek
CHIEF EXECUTIVE OFFICER
We believe in our country and its people, and we believe that education is a cornerstone to strengthen each one, to take their place in building a great nation.

Our vision for our people is, Ukwazi Ukuzimela. Stand strong, together.

Ukwazi Ukuzimela influences three significant areas of life:

- Freedom from being dependent
- Ability to have choices
- Capacity to give back.

Our mission is to deliver education that is relevant and accessible so that Ukwazi Ukuzimela
Betterment

Understanding the reality that our students face daily, drives us to create an educational experience that truly makes a difference in our people’s lives. We understand that true empowerment is not something that comes from the outside, but rather it is a quality that is nurtured and enabled within the individual. For this reason, we create courses that are designed to expand our people's world by giving them access to purposeful education. This education provides tools to make the journey from a place of dependence and being confined by circumstance to ultimately having increased agency. For each of our students, we seek to offer an education that will increase their ability to choose who they can be, where they can go and what they can achieve for themselves and their communities.

Access

In the current economic climate in South Africa, there are often many barriers to getting a good education. At iQA, we work hard to innovate solutions to remove these barriers. We serve our students by ensuring that quality education is affordable and adaptable to accommodate each student’s circumstances and needs. For both the Short Courses and the Higher Certificate Programmes, iQA offers payment plans, where students can manage their educational investment consistently and transparently. Our goal is to make the journey of studying as seamless as possible, creating systems and processes that allow our students to learn in their own time and at their own pace. We continue to invest in innovation to personalise our offering and the access input from our committed “village” of qualified lecturers and tutors.

Relevance

At iQA we have our eyes set on the future; we are implementing e-learning and distance learning strategies to empower our students more holistically for today’s job market. We offer high-quality and relevant courses through on-going collaboration with industry to strengthen our students’ position for employment and promotion opportunities. While developing competence in their chosen fields, we strive to grow digital citizens who will contribute to the betterment of South African society.
iQA was originally established in 2006 as a small department of Centurion Academy, to improve student employability through distance learning short courses in the business-related sciences. With the success of our students and a desire to offer more, iQA exited the Centurion Academy umbrella to merge with Fernwood Business College (Pty) Ltd, and subsequently launched as a private tertiary institution called “iQ Academy (Pty) Ltd”. The newly formed iQA is registered with the Department of Higher Education and Training as both an independent Private Higher Education Institution (PHEI) and a Further Education and Training Provider (FET).

Academic teaching and learning capacity is one of our key focus areas. To ensure a quality learning experience for our students, we are committed to continually developing our capacity to provide student education, academic support for students in their chosen careers, and to operate within the regulatory framework and in every facet of education.

Our students benefit from:
• Supported learning and achievement.
• Flexible learning experiences.
• The benefit of being able to work whilst studying.

iQA subscribes to the principles of self-improvement, learner-centricity, respect, innovation, partnership and teamwork. We believe that actions speak louder than words and encourage our valued students to challenge us if they feel that we do not live up to any of these principles.
**Contact Details**

**Physical Address**
Bellevue Building
14 Fitzpatrick Road
Quigney, East London
5201

**Postal Address**
Private Bag X6
Tecoma, 5214

**Telephone Number**
+27 (0) 86 111 5054

**Fax Number**
+27 (0) 86 624 9795

**Email Address**
info@iqa.ac.za

**Website Address**
www.iqacademy.ac.za

**Registration & Accreditation**

Legal name and company registration number of iQA
iQA Academy (Pty) Limited, Company Registration No. 2006/033114/07 is:

- Provisionally registered with the Department of Higher Education and Training as a Private Further Education & Training Institution. Registration No. 2009/FE07/102.

**Partnership Agreements**

All formal learning programmes offered by iQA are accredited by the relevant Education and Training Quality Assurance Councils and/or Bodies (ETQAs). To date, iQA has been registered by all or either of the following bodies:

- Financial Advisory Services Sector Education and Training Authority (FASSET), Provider Number: 585/01503/13.
- Services Sector Education and Training Authority (SSETA), Services SETA Accreditation Number: 2607.
- South African Board for People Practices (SABPP), Accreditation Number: 58510L039FB.
- Institute of Certified Bookkeepers (ICB), Provider Accreditation Number: 300308.
- Institute of Business Studies (IBS).
8 Senior Management

The Academy’s Management Team:

NAME AND SURNAME
1. Mr Ernst Kriek
2. Mr Neil Grobbelaar
3. Mr Ashley Cocks
4. Mr Danie Vlok
5. Ms Michelle Pratt
6. Mrs Tracey Miles
7. Mrs Renee Groom
8. Mr Jateen Dhaya
9. Ms Genavieve Fourie
10. Ms Madelein Gerber

DESIGNATION
1. CEO / Director
2. Director / Non-Executive Director
3. Head of Marketing
4. Academic Head
5. Head of Regulatory & Compliance
6. Head of Finance
7. Head of Call Centre Operations
8. Organisation Change & Performance Leader
9. Head of Research and Development
10. Head: Information Communication Technology

9 Academic Staff

Full-Time Academic Staff:

NAME AND SURNAME
3. Dr Greig Krull
4. Mr Prince Leburu
5. Mrs Adele Bellingan
6. Dr Amy Long
7. Ms Bernadette King
8. Ms Zinita Jooste
9. Ms Noluthando Mbangeleli
10. Mr Nathan Laurence
11. Mrs Thandekile Nkohla
12. Ms Builelani Dumalisile
13. Ms Yvonne Mushaninga
14. Ms Jayde Lazarus
15. Ms Andisile Tshikitsa
16. Ms Nomthandazo Mpongoshe
17. Ms Bongiwe Kavi
18. Ms Sesethu Malgas
19. Mr Thembelani Dyubele
20. Mr Melikhaya Kiza

QUALIFICATIONS
3. PhD (E-Learning)
4. BTech (Marketing)
5. BCom Hons (Financial Management)
6. PhD (Sociology)
7. MA (Industrial Psychology)
8. BA Hons (Business Management)
9. MCom (Leadership)
10. BCom (Marketing)
11. BTech (Marketing), PGDE
12. BCom Hons (Industrial Psychology)
13. BA Hons (Psychology), PGCE
14. BA Hons (Industrial Psychology)
15. BCom Hons (Financial Markets)
16. MCom (Industrial Psychology)
17. BCom (Accounting)
18. BTech (Management)
19. BCom Hons (Management)
20. BAdmin Hons (Industrial Psychology)

External Examiners/Moderators:

NAME AND SURNAME
1. Mr Mark Maritz
2. Mr Kevin Marlow
3. Ms Bianca Crosier
4. Mr Amos Wutawunashe
5. Dr Tinashe Ndoro
6. Mrs Gail Young
7. Ms Juliet Puchert
8. Dr Grant Freedman
9. Mr Ben Jordaan
10. Mr Duane Boucher
11. Ms Judy Bush

QUALIFICATIONS
1. BCom (Hons)
2. BA (Hons)
3. BCom (Marketing Management)
4. BA (Hons), Diploma in Higher Education
5. PhD (Management)
6. BCom Acc, CA (SA)
7. BCom Masters (Industrial Psychology)
8. Doctor of Philosophy
9. MCom
10. MCom

Masters: Industrial Psychology
iQA has been registered to offer its approved programmes at the following site of delivery: 14 Fitzpatrick Road, Quigney, East London, 5201

iQA is registered to offer the following programmes:

- Higher Certificate in Business Management, SAQA ID 80726, (HEQSF Aligned, 120-Credits: Distance Mode).
- Higher Certificate in Marketing Management, SAQA ID 90743, (HEQSF Aligned, 120-Credits: Distance Mode).
- Diploma in Business Management, (HEQSF Aligned, 360-Credits: Distance Mode).

Accredited Programmes

Registration of short courses is not required by the Department of Higher Education and Training. This means that all iQ Short Courses are non-credit bearing, are not registered with the South African Qualifications Authority (SAQA), and do not lead to a qualification or part-qualification registered on the National Quality Framework (NQF).

A certificate of achievement is awarded to students when the following conditions are met:

- Completion of all academic requirements.
- Payment of all fees.
- Receipt of certified copy of ID document.

Registration Status of iQ Short Courses

All iQ Academy’s courses, including full qualifications that are credit-bearing and registered on the NQF, and other non-credit-bearing short course offerings which do not lead to a qualification, are offered through a distance mode of delivery. There are no face-to-face contact sessions such as in a traditional classroom setting. A student’s academic journey differs depending on whether they are enrolled for a formal qualification or a short course. Higher education programmes follow a more structured or semester approach, whereas short courses are more flexible with the student setting their own pace.

Though study materials are still being couriered to students enrolled on a number of iQA’s courses, teaching and learning on all such courses are actively supported by our online student portal, iCan. On iCan, students are able to access lecture notes and teaching videos, interact with their lecturers and tutors as well as other students. iQ Students are also able to obtain telephonic and e-mail support with skilled lecturers and tutors.

As part of iQ Academy’s digital transformation journey, more and more courses are being made available online. Online courses are internet-dependent meaning that all study materials, assessments, academic support and other student services are ONLY available on the iCan student portal. As a progressive institution, iQA continuously experiments with innovative solutions in the development of eLearning content which supports mobile learning. This means that students can meaningfully participate on a 24/7 basis and successfully complete their courses using their mobile devices.

Mode of Instruction

Language Policy of the Academy

iQA subscribes to the use of English as the medium of instruction and communication due to the language’s local, regional, and international operability, as well as the strong presence of English in commerce and trade.
Definitions of Terms

Unless the context otherwise indicates, the definitions below inform the rules that follow and apply to students registered for formal qualifications registered on the NQF:

<table>
<thead>
<tr>
<th>No.</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Academic Intake: Short Courses Programmes: There are no set academic intakes for the Short Course programmes. Students can apply to study with iQA at any stage during the year and once first payment has been received, the student is then registered onto a programme.</td>
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<tr>
<td></td>
<td>• A registered student’s study pack will be delivered within 21 working days from the completed registration date (including confirmation of the first payment).</td>
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<td></td>
<td>• For the Online Short Courses, study material will be made available on the student portal iCan.</td>
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<tr>
<td>2</td>
<td>Admission This refers to approval of prospective students to be eligible for registration as a student at the institution, regardless of whether the person has previously been registered as a student.</td>
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<tr>
<td>3</td>
<td>Prospective student Any person who intends to study at iQA and is applying for admission for a specific qualification or non-credit-bearing short course.</td>
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<td>4</td>
<td>Recognition of prior learning A student’s previous learning and experience (however obtained) is considered together with the outcomes required for a specific qualification, as well as the purposes of a qualification which meets these requirements.</td>
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<tr>
<td>5</td>
<td>Student Any person registered for a qualification or short course offered by iQA, either within a programme or as an occasional student.</td>
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<td>6</td>
<td>Academic Year: Higher Certificates: The two consecutive semesters of study following the successful first-time registration of a student. An academic year runs either from January to December of a given calendar year or from July to June of the following year.</td>
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<td></td>
<td>Academic Year: Diploma: The two consecutive semesters of study following the successful first-time registration of a student. An academic year runs from January to December of a given calendar year.</td>
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<tr>
<td>7</td>
<td>First Registration All students registering at iQA for the first time and the period/date on which the registration status of a prospective student has been confirmed. This includes:</td>
</tr>
<tr>
<td></td>
<td>• The receipt of the applicable registration fee.</td>
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<td></td>
<td>• All required student documentation having been received.</td>
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<td></td>
<td>• Approval of the minimum entrance requirements for a given programme.</td>
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<td></td>
<td>• Successful admission to a given programme.</td>
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<td>8</td>
<td>Academic semester Students who register for the first time are allocated to a given semester. Semesters provide structure to the teaching and learning process and participation in a specific semester requires students to follow the prescribed syllabus for the programme for which they are registered. The specific allocation of a student to a semester depends on the date by which a student has registered. For Higher Certificates programmes students must have successfully registered by 30 January or 30 June to participate in either the first or second semester. For the Diploma programme students must have successfully registered by 30 January to participate in the academic year.</td>
</tr>
</tbody>
</table>
| 9   | Academic Exclusion (Higher Education only) The table below contains a summary of the minimum and maximum study period associated with a particular Higher Education programme:

<table>
<thead>
<tr>
<th>Programme</th>
<th>Minimum credits for qualification</th>
<th>Maximum period in which qualification must be completed (Years)</th>
<th>Suggested Period for Completion of Studies (Years)</th>
<th>Full-Time (if available)</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Higher Certificate</td>
<td>120</td>
<td>3</td>
<td>1</td>
<td>2</td>
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<tr>
<td>Diploma</td>
<td>360</td>
<td>8</td>
<td>3</td>
<td>6</td>
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<td>10</td>
<td>Second Year registration: Students are automatically registered for second year once results have been released. Second-year registration is subject to the following:</td>
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<td></td>
<td>• Confirmation of successful completion of 30 credits accumulated in the first academic year of study, and</td>
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<td></td>
<td>• At least 60% of course fees for the previous registration period paid up.</td>
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<td>11</td>
<td>Third and subsequent Year of Study: Students are automatically registered for subsequent academic years of study once results have been released. Registration is subject to the following:</td>
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<td></td>
<td>• Confirmation of successful completion of 40 credits accumulated over the previous two consecutive semesters, and</td>
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<tr>
<td></td>
<td>• At least 60% of course fees for the previous registration period paid up.</td>
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<td>12</td>
<td>Date of Registration: This refers to the actual date of successful first-time registration and/or any subsequent registrations.</td>
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<td>13</td>
<td>Module Re-Registration: Higher Certificates and Diploma: Students who have failed a specific module(s) or attempted a module without completing such module, must re-register for that module in a semester to be determined by iQA. In cases where no such determination has been made, the module should be repeated within a 12-month period following the release of results for the failed or incomplete module(s), provided that a student is not registered for more than the required modules allowed as per programme rules in any one semester. Applications for exceptions to this rule must be sent to the Registrar and approved by the Academic Board.</td>
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<tr>
<td>14</td>
<td>Module Re-Registration Fee (Higher Certificates and Diploma): A re-registration fee per repeat module is payable. Fees can be obtained from the student handbook available on iCan. These fees will be added to the student’s account.</td>
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<tr>
<td>No.</td>
<td>Definition</td>
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<td>15</td>
<td>Student Academic Year: Higher Certificates and Diploma</td>
<td>A student’s academic year is determined by the period and date of their first registration at iQA. The start of a student’s academic year is the date on which the student becomes eligible to participate in a full semester of academic activities, including a reasonable opportunity to participate in all assessments specified for such a semester. This date won’t be later than 20 February for Higher Certificate and Diploma programmes or 20 July for Higher Certificate programmes of the specific calendar year, irrespective of the actual date of registration.</td>
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<tr>
<td>16</td>
<td>Module</td>
<td>A coherent, self-contained unit of learning, designed to achieve a set of specific learning outcomes (overarching competencies). These are assessed within that unit and are allocated a period of learning. A module is also the smallest unit for which a final mark is entered into the student’s records.</td>
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<td>17</td>
<td>Programme</td>
<td>A structured set of learning outcomes, usually comprised of a combination of modules that must be completed to fulfil the requirements for a specific qualification or course.</td>
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<td>18</td>
<td>Syllabus</td>
<td>A description of the learning outcomes and content dealt with in the module.</td>
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<td>19</td>
<td>Assessment</td>
<td>The evaluation of a student’s achievement of the learning outcomes of a module.</td>
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<tr>
<td>20</td>
<td>Class Mark or Duly Performed (DP): Higher Certificates and Diploma</td>
<td>This is the mark obtained by a student during a semester for a module in respect of assignments and/or other forms of formative assessments that have been completed.</td>
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<tr>
<td>21</td>
<td>Examination: Higher Certificates and Diploma</td>
<td>Examinations are administered by iQA in May/June and November/December of each year. These may include supplementary examinations in order to assess a student’s knowledge.</td>
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<td>22</td>
<td>Extended DP: Higher Certificates and Diploma</td>
<td>A student who has been admitted to the examination in a module and fails, may be permitted to be re-assessed in the module without re-attending the module. This re-assessment is subject to the approval of the Academic Board, on the recommendation of the Academic Head subject to the following limitations:</td>
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<td></td>
<td>• Limited to a maximum of one semester module per semester.</td>
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<td></td>
<td>• Re-assessment in a module may be granted only once and within the 12 months following the original semester in which the student was registered for the module.</td>
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<tr>
<td>23</td>
<td>Final Module Mark</td>
<td>This is the mark obtained at the end of each completed module. The composition and computation of the module is determined by the rules for that programme.</td>
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<tr>
<td>24</td>
<td>Supplementary assessment</td>
<td>An extension of the initial work or examination, whereas “re-assessment” constitutes a separate, new assessment.</td>
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<tr>
<td>25</td>
<td>Progression and Promotion: Higher Certificates and Diploma</td>
<td>Semester results are released on or before 10 July and 15 December of each year. The release of results is subject to students’ fees being up-to-date, and the institution reserves the right not to release results to students whose accounts are in arrears. A determination of the student’s eligibility to register for the second and subsequent registration will be made by the Examinations Committee in June and December of each year, following each main examination session. Students who have not attained the required minimum credits by the end of the academic year, may not be allowed to register for the following academic year until such minimum academic requirements have been met.</td>
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<tr>
<td>26</td>
<td>Attendance Requirements</td>
<td>Rules that a student is expected to participate in a given programme or module and for which a class mark of at least 40 percent must be obtained.</td>
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</tr>
<tr>
<td>27</td>
<td>Credits: Higher Certificates and Diploma</td>
<td>These determine the relative value of modules. Each credit represents 10 notional hours spent by a student towards completing the module.</td>
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<td></td>
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<tr>
<td>28</td>
<td>Board</td>
<td>Any person to whom the authority and/or powers in a specified area have been delegated by iQA’s Academic Board.</td>
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<tr>
<td>29</td>
<td>Head of Department / Academic Head</td>
<td>The administrative head of a unit offering the relevant programme, or his/her delegate.</td>
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<tr>
<td>30</td>
<td>Programme Manager</td>
<td>The administrative head of a particular learning programme.</td>
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<tr>
<td>31</td>
<td>Dispatch</td>
<td>The date on which study materials, or part “thereof”, is dispatched from iQA or its supplier(s) to a registered student. The first dispatch is triggered upon confirmation of a successful first-year registration. For Higher Certificate and Diploma programmes, the second dispatch is triggered upon confirmation of a successful second-year registration. For Diploma programmes, the third dispatch is triggered upon confirmation of a successful third-year registration.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Admission Requirements**

**Diploma in Business Management**

To gain access to this qualification, candidates must have one of the following qualifications:  
- A National Senior Certificate (NSC) with Diploma endorsement with:  
  - at least 40% in English, and at least 40% in Mathematics or 50% in Mathematical Literacy; or  
  - at least an E symbol, on Standard Grade level, in English, and at least an E symbol, on Standard Grade level, in Mathematics; or  
- A Senior Certificate (SC) with:  
- A National Certificate (Vocational) (NCV) with appropriate subject combinations and the following levels of achievement:  
  - a minimum of 50% in three fundamental subjects including English, AND a minimum of 60% in three compulsory vocational subjects, or a Higher Certificate or Advanced Certificate obtained in a cognate field.

**Higher Certificate Programmes**

To gain access to this qualification, candidates must have one of the following qualifications:  
- National Senior Certificate with at least 30% in English.  
- Senior Certificate with at least 30% in English.  
- National Certificate (Vocational) (NCV) (Level 4) with at least 30% in English.

**International Students**

International students wishing to apply with iQA must ensure the following:  
- A study permit has been obtained.  
- All international qualifications have been evaluated by SAQA.

For further information regarding the above, visit the SAQA website on [www.saqa.org.za](http://www.saqa.org.za).

**Recognition of Prior Learning (RPL)**

Prospective students who do not meet the minimum entrance requirements for the module and/or programme, but can demonstrate comparable RPL competency, may also be granted admission when applying to iQA. Admission of prospective students through RPL will not constitute more than 10% of the total student-intake for the module and/or programme.
iQ Short Course
(Non-Credit Bearing)

While it is recommended that prospective students present a Grade 12 (Matric) certificate to gain entry into an iQ Short Course, special provision has been made to allow entry for prospective students who possess a minimum of a Grade 10 (Standard 8) school leaving certificate for some of these courses. In the latter case, the candidate must be at least 18 years of age with the ability to read and write in English (the language of instruction). iQA reserves the right to request prospective students to supply additional evidence pertaining to the candidate’s work experience.

Programme Rules

The rules relating to assessment, academic credit accumulations, progression and certificates differ from programme to programme. These rules can be viewed in the Programme Guide and Module Guides which are issued to students once the registration process has been successfully completed.
Registration Procedure

The registration procedure is as follows:

- IQ Academy advertises their courses through various channels including online and social media platforms.
- Having come across one of IQ Academy’s adverts, the prospective student sends a “Please Call Me” to a dedicated telephone number.
- The enrolment centre agent then calls the prospective student. The agent enquires after their study interests, their academic and career aspirations. Taking the prospective students through the IQ Courses, the agent helps the prospective student through the process of selecting the right area of study for themselves.
- Having settled on the right course for the prospective student, all relevant details are captured onto the enrolment application software for enrolment purposes.
- The enrolment centre agent takes care to explain the terms and conditions of the prospective student’s enrolment with IQA.
- The prospective student then receives his/her provisional acceptance. They will receive full student status once they have sent all relevant documentation (academic qualifications and ID document) to IQ Academy; and have made their minimum initial payment.
- The enrolment application then goes through a verification process to ensure the proper procedure has been followed in order to ensure best practice for the prospective student’s protection.
- When all the criteria are met, the prospective student is now a fully registered student with IQA and on receipt of his/her first payment and required documentation, the study material is dispatched and/or made available on the student portal iCan.

Academic Support

IQA seeks to create a rich learning experience for its students. Consequently, we are continuously exploring new and better ways to best support distance learning. We are also committed to shortening the “distance” in distance learning. Both of these objectives are achieved by keeping in touch with our students through telephonic and email support.

It is important that students keep us informed about any changes to their personal information, including cell number(s), physical and postal address, and email address. Without these contact details, students may not receive important information.

In addition to this, students have access to iCan, which is IQA’s online learning portal. iCan is a great way for students to conveniently view course content, interact with tutors, and take part in learning and other interactive experiences.

Technoly Mediated Learning

Distance learners often experience a feeling of isolation. Through advances in internet-based technologies and access to connectivity, we have created dynamic platforms to encourage one-on-one interaction between students and tutors and facilitate student communities where challenges, questions, and topics of interest can be discussed.

Through iCan, IQA provides students with a platform that allows students to leverage technology, which in turn, facilitates learning. iCan is accessible through PCs, tablets, smartphones, etc. and can be accessed at: ican.iqacademy.ac.za

Student Retentions Team

IQA has a dedicated team who formally welcome new students when they enrol. The “Welcome Call”, as we call it, is an important interaction as it is a way for us to orientate students with IQA, to answer any questions students may have and to provide support during the initial stage of registration.
In addition to being conveniently accessible 24/7 from your smartphone, iCan also gives students the power to:

- View courses and module information.
- Check progress and academic results.
- Access course content and digital resources.
- Learn through interactive experiences, like chatrooms and discussion forums.
- Chat with your tutors and peers.
- Submit assignments.

An example of iCan content on a smartphone:
How iQA’s USSD Works for Students

You can now access more information straight from your cell phone. With iQ Academy’s self-service tool, you can access information about your studies in a faster, cheaper and more convenient way.

The USSD number

*120*1446#

If you are already registered for USSD, please dial

*120*1446# to make use of the new and improved service

If you are not registered, please call us on

086 111 5054
OR email info@iqa.ac.za
OR send us a Facebook Message to register

Here is a quick look at the main menu

MENU
1. View Academic Information
2. View Account Information
3. View Study Material Status
4. View iQ Academy’s Banking Details
5. View Registration Details

Please Note:
Please note that registration may take 24 hours, while our system synchronizes. Once this is done, you will have access to the USSD Self-Service tool.

USSD

Another crucial part of iQA’s technology-mediated learning technologies is the self-service USSD tool. Essentially, this service is a fast, cost-effective, and convenient way for students to access information about their studies from their cellphones.

Students are able to see:

• Academic information (track assignments/view results of assignments).
• Account information.
• Registration information (such as the student number).
• Study material status.
• iQA’s banking details.

iQA’s USSD tool provides students with:

• A cost-effective tool that’s free to register for and only costs 6c per 20 seconds, allowing students to save on airtime.
• Information that is available straight away, helping students avoid unnecessary delays during their studies.

Students can easily set up iQA’s USSD service:

• Students must register for the USSD service to use it.
• Contact iQA on 086 111 5054 or at info@iqa.ac.za to register for this service.
• After successfully registering, simply dial *120*1446# to use this service.

The iQ Library is located at our East London campus and stocks a selection of print and electronic resources relevant to programmes and courses offered. All prescribed and recommended books and readings form part of this collection. Additionally, the library includes a small facility with desktop PCs where students can log onto the Internet or the iQ Intranet and browse electronic articles and other online resources.

The iQ Library currently holds approximately 850 book titles. The library collection is continually growing with ongoing initiatives to increase the titles through new acquisitions and donations.

Please note that there are certain restrictions pertaining to library loans. For example, certain titles are only available on short-loan (4-hour, 1-day loan, etc.).

iQA subscribes to the popular electronic database Ebscohost. Subscription to Ebscohost allows staff and students access to a large collection of electronic journals and eBooks. Only registered students are able to access these resources remotely via an Internet connection. Access to Ebscohost is restricted and students need to obtain a username and password from the librarian, programme manager or module lecturer(s). iQA is also constantly exploring the utilisation of Open Educational Resources (OER) content available on the Internet and has already identified several open source journals and free resources that will adequately assist students registered for the various programmes.

Technical Support

Since students are not part of iQA’s proprietary network, we cannot assist them with problems and troubleshooting that relates to their own resources, such as Internet access, PCs or mobile phones. If students experience problems with accessing these resources remotely, such as the iQA website, the iCan student portal, Ebscohost, Facebook, and more, then kindly bring this to the attention of your programme manager or module lecturer(s) so that a query can be logged. We have a dedicated IT team who can resolve such issues, but only at the request of academic and support staff.
Tuition fees cover the cost of application, registration, course materials, delivery of an individual programme of study, and support provided throughout the duration of the programme or course. This includes any study handbooks, other guides, and any administrative and academic counselling. Tuition fees must be paid in full before final marks will be released. A further breakdown of fees and costs are included in the terms and conditions.

Student Enrolment Contract

Students are required to register at the start of their academic journey with iQA. Due to the nature of distance learning, all student contracts are completed telephonically with the student, guardian, and/or account payer (sponsor). During this process, various important points, such as fees, payment options, terms and conditions, and disclaimer details (like understanding course registration status), are discussed with the student, guardian, and/or account payer. All parties are required to accept these points.

Once the registration has been completed, the agreement (contract) becomes a legally binding document which stands for the duration of the programme.

Once the account payer has accepted the agreement, this person becomes liable for the payment of all fees. Information pertaining to the cancellation of studies, deferral of studies, and refunds can be obtained in the official Student Handbook.
## Schedule of Fees

### Higher Education Programmes

The fees in the schedule below are applicable to students who have registered for the 2020 academic in-take on a higher certificate and diploma qualification. Fees are subject to change, as fees are revised on an annual basis. Students must verify their course and associated fees, levies, and other charges on a regular basis. Any updates to fees will be updated on the iQA website.

The fees outlined below include all study material and courier fees.

### Table 1: Schedule of fees for iQ Higher Certificate Qualifications (2020)

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
<th>Payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Course Fee</td>
<td>R20 820</td>
<td>The total course fee is comprised of 2 annual course fees. The payment of which can be paid on registration or can be scheduled over 24 months or 30 months.</td>
</tr>
<tr>
<td>Annual Course Fee</td>
<td>R10 185 for 1st academic year</td>
<td>The annual course fee includes the module fees for three modules per academic year. The payment of which can be paid on registration or can be scheduled over 12 or 15 months. A deposit of varying amounts may be required during registration in order to further reduce the monthly instalments.</td>
</tr>
<tr>
<td></td>
<td>R10 635 for 2nd academic year</td>
<td></td>
</tr>
<tr>
<td>De-registration Fee</td>
<td>Variable</td>
<td>The fee that is payable upon de-registration (variable, depending on how far the student is with his/her programme or course).</td>
</tr>
<tr>
<td>Course change prior to 1st payment</td>
<td>No Charge</td>
<td></td>
</tr>
<tr>
<td>Course change after 1st payment but no successful book delivery</td>
<td>R525</td>
<td>This fee is payable upon request to change or transfer programme or course. Please see the General Rules section.</td>
</tr>
<tr>
<td>Course change after 1st payment and successful book delivery</td>
<td>R1100</td>
<td>This fee is payable upon request to change or transfer programme or course. Please see the General Rules section.</td>
</tr>
</tbody>
</table>

### Table 2: Schedule of fees for iQ Diploma Qualifications (2020)

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
<th>Payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Course Fee</td>
<td>R15 000 for 6 modules for 1st academic year, subsequent years’ fees are subject to inflationary-related increases.</td>
<td>The annual course fee includes the module fees for the required modules per academic year. The payment of which can be paid on registration or can be scheduled over 6, 9 or 12 months. A deposit of varying amounts may be required during registration in order to further reduce the monthly instalments.</td>
</tr>
<tr>
<td>Module Fee</td>
<td>R2500 per module for 1st academic year, subsequent module fees are subject to inflationary-related increases.</td>
<td>The annual course fee is structured in module fees. Your quote upon registration will list all the modules that you will be required to complete for each academic year.</td>
</tr>
<tr>
<td>Module Re-registration/Module Repeat Fee</td>
<td>R1500</td>
<td>This fee is payable on re-registration or repeat of a failed module.</td>
</tr>
<tr>
<td>Recognition of Prior Learning (RPL) Fee</td>
<td>R1500</td>
<td>This fee is payable on application and acceptance of RPL. On recognition of RPL, a module may not be required and thus a credit would be passed for the Module Fee.</td>
</tr>
</tbody>
</table>
**General Prospectus 2020**

### IQ Short Courses

The fees in the schedule below are applicable to students who have registered for an IQ Short Course Programme. Fees are subject to change, as fees are revised on an annual basis. Students must verify their course and associated fees, levies, and other charges on a regular basis. Any updates to fees will be updated on the iQA website.

The fees outlined below include all study material and courier fees.

**Table 3: Schedule of fees for IQ Short Courses (2020)**

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Course Fee</td>
<td>R11 496</td>
</tr>
<tr>
<td>De-registration Fee</td>
<td>Variable</td>
</tr>
<tr>
<td>Assignment Re-Mark Fee</td>
<td>R65</td>
</tr>
<tr>
<td>Course change prior to 1st payment</td>
<td>No Charge</td>
</tr>
<tr>
<td>Course change after 1st payment but no books received</td>
<td>R365</td>
</tr>
<tr>
<td>Course change after 1st payment and received books</td>
<td>R650</td>
</tr>
<tr>
<td>Module Re-registration / Module Repeat Fee</td>
<td>R735</td>
</tr>
<tr>
<td>Lost Material</td>
<td>R520</td>
</tr>
</tbody>
</table>

The full course fee can be paid upon registration, or a monthly payment option over 24 months can be selected. A deposit of R1000 can also be made to reduce the monthly instalment.

### IQ Online Short Courses

The full course fee can be paid upon registration or can be scheduled over 12 months or 18 months. A deposit may be required in order to reduce the monthly instalments.

**Table 4: Schedule of fees for IQ Online Short Courses (2020)**

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Course Fee: Good Governance, Sustainability and Resilience in Africa</td>
<td>R11 400</td>
</tr>
<tr>
<td>Human Resources Administration</td>
<td>R9720</td>
</tr>
<tr>
<td>Introduction to Travel and Tourism</td>
<td>R9720</td>
</tr>
</tbody>
</table>

### IQ Digital Marketing Courses (online only 2020)

The total course fee can be paid on registration or can be scheduled over 6 months after payment of the registration fee. The registration fee (see below) is required before registration can take place.

**Table 5: Schedule of fees for IQ Digital Marketing Courses (online only 2020)**

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Course Fee</td>
<td>R16 990</td>
</tr>
<tr>
<td>Registration Fee</td>
<td>R5 990</td>
</tr>
</tbody>
</table>

### Method of Payment

The following methods of payment described below are acceptable.

**Direct Deposit or Internet Payments**

Direct deposits or internet payments can be made into the following account:

- **Bank**: Standard Bank
- **Branch**: Vincent Park
- **Branch code**: 003721
- **Account holder/name**: IQ Academy
- **Account number**: 251190527
- **Reference**: Student number, ID number or passport number

**Debit Order**

All registration fees are paid via direct deposit or a special debit order can be arranged. All deferred tuition fees are collected via an agreed debit order on a monthly basis.

The following fees may be added to the tuition fees and can be paid via normal debit order:

- Special examination and supplementary fees, where applicable.
- Examination script re-mark.
- Module/s re-registration fee.

**Electronic Payments**

All electronic payments for student fees are accepted and payments can be made via the student’s bank into iQA’s bank account. Please visit the iQA website for more details.

**International Payments**

Where payment is being made for students from outside the Rand currency area, payment must be made via telegraphic transfer into iQA’s bank account. Please visit the iQA website for more details.

**Proof of Payment**

To avoid the possibility of a payment not being timeously credited to the correct student fee account, it is essential that the student name and student number or ID number are entered on the deposit slip or telegraphic transfer.

Please email or fax a copy of the deposit slip or transfer to iQA’s student services via info@iqa.ac.za or the fax number 086 624 9795.
Student Financial Aid

iQA has a limited number of bursaries available which are awarded to prospective students. The only form of financial aid which is offered to students is through the affordable payment options, where no deposit is required, and the inclusion of textbooks in the course fees. If students require assistance with the payment of fees, he/she can discuss such matters with a student services agent.

Student Health & Wellness

The health and wellbeing of iQA’s employees, contractors, students, and visitors are of the utmost importance. We believe that all occupational illnesses, workplace injuries, and environmental incidents are preventable. We will therefore never compromise health and safety standards and procedures.

With this in mind, iQA has implemented procedures for safety and security in terms of the Health & Safety Act, 1993 (Act No. 52 of 1993). These policies and procedures are made available to all employees and students.

Studying through distance mode can be very challenging but rewarding at the same time. To aid this, iQA’s academic team are available to assist students with academic issues and are able to refer students to various wellness organisations.

The following examples of various wellness organisations include:

AL-Anon
Al-Anon Family Groups offer understanding, help, and support to the families and friends of problem drinkers. Call 0861 252 666

LifeLine Southern Africa
24-hour crisis intervention service, offering free, confidential telephone counselling, rape counselling, trauma counselling, AIDS counselling, and a range of other services. Call 0861 322 322

National AIDS Helpline
For assistance with HIV/AIDS information, support, and services referral. Call 0800 012 322 or visit aidshelpline.org.za

Narcotics Anonymous SA
For recovering drug addicts who meet regularly to help each other stay clean. Call 083 900 MY NA (083 900 69 62) or visit www.na.org.za

SA Depression and Anxiety Group
Call 0800 121 314, SMS 31393 (for a call back request) or visit www.sadac.org

Stop Gender Abuse
Crisis counselling for women who have been raped or abused, advice and support for people wanting to support women in need of help, legal and other options available for abused women and rape survivors. Call 0800 150 150.
DO LIFE is a series of micro-courses which have been grouped into relevant learning areas to help "do life, just a little bit better". It offers an easy and inspiring way to boost your everyday skills essential for growth in and outside of the workplace.

Each DO LIFE course is based on 21st-century micro module learning principles to promote short, relevant and impactful units of study. These on-demand digital courses are grouped into the following areas: personal finance, entrepreneurship, careers, personal branding, well-being, and more.

DO LIFE Courses include:
• DO Moola
• DO Entrepreneurship
• DO Career
• DO Personal Branding
• DO Complete Well-being
• DO Digital

Why students should DO LIFE Courses:
• DO you, better
• DO for free
• DO on the go
• DO flex
• DO in 25 minutes
• DO LIFE Certificates of Participation
• DO a boost to your CV
• DO now!
• DO Digital
General Prospectus 2020

Make Smart Money Decisions

Smart financial decisions are an integral part of everyday life. Everyone faces financial pressures and making the right decisions can be tough.

DO Moola aims to give you practical tools and knowledge to put you in control of your personal finances. The micro-courses will help you save your moola, balance a budget, teach you what you need to know about maintaining a good credit score and many more topics to put you in control of your finances. DO Moola empowers you to take charge of your financial status today and lay a foundation to build a secure financial future.

Be a Self-Starter

Whether you want to be the next Patrice Motsepe, start your own business, or be in line for that promotion that you’ve had your eye on, the characteristics and skills of an entrepreneur can take you far in any workplace.

DO Entrepreneurship will help you develop an entrepreneurial edge and get you thinking about business opportunities and how to unlock them. Even if you’re not ready to go on your own, these micro-courses can inspire you to become what employers are looking for. Every entrepreneur started somewhere and had help along the way. Our entrepreneurship modules are aimed to do just that.

Successfully Climbing the Ladder

Great careers don’t just happen by themselves. They take careful planning and practise.

DO Career will give you a head start with modules on the best CV techniques and how to master the interview process. If you are entering the job market or want to fast track your career, you will need to navigate a competitive playing field.

DO Career will help you develop essential skills for managing a career in the future workplace so that you can enjoy success in today’s dynamic environment.

My Brand, My Values

There is a strong relationship between your personal brand and career success. Managing your brand in today’s digital society is critical for owning your success.

Social media has fast become a place where we can express ourselves and build significant networks that can propel us in our careers. The art is to know how to use it effectively and build a personal brand that can unlock its potential. DO Personal Branding will show you the power of a positive personal brand and how to build it in the digital age. You will learn how to manage your personal and professional identities, while enabling you to stand out from the crowd for all the right reasons.

Living the Good Life

Living in Complete Well-Being is the very definition of leading a successful life. Being able to balance life, spiritual and work demands is crucial to achieving a healthy and fulfilled life.

DO Complete Well-being will help you foster a more holistic balance to establish the strongest and healthiest you possible. This includes helping you to balance work-life demands, deal with stress and social wellness. Complete Well-Being is aimed at cultivating ways that lead to physical, emotional, mental and spiritual wholeness.

Be Tech Savvy

The 4th Industrial Revolution is well and truly here. The stuff of science fiction is becoming a daily reality and technology is our new frontier. The new digital world can be a scary place where things around us change at such a rate that we struggle to keep up.

DO Digital micro-course range has got your back. It covers core topics such as Big Data, Artificial Intelligence and the Internet-of-things to name a few. As people, we need to get comfortable with technology and use it to our advantage in our daily lives and careers.
IQ Academy believes in giving back to our communities and has been supporting local communities every year on Mandela Day, by taking 67 minutes to serve our communities.

Catch Projects

Catch Projects focus on championing active citizenship in the informal settlement of Mzamomhle in order to protect and promote the safety and health of women and children impacted by poverty, violence and diseases.

On Mandela Day we were able to help the Catch family give a face lift to their foster home, helping to ensure that the surroundings of the children that have found a home in Catch reflect the beauty and dignity of those that inhabit the house. We also helped to refurbish their soccer club house that is a haven for many of the Mzamomhle youth.

Nceduluntu

Nceduluntu provides a safe and educational space for young children in Reeston, as well as a center for learning and self-improvement for young people. In an informal settlement like Reeston, there aren’t many who are able to see themselves as having something to give in the midst of all the poverty, yet, the community of people at Nceduluntu have risen up to create a place of beauty and dignity of those that fall along the wayside. We have also helped them maintain their computer labs and keep their systems up to date in order that they may continue to serve and empower the community of Mzamomhle in practical and effective ways that meet the demands of modern society. Says Pauline Mitchel, Founder of Lathitha:

“We, as the staff of Lathitha, want to thank you all so much for the wonderful work and help from IQ Academy yesterday. My word, even the 10 who did the painting accomplished so much so fast. They seemed to be really experienced and did not lose a minute. And the 17 guys were absolutely amazing, too. They did so much”.

Johannesburg Children’s Home

The Johannesburg Children’s Home is a registered Non-Profit Organisation (NPO 001-034) and Public Benefit Organisation which provides a safe refuge for 64 children of all races who have been found in need of care by the Children’s Court.

For the last two years, our Joburg office has assisted with infrastructural improvements to the children’s accommodation and donated supplies towards this end. We count ourselves as privileged to be able to assist even in the smallest way to the welfare of our nation’s future, her children.

Bukho Bami

In 2019, we also partnered with Bukho Bami Youth Centre by donating study and learning material to them. Says (will send name): “Thank you IQ Academy for your generous donation of teaching aids. Your support is not something we take lightly and is very much appreciated by everyone at the centre”.

IQ is Going Green!

At IQ Academy we have taken some real action to be deliberate about living in a way that takes better care of the environment and living more responsibly. We are starting small, but our intention is to live in a way that reduces our carbon print and promotes sustainable living.

This year we began with the following initiatives:

• Recycle Bins at our offices
• Replacing disposable Styrofoam cups with water bottles
• An internal drive toward personal responsibility to going green in workspaces

Conference Proceedings

De-Registration & Refunds

The De-Registration Process

- All de-registration requests must be made either verbally or in writing and submitted to iQA.
- Application for de-registration must be submitted before the seven day cooling-off period ends in order to avoid paying any fees.
- Once the de-registration application has been received, the student’s de-registration will be processed within 24 hours to prevent unnecessary costs in the logistics environment and to ensure that de-registrations do not fall into iQA’s retention call campaigns.
- Once the application has been processed, an SMS advising the student that the de-registration request has been processed will be sent to the number provided.
- All de-registrations processed need to be validated against the Cancellation Report the following day to ensure the operational statuses have been changed by the relevant student administration team leader.
- If a refund is due then a workflow query will be logged, the request will be processed, and the refund will be paid to the student within 7 business days.
- If any outstanding fees still remain, these will be collected via normal collection processes until outstanding or arrear fees have been paid in full.
- If a student requires more information regarding de-registration, these requests must be made either verbally by calling 086 111 5054 or in writing to info@iqa.ac.za.

The Refund Process

- If a student requires a refund, these requests must be made either verbally by calling 086 111 5054 or in writing to info@iqa.ac.za.
- Supporting documents may be required in order to validate the refund properly.
- The request is validated against the student’s account and against supporting documents.
- If the refund is not due, the student will be notified of the outcome.
- If the refund is due, the refund will be paid out within 7 business days.

Student Code of Conduct

iQA is serious about the conduct of its students. A comprehensive and official Code of Conduct is available in order to ensure that students are aware of what is expected of them.

The Code of Conduct can be made available to students upon request, by sending an email request to studentadmin@iqa.ac.za

Student Complaints & Grievances

iQA is committed to ensuring that students have a positive student experience. We constantly monitor and evaluate our academic courses, administrative systems, and student support services with a view to improving their quality. If any student feels that we are not living up to our expectations, we welcome constructive feedback which may be in the form of a complaint.

If a student wishes to lodge a complaint, he/she may do so in writing within seven days of dissatisfaction being experienced. Complaints may be lodged with the Registrar or Academic Head. A full process of the complaints procedure can be found in the Student Handbook.

The following are examples of the types of complaints which may be lodged:

- Quality of teaching and learning.
- Quality of services received.
- Lack of support.
- Assessment results.
- Disciplinary sanctions.
- Fees.
- Refunds.
- Other.
Policy on Disability

iQA upholds the rights of students and staff with disabilities in accordance with section 9 (4) of the Constitution. It further upholds the rights of students and staff with disabilities through its adherence to the relevant legislative requirements regarding disability programmes and by the recognition of the Convention on the Rights of Persons with Disabilities (2008).

iQA commits to the ongoing provision of services for students and staff with disabilities. This provision is designed to eliminate special barriers to equal educational and employment opportunities, including legal, financial, academic, and institutional obstacles in order to achieve equitable inclusive services and practices through the implementation of this Disability Policy.
### Key Dates for 2020

#### iQ Higher Certificate and Diploma Qualifications

iQA staff and students must take special cognisance of the key calendar events, as presented in the two tables.

Any changes to these dates require special permission by the Academic Board.

### First Semester

- Closing date for registration: New intake, second-year renewal, and module re-registration: 03 February 2020
- Orientation: 10 February 2020
- First semester classes commence: 17 February 2020
- First semester exam registrations open: 22 May 2020
- First semester exam registrations close: 28 May 2020
- June exams commence: 08 June 2020
- First semester results released: 03 July 2020

### Second Semester

- Closing date for new registrations: 01 July 2020
- Orientation: 20 July 2020
- Second semester classes commence: 27 July 2020
- Second semester exam registrations open: 28 October 2020
- Second semester exam registration close: 30 October 2020
- November examinations commence: 09 November 2020
- Second semester results are released: 11 December 2020

* Please note that iQA reserves the right to change the above dates if required, and such changes will be communicated on the website and on the iCan portal.

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**Faculty & Academic Departments**
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All current programmes and courses offered by iQA have been arranged under a single faculty, namely, the Faculty of Management and Business Sciences.

Faculty Of Management and Business Sciences

Faculty offers three accredited programmes and a broad range of non-credit-bearing short courses. Faculty is organised into three academic departments, namely, Business Management, Human Resource Management, and Marketing Management.

Course offerings are suitable for practising and emerging managers. In addition to the four accredited programmes, faculty offers a wide range of non-credit-bearing short business courses in line with the principles of continuous and life-long learning.

The Academic Head oversees the operations of Faculty. Each department strives to provide high-quality and market-relevant education and each programme falls under the management of a programme manager. The mode of delivery is through technology-enabled distance learning that is facilitated by suitably qualified and experienced academics. Despite being attached to a particular department, academic and support staff facilitate learning across the various programmes and short course offerings.

FIGURE 1:
High-level view of Faculty

Faculty of Management & Business Sciences

Dept of Business Management

Diploma in Business Management

Higher Certificate in Business Management

Dept of Human Resource Management

Higher Certificate in Human Resource Management

Dept of Marketing Management

Higher Certificate in Marketing Management

iQ Short Courses

iQA Higher Education

Diploma in Business Management

The Diploma in Business Management is an internet-dependent, NQF Level 6 Programme that aims to equip students with a healthy mix of theoretical and practical skills in the core business disciplines in order to meet the increasing demand for managers in the country.

The programme provides students with a well-rounded education and a solid foundation in the fields of general management, and in particular business management, whether within a non-profit or for-profit organisation. There is special emphasis on ethical business practices, as well as on the idea of sustainability; both of which are deemed highly relevant within the South African context.

Together with competencies in the basic managerial functions and skills, there is an ever-increasing need for managers to be able to apply their thinking towards making decisions and solving problems in the complex space in which businesses exist today.

The Diploma has therefore been designed in order to provide skills and competencies in the area of business management and therefore produce competent individuals who are able to contribute to and lead teams and manage staff across all levels of the organisation.

Consequently, it allows our country to remain competitive in the global market by developing human resources in the area of management.

Quick look at the course

Availability - Online

Duration

3 years full-time
6 years part-time
Modules and credits
30 modules (360 credits)
NQF 6: HEQC Accreditation

Higher Certificate Programmes

While many students leave school with a Grade 12 qualification, they find themselves at a loss because they have not obtained university exemption. Additionally, a number of school-leavers who have obtained exemption for degree studies, are not admitted to public institutions due to the limited places available.

iQ Higher Certificate Programmes are imbued with a strong vocational element, which should bridge the gap between theory and practice. These qualifications give candidates an alternate route into higher education. After successful completion of a 120-credit NQF Level 5 Higher Certificate, candidates may apply for admission into an Advanced Certificate. Higher Certificate graduates may also apply for unconditional exemption, which also provides an alternate access route to degree studies.

The programme structure for the iQ Higher Certificate Programmes allows part-time students to complete a programme over two years, with a maximum duration of three years. Once students have registered, they will receive study material for the first three of six modules. The remaining three modules are made available to students once they have successfully completed at least two of the first three modules or once a student has accumulated 40 of the 120 credits. The second release of modules is also subject to the student having settled a minimum of 60% of course fees.

To gain access to the iQ Higher Certificate Programme, candidates must meet the following admission requirements:

- National Senior Certificate with at least 30% in the language of teaching and learning.
- Senior Certificate with at least 30% in the language of teaching and learning.
- NCV (Level 4) with at least 30% in the language of teaching and learning.

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Higher Certificate in Business Management (HCBM)

IQ’s Department of Business Management offers a HCBM, which is accredited by the Higher Education Quality Committee (HEQC). The programme is a response to the workplace need for competent managers across all economic sectors. Government, business, and labour have expressed a growing current and future need for competent junior and middle managers to grow the economy. The skills, knowledge, attitudes, and values required by managers are encapsulated in this qualification.

Many people in industry have technical know how and competence. However, when asked to step into managerial roles, they are often underprepared. In addition, new entrants to the workplace often find it difficult to contextualise the function of management, to solve problems and make decisions.

This programme provides exciting career prospects for people who are involved with or are interested in becoming involved in the business management field. Essentially, the programme provides individuals with the ability to broaden their knowledge and skills to become effective managers and accountable leaders. As an entry point to the business management discipline, the programme provides and equips individuals with knowledge and skills needed for both personal success in the context of managing self and teams and the success of the organisation. To this end, the curriculum has been designed to give students a solid foundation in the field of business management, within not-for-profit and for-profit organisations.

Higher Certificate in Human Resource Management (HCHR)

IQ’s Department of Human Resource Management offers the HCHR, which is accredited by the HEQC.

This programme is a response to the growing need for competent human resource practitioners to effectively manage the firm or country’s workforce employees across all economic sectors, including government, business, and labour. The skills, knowledge, attitudes, and values required by employees in the human resources field are captured in this qualification and will enable future decision-makers to develop their skills and actively take control of their sphere of influence, making sound business decisions which will benefit both industry and the economy.

This qualification is designed to match an ever-changing business environment, taking cognisance of the attributes essential for functionaries in the field. Organisational and business growth is predicated on competitive advantage, which is leveraged by the people they employ, for companies to be positioned strategically in a competitive market, skilled personnel need to be competent at all levels, including entry-level positions.

The HCHR Management Certificate Programme is created to qualify students for entry level positions in human resource management related jobs. Students completing this qualification will have foundational theoretical knowledge and practical skills in the breadth of human resource management roles, including organisational design, change management, and wellness.

This IQ Higher Certificate Programme comprises the following six modules:
- Module 1: Business Management.
- Module 4: Transition to Leading Others.
- Module 5: Integrative Human Resource Case Study Module.

Higher Certificate in Marketing Management (HCMM)

IQ’s Department of Marketing Management offers the HCMM, which is accredited by the HEQC.

This programme is designed with the purpose of equipping students with foundational knowledge and skills in the field of marketing. Because of this focus, the content aspires to be general but holistic. As such, students will gain knowledge of the field of marketing as well as project into the trends that feature in this age of knowledge and innovation. The programme is also designed to match an ever-changing business environment taking cognisance of the attributes essential for functionaries in the marketing field.

With the advent of the concept of the knowledge economy, marketing has gained prominence as a key ingredient of business growth and development.

A focused appreciation of the marketing mix with all its permutations and application is critical content for the students to comprehend their role in the market place. Inevitably this marketing management Higher Certificate will give students scope in the appreciation of the retail and wholesaling functions in line with the value chain aspects contained in the programme.

This IQ Higher Certificate Programme comprises of the following six modules:
- Module 1: Business Management.
- Module 2: Marketing Management.
- Module 4: Customer Relationship Management.
- Module 5: Electronic Marketing.
- Module 6: Integrated Marketing Communications.

Higher Certificate in Information Technology (HCIT)

IQ’s Department of Information Technology offers the HCIT, which is accredited by the HEQC.

This programme is designed with the purpose of equipping students with foundational knowledge and skills in the field of information technology. Because of this focus, the content aspires to be general but holistic. As such, students will gain knowledge of the field of information technology as well as project into the trends that feature in this age of knowledge and innovation. The programme is also designed to match an ever-changing business environment taking cognisance of the attributes essential for functionaries in the information technology field.

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A focused appreciation of the marketing mix with all its permutations and application is critical content for the students to comprehend their role in the market place. Inevitably this marketing management Higher Certificate will give students scope in the appreciation of the retail and wholesaling functions in line with the value chain aspects contained in the programme.

This IQ Higher Certificate Programme comprises the following six modules:
- Module 1: Business Management.
- Module 2: Marketing Management.
- Module 4: Customer Relationship Management.
- Module 5: Electronic Marketing.
- Module 6: Integrated Marketing Communications.
iQ Short Courses 2020

Financial Management Related Courses

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<thead>
<tr>
<th>Short Course</th>
<th>Description</th>
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<tbody>
<tr>
<td>Bookkeeping</td>
<td>The basic bookkeeping course provides students with a foundation in each of the different bookkeeping functions. The course covers the entire accounting cycle from the issuing of source documents to the determination of the business' tax liability. Topics include VAT regulations and calculations, cash and credit journals, general ledger entries, trial balance, year-end adjustments, financial statements, salaries and wages, and business income tax calculations.</td>
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Business Management Related Courses

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<tr>
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<tbody>
<tr>
<td>Business Management</td>
<td>This course explores general business management functions, such as planning, leading, motivating, and control in organisations across South African industries. Topics include entrepreneurship and creating a business plan to equip students who wish to start their own businesses.</td>
</tr>
<tr>
<td>Management Information Systems</td>
<td>This course introduces students to the process and tools through which the information needs of managers are satisfied. Students learn about how a Management Information System (MIS) provides an organised approach to the information needs of managers at every level in the organisation. The course explores the role of the MIS in organising, evaluating and efficiently managing the various departments within an organisation including the security, privacy and ethical concerns.</td>
</tr>
<tr>
<td>Office Administration</td>
<td>This course equips students for the world of office administration and office management and familiarises students with general administrative functions, such as managing office supplies, implementing management systems, storage of confidential information, and dealing with customers.</td>
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Human Resource Management Related Courses

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<tr>
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<tbody>
<tr>
<td>Employee Wellness</td>
<td>This course introduces students to employee health and wellness. Topics include employee wellness programme development, physical and psychological wellness, and occupational health and safety.</td>
</tr>
<tr>
<td>(NEW) Human Resource Administration (Online only)</td>
<td>This course provides students with an understanding of the essential duties and responsibilities of an administrator in a human resources division, which empowers them to become active and informed HR administrators. Topics include the practical aspects of recruitment and selection, assisting in disciplinary procedures, collection of documentation for payroll, and personal development planning.</td>
</tr>
<tr>
<td>Human Resource Management</td>
<td>This course equips students in the human resource field with the necessary knowledge and skills to effectively and efficiently contribute to the success of their organisation's mission and objectives. This course is also useful for employees, supervisors and managers who want to improve their people management skills. Topics include labour legislation, labour relations, recruitment, selection, induction, motivation, reward systems, training and development, staff retention, and performance management.</td>
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Business Management Related Courses

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<tr>
<td>Project Management</td>
<td>This course introduces the principles of project management and guides students through the various stages of the project management life cycle. The role of projects in the modern organisation is highlighted and various tools used for project management are explored. Additionally, students learn how to communicate with and effectively lead a project team.</td>
</tr>
<tr>
<td>Risk Management</td>
<td>The ability for an organisation to identify and manage risk, both in the internal and external environment, contributes towards the success of the organisation. The purpose of this course is to provide students with a foundation of risk management and the tools to use when handling risk related matters. Topics include identifying different types of risks, risk management processes, and risk-related legislation.</td>
</tr>
<tr>
<td>Supply Chain Management</td>
<td>This course provides students with insight into the fundamentals of supply chain management. Topics include sourcing, procurement, logistics systems, and inventory management.</td>
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Supervisory Management

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<tr>
<td>Supervisory Management</td>
<td>This course provides students with a foundation of the world of management for new and prospective supervisors and explores underlying supervisory management principles. Students will be enabled to demonstrate practical skills in executing functions, such as people management, leading others, and decision making in business.</td>
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Marketing Management Related Courses

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<tr>
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<tbody>
<tr>
<td>Customer Relationship Management</td>
<td>This course introduces customer relationship management to assist employees in building a customer-centric business. Topics include relationship development, value creation, customer loyalty, and retention.</td>
</tr>
<tr>
<td>Marketing Management</td>
<td>This course provides students with a solid basis in marketing management concepts. Topics include market segmentation, identifying target markets, and writing a marketing plan.</td>
</tr>
<tr>
<td>Public Relations Management</td>
<td>This course introduces public relations with a foundation in marketing, communication, team work, and event planning. Topics include corporate image, media releases, and marketing.</td>
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Digital Marketing Courses (Online only)

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<tr>
<td>Certified Digital Marketing Professional</td>
<td>This course enables students to develop a foundation in digital marketing, covering the main concepts and skills required in order to develop, plan and implement an effective digital marketing strategy. It is aimed at marketers or small business owners. This course is offered in partnership with the Digital Marketing Institute.</td>
</tr>
<tr>
<td>Certified Digital Marketing Specialist - Social Media</td>
<td>This course enables students to develop an understanding of key social media specialisms, including content marketing and the platforms used to promote content. This course is suitable for those responsible for the planning or executing of social media campaigns. This course is offered in partnership with the Digital Marketing Institute.</td>
</tr>
<tr>
<td>Certified Digital Marketing Specialist - Search</td>
<td>This specialised Search Engine Optimisation (SEO) course explores the elements of search campaign planning, creation and measurement. Topics cover how to create, manage and implement advanced search marketing strategies. This course is offered in partnership with the Digital Marketing Institute.</td>
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Tourism Short Courses

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<tbody>
<tr>
<td>(NEW) Introduction to Travel &amp; Tourism (Online Only)</td>
<td>The purpose of this course is to equip students with a variety of basic technical, managerial, personal and operational skills required in the running of a tourism enterprise or managing a tourism destination. The course covers the impacts of tourism, the functions of the travel industry and tourism knowledge.</td>
</tr>
<tr>
<td>(NEW) Event Management (Online only)</td>
<td>This course introduces students to the world of events. The course covers event planning, marketing, financial management, operations and risk management.</td>
</tr>
<tr>
<td>(NEW) Introduction to Tourism Management Functions (Online only)</td>
<td>This course provides an introduction to tourism development and management. It covers planning, marketing and managing tourism organisations or start-up tourism businesses.</td>
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Public Management and Governance

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<tr>
<td>(NEW) Good Governance, Sustainability and Resilience in Africa (Online only)</td>
<td>The realisation of the post-2015 Sustainable Development Goals (SDGs) require efforts to promote sustainability and resilience. Within the context of good governance, this course seeks to emphasise sustainable development and urban resilience on the African continent.</td>
</tr>
<tr>
<td>(NEW) Local Governance Excellence (Online only)</td>
<td>This course equips local government employees and municipal officers to improve service delivery excellence in South African local government. The course covers municipal structures and operations, public financial management, policies and planning, and service delivery.</td>
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Public Administration

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<tr>
<td>Within the context of provincial or local government, this course seeks to create an understanding of the role of effective public administration in government. Topics include public administration, financial management and ethical aspects of governance.</td>
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Education to better lives

Ukwazi Ukuzimela