

CHARTERED SECRETARIES SOUTHERN AFRICA

STUDENT HANDBOOK 2018



CSSA Professional Post-Graduate Qualification: Company Secretarial and Governance Practice:
SAQA ID 60654 – The International Qualifying Board Examination – (leading to Grad ICSA)

CSSA Professional Advanced Qualification: Governance and Administration:
SAQA ID 60655

CSSA Professional Qualification: Governance and Administration:
SAQA ID 60653

CSSA Professional Qualification: Management and Administration:
SAQA ID 60651



INSTITUTE OF BUSINESS STUDIES

National Certificate: Business Administration:
SAQA ID 60650

National Certificate: Management And Administration:
SAQA ID 60652

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SECTION 1: BACKGROUND

1.1 The CSSA international qualifying scheme – a life-long career support package

- CSSA – brand name for the qualifying course of study to become a Chartered Secretary
- The Institute in Southern Africa is known as Chartered Secretaries Southern Africa.

The CSSA course of study is designed to equip students to enter the profession as a Chartered Secretary.

It is a tough and rigorous course, in keeping with the intense demands made on the Chartered Secretary in his or her chosen specialised field, whether it be a Company Secretary, Accountant, Accounting Officer, Administrator or Manager.

Embarking on a career as a Chartered Secretary involves a life-long career relationship between the Institute and its students, who progress to become members of CSSA. The final course of study is the CSSA International Qualifying Board Examination. Examination success does not in itself confer membership and Graduate membership (GradICSA) is dependent on the member being in good standing.

GradICSA is an interim membership category of Chartered Secretaries Southern Africa and a membership fee is payable until the required work experience has been accumulated to enable the Graduate to apply for an upgrade to Associate Membership (ACIS).

An Associate or Fellow member is a Chartered Secretary. If the member has Financial Accounting III, Tax, Corporate Law and Cost/Management Accounting, then he/she may act as an Accounting Officer (for example for Close Corporations). An additional optional module for Accounting Officers is Auditing. Further experience at higher organisational levels enables the Associate member to apply to achieve the penultimate and most prestigious level of membership of the Institute – the Fellow (FCIS).

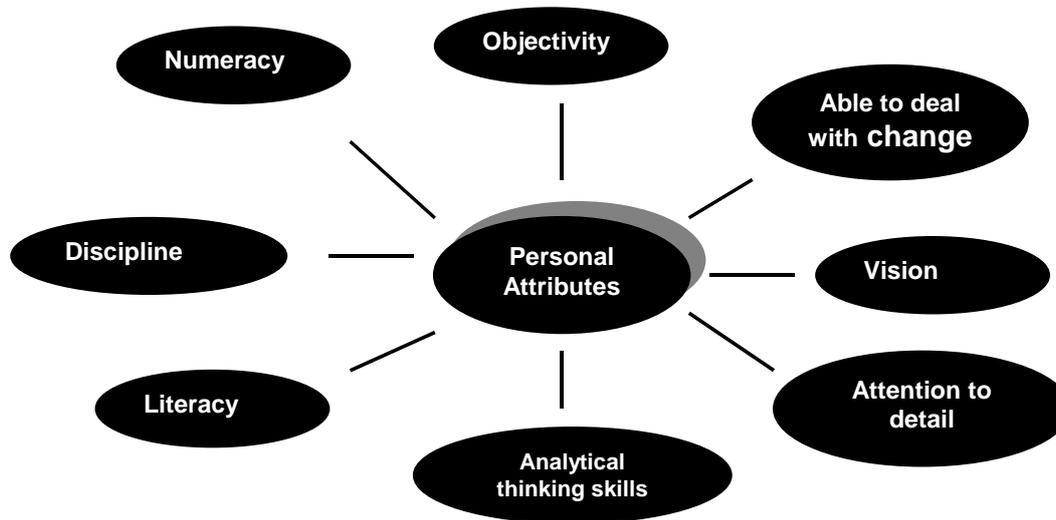
Membership is NOT automatic and is conferred on the basis of academic accomplishment and work experience, as well as proven personal and professional integrity.

In order to practise in one's own business as an Accounting Officer or Tax Practitioner, all Chartered Secretaries in good standing are required to apply and renew their practising certificate annually.

1.2 Personal Checklist

The Chartered Secretary is a high-level professional Administrator, alert to change, strong on people skills and thoroughly disciplined. In addition, the Chartered Secretary has the ability to communicate clearly with a range of senior officials and other stakeholders – including Board Directors, Customers, Bankers, Brokers, Shareholders, Taxation and State officials. The effective Administrator will drive a team to attend to matters affecting accounting, purchasing, manufacturing, planning, finance, risk management, compliance, marketing, labour relations, and human resources.

Key personal attributes that a Chartered Secretary needs for success are summed up in the following diagram:



1.3 Career Prospects

Qualified and experienced Chartered Secretaries are in very short supply. They are in demand for their range of skills, knowledge, work experience and values (especially integrity, professional discipline and the willingness to maintain knowledge currency through continuing professional development – CPD).

Chartered Secretaries command excellent salaries, but the key to getting these top jobs is appropriate work experience and the maintenance of records of personal integrity and ability through **membership** of the Institute.

Membership is vital as it provides the proof of integrity and personal good standing that the modern employer demands – a portfolio of work evidence, supported by a record of unbroken membership, provides a job applicant with the edge that is needed in any competitive environment. Membership provides a record of accountability, which is priceless if they are working in the modern Corporate Governance environment. No other degree or academic qualification can perform the same accountability function as a professional relationship with an international, prestigious, and professional body such as Chartered Secretaries.

1.4 Accreditation of the Institute

The Institute is registered with the South African Qualifications Authority as a professional body.

The Institute is fully accredited by FASSET (The Financial Services SETA) as a Quality Assurance Partner (with the registration number QAP585/004).

This means that the qualification awarded to qualifying learners is given an NQF rating and that the certificate that is issued on the completion of each programme is endorsed by FASSET.

This provides the qualification with greater recognition in the market place than if it was issued by the Institute alone.

1.5 The Registration of the Qualifications on the National Qualifications Framework (NQF)

The qualifications are registered on the NQF as follows:

SAQA ID	NQF level	Learning Programme title (of the professional qualifying scheme)	Credits
CSSA International Qualifying Board Examinations			
60654	8	CSSA Professional Post-Graduate Qualification: Company Secretarial and Governance Practice	120
CSSA Programme 3			
60655	7	CSSA Professional Advanced Qualification: Governance and Administration	120
CSSA Programme 2			
60653	6	CSSA Professional Qualification: Governance and Administration	120
CSSA Programme 1			
60651	6	CSSA Professional Qualification: Management and Administration	129
Institute of Business Studies			
60652	4	IBS National Certificate: Management and Administration	140
60650	3	IBS National Certificate: Business Administration	120

The Board examinations were written for the first time in October 2005 when the conversion to the new international qualifying scheme was implemented. This was an interim measure at the time to assist students with the new curriculum. It is now 2017 and students have been given sufficient time and opportunities to adjust.

Students are always advised to consult the latest Student Handbook. Students must keep themselves apprised of the latest rules and regulations as stated in the Student Handbook, on the website and on the annual registration forms.

Students need to complete the qualification as it currently stands. All concessions made in 2005 such as “NR” (Not Required) have fallen away and their records have been amended accordingly.

2.1 Syllabuses

Please note that detailed syllabuses for each programme are available from the office or can be downloaded from the Institute's web site, www.chartsec.co.za.

2.1.1 CSSA Professional Post-Graduate Qualification: Company Secretarial and Governance Practice

This Programme (called the Board programme) consists of FOUR modules, each worth 30 credits. All the modules are compulsory.

- Company Secretaryship
- Corporate Governance OR Public sector Governance
- Corporate Administration
- Corporate Financial Management

2.1.2 CSSA Professional Advanced Qualification: Governance and Administration

Programme 3 consists of FOUR modules, each worth 30 credits. All the modules are compulsory.

- Financial Accounting 3
- Management Accounting
- Corporate Law
- Strategic and Operations Management

2.1.3 CSSA Professional Qualification: Governance and Administration

Programme 2 consists of FIVE modules, each worth 30 credits. All the modules are compulsory.

- Managing Information Systems
- Management Principles
- Taxation
- Financial Accounting 2
- Advanced Commercial Law

2.1.4 CSSA Professional Qualification: Management and Administration

Programme 1 consists of FOUR modules, each worth 30 credits. All the modules are compulsory.

- Communication
- Financial Accounting 1
- Economics
- General Principles of Commercial Law

2.1.5 The Institute of Business Studies

2.1.5.1 IBS National Certificate: Management and Administration (NQF4)

The qualification consists of 5 compulsory modules.

- Fundamentals of Business English
- Fundamentals of Business Mathematics
- Fundamentals of Accounting
- Fundamentals of Governance
- Fundamentals of Office Administration

2.1.5.2 IBS National Certificate: Business Administration (NQF3)

The qualification consists of 5 compulsory modules.

- Introduction to Business English
- Introduction to Business Mathematics
- Introduction to Accounting
- Introduction to Governance
- Introduction to Office Administration

2.2 Restrictions

- **Board**

All previous levels must be passed (or exemptions awarded) before learners can enter the Board examinations. This means that NO subjects can be carried from Programmes 1, 2 or 3 into the Board Level.

No exceptions will be made.

- **Law Subjects**

The subject, General Principles of Commercial Law must be written and passed before learners can register for the subject, Advanced Commercial Law. Advanced Commercial Law must be passed before learners can register for Corporate Law.

- **Accounting subjects:**

Accounting subjects must be written and passed sequentially, e.g. Financial Accounting 1 must be passed before learners can register for Financial Accounting 2.

- **IBS programmes**

The programmes are structured so that each of the compulsory subjects is progressive. The NQF 3 modules have the description “Introduction to” and “Fundamentals of” – the Fundamental modules cannot be written before the Introduction modules (or equivalent) have been passed.

Please be advised Exemptions are not given for any subject for which a student previously entered and failed, even though a student may have written an equivalent examination in the subject and passed that equivalent examination with another examining body.

SECTION 3: REGULATIONS

Candidates are responsible for their own registration, requesting of documents and any enquiries – no one else may act on the candidate's behalf, e.g. a tuition provider, relative, friend, etc.

3.1 Entry Requirements

3.1.1 Board

Access to the International Qualifying Board Examination is via two main routes:

Route 1

13 modules as presented in the first three programmes of the CSSA Qualifying Scheme. Because this route includes THREE levels of Accounting as well as Taxation, it enables the candidate to practise as an Accounting Officer or Tax Practitioner, but only once they have been accepted as an Associate (ACIS) or Fellow (FCIS) member of the Institute, or have become members of the Chartered Institute of Business Management as an Associate (ACIBM) or Fellow (FCIBM).

Successful completion of the Board Examination does NOT automatically confer membership and does NOT automatically result in Accounting Officer status, in terms of South Africa legislation. (See also note on Members holding qualifications obtained outside of South Africa).

Chartered Secretaries who eventually qualify via this route may practise as **Accounting Officers, Tax Practitioners and Governance Professionals**.

Route 2

A professional qualification as approved by the Institute (e.g. the CSSA IQS programmes, the ACIBM, CA, LLB, selected B.Com. degrees) for entry to the CSSA International Qualifying Board Examination provided that the student has applied and paid in full for exemption from the under-graduate CSSA qualifying programmes 1 to 3.

Approved degrees allow direct access to the Board Examination, but because they do not all have THREE accounting levels in the course, these graduates of the Board Examination may ONLY practise as Chartered Secretaries – Governance Professionals and may NOT practise as Accounting Officers or Tax Practitioners. They may extend their qualification and then apply to act as Accounting Officers provided the following subjects have been passed / or relevant exemptions have been granted.

- Accounting I, II and III
- Taxation
- Corporate Law (except for those with a law degree).

Special Note: Students may NOT register for CSSA qualifying programme subjects AND Board Examination subjects simultaneously. All three CSSA qualifying programmes will need to be completed in full OR full exemption will need to be obtained, before students can proceed to the Board Examinations. If you wrote and passed a subject more than 10 years ago (e.g. Law subjects and Taxation), you will have to provide additional evidence to prove that your knowledge is up to date.

Foreign Qualifications and South African Accounting Officer status

Note for students who have passed qualifications in countries other than South Africa:

In order to be able to practise as an accounting officer in South Africa, students holding foreign qualifications will have to take the CSSA courses in Taxation, Corporate Law and Board examinations.

On successful completion of these examinations, Chartered Secretaries from other Divisions may then apply to the Institute for a Practising Certificate.

3.1.2 CSSA

The following learners are eligible to enter the programme at NQF Level 6 (i.e. CSSA programme 1):

- Learners who have passed the National Senior Certificate Examinations with a Level 4 pass in both English and Mathematics/Science or a Level 4 pass in Mathematical Literacy;
- Learners who achieved the IBS National Certificate: Management and Administration (NQF4);
- Learners who have passed the age of 23 years of age and who have been working in a related field for at least two years should apply for special entry;
- Foreign learners who have equivalent qualifications.

3.1.3 IBS

The following learners are eligible to enter the programme at NQF4 level:

- Learners who have passed the Grade 11 with a Level 4 pass in English, an official second language and Mathematics/Science, or a Level 4 pass in Mathematical Literacy;
- Learners who achieved the IBS National Certificate: Business Administration (NQF3);
- Learners who have passed the age of 23 years of age and who have been working in a related field for at least two years should apply for special entry;
- Foreign learners who have equivalent qualifications.

Please note: this is NOT a matric equivalent.

The following learners are eligible to enter the programme at NQF3 level:

- Learners who have passed the Grade 10 with a Level 4 pass in both English and Mathematics/Science or a Level 4 pass in Mathematical Literacy;
- Learners who have passed the age of 23 years of age and who have been working in a related field for at least two years should apply for special entry;
- Foreign learners who have equivalent qualifications.

3.2 Registration Procedures

Candidates are responsible for their own registration, requesting of documents and any enquiries – no-one else may act on the candidate’s behalf, e.g. a tuition provider, relative, friend etc.

3.2.1 Annual Registration (annual registration and enrolment is now one form)

- ***All students must register annually with the Institute and have their registration accepted. Payment is due with the application form. If we do not receive proof of payment with the enrolment application, students will still be registered and be liable for the outstanding fees. If a student cancels his/her examination before closing date a 10% cancellation fee will be charged per examination.***

3.2.1.1 First time registration

First time student registrations should be accompanied by all the relevant documentation, e.g. copy of ID document and entry requirements e.g. school certificates or other appropriate documentation. Registration fees are payable simultaneously. If such fees are not paid, student will be liable for outstanding fees.

The following documents must be submitted upon first-time registration.

- Completed manual enrolment form (fax or postal) – no online registrations permitted
- Proof of payment (direct deposit or Internet transfer into the Institute bank account).

Please note:

- If no documentation is supplied with the enrolment form, the student's examination enrolment will be blocked until such time as the correct/sufficient documentation is provided.

Once registration has been accepted, students will be issued with a student number and should register themselves online with their e-mail address and a password enabling them access to the online system whereby they can enrol for the examination sitting of their choice.

- Registration through a tuition provider

- If the first-time student is registering through an accredited tuition provider, the tuition provider must send all necessary documentation to the Institute. Which will include a completed manual enrolment form, copies of relevant documentation, e.g. copy of ID document and entry requirements e.g. school certificates or other appropriate documentation, and proof of enrolment fees for the student. **If a student cancels his/her examination before closing date a 10% cancellation fee will be charged per examination.**

The Institute staff will capture the information on the database. Please also see the rules above regarding documentation.

If such fees are not paid, then the student will be liable for any outstanding fees complaints in this regard will be referred back to the tuition provider.

Students will thereafter be **individually responsible** for enrolling for the examinations and paying their examination fees. NO bulk examination enrolments from tuition providers will be accepted.

The Institute cannot be held liable should an accredited tuition provider not send the necessary documentation or register the student.

Please note that NO REGISTRATIONS will be accepted from unaccredited tuition providers.

3.2.1.2 Re-registrations

Re-registrations do not require the submission of the documentation required for first time students. Once the student is registered on the database, the Institute will send reminders to the students regarding registration fees, and the student will thereafter be responsible for paying such fees directly to the Institute. Re-registration fees may not be paid to tuition providers.

For repeat registrations, online registration can be done – proof of payment (via direct deposit or Internet transfer into the Institute bank account) must accompany the registration.

If the registration and examination fees are not paid before the cut-off date, students will be liable for any outstanding fees.

If a student cancels his/her examination before closing date a 10% cancellation fee will be charged per examination.

YOU NO LONGER HAVE THE OPTION TO DE-REGISTER YOUR EXAMINATION. PLEASE ENSURE THAT YOU EITHER CANCEL (BY 31 MARCH FOR THE MAY EXAMINATIONS AND 31 AUGUST FOR THE OCTOBER EXAMINATIONS) OR POSTPONE YOUR EXAMINATION BY CLOSING DATE – please refer to key dates. ANNUL REGISTRATION FEE IS NOT REFUNDABLE EVEN IF YOU CANCEL YOUR EXAMINATION BY CLOSING DATE. A 10% examination cancellation fee will be charged per examination.

3.3 Postponements

- You can **only** postpone a subject if you have paid your fees in full.
- Postponements may be requested after the closing dates of registration which are **31 March for the May examinations and 31 August for the October examinations** at an additional fee. Postponements close on **20 April for the May examinations and 21 September for the October examinations**. Please refer to key dates on website.
- Postponements after that date will not be permitted and the examination fees will be forfeited.
- If you do not pay for your postponement, you will be de-postponed and charged a fee, you will ALSO automatically be re-registered for the examination you registered for and be liable to write your examination.
- Late postponements due to work commitments, illness or bereavement of extended family members will not be approved.
- Candidates are allowed only one postponement per module, which is valid for 6 months. Thereafter they must reregister for the subject. **NO DOUBLE POSTPONMENT WILL BE APPROVED.**
- A request for a postponement is only applicable for the following examination sitting and will not be allowed after the closing date.
- Postponements for **bereavement and illness** may only be requested between **28 May and 8 June for May for the May examinations and between 22 October and 2 November for the October examinations**. Payment for the postponement is compulsory regardless of the reason (i.e. bereavement and illness). *All doctor's certificates must stipulate that the medical practitioner is aware that examinations are taking place.*
- **POSTPONEMENT FEES ARE NOT REFUNDABLE**

Please note that the Institute cannot be held responsible for any problems with late delivery of course material by tuition providers, incorrect information provided by tuition providers, or lectures not being provided by tuition providers. The Institute can also not be held liable should a student not be aware that fees are applicable.

3.4 Cancellations

Please cancel or move your examination before closing dates (**31 March for the May examinations and 31 August for the October examinations**). Once registration has closed no cancellation, regardless of the reason, will be accepted. Candidates may apply to postpone their examinations (at an additional fee) to the next examination sitting – see paragraph above. Thereafter they will have to reregister and pay the prescribed fees.

If a student cancels his/her examination before closing date a 10% cancellation fee will be charged per examination.

3.5 Timetables

Examinations are written in the May and October each year. The timetable is also available on the Institute's web site: www.chartsec.co.za.

Students must check the timetable **BEFORE** registering for any modules. It is the student's responsibility to ensure that their subject registrations do NOT clash and are correctly registered. It is the student's responsibility to know where the venue is and the date on which they are writing. A student should also check that there have been no changes to the venues. It is also the responsibility of the student to ensure that all their contact details are current and correct, in the event of unforeseen and unavoidable changes impacting on examinations and venues.

3.6 Venues

Official examination centres will be posted on the Institute's website (www.chartsec.co.za) and are also reflected on all enrolment documents.

Special examination centres can be approved for candidates who are not in a position to write at the official examination centres. The candidate is responsible for the cost for a special centre, (please refer to special centre form) to the Institute **in addition to** registration and examination fees. **Please note that ALL costs in excess of the amount paid per subject, will be for the candidate's account.**

Student's responsibility includes:

- ALL costs for any special examination arrangement – including costs that exceed the quoted price.
- Arranging for an approved invigilator, an appropriate venue, and the return courier delivery of the script. The Institute will not accept or take responsibility should scripts arrive late due to delays with the postal services, therefore the couriering of scripts back to the Institute is essential.

The candidate is responsible for paying the invigilator and the venue. The Institute will not accept or take responsibility should scripts arrive late due to the postage services therefore the couriering of scripts back to the Institute is essential. Scripts will not be marked if received more than 6 working days after the student's last examination.

Scripts must be returned by the appointed Invigilator and NOT by the STUDENT. Should the scripts be sent back by the student, the scripts will **NOT BE MARKED**.

Note: the Institute does NOT encourage the use of special centres and only agrees to these under exceptional circumstances.

Special centre forms are available from www.chartsec.co.za or 011 551 4000.

3.7 Open book examinations

Most examinations are closed-book examinations. Open book examinations apply only to the following subjects:

CSSA Programme 2	– Taxation
CSSA Programme 3	– Corporate Law
Board Programme	– Corporate Secretaryship

- Corporate Governance
- Public Sector Governance

The detailed Open Book policy may be downloaded from the website.

3.8 Special needs

The Institute will provide reasonable accommodation in the assessments for students with special needs and disabilities. The latter must be indicated on the student's registration application form. The Policy on Special Needs and Disabilities is available on request from the Institute and can be downloaded from the Institute's web sites.

3.9 Student contract

It should be noted that once a candidate has completed and submitted a form for registration, this constitutes a contract between the student and the Institute. Students are responsible for acquainting themselves with the terms and conditions. **The Institute reserves the right to change terms and conditions at any time, and you agree to abide by the most recent version.**

3.10 Exemptions

No exemption will be granted for the final 4 modules of the CSSA International Qualifying Board Examination.

Exemptions are not given for any subject for which you previously entered and failed, even though you may have written an equivalent examination in the subject and passed that equivalent examination with another examining body, such as UNISA or WITSPLUS.

However, exemption from the CSSA programmes to gain entry to the Board examinations with an alternative qualification, such as a Bachelor's Degree in Commerce or Law may be awarded. (Please refer to the Exemptions Policy on the Institute website.) If you wrote and passed a subject more than 10 years ago (e.g. Law subjects and Taxation), you will have to provide additional evidence to prove that your knowledge is up to date.

For purposes of RPL and/or exemption, the following requirements must be met.

3.10.1 Supporting Documents

A completed application form must be submitted accompanied by relevant evidence.

A portfolio of evidence includes a minimum of:

- CERTIFIED COPIES of any academic qualifications, skills programmes or any other formal recognised competency.
- CERTIFIED COPY of matric certificate.
- A three-page maximum summarised Curriculum Vitae (CV)
- A one-page letter from their current or past employer to substantiate their work outputs, functions, responsibilities and job description.
- Proof of previously earned credits, where applicable.
- Proof of R990 deposit payment.
- Copy of ID or any other identification document
- All foreign qualifications MUST include SAQA Qualification letter.

3.10.2 Exemption fee

The exemption fee is R815 per module to a maximum of R7 510 per application.

The administration fee of R990 is required to proceed with the exemption application and is NOT REFUNDABLE. This administration fee is credited against the final fee due for the total of the exemptions granted. Should the Institute grant you two or more exemptions the administration fee will only count towards one exemption on condition that the student accepts all exemptions granted.

Candidates must submit exemption applications to the Institute's Head Office. Exemption applications should be made at least 30 working days before the cut-off date for registration and enrolment to allow time for processing.

The Institute will inform the student via e-mail of their student number once all documentation and administration fee has been received. The Institute will inform the student once again via e-mail of the outcome of their exemption application once full payment has been received. Only then are you an active student and can now register for the examination.

After exemptions for a module, the student will then have to pay the exemption fee of R815 per module. The initial administration fee of R990 will be credited towards payment for the first exemption granted. **The deposit of R990 is not refundable.**

NB: Exemptions are only valid for ONE year from the date of acceptance by the Institute. Students MUST register for their examinations within one year of their exemptions having been processed, or else these exemptions will expire and a new application will need to be made and paid for.

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

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

Exemptions can only be granted for "current competence". If you wrote and passed a subject more than 10 years ago (e.g. Law subjects and Taxation), you will have to provide additional evidence to prove that your knowledge is up to date.

Once exemptions have been granted and paid for in full no refund will be approved should the student no longer want the exemptions.

NOTE: Candidates cannot register for any subject before an exemption application has been processed as they will be liable for any fees in this regard.

3.11 Assessment Policy

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

- Assessment strategies will be in keeping with the aims and outcomes of Learning Programmes, Standards and Qualifications.
- Continuous assessment is the responsibility of the tuition provider with whom the student registers for a course of study. Tuition providers must be accredited by the Institute to offer the qualifications.
- The summative assessment (examination) is a written examination paper set to the requirements of the Specific Outcomes of each subject. The Institute administers the examinations.

- Examinations are conducted annually in May and October. No provision is made for supplementary sittings.
- The examinations are marked and moderated by a team of highly qualified professionals with subject expertise. Accredited FASSET Assessors and Moderators form part of this assessment and moderation team.
- FASSET is the external moderator of the results.
- Certificates will be issued in accordance with NQF Qualification requirements.
- Learners, Assessors and Moderators are provided with all relevant information with reference to assessments, e.g. required learning outcomes, assessment methods, assessment criteria, dates, times and venues.
- Learners' records, including a database, will be maintained, compatible with the relevant ETQA, FASSET and SAQA requirements.
- If a learner is found guilty of cheating, his/her entry to that assessment will be cancelled and they will be barred from future assessments of the Institute. The learner will therefore also forfeit his/her CSSA registration. Their names will also be made available to other learning institutions. (See Learner Disciplinary Policy and Code of Conduct.)

3.12 Individual Feedback Reports, Script Review, and Appeals

All students who submit their scripts at the exam venue for marking relinquish any rights they have to the script. All borderline scripts i.e. within 5% of a pass mark are remarked before the results are released. If you do not pass, you can apply for an individual feedback on your script which would point out where you went wrong. You may also apply to review your script in terms of the script review policy.

3.12.1 Individual Feedback Reports

If a candidate fails an examination, he/she may apply for an Individual Feedback Report. The relevant form must be completed and the fee paid and submitted within 10 working days after the release of the results. Individual feedback reports will not result in a change of marks. It will take up to 20 working days to receive Individual Feedback Reports back from moderators (after the cut-off date for Individual Feedback Report applications).

Feedback reports will provide the candidate with a brief overview of problem areas in their individual scripts.

Applications must be made personally and cannot be made on a candidate's behalf by a tuition provider.

3.12.2 Script Review

Post-exam viewing sessions make it possible for students to view the examination scripts after the grades have been finalised. The purpose of such access is to create a learning opportunity. It is not the purpose to negotiate the mark allocated. Please note the following:

The purpose of script review is to:

- satisfy yourself that all pages of your scripts were marked;
- satisfy yourself that all marks were included and added correctly and
- learn from your mistakes by comparing your answers against the memorandum.

If your request is for any other purpose, this will be regarded as a "manifestly frivolous and vexatious request" and you will be denied access to your script on those grounds.

No discussion of marks will be entertained and **no changes to marks** will be made unless an administrative error is found.

CUT-OFF DATE: 10 working days after release of results

3.12.3 Appeals

The appeals procedure applies to all candidates registered for examinations with the Institute. It can be used by any candidate who has evidence or believes that evidence exists to show that a declaration of failure (Not Yet Competent) was assigned or a similar evaluation was made as a result of prejudice, caprice, or other improper condition such as mechanical error. Applications should not be made for spurious reasons.

The application form must be submitted within 5 working days after receiving feedback from a script review or individual feedback report, and the relevant fees must be paid.

In appealing, the learner must support in writing the allegation that an improper decision has been made and must specify the remedy sought. During an appeal, the burden of proof is on the learner.

Applications must be made personally and individually and cannot be made on a candidate's behalf.

3.13 Re-enrolment

If a candidate fails the examination, s/he can enrol again for that subject in the next examination sitting.

SECTION 4: FEES

Once enrolment has been submitted/received, the student is responsible for any outstanding fees. The Institute is not an accredited financial services provider and therefore cannot provide any form of credit or payment plan. All fees must be paid in full before delivery of a service can take place. Official evidence of payment must be presented (e.g. internet transfer advice or stamped bank deposit slip).

See the website for the current year's fees.

4.1 Payment methods

The following payment methods are acceptable:

- Direct deposit into the CSSA bank account. The Institute does not process cash payments at its premises under any circumstances.
- Internet transfer into the CSSA bank account.
- Cheques: These may be deposited into the CSSA bank account but there is a 10-day clearance period: registration cannot proceed until such cheques have been cleared. If a cheque is dishonoured by a bank, the student will not only be liable for the outstanding fees, but will be liable for a 10 percent levy based on the value of the dishonoured cheque to cover bank charges.

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

Banking account details are as follows:

Account Name:	CSSA
Bank:	Nedbank
Branch Code	19 87 65
Account Number	1968 298 991

Deposit slips MUST reflect the full names of the student (in capital letters), Identity Number, as well as their student registration number (if they have previously been issued with such a number).

4.2 Failure to pay

Failure to pay the full fees will lead to the following consequences:

- A student not being allowed to register again, unless he or she has paid the previous year's fees or satisfactory arrangements have been made in this regard;
- A student being liable for all outstanding fees;
- A student's examination results or official certificate being withheld;
- Legal action being taken, in which event the student will be liable for all legal costs incurred.

NO REFUNDS WILL BE APPROVED FOR ANY FEES PAID UNDER ANY CIRCUMSTANCES

4.3 Bursary funding

The Mentor Trust provides bursaries on an annual basis to students from all over Southern Africa. (Terms and conditions apply). These are only available for students studying towards the CSSA or IBS programmes.

To apply for a bursary, please contact:

The Mentorship Department
Mentor Coordinator
P O Box 3146
Houghton
2041

Email: exams@chartsec.co.za
Fax: 011 551 4028

Closing date for applications is: 31 January 2018, for 2018 bursaries.

4.4 Study Loans

Study loans are offered by Edu-Loan and it must be noted that such loans are an arrangement solely between Edu-loan and the student.

Client Service number: 0860 55 55 44 Website: www.eduloan.co.za

Postal address: Edu-Loan, PO Box 5287, Weltevreden Park, 1715

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

SECTION 5: RESULTS AND CERTIFICATION

5.1 Results

Examination results will be communicated to each student by e-mail and will not be given over the telephone or by e-mail.

Results may also be obtained by logging on to the web site: www.chartsec.co.za and accessing your personal profile.

Please note that the advertised dates for the release of results are provisional – technical and other unforeseen problems could cause delays. The Institute does not accept any responsibility for possible delays in the release of results.

It is the responsibility of all students to check well before the release of results if their accounts are settled with the Institute. Results will not be released if there are any queries about outstanding fees and it is possible that in the event of such queries, results may then be available only in the third week of the new semester irrespective of the status of such accounts.

CSSA

Marks	Symbols	Results
75% or more	A	Distinction
60% to 75%	B	Pass
50% to 59%	C	Pass
38% to 49%	D	Fail
25% to 37%	E	Fail
Less than 25%	F	Fail

IBS

Marks	Symbols	Results
80% or more	A	Distinction
70% to 79%	B	Pass
60% to 69%	C	Pass
50% to 59%	D	Pass
40% to 49%	E	Pass
34% to 39%	F	Fail
20% to 33%	G	Fail
Less than 20%	H	Fail

If candidates are not satisfied with the outcome of the results, they can apply for an Individual Feedback Report. Application through the proper channels is required and fees are charged for these services. Note: candidates are responsible for doing this themselves – no-one else may act on the candidate's behalf, e.g. a tuition provider.

A student can request an academic record which will reflect all their results. The form can be downloaded and must be sent with proof of payment to the Institute. We require at least 2 working days for the processing of an academic record once proof of payment has been received.

Note: candidates are responsible for doing this themselves – no-one else may act on the candidate's behalf, e.g. a tuition provider.

5.2 Certification

Note: All certificates are issued by FASSET.

Students are awarded certificates with an NQF rating indicated on them.

CERTIFICATION

- No certificates will be issued to students who acquire less than 1/3 of the credits via the CSSA examinations. If a student has received 2 or more exemptions (credit) in Programme 1 and 3 they will not qualify for a certificate. If a student has received 3 or more exemptions (credit) in Programme 2 they will not qualify for a certificate).
- students who do not comply with this minimum requirement, **will receive a transcript of results** reflecting the credits earned (both exemptions and examinations) and **will have to go on to complete the next level of the programme before being certificated**. A transcript of results will be issued to you upon payment of the relevant fees.

5.2.1 Programme Certificates

On completion of any programme (i.e. Institute of Business Studies, or CSSA Programmes 1 – 3), certificates are issued by Fasset and can take up to 90 working days. UNISA and WITS students will only receive a programme certificate if their annual registration fees are paid up to date.

No duplicate certificates can be issued to programmes or qualifications completed prior to 2002.

5.2.2 Qualifying Certificate

On completion of the Board examinations, students will receive a Graduate certificate plus a transcript of results from the Institute.

5.2.2.1 Institute Rules

R3. (1) With effect from a date to be fixed by the Committee of Southern Africa a person who is notified by the Institute that he or she has passed the examinations of the Institute, except insofar as he or she may have been exempted on educational grounds from part thereof under the rules made by the Committee of Southern Africa under authority contained elsewhere in these articles, shall become a Graduate unless within a period specified by the Committee of Southern Africa and following such notification he or she declines to accept Graduateship. A Graduate:

(a) shall pay such annual subscription as may be determined by the Committee of Southern Africa, not being greater than that payable by an Associate.

(b) may whilst remaining a Graduate describe him or herself as a Graduate of the Institute.

(c) shall be entitled to receive a certificate of Graduateship and shall have the same rights and be subject to the same disciplinary provisions as Associates or Fellows, except that he or she shall not be entitled to vote at general meetings or to be described as a Chartered Secretary. Graduates shall, however, be entitled to use the designatory letters "GradICSA".

(2) Any persons who, after notification of the successful completion of the Institute's examination, decline to accept graduateship within the period set by the Committee of Southern Africa and referred to in Rule 3 (1), shall not without the approval of the Committee of Southern Africa be

eligible subsequently to become either a Graduate, Associate, or Fellow. A Graduate shall maintain his or her Graduateship until such time as he or she becomes an Associate or Fellow, or is removed from Graduateship in accordance with Article 58. Persons who fail to maintain their Graduateship or who are removed from Graduateship shall be precluded from membership at any future time, subject to any individual exceptions which may be allowed by the Committee of Southern Africa.

(3) Every Graduate shall seek election to membership under Article 3 within 10 years of being admitted as a Graduate. the Committee of Southern Africa shall consider the cases of Graduates who do not satisfy the requirements of Bye-laws 5 or 6 within 10 years of becoming Graduates, and shall determine whether they may continue to be Graduates and the conditions on which they may do so, or whether their Graduateship shall be terminated.”

Please contact our Membership Department regarding application for Associate or Fellow membership.

5.2.2.2 Duplicate Certificates

Duplicate transcripts are available for a fee to cover administration costs. Duplicate certificates will be endorsed as duplicates. The form can be downloaded and must be sent with proof of payment to the Institute. We require at least 30 working days for the processing of a duplicate certificate once proof of payment has been received.

Statement regarding the issuing of a certificate prior to 2002 (no duplicate certificate can be issued for qualifications prior to 2002)

SECTION 6: TUITION

Note: The Institute is not a tuition provider.

Study materials are not supplied by the Institute, except for subjects at the Board level, Corporate Administration, Corporate Secretaryship, Corporate Governance and Corporate Financial Management. These Board textbooks can be purchased from Head Office.

There are two study options:

6.1 Tuition Providers

A number of accredited tuition providers are listed on our web sites.

It is essential that learners select an accredited tuition provider that has been quality assured by the Institute to offer its programmes. Accredited tuition providers should be able to provide evidence of their accreditation before learners enroll with them. The Institute cannot be held responsible if learners register with an unaccredited provider.

Providers are responsible for:

- Supplying the learner with course materials that meet the syllabus requirements;
- Continuous assessment (to make sure that the learner studies consistently and is prepared for the examination);
- Tutorial support, such as help with understanding concepts.

Students are responsible for:

- Ensuring that their subject registrations do NOT clash and are correctly registered.
- Checking where the venue is and the date they are writing;
- Checking that there have been no changes to the venues;
- Ensuring that all their contact details are current and correct.

6.2 Independent Learning

Although this is not recommended by the Institute, learners may choose to be independent and not to use the services of a tuition provider.

Learners choosing this method of study are fully responsible for their own examination preparation, and cannot rely on the Institute for assistance in this regard.

Learners choosing this route should buy the prescribed textbooks (latest editions) and any accompanying studyguides provided by the publishers. The textbook list can be found on the Institute's website www.chartsec.co.za.

6.3 Continuous Assessment

The Institute does not conduct any form of continuous assessment. This is the responsibility of the tuition provider. Continuous assessment marks are not taken into consideration in the final marks. They are simply a way of preparing you for the examinations.

7.1 Language Policy

English will be utilised as the medium for examinations.

Our communication policy aims to:

- Avoid obscure images, idioms and jargon;
- Avoid inappropriate expressions or language constructions;
- Avoid using demeaning or discriminatory language that makes assumptions based on age, race, nationality, sex, sexual orientation, transgender status, marital status, political conviction, religious belief, or disability, family responsibilities or career responsibilities.

This policy is based on the principles of:

- Equal opportunity;
- Anti-discrimination – inclusive language avoids communications that harass, exclude or discriminate against individual employees and groups in Chartered Secretaries Southern Africa;
- Clarity of expression – inclusive language avoids words or phrases that do not convey what people intend to communicate and that can be misinterpreted or give offence.

7.2 Forms

All forms and information are available on the website (www.chartsec.co.za) but can also be requested telephonically or via E-mail or collected from the Institute offices.

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

SECTION 8: TERMS AND CONDITIONS

The Institute reserves the right to change terms and conditions at any time, and you agree to abide by the most recent version.

GENERAL CONDITIONS FOR ALL STUDENTS

1. The Institute is ONLY responsible for the syllabus and curriculum outline, as well as the provision of a list of PRESCRIBED/ESSENTIAL textbooks, and, where possible and relevant, a list of additional, recommended readings; conducting examinations; and the publication of the examination results following the Institute's quality assurance approval of the final results.
2. Text books are generally not sufficient reading to cover all aspects of the syllabus and it is entirely the student's responsibility to cover the syllabus and curriculum outcomes.
3. It is entirely the student's responsibility to obtain suitable tuition for these examinations and the Institute will not be held responsible in any way for inadequate tuition provision.
4. The Institute expects students to be familiar with the requirements of the syllabus and curriculum. Students should understand that rote learning, cramming and spot learning will in all probability lead to failure.
5. With regard to queries and appeals, the decision of the Chief Examiner is final.
6. The formal process must be used to appeal or query a result and all the costs involved in such appeals must be paid before any appeal will be considered.
7. The contents, conditions and rules of this Prospectus are valid for 2018. Information in all prospectuses, brochures, website information, and tuition provider information, published in prior years is no longer applicable.
8. The main reason for the Institute providing the CSSA Qualifying Scheme and the Board Examinations is to qualify as a Chartered Secretary. The CSSA Qualifying Scheme and the Board Examinations are professional benchmarks designed and implemented for the sole purposes of selecting appropriate candidates who have successfully completed the first requirements for admission to membership of the Institute. It is the policy of all tertiary institutes to use their own exemption/credit policies and that the CSSA professional qualifying scheme and board examinations do not guarantee any access to other tertiary education programmes. Any applications in this regard need to be made on an individual merit basis and the Institute cannot be held responsible for any problems raised by individual tertiary institutions regarding the NQF status of the Institute programmes.
9. The Chartered Institute of Business Management (CIBM) is a separate professional body and students may apply for various levels of membership of the CIBM only after they have completed each applicable CSSA programme.
10. The CSSA Qualifying Schemes, the Board Examinations and Membership of the Institute, do not guarantee entry to any job nor can they be used anywhere to guarantee immigration points. There are now more stringent requirements regarding immigration rules and a professional qualification on its own may not be sufficient to provide the education points needed for this purpose.
11. The Student Code of Behaviour and Conduct (see Appendix) as it relates to the conduct of a student, during the provision of tuition and during the course of examinations applies to all students. If a student breaches this code, the student may be disciplined by a tribunal convened by the Chief Examiner and/or his delegates. The outcome of such a tribunal could be the disbarring from any future registrations as a student and preclusion from being admitted as a Chartered Secretary or Member of the CIBM. All fees paid to date will be forfeit.

12. Services will be withheld until all fees are paid in full. It is the student's responsibility to be in possession of a valid examination registration form to be allowed entry to the examinations and results will be withheld if any fees owing to the Institute are outstanding. The onus is on the student to provide clear and unambiguous proof of such payments.
13. The Institute uses e-mail circulars as its main means of immediate communication, followed by the website, and in the last resort, by the postal system.
14. Submission of your registration form, either manually or online, implies that you have accepted these terms and conditions.

PRIVATE CANDIDATES

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

INTRODUCTION

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

PART A – THE CODE OF ETHICS

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

1. GENERAL FUNDAMENTAL PRINCIPLES

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

PART B: THE CODE OF CONDUCT FOR EXAMINATIONS

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

STUDENT DISCIPLINARY PROCEDURE

1. TERMS OF REFERENCE

This document sets out the procedures which should be followed where the Student Code of Conduct is allegedly breached. Breach of the Student Code of Conduct may lead to disciplinary action being taken against a student and repeated breaches or a single, very serious breach may result in a student being excluded from the Institute.

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

2. DEFINITIONS

Glossary of terms and definitions

- I. This glossary of terms and conditions forms part of the CSSA's student disciplinary policy and should be read assuch.
- II. Unless otherwise expressly stated, in this policy, the following terms are as defined below

Authorised Person	<p>A person authorised by the Chief Executive Officer to deal with actual or possible misconduct and who may impose penalties where minor offences can be shown to have been committed.</p> <p>The Authorised persons are</p> <ul style="list-style-type: none">• The Chief Examiner• The Student Affairs and Examinations Manager• The Assessments and Accreditation Manager• The chair of the Education and Examinations committee (EDEX).
Burden of proof	<p>The term 'burden of proof' is used to state who has to prove a matter, and where that burden lies.</p> <p>For minor and major offences, the burden of proof lies with the CSSA. That is: it is for the CSSA to show that the student committed the misconduct and is liable for the consequences. It is not for the student to prove that they did <u>not</u> commit the possible minor misconduct or serious misconduct.</p> <p>In an <u>appeal</u> by a student against a penalty imposed by an authorised person, or an appeal against the recommendations of a disciplinary panel, the burden of proof shifts and lies with the person making the appeal. That is, it is for the person appealing to show that there are grounds for their appeal and to provide relevant evidence to support their appeal.</p>
Decision	<p>In the context of these regulations a decision by an authorised person, a disciplinary committee or a disciplinary appeal committee</p>
Disbarment	<p>A recommendation to the President and Chief Executive to expel a student from the CSSA and to terminate the student's registration with the CSSA, following a hearing by a disciplinary panel or by a disciplinary appeal panel.</p>
Disciplinary action	<p>Action taken under these regulations.</p>
Disciplinary Appeal Committee	<p>An appeal committee conducted in accordance with the regulations for hearings by panel, that is convened to hear an appeal by a student against the decision(s) of a disciplinary panel (see below)</p>
Disciplinary Committee	<p>A panel convened under the terms of the CSSA's disciplinary policy to hear a matter within the scope of these regulations.</p>
Exclusion	<p>A recommendation to the President and Chief Executive, following a hearing by a disciplinary panel or by a disciplinary appeal panel, to exclude a student from the CSSA's premises, with or without further conditions attached, such as – but not limited to – requiring the student not to contact individuals.</p>
Local rules and regulations	<p>CSSA-approved rules and regulations that relate to part of its premises or a particular area of its activities, such as reporting to security before entering or leaving the premises</p>

Major offence	Misconduct by a student such as that listed in Table 3 below, that could, if confirmed to have occurred, be considered by the CSSA to justify one of the following penalties on the student a) Suspension from the CSSA for a period; b) Exclusion from the CSSA for a period; or c) Disbarment. Note. Repeated offences including repeated minor offences may be dealt with by the CSSA as a single matter that merits treatment as a serious offence.
Minor offence	Misconduct by a student such as that listed in Table 1.
Misconduct	Actions or acts, or failures to act, by a student of the CSSA, or by a guest or guests invited on to CSSA premises by a student of the CSSA, that are contrary to the maintenance of good order and mutually respectful behaviour within the CSSA community and/or contravene the CSSA's Regulations to which the student subscribed when registering to study with the CSSA. Misconduct is further defined in these Table 1.
Penalties	These regulations provide the general framework within which Authorised Persons may impose penalties on students.
Recommendation	In the context of these Regulations a 'recommendation' means a recommendation to suspend, exclude or expel a student.
Report	A formal written statement issued by the CSSA to a student to confirm the outcome of the disciplinary hearing. A report is required before a student can refer a matter on appeal.
Standard of proof	In all proceedings and appeals under these Disciplinary Regulations, the standard of proof that is required is, that on the evidence put forward it is more likely than not that the student committed the offence. In cases where major misconduct is alleged, where the penalties for the student may be serious, the CSSA expects the evidence that is put forward to show that the student committed the misconduct, to be particularly cogent and compelling, and that it will be examined and tested with special care.
Student	Within the terms of these disciplinary regulations, a student is any person who fulfils one or more of the following criteria i. A person registered for one or more modules offered by the CSSA ii. A person registered as a student with another organisation operating in collaboration with the CSSA, for example, UNISA and/or Witsplus. iii. Students registered with one of the CSSA's accredited institutions to study for an award of the CSSA qualifications.
Suspension of registration	Suspension of a student's registration with the CSSA for a defined period is a penalty open to a Disciplinary Panel or Disciplinary Appeal Panel when a student is found to have committed a major offence.

3. OFFENCES

A case for disciplinary action shall exist if a student is alleged to have committed an offence as listed in Appendix 1 appended to this policy.

4. PROCEDURE

- a. Minor and mid-level offences will be summarily dealt with by an authorised person who will at the same time make a decision as to the penalty imposed.
- b. Major offences will be referred to the Chief Examiner who will then convene a disciplinary committee for a decision. The disciplinary committee will comprise:
 - The Chief Examiner (chair);
 - Members of CSSA Education and Examinations Committee (EDEX); and

- Members of staff.

The selection of the members is at the sole discretion of the chair.

Note: the chair could, if necessary, be replaced by another authorised person if there is a conflict of interest.

If the disciplinary committee believes that there is a case for the student to answer, then the student will be formally requested in writing to present him/herself at a hearing on a specified day, at a specified place and at a specified time. The formal request will specify the allegations. Should the student notify the chair that he/she acknowledges the allegation, this acknowledgement will be taken into account in mitigation when the penalty is imposed. At the hearing, the student may be accompanied by a fellow CSSA student, but not by a legal representative. If the student declines to present him/herself at the hearing, the hearing will proceed without the student's presence.

In dealing with a matter, the disciplinary committee will consider written and/or oral evidence from any person regarding the misconduct. The burden of proof lies with the CSSA. The evidence must meet the required standard of proof. The disciplinary committee will find the student guilty of misconduct only if, on the evidence provided the committee is satisfied beyond reasonable doubt of the student's guilt. If a finding of guilt is made, the disciplinary committee may impose any of the penalties set out in Section 5 of these procedures.

At the termination of the proceedings, the disciplinary committee will arrange for a short report to be written. In the event of a finding of guilt, the report will set out the misconduct alleged, a brief summary of evidence received, the grounds for the finding of guilt, the penalty imposed, and the factors taken into account when deciding the penalty. A copy of the report will be sent to the student within 10 working days of the hearing and will be circulated, at the disciplinary committee's discretion to appropriate members of the Institute staff. The report will be kept on the student's file.

- c. Appendix 2 appended to this policy sets out the process to be followed during a disciplinary hearing.

5. PENALTIES

At the start of all hearings, the chair will explain the purpose of the hearing and the extent of his/her delegated powers and the disciplinary penalties which are possible outcomes of that hearing.

The chair will explain that the CSSA can either dismiss or uphold an allegation made against the student. The Institute will be asked to present its evidence and witnesses may be called. The student will be given an opportunity to present evidence in refutation or mitigation. It is also appropriate to consider any previous matters on file. If a decision is taken to uphold the charges, the process will move to a second stage by considering the imposition of penalties listed below:

- Absolutely discharged, which means that although the student may be technically guilty of the misconduct alleged, no blame should be attached to his or her actions;
- Admonished;
- Cautioned and put on report which means that no penalty is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months, or some other specified period, there will be consideration of both offences;
- Conditionally discharged, which means that no penalty is imposed, subject to the student fulfilling certain stipulated conditions including future good behaviour over the following twelve months or some other specified period. If the conditions are not met, a penalty may be imposed following a further hearing;
- Excluded from the Institute for a fixed period of time, up to a maximum of three years. A student who is excluded from the Institute has restricted rights to enter Institute premises, and to participate in Institute activities. The terms of the exclusion will be notified to the student in writing. An order of exclusion may include a requirement that the student shall have no contact with a named person or persons;

- Suspended from registration with the Institute for a fixed period of time, up to a maximum of three years. A student who is suspended is prohibited from entering Institute premises, and from participating in Institute activities. The terms of the suspension will be notified to the student in writing. An order of suspension may include a requirement that the student shall have no contact with a named person or persons.
- Temporary exclusion pending an investigation.
- Summary exclusion. This means that the exclusion is immediate and without a disciplinary hearing. This will only occur where there is clear, incontrovertible evidence of an act of such serious gross misconduct that could only result in permanent exclusion or disbarment, for example, a physical assault upon a member of staff or other students.
- Disbarred from the Institute which means that the student may not complete the qualification.

6. APPEAL AGAINST THE DECISION

It should be noted that this is not an academic appeal, but an appeal against the proposed disciplinary action.

- An appeal against the disciplinary action must be made to the chair of EDEX. Should the chair of EDEX have been party to the initial decision, the appeal must be made to the President of CSSA.
- In all eventualities, notice of appeal must be lodged with the chair of EDEX or President of CSSA within ten (10) working days of the date of the notification of the outcome. In all eventualities, the notice of appeal must give grounds and brief particulars of the appeal.

The grounds of appeal are:

- That there was a serious breach of the CSSA's procedures that may have adversely affected the outcome.
 - That new evidence has come to light that was not available at the original disciplinary hearing and could be expected to materially influence the original outcome.
 - That the findings were unreasonable in the light of the facts.
 - That the penalty imposed was too severe in the circumstances.
- In any appeal against disbarment, an appeal interview will be held at which both the student and a representative of the Institute will be invited to present their cases. The burden of proof is on the student. The decision to uphold or will be made after the interview once the person hearing the appeal has had time to consider the evidence. The person hearing the appeal may, if deemed necessary, convene a disciplinary appeal panel.
 - The decision of the person dealing with the appeal will be confirmed in writing together with a statement of the reason(s) for the decision.
 - If the appeal is dismissed, the person dealing with the appeal may confirm or vary the penalty, including imposing a greater sanction. The final decision will be confirmed in writing to the student as soon as possible after the appeal has been lodged.
 - The appeal decision is the final stage of the Student Disciplinary Procedure and no further consideration will be given to the matter.
 - Appendix 3 appended to this policy sets out the process to be followed during an appeal hearing.

7. VARIATIONS

In exceptional cases, it may be necessary that variations should be made to procedural aspects of this policy. The CSSA may make such variations as it sees fit, subject to informing the student concerned and subject always to considerations of reasonableness and fairness. Without limitation, such variations may include disciplinary hearing or appeals being conducted by different persons, if the person who would otherwise be conducting the hearing or appeal has previously had close personal involvement in the matter to be considered.

Whilst the CSSA will aim to meet all of the stated time limits, in certain circumstances this will not always be possible. In such cases, the CSSA will contact the student as soon as possible.

8. SUPPORTING DOCUMENTS

- Registration application form
- Student Handbook

APPENDIX 1: LIST OF OFFENCES

Table 1: Illustrative statement of acts that the CSSA considers to be minor misconduct (Note: the list is not exhaustive).

1. A first or single breach of CSSA regulations or policies e.g. smoking in non-designated areas, ignoring fire alarms, ignoring invigilator's instructions in an examination venue.
2. Refusal to respond to reasonable requests by CSSA staff.
3. Anti-social conduct, including causing a public nuisance by drunkenness or disorderly conduct.
4. Minor damage to property.
5. Writing after the end of the exam.
6. A breach of the students' code of conduct

Table 2: Illustrative statement of acts that the CSSA considers to be misconduct of a serious nature (Note: the list is not exhaustive).

1. A breach of the students' code of conduct
1. Failure to disclose personal details to a member of staff of the CSSA in circumstances in which it is reasonable to require that such information be given. [Note. Students of the CSSA are required to give their names, their home and CSSA addresses and to produce their identity card or other reasonable means of establishing both student status and identity, when asked to do so by any CSSA employee or security personnel.]
2. Rudeness telephonically, face-to-face or via electronic media (emails, social media) towards any employee, member, student or invigilator of the CSSA, the online tutor, or any visitor to the CSSA.
3. Using unauthorised notes and textbooks during an examination; breach of the CSSA open-book policy.

Table 3: Illustrative statement of acts that the CSSA considers to be very serious misconduct (Note: the list is not exhaustive).

2. Repeated minor offences.
3. A breach of the students' code of conduct
4. Action or inaction likely to cause injury or impair safety on CSSA premises.
5. Any conduct that brings the CSSA into disrepute.
6. Any conduct that constitutes a criminal offence.
7. Breach of a CSSA-approved code, rule or regulation.
8. Causing damage or harm to CSSA staff, students, members, the online tutor, examiners and moderators, or visitors to the CSSA.
9. Damage to CSSA property, or the property of the CSSA staff, students, members, the online tutor, examiners and moderators, or visitors to the CSSA, caused intentionally or recklessly.
10. Direct or indirect attempts to influence or intimidate member of staff prior to or during an examination, disciplinary investigation, subsequent proceedings, or any other internal procedures.
11. Dishonesty with regard to examination procedures: collusion with any person with regard to the writing of an examination; copying in an examination; using an incorrect or false ID/Driver's license; writing an examination on behalf of another person or getting another person to write an examination in the place of the student; using crib notes in an examination; misuse of a cellphone; misusing toilet privileges with the objective of cheating, cribbing or other dishonest purposes.
12. Disruption of, or improper interference with, the academic, administrative, social or other activities of the CSSA.
13. Failure to comply with a reasonable instruction relating to prior disciplinary action.
14. Failure to respect the rights of others to freedom of belief and freedom of speech
15. Fraud, deceit, deception or dishonesty in relation to the CSSA staff, students, members, the online tutor, examiners and moderators, or visitors to the CSSA.
16. Harassment of any employee, member, student, invigilator, examiner or moderator of the CSSA, the

online tutor, or any visitor to the CSSA.
17. Misuse or unauthorised use of CSSA premises
18. Obstruction of, or improper interference with, the functions, duties or activities of any CSSA staff, students, members, the online tutor, examiners and moderators, or visitors to the CSSA.
19. Serious disruption of, or improper interference at an examination venue and CSSA premises.
20. Theft, misappropriation or misuse of CSSA property, or the property of the CSSA's members or visitors.
21. Use of violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language to any CSSA staff, students, members, the online tutor, examiners and moderators, or visitors to the CSSA.

APPENDIX 2: HOW TO CONDUCT A DISCIPLINARY HEARING

The below checklist is for guidance purposes only, as it is recognised that the Chair will need to determine how best to manage any disciplinary hearing given the individual circumstances of the case.

Please ensure that all discussions during this process are fair, appropriate and above reproach.

1. Introduction

- Welcome attendees.
- **Request that all attendees turn off any electronic devices to avoid unnecessary interruptions during the meeting and advise that the CSSA expressly prohibits the recording of meetings, except by the note-taker for purposes of producing the report on the hearing.**
- Introduce those present and their roles; this may include: the CSSA representative who will present the case for the Institute; the panel members and note-taker.
- Ask the student to introduce him/herself and any companion s/he may have with him/her.
- Check whether the participants are happy with use of first names.
- Confirm with the student that s/he has received the notice of the disciplinary hearing/meeting.
- Advise that any questions, comfort breaks and adjournments requests should be directed at the Chair.
- Identify the location of the rooms available to both the student and member(s) of the panel, to be used should any adjournments be required.

2. Preliminary matters

- Confirm that the disciplinary hearing/meeting is a result of allegations of misconduct against the student, and that the hearing will be conducted in line with the relevant procedure. It is not about academic results.
- If the hearing/meeting has been rescheduled, confirm with the student that s/he acknowledges why this was the case.
- Reaffirm that the hearing is to consider the allegations of misconduct as indicated in the notice of disciplinary hearing sent to the student.
- Advise that the decision of the disciplinary panel will be made after the hearing, following a brief adjournment of the panel to consider the case. The outcome will be confirmed in writing, together with a short report usually within 5 working days of the hearing.

3. Clarify procedure

- Advise of the procedure to be followed.
- Representation of student who may not be a legal representative – If accompanied, confirm the role and identity of the companion, i.e. that they will be able to address the hearing in order to: put the student's case forward; sum up the case; respond on the student's behalf to any view expressed at the hearing; and confer with the student. However, the representative will not usually answer questions on behalf of the student, but may do so with the agreement of the panel.
- If not accompanied, note that the student has been advised of their right to be accompanied by the fellow CSSA student, but has chosen to attend unaccompanied.
- Representation of the Institute – the role of the representative will be clarified, namely that s/he is there to present the case for the Institute.
- Witnesses may be called to give evidence of the misconduct.

4. Documentation

- Confirm the documentation provided, identifying, if appropriate, any other documentation the panel has at their disposal for reference purposes, or any additional information supplied by the student.
- Advise that it is the CSSA's responsibility to specifically draw the panel's attention to all relevant documentary evidence that should be considered in relation to their grounds for the hearing. Note that the burden of proof lies with the CSSA.
- Explain that anything that does not relate to the grounds for the hearing, will not be taken into consideration for the purpose of this procedure.

5. Taking of Notes

- Advise that the note-taker will take summary notes to support the panel's consideration. Advise that both the student and his/her representative are welcome to make their own notes. A report will be drafted after the hearing.
- Respond to any procedural concerns/queries that may arise.

6. Running order

- The CSSA representative will be invited to present the case of misconduct.
- Witnesses may be called.
- The disciplinary panel will ask questions/seek clarification as necessary.
- The student will ask questions/seek clarification as necessary.
- Student will be invited to present his/her case, including mitigating factors, during which it would be helpful if s/he directed the panel to the issues that s/he would like the disciplinary panel to consider.
- The Institute representative to be given an opportunity to make a closing statement.
- The student to be given the same opportunity.
- The panel may adjourn the hearing briefly to consider the decision or have further time to consider the decision.
- The student, student representative and CSSA representative will be asked to leave the room until recalled.

7. Hearing the case

- Hearing the case is based on the above running order.
- If the panel is unable to make a decision as further information is required, inform the student as to when they can expect written notification of the decision (or if further action was deemed necessary what this would entail)
- Close the hearing, ensuring that everyone understands what is going to happen.
- Panel considers the case and makes a decision.
- The outcome of the hearing should be made immediately after due consideration of the evidence and will be confirmed to the student in writing, usually within 5 days of the hearing.
- Advise the student that s/he may appeal any decision within 10 days of the hearing.

8. Record

- Record summary of the discussions, (including any agreed actions and timescales).
- Ensure that the records are factual and constructive.
- Store records securely, as these may be subsequently required within later procedural stages.
- Circulate the report of the hearing to those that are entitled to receive it.

APPENDIX 3: HOW TO CONDUCT AN APPEAL HEARING

The below checklist is for guidance purposes only, as it is recognised that the Chair will need to determine how best to manage any hearing given the individual circumstances of the case.

Please ensure that all discussions during this process are fair, appropriate and above reproach.

1. Introduction

- Welcome attendees.
- **Request that all attendees turn off any electronic devices to avoid unnecessary interruptions during the meeting and advise that the CSSA expressly prohibits the recording of meetings, except by the note-taker for use in preparing the report after the hearing.**
- Introduce those present and their roles, this may include: panel members, note-taker, member[s] of the disciplinary panel etc.
- Ask the student to introduce him/herself and any representative s/he may have with them.
- Check whether the participants are happy with use of first names.
- Confirm with the student that s/he have received the letter notifying them of the appeal hearing/meeting and any associated documentation.
- Advise that any questions, comfort breaks and adjournments requests should be directed at the Chair.
- Identify the location of the rooms available to both the student and member(s) of the original panel, to be used should any adjournments be required.

2. Preliminary matters

- Confirm that the appeal hearing/meeting is a result of the decision of a disciplinary panel (providing the date of original hearing/meeting and its outcome), and that the appeal will be heard in line with the relevant procedure.
- If the appeal hearing/meeting has been rescheduled, confirm with the student that h/she acknowledges why this was the case.
- Reaffirm that the appeal process is not an opportunity for a re-hearing of the original submission but to consider the grounds of their appeal; e.g. this could be to determine if previous decision was fair, consider any new facts and judge reasonableness of procedure to date etc.
- Advise that the decision of the appeal panel will be made after the hearing, either following an adjournment, or after closing the hearing, should it require more time to consider the case. The outcome will be confirmed in writing usually within 5 calendar days of the hearing.

3. Clarify procedure

- Advise of the procedure to be followed.
- Representation of student – If accompanied, confirm the role of the representative, i.e. that they will be able to address the hearing in order to: put the student's case forward; sum up the case; respond on the student's behalf to any view expressed at the hearing; and confer with the student. However, the representative will not usually answer questions on behalf of the student, but may do so with the agreement of the panel.
- If not accompanied, note that the student has been advised of their right to be accompanied but has chosen to attend unaccompanied.
- Representation of the Institute – the role of the representative will be clarified, namely that s/he is there to present the case on why the given disciplinary measure is warranted.

4. Documentation

- Confirm the documentation provided, identifying, if appropriate, any other documentation the panel has at their disposal for reference purposes, or any additional information supplied by the student.
- Advise that it is the student's responsibility to specifically draw the panel's attention to all relevant documentary evidence that should be considered in relation to his/her grounds for appeal.
- Explain that anything that does not relate to the grounds for appeal or which is not directly referenced by the student, will not be taken into consideration for the purpose of this procedure.

5. Taking of Notes

- Advise that the note-taker will take summary notes to support the panel's consideration. Advise that both the student and his/her representative would be welcome to make their own notes. A report will be sent to the student.
- Respond to any procedural concerns/queries that may arise.

6. Running order

- Student will be invited to present his/her case, during which it would be helpful if they directed the panel to the issues that they would like the appeal panel to consider.
- Where previously agreed with the chair, witnesses may be called.
- The appeal panel will ask questions/seek clarification as necessary.
- The Institute representative will ask questions/seek clarification as necessary.
- The student to be given an opportunity to make a closing statement.
- The Institute representative to be given same opportunity.
- The panel will adjourn for the appeal panel to consider the decision.

7. Hearing the case

- Hearing the case is based on the above running order.
- If the panel is unable to make a decision as further information is required, inform the student as to when s/he can expect written notification of the decision (or if further action was deemed necessary what this would entail)
- Close the hearing, ensuring that everyone understands what is going to happen.
- Panel considers the case and makes a decision. The outcome of the appeal hearing should not be made immediately before due consideration of the evidence and will be confirmed to the student in writing, usually within 5 days of the hearing.

8. Record

- Record summary of the discussions, (including any agreed actions and timescales).
- Ensure that the records are factual and constructive.
- Store records securely, as these may be subsequently required within later procedural stages.
- The decision of the appeal panel is final and no further correspondence will be entered into.