

**STELLENBOSCH CAMPUS**

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**ACADEMIC YEAR 2022**  
**HIGHER CERTIFICATE IN FRONT OFFICE ADMINISTRATION**  
(NQF Level 5, 120 credits, SAQA ID: 111453)

Thank you for your enquiry regarding the *Isa Carstens Academy* and our **Higher Certificate in Front Office Administration**.

For the past 43 years, the *Isa Carstens Academy* has been devoted to excellence in teaching, learning, and developing not only entrepreneurs, but also leaders in the Health and Skin Care Industry, who are making a difference not only nationally, but globally as well. As an industry leader, *Isa Carstens Academy* is engaged in education that pushes the boundaries of our industry and setting high standards.

Established in 1978, *Isa Carstens Academy* was one of the first institutions in the Health and Skin Care Industry in South Africa. The Academy has more than 3 500 Alumni around the world. Our mission is not to only train students to be employable, but also to be able to build a career. With our courses that we offer, we empower every individual to follow their passion.

The Academy has excellent programmes to choose from and the **Higher Certificate in Front Office Administration** is one of them. As an accredited qualification (*make sure you read on the importance of accreditation on our separate information sheet*) it aims to give students the option of a career in the administration and management of Beauty Salons, Spas, Medical Aesthetics Clinics, Spa's onboard Cruise Liners and Hotel Spa's. Administration has become very important in the past few years for the therapist and owner of a spa, salon, and medical aesthetics practice. The programme also gives the student who wants to do more than office administration and loves beauty, the option to specialise in basic treatments such as make-up, hair removal, body massage, manicure, pedicure and nail technology. This programme has all the basic elements for that student who has the desire to develop entrepreneurial skills!

If you are interested in this programme, please find below information and procedures for completing a successful application. We are looking forward to your application and welcoming you to ISA Carstens Academy. Once an ISA – always an ISA!

Yours sincerely



Yolandé Swanepoel  
**REGISTRAR**

Important information regarding the application process for the **HIGHER CERTIFICATE IN FRONT OFFICE ADMINISTRATION:**

1. Importance of registering for an accredited qualification
2. Open Days
3. How to Apply
4. Financial Costs
5. Accommodation
6. International Students

### **1. ACCREDITATION**

An accredited qualification offered by a registered provider has the following academic advantages for you as a student:

- *Accredited courses are recognised on the South African National Qualifications Framework.*
- *Accredited courses are recognised by employers and other training institutes.*
- *Accredited courses are credit bearing, which could be transferred to other qualifications should a student wish to get recognition of prior learning.*
- *Student data is captured on the National Learner Record Database, for easy verification of qualifications.*
- *Only accredited qualifications could allow articulation into other qualifications, for example, our Diploma in Somatology and entry into any Public University Undergraduate programme, provided your meet the programme requirements.*

A list of accredited providers and can be downloaded from the South African Qualifications Authority and is highly recommended to verify any qualification <https://www.saga.org.za/registration-qualifications-and-part-qualifications>. Go to "Qualifications and part qualifications" to access a list containing all registered providers and accredited qualifications.

### **2. OPEN DAYS**

You are invited to attend any of our Open Days at either of our campuses, where more information will be shared on the career options, and you will get a glance of our facilities. Experience campus life in full action. Please visit our website or follow us on Facebook for our Open Day dates. Alternatively, contact us to book your private consultation and campus tour for a more personalised experience and to avoid a larger group of people.

### **3. HOW TO APPLY**

Applications can be completed online on our [website](#).

You will be required to submit the following with your application:

- *A certified copy of your ID document or passport;*
- *A copy of your final Grade 11 and latest Grade 12 School results, or certified copy of your final Grade 12 results if completed; and*
- *If applicable, also include a certified copy of your tertiary qualifications obtained/in progress.*

#### 4. FINANCIAL COST

**Please note:** The course fee of 2021 is displayed to give you guidance to what the current fees are. The final tuition fees for **2022** will be confirmed by end of **November 2021**.

**Study Options:** Students have the option to register for the following **Electives:**

**1) Retail and Marketing Theory or**

**2) Beauty and Wellness Services** with practical subjects as main component.

*\*Students also have the option to register for both electives.*

<b>HIGHER CERTIFICATE IN FRONT OFFICE ADMINISTRATION</b>	
DURATION: 1 year / NQF level 5 (120 credits) / SAQA ID: 111459	
<b>Non-refundable Registration/Administration Fee</b>	R4 000
	<b>R4 000</b>
<b>Tuition Fee (Compulsory subjects for both Electives):</b>	
Front Office Administration	R4 588
Office Technology and Data processing	R4 588
Client Service and Ethics	R4 588
Business Numeracy and Basic Accounting Practices	R4 588
Business Communication	R4 588
	<b>R22 940</b>
<b>Electives to choose from:</b>	
<b>1. Retail Marketing Theory Elective</b>	R4 588
<b>Other *compulsory items:</b>	
Text books and student manuals	R3 900
<i>*The cost of the compulsory items will be confirmed by November 2021</i>	<b>R8 488</b>
<b>Total cost with Retail Marketing Theory Elective</b>	<b>R35 428</b>
<b>2. Beauty and Wellness Services Elective (theory and practical)</b>	R11 661
<b>Other *compulsory items:</b>	
Text books and student manuals	R3 900
2 sets of Uniforms, 1 x winter coat (Excludes prescribed shoes)	R3 950
Kit/Implements with Beauty and Wellness Services Elective	R15 900
<i>*The cost of the compulsory items will be confirmed by November 2021</i>	<b>R35 411</b>
<b>Total cost with Beauty and Wellness Services Elective</b>	<b>R62 351</b>

## 5. INTERNATIONAL STUDENTS

You need to apply for your qualification/s to be verified before we can process your application. The purpose of the evaluation function is the recognition of foreign qualifications in terms of the South African National Qualifications Framework. You must visit the SAQA website and follow the steps to register <https://www.saqa.org.za/evaluation-foreign-qualifications>. Once you receive your feedback, please submit the outcome to the Admissions and Registrations office for your application to be processed. Email all documentation to [careerinfo@isacarstens.co.za](mailto:careerinfo@isacarstens.co.za).

**Study Permit:** All International students must apply for his/her study permit before the starting date of the course and proof of their study permit must be submitted to the Academy.

If you would like to find out more about our other programmes or you require any further information, please do not hesitate to contact us or consult our [website](#).