

## HIGHER CERTIFICATE IN FRONT OFFICE ADMINISTRATION (NQF Level 5, 120 credits, SAQA ID: 111453)

### ACADEMIC YEAR 2025

Thank you for your interest in the **Higher Certificate in Front Office Administration**.


The **Isa Carstens Academy** was established in 1978 as one of the first institutions in the Health and Skin Care Industry in South Africa. For the past 45 years, we have been devoted to excellence in education and developing leaders in the Health and Skin Care Industry. As an industry leader, **Isa Carstens Academy** is engaged in education that pushes the boundaries of our industry and sets high standards.

The **Isa Carstens Academy** is a registered Private Higher Education Provider, contributing to and enhancing our industry by offering programmes of high esteem. Our mission is to educate employable graduates with the entrepreneurial skills to build a successful business. The Isa Carstens Academy is proud of the more than 4500 Isa Alumni nationally and internationally who have excelled in their careers. With our courses, we empower every individual to follow their passion.

The **Higher Certificate in Front Office Administration** has all the essential elements for students who want to enter the beauty industry, develop entrepreneurial skills, and start their businesses. This accredited qualification provides students various career options in the beauty or retail industry.

Please find below information for completing your application. We look forward to welcoming you to the Isa Carstens Academy. Once an ISA – always an ISA!

Yours sincerely



Mrs. Yolandé Swanepoel  
**ACADEMIC HEAD**

# TABLE OF CONTENTS

Course information for the Higher Certificate in Front Office Administration

1. <i>The importance of an accredited qualification</i>	2
2. <i>Open Days</i>	2
3. <i>How to Apply</i>	3
4. <i>Course Fees</i>	3
5. <i>Parking (Pretoria Campus <u>only</u>)</i>	4
6. <i>Financing your Education</i>	4
7. <i>Accommodation: Isa Ladies Residence</i>	4
8. <i>International Students</i>	4
9. <i>Study Visa</i>	5

## 1. THE IMPORTANCE OF AN ACCREDITED QUALIFICATION

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 related qualifications. Student data is captured on the National Learner Record Database to verify qualifications easily.
- Only accredited qualifications could allow articulation into other qualifications, for example, our Diploma in Somatology or entry into any Public University Undergraduate programme, provided you meet the programme requirements.

The Higher Certificate in Front Office Administration is accredited by the Council on Higher Education (CHE) as a **Higher Education Qualification**.

A list of registered providers and accredited courses can be downloaded from the Department of Higher Education and Training, and it is highly recommended to verify any provider or qualification. View the most recently published *Register for all Private Higher Education Institutions and Private Colleges* here: <https://www.dhet.gov.za/SitePages/DocRegisters.aspx>.

## 2. OPEN DAYS

We strongly advise you to attend any of our Open Days at either of our campuses, where more information will be shared on the programmes offered at the Isa Carstens Academy, and various career options will be discussed. You will get a glance of our facilities and experience campus life in full action.

Alternatively, book your private consultation and campus tour for a more personalised experience by contacting one of our Student Recruitment Representatives:

Talk to a Student Recruitment Representative in Pretoria

<https://wa.me/message/UINI3LBOXUVIA1>

Talk to a Student Recruitment Representative in Stellenbosch

<https://wa.me/message/D6H2TKJCVSUYB1>.

For Open Day Dates, please visit our [website](#) and follow us on Facebook

<https://web.facebook.com/IsaCarstensAcademy>, or Instagram <https://www.instagram.com/isacarstens>.

For more information on the various career options, visit our [YouTube Channel](#).

### 3. HOW TO APPLY

Applications must be completed online on our [website](#) by selecting the programme you want to apply for and clicking the “APPLY NOW” button.

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 School results or a certified copy of your National Senior Certificate results if completed

### 4. COURSE FEES

**Duration:** 1 year / NQF level 5 (120 credits) / SAQA ID: 111453. **The course fee for 2025 is displayed**  
**All fees are payable on/before 10 January 2025.**

**Apart from the compulsory subjects, students have to register for the following Electives:**

- 1) **Beauty and Wellness Services**, which include practical subjects

OR

- 2) **Retail and Marketing Theory**

OR

- 3) **Students may select to complete both the Retail Marketing and Beauty & Wellness Services Electives (additional fees apply).**

Non-refundable Reservation Fee R 4 000

**Beauty and Wellness Services as Elective**

Tuition Fee R48 591

**Other compulsory items (kit/books/uniform):**

2 Sets of uniform (excluding shoes) R4 970

Textbooks and student manuals R4 400

Kit/Implements R21 600

OR

**Retail and Marketing Theory as Elective**

Tuition Fee R38 994

**Other compulsory items (books/golf shirt):**

Uniform R615

Textbooks and student manuals R4 800

## 5. PARKING PRETORIA CAMPUS FOR DAY STUDENTS ONLY

Optional Secure Parking on campus in Pretoria is available for day students at the following fees:

- Open parking (per annum) R5 409
- Basement parking (per annum) R9 236

*\* The Pretoria Isa Ladies Residence fees include parking*

## 6. FINANCING YOUR EDUCATION

### 6.1 Student loan through an independent financial institution

Arrangements to accommodate the payment of fees should be made well in advance. We recommend that as soon as a student has been accepted by the Academy, the application must be made at a financial institution to grant study assistance.

### 6.2 Other

The Isa Carstens Academy has a relationship with the following providers. You need to apply with these institutions directly:

- **Atterbury Trust Pretoria:** <https://atterburytrust.org/kontak/>  
Tel: +27 12 471 1600 & E-mail: [enquiry@atterbury.co.za](mailto:enquiry@atterbury.co.za)
- **Helpmekaar Studiefonds:** <https://helpmekaarfonds.org/kontak-ons/>
- **Helpende Hand:** <https://helpendehand.co.za>  
Tel: +27 12 1118360 & E-mail: [diens@helpendehand.co.za](mailto:diens@helpendehand.co.za)

## 7. ACCOMMODATION: ISA LADIES RESIDENCE

***Please Note: Your Residence application will only be processed once your academic non-refundable Reservation fee is paid to confirm your place at the Isa Carstens Academy. Due to a high demand for accommodation, residence applications processed after July cannot be guaranteed a place in the residence.***

For more information about the Isa Ladies Residence, please follow these links on our website:

**Ladies Residence PTA:** <https://isacarstens.co.za/pretoria-accommodation/>

**Ladies Residence STB:** <https://isacarstens.co.za/stellenbosch-accommodation/>

## 8. INTERNATIONAL STUDENTS

As an international student, you must apply for your matric results/qualification/s to be verified by the South African National Qualifications Framework (SAQA) before finalising your application. The evaluation function's purpose is to recognize foreign qualifications in terms of the South African National Qualifications Framework. Please visit the SAQA website and follow the steps to register <https://www.saqa.org.za/services/evaluation-of-foreign-qualifications/>

Once you receive your feedback, please submit the outcome to the Admissions and Registrations office to finalise your application. Email all documentation to [careerinfo@isacarstens.co.za](mailto:careerinfo@isacarstens.co.za)

## 9. STUDY VISA

**International students must apply for a South African study visa before arriving in the country.** This applies even if you are coming to South Africa as the dependent of someone coming to work here.

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