My Capability – Program Frequently Asked Questions (FAQ)

28 Febraury 2022
(For Candidates)

CHARTERED ACCOUNTANTS AUSTRALIA + NEW ZEALAND

CHARTERED ACCOUNTANTS PROGRAM

Table of contents

Key terms used in this FAQs

Current CA Program: This is the CA Program that is open to candidates who commenced their course studies during or before Term 1 2021. This program's course is made up of 5 modules and is currently in teach out.

New CA Program: This is the new CA Program which is open for commencement for all new candidates and transition into by all current CA Program candidates. This program's course is made up of 9 shorter and more frequently offered subjects (7 core and 2 electives).

1. Rationale and Overview

Q1.1 Why is there a new Student Information System?

CA ANZ is launching a new Student Information System (SIS) called "My Capability – Program" to manage candidate data and deliver key services such as enrolment, result releases, and general candidate support functions.

Q1.2 When will the new Student Information System be deployed?

My Capability – Program will be released progressively with a first release from 3 May and second release mid-June 2021.

Q1.3 What is the Student Information System called and how do I access it?

It's called My Capability – Program and can be accessed via the My Capability dashboard. For candidates in teachout, access remains through My Education.

The solution is delivered by Tribal Group.

Q1.4 What does it include?

My Capability – Program is where you will go to manage your enrolments, access results and view your education record with CA ANZ. A portal has also been developed for employers to access candidate enrolment information for their staff and eventually candidate results.

2. Structure and content

Q2.1 What are the main changes and benefits compared to the existing Student Information System?

The following changes and benefits will apply to candidates:

Automated and online	Transparent	Reporting
• Full access to student record within a single unified environment • Enrolment in multiple subjects or subject + CASM in single session • Ability to download and view invoices and receipts	• Ability for CA Program candidates to self service an unofficial statement of academic record and term result notice	• Immediate access to the Learning Management System

Benefits
• Access to full unofficial student record • Multiple subject selection within single sessions • Scheduled workshops in one place • Any time access to results

Q2.2 What does the new Student Information System look like?

The candidate portal comprises:

- A new redesigned Programs and subjects section
- A Timetable section from where you can check allocated courses
- A Finance tab where you can download your invoices
- A Requests section where you can raise questions and issues
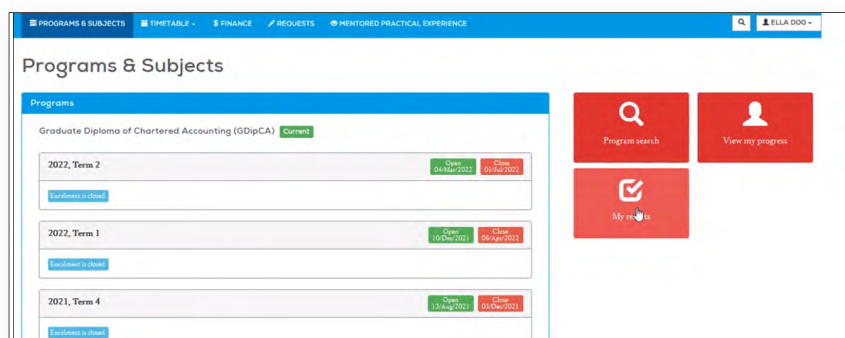
Q2.3   When will the new Student Information System be deployed?

We are planning to deploy My Capability – Program by phase.

IN PHASE 1 (from 3 May 2021) you will be able to access the following functionalities:

Single Sign-On for candidates	Employer self-service	Compliance monitoring and reporting

Candidate self-service portal

Enrol & maintain	Fees and payments	Teaching timetable	Assessments	Academic model
• Self service subject enrolment (using credit card or employer token) • Self service subject withdrawal • Self service My Progress view • CA Program transition process for existing students	• Access to all invoices, receipts, credit note and refund information • Financial statement overview	• Scheduled candidate in workshops based on preferences stated during enrolment • Schedule personnel and venues for workshops	• Ability to view historical assessment records • Ability to download an unofficial academic record and term result notice	Configuration of key programs offered by CA ANZ including: • Current CA Program • New CA Program • MICPA Program • Masters Program • IPP Program • CA Foundation Program • Corresponding CA Study Masterclass (CASM offerings)

Employer portal

Enrol & maintain	Fees and payments			
• Live reporting of employee enrolment data* • View information and documents from CA ANZ • Contact CA ANZ through employer portal	• View and downlaod invoices • Live reporting of employee sponsorship data			

IN PHASE 2 (FROM JULY 2021) you will be able to access the following functionalities:

Learning Management System (LMS) Current candidate in current program prior to or from March / April 2021 **BLACKBOARD**	Learning Management System (LMS) New/Current student enrolling in new program from May 2021 **My Capability – Learn**

* Where permitted by CA ANZ Privacy Policy and candidate consent.

Graduation	MPE *will be implemented after the first enrolment period for the new Program*		Assessments

Candidate self-service portal

• Request official transcripts and certificates	• Mentor and employer verification • Online Mentored Practical Experience for new CA Program candidates in ATEs		• Ability to view historial assessment records • Ability to download an unofficial academic record and term result notice

Employer portal

• Available to view final results	• Access to candidate /mentor report		

3. Admission, Subject Enrolment and Timetable

Q3.1 Will there be any changes in the admission process with the new system?
No. There are no changes to the admission process for those applying for provisional CA membership.

Q3.2 If I want to transition from the Program in teach out to the new Program, what do I do?
During your next enrolment, you will be presented with a transition option in the new system which will provide you credit for the modules you have already completed and formally transition you to the new Program.

If you want more information about the new CA Program, please refer to the new CA Program FAQs.

Q3.3 If I transition to the new Program and then change my mind can I go back?
No. Once you make the choice to move from the Program in teach out, you will not be able to return to that Program.

Q3.4 Candidates opting in for Transitioning (from CAP) to CAX, but then realising they have done it by mistake?
Candidates to pay care and attention to this step. There are about 3 notifications requesting candidates to confirm whether they would like to go ahead. If the candidates are unsure, they should call the service desk and request clarification before proceeding.

The reversal (CAX -> CAP) is a manual step, is a very resource and time hungry activity, and should be avoided if at all possible.

If the transition has happened by a mistake a ticket needs to be lodged by the E&A, and students name and Customer ID to be shared with the SITS team.

Q3.8 How do I withdraw from a subject?
The new system provides a withdrawal function which will be visible to you once you have a valid enrolment.

Q3.9 How do I request an additional Required Competence Area (RCA)?
You can request RCAs on the Requests tab in your self-service portal.

Q3.91 How do I apply for credit / recognition of prior learning (RPL)?
You can apply for credit by lodging an application for credit using the CA Program Application for Credit Form (located in the My CA portal under "My Requests").

If you have transitioned to the new Program and are applying for credit for modules completed after you transitioned you can simply lodge this credit request through "My Requests".

If you are applying for credit / RPL of the basis of learning that you have completed outside of the CA Program your application must also include a completed 'Application for Credit Checklist' and the required supporting documentation. This checklist is available from the CA Program Policy page. Please ensure you have read and understood the CA Program Candidate Credit Arrangements Policy and Procedure before applying for credit/ RPL.

Q3.107 If I enrol in the New CA Program will I be sent a hard copy of the CSG?
All candidates are provided with an interactive, digital eBook copy of the CSG, which is fully integrated and accessible on multiple devices for maximum flexibility. Should a candidate wish to purchase a printed copy of the CSG, these will be available via an exclusive CA ANZ only link in the Learning Management System through to the Wiley bookstore.

Q3.108 If I enrol in the Current CA Program will I still be sent a hard copy of the CSG?
Yes, your CSG pack will be sent to your mailing address, upon enrolment please ensure that your mailing address is complete and correct to ensure prompt delivery of your CSG pack. Candidates who enrol outside of the standard enrolment period will receive their CSG in week 3 of the module.

Q3.109 How do I nominate my virtual workshop delivery preference?

During enrolment, please select your first and second preferred workshop delivery location from the offerings, we will endeavour to cater to your selected preference as best we can.

Q3.110 Can I select a time zone outside of my residential address?

During enrolment you can select preferred offered time zones that best suits your needs. Please note, that due to workshop content, Australian candidates will need to select a time zone that falls within Australia (NSW/ACT/VIC/TAS, QLD, SA, NT or WA) and New Zealand candidates will need to select New Zealand (NZ).

Q3.111 Why was my preferred workshop time zone not offered to me after enrolment?

While we endeavour to try and cater for all candidate preferences, workshop time zones are not guaranteed.

Q3.112 When will I receive details of my Workshop Allocation?

We endeavour to release workshop details the week of Subject Commencement Time. You will receive a notification in your message centre when the details are released, you can view your workshop details under "My Sessions" in your teaching timetable.

Q3.113 What are the dates for my workshop/s in the module I am about to enrolled in?

The workshop dates for each of the modules can be found on the Detailed Timetable on the CA ANZ website

Q3.114 How do i apply an existing credit to an enrolment?

Contact the MST team to have your existing credit applied to enrolment

Q3.115 If a candidate wants to add CASM after he enrols in any subject, does he need to use the Change Enrolment feature?

Yes he will need to use Change enrolment and he can add any new subjects..

4. For current CA Program candidates – Transition Arrangements

For transition questions, refer to the new CA Program FAQs available in My Learning. These will continue to be reviewed and updated as required.

5. CA Study Masterclass (CASM)

Q5.1 Will CA Study Masterclass (CASM) be available to support the new CA Program?

Yes, CASM for the New CA Program has been developed with improved flexibility, targeted content, and enhanced student support.

CASM for the New CA Program is a targeted support option for candidates to scale their learning journey to cater to their individual circumstances and to support candidates on their path to the CA qualification.

Q5.2 Can candidates use an employer token to enroll into CASM?

At this point in time employer tokens are not accepted for CASM enrolments. If your currently partnered with CA ANZ and have a CASM contract in place, please advise your candidates the following

Should you meet the firms requirements we plan to enrol you into CASM for these subjects so please do not add CASM to your cart and DO NOT pay for CASM. If you think you have received this message in error then please let us know.

If you are not currently partnered with CA ANZ then please have your candidates follow the steps outlined on our website using the document named CASM Enrolment Guide for candidates paying by credit card.

Should you wish to enquire about partnering with CA ANZ for CASM then please direct your enquiry to casm@charteredaccountantsanz.com

Q5.3 Where can I find further information about CASM options and pricing for CASM for the NEW CA Program?

Our current CA Study Masterclass schedule and pricing can be found on our website.

6.   Mentored Practical Experience (MPE)

Q6.1   Is Mentored Practical Experience (MPE) changing?

Yes, the MPE program has been reviewed and updated to reflect the outcomes of the new CA Program.

An online recording and learning support system is being introduced to automate and simplify processes and increase the effectiveness of MPE as a true development experience.

Q6.2   How is MPE changing?

MPE will focus on continual learning and support throughout the work experience period. This is achieved by the introduction of an online experience recording tool and ongoing learning and support resources.

The online experience recording tool provides a streamlined and simplified method for recording and reviewing progress for both Candidates and Mentors. The learning and support resources will be available to Candidates and Mentors through all stages of the program, commencing with the introduction of an orientation module providing clear explanations of MPE requirements and essential supporting skills, such as how to operate in a mentoring relationship and how to have difficult conversations.

7.   Assessments

Q7.1   Can I still request special consideration and special provisions through My Capability?

Yes, you can lodge new special consideration and special provision requests and check progress of existing requests through the Requests tab in the self-service portal – "My Program".

For more information please refer to the Candidate Assessment and Grading Policy and Procedure, CA Program Special Consideration Guidance Notes for Candidates, and CAP Assistance for Candidates Policy. These can be accessed on the CA Program's policy web page.

www.charteredaccountantsanz.com/become-a-member/ca-program-policies

Alternatively, you can lodge new or view existing requests by logging in through this link:

https://charteredaccountantsanz.force.com/MyCA/s/sis-support

Q7.2   How can I access my subject results?

CA Program candidates will be able to access their subject results on MyCapability. To view your subject results, follow the following steps: Login to MyCA > Click MyCapability > Member Login > Program > Sign in with MyCA > My results.

Q7.3   Can a candidate request a copy of their subject results?

Result letters will no longer be posted out for CA Program modules and subjects

We are working to improve functionality of our student information system, which will allow students to download copy of unofficial transcript/ term results.

Please use this guide to learn how to view your subject results in My Capability – Program.

8. Fees, invoicing and withdrawal

Q8.1 Is there any change to my existing tuition fees payment method?
No, there are no changes. To enrol, a candidate must either pay via credit card or enter a valid payment token. No enrolment is created until the payment is made (Credit Card) or the token is applied by the candidate.

Q8.3 As an employer, how do I see my invoices?
You can pay via credit card.

You must pay to confirm enrolment.

NB. You cannot download a refund receipt for now.

Q8.4 How do I see my invoices/receipts and balance?
You can access and download you invoices / receipts and Balance via the Finance tab.

NB. You cannot download a refund receipt for now.

Q8.6 How do I see my refund and credit notes?
You can access to refund and credit notes via the Finance tab in your self-service portal.

Refunds usually take 10 working days.

Q8.7 How do I see my refund and credit notes? And how long will they take for a refund?
You can access to refund and credit notes via the Finance tab in your self-service portal.

Refunds usually take 10 working days.

9. Progression and awards

Q9.1 How do I now if I am progressing satisfactorily in my course?
While CA Program candidates are responsible for their own course progress CA ANZ is committed to supporting candidate success. Early identification and support processes are in place that help CA ANZ identify and notify candidates at risk of / or not achieving satisfactory course progress. These are outlined in the Candidate Course Progression Policy and Procedure.

A CA Program candidate is regarded as having satisfactorily met the course progression requirements if they

– have passed at least 50% of all attempted course subjects having attempted three (3) or more subjects; and
– have passed an attempted course subject within three attempts.

For further information refer to Candidate Candidate Course Progression Policy and Procedure

Q9.2 How do I view my progress in the program?
Via the My progress button on your landing page, you will be able to see your progress.

You can also see your historical modules results in the My Results tab and download an unofficial transcript.

Q9.4 What award documentation will candidates receive when they complete the CA Program course?
CA Program candidates who have satisfactorily completed all requirements of the program's Graduate Diploma of Chartered Accounting course qualification and been conferred into their award by the CA ANZ Board (or designate) will receive a Testamur and an Official Statement of Academic Record.

For further information refer to the CA Program Higher Education Award Issuance Policy and Procedure

10.   My personal data and my Learning experience

Q10.1   Will there be a new platform to replace Blackboard Learn?

Candidates completing the current Program in teach out will continue to use Blackboard.

Candidates in the new Program will use a new Learning Management System called Brightspace.

Q10.2   How are my records managed?

Records will continue to be managed in accordance with CA ANZ's Records Management, Privacy, Data Management and Retention Policy.

Q10.3   Can I access my full academic record in My Capability - program?

Past academic records will be accessible in My Results tab for all active candidates.

Former candidates will not have access to their academic records through the new system during this phase of the project but all academic records will be available prior to the decommissioning of our existing student information system in 2022.

Q10.4   Where can I update my personal details, addresses etc?

You will continue to update your personal term and mailing address information from your existing My CA dashboard. You should also ensure your Permanent Home Residential Address (this is the address where you come from) in up to date in your record in the My Capability - Program student information system.

Q10.6   Which is the unique identifier for candidates? Candidate ID or Member ID? Which one will appear on their transcripts?

The Candidate ID is now the unique identifier for candidates. Their Candidate ID will now appear on all their official and unofficial transcripts.

You will be using the member ID when you will become a member.