

Tutorial letter 101/3/2013

Enterprise Risk Management RSK2601

Semesters 1 & 2

Department of Finance, Risk Management and
Banking

IMPORTANT INFORMATION:

This tutorial letter contains important information
about your module.

BAR CODE

CONTENTS

		<i>Page</i>
1	Introduction and welcome	3
1.1	TUTORIAL MATTER	3
2	Purpose of and outcomes for the module.....	3
2.1	PURPOSE	3
2.2	OUTCOMES	3
3	Lecturer and contact details	3
3.1	LECTURERS	3
3.2	DEPARTMENT	4
3.3	UNIVERSITY	4
4	MODULE RELATED RESOURCES.....	4
4.1	PRESCRIBED BOOKS.....	4
4.2	RECOMMENDED BOOKS	4
4.3	ELECTRONIC RESERVES (E-RESERVES).....	4
5	Student support services for the module.....	4
6	Module specific study plan	4
7	Module practical work and work integrated learning	4
8	Assessment.....	5
8.1	ASSESSMENT PLAN	5
8.2	GENERAL ASSIGNMENT NUMBERS.....	6
8.2.1	UNIQUE ASSIGNMENT NUMBERS	6
8.2.2	DUE DATES OF ASSIGNMENTS	6
8.3	SUBMISSION OF ASSIGNMENTS	6
8.4	ASSIGNMENTS.....	7
9	Examinations	14
10	Other assessment methods.....	14
11	Frequently asked questions	15
12	Conclusion	21
13	Official Booksellers	22

Mrs CJ De Swardt:

email: dswarcj@unisa.ac.za

Fax 086 6415326

3.2 Department

This module is offered by academic staff members from the Department of Finance, Risk Management and Banking (DFRB). Administrative queries may be directed to the appropriate department as indicated in the *myStudies @ Unisa brochure*. Examples of administrative queries are registration matters, study material matters, account queries and graduation issues.

Please note that you may get in touch with fellow students, download study material, submit assignments, change your address and/or examination venue, view your assignment marks, download previous examination papers, find self assessment questions and get in touch with your lecturer at <https://my.unisa.ac.za>

Academic enquiries may also be directed to the departmental helpdesk: Tel 012 429-3603.

3.3 University

E-mail enquiries may be directed to study-info@unisa.ac.za Registration matters may be directed to econ@unisa.ac.za or Fax: 012 429 4150

4 MODULE RELATED RESOURCES

4.1 Prescribed book

There is no prescribed book for this module for 2013

4.2 Recommended books

Young, J. 2006. Operational Risk Management: A practical application of a qualitative approach. Pretoria: Van Schaik.

4.3 Electronic Reserves (e-Reserves)

None.

5 STUDENT SUPPORT SERVICES FOR THE MODULE

Important information appears in your *my Studies @ Unisa* brochure.

6 MODULE SPECIFIC STUDY PLAN

Use your *my Studies @ Unisa* brochure for general time management and planning skills.

7 MODULE PRACTICAL WORK AND WORK INTEGRATED LEARNING

None.

8 ASSESSMENT

8.1 Assessment plan

Assignments are seen as part of the learning material for this module. As you do the assignment, study the reading texts, consult other resources, discuss the work with fellow students or tutors or do research, you are actively engaged in learning. Paying attention to the assessment criteria for each assignment will help you to understand what is required of you more clearly.

You may submit written assignments and assignments done on mark-reading sheets either by post or electronically via myUnisa. Assignments may not be submitted by fax or e-mail. For detailed information and requirements as far as assignments are concerned, see the brochure *my studies @ Unisa* that you received with your study material.

Compulsory assignment

There are two compulsory assignments for this module in the form of multiple-choice questions. There are non-negotiable submission deadlines for each of the assignments of this module and you must submit at least assignment 01 if you wish to gain entry to the examination. Both assignments contribute to your year mark.

Year marks

Your year mark, based on the mark obtained for the two compulsory assignments, contributes 10% towards your final mark, while your examination mark contributes 90%.

The combined weighted average of your year mark and examination mark must be 50% or higher for you to pass the module/subject. However, you must obtain a minimum of 40% in the examination, regardless of your year mark. If you obtain less than 40% in the examination your year mark will not be taken into account and you will fail.

For example:

Average mark for assignment 01 and 02 = 50% **AND**; 10% of the average assignment mark = 5%

Assume an examination mark of 50%

90% of the examination mark = 45%

Final mark = (10% assignment mark) + (90% examination mark)
 = 5% + 45%
 = 50%

You will need a final mark of at least 40% in order to qualify for a supplementary examination.

For general information and requirements as far as assignments are concerned, see the brochure *my Studies @ Unisa*, which you received with your study material.

8.2 General assignment numbers

Assignments are numbered consecutively per module, starting from 01.

8.2.1 Unique assignment numbers

Each assignment has been allocated a unique number in order to identify it in the Unisa assessment plans. Please ensure you always indicate the correct unique number when submitting assignments.

8.2.2 Due dates of assignments

As indicated earlier, you should preferably submit your assignments at <https://my.unisa.ac.za> prior to the due date of each assignment. Do not wait until the day just prior to the due date. Technical problems with the computer servers of myUnisa may prevent you from submitting your assignment at the last minute.

Please ensure that your assignments reach the Unisa main campus by the due dates should you not be able to submit your assignments at myUnisa and need to mail us your assignments in hard copy format. Requests for extension of due dates for assignments will not be granted. These due dates have been set to allow you sufficient time for the completion of other assignments and your preparation for the examination.

Information about whether Unisa has received your assignment and the mark attained for an assignment can be obtained from <https://my.unisa.ac.za>.

8.3 Submission of assignments

To submit an assignment **via myUnisa**:

- Go to myUnisa at <https://my.unisa.ac.za>
- Log in with your student number and password.
- Select the module.
- Click on assignments in the left-hand menu.
- Click on the assignment number you want to submit.
- Follow the instructions on the screen.

Only if you do not have access to the internet should you submit your assignment by means of a mark-reading sheet and mail it to Unisa. If you are using a mark-reading sheet, remember to:

1. use an HB pencil
2. indicate your student number and the above-mentioned unique number on the mark-reading sheet
3. follow the instructions for completing mark-reading sheets. Incomplete mark-reading sheets will be returned to you unmarked

Submit the assignment in good time. It must have reached the Unisa Main Campus by the above-mentioned date. Otherwise it might not be in time to be marked by the Assignment Section.

8.4 Assignments

The assignments are the same for both the first and second semesters.

ASSIGNMENT 01

PLEASE NOTE: This assignment is **compulsory** and must be submitted by the due date to be considered for admission to the examination and your year mark.

Due dates

First Semester	15 March 2013
Second Semester	28 August 2013

Unique numbers

First Semester	777246
Second Semester	711927

Aim: To evaluate your knowledge of the fundamental aspects of study units 1 to 7 in the study guide.

Answer the following questions and submit your assignment at <https://my.unisa.ac.za>

Questions:

1. Indicate the **correct** statement.
 - 1 Risk is the deviation of the expected from the actual result.
 - 2 Risk implies the presence of certainty.
 - 3 The probability of an event refers to its long-term frequency of occurrence.
 - 4 Uncertainty arises from a person's perfect state of knowledge about future events.

2. Motorcar accidents are an example of subjective uncertainty. Which of the following characteristics best describes subjective uncertainty?
 - 1 Outcomes can be predicted with precision.
 - 2 Outcomes are identified and probabilities are known.
 - 3 Outcomes are identified but probabilities are unknown.
 - 4 Outcomes are not fully identified and probabilities are unknown.

3. For a given firm, 50 of the 90 employees are union members. Of those who are union members, 35 belong to union A and 15 belong to union B. The probability that any member selected at random belongs to a union is ...
 - 1 0.56
 - 2 0.66
 - 3 1.66
 - 4 2.56

4. The ... is a measure of relative dispersion used in comparing the risk of assets with differing expected returns.
 - 1 coefficient of variation
 - 2 expected mean
 - 3 standard deviation
 - 4 average

5. The risk of not being able to repay its depositors on demand or, when the terms of the deposit require it, on expiry of the agreed period of notice or on due date is known as
- 1 investment risk
 - 2 credit risk
 - 3 liquidity risk
 - 4 interest rate risk
6. Interest rate volatility is an example of a ... risk to financial institutions.
- 1 systematic core business
 - 2 incidental businesses
 - 3 operational
 - 4 downside
7. Thabo was late for work. As he drove around a curve, he hit a patch of oil that had been spilled on the road. He slid across the road and hit a guard rail. Thabo was not hurt; however, his car was severely damaged. The presence of oil on the road is best described as a (n):
- 1 peril
 - 2 objective risk
 - 3 moral hazard
 - 4 physical hazard
8. In the preceding question, the collision between Thabo's car and the guard rail is an example of a ...
- 1 peril
 - 2 physical hazard
 - 3 fundamental risk
 - 4 speculative risk
9. Corporate governance is defined in its narrowest sense as
- 1 a formal system of accountability of the board of directors to shareholders
 - 2 a formal system of accountability of the board of directors to stakeholders
 - 3 an informal system of accountability of board of directors to its stakeholders
 - 4 an informal and formal relationship between the corporate sector and its stakeholder
10. In terms of good corporate governance ...
- a risk identification should be directed in the context of the company's purpose
 - b the CEO should approve the company's chosen risk philosophy
 - c the Chief Risk Officer should be responsible for the process of risk management
 - d risk assessment should be done periodically

Choose the correct combination.

- 1 a, b, c, d
- 2 a, d
- 3 b, c, d
- 4 a, b, d

11. The business approach to risk management ...
- 1 focuses on insurable and financial risks
 - 2 adopts a holistic approach to managing risks
 - 3 adopts a proactive approach to managing risks
 - 4 is process driven
12. Alternative risk transfer techniques (ART) ...
- 1 resulted from a need for a less sophisticated approach to risk financing
 - 2 do not apply to large catastrophic risks
 - 3 involve the transfer of risk from capital markets
 - 4 exclude derivative instruments
13. The most important drivers towards an enterprise risk management approach include the following:
- a increased value of tangible assets
 - b increased concentration of risk
 - c decline of insurance and development of ART
 - d new business practices

Choose the correct combination.

- 1 a, b, c, d
 - 2 b, c, d
 - 3 a, b, c
 - 4 c, d
14. The following factors contribute to the successful implementation of Enterprise risk management (ERM):
- a Treating ERM as a stand-alone process.
 - b Strong and visible support from senior managers.
 - c Proceeding incrementally and leveraging early wins.
 - d Learning from experiences

Choose the **correct** combination.

- 1 a, b, c,
 - 2 b, c, d
 - 3 a, c, d
 - 4 a, b, c, d
15. Which of the following evolving tools enable enterprises to ensure that returns are adequate for the risk undertaken and that capital is allocated optimally?
- 1 Risk-adjusted return on capital (RAROC)
 - 2 Alternative risk transfer (ART)
 - 3 Enterprise risk management (ERM)
 - 4 Value added tax (VAT)

16. Enterprise risk management is characterized by a ...

- 1 narrow focus on hazard risks
- 2 comprehensive, inclusive and proactive approach to risk management
- 3 functional approach to risk management responsibilities
- 4 lack of consistency in terms of level of detail and reporting formats

17. Which of the following is not a category of risk management objectives?

- 1 Compliance
- 2 Operational
- 3 Reporting
- 4 Strategic

18. Internal factors that may influence the corporate and risk management objectives of an enterprise include the ...

- a technology used
- b infrastructure
- c economic environment
- d employees

Choose the correct combination.

- 1 a, b, c, d
- 2 a, b, c
- 3 b, c, d
- 4 a, b, d

19. Which of the following is an example of systems risk?

- 1 Fraud and theft
- 2 Security breaches
- 3 Negligent staff
- 4 Stock taking

20. The following share prices of Ayoba Holdings over the past five months were taken from the business section of a newspaper.

March R23.50
April R24.00
May R24.20
June R24.50
July R25.10

The squared deviation for June is...

- 1 0.2400
- 2 0.0576
- 3 0.3450
- 4 0.5700

ASSIGNMENT 02

The assignments are the same for both the first and second semesters.

PLEASE NOTE: This assignment is **compulsory** and must be submitted by the due date to be considered for admission to the examination and your year mark.

Due dates

First Semester	10 April 2013
Second Semester	26 September 2013

Unique numbers

First Semester	702524
Second Semester	842261

Aim: To evaluate your knowledge of the fundamental aspects of study units 8 to 11 in the study guide.

Answer the following questions and submit your assignment at <https://my.unisa.ac.za>

1. A (n)... is a graphic representation of any form of flow within and to the enterprise.
 - 1 organisational chart
 - 2 flow chart
 - 3 fault tree analysis
 - 4 SWOT analysis

2. The term associated with the worst loss that could happen to a firm is ...
 - 1 Accumulation
 - 2 "As if" analysis
 - 3 Normal loss expectancy
 - 4 Maximum possible loss

3. Which of the following is an example of standing charges?
 - 1 Bank charges
 - 2 Leasing charges
 - 3 Raw material prices
 - 4 Distribution expenses

4. Type 3 losses include losses that occur regularly, but which are trivial. These losses are characterised by ...
 - 1 low frequency and low severity
 - 2 low frequency and high severity
 - 3 high frequency and high severity
 - 4 high frequency and low severity

5. Lesedi Pharmacy would like to market a new hypertension drug. While the Department of Health was testing the drug, it discovered that the drug produced a harmful side effect. When Lesedi learnt of the Department's test result, Lesedi abandoned its plan to produce and distribute the drug.

Lesedi's reaction illustrates risk ...

- 1 avoidance
 - 2 assumption
 - 3 transfer
 - 4 elimination
6. Which of the following is a procedural risk control measure?
- 1 Erecting a security wall around a property.
 - 2 Having a back-up facility at a distant location.
 - 3 Emergency procedures such as recovery plans following a fire.
 - 4 A disclaimer delivered with the products marketed by a company.
7. The process of establishing or offsetting long and short positions in order to diminish the portfolio's risk that could result from an adverse price movement is known as ...
- 1 speculation
 - 2 hedging
 - 3 interest rate swapping
 - 4 insurance
8. Indicate the **correct** statement.
- 1 Risk managers use insurance reviews to counter risk exposure.
 - 2 The price of a stock is inversely related to the market rate.
 - 3 The long buyer expects the price of the asset to fall.
 - 4 A short position entails the buying and keeping of an asset.
9. Indicate the **correct** statement.
- 1 Swaps may be used to increase the effective interest cost of borrowing.
 - 2 Parties to interest rate swaps exchange the capital sums involved, adjusted for the differences in interest rates.
 - 3 The result of a swap is the swapping of interest obligations as well as the risk of inherent interest rate changes.
 - 4 Swaps may be used to decrease the realised yield on an investment.
10. Which of the following is responsible for articulating and communicating an enterprise's risk appetite to different constituencies?
- 1 Methodologies
 - 2 Limits and controls
 - 3 Volume or notional limits
 - 4 Risk-sensitivity limits

11. Which of the following are key strategic considerations that need to be evaluated when determining the risk appetite for an enterprise?

- a Capital at risk
- b Internal constraints
- c Process
- d Strategy

Choose the correct combination:

- 1 a, b, c
- 2 a, b, d
- 3 a, c, d
- 4 a, b, c, d

12. ... is an attempt to provide a single number which summarises the total risk in a portfolio of financial assets

- 1 Cash flow at risk
- 2 Risk adjusted return
- 3 Earnings at risk
- 4 Value at risk

13. The risk limit framework of an organisation is a combination of its ... limits.

- a notional
- b risk-sensitivity
- c stop-loss
- d stress

Choose the correct combination.

- 1 a, b, c
- 2 b, d
- 3 c, d
- 4 a, b, c, d

14. Reporting on the risk profile, business performance and risk implications usually forms part of the ... risk report.

- 1 daily
- 2 monthly
- 3 quarterly
- 4 annual

15. Monitoring processes are generally applied to...

- 1 keep up to date with regulatory requirements
- 2 identify emerging risks
- 3 demonstrate management leadership
- 4 foster an environment that motivates people to learn

16. Which of the following is a method of monitoring a risk management process?

- 1 Internal audit
- 2 Insurance reviews
- 3 Statutory records
- 4 Fault tree analysis

17. Hurdle rates are used to ...

- 1 measure performance, taking into account the risks inherent in a portfolio
- 2 facilitate the allocation of capital based on risk
- 3 screen capital projects when using discounted cash flow techniques
- 4 strengthen the links between performance, accountability and established risk thresholds

18. Bank regulators use ... to determine the capital a bank is required to keep to reflect the market risk it is bearing.

- 1 earnings at risk
- 2 value at risk
- 3 cash flow at risk
- 4 risk-adjusted return on capital

19. Indicate the **correct** statement.

- 1 Aggregation methods provide a qualitative means to transfer, avoid and securitise risk.
- 2 Aggregation is a way to summarise an extremely simple set of rules.
- 3 It is less-effective to manage pooled risks than individual risks.
- 4 An aggregate index can be used with the hedging of pooled risks.

20. Which of the following steps/tasks is essential in the establishment of a basis from which to launch an enterprise risk management (ERM) strategy?

- 1 Assessing risk management capabilities.
- 2 Evaluating risk management performance.
- 3 Aggregating multiple risk measures.
- 4 Cultivating a continuous improvement disposition.

9 EXAMINATIONS

Examination admission will be granted to all students who submit assignment 01. Students who do not submit the assignment will NOT be allowed to write the examination.

The provisional examination dates have been published at <https://my.unisa.ac.za>

The examination paper for RSK2601 will consist of 40 MCQs and 3 compulsory short essay questions.

A student must attain a mark of at least 40% in order to qualify for admission to the supplementary examination.

10 OTHER ASSESSMENT METHODS

None.

11 FREQUENTLY ASKED QUESTIONS

SECTION A: ADMINISTRATIVE MATTERS

1 MATTERS PERTAINING TO REGISTRATION

What should I do if any of my personal details (name, address, etc) have been incorrectly captured during the registration process?

Please use myUnisa (<https://my.unisa.ac.za>) to rectify any mistakes. Alternatively send an e-mail to econ@unisa.ac.za. Alternatively mail us a letter addressed to The Registrar, PO Box 392, Unisa, 0003. Please remember to quote your student number in all correspondence.

What do I need to do to obtain items that were out of stock when I registered?

Please use the internet facility at <https://my.unisa.ac.za> in order to download copies of any of the study material. Alternatively send us an e-mail to despatch@unisa.ac.za. Please remember to quote your student number in all correspondence. Please allow \pm 4 weeks for delivery of any outstanding items before contacting Unisa about out-of-stock items.

2 ASSIGNMENTS

My assignment is late because Can I submit it at a later date?

It is your responsibility to ensure that your assignment is submitted at myUnisa or reaches the Unisa Main Campus on or before the closing date. Please do not call us to request an extension for the submission of an assignment. Once you have received the tutorial letter containing the solutions you will know that you definitely can no longer submit the assignment.

Are the assignments of this programme compulsory?

The assignments are compulsory. The intention is that you should use the assignments to prepare yourself for the examination.

Do the marks obtained for assignments count towards the final mark?

The assignment marks do count towards the final marks, as explained in this tutorial letter.

Who do I contact to find out if Unisa received my assignment(s) that I sent by mail?

Preferably submit your assignments via myUnisa. If you do not have access to the Internet and mailed Unisa your assignments, visit <https://my.unisa.ac.za> in order to determine if Unisa received your assignment(s).

What do I do if my assignment goes missing in the mail?

Preferably submit your assignments via myUnisa. Always make a copy of your assignment and keep it in a safe place in case you need to submit a duplicate copy.

Can I submit my assignments by e-mail?

Assignments should be submitted via the myUnisa facility. Please do not e-mail assignments to the centre via e-mail.

Can I send my assignments by e-mail directly to the relevant lecturer?

Please do not send your assignments directly to the lecturers. Please use the myUnisa facility.

How long will I have to wait before I can expect my assignment(s) results?

We aim to have assignments marked within three (3) weeks after each due date. Visit <https://my.unisa.ac.za> to determine what mark you achieved. Allow an additional week or two for the post office to deliver the results to your postal address. The assignment results will be returned to the postal address that you indicated. Please do not call us to make enquiries about your assignment before four (4) weeks after the due date have elapsed.

Can I expect my assignment to be returned sooner if I submit it well before the due date?

The marking of assignments normally starts on the due dates indicated in the relevant tutorial letters 101. Assignments are not marked or returned prior to the due dates.

What mark did I obtain for my assignment(s)?

Register as a user of the myUnisa facility and visit <https://my.unisa.ac.za> to find out the mark you received for your assignment(s).

3 EXAMINATION***What happens if I am unable to write the examination because of ill health, work commitments or any other crisis?***

Any requests for aegrotat examinations need to be done in writing and directed to the Head: Examinations, Box 392, Unisa, 0003 or exams@unisa.ac.za. A fee is payable for such requests. The amount payable is determined by the Examination Section.

What happens if I fail any papers?

Students who fail any of the papers may be granted admission to write the supplementary examination scheduled for the next examination, provided they achieved a final mark of at least 40%. Any enquiries in this regard need to be directed to the Head: Examinations, Box 392, Unisa, 0003 or exams@unisa.ac.za

What will happen if I do not write any of the papers during the supplementary examination?

In such a case you will have to obtain a registration form, complete it, pay the required fees and register again. Registration forms are available from www.unisa.ac.za

What do I need to bring to the examination venue?

Bring your identity document (ID), student card, an HB pencil, black pen, financial calculator, ruler, eraser, and pencil sharpener.

Will it be an open-book examination?

No.

Could you give me an idea of the scope of the examination paper?

The examination paper is based on your prescribed book and the learning outcomes provided in your study guide. Each learning outcome statement and assessment criterion may be used to set examination questions. Please do not call us to enquire about the "scope" of the examination paper.

4 RESULTS

I am going to be away when the examination results are due to be released. Could you please tell me what mark I obtained for this paper?

The results should be available four (4) weeks after completion of the examination period. Please do not call the lecturers to request your results.

How will the results be announced?

The results are normally mailed to students. They are also published at myUnisa <https://my.unisa.ac.za> and the MTN results facility, cellular number 083 1234.

5 STUDY GUIDE AND TUTORIAL LETTERS

I have lost my study guide and tutorial letters. Could you please mail or fax me a copy?

Please download a copy from the myUnisa. Register as a user at <https://my.unisa.ac.za>. The lecturers do not mail or fax copies of study guides to students. You may also order replacement copies of study guides from Unisa's Despatch Department. Please send an e-mail to despatch@unisa.ac.za or a letter to The Head, Despatch, PO Box 392, Unisa, 0003.

6 CHANGES IN REGISTRATION DETAILS

What do I need to do if I want to add or cancel any of the modules?

Please update your details at myUnisa. Alternatively send us an e-mail, facsimile or letter to indicate any changes that need to be made to your registration. Any such changes must be completed two months before the examination. Please send us an e-mail to econ@unisa.ac.za. Alternatively mail us a letter addressed to The Registrar, Box 392, Unisa, 0003. Please remember to quote your student number in all correspondence.

7 ACCOUNTS

What do I do if I do not agree with my account statement?

Please send a letter addressed to The Head, Student Accounts, Box 392, Unisa, 0003.

Please provide a copy of your receipt(s), deposit slips or electronic funds transfer (EFT) as proof of payment.

To which fax number can I send a copy of my receipt?

0124294150

Will the payment immediately appear on my account statement?

Please note that your payment will only be reflected on your next account statement.

8 SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

Is the programme accredited with SAQA?

Unisa is a public provider of higher learning accredited by the CHE. Specific qualifications offered by Unisa need not be accredited by SETAs. Unisa must be accredited by the Council for Higher Education (CHE).

9. CLOSURE OF THE UNISA CONTACT CENTRE (UCC)

Why is Unisa closing the UCC?

As per a Mancom decision, Unisa's Contact Centre (UCC) closed on 31 July 2011. This decision, which eliminates telephonic communication with the student, simplifies the way we communicate with students, as it requires enquiries to be submitted either via e-mail, SMS or fax which can then be channeled to the workflow.

How can students now contact Unisa?

- **Unisa website** (<http://www.unisa.ac.za> & <http://mobi.unisa.ac.za>)

All study-related information is now available on the new Unisa corporate website in both web and mobi formats.

- **myUnisa** (<https://my.unisa.ac.za/portal> & <https://my.unisa.ac.za/portal/pda>)

Students can access their own information via the *myUnisa* website or mobi site.

- **E-mail** (info@unisa.ac.za)

Students may send an e-mail to info@unisa.ac.za for information on how to contact Unisa via e-mail.

- **SMS** (32695 - only for students in South Africa)

Students may send an SMS to 32695 for more information on how to contact Unisa via SMS. The sender will receive an auto response SMS with the various SMS options. The cost to the student per SMS is R1.00.

- **Fax** (012 429 4150)

Students will be able to fax their enquiries to 012 429 4150, where after it will be distributed to and processed by the relevant department.

Which departments took over the functions of the UCC?

Directorate/Business Unit	Description of enquiry	Short SMS code	E-mail address
Student Admissions and Registrations	Applications and registrations	43578	Study-info@unisa.ac.za
Student Assessment Administration	Assignments and examinations	43584	For assignments: Assign@unisa.ac.za For examination: Exams@unisa.ac.za
Despatch	Study material	43579	despatch@unisa.ac.za
Finance	Student accounts	43583	finan@unisa.ac.za
ICT (myUnisa & myLife)	myUnisa myLife e-mail	43582	MyUnisaHelp@unisa.ac.za MyLifeHelp@unisa.ac.za

- What should I do if I receive a student enquiry via e-mail?

Reply to the student and ask him or her to send the enquiry/e-mail to info@unisa.ac.za. Do not forward enquiries to individual staff members as this will just delay the process of a response to the student.

- Students phone me on a regular basis asking for information. What should I do?

Direct the students to the Unisa corporate website (<http://www.unisa.ac.za> or <http://mobi.unisa.ac.za>) or ask them to send their enquiry via e-mail (info@unisa.ac.za), SMS (32695) or fax (012 429 4150).

- Can international students also send SMSs to Unisa?

Only students in South Africa can make use of the SMS numbers. Advise all international students to send an e-mail to info@unisa.ac.za.

SECTION B: ACADEMIC MATTERS

1 THE PRESCRIBED BOOK

May I use any alternative books?

We strongly recommend the use of the prescribed book. You are welcome to consult additional reading material but the examination paper is based on the prescribed book.

Which specific pages do I need to study and which can I leave out?

The chapters that need to be studied are indicated in your study guide. The study guide will indicate if any pages may be left out. You need to focus on achieving the learning outcome statements.

Could you highlight the most important aspects of each chapter?

Some students are inclined to study only the “most important aspects”. This may prove to be disastrous in the examination. All aspects of the prescribed chapters identified by means of the learning outcome statements should be regarded as important for the examination.

2 CALCULATORS

Am I allowed to use a calculator?

Yes. In fact we would like to encourage you to use a **financial calculator**.

I have a scientific calculator. Will it be sufficient for this paper?

No. Please use a financial calculator.

Which calculator is prescribed or recommended?

We recommend the use of the HP10-B II+.

Am I allowed to use a programmable calculator in the exam?

No.

3 GROUP DISCUSSION CLASSES

Will any discussion classes be offered?

Details of discussion classes (if any) will be announced on myUnisa and an sms will be sent to all students who provided their cellular numbers to Unisa.

Is it compulsory to attend any group discussion classes?

No.

4 SUPPLEMENTARY BOOKS AND VIDEOS

Are there any supplementary books and videos which I can use?

No supplementary books and videos are prescribed.

I would like to do some additional exercises and calculations. Could you provide me with the tutorial letters of 20..?

Because of limited storage space at Unisa, no tutorial letters from previous years are kept and/or made available to students.

5 CONTACT WITH FELLOW STUDENTS

I wish to contact other students enrolled for the Enterprise Risk Management in my area. Please provide me with their contact details.

Contact may be established with fellow students at the discussion forum and blog at myUnisa. Due to the constitutional right to privacy we may not disclose the details of students to their fellow students.

6 EXAMINATION

Are any old examination papers available?

Previous examination papers are published at myUnisa, but no memoranda are made available to students. Old questions will not necessarily be repeated in subsequent examination papers and students are warned not to rely on old examination papers in order to pass the module.

What will the format of the examination paper be like?

The format of the examination paper will be confirmed in one of the tutorial letters (normally tutorial letter 201) which will be sent to you during the year.

Will the examination paper contain any theory questions or will there only be calculations and interpretations?

Most of the questions involve applications, calculations and interpretations.

Will all the equations be provided as an annexure to the examination paper?

The equations will not be provided as part of the examination paper. You must be able to apply the equations in the exam. No marks are awarded for quoting equations in the examination script.

If I study only the assignment questions, will I be adequately prepared for the examination?

No. It is unlikely that you will be adequately prepared by studying only the assignment questions. The assignment questions represent a sample of the work and cannot be regarded as being representative of all the study material.

Can you give me the “scope” of or any “hints” for the exam?

No “hints” are provided to students. Please do not call the lecturers about the “scope” of or “hints” for the exam. Base your preparation for the examination on the learning outcome statements.

12 CONCLUSION

This tutorial letter provided you with the purpose and outcomes of the module. The contact details of the lecturer(s) have been provided, as well as module related resources and student support services.

It is important that you now prepare a study plan for yourself and devote 120 hours to this module in order to achieve success in the examination.

Details of your assessment have been provided, including your assignments for the semester/year.

Some frequently asked questions (FAQs) have been provided in order to save you a telephone call or e-mail.

In section 13 of this tutorial letter we provide you with the details of the official bookstores where you will now be able to go and purchase your prescribed book(s).

13. OFFICIAL BOOK SELLERS

Adams & Co Website: www.adamsuniversitybooks.co.za				
341 West Str, DURBAN Tel: 0861 341341 Fax: 031 3047308 email: west@adamsbooks.co.za	33 Victoria Street, DURBAN Tel 031 3194400 Fax 031 3077356 education@adamsbooks.co.za	Musgrave Centre, Musgrave Road, DURBAN Tel 031 3194450 Fax 031 2013735 Musgrave@adamsbooks.co.za	230 Church Str, PIETERMARITZBURG Tel: 033 3946830 Fax: 033 3943096 email: pmb@adamsbooks.co.za	Shop 3, Nedbank Building, Heerengracht, CAPE TOWN Tel: 021 4212462 Fax: 021 4182060 e-mail: capecity@adamsbooks.co.za
Armstrong Booksellers (New 2nd hand books) Website: www.armstrongs.co.za				
1 st Floor, Pine Park Place, Cnr 1 st Ave & 6 th Street LINDEN Tel: 011 8886732 / 6129 Fax: 011 8884429 email: info@armstrongs.co.za	Cnr 11 th St & Louis Botha Ave, ORANGE GROVE Tel: 011 4851337 Fax: 011 4851338 email: info@armstrongs.co.za	Ground Floor, 1066 Building, Cnr Harrison & Kerk Street JOHANNESBURG Tel : 011 8360124 Fax: 011 8342684 email: info@armstrongs.co.za		
Book Express Website: www.bookexpress.co.za				
70b Loch Ave, Parktown West, JOHANNESBURG Tel: 011 4828433 Fax: 011 7268208 email: info@bookexpress.co.za				
Juta & Co Website: www.jutaonline.co.za				
Shop 231, Lower level, Carleton Centre, JOHANNESBURG Tel: 011 3315140 Fax: 011 331 5079 email: jhbbooks@juta.co.za	1 st Floor Hatfield Plaza, 1122 Burnett St, HATFIELD Tel: 012 3625799 Fax: 012 3625744 email: ptabooks@juta.co.za	Ground Floor, Sundlare Building, 21 Dreyer St, Claremont, CAPE TOWN Tel : 021 6706680 Fax: 021 6706795 email: claremontbooks@juta.co.za	Shop 45, Shoprite Park Shopping Centre, PAROW Tel: 021 9306202 Fax: 021 9307962 email: pabooks@juta.co.za website	
Kalahari.net Website: www.kalahari.net Tel: 021 4688035				
Praesidium Books Website: www.praesidiumbooks.co.za				
Visiomed Office Park Block 5, 269 Beyers Naude Drive, NORTHCLIFF Tel: 011 4312390 Fax: 011 4312423 Email: sales@praesidiumbooks.co.za				
Protea Bookshop Website: www.proteabookshop.co.za				
1067 Burnett St, HATFIELD Tel: 012 3625663/4 Fax: 012 3625685 email: akademies@proteaboekhuis.co.za	Bergzicht Plaza, Andringa Street, STELLENBOSCH Tel: 021 8829101 Fax: 021 8829110 email: akademies@mweb.co.za	86 Steve Biko St, Bult, POTCHEFSTROOM Tel: 018 2971583/4 Fax: 018 2973775	Tarentaal Centre, Cnr N4 & Kaapsehoepweg, NELSPRUIT Tel: 013 7413230 Fax: 013 7413230 email: proteanels@mweb.co.za	

Pro Visions Books Website: www.provisions.co.za
 37F Ordnance Road
 DURBAN
 Tel: 031 3372112
 Fax: 031 3684500 email:
info@provisions.co.za

Van Schaik Bookstore Website: www.vanschaik.com
 Protea Hotel Building,
 Burnett Street, HATFIELD
 Tel: 012 3625701/ 5669 /
 5698
 Fax: 012 362-5673
 Email:
vshat@vanschaik.com

Shop 242, Maponya Mall,
 SOWETO
 Tel: 011 9383460 / 3462
 Fax: 011 9383486
 email:
[Soweto@vanschaik.com](mailto: Soweto@vanschaik.com)
[m](http://www.vanschaik.com)

26 Main Road,
 RONDEBOSCH
 Tel: 021 6894112
 Fax: 021 6863404
 email:
vsrbosch@vanschaik.com
[om](http://www.vanschaik.com)

Shop 52, The Promenade,
 NELSPRUIT
 Tel: 013 7527623 / 7860
 Fax: 013 752-7659
 email:
vsnel@vanschaik.com

Shop 1, 235 Church Street,
 PRETORIA
 Tel: 012 3212442
 Fax: 012 3257832
 email:
vskerk@vanschaik.com

Shop 3, Momentum House,
 Cnr. of Stalwart Simelane and
 Bram Fisher Streets,
 DURBAN
 Tel: 031 332-2009 / 2049
 Fax: 031 3322029
 email:
vsdurban@vanschaik.com
[m](http://www.vanschaik.com)

22 Long Street, Shop No 1,
 Cnr Strand & Long Street,
 CAPE TOWN
 Tel: 021 4180202
 Fax: 021 4180212
 email:
capetown@vanschaik.com
[m](http://www.vanschaik.com)

19 O R Thambo Avenue,
 EMALAHLENI
 Tel: 013 6902796
 Fax: 0880 136 902 978
 email:
vsnitbank@vanschaik.com
[om](http://www.vanschaik.com)

Braamfontein Centre, Jorissen Street,
 BRAAMFONTEIN
 Tel: 011 3391711
 Fax: 011 3397267
 email: vsbraam@vanschaik.com

University of KwaZulu-Natal, Golf Road,
 Scottsville, PIETERMARITZBURG
 Tel: 033 3869308/9
 Fax: 033 3869633
 email: Pietermaritzburg@vanschaik.com

Sanlam Student Village, Nelson Mandela
 Metropolitan University, Summerstrand,
 PORT ELIZABETH
 Tel: 041 5833171
 Fax: 041 5832418
 email: vspe@vanschaik.com

Cachetpark Centre, Steve Biko Avenue,
 POTCHEFSTROOM Tel: 018 2948875
 Fax: 018 2944445
 email: vspotch@vanschaik.com

University of Namibia, 340 Mandume Ndemufayo Avenue, Pionierspark,
 Windhoek NAMIBIA
 Tel: +264 61 2063364
 Fax: +264 61 2063040
 email: vsunam@vanschaik.com

Shop 10, K90 Centre, Cnr.
 K90 and North Rand Road,
 BOKSBURG
 Tel: 011 8262045 / 3850
 Fax: 011 8263663
 e-mail:
vsboks@vanschaik.com
[m](http://www.vanschaik.com)

KwaDlangezwa Campus,
 Library Building Basement,
 KwaDlangezwa Reserve,
 UNIVERSITY OF
 ZULULAND
 Tel: 035 9026103
 Fax: 035 9026101
 email:
vsunizul@vanschaik.com
[m](http://www.vanschaik.com)

31B Caxton House, 35
 Terminus Street, EAST
 LONDON
 Tel: 043 7225926/34
 Fax: 043 7226117
 email:
vsel@vanschaik.com

9 Park Road, Willows,
 BLEOMFONTEIN
 Tel: 051 4476685
 Fax: 051 4477837
 email:
vsbloem@vanschaik.com
[om](http://www.vanschaik.com)

North West University
 Grounds, Building Nr. 4,
 Hendrik van Eck Boulevard,
 VANDERBIJLPARK
 Tel: 016 9851144
 Fax: 016 9851126
 email:
vsnwu@vanschaik.com
[m](http://www.vanschaik.com)

Parow Centre, Voortrekker
 Road, PAROW
 Tel: 021 9302480
 Fax: 021 9393767
 email:
vsparow@vanschaik.com
[om](http://www.vanschaik.com)

49B Schoeman Street,
 POLOKWANE
 Tel: 015 2959040 / 9090 /
 9306 Fax: 015 295-9099
 email:
vspol@vanschaik.com

Ou William Pescott, Room
 B.2, 31 Scanlan Street, New
 Park, KIMBERLEY