

Accountants

MATTER

+ THE MESS CAUSED
BY **STRESS**

+ INVESTING IN FINANCIAL
MARKETS



BILLMUSTER PAYMENT SYSTEM

Required Fields

| | |
|----|--------------------------------------|
| 1. | Transaction Date (mandatory field) |
| 2. | Student/Member Identity Number |
| 3. | NRC/Passport No.(mandatory field) |
| 4. | Student/Member Name(mandatory field) |
| 5. | Amount Credited(mandatory field) |
| 6. | Payment Code(mandatory field) |
| 7. | Examination Centre Code |
| 8. | Telephone/Cell Number |

Payment Codes

1. Students exam fees

| | |
|------|--|
| i) | Technician: ET1, ET2, ET3, ET4, ET5, ET6, ET7 |
| ii) | Licentiate: EL1, EL2, EL3, EL4, EL5, EL6, EL7, EL8 |
| iii) | Professional: EP1, EP2, EP3, EP4, EP5 |

2. Examination Centre Code

| | |
|--|---|
| | 001, 002, 003, 004, 005, 006, 007, 008, 009, 010, |
| | 011, 012, 013, 014, 015, 016, 017, 018, 019, 020 |

3. Students subscription fees

| | | |
|------|----|-------------------------------|
| i) | ST | subscription for Technician |
| ii) | SL | subscription for Licentiate |
| iii) | SP | subscription for Professional |

4. Student registration

| | | |
|------|-----|----------------------------|
| i) | RT | Technician registration |
| ii) | RL | Licentiate registration |
| iii) | RP | Professional registration |
| iv) | RRT | Re-registration Technician |
| v) | RRL | Re-registration Licentiate |

| | | |
|-----|-----|------------------------------|
| vi) | RRP | Re-registration Professional |
|-----|-----|------------------------------|

5. Exemption fees for students

| | | |
|-----|---------|--------------------------|
| i) | EXEMPT | Technician exemption fee |
| ii) | EXEMPTL | Licentiate exemption fee |

6. Entry fees for members

| | | |
|------|------|------------------------|
| i) | MENT | Technician entry fees |
| ii) | MENL | Licentiate entry fees. |
| iii) | MENA | Associates entry fees |
| iv) | MENF | Fellows entry fees |

7. Members subscription fees

| | | |
|------|-----|--|
| i) | MST | subscription for Technician membership |
| ii) | MSL | subscription for Licentiate membership |
| iii) | MSA | subscription for Associate membership |
| iv) | MSF | subscription for Fellow membership |

8. Members penalty fee

| | | |
|----|-----|--|
| i) | MPF | |
|----|-----|--|

13. ACCA/ZICA Program

| | | |
|------|------|---------------------------|
| i) | AZR | ACCA-ZICA Registration |
| ii) | AZS | ACCA-ZICA Subscription |
| iii) | AZRR | ACCA-ZICA Re-registration |

14. CIMA/ZICA Program

| | | | |
|-----|------|--------------------------------|------------------------|
| iv) | CZR | CIMA-ZICA Registration, v) CZS | CIMA-ZICA Subscription |
| vi) | CZRR | ZIMA-ZICA Re-registration | |

2015 STUDENT FEES

| Registration Fees | (ZMK) |
|----------------------------------|--------|
| Technician | 275.00 |
| Licentiate | 290.00 |
| Professional | 305.00 |
| Taxation Programme - Certificate | 290.00 |
| ACCA/CIMA/OAP | 305.00 |

| Subscription Fees | (ZMK) |
|----------------------------------|--------|
| Technician | 210.00 |
| Licentiate | 230.00 |
| Professional | 245.00 |
| Taxation Programme - Certificate | 205.00 |
| Taxation Programme - Diploma | 230.00 |
| ACCA/CIMA/OAP | 245.00 |

| Re-registration Fees | (ZMK) |
|----------------------------------|--------|
| Technician | 400.00 |
| Licentiate | 425.00 |
| Professional | 435.00 |
| Taxation Programme - Certificate | 425.00 |
| ACCA/CIMA/OAP | 435.00 |

| Examinations Fees | (ZMK) |
|----------------------------------|--------|
| Technician | 205.00 |
| Licentiate | 320.00 |
| Professional | 585.00 |
| Taxation Programme - Certificate | 325.00 |
| Taxation Programme - Diploma | 330.00 |

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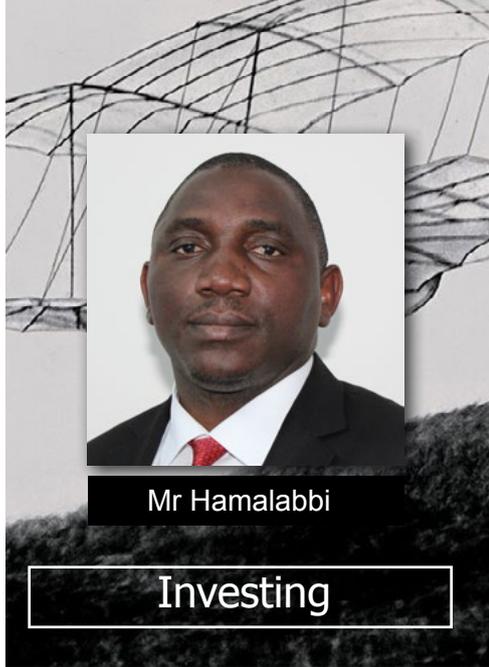
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COVER



Investing is defined as “the act of committing money or capital to an endeavour with the expectation of obtaining an additional income or profit”. Simply put investing means putting your money to work for you.

There are a number of investment vehicles through which one can go about making an investment. In this edition of the Student Accountant Magazine, we feature an article on Investing in Financial Markets. Investing in financial markets is one such investment vehicle which provides you with benefits such as dividends income, ownership, interest income, and capital gains as highlighted in the article. Other available investment vehicles include investment in Commodities, Real Estate, own business and so forth. Each of these investment vehicles has positives and negatives. It doesn't matter which method you choose for investing your money, the goal is always to put your money to work so that it earns you an additional profit.

Investing allows you to make money in a different way other than the traditional way of earning an income by getting a job and working. Most of us think that we can make money only by getting a job and working. Indeed working allows you to make money but this method of making money has a limitation. If you want more money, you have to work more hours. However, there is a limit to how many hours a day we can work. Further, the more hours you spend on working means no leisure time to enjoy the money.

Since you cannot create a duplicate of yourself to increase your working time, nor can you extend the number of hours to work in a day, you need to send an extension of yourself, i.e. your money to work for you. That way, while you are putting in hours for your employer, or sleeping, or reading the newspapers or socializing with friends, you can also be earning money elsewhere. By making your money work for you (i.e. by investing) it maximizes your earning potential whether or not you receive a pay raise, decide to work overtime or look for a higher-paying job.

Most of us do not pay particular attention to investing. Worse still very few of us think of investing while still young. It is normally said that if you need to secure your future, you need to start investing as early as possible. Starting investing early allows you the flexibility of setting aside little amounts of your pay cheque every month as time is on your side. As a general rule to investing, the shorter your time horizon, the more conservative you should be, while the longer your time horizon, the more adventurous you can be. For instance, if you are investing primarily for retirement and you are still in your twenties (20s), you still have plenty of time to make up for any losses you might incur along the way and hence you can be as adventurous as possible with your investment.

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How to stay on top of your school work

The Mess caused by Stress

Tips on How to Answer Examination Questions

Furthermore, investing early allows you to benefit from the wonder of compounding. From your studies you should be aware that compounding is a process that involves generating earnings on an asset's reinvested earnings. For the wonder of compounding to be noticed it requires the re-investment of earnings and time. The more time you give your investments, the more you are able to accelerate the income potential of your original investment, which takes the pressure off of you.

Students, the time to think of investing is when you are still young. There is a saying that “the amount of money you have has got nothing to do with what you earn. It's not what you earn, it's what you spend.” People earning a million dollars a year can have no money and people earning little dollars in a year can be quite well off. Therefore spend part of your earnings on investments.

Starting investing early is essential in establishing a secure future. If you have not yet started planning for your future, start now! It is never too late. Once you start investing, remember that because time and reinvesting make compounding work, you must keep your hands off the principal and earned interest. Over time you will maximise your earning potential.



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The views expressed in this publication are views of various authors and do not therefore represent the thinking and policies of the Zambia Institute of Chartered Accountants (ZICA). The Institute does not therefore take responsibility for any, or misrepresentation of facts in the published articles.



Accountants MATTER

A business simply cannot survive without accountants. They are like the backbone of your business, many are times that a business ability to sink or swim depends on how good its accounts department is at their jobs. Accountants play a key role in any organisation. Here are some of the invaluable activities that accountants undertake to ensure that your business runs smoothly.

Management of Financial Data

Accountants are responsible for the collection and maintenance of the financial data that relates to your business. This data serves several purposes;

- Asses efficiency and effectiveness of business operations
- Keeps you up to breast with what your business is making
- Helps you make a budget for your business
- The data helps you make business decisions
- Helps to determine how your business is doing

With the financial information about your company that accountants have they are able to help you manage your expenses. An accountant knows exactly how much money is coming into your business and how much is going out. Thus they are in a position to tell you when it is necessary to tighten your belts and when you can spend money. This information will help you determine who your suppliers will be, how you will pay your bills etc.

Without accountants you are at risk of running your business into the ground as you will keep spending because you think you have the money to spend when you do not.

Accountants also make sure your financial records are maintained in a way that complies with the lawful and acceptable procedures. They know that your records should be kept in an immaculate system as they are a key component used in operating and managing your business.



Financial Report Preparation

Accountants typically prepare financial statements that may include monthly and annual accounts based on the financial information that is compiled and analyzed. The preparation of the financial management reports can include accurate quarterly and year-end closing documents.

Reports compiled may be used in preparing financial statements listing sales revenues, expenses, assets, liabilities and cash flow for the business.



Compliance

Many businesses face hefty fines from the tax man which in some cases leads to them closing down all because they did not file their tax returns on time or they did not do so correctly. In most of these cases the people that run the business thought they would be able to handle the taxes without the help of an accountant.

It is an accountant's job to ensure all financial reporting forms are filled correctly and financial reporting deadlines are met. The risks of not complying with the financial reporting and payments dates could prove fatal to your business.

Another risk businesses face if they do not have an accountant is evading taxes when they think they are avoiding taxes. There is a fine line between tax evasion and tax avoidance. Tax evasion is using illegal means to avoid paying taxes, tax avoidance is arranging one's financial affairs to minimise tax liability within the law.

Businesses find themselves in trouble with the law, not because they purposefully evaded tax but because they thought they

were avoiding tax within the law. An accountant has the expertise to spot tax evasion and so is the best person to handle your taxes and save your business some money legally and overall save your business.



Analysis and Advice

Accountants handle many of a business's intricate financial details on a daily basis. Thus they are in a good position to give advice on business decisions.

They analyse a business's revenue flow, expenditure trends, financial commitments and future revenue expectations. With all this information an accountant is the best placed person to tell you if your business model is working or if you need to completely change it.

Their financial data analysis can also be used to resolve certain discrepancies and irregularities.

Now that we appreciate the role that accountants play in a business, we can also look at what having an accountant does for you.

Save you Time

While are accountants filing your tax returns and tracking your expenditure, you can focus on what you do best. Be it going out to look for business or making great products and services. You will not be held back by worrying about filing taxes on time or wondering what your actual financial position is.



Save you Money

A good accountant will help you minimise your tax bill legally. Every business, especially start-ups will be thankful that they are able to save money. When you have an accountant on board you are assured that you have a professional that will help you save money the right way.



Grow your Business

An accountant knows the position of your business financially and they can advise you on the best way forward.

Accredited Tuition Providers for the ZICA Accountancy Programme

The listed institutions below have been accredited to offer tuition for the ZICA Accountancy Qualification. Institutions that are not accredited are not allowed to offer tuition at any level. Students attending tuition with institutions that are not accredited will be doing so at their own risk.

| Province | Name of Institute | Contact Details | Town | Accredited Level |
|------------|---|---|---------------|-------------------------|
| Lusaka | Zambia Centre for Accountancy Studies (ZCAS) | Box 35243 Email: zcas@zamnet.zm Tel No. +260 211 232093/5 | Lusaka | All levels |
| | Zambia Accountancy and Business Tuition Centre (ZABTUC) | Box 35072 Email: info@zabtuc.com Tel No. +260 211 230358 | Lusaka | All levels |
| | Evelyn Hone College | Box 30029 Email: info@evelynhone.edu.zm Tel No. 227240 | Lusaka | All levels |
| | Zambia Business Management and Accountancy Training Centre (ZABMAC) | FW171 Freedom Way Email: zabmac@rocketmail.com Tel No. +260 211 236158 | Lusaka | Technician & Licentiate |
| | Breaking Barriers Academy | Box 33167 Anchor House Cairo Road Email: breakingbarriers.bba@gmail.com Tel No. +260 211 220824/229075 | Lusaka | Technician & Licentiate |
| | National Institute of Public Administration (NIPA) | Box 31990 Email: registrar@mpa.ac.zm or executivedirector@nipa.zm Tel No. +260 211 228802/4 | Lusaka | Technician & Licentiate |
| | Lusaka Vocation Training Centre | Box 30564 Email: lvtcmb@zamtel.zm Tel No. +260 211 242270 | Lusaka | Technician |
| Copperbelt | Zambia Information & Communication Technology College | Box 71601 Email: zictcollege@zamtel.zm or info@zictcollege.com Tel No. +260 212 640044 | Ndola | All levels |
| | Zambia Catholic University | Box 260410 Email: zcuniversity@zcuniversity.edu.zm Tel No. +260 212 730209 | Kalulushi | All levels |
| | ZIBSIP | Box 21495 Email: zibsip@coppernet.zm Tel No. +260 212 229184 | Kitwe | Technician & Licentiate |
| | Zambia Insurance Business College Trust – Ndola Campus | Box 71727 Email: info@zibc.ac.zm Tel No. +260 977 880924 | Ndola | Technician |
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| | Zamim-Chingola | Box 10963 Email: zamim.chingola@yahoo.com Tel No. +260 212 311266 | Chingola | Technician |
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| | Livingstone Institute for Business and Engineering Studies (LIBES) | Box D27 Email: info@libes.edu.zm Tel No. +260 213 321249 | Livingstone | Technician |
| Central | Kabwe Institute of Technology | Box 80430 Email: kabwetrades@yahoo.co.uk Tel No. +260 215 222086 | Kabwe | Technician |
| | Nkumbi International College | Private Bag 5 Email: nkumbi@gmail.com Tel No. +260 215 352080 | Kapiri Mposhi | Technician |
| Muchinga | Tazara Training Centre | Box T131 Email: henryhanyama@yahoo.com Tel No. +260 214 370406 | Mpika | Technician |
| Western | Mongu Trades Training Institute | Box 910167 Email: mongutrades@gmail.com Tel No. +260 217 221673 | Mongu | Technician |

INVESTING IN FINANCIAL MARKETS



At the sound of it financial markets sound like an investment portfolio exclusive to the rich and high income earners. Putting money in the financial market can seem intimidating at first, due to the highly technical nature of the markets. However, financial markets can cater to all income brackets and reap great benefits. One the most revered and arguably the most successful investors in this sector is Warren Buffet. He defines investing in stocks as the “transfer of purchasing power now with the reasoned expectation of receiving more purchasing power.”

A financial market is a broad term describing any marketplace where buyers and sellers participate in the trade of assets such as equities, bonds, currencies and derivatives. One such market in Zambia is the Lusaka Stoke Exchange (LUSE), which began its operations on February 21, 1994. LUSE provides a platform on which companies sell shares and bonds to potential buyers who may later sell them to other buyers. LUSE ensures that both sellers and buyers get the best possible price, it is there for an efficient orderly and transparent market for shares and other securities.

As a shareholder or someone seeking to invest in the stock market you cannot deal directly with the Lusaka Stock Exchange. You must use a licensed Broker that is a member of LUSE. Stock brokers are professionals trained to help investors in the buying and selling of shares. They are licenced by the Securities and Exchange Commission of Zambia (SEC) and provide advice to shareholders and potential investors on how to execute trades (buys or sells) and take care of all details required to complete a trade.

The Bank of Zambia issues government securities on behalf of the Government in its capacity as, a fiscal agent of the Government of the Republic of Zambia. At

present, Treasury bills and Government bonds are the two debt instruments issued by the Bank of Zambia. (BOZ.com, 2015)



SHARES | EQUITY | STOCK

The most common financial instruments are stocks or shares. Stock simply means a share in the ownership of a company. Stock represents a claim on the company’s assets and earnings. As you acquire more stock, your ownership stake in the company becomes greater. Whether you say shares, equity, or stock, it all means the same thing.

In the recent past bonds have come to the attention of the masses. Bonds can be classified in two categories government bonds and bonds issued by corporates. In simple terms bonds are loans, or IOUs, you loan your money to a company, or the government and they promise to pay you back in full, with regular interest payments. Currently, the Bank of Zambia issues Government bonds in six maturity categories namely, 2 years, 3 years, 5 years, 7 years, 10 years and 15 years. (BOZ.com, 2015)

Individuals and corporate institutions are eligible to participate in the primary auctions of Government Bonds. The minimum bid amount is **K30, 000.00** for

competitive auctions and thereafter bids should be submitted in multiples of **K5, 000.00**. Similarly, the maximum bid amount for non-competitive bids is **K 29,000.00** and the minimum is **K1, 000.00**. Non-competitive bids should be invested in multiples of **K1, 000.00**. (BOZ.com 2015).

A Treasury bill or T bill is a short-term debt obligation backed by the Zambian Government with a short term maturity. The Bank of Zambia issues Treasury bills in four maturity categories namely, 91 days, 182 days, 273 days and 364 days. (BOZ.com, 2015)

The advantages of these investments **include:**

< Dividend Income >

The primary objective of an investment is to pay dividend. Some stocks provide income in the form of a dividend. While not all stocks offer dividends, other stock deliver annual payments to investors. These payments arrive even if the stock has lost value and represent income on top of any profits that come from eventually selling the stock. Dividend income can help fund a retirement or pay for even more investing as you grow your investment portfolio over time.

< Capital Gain >

Capital gain is the price appreciation in the value of the shares held by an investor. It is the difference between the price at which an investor bought the shares and the shares are worth today. In addition, capital gains on LUSE investments are not taxed. (LUSE, 2015)

< Dependable income >

Investors, who want steady income from their investments, while preserving their principal, may attain this by investing in government bonds and T bills.

< Ownership >

Buying shares of stock means taking on an ownership stake in the company you purchase stock in. This means that investing in the stock market also brings benefits that are part of being one of the business's owners.



ADVANTAGES OF INVESTMENT



DIVIDEND
CAPITAL GAIN
DEPENDABLE INCOME
OWNERSHIP
DIVIDEND
CAPITAL GAIN
DEPENDABLE INCOME
OWNERSHIP
DIVIDEND
CAPITAL GAIN

HOW TO STAY ON TOP OF **YOUR SCHOOL WORK**



You have taken the first step in your career path, you're well on your way to becoming who you have always wanted to be. I understand it has not been an easy journey so far you have had several difficulties you have had to overcome so far. However as the journey goes on you will find that now, time becomes one of largest obstacles in your way. As sure as the sun will rise tomorrow, you will at one point or another find that there will not be enough hours in a day. Suddenly, you will have so much to do and very little time in which to do it all. Perhaps you have found yourself in situations where you have assignments that are due tomorrow, tests that are around the corner that you haven't studied for, back notes that need to be written. So many students find themselves overwhelmed by the amount of work they have to do in a short time and end up in a messy clutter of work and stress. But do not worry; there are ways in which you can avoid getting overburdened on your academic path. The number one thing to remember to avoid a pile up of work is **PLANNING**. Planning is the centre of all that we do and can be the difference between winning and losing, success and failure, masterpieces or disasters.

Think about it, anything from preparing for an African Cup qualifying match to building the Findeco House starts with a plan. Here are a few steps that will help you plan ahead for the journey ahead. The ultimate goal for this plan will be to help you manage your time smoothly and efficiently.

1. PRIORITISE:

First and foremost, remember that school work comes first. The rest of your plans should be made around your school schedule. This is not to say you should devote all your time to school work. With a good schedule you will eliminate the need to study three or four bulky books for several hours at a go.

2. SCHEDULE:

Create a schedule for yourself, one that works for you. You can use a diary, a smart phone, but I suggest a basic wall calendar. You'll appreciate the convenience of having a hard copy of your schedule that does not move. On a Sunday night, or whatever day your academic week begins, fill your calendar with all your academic obligations for that week. You can hang it behind your door so that it's the last thing you see as you walk out of your room everyday and you can sensitize yourself

to it every day. Fill in any dates of importance, like assignment due dates, class and tutorial times, any test dates for that week. Filling in other personal activities you feel are important like birthdays and appointments on your schedule will lighten the schedule so that it is not so gloomy, and will help you adhere to it. But remember step one is priorities.

3. TIDY UP:

Tidying up your work space may not seem like a way to save time, but a tidy work space or study area can save you a lot of time. Imagine how much time you waste per month, looking for that one page from your note pad, or looking for that one receipt or that hand-out in a pile of papers. You must group all books and study materials for a subject together. With a tidy study area you can stay on top of things and also who doesn't like a clean study area?

4. EXAMINE AND EDIT:

After you have comfortably completed your schedule and tidied up your work space, the next step will be to examine and edit your schedule. What you want to avoid is a back-to-back schedule. Leave some free hours per day to allow for shifts in program and relaxation. Also try to organize your weekly calendar so you work on the most demanding tasks first. Ticking off tasks as you complete them will give you a sense of accomplishment and will allow you to better keep track of days and your academic progress.

5. POSTPONE:

We can't assume that just because we have 'scheduled' everything, that all will go as planned. Sometimes you will have problems that you can't ignore or opportunities that you can't pass-up on. In this case it's okay to postpone some of your tasks to a later time. But it is important that you do those programmed tasks within the same academic week or you may end up piling the work which may then later overwhelm you. If you can't postpone the work, then just remake your agenda. Remember the schedule is meant to guide you and not direct you on your path. Remember, the worst enemy of a good plan is the dream of a perfect plan.

Good luck along your academic path and although things will get tough, keep in mind that even a journey of a thousand miles begins with a single step.

ZICA goes to the aid of Mathew 25 Ministries Orphanage



CENTRE PHOTOS

In the pictures above, ZICA staff interacts with the orphans while in the other picture is the Membership Services Manager Patricia Sitali making a donation on behalf of the Institute.

A Chat with Prospective ZICA members!

By Sombo Chunda

It is often said 'the youths are the leaders of tomorrow', While I agree with this statement, I believe the youths should be trained now to lead for them to be effective in future. Part of this training includes helping them to think about their career path.

Some young people will be privileged to have access to University/ College prospectus, a well functioning careers department in school and some real life role models to talk through their career paths. Many will not have this opportunity and that is why it is important to set aside time off our busy schedules to reach out to such youths. In rural areas, the career choices that young people make are restricted to people they see within their communities. If at all they have an idea to be something other than what they see in their community, it is largely a vague idea.

Alive to these realities, I set aside some time while on holiday to go and meet the girls at Mfuwe Day to inspire them to chose a career in Accountancy. A discussion on planning both short and long term was held on the first day. The 18 girls were happy to go through the career choice session on the second day at the start of the discussion no one wanted to become an Accountant. By the close of the session, Two girls strongly felt they could make a career in Accountancy because they had not only seen an Accountant but we're convinced they had what it takes to become one.

ZICA provided the student magazines, prospectus, pens and carrier bags and the Alchemy Women in Leadership provided note books, pens and t.shirts for those that answered the quiz correctly.

Inspire someone to chose a career in the Accountancy Profession- in your home, church, former school or community!

N.B Sombo studied the National Accounting Technician Programme and is an Associate of ZICA. She is a Fellow of the ACCA and has a Masters in Business Administration (MBA). She is currently the Country Representative of Diakonia Sweden in Zambia.





Become a Taxation Expert: Enrol on the ZICA Taxation Programme

About the Programme

Taxation is a specialised field which draws on law, administration and accountancy. It is complex and diverse requiring specialised technical knowledge. The growing national economy has attracted huge international investments resulting into complex business practice. It was with this background that the Zambia Institute of Chartered Accountants (ZICA) developed the Taxation Programme. The programme is aimed at matching the technical expertise in taxation with the current economic demands.

Objectives

- ▶ Offer a thorough understanding of the Tax System and practice of taxation in Zambia to professional accountants.
- ▶ Enhance the understanding of tax among the professionals from a wide range of disciplines who may not have a background in accounting but are actively involved in the various facets of taxation.
- ▶ Give an opportunity to those who require a recognised professional qualification in taxation for whatever reason

Who is eligible to apply?

Professionals wishing to specialise in taxation and school leavers with credits or better in five O-level subjects including English and mathematics.

Closing Date for Registration

Registration closing date for June 2015 examinations is 31st March 2015.

Mode of Study

Full-time: Students on full-time study are required to enrol at ZABTUC and ZIBC Trust.

Part-time: Students on part-time are required to enrol at a ZICA accredited tuition provider.

Self-study: It is recommended that students on self-study purchase the ZICA study materials. These can be purchased from ZICA offices.

For more details, contact:

The Education and Examinations Manager

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Email: education@zica.co.zm

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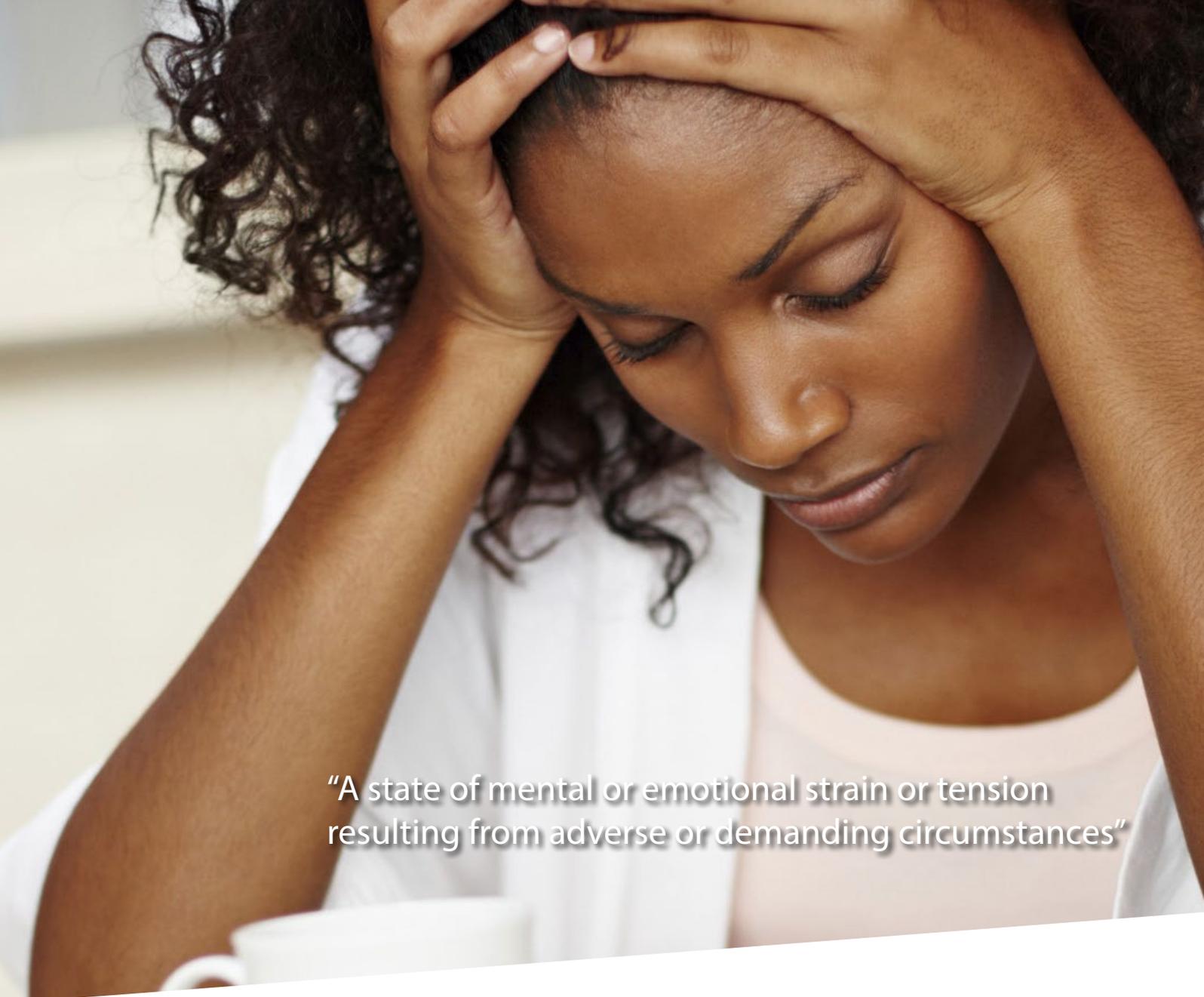
Make the right move

NOW!

Enrol on the
ZICA Accountancy
Programme

www.zica.co.zm





“A state of mental or emotional strain or tension resulting from adverse or demanding circumstances”

THE MESS CAUSED BY STRESS

Never underestimate how prolonged stress can have a ripple effect on several areas of your life. I am not just making waves, the effects are slow but very real. Just as the body can affect the mind, (for instance failing to concentrate while reading because of a toothache), know that your state of mind can affect the body too. It is a two way system.

The Oxford English Dictionary defines stress as “A state of mental or emotional strain or tension resulting from adverse or demanding circumstances”.

In other words, mental strain we sometimes feel when under pressure! Stress can sometimes cause depression, but not all

depression is caused by stress, so we need to be careful not to always conclude that the two are synonymous. A common form of stress is job stress or work stress.

This is defined as

“The physical or emotional response to harmful working conditions, including circumstances in which the job requirements exceed the capabilities, resources, or needs of the worker”

(Quote taken from “Every Manager’s Desk Reference”).

This definition may raise some eyebrows. After all, the work conditions may not be harmful, but we are different, we can tolerate different levels of pressure before we begin to feel

stressed. After all, some people are happy and healthy with five hours of sleep a night, others need more. There are a lot of individual considerations when talking about stress. This seems to be acknowledged in the last part of the definition, when it refers to our capabilities and resources. In other words, each of us should know our particular stress points, and our own limitations.

How does uncontrolled stress affect the body?

The same book tells us, *“health care expenditures are nearly 50 percent greater for workers who report high levels of stress”.*

Some people tend to get more coughs and colds when they are stressed. Sometimes they even succumb to more serious conditions like high blood pressure, diabetes and other lifestyle diseases. There is also a general weakening of the immune system when one is stressed. These are very serious conditions!

You need to be able to identify the source of stress, and choose the best way of handling it. Each case is different, but one thing is clear. Denial will not help you in any way. Don't just wait for the problem to “solve itself”. Stress needs to be recognised and dealt with seriously.

This is crucial for full time students who control most of their time, choosing when to study and when to rest. Make sure you choose healthy reading habits. Study early in the day when possible, rather than after midnight. Do not skip meals, and spread out studying throughout the semester, rather than overloading pressure just

before exams. Consult when you are stuck, there is no reward for pretending to understand everything. You may have stress that is not related to school, but concerns social and spiritual matters. Be sure to consult practical and caring people with a reliable track record of helping people. Remember, stress in one area of life can overflow into other areas.

Some bosses and team leaders are quick to conclude that those who complain about stress are either lazy (making excuses) or too fragile. But from the leadership perspective, we need to be concerned that our team is working at optimum. Too many sleepless nights finishing reports will leave your workers no better than mindless drones during the day. Their output will be affected. It is like driving a car for too long before taking it for servicing. Know when to push, when to reward and how to balance deadlines. You may find your team members are falling ill too often.

Workplaces need to adopt strategies to reduce stress and motivate employees. The reference manual speaks about “organisation culture”, which means the pattern of relating and treating each other within the workplace. It goes on to point out; the design of tasks, management style, interpersonal relationships, uncertain future, too many duties (e.g. one person doing the job of three), career concerns and environmental concerns (such as overcrowding, too much noise, air pollution, etc), can all affect stress level in the workplace.

Of course not all stress is bad. Pressure can challenge and motivate us, and we feel rewarded when we surpass expectations! We sometimes discover we have skills and abilities we thought we did not have. Pressure can force us to work harder and bring out abilities we had buried deep within us! What we need to avoid is when the pressure is debilitating, when we feel crushed by the weight of things we have to do. Pressure shapes and moulds us, and we grow in confidence and ability. The challenge is to know the limits. So we need to remember “diet, exercise, sleep and time for friends” are essential if we are to cope with the pressure of life, and avoid the long term effects of too much stress. Manage the stress to avoid the mess!



TIPS ON HOW TO

ANSWER EXAMINATIONS QUESTIONS



From Manager Education and Examinations

Broadly Examinations are defined as generation of evidence. Why should you panic because you have to write an examination? The answer lies with how much effort you have put in preparing for the examinations to generate the appropriate evidence that the Examiner and Marker are looking for.

How is evidence generated?

The Question paper requires each Candidate sitting for the examination to answer the question in a certain way, give certain level of detail, certain level of quality, certain level clarity and certain of depth. However how can one know all these aspects of the evidence? Depending on what competence builders the Setter uses when setting the examination, the Candidate should be able understand what the examiners requires the Candidate to do.

The following is a snap shot of how you can raise your prospects of scoring highly in the examinations:

TIP 1

You can raise your chance of scoring well on exams by learning some sound test-taking strategies along with the required content knowledge. Essay, multiple choice and quantitative exam questions use different types of logic. Once you understand the principles of each, you improve your odds of answering exam questions correctly on a more consistent basis.

TIP 2

Essay questions which are predominantly in professional examinations put you under time pressure to outline your thoughts. First, quickly read the entire exam to develop a strategy for answering the questions. Use keywords from the questions to frame your response,

the points you want to cover, which reduces the risk of wasting time. Always start by restating the question, followed by examples and supporting evidence.

TIP 3

No matter what type of exam you're taking, you need to pace yourself. Time management is a critical aspect of any test-taking strategy. For example, if you feel more comfortable with the essay section of a test, start there first. Similarly, don't bear down on one or two difficult questions when you can quickly tackle the simpler ones first. This is where it pays to review your latest notes, which should reinforce the major points you'll probably see on the examination.

GOOD LUCK TO ALL ZICA CANDIDATES PREPARING FOR THE JUNE 2015 EXAMINATIONS SESSION