



Institute of Customs & Freight Forwarding (ICFF)

**Evaluation Policy
for
SAQA Registered Professional Designations**

Table of Contents

Foreword.....	3
Definitions	5
Purpose	5
Introduction and Background	5
Objectives	5
Scope	6
Benefits and Value of Approved Evaluators	6
Evaluator Criteria	6
Evaluation Process Criteria and Timelines	6
Evaluator Approval Period	7
Evaluation Monitoring and Reporting	7
Evaluator Revoking and Appeal	7
Roles and Responsibilities of Key Role Players	7
Policy and Criteria Implementation and Review	8
Legislation, Regulations, Policies, and Guidelines	8

Foreword

The Institute of Customs & Freight Forwarding (ICFF) is dedicated to maintaining the highest standards in the Customs and Freight Forwarding industry. This policy is designed to outline the specific criteria, processes, and standards for the selection, appointment, and oversight of individuals who play a crucial role in facilitating the evaluation processes that enable ICFF members to attain nationally registered professional designations.

Professional designations in the Freight Forwarding and Customs industry in South Africa hold significant importance for individuals, organisations, and the industry as a whole.

It determines and enables the following criteria:

1. **Competency Assurance:** Professional designations indicate that an individual possesses the necessary knowledge, skills, and expertise required to excel in the Freight Forwarding and Customs industry. This assures employers and clients that the person they are dealing with is competent and capable of delivering high-quality services.
2. **Industry Standardisation:** These designations establish industry-recognized standards for professional practice. They help standardize the competencies and qualifications expected of professionals in the field, which in turn improves consistency in service delivery.
3. **Consumer Trust:** Professional designations provide assurance to clients and partners that they are dealing with professionals who adhere to a code of ethics and professional standards. This enhances trust and credibility in business relationships, which is crucial in an industry that involves the movement of valuable goods and compliance with complex regulations.
4. **Regulatory Compliance:** In the Freight Forwarding and Customs industry, regulatory compliance is of paramount importance. Individuals holding professional designations are more likely to stay up-to-date with changing regulations and best practices, reducing the risk of non-compliance, fines, and legal issues.
5. **Career Advancement:** Professional designations often open doors for career advancement. Many employers value and prioritize hiring individuals with recognized qualifications. Holding such designations can lead to increased job opportunities, promotions, and higher earning potential.
6. **Global Recognition:** In a global industry like Freight Forwarding and Customs, South African professional designations may also be recognized internationally. This can facilitate professionals' mobility and increase their opportunities to work in other countries, contributing to their career growth.

7. **Networking Opportunities:** Individuals with professional designations are often part of industry associations or organizations. This membership provides valuable networking opportunities, allowing professionals to connect with others in their field, share knowledge, and stay informed about industry trends and developments.
8. **Continuous Learning:** To maintain their designations, professionals often need to engage in ongoing education and professional development. This ensures that they stay current with industry advancements, best practices, and evolving regulations, benefiting both the individual and their employers or clients.
9. **Industry Growth:** A well-credentialed workforce can contribute to the growth and development of the Freight Forwarding and Customs industry in South Africa. It attracts more talent to the sector, encourages investment, and enhances the overall professionalism of the industry.
10. **Quality of Service:** Ultimately, professional designations contribute to the delivery of high-quality services. When professionals are well-trained, ethical, and competent, the industry as a whole benefits, and clients receive reliable, efficient, and compliant services.

The ICFF is proud to be working with the South African Qualifications Authority (SAQA) to make sure that all South Africans benefit from the professional development in the Freight Forwarding & Customs industry.

This policy and criteria document allows for formal evaluation processes that enable ICFF members to achieve nationally registered professional designations. Professional designations in the Freight Forwarding and Customs industry in South Africa are not only important for individuals but also for the industry's growth, credibility, and adherence to regulations.

They provide assurance of competence, build trust with clients and partners, facilitate career progression, and contribute to the overall professionalism of the field.

Signed on this 31st day of October 2023

President / Director of the Board

Definitions

1. This policy ascribes to the definitions of acronyms and terms that include:
 - a. ICFF - Institute of Customs & Freight Forwarding
 - b. SAQA - South African Qualifications Authority
 - c. The ICFF designation policy
 - d. Professional Designations - Recognised certifications and qualifications within the Customs and Freight Forwarding industry.

In particular the following:

“Evaluator” means a person:

- a. appointed by ICFF to conduct an evaluation on a person that has applied for and qualifies to be considered for an ICFF registered professional designation; or
- b. appointed by ICFF to conduct Recognition of Prior Learning as an integral part of the evaluation of a person that has applied for an ICFF registered professional designation; or

Purpose

2. The primary purpose of this policy is to establish a robust framework that ensures the alignment of evaluation processes with SAQA standards, while guaranteeing fairness and consistency in the evaluation process for ICFF members.

Introduction and Background

3. The Customs and Freight Forwarding industry is an indispensable component of global trade. The ICFF recognizes the imperative of setting high standards of competence and ethical conduct within this field. This policy is rooted in the need for a transparent, equitable, and standardized approach to evaluating professionals in the industry.

Objectives

4. The objectives of this policy and criteria are to:
 - a. To guarantee that the evaluation processes adhere to SAQA requirements and standards as well as the designation eligibility requirements.
 - b. To cultivate a pool of subject matter experts capable of effectively managing the evaluation processes.
 - c. To provide a clear, predictable, and uniform evaluation procedure for ICFF members.
 - d. To elevate the prestige of ICFF professional designations within the industry.

Scope

5. This policy applies to:
 - a. Individuals involved in the evaluation processes for ICFF professional designations;
 - b. Individuals that are subject matter experts who evaluate applicants for designations;
 - c. To all ICFF members seeking such designations.
 - d. All board members of ICFF who perform functions associated with the evaluation processes.
 - e. All administration persons appointed by ICFF who perform functions associated with the evaluation processes.

Benefits and Value of Approved Evaluators

6. The approval of Evaluators by ICFF has numerous benefits and value that includes but is not limited to:
 - a. Approved Evaluators significantly contribute to maintaining the integrity and esteem of ICFF professional designations.
 - b. They add value by ensuring consistency, fairness, and alignment with industry standards.

Evaluator Criteria

7. Individuals aspiring to become Approved Evaluators must fulfill the following criteria:
 - a. Hold a recognized qualification in evaluation or a related field.
 - b. Possess substantial industry experience and expertise. (minimum of 10 years)
 - c. Exhibit unwavering commitment to ethical and professional conduct.
 - d. Successfully complete the ICFF evaluator training program, if applicable.

Evaluation Process Criteria and Timelines

8. The evaluation process and RPL criteria & timelines are:
 - a. The evaluation process for ICFF professional designations shall adhere to SAQA requirements, ICFF guidelines, and industry best practices.
 - b. Timelines for the evaluation process should be communicated clearly to all parties involved, and any deviations must be duly justified.
 - c. Initial contact between Evaluators & Client within 24 hours.
 - d. Evaluation must take place between 7 – 10 working days from receipt of application.
 - e. Feedback and outcomes must be submitted by the evaluator within 5 working days to ICFF after evaluation has been completed.

- f. If applicable, Certification must take place within 48 hours after feedback & outcomes are received by ICFF.
- g. Statistics & reflection to be generated and reported on to determine average time period for professional designation awarded.
- h. Evaluators that do not consistently work within required timelines will be removed from approved evaluator database.

Evaluator Approval Period

- 9. Approved Evaluators will be appointed for a stipulated period:
 - a. Approved evaluators will be subject to periodic reviews and assessments to ensure their continued alignment with ICFF standards and SAQA requirements.
 - b. All Evaluator appointments will be valid for one calendar year from date of approval.

Evaluation Monitoring and Reporting

- 10. ICFF will institute a robust monitoring system to track the performance of Approved Evaluators:
 - a. the efficiency of the evaluation processes will be reviewed on a 6 monthly basis.
 - b. Regular reports will be generated to identify areas for improvement and best practices.

Evaluator Revoking and Appeal

- 11. ICFF will revoke in writing the approval of any Evaluator that:
 - a. an Approved Evaluator is found to be in violation of ICFF standards, their approval may be revoked.
 - b. The process of revoking an evaluator's status can be appealed through a defined appeals procedure to ensure fairness and transparency.

Roles and Responsibilities of Key Role Players

- 1. **ICFF Board:** Responsible for policy oversight and ensuring compliance with the highest standards.
- 2. **Evaluation Committee:** Responsible for the selection, appointment, and oversight of Approved Evaluators.
- 3. **Approved Evaluators:** Responsible for conducting impartial and unbiased evaluations.
- 4. **ICFF Members:** Obligated to follow the evaluation process guidelines and exhibit professionalism throughout the process.

Policy and Criteria Implementation and Review

12. This policy will take effect immediately upon approval. Regular reviews and updates will be conducted to ensure its continued relevance and effectiveness in maintaining the highest standards in the Customs and Freight Forwarding industry.

Legislation, Regulations, Policies, and Guidelines

13. This policy and the accompanying evaluation criteria will fully comply with all relevant legislation, regulations, policies, and guidelines, including SAQA requirements, and any industry-specific regulations. The ICFF is committed to aligning its standards with the evolving regulatory landscape.

This Evaluation Policy for SAQA Registered Professional Designations underscores ICFF's unwavering commitment to upholding the highest standards and consistency in evaluating its members seeking professional designations within the Customs and Freight Forwarding industry. It aims to enhance the reputation of ICFF, contribute to industry professionalism, and ensure the growth and success of the field as a whole.