



Institute of Customs and Freight Forwarding

Training Provider Policy

Foreword

The Institute of Customs and Freight Forwarding (ICFF) is committed to promoting high-quality training standards in the freight forwarding and customs industry. This policy outlines the criteria and processes for recognizing training providers under the ICFF Training Provider Programme. It serves as a guide for providers seeking recognition, detailing the expectations and responsibilities associated with each category of recognition.

Definitions

- **Training Provider:** An individual or organization that offers training programs in the freight forwarding and customs industry.
- **Accredited Training Provider:** A training provider that has received formal accreditation from a recognized accreditation body.
- **Non-Accredited Training Provider:** A training provider that has not received formal accreditation but meets the criteria set by the ICFF.
- **Blue Status:** Recognition awarded to non-accredited training providers.
- **Silver Status:** Recognition awarded to accredited training providers.
- **ICFF:** Institute of Customs and Freight Forwarding.
- **Training Programme:** A structured set of training activities or courses designed to impart knowledge and skills in the freight forwarding and customs industry.

Purpose

The purpose of this policy is to establish a clear framework for the recognition of training providers by the ICFF. It aims to ensure that training providers adhere to the highest standards of quality, ethics, and compliance, thereby enhancing the overall standard of training in the freight forwarding and customs industry.

Introduction and Background

The ICFF recognizes the critical role that training providers play in the development of skills and competencies in the freight forwarding and customs industry. In response to the need for standardized training and quality assurance, the ICFF has developed the standards and criteria for Training Providers to obtain recognition. These standards and criteria have been designed to recognize and support training providers that meet the ICFF's standards of excellence.

Objectives

- To promote high-quality training standards in the freight forwarding and customs industry.
- To provide a framework for the recognition and support of training providers.
- To ensure that training providers adhere to ethical and regulatory standards.
- To enhance the credibility and reputation of the ICFF as a leading authority in the industry.

Scope

This policy applies to all training providers seeking recognition under the ICFF Training Provider Recognition scope. It covers both non-accredited (Blue status) and accredited (Silver status) providers, outlining the criteria and processes for each category of recognition.

Value and Benefits of ICFF Training Provider Programme Recognition

- **Enhanced Credibility:** Recognized training providers gain credibility and trust within the industry.
- **Access to ICFF Resources:** Recognized providers have access to ICFF resources, including industry updates, best practices, and networking opportunities.
- **Marketing Support:** Recognized providers receive support in marketing their training programs to a broader audience via the ICFF website, newsletters and other social media platforms.
- **Continuous Improvement:** Recognized providers benefit from regular feedback and guidance from the ICFF, helping them continuously improve their training programs.

Training Programme Categories

Category 1 - Blue Status (Non-Accredited)

This category is for training providers that meet the ICFF's criteria but are not formally accredited by a recognized accreditation body.

Category 2 - Silver Status (Accredited)

This category is for training providers that have received formal accreditation from a recognized accreditation body and meet the ICFF's criteria.

Training Programme Category Criteria

Category 1 - Blue Status (Non-Accredited)

- Demonstrated commitment to adhering to local and international regulations.
- Evidence of professional integrity and confidentiality in handling sensitive information.
- Submission of high-quality training materials that are reviewed and updated annually.
- Commitment to inclusivity and diversity in training programs.
- Integration of environmental sustainability awareness into training programs.
- Establishment of continuous improvement and feedback mechanisms.
- Prioritization of health and safety considerations in training programs.
- Proactive approach to technology integration and digital literacy.

Category 2 - Silver Status (Accredited)

- All criteria listed under Category 1 - Blue Status.
- Proof of accreditation from a recognized accreditation body.
- Additional emphasis on aligning training content with the latest industry standards and best practices.

Training Programme Approval Period

Training programme approvals are valid for a period of three years from the date of approval.

Providers must renew their status for recognition after the three year period to ensure continued compliance with ICFF standards.

Training Programme Approval Application

Training providers seeking recognition under the ICFF Training Provider Programme must complete an application form and submit it along with the required evidence and documentation. The application will be reviewed by the ICFF, and a decision will be communicated to the provider within 30 days of submission.

Training Programme Approval Costs

The following fees apply for the approval of training programs:

- **Category 1 - Blue Status:** R3,850excl. VAT per application
- **Category 2 - Silver Status:** R3, 850excl. VAT per application

These fees cover the cost of evaluation the training provider, as well as providing ongoing support and guidance to recognized providers.

Training Programme Monitoring and Reporting

Recognized training providers are required to submit a detailed process & feedback reports to the ICFF every three years, detailing their training activities, feedback mechanisms, and any updates or changes to their programs. The ICFF will conduct periodic audits to ensure compliance with the established criteria and standards.

Training Programme Certification

Upon approval, training providers will receive a certificate of recognition as well as an ICFF recognition logo from the ICFF, indicating their status as a recognized provider. This certificate & logo should be displayed prominently in all training materials and marketing efforts.

Training Programme Marketing

Recognized training providers are encouraged to market their programs using the ICFF logo and certificate. All marketing materials must be inline with the marketing policy to ensure compliance with ICFF standards and guidelines.

Training Programme Revoking

The ICFF reserves the right to revoke the recognition of any training provider that fails to comply with the established criteria and standards. Providers will be given a reasonable opportunity to address any issues or concerns before recognition is revoked.

Roles and Responsibilities of Key Role Players

ICFF

- Establish and maintain the criteria and standards for the Training Provider Programme.
- Review and evaluate applications for recognition.
- Provide support and guidance to recognized training providers.
- Monitor and report on the compliance of recognized providers.

Training Providers

- Adhere to the criteria and standards established by the ICFF.
- Submit regular reports and updates to the ICFF.
- Ensure that training materials and programs are of high quality and are regularly reviewed and updated.
- Promote and market their training programs in accordance with ICFF guidelines.

Policy and Criteria Implementation and Review

This policy and its criteria will be reviewed annually by the ICFF to ensure continued relevance and alignment with industry standards and best practices. Feedback from recognized training providers and other stakeholders will be considered in the review process.

Legislation, Regulations, Policies, and Guidelines Applicable to this Policy and Criteria

- Local and international regulations governing freight forwarding and customs procedures.
- Ethical standards and guidelines for the freight forwarding and customs industry.
- Best practices for training and development in the industry.
- Environmental sustainability guidelines and standards.

This policy provides a comprehensive framework for the recognition and support of training providers by the ICFF. It aims to promote high-quality training standards and ensure that providers adhere to the highest levels of professionalism and integrity in their training programs.