



# THE ICFF DESIGNATION POLICY

## 1. INTRODUCTION AND PURPOSE:

The ICFF is committed to recognising and promoting the highest standards of professionalism within the Clearing and forwarding Industry. Awarding professional designations to individual members is a mechanism to achieve this objective. This designation policy outlines the criteria and guidelines for obtaining and maintaining professional designations offered by the ICFF. This policy aims to ensure the integrity and credibility of the ICFF designations and to distinguish qualified professionals within the industry.

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## 2. DEFINITIONS:

The following definitions are relevant to the professional designation policy:

- **A professional designation:** refers to a title or certification from a recognised professional organisation or industry body to individuals who have met specific educational, experiential, and ethical requirements in a particular field or industry. These designations are typically used to acknowledge and identify individuals who have demonstrated a high level of knowledge, expertise, and competence in their respective professions;
- **Underpinning qualification:** A qualification which is relevant to the industry and will provide the candidate with the appropriate knowledge and skills to operate at the required level of competence given the designation requirements;
- **The designation mandate:** Professional designations are voluntary and not mandated by law, but they serve as a means for individuals to showcase their competency and commitment to their chosen profession; Designations are awarded in various industries such as finance, accounting, healthcare, engineering, and human resources;
- **The requirements for obtaining a professional designation:** can vary depending on the organisation and the profession. Standard eligibility criteria include completing formal education or training, accumulating a certain amount of professional experience, successfully completing assessments, and adhering to a code of ethics or professional conduct;
- **A designation title:** Once individuals meet the necessary criteria and are awarded the professional designation, they may use the associated title or letters after their name to signify their expertise in the field;
- **The role of designations:** Professional designations play a vital role in enhancing public trust and confidence in professionals by ensuring they have the knowledge and skills to provide high-quality services. These designations can also offer career advancement opportunities and networking advantages within the industry.

## 3. DESIGNATION ELIGIBILITY REQUIREMENTS:

To be eligible for a professional designation, candidates must meet the following criteria:



**Educational Requirements:** Possess specific academic qualifications, degrees, or certifications relevant to the Clearing and Forwarding Industry;



**Professional Experience:** Demonstrated professional experience in the field, including a minimum number of years of relevant work experience;



**Continuing Professional Development:** Completion of a specified number of continuing professional development (CPD) hours or credits within a defined period;



**Ethics and Conduct:** Commit to the ICFF's code of ethics and professional conduct;



**Assessment:** Completing a comprehensive competency assessment designed to test the candidate's knowledge and competence in the field;



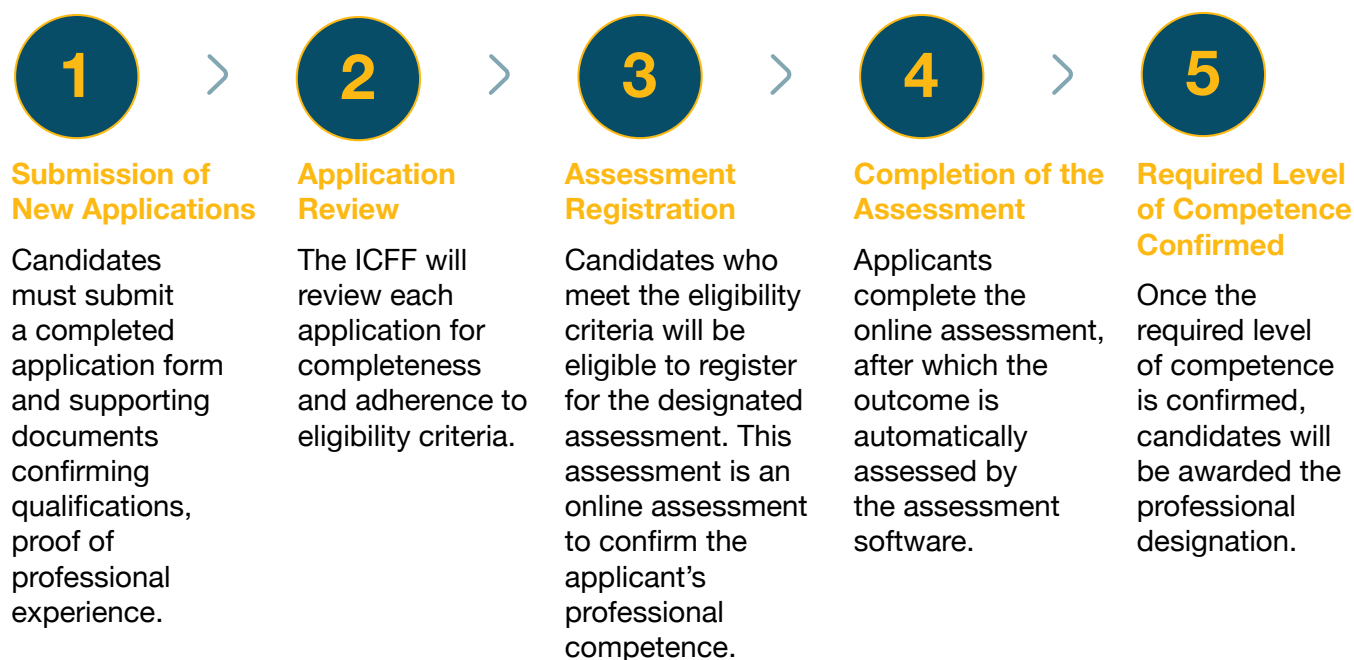
**Renewal:** A designation is valid for 12 months, and members with professional designations must apply annually to renew their designations.



## 4. THE APPLICATION PROCESS:

A formalised application process approach to applying for a designation is applied, and the process involved the following:

### The Five Steps



A confirmation certificate will be issued once members are awarded a professional designation. This certificate will provide confirmation that the member is professionally designated.

## 5. RENEWAL OF PROFESSIONAL DESIGNATIONS:

Members with professional designations need to renew these designations on an annual basis. The following procedure needs to be followed for the renewal:

- The membership term is from 1 January to 31 December every year;
- Members will have a grace period from 1 January to 31 March to renew their membership;
- Ensure that the annual membership fees are paid before the renewal application is submitted;
- Ensure that the Continuous Professional Development Points (CPD) are up to date and that the minimum number of points were earned in the past year;
- Complete the annual renewal application form and provide the supporting information required;
- Submit the application form online via the ICFF website;
- The ICFF will review the designation status upon receipt of the application and confirm either that the designation is renewed, or that additional information is required;
- Once this process is completed, confirmation of the renewal of the professional designation will be confirmed;
- The designation will be suspended if membership fees are not paid by the 30 June of the new membership year. Once membership is suspended, it could be reinstated through the normal application process;

## 6. REVOCATION AND SUSPENSION:

The ICFF reserves the right to revoke or suspend a designation in cases of misconduct, violation of the code of ethics, failure to meet renewal requirements or other serious breaches.

## 7. THE USE OF DESIGNATIONS:

Members of the ICFF who obtained professional designations are allowed to use the professional designations as follows:

- **Credentials in Professional Settings:** Members can include their professional designations on their business cards, email signatures, and official documents, such as letterheads or resumes. This helps establish credibility and informs clients, employers, and colleagues about their expertise.
- **Websites and Online Profiles:** Members can prominently display their designations on their personal or company websites, LinkedIn profiles, and other professional networking platforms. This allows potential clients or employers to identify their specialised skills and knowledge quickly.
- **Marketing Materials:** Members can use their designations in marketing materials, such as brochures, flyers, and promotional materials. This reinforces their expertise and can attract clients seeking specialised services.
- **Speaking Engagements and Presentations:** When giving presentations, workshops, or talks, members can introduce themselves using their professional designations to establish authority and expertise on the topic.
- **Publications and Articles:** Members can include their designations as part of their author bio when publishing articles, books, or research papers. This lends credibility to their work and expertise.
- **Continuing Education Events:** Members can participate in workshops, seminars, and conferences hosted by their professional body to further enhance their knowledge and skills, and they can showcase their designations as a testament to their commitment to ongoing professional development.
- **Networking and Collaboration:** When networking with other professionals or seeking collaboration opportunities, members can use their designations to indicate their areas of expertise and facilitate meaningful connections.
- **Social Media:** Members can leverage their designations on social media platforms to reinforce their professional identity and expertise. They may use hashtags or specific tags associated with their professional body to connect with like-minded professionals.
- **Professional Recognition:** Members may receive special recognition or awards from their professional body for their contributions to the field. Displaying the designation alongside these accolades can enhance their professional reputation.
- **Volunteer and Community Work:** Members can use their designations while engaging in volunteer work or community initiatives related to their profession. This showcases their dedication to giving back and making a positive impact.

It's essential for members to follow the guidelines set forth by the ICFF when using their designations. This includes ensuring accurate representation, compliance with regulatory requirements, and using the appropriate format for displaying the designation. By using their designations ethically and strategically, members can effectively communicate their expertise and professionalism to their target audience and enhance their career prospects within their industry.



## 8. DESIGNATION AWARDED BY THE ICFF:

The designations awarded by the ICFF are outlined in Figure 1:

### Freight Forwarding

- 4 Certified Freight Forwarding Practitioner (FFP)
- 3 Certified Freight Forwarding Operator (CFFO)
- 2 Certified Freight Forwarding Clerk (CFFC)
- 1 Certified Freight Forwarding Apprentice (CFFA)

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### Customs

- 4 Certified Customs Compliance Manager (CCCM)
- 3 Certified Customs Specialist (CCS)
- 2 Certified Senior Customs Operator (CSCO)
- 1 Certified Customs Operator (CCO)





## Professional Customs Designation Level 1: Certified Customs Operator (CCO)



### Underpinning qualification

National Certificate: Freight Forwarding & Customs Compliance  
SAQA ID - 59365  
or a similar qualification subject to acceptance by the ICFF board



### Occupational Level:

Customs entry clerk / Semi-skilled

### Description

Applies skilled knowledge of products, techniques, and operational procedures to operational custom compliance processes. Following procedures and legal requirements to ensure customs compliance.

### Competency:

1

### Competency Level Definition

Junior Operational

## Designation Requirements

### Option 1

National Certificate (NQF 3): Freight Forwarding & Customs Compliance  
SAQA ID - 59365  
or a similar qualification subject to acceptance by the ICFF board

### Option 2

A minimum of 2 years industry relevant experience and the appropriate competency assessment as deemed by the Institute.

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## Professional Customs Designation Level 2: Certified Senior Customs Operator (CSCO)



### Underpinning qualification

Further Education and Training  
Certificate: Freight Forwarding and  
Customs Compliance

**SAQA ID - 59298**

or a similar qualification subject to  
acceptance by the ICFF board



### Occupational Level:

Senior entry clerk / Quality assurer / Technical  
reviews (skilled)

### Description

Applies skilled knowledge of products, techniques, and  
operational procedures to operational custom compliance  
processes. Following procedures and legal requirements  
to ensure customs compliance. Identify opportunities for  
process improvement.

Competency:

2

### Competency Level Definition

Senior Operational

## Designation Requirements

### Option 1

Further Education and Training Certificate (NQF 4):  
Freight Forwarding and Customs Compliance  
SAQA ID - 59298

or a similar qualification subject to acceptance by  
the ICFF board

### Option 2

A minimum of 3 years industry relevant experience  
and the appropriate competency assessment as  
deemed by the Institute.

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## Professional Customs Designation Level 3: Certified Customs Specialist (CCS)



### Underpinning qualification

Occupational Certificate: Clearing and Forwarding Agent

**SAQA ID - 96368**

or a similar qualification subject to acceptance by the ICFF board



### Occupational Level:

Qualified & experienced specialists

### Description

To provide expert advice and guidance on the customs compliance operational processes. Deal with exceptions and special cases to ensure compliance while achieving customer satisfaction. Optimisation of business processes, information and technology aligns with new compliance requirements. Support the business and provide expert opinion on customs policy, tariffs, valuation, and other compliance-related matters. Stay abreast of international customs development, and advise on how these should be applied within the context of a local business.

### Competency:

3

### Competency Level Definition

Senior Operational / Junior Management

## Designation Requirements

### Option 1

QCTO Occupational Certificate: Clearing and Forwarding Agent  
SAQA ID - 96368

or National Higher Certificate in MOTI - Customs Compliance  
or a similar qualification subject to acceptance by the ICFF board

### Option 2

Validated minimum of five years' experience in Customs Clearance Industry and the appropriate competency assessment as determined by the Institute.

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## Professional Customs Designation Level 4: Certified Customs Compliance Manager (CCCM)



### Underpinning qualification

NQF 7 OC: Customs Compliance Manager **SAQA ID - 102499** and appropriate Customs qualification from SAIT / SARS Academy / WCO Academy or a similar qualification subject to acceptance by the ICFF board



### Occupational Level:

Senior management

### Description

To provide expert advice and guidance on the customs compliance operational processes. Deal with exceptions and special cases to ensure compliance while achieving customer satisfaction. Optimisation of business processes, information and technology aligns with new compliance requirements. Stay abreast of international customs development, and advise on how these should be applied within the context of a local business. Provide inputs for formulating the overall business strategy into business plans for the custom's functional unit to operationalise the business strategy. Implements and manages business plans, goals and objectives and supports and ensures the achievement of overall business objectives.

Competency:

4

### Competency Level Definition

Senior Management

## Designation Requirements

### Option 1

NQF 7 OC: Customs Compliance Manager  
**SAQA ID - 102499**  
or equivalent industry-specific qualification (Degree or diploma), subject to acceptance by the ICFF board  
or a similar qualification subject to acceptance by the ICFF board

### Option 2

A minimum of 10 years of customs related experience, five years of which on a supervisory or management level and the appropriate competency assessment as determined by the Institute.

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## Professional Customs Designation Level 1: Certified Freight Forwarding Apprentice (CFFA)



### Underpinning qualification

Further Education and Training  
Certificate: Freight Forwarding and  
Customs Compliance

**SAQA ID - 59365**

or a similar qualification subject to  
acceptance by the ICFF board



### Occupational Level:

Semi-skilled & discretionary decision-making

### Description

Accountable for supporting the clearing and forwarding  
business processes to achieve product, process and service  
quality. Choosing of correct action on the basis of set  
standards, training procedures and past experience.

Competency:

1

### Competency Level Definition

Junior Operational

## Designation Requirements

### Option 1

Training Certificate: Freight Forwarding and Customs  
Compliance

**SAQA ID - 59365**

and three years of experience in Freight Forwarding  
or a similar qualification subject to acceptance by the ICFF board

### Option 2

A minimum of 2 years industry relevant  
experience and the appropriate  
competency assessment as deemed by  
the Institute.

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## Professional Customs Designation Level 2: Certified Freight Forwarding Clerk (CFFC)



### Underpinning qualification

Occupational Certificate: Clearing and Forwarding Agent

SAQA ID - 96368

or a similar qualification subject to acceptance by the ICFF board



### Occupational Level:

Semi-skilled & discretionary decision-making

### Description

Accountable for direct product, process, or service quality. Incremental improvement of existing processes and procedures according to clear guidelines. Choosing of correct action on the basis of set standards, training procedures and past experience.

Competency: **2**

### Competency Level Definition

Junior Operational

## Designation Requirements

### Option 1

Occupational Certificate: Clearing and Forwarding Agent  
SAQA ID 96368

and three years of experience in Freight Forwarding  
or a similar qualification subject to acceptance by the  
ICFF board

### Option 2

A minimum of 3 years industry relevant  
experience and the appropriate competency  
assessment as deemed by the Institute.

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## Professional Customs Designation Level 3: Certified Freight Forwarding Operator (CFFO)



### Underpinning qualification

Occupational Certificate: Clearing and Forwarding Agent  
**SAQA ID - 96368**

or a similar qualification subject to acceptance by the ICFF board



### Occupational Level:

Skilled technical & academically qualified / Junior management / Supervisors / Foremen / Superintendents

### Description

Applies broad knowledge of products, techniques, and processes. Evaluates procedures and applies previous experience. Deal with special cases and exceptions to find solutions to achieve both compliance and customer service objectives.

Competency:

3

### Competency Level Definition

Operational

## Designation Requirements

### Option 1

Occupational Certificate: Clearing and Forwarding Agent  
SAQA ID 96368  
and three years of experience in Freight Forwarding  
or a similar qualification subject to acceptance by the ICFF board

### Option 2

A minimum of 3 years industry relevant experience and the appropriate competency assessment as deemed by the Institute.

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## Professional Customs Designation Level 4: Certified Freight Forwarding Practitioner (FFP)



### Underpinning qualification

Diploma: Logistics and Supply  
Chain Management

**SAQA ID - 85028**

or a similar qualification subject to  
acceptance by the ICFF board



### Occupational Level:

Professionally qualified & experienced specialists /  
Middle management

### Description

Deal with special cases and exceptions to find solutions to  
achieve both compliance and customer service objectives.  
Provide guidance towards process innovation and  
improvement. Provide input in the formulation of functional  
unit business plans. Formulate and implement departmental  
and team plans supporting the BU business plans. Optimise  
resources (finances, people, material, information, and  
technology) to achieve given objectives in a cost-effective way.

Competency:

4

### Competency Level Definition

Senior Operational / Junior  
Management

## Designation Requirements

### Option 1

Diploma: Logistics and Supply Chain Management  
SAQA ID - 85028

and three years of experience in Freight Forwarding  
or a similar qualification subject to acceptance by  
the ICFF board

### Option 2

A minimum of 3 years industry relevant experience  
and the appropriate competency assessment as  
deemed by the Institute.

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