



Institute of Customs and Freight Forwarding Training Provider Policy

Registered by:



1. Foreword

The Institute of Customs and Freight Forwarding (ICFF) is committed to promoting high-quality training standards in the freight forwarding, customs compliance and Supply Chain 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.

2. Definitions

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

3. 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, customs compliance and supply chain industry.

4. Introduction and Background

The ICFF recognizes the critical role that training providers play in the development of skills and competencies in the freight forwarding, customs compliance and supply chain 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.

5. Objectives

- 5.1.** Promote high-quality training standards in the freight forwarding, customs compliance and supply chain industry.
- 5.2.** Provide a framework for the recognition and support of training providers.
- 5.3.** Ensure that training providers adhere to ethical and regulatory standards.

- 5.4. Enhance the credibility and reputation of the ICFF as a leading authority in the industry.

6. Scope

This policy applies to all training providers seeking recognition under the ICFF Training Provider Recognition Programme. 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

- 6.1. Enhanced Credibility: Recognized training providers gain credibility and trust within the industry.
- 6.2. Access to ICFF Resources: Recognized providers have access to ICFF resources, including industry updates, best practices, and networking opportunities.
- 6.3. 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.
- 6.4. Continuous Improvement: Recognized providers benefit from regular feedback and guidance from the ICFF.
- 6.5. Student (Employed & Unemployed) Membership Requirement is mandatory: Recognized Training Providers are required to register their learners as ICFF Student Members or Standard Members as part of supporting professionalisation, continuous learning and career development within the Freight Forwarding, Customs and Supply Chain industry. This strengthens the ICFF's role as a Professional Body by ensuring that learners are integrated into the professional ecosystem from the beginning of their careers. It also supports:
 - CPD awareness
 - Career pathway visibility
 - Professional designation readiness
 - Industry engagement
 - Ethical and professional standards development

7. Training Provider Recognition Categories

- 7.1. **Category 1 – Blue Status (Non-Accredited)**
For training providers that meet the ICFF's criteria but are not formally accredited.
- 7.2. **Category 2 – Silver Status (Accredited)**
For training providers that are formally accredited and meet ICFF's criteria.
- 7.3. **Training Provider Recognition period** - recognition is valid from date of approval by the ICFF Board for a two (2) year period, upon which the provider will need to re – evaluated.

8. Training Programme Category Criteria

8.1. Category 1 – Blue Status

- Compliance with local and international regulations.
- Professional integrity and confidentiality.
- High-quality, annually updated training material.
- Inclusivity and diversity.
- Environmental sustainability awareness.
- Continuous improvement mechanisms.
- Health and safety focus.
- Technology integration.

8.2. Category 2 – Silver Status

- All Category 1 criteria.
- Proof of formal accreditation.
- Alignment with current industry standards and best practices.

8.3.3. **Recognition is valid** for one (1) year from the date of approval. Providers must renew their recognition before the expiry to maintain status.

9. Training Provider Recognition Application

Providers may only be endorsed by the ICFF once they have demonstrated compliance with all ICFF organisational standards and regulatory requirements as outlined within the ICFF Training Provider Evaluation Matrix.

- **This includes, but is not limited to:**
 - Proof of valid CIPC registration
 - SARS compliance documentation (including valid tax compliance status)
 - Compliance with ICFF policies, governance requirements, ethical standards, and quality assurance expectations
 - Submission of eligible training programmes aligned to the Freight Forwarding, Customs, Logistics and Supply Chain industry
 - Demonstration of alignment to Continuous Professional Development (CPD) principles and industry professionalisation objectives
 - Submission of suitably qualified Subject Matter Experts (SMEs), facilitators, assessors and moderators relevant to the programmes being submitted
 - Proof of operational capability to deliver quality learning interventions within the industry

A Training Provider may not receive organisational endorsement independently of programme recognition. A provider must submit at least one eligible programme aligned to ICFF industry standards and professional development objectives for evaluation as part of the endorsement process.

It must be noted that the 30-day response period by the ICFF only commences once a complete application and all required supporting documentation have been received by the ICFF.

10. Training Provider Recognition Costs

The ICFF shall maintain a transparent fee schedule for Training Provider Recognition processes. Fees may vary depending on the complexity, accreditation status, programme scope, number of programmes submitted, delivery methodology, and evaluation requirements. A formal quotation will be issued based on the applicable fee schedule.

11. Training Programme Approval Application

Providers must submit a complete programme application for each individual programme requiring ICFF recognition or approval. Applications must include all supporting documentation as required by the ICFF Programme Evaluation Matrix and application form, and related quality assurance requirements.

As a Professional Body, the ICFF reinforces that recognised programmes are expected to contribute to ongoing professionalisation and continuous development within the industry.

- 11.1. CPD (Continuous Professional Development) programs can be defined** as structured learning initiatives designed to help professionals maintain, enhance, and broaden their knowledge, skills, and competencies throughout their careers.
- 11.2.** The ICFF's responsibility as a professional body in relation to CPD is to develop, monitor and enforce standards that ensure the continuous development and maintenance of professional competence of professionals in the Freight Forwarding and Customs as well as broader logistics field. (ICFF, 2024) (South African Qualifications Authority, 2008)
- 11.3.** A 10% program cost to be levied per student which is payable to the ICFF upon successful registration of a student on an ICFF endorsed program.

Supporting documentation may include:

- Programme curriculum and learning outcomes
- Alignment to industry standards and occupational requirements
- Delivery methodology
- Assessment strategy
- Facilitator, assessor and moderator details
- Learning materials and learner guides
- Mapping to CPD outcomes where applicable
- Evidence of accreditation or registration where relevant

It must be noted that the 30-day response period by the ICFF only commences once a complete application and all required supporting documentation have been received by the ICFF.

12. Training Programme Approval Costs

Programme Approval fees shall be aligned to the ICFF Training Provider Fee Schedule and communicated transparently to applicants prior to evaluation.

Programme evaluation fees may differ based on:

- Full qualifications vs short courses
- Skills programmes vs CPD program | workshops
- Occupational qualifications vs non-credit bearing programmes
- Complexity and duration of the programme
- Number of modules requiring evaluation
- Requirement for SME review panels or moderation

13. Training Programme Renewal Costs

Programme renewal costs shall be determined according to the applicable ICFF fee schedule and may vary depending on whether substantial amendments have been made to the programme content, learning outcomes, assessment methodologies, or industry alignment requirements.

This allows the ICFF to distinguish between:

- Administrative renewals
- Minor programme updates
- Full re-evaluations

Fees cover programme evaluation and support services.

14. Training Programme Monitoring and Reporting

The ICFF reserves the right to conduct audits, monitoring reviews, moderation reviews, or site verification visits to ensure continued compliance.

Providers must submit a detailed process and feedback report annually. ICFF may conduct audits to verify ongoing compliance.

15. Training Programme Certification and Logo Use

15.1. Recognized providers will receive a certificate and logo indicating their status. The logo may be displayed on:

- Websites
- Social media platforms
- Letterheads
- Training materials
- Other official communications

15.2. Important conditions for logo/media use:

- Only facilitators submitted and approved by the ICFF as Subject Matter Experts may present the recognized training programmes.
- Any updates or changes to facilitator details, training content, or marketing materials must be confirmed with the ICFF before being published.
- Misuse or unauthorised use of the logo may result in withdrawal of recognition.

15.3. Training Programme Marketing

Providers are encouraged to actively promote their recognised status and ICFF student membership. All promotional content must comply with ICFF's branding and communications guidelines.

16. Revoking of Organizational | Program Recognition

Recognition may be revoked if a provider fails to meet ICFF standards. Providers will be given an opportunity to correct deficiencies before revocation. Suspension and Withdrawal of Recognition can occur under the following circumstances, but are not limited to:

- Non-compliance
- Misrepresentation
- Ethical breaches
- Failure to maintain quality standards
- non-payment of fees
- Regulatory non-compliance

16.1. ICFF Appeal Process

Training Providers should access the ICFF appeals or review process should they disagree with the evaluation outcomes of their application.

17. Roles and Responsibilities

17.1. ICFF:

- Define standards and criteria
- Evaluate and approve applications
- Provide support and monitor compliance

17.2. Training Providers:

- Comply with ICFF standards
- Submit updates and reports
- Promote ICFF membership to learners
- Ensure only approved facilitators deliver recognised programmes
- Confirm all marketing and communication with ICFF before publication

18. Policy and Criteria Implementation and Review

This policy will be reviewed annually to ensure alignment with evolving industry needs and standards. Stakeholder feedback will inform revisions.

19. Applicable Legislation and Guidelines

- Freight forwarding, customs regulations and any regulatory compliance requirements across supply chain
- Professional ethics and conduct in the industry
- Industry training and development best practices
- Environmental sustainability principles

This policy provides a structured and professional framework for recognising and supporting training providers in the freight forwarding, customs compliance and supply chain industry. Through this collaboration, the ICFF aims to uplift the quality and consistency of training, ultimately benefiting the industry.

Document Version Control

Date	Version	Authorized Signature
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