

CPD SERVICE PROVIDER VERIFICATION

POLICY AND PROCEDURES

1. Introduction

- 1.1 Verified CPD Service Providers are higher education institutions, ECSA-recognised Voluntary Associations or other organisations approved by ECSA Council or an ECSA-delegated Licensed Body (such as CEASA) to offer appropriate learning opportunities in regard to Category 1 CPD Activities.¹
- 1.2 An Applicant must first become a verified CPD Service Provider before applying for CPD credits for their CPD Activities. Approved Service Providers are reviewed and re-verified every three years.

2. Criteria for appointment as a verified CPD Service Provider

- 2.1 The Applicant must have both the capacity and the ability to produce high quality training events, and these must be established prior to the hosting of CPD Activities. The following information must be provided at time of application:
 - applicant's type and range of activities and contact details;
 - if a company, proof of registration and good standing with SARS or equivalent;
 - established processes for certifying activities and confirming participant attendance;
 - details of selected venue/s, coordinators, subject expert presenter/s, supporting systems and staff (for any services outsourced, evidence of relevant agreements is required).
- 2.2 A comprehensive Quality Management System (QMS) related to the administration and offering of CPD Activities, including the following elements, must also be in place:
 - broad outline of the programme of activities for the forthcoming year;
 - procedure and systems for enrolment and registration of participants;
 - procedure and system (including attendance register) for monitoring and recording attendance for the duration of the activity;
 - procedure and system for issuing attendance certificate (and sample thereof);
 - procedure and system to be used to obtain feedback and/or evaluate of the CPD event, and
 - quality assurance strategy and/or system.
- 2.3 The Applicant must also have a Refund policy and procedure for registration and other costs incurred by participants for an activity that is postponed or cancelled at short notice.

3. Verification process

- 3.1 The Applicant must complete and submit to CEASA the **CPD Service Provider Verification Application** (Form No. ECPD1.7), accompanied by all the required documents. CEASA will assess the application and accompanying documentation and arrange for a site visit if necessary. Assuming a site visit is not required, the CEASA verification process will be completed within 30 calendar days (or sooner) with one of three outcomes:
 - verified (application successful)
 - verified with specific recommendations, or
 - declined

and the Applicant will be notified accordingly.

¹ See CEASA CPD Guide

3.2 Successful applicants will receive a certificate with a **unique number**, which must be displayed on all marketing material for CPD activities (and on the Service Provider's website, if applicable). Neither this number nor the status of a verified CPD Service Provider is transferable to a third party.

3.2 A once off Service Provider verification fee as well as separate *validation* fees for each activity will be charged. Proof of payment must be received by CEASA for CPD Activity validation to proceed.

4. Review and monitoring

4.1 Verified CPD Service Provider status is valid for 3 years after which there will be a review prior to re-verification (assuming full compliance) in accordance with the *ECSA ECPD-01-STA Standard for Continuing Professional Development*. CEASA reserves the right to conduct more than one review during the 3-year validity period.

5. Submission of false information or failure to resolve deficiencies

5.1 If it is established (proven) that the verified CPD Service Provider has submitted false information during the application process or if the Service Provider is found to no longer comply with the requirements, CEASA may revoke or suspend the Service Provider's verification status with immediate effect in writing, outlining the deficiencies and advising on the time frame in which corrective actions must be implemented prior to reconsideration of status.

5.2 If the Service Provider fails to resolve the identified deficiencies within the stipulated timelines, as determined by CEASA, the CPD verified status will be revoked/terminated. The Service provider will be duly informed in writing of CEASA's decision and the effective date of termination.

5.3 The Service Provider must thereafter cease using and displaying its unique verification and validation numbers as issued by CEASA for its CPD activities, and no longer offer the said CPD activities. CEASA is also obliged to inform ECSA in such an instance.

6. Changes to accredited CPD Service Provider information

The verified CPD Service Provider must inform CEASA of any changes within the organisation that affect the information provided in the original application, especially if these may affect the Service Provider's status according to the ECSA CPD Standard. This must be communicated within 21 days from the date of change.

7. Amendment of verification requirements of CPD Service Providers

7.1 If at any stage, ECSA decides to amend the requirements for CPD Service Providers it will inform all verified CPD Service Providers of this decision, make available the proposed amendments and call for comments on the amendments from all stakeholders.

7.2 ECSA will consider the comments, finalise the amendments and inform the verified CPD Service Providers of the changes. In addition, ECSA will provide an appropriate time frame in which to implement the changes.

8. Appeal process for CPD Service Providers

If, on application, verification requirements are not met CEASA will decline the application and notify the Applicant in writing. If dissatisfied with the application outcome, the Applicant has the right to appeal the decision. CEASA will submit the appeal to ECSA or to another Licensed Body for independent review. ECSA / relevant Licensed Body will review the appeal in accordance with ECSA's appeal guideline with regard to its CDP Standard.