

Verification of Verified Service Providers

Policy & Processes / Procedures

Verified CPD Service Providers consist of higher education institutions, ECSA recognised Voluntary Associations, and any private educational institution, approved by Council to provide appropriate learning, in relation to Category 1: Developmental Activities for CPD credits.

Only Verified CPD Service Providers, are permitted to apply for validation of CPD Activities, and once approved are accountable for delivering high-quality CPD Activities.

A Verified CPD Service Provider's unique registration number or Activity's validation number cannot be transferred to any third party.

A Verified CPD Service Provider will be verified and reviewed every three years. If any of the details presented during the application changes during the verification / review period, the updated information must be submitted to the CESA within seven days.

Licensed Bodies are unable to verify their status as CPD Service Providers and must apply to ECSA for verification.

Roles and Responsibilities of a CPD Service Providers

1. CPD Service Providers are responsible for delivering high quality CPD Activities that have been validated by a recognized Licensed.
2. A verified CPD Service Provider's status is not transferable to a third party, so the CPD Service Provider is responsible for delivering the validated activities and sending out the CPD certificate in the Service Provider's name.
3. A Licensed Body that is also a CPD Service Provider may validate its CPD Activities in accordance with the ECSA CPD Standard.

Criteria for the Appointment as a Verified CPD Service Provider

1. A Service Provider must first become a Verified CPD Service Provider, through either CESA or another recognized ECSA Licensing Body, before applying for CPD credits for their CPD Activities.
2. The following mandatory documents must be in place before a prospective Service Provider can submit an online application to CESA.

- ❖ The company's profile

- ❖ Certified copy of a valid company registration certificate or equivalent
- ❖ Copy of a Valid SARS tax clearance certificate or a Tax Compliance Status (TCS) PIN
- ❖ BBBEE Certificate or Affidavit
- ❖ FICA compliant / Proof of office/residential address. Any valid documents reflecting your company's name and physical office address. i.e., Recent active lease or rental agreement, Municipal rates etc.
- ❖ Copy of ID book or driver's license of applicant
- ❖ Proof of payment
- ❖ Evidence of a comprehensive **Quality Management System (QMS)**, which includes the following elements:
 - A broad outline of the programme for the forthcoming year.
 - Quality assurance / strategies employed for the CPD Activities.
 - Method for recording attendance.
 - Intended mechanism for monitoring attendance (per hour or per session) for the duration of the activity.
 - Proposed attendance register. (with evidence of copy)
 - Attendance certificate that will be provided on completion of the activity.
 - Method to be used for obtaining feedback or evaluation of the CPD event.
 - Database containing information of CPD Activities.

Processes & Procedures for Verification of CPD Service Provider

1. The prospective CPD Service Provider must complete and submit the **ECSA the 'CPD-ECPD7 - CPD Service Provider Application Form'** with the mandatory documentation to CESA.
2. CESA will review the documentation and, if necessary, arrange for a site visit.
3. The outcome of the verification process will be communicated by CESA to the Service Provider in writing, with one of the following outcomes:
 - Verified
 - Verified with specific recommendations, or
 - Declined
4. Successful applicants will receive a certificate from CESA with a unique number, which must be displayed on all the Service Providers Activity's marketing materials, applicant's website, and relevant training material.
5. Unless a site visit is required, the application review and its outcome are communicated within a maximum of 30 calendar days.
6. If the application is rejected, it is entered into the database for recordkeeping and reported to ECSA.

Review and Monitoring

1. A verified CPD Service Provider must be verified and reviewed by CESA every three years.
2. CESA reserves the right to conduct reviews during the 3-year time. The requirements for the review must be in accordance with the ECSA CPD standards.

Submission of false information or failure to resolve deficiencies

1. If it is proven that the verified CPD Service Provider has provided false information during the application process, or if the verified CPD Service Provider no longer meets the requirements, CESA may revoke the CPD Service Provider's verification and validation with immediate effect in writing, outlining the deficiencies and advising on the time frame in which corrective actions must be implemented.
2. If the verified CPD Service Provider fails to resolve the identified deficiencies within the stipulated timelines, as determined by CESA, the CPD verified status will be revoked/terminated.
3. CESA must send a letter informing the CPD Service Provider of its decision and the date of termination.
4. The Service Provider must discontinue using and displaying CESA's unique verification and validation numbers for its CPD Activities.
5. CESA will inform ECSA of any verified CPD Service Provider in the above regard.

Changes to the Verified CPD Service Provider's Information

The verified CPD Service Provider must notify CESA of any changes within the organization that affects the information provided in the original application. This must be communicated within 21 days of the change date.

Amendment of Verification Requirements of CPD Service Providers

If ECSA decides to make any changes or amendments to its requirements for CPD Service Providers at any point, it will notify all verified CPD Service Providers, make the proposed changes available, and invite comments from all stakeholders.

Appeal Process for CPD Service Providers

1. If the verification requirements are not met, CESA will reject the application and notify the prospective CPD Service Provider in writing.
2. If the CPD Service Provider is dissatisfied with CESA's application outcome, he or she may appeal the decision to the appropriate ECSA Licensed Body.
3. CESA will refer the appeal to ECSA or another Licensed Body for independent review. The appeals will be reviewed by ECSA or the appointed Licensed Body, with the appeal process following the ECSA appeal guideline for the CDP Standard.