

# **IPMA-SA Certification Body**

## **POLICY**

***December 2022***

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## Revision History

This document has been revised as follows:

Document Draft	Summary of Changes	Created / Changed By	Date
V1.0	First Draft	Mark Cawood	22 December 2022

## Signoff

Date	Name	Designation	Signature
29/12/2022	Mark Cawood	Head CB	

# 1 GENERAL

## 1.1 Mission and Purpose

The mission and purpose of IPMA-SA CB is to implement and maintain the IPMA 4-L-C System in South Africa in partnership with IPMA-SA. On-going maintenance, development and dissolution (if necessary) shall be undertaken in accordance with all relevant IPMA policies, procedures, structures and practices ensuring that certification will be done at high standards.

IPMA-SA CB operates its certification according to ICR4 only.

## 1.2 Normative References

IPMA-SA CB has agreed to use the same set of principles, procedures, structures and regulations to carry out their certification practice. IPMA-SA CB accepts IPMA CVMB clarifications or interpretations of these IPMA Regulations issued in writing.

The following reference documents, listed in order of priority, are used for the interpretation of

IPMA ICR4:

- ISO/IEC 17024:2012, Conformity assessment – General requirements for bodies operating certification of persons;
- ISO 9001:2008, Quality management systems – Requirements;
- ISO 19011:2011, Guidelines for auditing management systems;
- IPMA ICB 4.0, IPMA Individual Competence Baseline;
- ISO/IEC 17000:2004, Conformity assessment – Vocabulary and general principles;
- ISO/IEC 17030:2003, Conformity assessment – General requirements for third-party marks of conformity; and
- ISO 21500:2012, Guidance on project management.

IPMA-SA CB is committed to comply with IPMA Validation procedures. IPMA-SA CB is responsible for implementing the IPMA ICR subject to the laws of South Africa.

## 2 CERTIFICATION PROCESS

### 2.1 Overview

IPMA-SA CB will only manage Level D certifications. Level A, B, C certifications will be undertaken through a partnership with the Netherlands Certification Body. The following information therefore is only applicable to Level D certifications.

Level D competence certifications comprises an evaluation of knowledge only. Exams are marked by independent IPMA-SA CB approved assessors.

Continuous Professional Development is the basis of the Re-certification. The Certificate is the property of IPMA-SA CB and the use thereof is a privilege that may be revoked and under the discretion of IPMA-SA CB.

### 2.2 Assessment

Assessing the exams of candidates must be done by well-respected and well-known project managers in their private capacity with no conflict of interest in the certification process. Assessors shall be IPMA-SA CB approved. A formal agreement between the assessor and IPMA-SA CB will regulate the performance and remuneration for assessment services. Assessment shall be done using the IPMA-SA CB Taxonomy. All Assessors-in-Training will be under the direct supervision of an experienced assessor.

The IPMA Individual Competence Baseline (ICB) is the only standard to be used for the assessment of candidates.

### 2.3 Examinations

Examinations are compiled by the assessors and are in line with the requirements of the ICR4.

For Level D the specific requirements of the ICR are noted:

- CBs shall construct the content of the assessment path so that 100% of the CEs are assessed.
- To achieve a Level D, Candidates shall demonstrate knowledge of 80% of the domain CEs defined in the IPMA ICB.
- Calculated percentages shall be rounded down to a whole number.

### 3 ORGANISATION

#### 3.1 Organisation Structure

The relationship between parties and functions are diagrammatically shown below.

### IPMA-SA CB Structure

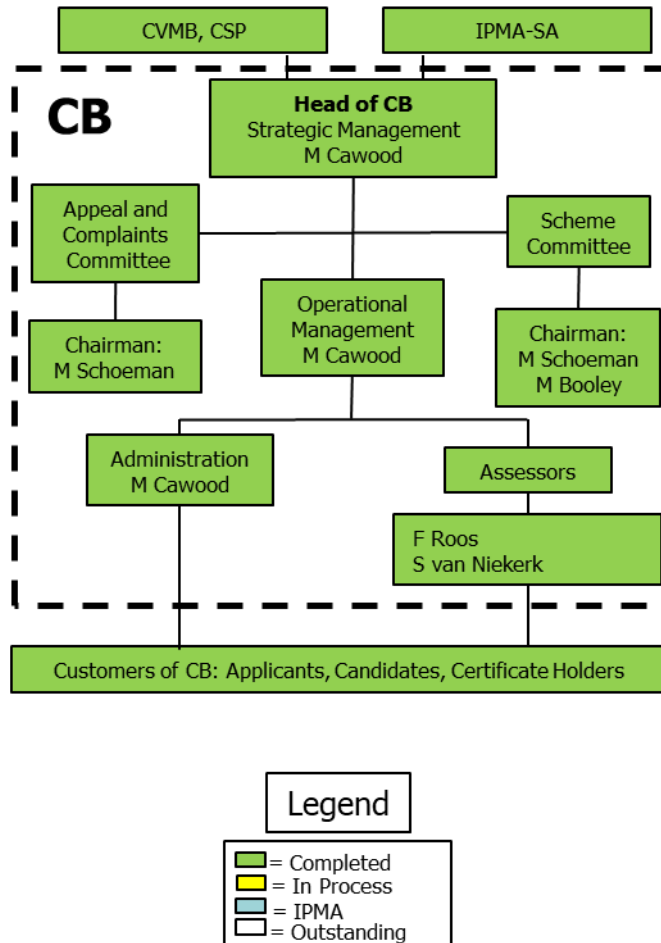


Figure 1: Organogram

### 3.2 Employment

#### 3.2.1 Recruitment

IPMA-SA CB will make use of shared resources until the business volume requires own full-time resources. IPMA-SA will comply with Governmental requirements but only if statutes do not compromise the moral judgement and operations of the IPMA-SA CB or violates the principle of Freedom of Association and the Willing-Buyer-Willing-Seller principles.



IPMA-SA CB will employ people based on merit and therefore choose staff based on the best interests of the organisation. All employment will be formalised in a contract signed by both parties.

Remuneration is based on market related costs and remuneration. Bonuses are earned value pay-outs for specific achievements. Bonuses are paid when the achievement is realised in terms of a cash flow benefit in which the employee will participate. No social benefits will be offered. These benefits are taxable and SARS is targeting these benefits. Employees must make own provisions for medical and transport and all other services required to suite their life-style.

Employees will work to complete their tasks and will not be remunerated for "extra time" or "effort". Normal time is a discretionary matter for the employee.

### **3.2.2 Discipline**

This policy is applicable to all employees as described by law; "permanent persons" and contractors.

The IPMA-SA is to a large extent, an informal group with structure and authority. The need for an extensive command structure is therefore not required. Individuals understand the strategy and work methods sufficiently to respond to demands for further the business.

### **3.2.3 Quality**

The Quality Manual and Operation Manual describe systems, procedures and work instructions that employees must adhere to. Failure in quality is a failure to comply with employment or contractual conditions.

### **3.2.4 Instructions**

Persons not complying with direct instructions are to receive a written warning. If more than three written warnings are accumulated during a three month period, then the person may be discharged without further warning of notification. The written instructions must however be related to KPA's.

### **3.2.5 Bad Behaviour**

Bad behaviour is unacceptable and the person understands that immediate discharge is likely when the bad behaviour has been established and admitted.

The following is considered bad behaviour that compromises constructive contribution to the business.

- Under the influence of drugs and alcohol while representing the firm or doing work under instruction.
- Using any form of drugs on a regular basis; smoking excluded.
- Using company resources without explicit permission.
- Making deliberate false and untrue statements to hide a previous transgression or untruths.
- Declaring company secrets, technologies and work methods to which the firm has IP-rights or copyright to other persons outside the direct control of the firm. Such information is privileged and must not be distributed or made known to others unless so specifically instructed by the executive.

- Outside the firm and working hours while off-duty if he harasses other people sexually, or physically, or use abusive language (swearing and shouting) in a public place, and if this comes to the attention of persons in the firm.

### **3.2.6 Inconsiderate behaviour**

Inconsiderate behaviour results in damage to the firm without the intention to cause damage. In case of inconsiderate behaviour, disciplinary hearing will take place generally in accordance with the prescribed procedure.

In case where the employee had three disciplinary hearings in six months, he stands to be discharge on the basis of his inconsiderate behaviour causing the firm damage.

In case the employee is incompetent in the execution of tasks, he will receive two warnings per three week cycle. Thereafter he may be discharged.

## **3.3 Grievances**

Grievances and problems of a generic personal or business nature are to be raised during meetings where matters of a general nature is discussed.

In case of private personal grievances, the employee can discuss the matter under four eyes with his direct manager. If the problem is not resolved to his satisfaction within two weeks, then he is at liberty to raise it with the executive manager.

If the matter is a governance issue or where wrong doing and plans are made to harm the firm in any way whatsoever, then remedial actions or disciplinary action will be taken depending on intention and context.

In case of clients being unhappy or feel compromised by actions of the firm, then they must be made aware of the policy that these matters are to be resolved urgently with the executive management.

## **3.4 Training**

Training will be provided to employees on an as and when needed basis at the discretion of the Head CB.

## **3.5 Procurement**

Procurement of goods and services for the IPMA-SA CB must be done to serve the best interests of IPMA-SA CB and its stakeholders. Procurement must be done cost effectively.

### **3.5.1 Governance**

A system of Commitments, Written orders and Payment Certificates and Payments based on quotations must be used. The payments and other activities must be separated to reduce the possibility of conflict of interest. Generally two signatures must be used on documents.

## 4 Financial Management

### 4.1 Financial Management Policy and Processes

The IPMA-SA is a registered Non-Profit Company (NPC) – Registration Number 1998/018799/08. The sections below summarise key aspects related to the financial management of the NPC. The NPC includes two main functional sections:

- Member Association
- Certification Body

The financial management of the NPC covers both of these functional sections.

### 4.2 Budgetary Control

The IPMA-SA (including IPMA-SA CB) maintains budgetary control through an annual budgeting process. Prior to each financial year a budget is drafted and tabled to the IPMA-SA Directors for their review and approval. The budget is then monitored on a monthly basis as a standing item on the agenda of the IPMA-SA management committee.

The budget planning process includes a review of the resources required by the IPMA-SA to meet all its obligations.

### 4.3 Financial Accounts and Auditing

The IPMA-SA is subject to South African law as it relates to the management of a NPC. Key to this is the completion of annual audited financial statements. The financial accounts of the NPC are reviewed on a monthly basis as a standing item on the agenda of the IPMA-SA management committee.

### 4.4 Financial Administration

The IPMA-SA has a dedicated administrator responsible for the management of invoicing, payments and bookkeeping.

An independent tax consultant will be appointed to advise on regulations regarding SARS.

## 5 Conflicts of Interest

The shall ensure that all its practices in the certification of individuals do not in any way negatively impact on the impartiality of its certification process.

IPMA-SA CB shall take all reasonable steps to ensure that no conflict of interest that relates to it has an Adverse Effect. In particular, where a person who is connected to the development, delivery or award of certification has interests which have the potential to lead that person to act in a contrary manner in that development, delivery or award of certification.

IPMA-SA CB shall identify and manage:

- all conflicts of interest which relate to CB activities; and
- any scenario in which it is reasonably foreseeable that a conflict of interest will arise in the future.

### 5.1 Assessor specific requirements

Assessors MUST inform IPMA-SA CB without delay if there are (imminent) conflicts of interest that prevent the performance of an assignment. This includes knowing a Client-Participant in any way, having personal or business ties to the Client-Participant's company, and any appearance of a conflict of interest. In that case, IPMA-SA CB will release the relevant Assessor from the assignment in which it plays.

Assessors are themselves responsible for actively avoiding potential conflicts of interest. Assessors MUST not use knowledge, information or other matters obtained from the nature of the work for their own use or for their own benefit if they demonstrably damage the interests of IPMA-SA CB and/or the client.

Assessors do not approach assessors who are involved in the assessment of those client-participants, in case of guidance of client-participants. They refrain from providing client-participants with information regarding other assessors.