



COMENSA
COACHES AND MENTORS OF SOUTH AFRICA

Policy and Criteria for Evaluation Processes that enable COMENSA Members to achieve SAQA registered professional designations for Coaches and Mentors.

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Foreword

Professional bodies such as Coaches and Mentors of South Africa (COMENSA) have a critical role in quality assurance and standards development in the South Africa National Qualifications Framework (NQF) environment. Professional bodies, and the registration of their designations, contribute to strengthening social responsiveness and accountability within professions and promoting pride in association for all professions and occupations.

Redress is also a key imperative in the South African policy and regulatory environment. It is critical that perceptions of exclusionary practices be addressed upfront and that professions do not apply unjust policies and practices regarding who gains access to a profession.

COMENSA is proud to be working with the custodian of the NQF, the South African Qualifications Authority (SAQA) to make sure that all South Africans benefit from the professional development. This policy and criteria document allows for formal evaluation processes that enable COMENSA members to achieve nationally registered professional designations.

Signed on this 31st day of March 2023

A handwritten signature in black ink that reads "Vesuica Wantu". The signature is written in a cursive, flowing style.

Vice President

Definitions

1. This policy ascribes to the definitions of acronyms and terms as found in:
 - The Standard Glossary of Acronyms and Terms utilised by Membership Criteria and Standards of Competence Portfolio Committee (MCSC); and
 - The SAQA Policy and Criteria for Recognising a Professional Body and registering a Professional Designation.

In particular the following:

“Evaluator” means a person:

- appointed by COMENSA to conduct an evaluation on a person that has applied for and qualifies to be considered for a COMENSA registered professional designation; or
- appointed by COMENSA to conduct Recognition of Prior Learning as an integral part of the evaluation of a person that has applied for a COMENSA registered professional designation; or
- appointed by COMENSA to conduct an evaluation of training provider programme for approval by COMENSA; or
- appointed by a Training Provider and that has been trained by COMENSA to conduct an evaluation of person during a COMENSA Gold or Silver approved training provider programme.

Purpose

2. This policy establishes the criteria in which COMENSA uses to continually develop, appoint and monitor persons who implement evaluation processes that enable COMENSA members to achieve nationally registered professional designations.

Introduction and Background

3. COMENSA is a Professional Body recognised by SAQA in terms of its Policy and Criteria for Recognising a Professional Body and Registering Professional Designations.
4. COMENSA has registered Professional Designations for Coaches and Mentors with SAQA in terms of Policy and Criteria for Recognising a Professional Body and Registering Professional Designations.
5. The SAQA Policy and Criteria for Recognising a Professional Body and Registering Professional Designations requires a Professional Body to have policy and criteria to develop, award, monitor and revoke its professional designations in terms of its own rules, legislation and/or international conventions.
6. This Evaluation Policy and Criteria supports the COMENSA policy and criteria to develop, award, monitor and revoke its professional designations, also known as the COMENSA Credentialing Policy and Criteria.

Objectives

7. The objectives of this policy and criteria are to:
 - 7.1 Advance the objectives of the NQF.
 - 7.2 Promote the public understanding and trust in coaching and mentoring.
 - 7.3 Promote coaching and mentoring as professional career paths in their own right.
 - 7.4 Promote coaching and mentoring as critical skills for leaders, managers, education and training development professionals as well as subject matter experts.

- 7.5 Promote the accreditation of public or private providers to offer coaching and/or mentoring programmes registered on National Qualifications Framework and/or any of the three national sub-Frameworks.
- 7.6 Enable social responsibility, accountability and pride within the coaching and mentoring profession.
- 7.7 Promote a gold standard of coaching and mentoring in process, skills, understanding and tools/techniques.
- 7.8 Contribute towards the growth and sustainability of coaching and mentoring across all professions.
- 7.9 Enable the protection of the public from malpractice within coaching and the mentoring practices.
- 7.10 Continuously improve the quality of coaching and mentoring in line with global best practice.

Scope

- 8. This policy and criteria applies to:
 - 8.1 All persons that implement evaluation processes on behalf of COMENSA, being:
 - 8.1.1 **COMENSA Credentialing Evaluators at Level 1,2 or 3**– who evaluate applicants for designations; and
 - 8.1.2 **COMENSA RPL Evaluators at Level 1,2 or 3** – who RPL applicants as part of a designation evaluation; and
 - 8.1.3 **COMENSA TPP Evaluators** – who evaluate training provider programmes; and
 - 8.1.4 **Training Provider Evaluators at level 1, 2 or 3** – who evaluate persons as part of a COMENSA approved Gold or Silver approved TPP.
 - 8.2 All office bearers of COMENSA who perform functions associated with the evaluation processes.
 - 8.3 All administration persons appointed by COMENSA who perform functions associated with the evaluation processes.

Benefits & Value of Approved Evaluators

- 9. The approval of Evaluators by COMENSA has numerous benefits and value that includes but is not limited to:
 - 9.1 Members of the public are assured of quality evaluation processes that comply with national set of standards.
 - 9.2 COMENSA members that apply for registered designations or RPL are assured that they will be evaluated by persons that have been found competent by COMENSA for the process.
 - 9.3 Credentialed COMENSA members have an opportunity to volunteer to become COMENSA approved Evaluators for self-development and income generation.
 - 9.4 Providers have an option of delivering a quality programme with or without complying with formal national quality council accreditation requirements.
 - 9.5 Providers can add value to their client offering by allowing them to undergo an “in-programme” evaluation process that negates the need for evaluation during the actual credentialing process.

Most importantly through a COMENSA approved evaluation process, a person has access to qualifying for a professional designation that allows a person to be formally registered as a member of a Profession, defined by SAQA as “A *disciplined group of individuals who adhere to ethical standards enforced by the profession and who hold themselves out as, and are accepted by the public as possessing specialised skills and knowledge in a widely recognised body of learning derived from research, education and training at a high level, and who are prepared to apply this knowledge and exercise these skills in the interest of others.*”

Evaluator Criteria

10. All persons that are approved by COMENA to be Evaluators must:
- 10.1 Be a COMENSA credentialed member and Hold a COMENSA registered Designation; and
 - 10.2 Have committed in writing to the COMENSA Code of Ethics and Conduct
 - 10.3 Successfully complete formal First Time Evaluator training as conducted by COMENSA; and
 - 10.4 Successfully complete all subsequent Refresher Evaluator Training as conducted by COMENSA; and
 - 10.5 Evaluate either on the same level or lower than the credential that a person holds.
 - 10.6 Cover all costs to meet the above criteria subject only to any COMENSA approved support.

Evaluation Process Criteria and Timelines

11. **Credentialing and RPL Evaluation** criteria and timelines are:
- Initial contact between Evaluators & Client within 24 hours.
 - Evaluation must take place between 7 – 10 working days from receipt of application.
 - Moderation must take place 3 -5 working days after evaluation completed.
 - Feedback document must be submitted by evaluators within 2 working days to COMENSA after moderation completed.
 - If applicable, Certification must take place within 24 hours after feedback documents received.
 - Web site listing within 24 hours after certification.
 - Statistics to be generated and reported on to determine average time period for credentialing
12. **TPP Evaluation** criteria and timelines are why so fast?
- Initial confirmation from the Evaluators within 24 hours.
 - Evaluation including remedial must take place within 10 working days.
 - Feedback report to be submitted by evaluators within 2 working days to COMENSA once evaluation complete.
 - If Applicable, Certification must take place within 24 hours after evaluation received.
 - Web site listing upload based on information included with initial application form within 24 hours after certification.
 - Statistics to be generated to determine average time period for TPP approval
13. **TP Evaluation** criteria and timelines will be determined by the COMENSA Gold or Silver approved training provider programme.
14. **Evaluators that do not consistently work within required timelines will be removed from approved evaluator list.**

Evaluator Approval Period

15. All Evaluator appointments will be valid for three calendar years from date of approval.

16. **Evaluators that decline three sequential requests from MCSC to conduct an evaluation will be removed from approved evaluator list.**

Evaluator Application

17. Any designated COMENSA Member may apply to COMENSA to become an COMENSA approved Evaluator by submitting an request to the Chairperson of MCSC.

Evaluator Monitoring and Reporting

18. COMENSA will monitor and report on:

18.1 Approval of Evaluators

18.2 Revoking of Evaluators

Evaluator Certification

19. A person that complies with all required criteria will be issued with a COMENSA approved Evaluator Certificate signed by the MCSC Chairperson that indicates:

19.1 Title, Name and Surname or Person.

19.2 Approved Scope of Work.

19.3 Approved Level of Evaluator

19.4 Evaluator Registration Number.

19.5 Start and End Date of Approval.

19.6 Date that person must apply for re-approval.

Evaluator Approval Revoking and Appeal

20. COMENSA will revoke in writing the approval of any Evaluator that:

20.1 Consistently does not work within required Evaluation Process Criteria and Timelines; or

20.2 Lose their COMENSA Membership, that includes being in breach of COMENSA Code of Ethics and Conduct.

21. Any person that has her or his Evaluator approval revoked may appeal to the COMENSA Board within 21 days of receiving a revoking notice.

Roles and Responsibilities of Key Role Players

22. The COMENSA Board will:

22.1 Approve this Policy and Criteria.

22.2 Manage Evaluator Revoking Appeal Process

23. The Membership Criteria and Standards of Competence Portfolio Committee (MCSC) will

23.1 Develop, review and maintain this Policy and Criteria.

23.2 Manage Evaluator Training Programmes.

23.3 Manage Evaluator Approval Processes.

23.4 Manage Evaluator Approval Revoking Processes.

Policy and Criteria Implementation and Review

- 24. This policy and criteria comes into effect on the date of signature.
- 25. This policy and criteria will be reviewed procedurally annually.

Legislation, Regulations, Policies and Guidelines applicable to this Policy and Criteria

- 26. The following have applicability in the whole or in part:
 - 26.1 The Constitution of South Africa, Act 108 of 1996
 - 26.2 The National Qualifications Framework Act, Act 67 of 2008
 - 26.3 The Protection of Personal Information Act, Act of 4 of 2013
 - 26.4 SAQA Policy and Criteria for Recognising a Professional Body & Registering a Professional Designation.
 - 26.5 The Accreditation Policies, Criteria and Processes of Quality Councils in South Africa.
 - 26.6 All COMENSA MCSC Portfolio Committee Policies and Criteria.