

Southern Africa Professional Trainers Association (SAPTA)

SAPTA Training Events Companies (TEC) Policy

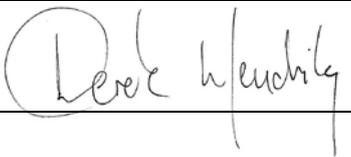
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Compiled by Derek Hendrikz

22 August 2014





Membership Policy Status:	Date:	Signed off by:	Signature:
Accepted by the SAPTA Board of Directors	01 February 2015	SAPTA President: Derek Hendrikz	
Amended by the SAPTA Board of Directors			
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SAPTA TEC Policy

Approved: xxx

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1. *Authority of Policy*

- 1.1 The TEC Policy is directly authorised by the SAPTA Constitution and has been approved by the Board on
- 1.2 Purpose of this Policy statement is to manage all issues relating to training events companies, hereafter referred to as TEC's.
- 1.3 Moreover, the policy provides resolution of conflict between TEC's and Certified Professional Trainers, hereafter referred to as CPT's.
- 1.4 This policy purpose will manifest through the following policy objectives:
 - 1.4.1 To promote TEC's that are credible and ethical in their conduct;
 - 1.4.2 To assist TEC's to demonstrate professional behaviour at all times during the contracting of professional training and delivery of training to customer companies. SAPTA is dedicated to standards development of training companies; and
 - 1.4.3 To ensure that SAPTA endorses quality training delivery that is in line with SAPTA ethics and which is supportive to the professional status of SAPTA Certified CPT's.
- 1.5 Any amendments to this policy are recoded under the Annexure A.
- 1.6 The following policy issues is directly governed by the SAPTA Constitution and therefore not repeated in this policy document:
 - 1.6.1 Policy Scope
 - 1.6.2 Policy Definitions
 - 1.6.3 Delegation of Authority
 - 1.6.4 Responsibility, control and maintenance
 - 1.6.5 Policy Review

2. *TEC Endorsement*

- 2.1 Companies seeking to apply for endorsement must follow the prescribed endorsement procedure.
- 2.2 To qualify for endorsement, the company must prove that they are ethical in their training delivery practice and that they support the use of SAPTA Certified CPT's in the delivery of training.
- 2.3 No TEC who have been blacklisted will be endorsed by SAPTA.
- 2.4 The SAPTA TEC Endorsement committee will evaluate endorsement applications via a TEC endorsement scorecard.
- 2.5 Where applicants are successful in their applications, they will be issued an endorsement certificate containing an endorsement number.

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- 2.6 Endorsements will be valid for 12-months and be subject to an annual audit.
- 2.7 Where the TEC Endorsement Committee declines an endorsement, written reasons will be provided to the applicant with remedial recommendations.

3. *Annual TEC Endorsement Audits*

- 3.1 The TEC Endorsement committee will appoint auditors in the area of the endorsed TEC.
- 3.2 Appointed auditors will annually audit endorsed TEC to ensure compliance with the TEC Endorsement criteria as set out in the TEC Endorsement Scorecard.
- 3.3 Audit cost will be payable by the Endorsed TEC.
- 3.4 Where TEC's are audited as compliant, the auditor will report such to the TEC Endorsement Committee who will instruct the SAPTA Office manager to renew the TEC Endorsement Certificate.
- 3.5 Where TEC's are audited as non-compliant, the auditor will report such to the TEC Endorsement Committee who will instruct the SAPTA Office Manager to terminate the TEC Endorsement Certificate.

4. *Appeal Against TEC or Auditors Findings*

- 4.1 Where the TEC is dissatisfied with the findings of the TEC Endorsement Committee or the findings of an auditor, such TEC can appeal against the finding via the appeals process as set out in the TEC Endorsement Appeal Procedures.

5. *Benefits of an Endorsed TEC*

- 5.1 **Credibility:** SAPTA endorsement will provide credibility, thus ensuring that client organisations receive quality training and value for money.
- 5.2 **Marketing:** SAPTA support endorsed companies by listing them on the SAPTA website and including them in the databases and alerting them to upcoming training events.
- 5.3 **Ensuring that TEC's contract the best CPT's:** SAPTA endorsement will give TEC's access to the top trainers in South Africa and will ensure that they trainers they contract are at the right level for their target audience.
- 5.4 **Networking:** Attendance of SAPTA endorsed development events which will give TEC's direct access to the training community.

6. *Risk Assessment of TEC's:*

- 6.1 SAPTA will apply a 'traffic light' system to assess the risk of dealing with TEC's.

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- 6.2 **Green Light TEC's:** These are endorsed by SAPTA and safe to work with. Such companies will be promoted amongst members and to stakeholders within the training community. CPT's are encouraged to work with such companies.
- 6.3 **Yellow Light TEC's:** These are cautionary companies who have received numerous reports and complaints against them. Such companies have not conducted unethical practice to the point where they can be blacklisted, but should be approached with caution. CPT's and other stakeholders to the training community must be cautious when working with such.
- 6.4 **Red Light TEC's:** These TEC's have been blacklisted and stakeholders within the training industry are warned not to engage with them. CPT's who engage in contracts with blacklisted CPT's will face disciplinary action which could include expulsion from SAPTA.

7. Blacklisting of TEC's:

- 7.1 Training events companies that engage in unethical practice within the training industry will be blacklisted.
- 7.2 The following will be grounds for TEC blacklisting:
 - 7.2.1 Non-payment of a CPT for services rendered;
 - 7.2.2 Non-payment of cancellation fees for a contracted CPT; and
 - 7.2.3 Copyright violation of a CPT's training materials.
- 7.3 In cases of non-payment for services rendered or cancellation fees not paid, SAPTA will cover the legal fees to obtain a court judgement, where after both the TEC and its directors will be blacklisted on the SAPTA website.
- 7.4 In cases of copyright violation, the affected CPT will report the matter with evidence to the TEC Endorsement Committee who will investigate the matter and make an appropriate decision. Where the TEC Endorsement Committee finds that there is sufficient evidence of copyright violation, they will instruct the SAPTA Office manager to blacklist the said TEC.
- 7.5 Blacklisting will be removed once there is evidence of remedial action. In terms of a court judgement, there must be proof of full payment. In cases of copyright violation, reasonable compensation has been offered to the affected CPT.
- 7.6 Where CPT's have had TEC's not pay them for services rendered prior to receiving their CPT status, they will still be entitled to legal assistance in terms of obtaining a court order, provided that such court order is still obtainable.
- 7.7 Where associate SAPTA members have rendered services to TEC's, and have not been paid for such, they can get the TEC blacklisted, provided that they provide a court order that proved the non-payment, and provided that they have covered the cost of obtaining the court order themselves. SAPTA will not pay the legal fees for non CPT SAPTA members. SAPTA will accept such blacklisting even if the incident occurred prior to the date on which the associate member received SAPTA membership status.

8. *Complaints against TEC's:*

- 8.1.1 Where SAPTA members have a complaint against a TEC, they can lodge such to the SAPTA Office Manager in accordance with the proscribed procedure as set out in the TEC Procedures.

