



COMENSA
COACHES AND MENTORS OF SOUTH AFRICA

DESIGNATION EVALUATION

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 COMENSA, play a vital role in ensuring quality assurance and standards development within the South African National Qualifications Framework (“NQF”). By setting professional standards and registering designations, these bodies contribute to enhancing social accountability, fostering professional integrity, and promoting a sense of pride and recognition within various professions and occupations.

A fundamental principle within the South African policy and regulatory landscape is redress. It is imperative to proactively address any perceptions of exclusionary practices and to ensure that access to professions is governed by fair, transparent, and just policies. Professional bodies must uphold these principles to foster inclusivity and equity within their respective fields.

COMENSA is committed to working in collaboration with the South African Qualifications Authority (“SAQA”), the custodian of the NQF, to advance professional development and ensure that all South Africans have equitable opportunities to benefit from recognised professional standards.

Dated and signed at Randburg on this the 12th day of February 2025



**Vice President
Ms MP Modisaesi**

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Definitions

1. This policy ascribes to the definitions of acronyms and terms as found in:
 - 1.1 The Standard Glossary of Acronyms and Terms utilised by Membership Criteria and Standards of Competence Portfolio Committee (MCSC); and
 - 1.2 The SAQA Policy and Criteria for Recognising a Professional Body and Registering a Professional Designation.
2. In particular the following:
 - 2.1 “Evaluator” means a person:
 - 2.1.1 appointed by COMENSA to conduct an evaluation on a person who has applied for and qualifies to be considered for a COMENSA-registered professional designation; or
 - 2.1.2 appointed by COMENSA to conduct Recognition of Prior Learning as an integral part of the evaluation of a person who has applied for a COMENSA-registered professional designation; or
 - 2.1.3 appointed by COMENSA to conduct an evaluation of the training provider programme for approval by COMENSA; or
 - 2.1.4 appointed by a Training Provider and who has been trained by COMENSA to conduct an evaluation of a person during a COMENSA Gold or Silver-approved training provider programme.

Purpose

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

Introduction and Background

4. COMENSA is a Professional Body recognised by SAQA in terms of its Policy and Criteria for Recognising a Professional Body and Registering Professional Designations.
5. 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.
6. 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.
7. 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

8. The objectives of this policy and criteria are to:

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- 8.1 Advance the objectives of the NQF.
- 8.2 Promote the public understanding and trust in coaching and mentoring.
- 8.3 Promote coaching and mentoring as professional career paths in their own right.
- 8.4 Promote coaching and mentoring as critical skills for leaders, managers, education and training development professionals as well as subject matter experts.
- 8.5 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.
- 8.6 Enable social responsibility, accountability and pride within the coaching and mentoring profession.
- 8.7 Promote the achievement of an internationally equitable standard of coaching and mentoring in process, skills, understanding and tools/techniques.
- 8.8 Contribute towards the growth and sustainability of coaching and mentoring across all professions.
- 8.9 Enable the protection of the public from malpractice within coaching and the mentoring practices.
- 8.10 Continuously improve the quality of coaching and mentoring in line with global best practice.

Scope

9. This policy and criteria applies to:
 - 9.1 All persons that implement evaluation processes on behalf of COMENSA, being:
 - 9.1.1 **COMENSA Credentialing Evaluators at Level 1,2 or 3**– who evaluate applicants for designations; and
 - 9.1.2 **COMENSA RPL Evaluators at Level 1,2 or 3** – who RPL applicants as part of a designation evaluation; and
 - 9.1.3 **COMENSA TPP Evaluators** – who evaluate training provider programmes; and
 - 9.1.4 **Training Provider Evaluators at level 1, 2 or 3** – who evaluate persons as part of a COMENSA approved Gold or Silver approved TPP.
 - 9.2 All office bearers of COMENSA who perform functions associated with the evaluation processes.
 - 9.3 All administration persons appointed by COMENSA who perform functions associated with the evaluation processes.

Benefits & Value of Approved Evaluators

10. The approval of Evaluators by COMENSA has numerous benefits and value that includes but is not limited to:

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- 10.1 Members of the public are assured of quality evaluation processes that comply with national set of standards.
- 10.2 COMENSA members who apply for registered designations or RPL are assured that they will be evaluated by persons who have been found competent by COMENSA for the process.
- 10.3 Credentialed COMENSA members have an opportunity to volunteer to become COMENSA-approved Evaluators for self-development and income generation.
- 10.4 Providers have an option of delivering a quality programme with or without complying with formal National Quality Council accreditation requirements.
- 10.5 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

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

Evaluation Process Criteria and Timelines

- 12. **Credentialing and RPL Evaluation** criteria and timelines are:
 - 12.1 Initial contact between Evaluators & Client within 24 hours.
 - 12.2 Evaluation must take place between 7 – 10 working days from receipt of application.
 - 12.3 Moderation must take place 3 -5 working days after evaluation completed.
 - 12.4 Feedback document must be submitted by evaluators within 2 working days to COMENSA after moderation completed.
 - 12.5 If applicable, Certification must take place within 24 hours after feedback documents received.

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- 12.6 Web site listing within 24 hours after certification.
- 12.7 Statistics to be generated and reported on to determine average time period for credentialing
- 13. **TPP Evaluation** criteria and timelines are
 - 13.1 Initial confirmation from the Evaluators within 48 hours.
 - 13.2 Evaluation including remedial must take place within 10 working days.
 - 13.3 Feedback report to be submitted by evaluators within 5 working days to COMENSA once evaluation complete.
 - 13.4 If Applicable, Certification must take place within 48 hours after the evaluation received.
 - 13.5 Website listing upload based on information included with the initial application form within 24 hours after certification.
 - 13.6 Statistics to be generated to determine the average time period for TPP approval
- 14. **TP Evaluation** criteria and timelines will be determined by the COMENSA Gold or Silver-approved training provider programme.
- 15. **Evaluators who do not consistently work within required timelines will be removed from the approved evaluator list.**

Evaluator Approval Period

- 16. All Evaluator appointments will be valid for three calendar years from the date of approval.
- 17. **Evaluators who decline three sequential requests from MCSC to conduct an evaluation will be removed from the approved evaluator list.**

Evaluator Application

- 18. Any designated COMENSA Member may apply to COMENSA to become a COMENSA-approved Evaluator by submitting a request to the Chairperson of MCSC.

Evaluator Monitoring and Reporting

- 19. COMENSA will monitor and report on:
 - 19.1 Approval of Evaluators.
 - 19.2 Revoking of Evaluators.

Evaluator Certification

- 20. A person that complies with all required criteria will be issued with a COMENSA approved Evaluator Certificate signed by the MCSC Chairperson that indicates:
 - 20.1 Title, Name and Surname or Person.
 - 20.2 Approved Scope of Work.

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- 20.3 Approved Level of Evaluator
- 20.4 Evaluator Registration Number.
- 20.5 Start and End Date of Approval.
- 20.6 Date that person must apply for re-approval.

Evaluator Approval Revoking and Appeal

- 21. COMENSA will revoke in writing the approval of any Evaluator that:
 - 21.1 Consistently do not work within required Evaluation Process Criteria and Timelines; or
 - 21.2 Lose their COMENSA Membership, that includes being in breach of COMENSA Code of Ethics and Conduct.

Appeals Policy

- 22. Appeals must be read in conjunction with the COMENSA Memorandum of Incorporation, the Member By-Laws and the COMENSA Code of Ethics.
 - 22.1 Should a member feel aggrieved by the evaluation process, may appeal directly to the MCSC committee for a review which will be carried out in good faith.
 - 22.2 If the member still feels aggrieved with the process they may lodge an appeal with the COMENSA ethics committee and as per policy will be referred to the Investigations committee.
 - 22.3 If the complaint is deemed to have merit, the Investigations committee will refer the matter to the Disciplinary committee for review and if of merit, the committee will establish and ad-hoc Panel to review the case and make disciplinary recommendations to the Board.
 - 22.4 The COMENSA Board will review the recommendations and make a decision based on the evidence and thereafter apply the appropriate sanction in writing to the member.
 - 22.5 Where applicable, COMENSA will revoke in writing the approval of any member should the member no longer meet the criteria against which membership was approved.
 - 22.6 Any member that has had their Credential revoked, has the right to appeal to the COMENSA Board within a period not exceeding thirty (30) working days from the date of notification.
 - 22.7 Subject to the outcome of an appeal process if instituted, the decision of the COMENSA Board will be final, subject only to further legal processes at the costs of the member.

Roles and Responsibilities of Key Role Players

- 23. **The COMENSA Board will:**
 - 23.1 Approve this Policy and Criteria.
 - 23.2 Manage Evaluator Revoking Appeal Process as advised by MCSC or the Ad-Hoc committee as set out in clause 22 ff.
- 24. **The Membership Criteria and Standards of Competence Portfolio Committee (MCSC) will:**

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- 24.1 Develop, review and maintain this Policy and Criteria.
- 24.2 Manage Evaluator Training Programmes.
- 24.3 Manage Evaluator Approval Processes.
- 24.4 Manage Evaluator Approval Revoking Processes.

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

- 25. The following have applicability in the whole or in part:
 - 25.1 The Constitution of South Africa, Act 108 of 1996
 - 25.2 The National Qualifications Framework Act, Act 67 of 2008
 - 25.3 The Protection of Personal Information Act, Act of 4 of 2013
 - 25.4 SAQA Policy and Criteria for Recognising a Professional Body & Registering a Professional Designation.
 - 25.5 The Accreditation Policies, Criteria and Processes of Quality Councils in South Africa.
 - 25.6 All COMENSA MCSC Portfolio Committee Policies and Criteria.

Review of the policy

- 26. The Policy will be reviewed annually or as and when required to ensure that they remain relevant and aligned with the evolving needs of the coaching and mentoring profession and the objectives of COMENSA. The Committee will recommend amendments to the Board for approval.

Delegation of Authority

- 27. The completion and signing of the application for re-recognition as a professional body by SAQA are authorised under the delegated authority of the President. Accordingly, the Vice President, Ms Mpho Portia Modisaesi, is hereby authorised to sign the application on the President's behalf. This delegation of authority is granted with the approval of the COMENSA Board of Directors.

Approval of the Policy

- 28. The Policy, including the delegation of authority outlined herein, has been reviewed, and approved by the COMENSA Board of Directors.

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