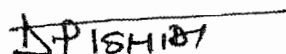


**BOARD NOTICE 153 OF 2008****FINANCIAL SERVICES BOARD****FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT, 2002****(ACT NO 37 OF 2002)****APPLICATIONS BY REPRESENTATIVE BODIES FOR RECOGNITION BY  
THE FINANCIAL SERVICES BOARD**

I, DUBE PHINEAS TSHIDI, the Registrar of Financial Services Providers, hereby determine, under section 6(4)(b) of the Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002), that applications by representative bodies under the said section for recognition by the Financial Services Board established by section 2 of the Financial Services Board Act, 1990 (Act No. 97 of 1990), under section 6(3)(a)(iii) of the said first mentioned Act, must be submitted in writing in a format (including an electronic format readily and correctly retrievable in written form) substantially conforming to the application form set out in the Schedule.

This Notice comes into operation on 31 December 2008.

Board Notice 34 of 2003 published in Government Gazette 24794 of 2 May 2003 is hereby repealed.



**D P TSHIDI,**  
*REGISTRAR OF FINANCIAL SERVICES PROVIDERS*

## SCHEDULE

**APPLICATION TO THE FINANCIAL SERVICES BOARD FOR RECOGNITION  
AS A REPRESENTATIVE BODY UNDER SECTION 6(3)(a)(iii) OF THE  
FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT, 2002  
(hereunder referred to as 'the Act')**

**Instructions on how to complete the form:**

- a) **This application form, together with the relevant attachments, must be submitted to:**  
The Registrar of Financial Services Providers  
Financial Services Board  
Postal address: P O Box 35655, Menlo Park, 0102  
Telephone and Facsimile numbers (012) 428-8000 / 347-8788  
Electronic address: www.fsb.co.za
- b) **Complete the items hereunder legibly and fully, and initial subsequent alteration markings**
- c) **Applications must be accompanied by the required fee (section 6(4)(b)(ii) of the Act, and Government Notice 536 of 2003)**
- d) **Application must particularly take note of the provisions of sections 6(3), (4), (5) and (6), of the Act and of the sanctioning provision in section 36(b)**
- e) **Refer to the Notes at the back of the document for explanations of some of the information requested**

**SECTION 1: DETAILS OF THE APPLICANT**1.1 **Name of applicant**1.1.1 **Previous names of applicant<sup>1</sup>**1.2 **Contact details (Head Office)<sup>2</sup>**

Physical address (Head Office)

Postal code

Postal address (Head Office)

Postal code

Telephone number (Head Office)

Fax number (Head Office)

<sup>1</sup> If the applicant previously had other names, please list all of those names.

<sup>2</sup> If the applicant has more than one office, please only provide the details of the Head Office where required.

Website address (if applicable)

### 1.3 Contact person<sup>1</sup>

Title

Initials

Surname

Telephone number

Website address

### 1.4 Information Technology – Contact person<sup>2</sup>

Title

Initials

Surname

Telephone number

Website address

### 1.5 Auditors or Accountant

Firm's name

Practice number (if applicable)

Physical address

Postal code

<sup>1</sup> Provide the information of the person who will be responsible for liaising with the Registrar of Financial Services Providers ('Registrar'). All correspondence addressed to the applicant will be sent to this person.

<sup>2</sup> Provide the details of the person, in the employ of the applicant, that will be responsible for the Information Technology systems. The Registrar will communicate with this person relating to the technical requirements of the applicants information technology and all changes to the system will be sent directly to the designated person.

Postal address (Head Office)

Postal code

Telephone number

Fax number

Responsible person<sup>1</sup>

**1.6 Legal format<sup>2</sup>**

a. Corporate

☐

b. Incorporate

☐

c. Other (specify in space provided)

☐

**1.7 Is the business of the applicant carried on for profit?**

YES

☐

NO

☐

**1.8 Provide details of other industry affiliations / membership (RSA and foreign) and / or details of other entities the applicant is or has been associated with, if any<sup>3</sup>:**

<sup>1</sup> Provide the detail of the partner or person at the audit or accounting firm responsible for handling of the applicant's account.

<sup>2</sup> Provide the legal format in which the applicant is operating.

<sup>3</sup> If the applicant is affiliated to other industry bodies or a member of other industry bodies, provide the name of such body as well as its status as well as other entities that the applicant is associated with.

**SECTION 2: DETAILS OF THE APPLICANT'S REPRESENTATION OF A RELEVANT GROUP OF PERSONS FALLING UNDER THE AMBIT OF THE ACT**

- 2.1 Provide a description of the group of persons represented by the applicant, and categories thereof<sup>1</sup>. (If applicable.)

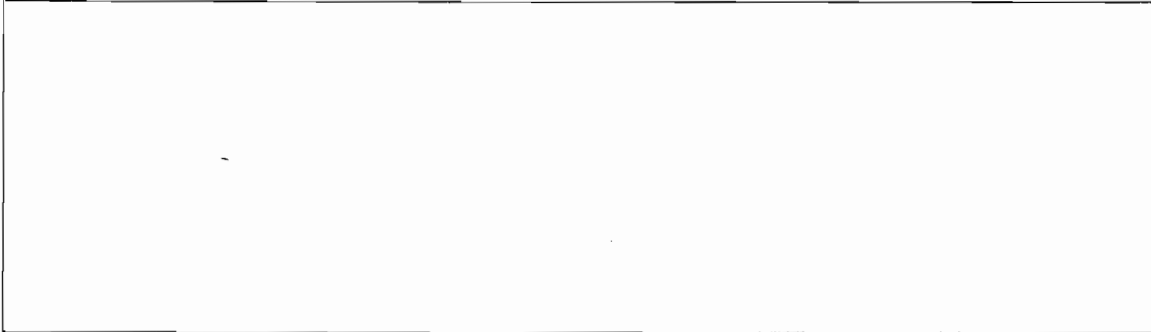
- 2.2 Provide details of existing status (if any) of applicant as representative body recognised for purpose of any other law, and of any condition (if any) subject to which recognition has been granted.

- 2.3 Date of establishment of the applicant.

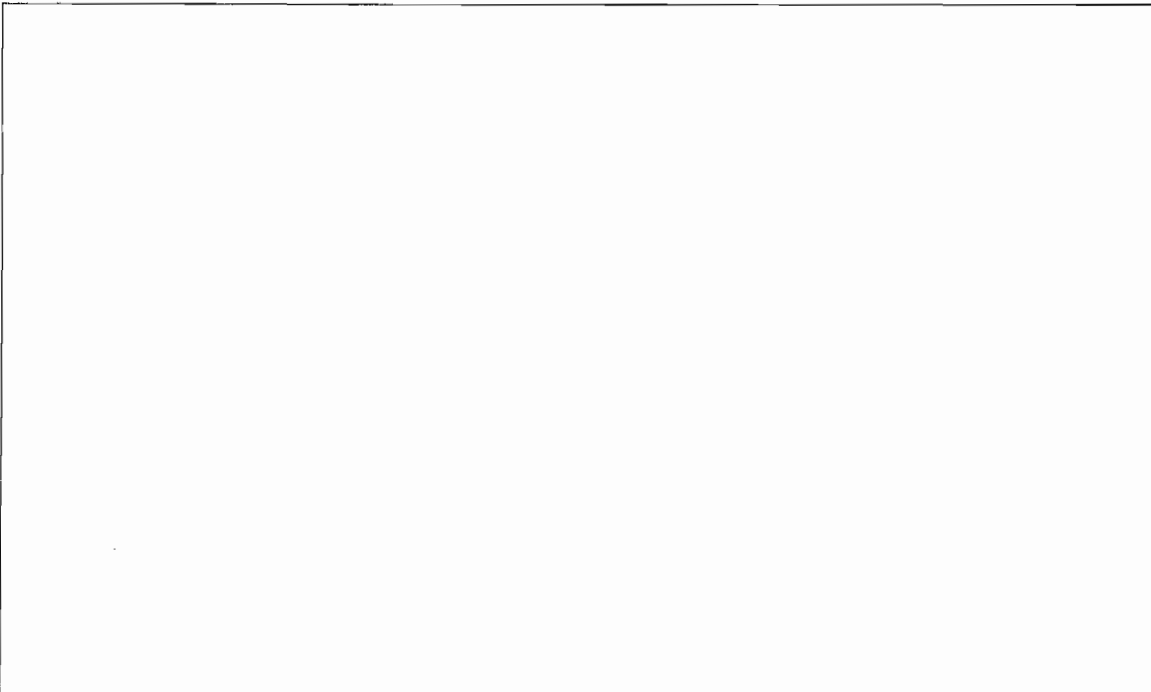
- 2.4 Provide details of membership criteria (if applicable).

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<sup>1</sup> Section 6(4)(b)(iii) of the Act provides that: '*...and that the applicant is reasonably representative of the relevant group of persons which it purports to represent*'. Details are this required to determine whether the applicant is representative of a relevant group of persons regulated by this Act. The Registrar may, when considering the application, request a 'membership list' from the applicant to verify the representation of the applicant.



2.5 Provide details of the current functions of applicant<sup>1</sup>.



2.6 Attach current copy of founding memorandum, rules or constitution of the applicant (as may be applicable).

2.7 Attach a copy of the current applicable code of conduct (if any).

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<sup>1</sup> All the current functions of the applicant should be listed. If the applicant is a newly established body please provide details of all functions (except the functions that it is applying for) that it will be providing in terms of its founding statement or constitution.

**SECTION 3: FUNCTION WHICH THE APPLICANT WISHES TO PERFORM****3.1 Indicate the function which applicant wishes to perform with reference to such functions determined by the Registrar of Financial Service Providers under section 6(4)(a) of the Act:**

- (a) Consideration of applications for licences under section 8 of the Act. ☐
- (b) Consideration of applications for approval of compliance officers under section 17(2) of the Act. ☐
- (c) Examination body. ☐

**SECTION 4: MANAGEMENT OF RESOURCES AVAILABLE TO THE APPLICANT<sup>1</sup>****4.1 Provide details regarding the directors, principals or other persons in control of the applicant by completing Annexure A<sup>2</sup>.****SECTION 5: MANPOWER RESOURCES AVAILABLE TO THE APPLICANT****5.1 Attach an organogram reflecting the following information to the application form<sup>3</sup>:**

- 5.1.1 Indicate the allocated responsibilities to the different staff members regarding all the functions of the applicant.
- 5.1.2 Provide details of the experience of the staff and management that will be fulfilling the delegated function.

- 5.2 Number of staff members currently employed by the applicant.
- 5.3 Number of staff members to be utilised to fulfil the function that will be delegated to the applicant.
- 5.4 Will you use existing staff to fulfil the function(s) that will be delegated? YES ☐ NO ☐

<sup>1</sup> Management resource available refers to the management of the applicant which oversees the functions of the applicant.

<sup>2</sup> Each director, principle or other person in control of the applicant must complete Annexure A. This will include all members of the controlling organ in terms of the founding statement or constitution of the applicant that has the power to make decisions on behalf of the applicant.

<sup>3</sup> If this is the first year of the operation please provide up-to-date management accounts or budgets for the year.

**SECTION 6: FINANCIAL AND APPROPRIATE TECHNOLOGY RESOURCES  
AVAILABLE TO THE APPLICANT**

- 6.1 Attach the latest audited financial statements to the application form.
- 6.2 Provide information on how the applicant will fund the operations relating to the delegated function.

- 6.3 Provide details of the type of information technology systems that will be used<sup>1</sup>.

- 6.4 If the applicant's information technology is outsourced please provide<sup>2</sup>:

- 6.4.1 Details of the entity that it is outsourced to:

Name of entity

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<sup>1</sup> Short description of the systems and database structures must be provided as well as contingency plans and information on the applicant's disaster recovery policy must be provided.

<sup>2</sup> With outsourcing is meant contracting with a third party for the provision of information technology support. (In case where information technology systems is not developed and maintained in-house.)



Contact person

\_\_\_\_\_

Telephone number

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Fax number

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6.4.2 Attach a copy of the service level agreement between the applicant and the outsource entity to the application form<sup>1</sup>.

## SECTION 7: INFORMATION ON THE EXPERIENCE OF THE APPLICANT

7.1 Provide details of the experience of the applicant as regards the business of the persons that the applicant will be fulfilling the delegated function for:

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

## SECTION 8: MANNER IN WHICH THE REQUIRED FUNCTION IS PROPOSED TO BE PERFORMED

8.1 Attach a detailed business plan to the application form<sup>2</sup>.

<sup>1</sup> An agreement between the applicant and the third party (outsourcing entity) must exist and must accompany the application form.

<sup>2</sup> The business plan should set out the applicant's role out plan with regards to the implementation of its delegated powers.

8.2 Attach a description of the procedures that will be followed in the fulfilment of the functions applied for<sup>1</sup>.

8.3 In relation to an examination bodies Annexure B<sup>2</sup> must also be completed.

## SECTION 9: ATTACHMENTS

Indicate with an (X) whether the following attachments as required in terms of the application form have been attached and state the total number of pages of the attachments.

Question	Attachment	Attached	Number of pages	Not applicable
2.6	Current copy of the founding memorandum, rules or constitution of the applicant.			
2.7	Copy of the applicant's current applicable code of conduct.			
3.2	Explanation on calculation of the estimates provided.			
4.1	Details regarding the directors, principals or other persons in control of the applicant - Annexure A.			
5.1	Organigram of the applicant.			
5.1.1	Allocated responsibilities of the different staff members on the organigram.			
5.1.2	Details of the experience of staff members fulfilling delegated functions.			
6.1	Latest audited financial statements of the applicant.			
6.4.2	Copy of the service level agreement between the applicant and the entity outsourced to.			
8.1	Detailed business plan pertaining to the application.			
8.2	Description of the procedures that will be followed in the fulfilment of the functions applied for.			
10	Resolution of the Board of the managing			

<sup>1</sup> A short description outlining the procedures and/or flowcharts of the procedures that will be followed for the delegated functions must be provided. The Registrar may request additional information or evaluate the procedures if deemed necessary.

<sup>2</sup> Annexure B is a detailed checklist containing all the criteria that must be met by the applicant in terms of obtaining recognition as an examination body. The evidence required can be submitted in document format, but the numbering of the items on the checklist of Annexure B must remain the same.

Question	Attachment	Attached	Number of pages	Not applicable
	or controlling organ of applicant for authorisation for making application on behalf of the applicant.			
11	Annexure B for Examination Bodies			

#### SECTION 10: DECLARATIONS AND SIGNATURES OF ALL MEMBERS OF MANAGING OR CONTROLLING ORGAN OF APPLICANT<sup>1</sup>

I/We, the undersigned, duly authorised hereto, hereby submit this application on behalf of ..... (Name of applicant), and declare that I/we am /are not aware of any circumstance, ground or reason, not disclosed in this application, and which may reasonably affect the exercise of the appropriate discretions vested in the Financial Service Board under section 6 of the Act:

Name .....	Office .....	Signature .....	Date .....
Name .....	Office .....	Signature .....	Date .....
Name .....	Office .....	Signature .....	Date .....

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<sup>1</sup> All the members of the managing and controlling organ of the applicant must sign the application form unless a Resolution of the Board of the managing or controlling organ, authorizing a member of such organ to apply on its behalf, is attached to the application form.

**Annexure A – Details of directors, principals or other persons in control of the applicant.****4.1 Person's detail**

Title	<input type="text"/>
Initials	<input type="text"/>
First name	<input type="text"/>
Surname	<input type="text"/>
ID / Passport number	<input type="text"/>
Date of Birth	<input type="text"/>
Role within the applicant <sup>1</sup>	<input type="text"/>
Telephone number	<input type="text"/>
Qualifications <sup>2</sup>	<input type="text"/>

**Questions:**

	YES <sup>3</sup>	NO
4.2 Has this person or has any organisation in which he/she held a managerial position been placed under provisional or final liquidation or been placed under judicial management?	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Has this person been convicted of any criminal offence other than a minor traffic offence?	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Is there any civil or criminal litigation pending against this person?	<input type="checkbox"/>	<input type="checkbox"/>

<sup>1</sup> State the person's responsibilities in terms of the applicant's management.

<sup>2</sup> Only list all relevant qualifications and/or membership to professional bodies.

<sup>3</sup> If any of the answers to the questions 4.2 to 4.4 is YES please provide details and attached the relevant documentation to the application form.

**Annexure B – Additional information required in terms of examination bodies**

The following checklist must be completed, and supporting evidence to the effect must be provided in documentation form in addition to the application form, where application is made for examination body status. Applications received by the Registrar that do not address each of these requirements will not be considered.

Where documents are provided in terms of this checklist, please ensure that the documents are clearly numbered in the same sequence as the checklist.

Number	Checklist Items	✓/x
1.	<b>APPLICANT INFORMATION - ADDITIONAL</b>	
1.1.	Is there an undertaking to keep the contact details of the applicant updated? Please provide detail regarding the process that will be implemented in order to achieve this.	
1.2.	Please list the examinations against which you intend to offer services.	
1.3.	Is any relationship with other examination bodies / training providers intended in order to provide the examination services? Please provide detail.	
1.4.	Is the organisation also responsible for the development, delivery and/or implementation of training?  (If so, please complete item 1.4.1. and 1.4.2.)	
1.4.1.	How the examination functions will be managed and controlled separately from the training function?	
1.4.2.	What controls will be instituted to ensure that the two functions remain separate?	

Number	Checklist Items	✓/ x
<b>2.</b>	<b>QUALITY MANAGEMENT POLICY</b>	
2.1.	Have you attached a suitable quality management policy statement?	
2.2.	Does it reflect the examination body's quality management objectives?	
2.3.	Does it take into account the requirements, expectations and needs of the customers?	
2.4.	Have you included documented records of communication about the quality management policy within the organisation?	
2.5.	Does the communication make the intended role of the examining body's staff clear in implementing the quality management policy and in meeting the organisation's goals?	
2.6.	Have you indicated that and how suitable examination results records will be kept by the examination body?	
2.7.	Have you provided evidence that you identified and studied the relevant legislation and regulations?	
2.8.	Have you made provision for the revision of the policy in the case of changes in activities or in the needs and expectations of the customers?	
2.9.	Do you undertake to notify the Registrar of changes in your quality management policy?	
<b>3.</b>	<b>ORGANISATION</b>	
3.1.	Does your application include an organogram, indicating inter-relationships among personnel who manage, perform and verify work-affecting quality?	
3.2.	Do the organisational charts represent reporting structures in the examining body?	
3.3.	Have you provided job or role descriptions for all relevant personnel?	
3.4.	Have you provided detailing of quality-related procedures in the examination body?	
<b>4.</b>	<b>QUALITY MANAGEMENT REVIEW SYSTEM</b>	
4.1.	Do you undertake to conduct a regular review of the quality management system to ensure its continuing suitability and effectiveness?	
4.2.	Do you undertake to carry out checks and audits for preventive and corrective actions relating to quality management and to ensure that improvements are implemented?	
4.3.	Do you undertake to maintain records of these reviews for a period of at least five years?	
4.4.	Do you give the Registrar express permission to undertake post-accreditation site visits and will you give access to the Office of the Registrar all relevant:	

Number	Checklist Items	✓/x
4.4.1.	materials	
4.4.2.	documentation	
4.4.3.	venues and	
4.4.4.	persons?	
5.	<b>Do you give the external moderation entity express permission to undertake checks and audits ordained by the Registrar and will you give access to the auditing body/agent to:</b>	
5.1.1.	materials	
5.1.2.	documentation	
5.1.3.	venues and	
5.1.4.	persons?	
5.2.	Do you recognise that the examination body will be liable for all costs attached to such an audit if the audit is the result of allegations of quality defaults and such defaults are substantiated by the audit itself?	
6.	<b>QUALITY MANAGEMENT SYSTEM</b>	
6.1.	Does the mission statement include a clear and unambiguous statement of the goals and principles by which the examination body operates?	
6.2.	Is there provision made for the degree of excellence in terms of sectoral, local and candidate requirements within the context of accessible, affordable and cost-effective quality systems for delivery and examination?	
6.3.	Is there provision made for a clear statement of the areas of business in which the examination body operates and the services provided in respect of these areas?	
6.4.	Is there provision made quality management in the policies and procedures of the examination body?	
7.	<b>QUALITY MANAGEMENT SYSTEM PROCEDURES</b>	
7.1.	Have you included the quality management policy of the examination body?	
7.2.	Have you attached the quality management manual of the examination body which includes the requirements of its quality management system?	

Number	Checklist Items	✓/ x
7.3.	Have you included the quality management procedures which:	
7.3.1.	describe who is responsible for what activity,	
7.3.2.	when and where it is to be carried out,	
7.3.3.	as well as the relevant documentation and records?	
7.3.4.	Is there an undertaking to make the procedures and methods for the implementation of plans and policies easily available to staff, candidates and other clients of the examination body?	
<b>8.</b>	<b>QUALITY MANAGEMENT SYSTEM PLANNING</b>	
8.1.	Have you stipulated the procedure for the planning of quality management and does it include:	
8.1.1.	a description of the actual quality management system planning processes,	
8.1.2.	equipment,	
8.1.3.	fixtures and	
8.1.4.	skills auditing?	
8.2.	Have you provided:	
8.2.1.	relevant quality management examination plans	
8.2.2.	quality management examination criteria	
8.2.3.	quality records	
8.2.4.	quality objectives	
8.2.5.	examination procedures	
8.2.6.	identification of checking and verification points	
8.2.7.	copies of applicable process and reference documents?	
8.3.	Have you included:	
8.3.1.	a discussion of the method of modifying the quality management system if necessary and	
8.3.2.	the method for measuring the achievement of the quality management system objectives?	
<b>9.</b>	<b>SERVICE LEVEL AGREEMENTS</b>	
9.1.	The contract	



Number	Checklist Items	✓/ x
9.1.1.	Do you acknowledge the need to establish and maintain service level agreements?	
9.2.	Does this application contain a pro forma of the standard contract to be used itemising:	
9.2.1.	relevant customer service procedures as well as, for example,	
9.2.2.	the recognition of prior learning	
9.2.3.	credit transfers	
9.2.4.	candidate appeals	
9.2.5.	a list of marketing literature and	
9.2.6.	relevant accreditation records?	
9.3.	Contract review	
9.3.1.	Have you stipulated the review process for contracts comprising service level agreements and does it include	
9.3.2.	policies and procedures related to reviews	
9.3.3.	the recording of such reviews and	
9.3.4.	the process by which capacity and resources will be reviewed?	
9.4.	Contract amendments	
9.4.1.	Have you shown how	
9.4.2.	service level agreements will be effected	
9.4.3.	records will be kept	
9.4.4.	communication will take place	
9.4.5.	amendments will be authorised?	
<b>10.</b>	<b>CONTROL AND CARE OF CANDIDATES</b>	
10.1.	Does the application describe	
10.1.1.	how candidates will receive pre- and post-examination guidance and counselling;	
10.1.2.	how the examining body will establish procedures for the control and care of candidates;	
10.1.3.	how the safety and security of candidates is ensured;	
10.1.4.	how the assignments/projects handed in by the candidate are	

Number	Checklist Items	✓/ x
	controlled	
10.1.5.	how documents are controlled	
10.1.6.	how candidate records are maintained?	
10.2.	Do you undertake to notify of any problems, loss or damage experienced relating to the control and care of candidates?	
<b>11.</b>	<b>SETTING OF EXAMINATION QUESTIONS</b>	
11.1.	Have you outlined the process by which examination questions will be developed?	
11.2.	Have you included supporting flowcharts?	
11.3.	Have the resources to be drawn upon been listed?	
11.4.	Have the technical interfaces to be used been listed?	
11.5.	Is there an undertaking to control the development and alignment documentation properly?	
11.6.	Design input:	
11.7.	Is there a declaration to the effect that design input requirements will take into account:	
11.7.1.	regulatory requirements	
11.7.2.	statutory requirements	
11.7.3.	the needs of candidates and special candidates in the sector	
11.7.4.	candidate and special candidate support services	
11.7.5.	technical requirements and	
11.7.6.	industry standards?	
11.8.	Is there a statement to the effect that the examination body will	
11.8.1.	document examination question development outputs	
11.8.2.	maintain the necessary records	
11.8.3.	issue appropriate examination development reports?	
11.9.	Is there a declaration to the effect that the examination body will ensure that formal documented reviews of the developed examination questions will be conducted at appropriate stages of the development process?	
11.10.	Is there a declaration to the effect that development verification will be performed as appropriate to ensure that the examination questions developed meets the requirements as set by the	

Number	Checklist Items	✓/ x
	Registrar?	
11.11.	Is there a declaration to the effect that all changes and modifications to the examination questions will be identified, documented, and communicated to the Office of the Registrar to ensure that only one version of the examination questions exists?	
<b>12.</b>	<b>CANDIDATE ENTRY, GUIDANCE AND SUPPORT</b>	
12.1.	Is there a policy for:	
12.1.1.	candidates with special needs and disabilities?	
12.1.2.	Communication to candidates which includes access to reliable guidance and information before enrolling/registering, during the examination process and after completion?	
12.2.	Is there provision made for candidates to complete examinations in writing / manually?	
<b>13.</b>	<b>MANAGEMENT OF EXAMINATIONS AND MODERATION</b>	
13.1.	Is there an undertaking to provide employees involved with the setting, implementing, monitoring and recording of examinations with the relevant training and development required in order for them to fulfil their duties responsibly and competently?	
13.2.	Have the following elements been taken into account:	
13.2.1.	the alignment of the examination questions to the qualifying criteria?	
13.2.2.	the involvement of a range of parties / subject matter experts in the development and setting of the examination questions?	
13.2.3.	feedback to the Registrar in terms of progress and performance when setting, implementing, monitoring and recording of examinations?	
13.2.4.	examination records?	
13.3.	Does the examination body accept that the Registrar may appoint an external moderator to moderate a sample of examinations and moderations carried out by the examination body?	
13.4.	Is there an undertaking that any necessary corrective actions will be taken?	
<b>14.</b>	<b>APPEALS PROCEDURE</b>	
14.1.	Has provision been made for an appeal system to ensure that candidates have access to appeal at various levels?	
<b>15.</b>	<b>RESOURCES</b>	
15.1.	Have you provided details of the examination body's staffing policies and procedures including those related to:	
15.1.1.	recruitment	

Number	Checklist Items	✓/ x
15.1.2.	selection	
15.1.3.	appraisal and development	
15.1.4.	termination?	
15.2.	Have you shown that you have sufficient and suitably qualified personnel to assure the quality of the examinations implemented?	
15.3.	Have you provided evidence that you have the necessary physical resources for carrying out the examination body examination activities?	
15.4.	Have you provided assurance as to financial viability by providing:	
15.4.1.	A longer-term business plan?	
15.4.2.	Do you undertake to supply the Registrar with compliance/monitoring reports?	
<b>16.</b>	<b>DOCUMENT AND DATA MANAGEMENT</b>	
16.1.	Is there an undertaking to maintain and make available on demand all copies of plans, control lists and documentary evidence in relation to the regulatory examinations?	
16.2.	Is there system for recalling invalid and/or obsolete documents?	
16.3.	Is there a declaration to the effect that you will make provision for proper processes in respect of documents and data changes, including provision for review and approval with the same function/organisation as the original review?	
<b>17.</b>	<b>PROCESS MANAGEMENT</b>	
17.1.	Is there an undertaking to engage in continuous quality monitoring, evaluation and improvement?	
17.2.	Is there an outline of the actual procedures of how the examination body will perform its functions in relation to the Office of the Registrar?	
17.3.	Is there a description of the pre-evaluation and examination procedures including:	
17.3.1.	control functions to ensure quality of delivery in relation to initial examination?	
17.3.2.	Enrolment?	
17.4.	Have details been provided of :	
17.4.1.	'in-process' evaluations and examinations?	
17.4.2.	Monitoring of examinations?	

Number	Checklist Items	✓/ x
17.4.3.	monitoring of administration systems?	
17.4.4.	equipment and facility monitoring?	
17.4.5.	procedures for evaluation of examination processes and procedures?	
17.4.6.	Monitoring and evaluation of examination results?	
18.	<b>Have you provided a list of reports that can be presented in these matters stated in item 17.4.?</b>	
19.	<b>Is there an undertaking to establish and maintain documented procedures to control, calibrate and maintain measuring and test equipment used within its products/interventions where relevant?</b>	
20.	Handling, storage and packaging:	
20.1.	Is there an undertaking to establish and maintain documented procedures for handling, storage, packaging, preservation and delivery of examination materials associated with the fulfilment of the examination functions which could affect the quality of the examinations?	
21.	<b>NON-COMPLIANCE AND CORRECTIVE MEASURES</b>	
21.1.	Have you provided procedures for dealing with non-compliance and corrective action?	
21.2.	Is there an undertaking:	
21.2.1.	to maintain a register for non-compliance?	
21.2.2.	to follow up all non-compliance with corrective action and	
21.2.3.	to verify the effectiveness of corrective action?	
21.3.	Corrective and preventive action:	
21.4.	Have you provided policies and procedures for corrective and preventive action?	
21.5.	Have you shown that the corrective and preventive action taken to eliminate potential non-compliance is appropriate to the magnitude of the problem and commensurate with the risk encountered?	
21.6.	Do preventive action procedures include:	
21.6.1.	the use of appropriate sources of information to detect, analyse and eliminate potential causes of non-conformities?	
21.6.2.	the determination of steps needed to deal with problems requiring preventive action?	
21.6.3.	a description of the measures for initiating preventive action?	

Number	Checklist Items	✓/x
21.6.4.	the application of controls to ensure it is effective?	
21.6.5.	a description of the measures for ensuring that relevant information is submitted for management review?	
21.6.6.	a prescription of how preventive action is to be documented and followed up within a reasonable time to determine whether the action has been effective?	
21.7.	Is there an undertaking to implement and record any changes to the documented procedures resulting from preventive and corrective action?	
<b>22.</b>	<b>CONTROL OF RECORDS</b>	
22.1.	Is there an undertaking:	
22.1.1.	to capture, maintain and update quality records?	
22.1.2.	to make these available to demonstrate compliance to requirements and the effective operation of the quality management system?	
22.1.3.	to keep these records for no less than five years?	
22.2.	Have you described:	
22.2.1.	the processes for ensuring the confidentiality of candidate information?	
22.2.2.	the policy for the release of candidate information to relevant parties?	
22.2.3.	the processes for establishing examination completion rates?	
22.2.4.	tracking the completed examinations for the various different types of candidates (i.e. representatives, sole proprietors, key individuals)?	
22.2.5.	reporting to the Financial Services Board?	
22.3.	Is there a declaration to the effect that the examination body will acquaint itself with the findings of any developmental needs analyses undertaken by the Office of the Registrar and will make such inputs as required by the Registrar from time to time?	
<b>23.</b>	<b>POST-AUTHORISATION SITE VISITS</b>	
23.1.	Is there an undertaking to co-operate fully with the Office of the Registrar for the purpose of routine monitoring in the form of bi-annual site visits to the examination body?	
23.2.	Is there an undertaking to conduct an internal monitoring within the first year, according to the monitoring dimensions stipulated by the Registrar, and to conduct a follow-up monitoring wherever sufficient evidence may not have been available during the initial monitoring event?	
23.3.	Has provision been made for the issuing of a certificate, signed by the chief executive officer of the examination body and the responsible quality auditor(s), to the effect that an internal quality	

Number	Checklist Items	✓ / x
	process according to the stipulated dimensions has been completed?	
23.4.	Does the examination body accept that an internal monitoring / compliance report and action plan will be submitted to the Registrar when required?	
<b>24.</b>	<b>EXTERNAL QUALITY MONITORING</b>	
24.1.	Is there a declaration by the examination body:	
24.1.1.	of its willingness to subject itself to quality monitoring conducted by or through the Office of the Registrar and/or its agents and	
24.1.2.	to maintain relevant documentation of that monitoring event;	
24.1.3.	to act on the recommendation of the Registrar or to accept immediate and indefinite suspension of its status?	
24.2.	Does the examination body accept that: an external monitoring will be undertaken only on the express direction of, or with the express consent of the Registrar?	
24.3.	Is there an undertaking to schedule and internal follow-up to conduct monitoring in order to verify the effectiveness of corrective actions taken?	
<b>25.</b>	<b>MONITORING AND MODERATION RULINGS</b>	
25.1.	Is there an understanding that the monitoring and moderation report submitted to the Office of the Registrar will be accompanied by an action plan to remedy any gaps identified?	
25.2.	Is there an understanding that should the finding of an monitoring and moderation not be satisfactory, the examination body may be required to present further evidence within a specified time period?	
25.3.	Is there an understanding that in the case of failure to present evidence, suspension or termination of evidence may be considered?	