

No. 316

13 April 2015

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with the National Qualifications Act, Act No 67 of 2008, the Directorate Registration and Recognition invites comment from interested parties on its intention to recommend the recognition of the following professional body and the registration of its designation/s on the NQF for the purposes of the said Act.

SAQA evaluated the application of the professional body against the *Policy & Criteria for Recognising a Professional Body and Registering a Professional Designation for the Purposes of the National Qualifications Framework Act, Act 67 of 2008* as approved by the SAQA Board. The evaluation focused on the following key areas as set out in the criteria:

- Governance, Management and Sustainability
- Disciplinary Matters and Accountability
- Data Management
- Continuing Professional Development
- Awarding of Professional Designations

COACHES AND MENTORS OF SOUTH AFRICA (COMENSA)

Designation Title
COMENSA Credentialed Practitioner (CCP)
COMENSA Senior Practitioner (CSP)
COMENSA Master Practitioner (CMP)

The complete application is available for viewing at SAQA.

Comment regarding the application should reach SAQA at the address below ***no later than 10 May 2015***. All correspondence should be marked and addressed to:

Dr Jody P. Cedras
SAQA
Postnet Suite 248
Private Bag X06
Waterkloof
0145
or faxed to (012) 431 5144
e-mail: professionalbody@saqa.org.za

**PROFESSIONAL BODY RECOGNITION AND PROFESSIONAL DESIGNATION
REGISTRATION****EVALUATION REPORT****1. NAME OF BODY: COACHES AND MENTORS OF SOUTH AFRICA (COMENSA)**

- 1.1 COMENSA applied to SAQA for recognition as a professional body and for the registration of three professional designations on the NQF in terms of the NQF Act, Act 67 of 2008.
- 1.2 The Directorate for Registration and Recognition (DRR) at SAQA evaluated the application against the *Policy and Criteria for Recognising a Professional Body and Registering a Professional Designation for the Purposes of the NQF Act*.

2. BACKGROUND INFORMATION ON THE PROFESSIONAL BODY

- 2.1 In the past few years, coaching and mentoring have assumed prominence in South Africa. Because coaching and mentoring are relatively new, still-emerging disciplines in South Africa, a group of experienced business and life coaches initiated a discussion process in 2004 to facilitate the development and professionalisation of these fields. The result was the launch, in 2006, of the Coaches and Mentors of South Africa (COMENSA) - an inclusive, umbrella professional association for individual and corporate providers of coaching and mentoring services.

COMENSA defines coaching as *"a professional, collaborative and outcomes-driven method of learning that seeks to develop an individual and raise self-awareness so that he or she might achieve specific goals and perform at a more effective level"*. Mentoring, the other hand, is defined by COMENSA as *"a partnership in which a mentee is assisted in making significant advances in knowledge, perspective and vision in order to develop their full potential; the mentor's wisdom is utilised by the mentee to facilitate and enhance new learning and insight."*

At its launch, the founding members agreed that COMENSA will be as inclusive as possible, and all interested stakeholders were encouraged to attend meetings and help to establish and define the approach and objectives of the association. Some of the main objectives of COMENSA are to:

- Act as the recognised professional association representing and providing for oversight of the coaching and mentoring professions in South Africa;
- Develop the credibility and awareness of coaching and mentoring as professions, and to promote the roles of coaching and mentoring, among all existing and potential stakeholders;
- Develop, implement, and provide for member compliance with, standards of professional competence and a code of professional ethics;
- Develop and maintain frameworks and/or mechanisms to support the professional development of coaches and mentors;

- Provide a central resource centre for information, formal and informal research, and other reference material on coaching and mentoring, and to facilitate access to such information by members;
- Monitor and promulgate best practice trends in coaching and mentoring.

2.2 COMENSA's *raison d'être* is the focus on coaches and mentors, the promotion of professional practice, and the protection of clients. Coaching and Mentoring is thus recognised by industry as a field of practice in its own right and COMENSA has also contributed as an active participant in various forums to the body of knowledge in this space.

2.3 COMENSA Membership

COMENSA was incorporated as a not-for-gain organisation with registration number 2005/017895/08 under Section 21 of the Companies Act 61 of 1973, as amended. In terms of the Companies Act 71 of 2008, COMENSA continues to exist as if it has been incorporated in terms of the provisions of this new Act.

COMENSA has 1380 members – 90% of whom are across all of South Africa's nine provinces, as well as members across Africa.

2.4 COMENSA Affiliations

Locally, it has informal working relationships:

- South African Board of People Practices (SABPP)
The Memorandum of Understanding which established the signed alliance recognises COMENSA as the professional registration body for Coaches and Mentors. The alliance recognises COMENSA as the representative body for the Coaching and Mentoring profession. Further, this relationship with the SABPP is to ensure that the training provided by recognised providers meets with the COMENSA minimum standards for practising professionals.
- COMENSA has forged informal working relationships with the following association on various areas of common interests:
 - Society of Industrial and Organisational Psychologists (SIOPSA) and the Special Group for Coaching Psychology (SGCP)
 - Institute of People Management (IPM)
 - Assessment Centre Study group (ACSG)
 - African Board for Coaching Psychology Coaching and Consulting (ABCPCC)
- Internationally, COMENSA has established informal relationships with the following organisations to identify benchmarks and best practices:
 - European Mentoring and Coaching Council (EMCC)
 - International Coaching Federation (IFC)
 - World Association of Business Coaches (WABC)

The ongoing discussions also include, among other things, an agreement to the "*Statement of Shared Professional Values between UK Coaching Professional Bodies*" as used by UK organisations and used with permission in South Africa.

2.5 Education and Training

- COMENSA is not a registered and accredited training provider; does not recognise workplaces and is not involved in the assessment of workplace experience.
- COMENSA has no formal agreements in place with universities and does not contribute to the curriculum development of learning programmes. However, it recognises suitable education and training providers.

3. EVALUATION AGAINST SAQA CRITERIA

3.1 Governance, Management and Sustainability

- An Executive Committee (EXCO) at national level is responsible and accountable to members for the leadership, management and administration of the Association, and is constituted and acts as the Board of Directors of the Section 21 Company, COMENSA.
- Main functions of the EXCO include:
 - Manage the membership application and registration process and maintain the membership database;
 - Co-ordinate and supervise the activities of the Portfolio Committees;
 - Monitor key and strategic developments in the fields of coaching and mentoring, and communicate these to members;
- The EXCO is empowered through the COMENSA Constitution to constitute sub-committees in the form of Executive Oversight Committees and Portfolio Committees to assist with its management duties. The members of the EXCO remain jointly and severally liable for all actions, omissions and activities of these sub-committees, and delegation of any issues to a sub-committee does not relieve the members of the EXCO of their joint responsibility.
- Sub-committees include:
 - Ethics Committee which enforces the ethical and professional conduct of practicing members;
 - Membership Committee which must ensure that a database of membership details is kept up to date and that all enquiries concerning membership details are answered.
 - CPD Committee designs criteria for reviewing and approving short courses, workshops and other programmes. The Committee also confirms the suitability of the CPD interventions for the different levels of professional certification.
 - Research Committee which ensures that a resource centre of research and other appropriate reference materials on coaching and mentoring is maintained in an appropriate and accessible format at the offices of COMENSA or at some other offside secure location.
 - Marketing Committee must ensure that the Association's website is efficiently maintained and kept updated.
 - Standards and Competencies Committee must compile standards of professional competencies of a coach/mentor in five functional areas: questioning; listening; building rapport; delivering measurable results; and upholding ethical guidelines and professional standards.

- These sub-committees are appointed by the EXCO to assist with its management duties in accordance with the recommendations of the King III Report on Corporate Governance insofar as these are applicable, without diminishing the responsibilities of the Executive Committee in fulfilling these duties.
- The Executive Oversight Committees appointed by the EXCO include, without being limited to, an Audit Committee.
- Provincial Chapters of COMENSA are constituted to represent the interests of members at local and provincial levels to the national EXCO, and thereby ensuring that all views are heard without geographical discrimination. These Provincial Chapters are governed by Provincial Chapter Committees.
- Members automatically are entitled to participate in the establishment and governance of the Provincial Chapter in their respective province by virtue of being a member of COMENSA, and not through a distinct or separate level, class or category of membership in the Provincial Chapter itself.
- The EXCO is made up of the following office-bearers:
 - President;
 - Vice-President;
 - Secretary;
 - Treasurer; and
 - Chairpersons of the Provincial Chapter Committees.
- The Terms of Reference are reviewed annually by each Portfolio Committee and Executive Oversight Committee immediately after their reconstitution following the Annual General Meeting (AGM), and any amendments to the Terms of Reference are approved by the Executive Committee.
- The COMENSA's business is operated from 53 Glenoak Road, Welcome Glen, Simon's Town, Cape Town with one fulltime staff in its employ, supported by office bearers who all offer their services on a voluntary basis.
- COMENSA raises funds by levying membership fees. The membership fees are determined yearly by the EXCO, based on the recommendations of the Treasurer and approve by the members at the AGM.
- COMENSA received an unqualified audit report for the year ended 28 February 2013 with a net profit of R149 630. It places the Association on a financially sound footing to acquire adequate assets, settle its liabilities, serve its members and meet its financial obligations that occur in the normal running of a professional body.
- COMENSA, the EXCO and all governance structures are expected to adhere to the highest standards of probity and best practice in corporate governance, so as to uphold and enhance the standing of the profession and to provide leadership by acting exemplary at all times.

3.2 Disciplinary Matters and Accountability

- COMENSA is governed by a Constitution and a Code of Ethics that were last amended on 29 May and 23 August 2013 respectively.
- The Code of Ethics of COMENSA sets out the ethical standards for professional conduct and practice which its members are expected to uphold. The Code also outlines the values and principles on which such standards are based.
- As a condition of membership, members agree to conduct themselves at all times in line with both the letter and the spirit of this Code; and to be held accountable to COMENSA's duly appointed Ethics Committee in the event of a complaint relating to conduct inconsistent with this Code being lodged against a member, in terms of the Complaints Procedure.
- Where an individual or company believes that a member of COMENSA or office bearer or committee member has acted in a way which is in breach of this Code of Ethics, they should first raise the matter with and seek resolution from the member concerned. Either party can ask a COMENSA member to assist in the process of achieving resolution.
- If the individual or company remains unsatisfied they are entitled to make a formal complaint to the Ethics Committee.
- The Ethics Committee, upon receiving a formal complaint, must request as much factual information as possible relating to the nature of the complaint. The complainant may be required to appear in person at any stage during the investigation or disciplinary process.
- Sanctions include a caution, a reprimand or both, suspension of the respondent's name from the membership register of COMENSA or from the board or committee for a specified period time, or permanent removal of the respondent from the membership register or board or committee.
- Any person aggrieved by a finding of, or penalty imposed, by the Ethics Committee may, within a period of thirty days after the date of such finding, or the imposition of such penalty, appeal to the EXCO of COMENSA against such finding or penalty.

3.3 Data Management

COMENSA maintains an extensive electronic database of its members, consisting of personal details, designations awarded and Continuing Professional Development (CPD) activities. Members log onto the website using their secret code to view their personal data and load their CPD points as required.

3.4 Continuing Professional Development (CPD)

- COMENSA expects its designees to maintain their technical and professional competence by adhering to the CPD Policy, as amended in November 2013.

- Designees at the three levels – that is the COMENSA Credentialed Practitioner, COMENSA Senior Practitioner and COMENSA Master Practitioner - are required to achieve a certain amount of CPD points or hours, depending on the designation awarded (see Para 4.2), as a mandatory requirement for retaining the designation.
- The CPD Committee is responsible for oversight and the overall administration of the CPD system.
- All designees are required to accumulate and record 60 Continuing Education Units (CEUs) within a three-year cycle. These CPD points can be acquired as follows: 3 CEUs for Ethics; 15 CEUs for supervision; and the balance of CEUs comes from the following categories:

Category 1 Activities:

These include activities with non-measurable outcomes such as one-on-one activity like personal development, therapy, coaching and mentoring, supervision. Other activities in this category include: breakfast meetings or presentations; case study discussions; formally organised special purpose teaching/learning groups; and formally organised special purpose lectures.

(1 CEU per hour to a maximum of 6 CEUs per day for activities under this category can be undertaken).

Category 2 Activities:

These are activities with measurable outcomes and include:

- Publications

If the designee is the principal or co-author of a peer reviewed publication or chapter in a book, then he/she qualifies for 15 CEUs. 10 CEUs are earned for reviewing of an article or chapter in a publication or book.

- Research

Research and academic paper in a reputable journal or website for 10 CEUs

- Presentation

Presenters and co-presenters of papers or posters during workshops at a conference earn 10 CEUs.

Presenters and co-presenters of COMENSA recognised short courses earn up to 15 CEUs (the CPD Committee to approve courses).

- Attendance

1 CEU per hour for attending the following categories:

- Papers / posters /workshops at a conference
- COMENSA recognised short courses.

Category 3 Activities:

These activities involve structured, formal learning that is planned, recorded, presented by an accredited training provider and evaluated by an accredited assessor, with a measurable outcome. These include:

- Postgraduate studies, diplomas, professional certifications that are recognised as additional qualifications in coaching and mentoring. At the end of each year of study (not exceeding the normal duration of the degree) 20 CEUs may be claimed.
- Shorter courses or experiential training with a minimum of 35 hours of direct contact time and including a formal assessment for which 15 CEUs may be claimed.

- Designees have the duty to ensure that they abide by the COMENSA CPD Policy as to remain CPD compliant. Failing to do so, such members are faced with the possibility of having their designation revoked or being struck from the COMENSA membership register.

4 PROFESSIONAL DESIGNATIONS

4.1 Designation Awarding Process

- Applications from candidates to be awarded a designation are assessed by the Registration Committee in terms of the set criteria for recommendation to the Council.
- The Representative Council considers the recommendation and makes a final decision in this regard.
- An ad-hoc Registration Panel is appointed by the Council to consider applications from foreign professionals or South African citizens with foreign qualifications who wish to practice in South Africa. Candidates must have their foreign qualifications evaluated by SAQA.
- A designation certificate, bearing a unique registration number, is issued to successful applicants. An Appeals process is in place for unsuccessful applicants.

4.2 Designation to be Registered

Designation Title: COMENSA Credentialed Practitioner (CCP)

Underlying Qualification(s)	<p>One of the following qualifications:</p> <ul style="list-style-type: none"> • An NQF Level 5 Qualification, AND/OR 1200 notional hours with at least one of the following Unit standards: <ul style="list-style-type: none"> ◦ Coach a team member in order to enhance individual performance in work environment (ID: 113909) ◦ Provide coaching to personnel within a Contact Centre (ID: 10327) ◦ Coach others on principles of marketing in an organisation (ID: 10051) ◦ Facilitate learning using a variety of given methodologies (ID: 117871) ◦ Select and coach first line managers (ID: 252035) ◦ Mentor employees in the performance management process (ID: 256034) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Comparable qualification at NQF Level 5
Experiential Learning and Practical Experience	<p>Candidates are required to obtain relevant learning and practical experience measured by at least 150 numbers of coaching hours completed under the supervision of a COMENSA registered mentor.</p>

Board / Admission Examination / Assessment	<p>A compulsory verification process plus supporting documents will be required of candidates who wish to apply for the CCP designation. The candidate's competencies are verified and confirmed in the following five areas:</p> <ol style="list-style-type: none"> 1. Ethics 2. Knowledge 3. Skills 4. Self Management 5. Context Management
Continuing Professional Development (CPD) Requirements	<p>All designees are required to accumulate and record 60 Continuing Education Units (CEUs) within a three-year cycle. These CPD points can be acquired as follows: 3 CEUs for Ethics; 15 CEUs for supervision; and the balance of CEUs comes from the following categories:</p> <p>Level 1 – Activities with non-measurable outcomes Level 2 – Activities with measurable outcomes Level 3 Activities with formally structures learning outcomes</p>
Application of Recognition of Prior Learning (RPL)	<p>The COMENSA credentialing and verification processes are bound in the Recognition of Prior Learning (RPL) philosophy. The COMENSA process of RPL is as follows:</p> <ul style="list-style-type: none"> • Identifying what a person knows and can do; • Matching the candidate's knowledge, skills and experience to specific standards (At this point the COMENSA Standards Framework) but in future in relation to associated assessment criteria of a qualification; • Assessing the learning against those standards; and • Crediting the person for skills, knowledge and experience built up through formal, informal and non-formal learning that occurred in the past <p>The RPL assessment of candidates is done against the same standards as those who may have done formal qualifications.</p>

Designation Title: COMENSA Senior Practitioner (CSP)

Underlying Qualification(s)	<p>One of the following qualifications:</p> <ul style="list-style-type: none"> • An NQF Level 6 Qualification, AND/OR 2400 notional hours with at least one of the following Unit standards: <ul style="list-style-type: none"> ◦ Coach a team member in order to enhance individual performance in work environment (ID: 113909) ◦ Provide coaching to personnel within a Contact Centre (ID:10327) ◦ Coach others on principles of marketing in an organization (ID: 10051) ◦ Facilitate learning using a variety of given methodologies (ID: 117871) ◦ Select and coach first line managers (ID: 252035) ◦ Mentor employees in the performance management process (ID: 256034) <p>OR</p> <ul style="list-style-type: none"> • Comparable qualification at NQF Level 6
Experiential Learning and Practical Experience	Candidates are required to obtain relevant learning and practical experience measured by at least 750 numbers of coaching hours completed under the supervision of a COMENSA registered mentor.
Board / Admission Examination / Assessment	<p>A compulsory verification process plus supporting documents will be required of candidates who wish to apply for the CCP designation. The candidate's competencies are verified and confirmed in the following five areas:</p> <ol style="list-style-type: none"> 1. Ethics 2. Knowledge 3. Skills 4. Self Management 5. Context Management
Continuing Professional Development (CPD) Requirements	<p>All designees are required to accumulate and record 60 Continuing Education Units (CEUs) within a three-year cycle. These CPD points can be acquired as follows: 3 CEUs for Ethics; 15 CEUs for supervision; and the balance of CEUs comes from the following categories:</p> <p>Level 1 – Activities with non-measurable outcomes Level 2 – Activities with measurable outcomes Level 3 Activities with formally structures learning outcomes</p>

Application of Recognition of Prior Learning (RPL)	<p>The COMENSA credentialing and verification processes are bound in the Recognition of Prior Learning (RPL) philosophy. The COMENSA process of RPL is as follows:</p> <ul style="list-style-type: none"> • Identifying what a person knows and can do; • Matching the candidate's knowledge, skills and experience to specific standards (At this point the COMENSA Standards Framework) but in future in relation to associated assessment criteria of a qualification; • Assessing the learning against those standards; and • Crediting the person for skills, knowledge and experience built up through formal, informal and non-formal learning that occurred in the past <p>The RPL assessment of candidates is done against the same standards as those who may have done formal qualifications.</p>
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Designation Title: COMENSA Master Practitioner (CMP)

Underlying Qualification(s)	<p>One of the following qualifications:</p> <ul style="list-style-type: none"> • An NQF Level 7, AND/OR 3600 notional hours with at least one of the following Unit standards: <ul style="list-style-type: none"> ◦ Coach a team member in order to enhance individual performance in work environment (ID:113909) ◦ Provide coaching to personnel within a Contact Centre (ID: 10327) ◦ Coach others on principles of marketing in an organisation (ID: 10051) ◦ Facilitate learning using a variety of given methodologies (ID: 117871) ◦ Select and coach first line managers (ID: 252035) ◦ Mentor employees in the performance management process (ID: 256034) <p>OR</p> <ul style="list-style-type: none"> • Comparable qualification at NQF Level 7
Experiential Learning and Practical Experience	<p>Candidates are required to obtain relevant learning and practical experience measured by at least 2000 numbers of coaching hours completed under the supervision of a COMENSA registered mentor.</p>
Board / Admission Examination / Assessment	<p>A compulsory verification process plus supporting documents will be required of candidates who wish to apply for the CCP designation. The candidate's competencies are verified and confirmed in the following five areas:</p> <ol style="list-style-type: none"> 1. Ethics 2. Knowledge 3. Skills 4. Self-Management 5. Context Management

Continuing Professional Development (CPD) Requirements	All designees are required to accumulate and record 60 Continuing Education Units (CEUs) within a three-year cycle. These CPD points can be acquired as follows: 3 CEUs for Ethics; 15 CEUs for supervision; and the balance of CEUs comes from the following categories: Level 1 – Activities with non-measurable outcomes Level 2 – Activities with measurable outcomes Level 3 Activities with formally structures learning outcomes
Application of Recognition of Prior Learning (RPL)	The COMENSA credentialing and verification processes are bound in the Recognition of Prior Learning (RPL) philosophy. The COMENSA process of RPL is as follows: <ul style="list-style-type: none"> • Identifying what a person knows and can do; • Matching the candidate's knowledge, skills and experience to specific standards (At this point the COMENSA Standards Framework) but in future in relation to associated assessment criteria of a qualification; • Assessing the learning against those standards; and • Crediting the person for skills, knowledge and experience built up through formal, informal and non-formal learning that occurred in the past The RPL assessment of candidates is done against the same standards as those who may have done formal qualifications.

5 RECOMMENDATION

It is recommended that:

- 5.1 COMENSA be recognised as a Professional Body for the purposes of the NQF Act, Act 67 of 2008.
- 5.2 The following Professional Designations of the COMENSA be registered on the NQF:

Designation Title
COMENSA Credentialed Practitioner (CCP)
COMENSA Senior Practitioner (CSP)
COMENSA Master Practitioner (CMP)

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