

POLICY
Certification
Appeals

IoDSA

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1. PREAMBLE

IoDSA, as a SAQA recognised professional body, is required to allow candidates participating in the IoDSA designation assessment processes to appeal the outcome of any of the components of the assessment process.

2. POLICY PROVISIONS

Candidates are able to appeal the outcome of each component of the assessment process comprising the Certified Director® or Chartered Director SA® certification programme. Where applicable, the candidate will be required to pay the prescribed fee. Component decisions that can be appealed include:

Registration Outcome

An applicant is able to appeal the unsuccessful outcome of their application for registration or reinstatement of the Certified Director® or Chartered Director SA® designation.

Assessment Outcomes

- Portfolio of experience – a candidate who is deemed Not Yet Competent (NYC) during the portfolio assessment is able to appeal this outcome.
- Examination – a candidate who has failed the examination and oral supplementary examination (where applicable) is able to appeal this outcome based on provisions in the IoDSA Certification Examination Policy.
- Peer review – a candidate who has not been recommended for certification by the Interview Panel is able to appeal this outcome.

It is important, where possible, that the appeal is assessed by individuals who were not part of the initial assessment.

If the appellant is not satisfied with the outcome of the appeal, they are able to elevate the appeal to a higher structure as per table below:

Assessment phase	Initial assessment	Appeal structure	Detail of Appeal
Outcome of registration	CertDir: Snr Manager: Certification CD(SA): Snr Manager: Certification & Relevant Executive Manager	CertDir: Relevant Executive Manager or Independent consultant where conflict is perceived CD(SA): CEO or Independent consultant where conflict is perceived	All relevant information not presented during application process – request to consider additional information Submitted within 10 working days from communication of the outcome
Outcome of PoE	Appointed assessor	New assessor	Remark of PoE (candidate to pay for remark) Submitted within 10 working days from communication of the outcome
Outcome of Exam	Appointed assessor	Cert Dir – Moderator CDSA – CDSA Exam committee member, other than original assessors	Moderate examination paper or evaluate other appeal options (whichever applicable) Submitted within 10 working days from communication of the outcome
Outcome of Peer Review	Peer review panel	New Peer review panel	All relevant information not presented during peer review – request to consider additional information Submitted within 10 working days from communication of the outcome

Assessment phase	Initial assessment	Appeal structure	Detail of Appeal
Outcome of designation awarding or reinstatement	Certification Committee	IoDSA Board	Process deviations Submitted within 10 working days from communication of the outcome

Note:

- *Initial assessment is the person or committee that performed the first assessment*
- *Appeal structure is the person or committee to whom the appeal is addressed*
- *An independent consultant may be contracted to evaluate appeals where conflicts of interest are perceived or identified, the cost of which is to be borne by the applicant*

3. PROCESS

- The appellant submits the appeal within the prescribed time period in writing to certification@iodsa.co.za and address it to the relevant appeal structure. Where the outcome of the POE or the Exam is appealed, the prescribed appeal fee must be paid before the appeal will be administered;
- The appeal will be considered by the relevant structure/person and a recommendation made within 30 calendar days from submission and in writing to the appellant; where the 30 calendar days requirement cannot be met, the appellant will be informed accordingly;
- In the event of a successful appeal decision related to the POE or the Exam, 50% of the appeal fee will be refunded;
- All appeals will be presented for recording at the Certification Committee meetings.

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Approved by the IoDSA Certification Committee on 12 June 2025; implementation immediately