



*Institute of
Credit Management NPC*

239-202 NPO
Reg no 1980/008634/08
VAT No: 4400218543

National Office

PO Box 10345 Edenglen 1613

Tel 011 450 3914 ext. 206

Email: admin@icmorg.co.za

Website: www.icmorg.com

Professional Body Credit Management - SAQA

ICM DISCIPLINARY PROCEDURE

Purpose

The Institute of Credit Management and all its Professional Members are to be made aware of the responsibility, to ensure harmonious and effective relationships between colleagues, public and other members which are essential for the achievement of The Institute of Credit Management objectives.

This Disciplinary Policy is a procedure and code that protects the rights of The Institute of Credit Management the Professional Body Member's, and the General Public. In order for the business operations of the Institute to run efficiently, it is necessary for the Institute to be fairly managed, the key objective being the creation of mutual respect between the Institute and the Professional Body Member's to comply with the Institute's Disciplinary Code and Grievance procedure, as amended from time to time.

The Institute has the right to expect that the Policy must be followed, and Members will not engage in wrongful conduct in the Business environment. Everyone whom they come in contact with have the right to be treated fairly and to be protected from erratic actions from Credit Professionals. In all cases, discipline must be for a good reason and follow a fair procedure.

Should Member/s find that other Professional Members have contravened Good Practice then they have the right to lodge a grievance against such person.

This Disciplinary, Appeals Policy seeks to guide both The Board of the Institute of Credit Management, and the Professional Member 's in the application of discipline in the workplace and environment.

This disciplinary policy and procedure would be used when a Professional Member breaks a rule or regulation of the Institute of Credit Management, the objective of discipline and sanction being the correction of behaviour, not the punishment of a Professional Body Member.

Duties of Members

- Members must adhere to the ICMS standard and code of ethics as well as the terms and conditions applicable to any designations or membership.
- Members are to act with integrity in the profession.
- Members are not to allow bias, conflict of interest or undue influence of others.
- Members must maintain professional knowledge and skills so as to provide competent professional services.
- Members are to adhere to the confidentiality of information in the profession.
- Members must adhere to all applicable laws and regulations.



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Grievance Lodged

- Should a Professional Body Member feel that a grievance has been committed, they must, lodge the formal grievance in writing within 48 hours with the Institute of Credit Management Administration office, for the formal grievance to be noted.
- A written formal complaint is to be submitted to:
- Institute of Credit Management
PO Box 10345
Edenglen
1613

Or to email address:

admin@icmorg.co.za

- This grievance shall be recorded in the grievance register with the ICM National office by the ICM Administrator, with relevant details recorded, and relevant documentation maintained for record keeping purposes.
- Thereafter the grievance must be brought to the attention of the President.
- Depending on the seriousness of the grievance the President may wish to call upon the committee to discuss the matter.
- The President and the committee shall initially hold the hearing to decide on the seriousness of the grievance.
- Should the seriousness warrant a formal hearing with the complainant and the perpetrator then a formal hearing shall be scheduled with the committee.
- Should the grievance not be of a serious nature and a formal hearing not be required then an informal hearing shall be scheduled, with both parties to discuss the issue to reach an agreeable outcome.
- Should the seriousness warrant a formal hearing with the complainant and the perpetrator then a formal hearing shall be scheduled, with the President and a full committee to have both parties address the committee in order that the matter may be heard.
- The meeting shall be recorded, with both parties having the opportunity of giving their viewpoints, of the issue which had materialised. Both parties may be allowed to bring supporting documentation to support their applications.

Sanction

- The President and the committee shall consider any evidence, mitigating circumstances, and documentation before deciding what the appropriate sanction shall be.
- Should the President decide that a warning is warranted, then he/she shall issue the appropriate warning with reasons and with a witness present.



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- Warnings shall be written or a final written shall be issued. The Professional Body Member must sign an acknowledgement of receipt of the warning. Should the Professional Body Member refuse to sign acknowledgement of receipt, the witness must sign that The Professional Body Member received the warning but refused to sign acknowledgement of receipt of same.
- Depending on the severity of the outcome of the outcome of the Disciplinary Hearing due to the Grievance Lodged, the Sanction are:

3- month penalty of losing rights to attend Professional Body Functions.

6 -month penalty of losing rights to attend Professional Body Functions.

Losing 5 Professional Body Points.

Losing Professional Body Status from Credit Management Professional Body.

Ban from Credit Management Professional Body.

Report to SAQA.

The Appeal Procedure

The Professional Body Member that is dissatisfied with the outcome of the disciplinary processes and sanction thereof shall have the right to appeal against the decision made.

The Professional Body Member may make an application in writing to the Institute of Credit Management Administration Office for the attention of the President to appeal the sanction, within 24hours.

Upon receipt of the appeal of the sanction the President of the Institute of Credit Management may take the appeal to a neutral Provider for review of the sanction.

The neutral third party may access the documentation and minutes, of the hearing for a review of the hearing.

No further hearing shall be heard, and the third party's outcome shall be accepted as the final verdict. This outcome must be given to the aggrieved party within 3 working days.