



*Institute of
Credit Management NPC*

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Professional Body Credit Management - SAQA

TRANSFORMATION POLICY

INTRODUCTION

Transformation in South Africa is important for breaking the barriers that have prevented previous generations from achieving success in the credit industry.

The Institute of Credit Management (ICM) believes that transformation can be achieved by identifying weaknesses in its current demographic status and implementing change across management and membership levels.

By implementing a process whereby our recently accredited professionals are encouraged to join our endeavors to promote professionalism in the credit industry and introducing the next generation of members from all socio-economic backgrounds, we at the ICM can align our membership without discrimination.

ICM understands that transformation is key to success by introducing an inclusive culture and social aspects to all members.

IMPLEMENTATION

The transformation process will be implemented in stages through membership, directorship, learnership and institutional levels. Cultural changes, prevention and education of transformation are key to success. Through transformation the ICM will achieve positive social responsibility.

A transformation committee has been established to implement and monitor the process.

The aim is to make the ICM members more representative of the South African population demographics.

Short term goals

- Directorship – Diversity in election of new directors annually at AGM, based on skillset and contribution to the growth of the ICM.
- Current Professional members – Create mentorship programs to advise and direct prospective members. Gather information on how ICM can be beneficial to members and become member driven.
- New Membership – Be representative of and non-discriminatory of all South Africans.



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Medium term goals

5 Year Plan – Goal is to have the current membership numbers double, with majority representing the adversely affected population groups.

Regulatory Status – The ICM is to be the front runner in transformation in the credit profession and a recognised brand through the implementation of the following:

- Recognised Prior Learning – Awarding Professional designation through prior work experience and prior learning achievements.
- Mentorship – Advising and educating members through quarterly seminars.
- Continued Professional Development – Regularly informing members of professions legal requirements and changes, advances, and ethical training. Training opportunities and profession advancement.

Long term goals

- Setting high standards of professionalism and conduct.
- Regulation of the industry.
- Professional members awarded from all socio-economic groups in South Africa.
- Solid code of ethics to be established and followed to promote the integrity through all related fields.

| | Desired Action | Action required |
|--------------|--|---|
| Membership | Diverse profile representative of population | RPL |
| | Include all socio-economic groups | Training |
| | No gender bias and disability exclusions | Identifying skills or merits |
| Directorship | Employment equity | Employment equity plan |
| | Invest in Black woman and disabled directors | Monitor election of directors |
| Learners | Fund previously disadvantaged individuals from poor socio-economic backgrounds | Award bursaries to learners to further education in the credit profession |



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| | | |
|----------------|---|---|
| ICM as a whole | Zero tolerance in unfair discrimination | Discrimination policy Gender policy Create ethics and disciplinary committees Implement support system |
| | Harassment of members | Disqualification of membership policy |

The transformation committee will be responsible for the implementation and measurement of the process. The policies will be reviewed annually to monitor their success or failure and will be adjusted accordingly.

Reports from management will be used to report the effectiveness of the policy and its success. The effectiveness will be monitored, if necessary, changes will be implemented.

Furthermore, systems will be implemented where members can report misconduct, discrimination and unprofessionalism with regards to directors and other members. This will be conducted with the Disciplinary committee and in confidence.

CONCLUSION

In conclusion, the ICM feels that after achieving success in the above procedures, the ICM will attain a much higher level of indiscriminatory performance. This will result in the membership and directorship being more diverse and representative of the current South African demographics.