



# The Institute of Certified Bookkeepers

Internationally recognised. Locally essential.

Accounting Technician Certification Programme

Assessment Policy

# 1. PROGRAMME OFFERINGS

The ICB has developed a series of learning areas which, after completion, will allow learners to register and receive membership and designations as indicated.

## **Certified Junior Bookkeeper – CJBICb(SA)**

1. Bookkeeping to Trial Balance
2. Payroll and Monthly SARS Returns
3. Computerised Bookkeeping

## **Certified Senior Bookkeeper – CSBICb(SA)**

In addition to the above three learning areas, learners will be required to complete the following:

4. Financial Statements
5. Cost and Management Accounting

## **Certified Technical Financial Accountant – CTFAICb(SA)**

In addition to the above five learning areas, learners will be required to complete the following:

6. Business Law and Accounting Control
7. Income Tax Returns

Learners who are interested in obtaining the registered qualifications are required to complete the following programmes:

### **National Certificate: Bookkeeping NQF 3 – SAQA ID 58375**

1. Bookkeeping to Trial Balance
2. Payroll and Monthly SARS Returns
3. Computerised Bookkeeping
4. Business Literacy

### **Further Education and Training Certificate: Bookkeeping NQF 4– SAQA ID 58376**

Learners are required to meet the entry requirements of the qualification, and have completed the following learning areas:

1. Bookkeeping to Trial Balance
2. Payroll and Monthly SARS Returns
3. Computerised Bookkeeping
4. Financial Statements
5. Cost and Management Accounting
6. Business Literacy

## **National Diploma Technical Financial Accounting NQF 5 – SAQA ID 36213**

Learners are required to meet the entry requirements of the qualification, and have completed the following learning areas:

1. Bookkeeping to Trial Balance
2. Payroll and Monthly SARS Returns
3. Computerised Bookkeeping
4. Financial Statements
5. Cost and Management Accounting
6. Business Law and Accounting Control
7. Income Tax Returns
8. Business Literacy.

## **National Certificate Small Business Financial Management NQF 4 – SAQA ID 48736**

This qualification comprises of the following learning areas:

1. Essential Business Finance\*
2. Computerised Bookkeeping
3. Business Literacy

\*Note: Learners may have completed the skills programme, How to Start a Small Business, which covers unit standards included in the Essential Business Finance programme. Learners wishing to complete the Essential Business Finance skills programme will have to register for this assessment.

## **2. APPLICATION FOR ASSESSMENT**

All learners enrolled on any of the above programmes must be informed of the ICB's accreditation and procedures at the commencement of the programme as well as the dates for the summative assessments as per the ICB assessment timetable

Learners must be provided with an ICB Prospectus upon commencement of any learning area. The prospectus will contain the Assessment Entry / Recognition of Prior Learning (RPL) / Accredited Prior Learning (APL) Form, and the Membership Registration Form. Assessment entry / RPL / APL application and membership registration are separate processes. These forms must be completed and sent to the ICB and/or tabulated in the ICB assessment entry spreadsheet if applicable. It is critical that there are no delays in this process. Upon receipt of the information at the ICB, the ICB will record all learner information on the ICB database. Learners will receive the ICB Assessment Envelope 5 working days after receipt of the assessment entry together with proof of payment or after raising a Tax Invoice which is payable within 30 days from date of invoice. Learners who have not entered for an assessment with the ICB will NOT receive an Assessment Envelope.

Learners, who do not include the ICB's unique reference number on assessments, will not be able to be tracked and thus their assessments will not be assessed. The ICB will supply the unique learner numbers on the Assessment Envelopes and Assessment Entry Confirmation Form.

- 3. ONCE REGISTERED FOR A SUMMATIVE ASSESSMENT, THE LEARNER MAY NOT CANCEL THE ASSESSMENT ENTRY, BUT THE LEARNER MAY POSTPONE THE ENTRY TO A FOLLOWING SUMMATIVE ASSESSMENT DATE UPON RECEIPT OF A DOCTOR'S CERTIFICATE OR A MOTIVATIONAL LETTER FROM THE LEARNER'S EMPLOYER/CAMPUS PRINCIPAL OR EQUIVALENT. THE POSTPONEMENT MUST BE RECEIVED BY THE ICB BEFORE THE ORIGINAL**

**SUMMATIVE ASSESSMENT DATE AND THE POSTPONEMENT MUST INDICATE TO WHICH SUMMATIVE ASSESSMENT DATE THE POSTPONEMENT IS FOR AS PER THE SUMMATIVE ASSESSMENT TIMETABLE. APPLICATIONS FOR POSTPONEMENTS RECEIVED AFTER THE ORIGINAL SUMMATIVE ASSESSMENT DATE WILL NOT BE CONSIDERED.**

## **ASSESSMENT STRATEGY AND POLICY**

Given that the above qualifications and programmes are registered on the NQF, they need to be assessed by registered assessors. The ICB will be the assessment body for the above mentioned qualifications and programmes and the ICB Assessment and Quality Assurance Committee will appoint the registered assessors and moderators who will set, mark and moderate the assessments, ensuring that the required standard is maintained.

### ***Assessment structure:***

#### *Formative assessment (interim assessment)*

- Three formative activities
- Two formative evaluations

The formative assessments will count 30 % towards the overall mark (note: this does not necessarily mean that each formative assessment will count 6 %; the formative activities and evaluations are assessed as a whole).

#### *Summative assessment (final examination)*

Summative assessment is written under controlled conditions at an accredited ICB assessment centre. You can find the ICB accredited assessment centre closest to you by contacting the ICB directly. The summative assessment will contribute the remaining 70 % of your mark.

The overall pass mark for each programme is 60 % but you must obtain a sub-minimum of 50 % for summative assessment. ***The Assessment Envelope:***

The ICB Assessment Envelope contains all the necessary documentation for assessment by the ICB. The Assessment Envelope will be personalised and will contain the following:

- Introduction letter
- Assessment Entry Confirmation Form (containing unique ICB learner number and date of assessment)
- ICB Membership Registration Form
- ICB Assessment Policy
- ICB Portfolio of Evidence (PoE) containing necessary administrative documentation, assessment instructions and formative activity answer templates
- 3 Formative activity question papers (Formative activities 1,2 and 3)
- 2 Formative evaluation question papers (Formative evaluations 1 and 2) – For distance learners only.
- 2 Formative evaluation answer books (Formative evaluations 1 and 2) – For distance learners only.

#### *Introduction letter*

This letter will aim to orientate the learner in the task of completing the PoE.

### ICB Assessment Entry Confirmation

Please note that PoE's will not be assessed unless the assessment entry confirmation is included in the relevant section of the PoE.

### ICB Membership Registration Form

There will be a registration form for you to complete should you wish to become a member of the ICB (if you have not already done so). Being a member of a professional body such as the ICB is always an important stepping stone for a professional. We highly recommend that you become a member of the ICB, especially if you intend to practice as a bookkeeper or an accountant. You will not be able to use the ICB professional designations without being a member. You can register immediately as a student member and use the designation Student Bookkeeper – SBICb(SA).

### This ICB Assessment Policy

#### ICB PoE

The ICB will assess a completed PoE containing **all** your formative assessments and your summative assessment. The PoE is thus a file containing all the evidence required to declare you competent against the relevant outcomes of the relevant programme.

### ICB Formative activities

The three formative activity questions that you have to complete and submit for assessment in your PoE will be included in the Assessment Envelope. Only the actual question papers are supplied as separate documents. The answer templates are included in the PoE, which will also be included in your Assessment Envelope (see below).

Please note that, since these three activities form part of assessment, you will not receive the solutions. Please do not contact the ICB or your Tuition Provider with such a request. The solutions to these activities are kept solely in the hands of the ICB National Assessor, and will not be made available to you or any other person or organisation.

### ICB Formative evaluations

The two formative evaluations that you have to complete and submit for assessment in your PoE will be included in the Assessment Envelope if you are a distance learner. If you are studying through a *face-to-face* tuition provider then the formative evaluations will be made available to you by your tuition provider. You will be provided with the question papers and answer books as separate documents. Take special note that the answer books are separate documents and not answer templates included in the PoE as for the formative assessment activities. You will write your answers to these two evaluations in these answer books, and include them after the inserts section of your PoE.

**Please note that since these three activities form part of assessment, you will not receive the solutions. Please do not contact the ICB or your Tuition Provider with such a request. The solutions to these evaluations are NOT TO BE DISTRIBUTED TO LEARNERS.**

### ***Submitting the completed PoE for assessment***

The envelope contains all the documentation necessary to compile the PoE prior to including your summative assessment answer book. You must bring your partially completed PoE in the Assessment Envelope to the summative assessment. After completing your summative assessment, you will include the completed summative assessment answer book in your PoE. The now completed PoE containing the formative assessments and the summative assessment answer book must be inserted back in the Assessment Envelope and sealed for submission. The envelope will then be sent by a representative of the assessment centre (the return address for the ICB National Assessor will be pre-printed on your envelope) to the ICB in Cape Town for assessment, moderation and verification.

Please do not throw your ICB envelope away. Also, please note that you do not have to include the formative activity and evaluation question papers in your PoE.

You are required to complete the tick boxes on the envelope to validate that all the components of assessment have been included in the PoE. If any component of the assessment is missing, you will not be able to submit this at a later date.

## ***Supplementary assessments***

If a learner is found 'Not Yet Competent' on the basis of the overall sub-minimum of 60 % or on the summative assessment sub-minimum of 50 %; then the learner will be given the opportunity to re-write an additional summative/supplementary assessment. Learners that apply for a supplementary assessment are required to re-register for the assessment, pay the prescribed fee and sit the assessment on the next available assessment date. Should the learner achieve a minimum of 60 % for this supplementary assessment then the learner will be found competent.

## **4. MODERATION**

In line with the required assessment and moderation systems, the ICB's moderation comprises of various factors, which include a actual setting of the assessment question paper and a moderation in terms of required standard and whether the questions asked in the assessment are in line with the outcomes of the unit standards and the qualifications.

Once a learner's PoE has been assessed by the ICB appointed assessors, the ICB's appointed moderator receives a sample of 10% of all scripts per programme selected from all grades of marks for a reassessment against the marking memorandum to ensure that there has been a standardised marking procedure.

Any deviations found by the moderator are discussed with the assessor concerned and appropriate actions are taken to ensure that the best interest of the learners is achieved.

## **5. GRIEVANCES**

### ***Introduction***

All learners have the right to appeal in special circumstances. Learners aware of special circumstances adversely affecting their performance during the Institute's assessments should notify the Assessment Co-ordinator in writing within ten (10) days after the assessment results have been released. Any learner that is dissatisfied with the marks or grades awarded may request a re-assessment of their assessments in writing within one month of the results being issued, accompanied with the appropriate re-assessment fee.

### ***Special Circumstances***

- (a) Any learner who feels that their performance in the assessment was adversely affected by illness or other mitigating circumstances that the Assessor was unaware of, may make representations to this effect. A medical certificate or other relevant documentary evidence must support all requests.
- (b) Learners may appeal on the grounds that there has been a material administrative error, or that the assessments were not conducted in accordance with the current regulations for the programme, or that some other material irregularity has occurred.

The Grounds for an Appeal will be concerned solely with the conduct of the assessments or with the personal circumstances of the learner. It will not be concerned with questioning the academic judgement of an Assessor.

### ***Request for an Appeal***

If one of the situations above applies then a request for an appeal must be made in writing to the Assessment Co-ordinator, giving the reasons and wherever possible including supporting evidence, within ten days of the assessment.

Within twenty-one days of receipt of the request the Assessment Co-ordinator should inform the learner in writing of one of the following decisions:

1. that the request provides sufficient prima facie evidence to meet the grounds for appeal and it has been referred to the relevant Assessor and Moderator;
2. that the request does not meet the required grounds for appeal or that there is insufficient evidence to support it and it will not be acted upon.

Where the matter has been referred to the Assessor, the Assessment Co-ordinator shall seek to resolve the matter informally within twenty-one days, in consultation with the Assessor or Assistant Assessor and the Moderator.

The Assessment Co-ordinator shall convey in writing to the learner one of the following decisions:

- that the matter has been resolved to the apparent satisfaction of the learner;
- that the matter has been investigated and found that there are no grounds for appeal.

If the learner is not satisfied with either the original or the subsequent decision of the Assessment Co-ordinator then an appeal may be made, within one month of receiving the Assessment Co-ordinator's decision, to the Chief Executive of the Institute, stating the reasons. This appeal will be referred to a meeting of the Education Working Group, to which the appellant will be invited to attend.

### ***The Assessment Appeals Committee (AAC)***

The applicant shall be given at least one month's notice (or in the case of international learners, two months), in writing of the date of the AAC meeting. The AAC shall be chaired by the Chief Executive of the Institute and will consist of the Chief Assessor, Chief Moderator, Assessment Administrator and the ICB's Quality Assurance Manager.

The appeal shall be based only on the grounds notified under "a" or "b" and all evidence submitted and considered must relate solely to the personal circumstances or the conduct of the assessment.

The case for appeal shall be presented by the learner, by or with a friend or adviser, or in writing. In any event the AAC shall have sight of the learner's original letter of appeal and supporting evidence as submitted to the Chief Executive.

The AAC may ask the learner and the learner may summon other persons considered to be material witnesses, who may be questioned by all parties.

The AAC should have access to all relevant information except the learner's marks, grades or assessments

The learner, friend/adviser will then withdraw while the AAC considers its decision, which shall be one of the following:

- There is a case for appeal, and that the assessor is instructed to remark the script in accordance with the direction of the AAC

Or

- There is no case for appeal and the previous decision is confirmed

The decision of the AAC shall be final this decision shall be reported to the next meeting of the Board of Directors.

All appellants will be responsible for all their own costs, and those of any advisor or witness in attending the meeting of the EWG.

### **Requests for Re-Assessment**

Any learner that is dissatisfied with the marks awarded may request a re-assessment of their assessment scripts in writing within one month of the results being issued, accompanied with the appropriate re-assessment fee to the Assessment Co-ordinator.

The Assessment Co-ordinator will send the assessment script to the Assessor for a re-assessment. Once the Assessor has completed the re-assessment the script is the forwarded to the Moderator for verification. The learner will be advised within twenty eight days of the decision of the re-assessment.

No further requests for a second or subsequent re-assessment will be accepted by the Institute.

## **6. FEES AND PAYMENTS**

All learners are required to pay the relevant assessment fee per programme.

### **6.1 Payment of fees by providers**

Upon receipt of the Assessment Entry Form, the ICB Administrator will raise an invoice for the number of entries submitted per provider (campus) for the particular assessment date. Upon receipt of this Invoice, campuses are to complete the required requisition and are to forward the payment requisition and invoice to the finance department to ensure payment 30 days from date of invoice.

### **6.2 Payment of fees by an individual**

Individual learners are required to register directly with the ICB by completing the assessment entry form in its entirety and submitting this form together with payment, or proof of payment, directly to the ICB's Assessment Administrator within the stipulated period prior to the date of assessment.

| <b>Assessments</b>  |         | <b>Memberships</b>                    |          |
|---|---------|---------------------------------------|----------|
| Reg Acc Clerk and Bookkeeper:<br>Assessment fee per subject | R370.00 | Registration Fee                      | R 350.00 |
| Office Admin: Assessment fee per<br>subject                 | R370.00 | Subscriptions – Student<br>Bookkeeper | R350.00  |
| SBFM: Assessment fee  | R530.00 | Subscriptions – Affiliate             | R 370.00 |
| TFA: Assessment fee   | R530.00 | Subscriptions – Members               | R380.00  |
| National Certificate: Bookkeeping:<br>Assessment fee        | R530.00 | Subscriptions – Junior<br>Bookkeeper  | R390.00  |

|  |          |  |          |
|--|----------|--|----------|
| FETC Bookkeeping: Assessment Fee   | R 530.00 | Subscriptions – Senior Bookkeeper                      | R440.00  |
| Exemption fee per subject – Recognition of Prior Learning - Workplace PoE Assessment | R 530.00 | Subscriptions – Technical Financial Accountant         | R 520.00 |
| Exemption fee per subject – Accredited Prior Learning – Prior Qualifications         | R250.00  | Subscription Late payment fee                          | R250.00  |
| Postponement fee per subject   | R190.00  | Acceptance Fee/membership upgrade fee                  | R210.00  |
| Assessment late entry fee per subject  | R300.00  | Recognition of Prior Learning Fee – Administrative fee | R200.00  |
| Private Invigilation admin fee   | R200.00  | Re-print of Membership Certificates                    | R 250.00 |
| Assessment Re-mark and report fee  | R520.00  |  |          |
| Duplicate Transcript of results fee  | R150.00  |  |          |
| <b>Workplace and Training Providers</b>  |          |  |          |
| Workplace provider accreditation fee   | R3500.00 | Training provider accreditation fee                    | R3500.00 |

**Note:**

1. Candidates intending to present themselves for any assessment is required to give notice to the Institute on the prescribed form (Assessment application form), which must be accompanied by the prescribed assessment fees.
2. Cancellation by a candidate of an assessment entry will result in forfeiture of assessment fees already paid.

3. Subjects will be carried forward/postponed for **ONE** sitting only on receipt of the prescribed postponement fee. Please note the postponement fee needs to be paid into the ICB account **1 WEEK** before the original summative assessment date.
4. Forms not correctly completed and/or accompanied by incorrect fees will result in the entry not being accepted.
5. The above fees are subject to change without prior notice.
6. The above fees are inclusive of 14% Value Added Tax for South Africa and Bank Charges for payments received from outside South Africa.
7. All payments are to be made payable to:- THE INSTITUTE OF CERTIFIED BOOKKEEPERS LTD, First National Bank, St Georges Mall, Branch Code 201309, Account number 502 624 18757.
8. All candidates within a radius of 100 kilometres of an official assessment centre will automatically be allocated to one of these centres. See prescribed list available from the ICB offices
9. All other areas – the candidate will be responsible to arrange for their own Invigilator and will be responsible of any costs incurred by such Invigilator. Application is to be made on the prescribed form, and accompanied by the prescribed fee – obtainable from the Institute and forwarded together with the assessment entry forms.

## **7. PRIOR LEARNING**

### **Accredited Prior Learning**

#### ***Introduction***

The Institute recognises the fact that learners achieve subject credits for either whole qualifications or part qualifications. In view of this, the ICB has an exemption policy whereby prospective members may apply to the exemptions committee for credits towards the Institute's qualifications on a subject for subject basis or for admission as members at a particular level.

#### ***Recognition***

The Institute will grant exemption/s for subject/s obtained from further and higher education institutions that have been registered in terms of the relevant acts pertaining to the registration of training providers.

#### ***Application process***

Prospective learners are required to apply to the Exemptions Committee, via the Institute. The application is to be made in writing together with certified copies of the results obtained from the registered training providers. Where possible, applicants will be encouraged to submit their applications on the prescribed form. As many learners will submit their application directly to the Institute upon requesting information, this is not always possible. As long as the application contains the applicant's name, address and the actual request, this will be acceptable. The exemptions committee, comprising of the assessment co-ordinator, senior assessor and chief executive will hold regular exemption committee meetings to consider the applications received by the Institute.

#### ***Notification to learners***

The Institute will advise learners of receipt of their application on the date received and when the exemptions committee will be meeting. Once the exemptions committee have sat, the results will be notified to the applicant, in writing, together with the relevant documentation required to be completed to become either student members or full members of the Institute.

#### ***Appeals***

Applicants may appeal the decision of the exemptions committee, following the correct appeals procedure. The exemptions committee will then re-assess the application and forward the findings to the applicant. Should the outcome be the same as the initial findings, the learner may not appeal a second time and will be required to accept the result of the committee.

### ***Costs applicable***

Upon being granted an exemption, and the applicant wishing to continue with the application to membership, the following fees will become payable:

- Initial registration fee
- Recognition of Prior Learning Administrative Fee
- Exemption fee – calculated according to the number of exemptions granted
- Membership fees if granted membership status of the Institute.

This is the scenario where a learner has at some time in the past received formal training and has the evidence for such training. In this instance the appropriate evidence (certificate etc.) can be furnished to the Institute where it will be evaluated against the outcomes of the programme and the learner may receive exemptions to certain learning areas.

## **Recognition of Prior Learning**

### ***Introduction***

The Recognition of Prior Learning (RPL) Scheme is designed to provide formal assessment of your competence in accountancy and understanding of the relevant underpinning knowledge.

### ***Definition***

Recognition of prior learning means the comparison of the previous learning and experience of a learner howsoever obtained, against the learning outcomes required for a specific qualification, and the acceptance for purposes of qualification of that which meets the requirements.

### ***Standards of Competence***

The assessment is based on nationally registered standards of competence for accounting which have been developed by the Standard Generating Bodies (SGB's) and recorded on the National Qualifications Framework (NQF). The standards are expressed as separate units of competence which are grouped and equate to NQF levels 3, 4 and 5. These nationally registered standards will provide the Institute with a method of assessing and identifying candidate competence in an accounting role.

### ***Units of Competence***

Each unit of competence is divided into elements of competence which are a statement of what a candidate should be able to do. An element includes performance criteria which define the standard of performance. An element is underpinned by a range statement which describes the context in which the candidate is expected to perform the element. An element also includes knowledge and understanding which underpin the competence.

## **Assessment**

Assessment is the process of collecting sufficient evidence of competence to a point where competence in a unit can be fully identified and accredited.

## **Competence**

This embraces the ability to perform activities within a specific role and the ability to apply skills to differing situations. It includes:

- Technical skills
- Task management
- Contingency management
- Flexibility

## **Compiling Evidence**

The main sources of evidence of competence are:

- Evidence from prior achievement
- Evidence from performance in the workplace
- Evidence from performance in specifically set activities

A combination of the above sources of evidence is likely to be required. The ICB recognises fully the value of workplace evidence and where possible this should be collected in the candidates accounting environment. Regardless of the source of evidence, the assessment should be checked bearing in mind the following non-negotiables:

- Validity – does the evidence relate to the specific outcomes to be assessed?
- Authenticity – can the evidence be attributed to the learner?
- Sufficiency – is there enough evidence to meet all the criteria needed to certify the learner as competent?
- Currency – is the evidence related to current competence?

The learner will have to produce evidence of their ability to perform the specified outcome at a particular level as specified.

## ***Sources of Assessment Evidence***

There are a number of sources of evidence for assessing competence in accountancy. These include:

- Performance of an accounting task in the workplace
- Questioning the learner about the task
- Written evidence that the learner is able to undertake the task in terms of previous work experience
- Simulation of an accounting task
- Case studies
- Preparation of written reports
- Evidence from workplace appraisal
- Interpretation of accounting information
- Evidence of minutes, notes and working papers relating to meetings
- Verification of completed work
- Training records
- Testimonials
- In-company short courses is assessed according to registered standards
- Certificates and qualifications

## ***Accounting Portfolio***

Each candidate will be required to prepare a portfolio which will comprise the collection of evidence. The candidate will initially identify from the competence checklist which areas will be covered by workplace evidence and where there are “gaps” the assessor will provide ICB designed simulations to supplement the evidence to be provided. Detailed copies of each Unit Standard will be forwarded to the applicant. The portfolio should be contained in a loose-leaf lever arch file. The front page should give the candidate's name, employer, and position and where possible the name of a workplace mentor, this should be followed by a contents page, the candidate's CV, a copy of his/her job description and an organisation chart. The remainder of the portfolio will comprise documentary evidence relating to the units of competence based on a variety of assessment methods.

## ***Procedure for Recognition of Prior Learning***

A learner requesting RPL would normally have an initial informal discussion with the registered assessor to establish if there is a likely case for RPL. The basis for RPL will either be that the learner has already completed the work covered or can demonstrate knowledge acquired for which recognition is sought. The assessor should provide the learner with copies of the registered standards and learning outcomes for which recognition is requested in the agreed areas of learning. The learner would be expected to present evidence that the standards and outcomes have been covered to the required level.

If there is a case for RPL, the learner completes the application form and forwards this, together with the supporting evidence (portfolio), to the assessor. The assessor examines the evidence, and may, if felt appropriate, ask the learner for more detailed evidence. The assessor can:

- decide the evidence is adequate, or
- Advise the learner that the evidence is not adequate – in this case the learner can complete the qualification in the traditional way.

Applications for exemptions from a module(s) must be made in sufficient time, normally three weeks, but at the discretion of the assessor, to allow approval of the application before the start of the module or programme.

## **8. CERTIFICATION**

Learners who have elected to receive the ICB's Membership Certification and Designations are required to register with the ICB and agree to pay the prescribed annual subscriptions applicable to the level of certification. The Membership Certificate awarded by the ICB will be valid until the 31<sup>st</sup> December of each year where after new membership certificates will be issued to those persons who have paid their annual subscriptions.

Learners will receive from the ICB a certificate stating which programmes the learner has been declared competent in together with a results letter indicating which unit standards have been achieved. These documents will be forwarded to the learner within 21 days after the release of the assessment results.

Learners' information will be loaded/submitted to the relevant ETQA whose responsibility it will be to verify the ICB's assessment processes and after verification will issue the learners with the relevant certificates indicating Unit Standards titles that the learner is competent in or the relevant qualification. ETQA certification time periods vary and no specific timeframe can be advised.

## **9. GENERAL**

All enquiries regarding the assessment question papers, results and certificates are to be directed to the Institute via email [ismail@icb.org.za](mailto:ismail@icb.org.za), or [taslima@icb.org.za](mailto:taslima@icb.org.za) or [enquires@icb.org.za](mailto:enquires@icb.org.za) or fax (021) 421 1136.