

SUSPENSION AND WITHDRAWAL PROCEDURE

SUMMARY: THIS PROCEDURE DESCRIBES THE PROCESS TO FOLLOW FOR THE SUSPENSION OF A SAATCA REGISTERED TRAINING COURSE PROVIDER (TCP)

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APPROVAL PAGE



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DATE



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11 MAY 2019
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AMENDMENT HISTORY

Doc Revision	Approved Date	Amendments	Doc change No.	Conformance	
				Name	Initials
REV 1-6		History			
REV 7		Clarification added to when it is required to open an Incident	DC 10130	Happy	H
REV 8	01 July 2014	Minor changes	DC 10130	Happy	H
REV 9	10 June 2017	Minor changes removed obsolete documents	DC 10149	Happy	H
REV 10	11 May 2019	Minor changes	DC10188	Olga	MO

LIST OF CONTENTS

No.	Description	Page No.
1.	Purpose and Scope	5
2.	Documents	5
3.	Responsibilities	5
4.	Procedure	5
4.1	General	5
4.2	Suspension procedure	5
4.3	Withdrawal	7

1. PURPOSE AND SCOPE

This procedure describes the process to follow for the suspension of the approval of a SAATCA registered Training Course Provider (TCP) following a complaint or deviation from SAATCA requirements.

2. DOCUMENTS

2.1 Applicable Documents

- QSP 1.4 Appeals and Complaints
- SF02 Incident form
- SF48 Regulations governing the use of the SAATCA Logo
- SF136 SAATCA TCP Letter Suspension-Withdrawal of Registration

2.2 Reference Documents

- Electronic Action Request and/or SF02a/b
- All correspondence

3. RESPONSIBILITIES

The Certification Manager is responsible for ensuring this procedure is implemented and maintained. The Certification Manager is tasked with implementing the procedure.

4. PROCEDURE

4.1 General

- 4.1.1 A SAATCA registered TCP may be suspended for one or more of the following reasons:
- 4.1.2 Non-conformities of a serious nature raised during a SAATCA Evaluation.
- 4.1.3 Repeated nonconformities of a similar nature which are not addressed timeously.
- 4.1.4 Complaints indicating non-conformance with SAATCA procedures and/or requirements.
- 4.1.5 If the Training Provider is more than 60 calendar days in arrears with payment of the fees due
- 4.1.6 Absence of appropriately qualified facilitators.
- 4.1.7 Malpractice.
- 4.1.8 Non adherence to the Code of Conduct.
- 4.1.9 Failure to allow surveillance audits to be concluded
- 4.1.10 At the request of the TCP
- 4.1.11 Miss-use of the SAATCA trademarks or information

4.2 Suspension Procedure

- 4.2.1 In the case of Suspension for any of the above reasons the details of the Training Course Provider will be removed from the website and the Training Course Provider will cease to use the SAATCA trademark with immediate effect.
- 4.2.2 In the case of a complaint the Certification Manager or Complainant will complete an Incident either through the logging on the SAATCA Website or submission in writing, recording the deviation and all relevant details.
- 4.2.3 Where suspension is at the request of the TCP, the Certification Manager shall without delay suspend the registration of the TCP and publish this information in accordance with QSP 1.5 Operations Scheduling and Communication and amend all records accordingly. Withdrawal of the TCP's certificate will be with immediate effect.
- 4.2.4 The Certification Manager will notify the TCP and SAATCA Board of Directors in writing, via e-mail or post of the complaint or deviation, requesting a response within 10 working days of the date of the complaint. This communication shall include as applicable, restrictions in using the SAATCA Certificates and Logo (Refer to SF 48).
- 4.2.5 On receipt of the TCP's response, the Chairman of the Board of Directors will convene an Ad Hoc Ethics Sub-committee to evaluate the corrective action.
- 4.2.6 The hearing will be at the expense of the TCP or complainant, dependent on the ruling and which party is in error.
- 4.2.7 If the TCP does not respond within the given time frame or the corrective action is not satisfactory, the Chairman of the Board of Directors will notify the TCP in writing, via e-mail, of SAATCA's intention to suspend their SAATCA approval.
- 4.2.8 If the proposed corrective action is considered satisfactory by the Ad Hoc Ethics Sub-committee they will report this to the Chairman of the Board of Directors.
- 4.2.9 The Chairman of the Board of Directors will instruct the Certification Manager to plan an Evaluation of the TCP to verify the effectiveness of the corrective action. This will be at the expense of the TCP.
- 4.2.10 All follow-up actions will be recorded in the SAATCA Electronic QMS system, or an Incident form (SF02).
- 4.2.11 If the corrective action is satisfactory the suspension will be lifted, the website updated and the TCP informed in writing.
- 4.2.12 If the corrective action is not satisfactory or the TCP fails to respond to SAATCA's requests, the Certification Manager will proceed to withdrawal.
- 4.2.13 The TCP may appeal against the decision not to lift the suspension in accordance with the Appeals procedure – QSP 1.4.
- 4.2.14 In the case of Non-payment, failure to submit the submission for annual re-registration or failure to submit corrective actions, a written notification will be forwarded to the TCP requesting a response within 30 days.
- 4.2.15 Should no response be received in 30 days the Training Course Provider will be suspended. Refer SF136 SAATCA TCP Letter Suspension-Withdrawal of Registration
- 4.2.16 Suspension can only be for a period of 90 days without written consent of SAATCA.

- 4.2.17 Registration can only be re-instated once:
- a) All documentation as required according to the corrective action have been submitted
 - b) The SAATCA Board or Exco has approved the request
 - c) All outstanding payments have been received

4.3 Withdrawal

- 4.3.1 Withdrawal can be conducted summarily for reasons described under 4.2.1 or initiated after suspension as described under 4.2.
- 4.3.2 From the suspension procedure - if the corrective action is not satisfactory or the TCP fails to respond to SAATCA's requests, the Certification Manager on instruction from the Chairman of the Board of Directors, will take appropriate steps to withdraw the TCP's certificate
- 4.3.3 In either case the TCP will be informed in writing of the Board of Director's decision and reasons, and will be given the opportunity to appeal in accordance with the Appeals Procedure QSP 1.4.
- 4.3.4 The Certification Manager will update the database and website, take appropriate steps to retrieve the TCP from the website.
- 4.3.5 The TCP member must refrains from further promotion of the certification while is suspended/withdrawn.
- 4.3.6 In the event of suspension/withdrawal, it is the responsibility of the TCP member to return back the certificate issued by SAATCA within 30 days, failure in which SAATCA will take legal action.