



inseta

**INSURANCE AND INVESTMENT SECTOR
EDUCATION AND TRAINING AUTHORITY**

ASSESSOR AND MODERATOR CODE OF CONDUCT

STATUS	APPROVED
CUSTODIAN	ETQA MANAGER
APPROVED	ETQA MANAGER
DECISION DATE	26 AUGUST 2013
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VERSION NUMBER	<i>ETQA/GL/ Assessor and Moderator Code of Conduct/vs2/2013</i>
AMENDMENT DATE	26 AUGUST 2013

INSQA CODE OF CONDUCT FOR ASSESSORS AND MODERATORS

PURPOSE

All stakeholders and role-players contemplating any contact with the Insurance Sector Quality Authority (INSQA) are entitled to know in advance its ethical and moral attitudes to providing service and doing business.

SCOPE AND APPLICABILITY

This code applies to all the activities of INSQA and its registered assessors, internal moderators and external moderators specifically in terms of assessment and moderation practices.

Note: This code must be read in conjunction with the Inseta Code of Conduct, which may also take precedence over this code (see attached).

Inseta's approach to business ethics is founded on the concept of utmost good faith and is characterised by integrity, reliability and a commitment to avoid harm. We expect equivalent standards of ethical behavior from assessors and moderators associated with Inseta.

Assessors and moderators are required to acknowledge the important role that assessment plays in the recognition of achievement and undertake to ensure that assessment practices and procedures are fair, valid, reliable and practical and that assessment results are credible.

To this end assessors and moderators are required to:

- Provide accurate information about learners
- Avoid the signing of any assessment and/ or moderation documentation (including but not limited to the learning materials, tools, assessments, reports and associated forms pertaining to achievements) that is incomplete, inaccurate or untrue.
- Ensure that the assessment process is clear, transparent and accessible to all learners
- Refrain from defacing or inappropriately amending any assessment evidence
- Provide for the constant review and improvement of both assessment practice and tools
- Provide opportunities and mechanisms for reassessment, both formative and summative.
- Acknowledge individual difference between learners and make provision to accommodate these differences, which includes using appropriate methods of assessment and adapting these to cater for individual needs.
- Make every effort to ensure assessment measures what it is intended to measure.
- Gather and assess evidence against the prescribed outcomes and assessment criteria.

- Be consistent in making assessment judgements against the unit standards.
- Attend assessor forums and keep updated on technical knowledge and knowledge of assessment practices
- Brief learners clearly about the assessment process, the evidence required and the tools that will be used to assess evidence against the unit standards.
- Assess the Critical Cross Field Outcomes in a contextualised way as part of integrated assessment.
- Refrain from any aggressive or abusive language or behavior toward learner, provider or quality assurance structures.
- Adhere to the appropriate reporting lines which prescribe the first appeal to the provider, thereafter to the ETQA and only in cases of non-resolution, to the QCTO or SAQA.
- Behave ethically at all times in accordance with the Inseta Code of Conduct, as applicable.

INSETA CODE OF CONDUCT

Purpose, Scope and Applicability

Purpose

All stakeholders contemplating any contact with the Insurance Sector Education and Training Authority (INSETA) are entitled to know in advance its ethical and moral attitudes to providing service and doing business.

Scope

This Code applies to all activities of the INSETA Council, its Council Committees, the Executive Management Committee (EXCO) and EXCO Sub-Committees, and the INSETA Administrative Office and any other related bodies.

Applicability

All INSETA bodies, whilst acting within the scope of their duties and functions, the Council, Council Committees, the Executive Management Committee (EXCO) and EXCO Sub-Committees and employees are expected to abide by this Code.

Our Approach to Business Ethics

1. Ethical behaviour is founded on the concept of utmost good faith and characterized by integrity, reliability and a commitment to avoid harm.
2. We expect equivalent standards of ethical behaviour from those with whom we do engage as part of our functions and duties in terms of all

relevant legislation.

3. It is incumbent upon all members of the INSETA Council, Council Committees the Executive Management Committee (EXCO) and EXCO Sub-Committees and INSETA employees to strive for excellence in its ethical standards, as in any other aspect of their activities.

Our Obligations

As an organisation of integrity and high ethical standards, INSETA recognizes that it has a number of obligations towards various interested parties.

We also recognize that at times our obligations towards different parties may be in conflict with each other, and that it is our responsibility to seek an appropriate harmony and balance between the parties' interests.

The State

1. We will obey the law of the country.
2. We will co-operate with all supervisory and regulatory bodies duly appointed for our economic sector and various industries.
3. We will contribute to the development of the nation and its people, and will co-operate with any reasonable government initiative that has this aim.

We will exercise judiciously any power or influence that we hold.

Our Stakeholders

1. We will honour our contractual obligations.
2. We aim to develop long-term business relationships.

3. Our employees are constantly in training towards proficiency and professionalism in their dealings with all our clients.
4. We will deal with our clients in mutual confidence. Access to confidential information provided by our clients is appropriately restricted.
5. We provide and participate in effective mechanisms for the resolution of any disputes or difficulties.
6. We will endeavor to communicate in simple, concise English or any other language protected in terms of the Constitution of the Republic of South Africa.

Interested Parties

1. We will communicate with all interested parties regularly, clearly and honestly.
2. We will safeguard the organisation and its assets. We subscribe fully to the principles of sound Corporate Governance, and apply appropriate internal operating and financial controls as are required in terms of all relevant legislation.
3. We will cultivate a positive public image founded on truth and fairness.

Our Employees

1. We will treat our employees with due dignity, respect and courtesy.
2. We do not discriminate on grounds of race, gender, disability, religion or political belief.

3. We will seek to remunerate our employees fairly, according to their contributions, potential and market value.
4. We will endeavor to provide training and development opportunities appropriate to our employees' needs, ambitions and abilities and the requirements of INSETA.
5. We will take additional measures to improve the prospects of historically disadvantaged personnel. Although we are sensitive to the needs for redress, an individual's contribution remains the fundamental determinant of career advancement.
6. We will seek a safe working environment.
7. In return INSETA expects all its employees and representatives to commit themselves to the Code of Conduct and honour its spirit in dealing with all the stakeholders in the business and to act honestly, fairly and diligently in their involvement in INSETA's business activities.

Our Suppliers / Service Providers

1. We will in all respects deal with our suppliers fairly and at arm's length.
2. We will pay you promptly for goods and services delivered in accordance with our contractual obligations.
3. INSETA and its employees will not accept any financial inducements that could be perceived to impair their judgment of the terms on which we will

do business.

The Public

1. We will communicate with integrity.
2. We will not knowingly mislead in our advertising and marketing.
3. We will not abuse the public's trust.
4. INSETA recognizes a commitment to corporate social responsibility and to the broader role of business in society.

Contravention and Remedies

We are proud for our commitment to ethical business and service practices.

You are invited to contribute to the improvement of INSETA's Corporate Governance standards by letting us know in writing whether you believe:

- That our Code of Conduct is deficient in any way; or
- That we are in breach of it.

Your concerns will be investigated, and if substantiated, could result in the following:

- Amended corporate policy or practice
- An improvement to the Code of Ethics

Any other appropriate action.

GLOSSARY OF TERMS

ETDP:	Education and Training Development Practitioners
ETQA:	Education and Training Quality Assurance
INSQA:	Insurance Sector Quality Authority
NQF:	National Qualifications Framework
RPL:	Recognition of Prior Learning
SAQA:	South African Qualifications Authority
SETA:	Sector Education and Training Authority
SGB:	Standards Generating Body

ACKNOWLEDGEMENT

I, HEREBY ACKNOWLEDGE THAT I HAVE READ THE ASSESSOR AND MODERATOR CODE OF CONDUCT, AND THE INSETA CODE OF CONDUCT AND AGREE TO UPHOLD THE ETHICAL STANDARDS CONTAINED THEREIN TO THE BEST OF MY ABILITY AND KNOWLEDGE.

SIGNATURE

DATE

SIGNATURE
WITNESS / HR MANAGER

DATE