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**EMPLOYEE ASSISTANCE PROFESSIONALS
ASSOCIATION OF SOUTH AFRICA
(EAPA-SA)**

GUIDE FOR PROFESSIONAL DESIGNATION

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Ensuring excellence in Employee Assistance Programmes

Executive Committee: Ms. Thiloshni Govender, Ms. Radhi Vandayar, Mr. Joel Mzwandile Gumede

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ABOUT THIS GUIDE

The guide provides comprehensive information on the Employee Assistance Professional Designations as registered by the South African Qualifications Authority (SAQA) on the National Qualifications Framework (NQF). Descriptions found in this document are solely based on publicly available information provided by the Employee Assistance Professionals Association of South Africa (EAPA-SA) and is only applicable within the South African context.

The guide to certifications is published for informational purposes and reference only and is provided without any warranty or guarantee. Certification requirements are changing continually. Certification seekers should always contact the sponsoring organisation to verify requirements and obtain the most current information. Most certifications require application and examination fees. Continuing education is almost always necessary to maintain certifications and fees may be charged to renew them.

THE VALUE OF CERTIFICATIONS

The reality today is that EAP's operate in a dynamic environment where the needs of communities grow. Rapidly changing technologies and the demands on professionals becomes increasingly complex. All these global trends have heightened the demand for Employee Assistance EA Professionals and Practitioners who possess advanced skills and have demonstrated their expertise and commitment to on-going education by earning a professional designation.

Maintaining industry recognised accreditations can provide numerous benefits, including improved career prospects and enhanced earning power. It is an undisputable fact that certifications are valuable for EA Practitioners' and Professionals' career advancement. Not only can certifications help individuals differentiate themselves in the market place, but they also serve as an indicator to employers that a potential hire has the requisite skills to perform a specific job or service. Thus, many employers support on-going learning and accreditation for their employees to develop a more skilled workforce. Certification can become a definite predictive criterion for successful job performance.

In the years ahead, organisations are likely to place even more value on certification as means of differentiating top candidates. Employers are likely to look to those who can demonstrate their knowledge in niche areas through a combination of work experience and the formal training and education gained during the certification process.

PROFESSIONAL DESIGNATION

A "Professional Designation" is a title or status conferred by a professional body in recognition of a person's expertise and right to practice in an occupational field.

EAPA-SA is recognized by SAQA as a Professional Body; has registered four professional designations on the NQF which include:

1. Employee Assistance Coordinator
2. Employee Assistance Practitioner
3. Employee Assistance Professional
4. Employee Assistance Specialist

EAPA-SA members may progress from one designation to the other with EA Specialist being the apex designation.

Any person who wishes to be certified with a Professional Designation will have to make a written application to EAPA-SA Board and attach the following documentation:

- Application letter (Designation Application Form- EAPA-SA)
- Identity Document
- Detailed Curriculum Vitae
- Certified copies of qualifications
- Statutory Registration certificate
- Copies of EAP / related courses attended if applicable
- Proof of employment in Employee Assistance field
- Proof of attendance of at least 2 EAPA-SA Chapter meetings
- Proof of CPD activities
- Proof of payment

RECOGNITION OF PRIOR LEARNING

Applicants who do not have an academic qualification, may also apply for designation via the RPL route, according to EAPA-SA's RPL Policy. The applicant must submit a portfolio of evidence of his/her previous work experience and educational achievements in support of the application. The Portfolio of Evidence should comprise of:

- A comprehensive CV
- Details of relevant work experience or job description indicating dates and places where experience was obtained
- List of relevant training courses attended - including name of provider, name of course, attendance dates and what was learned
- Certified copies of all qualifications and or certificates of membership and (the qualifications will be verified with SAQA's Verification Service)
- A testimonial from the previous employer/supervisor or any other relevant documentation

TASK TEAM

The EAPA-SA Professional Designation document was formulated by the following task team members:

Ms. T Govender: EAPA-SA President
Ms. R Vandayar: EAPA-SA President-Elect
Mr. T G Chabalala: EAPA-SA Immediate Past President
Mrs. A P Lefakane: EAPA-SA Membership Portfolio
Dr. P A Bhodram: EAPA-SA Education Portfolio

1. EMPLOYEE ASSISTANCE COORDINATOR

The Employee Assistance Coordinator will provide general employee assistance administrative support to clients and colleagues to enable operational administrative integrity of employee assistance practices. The nature of the services is non-clinical.

In general, the role of this category of professional may include:

- Providing employee assistance information;
- Identifying and checking of documents;
- Ensuring that employee assistance organisational documents comply with the relevant legislation and regulations;
- Stakeholder relations;
- Implementation of interventions.

Criteria for obtaining the Designation

For the Professional Designation to be awarded, applicants must comply with the following minimum requirements:

CRITERIA	DETAILS
Educational Qualification(s)	EAP related Diploma / Advanced Certificate at NQF Level 6/; Occupational Certificate at NQF Level 6/; Comparable qualification at NQF Level 6/ Comparable foreign qualification evaluated by SAQA and equivalent to a Level 6 qualification on the South African NQF
Working experience	At least two years demonstrable work experience within an Employee Assistance environment.
Board Exam/ Competency Assessment	Applicants must have successfully completed the underlying qualification plus experiential learning component. Applicants are furthermore required to submit a verified Portfolio of Evidence and a complete Curriculum Vitae or résumé.
CPD points	15 per annum
Code of conduct	EAPA-SA Code of Ethics and Standards
Membership Fee	The EAPA-SA Board determines and publishes the membership fees annually for the different categories of designated membership.

2. EMPLOYEE ASSISTANCE PRACTITIONER

An Employee Assistance Practitioner (herein referred to as EA Practitioner) is a person who meets the minimum requirements to perform EA specific duties such as client consultation, initial assessment, and referral. The EA Practitioner maintains high confidentiality of clients' records. The EA Practitioner helps the client to develop a plan of action in order to address their personal or work-related problems and where possible refer the matter internal or external. The EA Practitioner also coordinates other EA services such as marketing, supervisory training and workshops on EAP or related services. Progress is monitored and reviewed on a regular basis to ensure that clients received quality services both internal and external.

Some of the Employee Assistance Services, among others, that the EA Practitioner renders are to:

- Conduct initial assessment and provide referral.
- Facilitate the establishment of an advisory committee.
- Facilitate the development of EAP policies and procedure guidelines.
- Develop EAP implementation plan and monitor the implementation of the programme.
- Conduct the EAP educational workshops.
- Marketing the Employee Assistance Services within the organisation.
- Coordinate the training of supervisors on EAP.
- Compile monthly, quarterly and annual progress report.
- Coordinate the evaluation of EAP programmes and services.

Criteria for obtaining the Designation

For the Professional Designation to be awarded, professionals must comply with the following minimum requirements:

CRITERIA	DETAILS
Educational Qualification(s)	3-years B-Degree at NQF Level 7 in Behavioural / Social science, Higher Diploma in Occupational Nursing, B-Tech Occupational Health, B-Cur, Degree in HR
Working experience	At least three years of EAP related experience.
Board Exam/ Competency Assessment	Applicants must have successfully completed the underlying qualification plus experiential learning component. Applicants are furthermore required to submit a verified Portfolio of Evidence and a complete Curriculum Vitae or résumé.
CPD points	20 per annum
Code of conduct	EAPA-SA Code of Ethics and Standards
Membership Fee	The EAPA-SA Board determines and publishes the membership fees annually for the different categories of designated membership.

3. EMPLOYEE ASSISTANCE PROFESSIONAL

An Employee Assistance Professional (herein referred to as EA Professional) is a person who meets the minimum requirements to perform EA specialized functions including therapeutic services. The EA Professional provides clinical therapeutic services to employees and their immediate family members. The EA Professional guides the client to develop a plan of action in order to address their personal or work-related problems. It is the core function of the EA Professional to maintain high confidentiality of clients' records.

The EA professional often specializes in EA Programme design, implementation, monitoring and evaluation. Other specialized functions include marketing, supervisory training, and workshops on EAP or related services.

Some of the Employee Assistance Services, among others, that the EA Professional renders are to:

- Conduct clinical assessment and provide diagnosis.
- Develop treatment plan and offer therapeutic services.
- Conduct individual and organisational needs assessment/profiling.
- Establishment of an advisory committee.
- Develop EAP strategies, policies and procedure guidelines.
- Develop EAP implementation plan and monitor the implementation of the programme.
- Conduct the EAP educational workshops.
- Marketing the Employee Assistance Services within the organisation.
- Training of supervisors on EAP.
- Compile monthly, quarterly and annual progress report.
- Coordinate the evaluation of EAP programmes and services.
- Conduct impact studies.

Criteria for obtaining the Designation

For the Professional Designation to be awarded, applicants must comply with the following minimum requirements:

CRITERIA	DETAILS
Educational Qualification(s)	Honors Degree at NQF level 8 in Health or Social Science and registered with a Statutory Council to render therapeutic services.
Working experience	5 years working experience in the relevant field.
Board Exam/ Competency Assessment	Applicants must have successfully completed the underlying qualification plus experiential learning component. Applicants are furthermore required to submit a verified Portfolio of Evidence and a complete Curriculum Vitae or résumé.
CPD points	20 per annum
Code of conduct	EAPA-SA Code of Ethics and Standards
Membership Fee	The EAPA-SA Board determines and publishes the membership fees annually for the different categories of designated membership.

4. EMPLOYEE ASSISTANCE SPECIALIST

This is the apex designation of EAPA-SA. Holders of this designation is responsible for providing specialist employee assistance including Programme design and oversight of clinical services to clients and colleagues to enable them to make sound decisions.

In addition, a designee should make certain through monitoring and evaluation that care is taken to ensure that employee assistance practices are in line with all relevant statutory legislation and regulations. Roles and responsibilities of designees may generally include:

- The design and implementation of employee assistance programmes;
- Strategic management of employee assistance programmes;
- Strategic stakeholder engagement and management;
- Researching and reporting on factors influencing employee assistance performance;
- Analysing competitors and market trends;
- Oversees clinical services;
- Provide EAP training and consulting
- Strategic advisor to C-level executives and policy-makers.

Criteria for obtaining the Designation

For the Professional Designation to be awarded, applicants must comply with the following minimum requirements:

CRITERIA	DETAILS
Educational Qualification(s)	EAP related Master's degree at NQF Level 9, Master's Degree (Professional) at NQF Level 9, Doctoral Degree at NQF Level 10, Doctoral Degree (Professional) at NQF Level 10 or a comparable foreign qualification evaluated by SAQA and equivalent to a Level 9 or 10 qualification on the South African NQF
Working experience	At least 5 years demonstrable leadership / senior management experience within Employee Assistance environment
Board Exam/ Competency Assessment	Applicants must have successfully completed the underlying qualification plus experiential learning component. Applicants are furthermore required to submit a verified Portfolio of Evidence and a complete Curriculum Vitae or résumé.
CPD points	20 per annum
Code of conduct	EAPA-SA Code of Ethics and Standards
Membership Fee	The EAPA-SA Board determines and publishes the membership fees annually for the different categories of designated membership.

ANNEXURE A: INDIVIDUAL MEMBERSHIP AND DESIGNATION APPLICATION FORM Employee Assistance Professionals Association of South Africa:

EAPA-SA

SECTION A

This form must be completed by any individual working in the EAP field who seeks membership and certification under the existing professional designation categories. This application form replaces the existing membership form and should be accompanied by other relevant documentation (as indicated below).

Maintaining industry recognised accreditations can provide numerous benefits, including improved career prospects and enhanced earning power. It is an undisputable fact that certifications are valuable for EA Practitioners and Professionals' career advancement. Not only can certifications help individuals differentiate themselves in the market place, but they also serve as an indicator to employers that a potential hire has the requisite skills to perform a specific job or service. Thus, many employers support on-going learning and accreditation for their employees to develop a more skilled workforce. Therefore, certification can become a definite predictive criterion for successful job performance.

CRITERIA FOR EA COORDINATOR DESIGNATION	DETAILS
Educational Qualification(s)	EAP related Diploma / Advanced Certificate at NQF Level 6/; Occupational Certificate at NQF Level 6/; Comparable qualification at NQF Level 6/ Comparable foreign qualification evaluated by SAQA and equivalent to a Level 6 qualification on the South African NQF
Working experience	At least 2 years demonstrable work experience within an Employee Assistance environment
CRITERIA FOR EA PRACTITIONER	DETAILS
Educational Qualification(s)	3-years B-Degree at NQF Level 7 in Behavioural / Social science, Higher Diploma in Occupational Nursing, B-Tech Occupational Health, B-Cur, Degree in HR
Working experience	At least three years of EAP related experience
CRITERIA FOR EA PROFESSIONAL	DETAILS
Educational Qualification(s)	Honours Degree at NQF level 8 in Health or Social Science and registered with a Statutory Council to render therapeutic services.
Working experience	5 years working experience in the relevant field.
CRITERIA FOR EA SPECIALIST	DETAILS
Educational Qualification(s)	EAP related Master's degree at NQF Level 9, Master's Degree (Professional) at NQF Level 9, Doctoral Degree at NQF Level 10, Doctoral Degree (Professional) at NQF Level 10 or a comparable foreign qualification evaluated by SAQA and equivalent to a Level 9 or 10 qualification on the South African NQF
Working experience	At least 5 years demonstrable leadership/senior management experience within Employee Assistance environment

FOR ALL CATEGORIES THE FOLLOWING IS ALSO APPLICABLE:

CPD points	Number of points as required for each Designation for renewal and maintenance of both designation and membership
Adherence	EAPA-SA Code of Ethics and Standards
Fee	Full payment of membership – R 600 for individual and R 350 for student membership (proof of full-time study to be attached)

PLEASE INDICATE IN THE TABLE BELOW THE DOCUMENTS ATTACHED WITH THIS APPLICATION

DOCUMENTATION ATTACHED	APPLICANT	FOR OFFICIAL USE
Curriculum Vitae		
Certified copies of all qualifications		
Copy of Statutory Council registration		
Certified copies of courses attended		
Proof of attendance of courses or presentations for CPD points (20)		
Receipt for payment (R 600 for individual and R 350 for student)		

PAYMENT DETAILS:

Bank: FNB

Account Number: 50841238807

Branch Code: 252145

VAT Number: 4290249004

Preferred Payment Methods: Electronic Payment or Bank Deposit

Chapter of Your Choice (Please tick next to your choice):			
Egoli (Johannesburg)	<input type="checkbox"/>	Nelson Mandela Bay	<input type="checkbox"/>
Free State	<input type="checkbox"/>	Mpumalanga	<input type="checkbox"/>
Ikhala (East London)	<input type="checkbox"/>	Northern Cape	<input type="checkbox"/>
Jacaranda (Pretoria/Tshwane)	<input type="checkbox"/>	Platinum (North West)	<input type="checkbox"/>
Kwazulu-Natal	<input type="checkbox"/>	Western Cape	<input type="checkbox"/>
Limpopo	<input type="checkbox"/>	NB: Northern Cape does not have a chapter yet	

SECTION B

PERSONAL INFORMATION				
EAPA-SA MEMBERSHIP NO.		TITLE		
SURNAME		RACE		
FIRST NAMES		GENDER		
ID NUMBER		NATIONALITY		
DATE OF BIRTH		EMPLOYER		
		CURRENT POSITION		
RESIDENTIAL ADDRESS		WORK TELEPHONE		
		HOME TELEPHONE		
		CELL PHONE		
		POSTAL CODE		

POSTAL ADDRESS					E-MAIL ADDRESS		
	POSTAL CODE						
HAVE YOU BEEN FOUND GUILTY IN A DISCIPLINARY HEARING?	YES NO			ARE YOU A MEMBER OF ANY STATUTORY COUNCIL, BOARD OR PRIVATE ENTITY?	YES NO		
If you answered yes to the above please provide details				If you answered yes to the above please provide the details			
CAREER PROMOTION/APPOINTMENT							
YEAR	PROMOTION/APPOINTMENT						
PROFESSIONAL DEVELOPMENT (Training or Courses)							
YEAR	INSTITUTION	COURSE PARTICULARS			DURATION OF TRAINING/COURSES (e.g. 3 days, / 2 weeks, etc.)		
EDUCATIONAL QUALIFICATIONS							
List all relevant qualification applicable to the EAP field:							
YEAR	INSTITUTION	QUALIFICATIONS					
EXPERIENCE							
Please summarise your current and previous experience in relations to the EAP field.							

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I certify that all the information supplied by me on this application/ statement is in all respects true and correct. Any misrepresentation can nullify this application. The EAPA SA Board reserves the right to accept/reject this application.

SIGNATURE:.....

DATE.....

E-mail your deposit slip to: admin@eapasa.co.za for attention: Janine Naidoo
Processing of your registration/order will commence as soon as we receive your payment. You will be notified within 10 working days whether you have satisfied the criteria for membership/designation. Designations can only be awarded when the designation committee convenes during Board meetings.
EAPA-SA reserves the right to confer membership and designations.