

POLICY NAME:	POLICY GUIDELINES AND PROCEDURE ON THE REGISTRATION AND ENROLMENT FOR PROFESSIONAL DESIGNATION EXAMINATION
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**PROPERTY PRACTITIONERS
REGULATORY AUTHORITY**

Revision History

This section records the change history of this document

Revision #	Date Approved	Policy owners	Date Reviewed
1.0	31 March 2023	Education and Training Department	24 March 2023
2.0			N/A

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1. The Purpose

The purpose of this policy is to:

1.1. provide guidelines to examination candidates wishing to enrol for the Professional Designation Examination;

1.2. provide instructions to examination candidates when undertaking the Professional Designation Examination;

1.3. establish necessary processes to deal with cancellations received and/or postponements requested in respect of the Professional Designation Examination; and

1.4 Online Examination System Related Procedures

2. Scope of the Policy

This policy shall apply to all candidates wishing to enrol for the Professional Designation Examination conducted by the PPRA, including the process for post exam logistics and the publishing of results.

3. Definitions

Term	Definition
PPRA	The Property Practitioners Regulatory Authority
Education Regulations	The Standard of Training of Property Practitioners
FFC	FIDELITY FUND CERTIFICATE
National Qualifications Framework	The National Qualifications Framework as provided for in the National Qualifications Framework Act of 2008.
Professional Designation Examination ("PDE")	The Professional Designation Examination conducted by the PPRA in accordance with the Education Regulations
Online Examination System	The system that the PPRA uses to enable examination candidates to undertake and complete the examination

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4. Importance of PDE

In terms of the Regulations, any person who seeks to be a property practitioner is obligated to sit for the professional designation examination (PDE). In terms of sub-regulation 33.2, it is not a pre-requisite/ requirement for a property practitioner to be registered with the Authority as a candidate property practitioner to be allowed to study or qualify or sit for PDE. However, such candidates must first comply with the standard qualification requirements before they can register for PDE.

5. Examination fees

5.1. The fee payable by candidates when enrolling for PDE shall be determined annually in advance by the PPRA. Once such an examination fee has been duly established for a particular financial/calendar year, all stakeholders and prospective examination candidates shall be notified accordingly by the effective utilisation of all means available to the PPRA for this purpose including, amongst others, the PPRA's website, the PPRA's newsletter ("AGENT") as well as all other feasible methods of media communication,

5.2. Payment of examination fees

Only electronic payments of examination fees by examination candidates are accepted by the PPRA.

Examination candidates may also pay in cash at the PPRA Offices, provided they have complied with all enrolment requirements, including submission of required documents to the PPRA officials at the PPRA front offices.

Examination candidates must, therefore, ensure that the required payment is correctly made directly into the designated PPRA bank account.

Examination candidates must ensure that they use the correct 'Individual Payment Reference Number' as the reference when making an electronic transfer or deposit into the PPRA's bank account to ensure that the payment made can be accurately allocated to that candidate by the PPRA.

5.3. Examination fees paid by candidates are non-refundable.

A credit note may, however, be issued by the PPRA to an examination candidate should a timeously received written request by that candidate for the postponement of an examination be considered and approved by the PPRA.

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5.4. Banking details for payment of examination fees

All examination fees applicable to the enrolment by a candidate for the Professional Designation Examination shall be paid by that examination candidate as follows:

ABSA

ACCOUNT	NAME:	Estate	Agency	Affairs	Board
ACCOUNT	NO.:		405	203	3310
BRANCH		NAME:			Universal
BRANCH		CODE:			632005

REFERENCE: SEVEN (7) DIGIT REFERENCE NUMBER

5.5. Examination dates

The dates for Professional Designation Examinations will be determined yearly in advance by the PPRA. All stakeholders and prospective examination candidates shall be informed of such examination dates accordingly.

6. Examination centres and Online exam

The scheduled professional designation sittings will continue to run on quarterly basis. With regards to those sub-sectors where no professional designation standards have been determined, these will be determined during stakeholder consultations/engagements.

The PPRA will continue to provide study content for practitioners who are writing the professional designation examinations in all recognised official languages.

The PPRA will also conduct oral examinations in all the 9 provinces on a quarterly basis for practitioners who are unable to undertake the examination through the Online system currently used by the PPRA.

7. Examination Registration and Enrolment

Candidates must register online on the PPRA online portal to enable the examination enrolment process to be further processed.

Examination candidates must verify and/or obtain their *own Individual Payment Reference Number* from the PPRA before making payment. The 'Individual Payment Reference Number'

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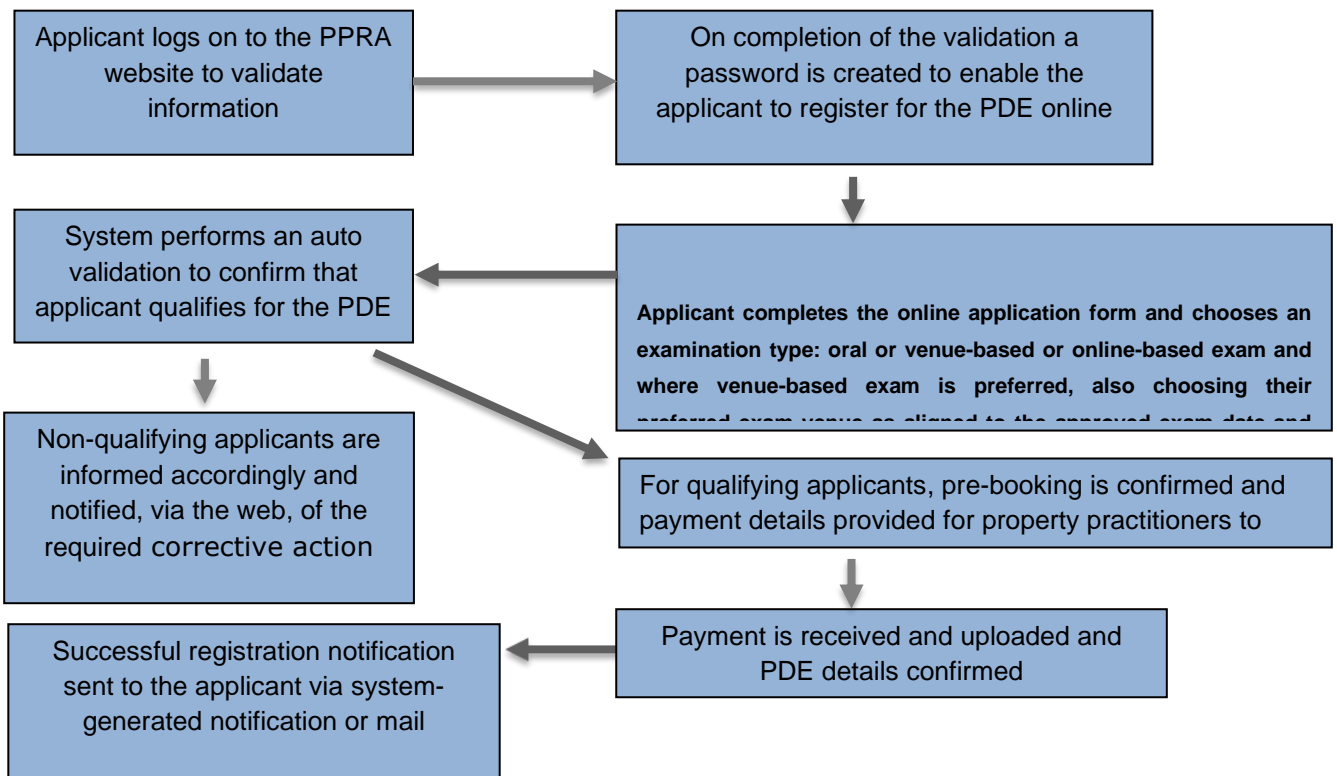
must always be used by examination candidates as the reference when effecting payment to the PPRA.

8. Acknowledgement of receipt of applications

The PPRA will, by e-mail, acknowledge receipt of all applications to undertake the Professional Designation Examination immediately after the online registration is successful. It is the responsibility of each examination candidate to ensure that both the examination application and payment of the required examination fee are received by the PPRA.

9. Online PDE registration process

Completing an online registration process on the PPRA website indicating that they would like to undertake an oral or physical seated or on-line based examination



10. Closing the exam

The applicant must ensure that their PDE enrolment via PPRA Portal and payment is received by the Authority and strictly by the exam closing date. This applies to all exam types.

An application received after the closing date is regarded as unsuccessful. Property

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practitioners who wish to enrol should therefore ensure that they first enrol for the examination and then make payment using the correct Unique Seven Digit Reference Number usually used for FFC payments.

Candidates who fail to enrol in the prescribed manner and fail to make payment using the correct reference number will also not have their details captured on the new online exam system and will not be able to undertake the examination. The correct exam reference numbers are obtainable via the applicable Call Centre landline number. The reference number is the same number property practitioner is allocated and using when they make payments for the acquisition or annual renewal of Fidelity Fund Certificates (FFCs).

11. Examination duration

The professional designation examination is strictly four (4) hours including the twenty (20) minutes reading period of the examination questions.

12. Examination pass mark

The pass mark for both the professional designation examination for principal property practitioners and for non-principals, including candidate property practitioners is 50%.

13. Examination postponement procedures and requirements

Examination candidates who have been successfully enrolled may request for postponement provided that there is a valid medical reason which is supported by a way of valid medical certificate/s or motivation on letter head, dated and signed by the examination candidate.

Postponement requests must be made before the exam date where possible or at least within 10 days after the date of the examination.

If the application for postponement is granted by the PPRA, the candidate may be issued with a credit note to enable the candidate to undertake a future Professional Designation Examination.

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An examination candidate whose postponement request has been approved by PPRA must enrol for the next scheduled examination by completing the enrolment process as if they are enrolling for the first time and the full and correct payment including a top-up payment if applicable, must be made before the closing date and traceable on the PPRA bank records for the enrolment to be processed further by the PPRA.

Any Professional Designation Examination candidate who fails to request, and be granted, a postponement in accordance with the provisions of this paragraph shall forfeit the entire examination fee.

14. Refund procedures for examination fees already paid

Examination fees paid by candidates are non-refundable, but a credit note may, however, be requested by liaising with the Finance Department of the PPRA stating reasons for the credit note and indicating how the funds paid by the examination candidate can be used, if the examination candidate chooses not to continue to use the payment made for examination purposes.

Where the examination candidate has requested postponement with PPRA and the postponement was approved, they may use the payment made for the next scheduled examination. However, where fee changes takes place and a top up payment is required, the examination candidate will have to make the top up payment in order for the enrolment for the new examination date to be processed successfully.

15. ON-LINE EXAMINATION SYSTEM RELATED PROCEDURES

15.1. Procedure to access the Online Examination System

All successfully enrolled examination candidates who have chosen an online based examination will be enrolled into the Online Examination System and will be sent a link to set up passwords directly to the email provided when enrolling for the examination. Examination candidates must do so immediately they receive the link in order to activate access to the system. Examination candidates will also be sent a tutorial on how to use the system, which will be accessible after setting up of the password and are enabled to access the online examination system. Examination Candidates are advised to make sure that they check Eskom Load Shedding Schedule for possible power cuts and take precautionary measures to be able to write and complete the examination within the allocated duration without any disturbances.

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Examination Candidates are also advised to make sure that they have internet connection and take precautionary measures to be able to write and complete the examination within the allocated duration without any disturbances.

15.2. Procedure for undertaking the oral examination

All successfully enrolled examination candidates who have chosen an oral examination will be informed of the virtual exam link or the actual exam venue where the oral examination will be undertaken. For those who use the virtual exam link, they are also advised to check Eskom Load Shedding Schedule for possible power cuts and take precautionary measures to be able to complete the examination within the allocated duration without any disturbances.

Examination Candidates are also advised to make sure that they have internet connection and take precautionary measures to be able to complete the examination within the allocated duration without any disturbances.

15.3. Procedure to access the Online Examination System

All successfully enrolled examination candidates who have chosen and are approved to undertake a physical seating/venue-based examination will be emailed a confirmation of the details as per venue chosen when pre-booking for the exam including the documents and other requirements relevant for the actual examination date.

16. PROCEDURE DURING THE EXAMINATION: ON-LINE BASED EXAMINATION:

Prior to the commencement of the Professional Designation Examination, the system will prompt examination candidates to complete specific identification and security information. Any incorrect information recorded by candidates may delay the release of their examination results and in certain circumstances the candidate who does not pass the security questions may not be unlocked to proceed with the examination. It is important that the examination candidates provide accurate information to be able to access the system.

Examination candidates are required to follow examination instructions for their relevant examination as populated in the Online Examination system.

Examination candidates are required to submit their answers at the end of the examination session by clicking the submit button as soon as they complete the examination and are happy with the answers provided.

Examination candidates may review their answers by going back to each question before submitting the answers.

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The Online Examination system will be set-up accordingly and will shut down and submit the answers captured by the examination candidates at the end of the allocated four (4) hours, whether all questions were answered or not.

17. PROCEDURE IN CASES WHERE CONNECTION IS LOST DURING THE EXAM SESSION: ONLINE EXAMINATION:

The Online Examination system has been set-up to identify circumstances when system was shut down or connection is lost as a result of electricity failure or internet connection is lost.

The Online Examination system is also able to calculate time remaining for each examination candidate affected as a result of connectivity issues resulting from the above.

The Online Examination system will therefore save all the answers and the examination candidate is able to continue working as soon as they reconnect but within the remaining time of the examination.

The Online Examination system will be set-up accordingly and will shut down and submit the answers captured by the examination candidates at the end of the full allocated four (4) hours, whether all questions were answered or not.

18. PROCEDURE IN CASES WHERE CONNECTION IS LOST DURING THE EXAM SESSION: ORAL EXAMS VIRTUALLY CONDUCTED:

Where the virtual link has been disconnected and stopping the oral examination process temporarily, the relevant recordings will be kept and the oral exam will be resumed as soon as power is restored. The exam will resume from the time that the exam was stopped and not extended unless necessary and approved accordingly.

19. PROCEDURE AFTER COMPLETING THE EXAM SESSION – ONLINE-BASED EXAMINATION

Examination candidates once they have completed all questions must submit their written answers by using the system. No other method of submission of answers is available other than through the Submit button on the Online Examination system. Once submitted, the examination

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candidate will not be able to retrieve and review their answers. The submitted answers will be taken as final and marked accordingly. No exceptions will be allowed.

The Online Examination system is also setup to automatically close the examination session at the end of the allocated four hours of the examination. This is regardless of whether the examination candidate has completed all questions or not. Once submitted by the system, the examination candidate will not be able to retrieve and review their answers. The submitted answers will be taken as final and marked accordingly.

20. PUBLISHING OF RESULTS

Examination results are released at least 8 weeks after the actual exam date. The results are sent to candidates by an e-mail or via the online based system, whichever is applicable.

21. RECORD KEEPING

The Regulations require the PPRA to keep records for a period of 5 years, and in an electronic format on the professional designation examination written by property practitioners (written and oral exams).

22. APPROVAL OF POLICY

Action	Responsible person Title	Name	Signature	Date
Prepared by	Executive Manager: Education and Training	Mr Mfundo Daki		01 June 2022
Reviewed by	EXCO - ACEO	Ms Thato Ramaili		24 March 2023
Recommended by Education and Training Committee	Chairperson	Ms Pam Snyman	 PB Snyman	24 March 2023
Approved by Board Committee	Chairperson	Mr Steven Ngubeni		31 March 2023

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Policy Owner	Education and Training Department: Property Practitioners Regulatory Authority
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