

# Accredited Professionals Scheme Incomplete Application Policy

## 1. Purpose

*This policy establishes the Accreditation Authority's position on the timeframe allowed for applicants to provide missing documentation when submitting an application for accreditation under the Accredited Professionals Scheme. It aims to ensure timely processing of applications and maintain fairness and consistency in decision-making.*

## 2. Scope

This policy applies to:

- all applications for accreditation received by the Accreditation Authority
- all employees responsible for managing or assessing these applications.

## 3. General Principles

- Clear communication of requirements at the outset.
- Consistent application of timeframes.
- Transparency regarding consequences of non-compliance.

## 4. Policy detail

- 4.1 Applicants are required to submit all mandatory documentation as outlined in the minimum criteria for accreditation at the time of application.
- 4.2 Where an application is missing one or more mandatory documents required for assessment, the Accreditation Authority will issue a written request for the missing information.
- 4.3 Applicants will be given 21 days from the date of the request to provide the required documentation.
- 4.4 If all the requested information is not provided, or no response is received, by the due date, the Accredited Authority will send one final reminder regarding the missing requirements and allow a period of 5 days for the applicant to provide the missing information.
- 4.5 Once the missing information has been received or after the periods within 4.3 and 4.4 above have elapsed:



4.5.1 The application will proceed through application assessment to the decision maker based on the information available.

4.5.2 The application for accreditation may be refused if minimum criteria cannot be verified.

4.6 Extensions outside of 4.3 and 4.4 may be granted only in exceptional circumstances, at the discretion of the Accreditation Authority.

## 5. Exceptional circumstances

Extensions may be granted only where delays are due to factors beyond the applicant's reasonable control. Examples include:

- medical emergencies – serious illness or hospitalisation of the applicant or key personnel
- natural disasters or significant events – floods, bushfires, or other events disrupting normal operations
- systemic or technical issues – verified failures in government or third-party systems preventing timely submission
- other exceptional hardship – circumstances that would make strict adherence manifestly unfair, supported by evidence.

Conditions for granting extensions:

- the applicant must submit a written request to [DHUD.APSQueries@sa.gov.au](mailto:DHUD.APSQueries@sa.gov.au) before the original deadline expires
- the request must include supporting evidence of the exceptional circumstance
- extensions are granted at the discretion of the Accreditation Authority and documented for audit purposes
- extensions will be time-limited (e.g. an additional 10 days) and not indefinite (although further extensions may be granted should the exceptional circumstances continue).

## 6. Privacy

Personal information collected for accreditation applications will be handled in accordance with the Department's Privacy Policy and relevant privacy legislation. Data will be retained only as necessary for audit and statutory purposes.



## 7. Roles and responsibilities

Roles	Responsibilities
<b>Chief Executive</b>	The Chief Executive of the Department for Housing and Urban Development (the Department), is the Accreditation Authority and administers accreditation for planning and building professionals.
<b>Accreditation Authority Delegate</b>	The <i>Planning, Development and Infrastructure Act 2016</i> provides the ability for the Chief Executive to delegate their powers and functions under the Act to various staff of the Department.
<b>Team Leaders and Supervisors</b>	Responsible for ensuring that the policy is observed by employees and that business processes support the policy requirements.
<b>All employees</b>	Required to comply with the policy and any related procedures, and to play an active role in ensuring the compliance of others.
<b>Applicant</b>	An individual who submits an accreditation application that include all minimum required information and documentation.

## 8. Related documents

- [Guide to the Accredited Professionals Scheme](#)
- [Qualifications, skills and experience requirements for Accredited Professionals](#)
- [Accredited Professionals Scheme Fee Refund Policy](#)