

WHOLESALE & RETAIL SETA

QA Accreditation Policy

Policy Reference Number	POL_QA_001
First Approved	July 2012
Current Version Number	V6.0
Effective Date of Current Version	
Department	QA
Policy Owner	
Designation	Signature
Quality Assurance	
Policy Sponsor	
Designation	Signature
Chief Operations Officer	

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

Document Control Page									
Document Title		QA Accreditation Policy							
Digital Name		POL_QA_001							
Digital Location		Z:\QMS							
Department		Quality Assurance (QA)							
Creation Date & Revision Dates		V1: 07/2012; V2: 09/2013; V3: 10/2013; V.4: 10/2014; V.5: 10/2015; V5.1: 08/09/2020; V5.2: 16/09/2020; V5.3: 23/09/2020; V5.4: 14/10/2020; V5.4: 18/11/2020; V6.0: 18/11/2020;							
Current Version and Status		Version:		6.0		Status		Approved	
Password Protected		Indicate with X				Yes	X	No	
Distribution		Internal and External Stakeholders							
Security Classification Indicate with X		Restricted	X	Confidential		Secret		Top Secret	
Revision		Version No	Revision Date	Revision Details				Revised by (Dept/Unit)	
Revision frequency: Annually		V1	July 2012	Policy developed				QA	
		V.2	September 2013	Policy review				QA	
		V.3	October 2013	Policy review				QA	
		V.4	October 2014	Policy review				QA	
		V.5	October 2015	Policy review				QA	
		V5.1	08/09/2020	Policy review				QA	
		V5.2	16/09/2020	Editing of policy				QMS	
		V5.3	23/09/2020	Editing of policy based on QMS feedback				QA	
		V5.4	14/10/2020	Review of policy in line with: I. Unit named changed from Qualifications and Quality Assurance (QQA) to Quality Assurance(QA) II. Appeals process amended ()				QA	
		V5.5	18/11/2020	Amendments based on input from G&S				QMS	
V6.0	18/11/2020	Policy approval				Accounting Authority			
Document Name:	POL_Q								
Version Control	Created								
	Approved								
	Reviewed: 18/11/2020								

TABLE OF CONTENTS

1. Background 4

2. Purpose 4

3. Scope 4

4. Related Information and Legal Reference 4

 4.1 Internal Documents 5

 4.2 External Documents 5

 4.3 Legal Reference 5

5. Definitions and Acronyms 6

6. Policy 8

7. Exclusions 14

8. Request to deviate from policy 14

APPROVED

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

1. BACKGROUND

The W&RSETA is committed to fulfilling its mandate from the Quality Council for Trades and Occupations (QCTO). The W&RSETA QA will undertake accreditation, approval of learning programmes, registration of assessors and moderators, and monitoring of accredited Skills Development Providers (SDP) to determine if they are operating in line with the submitted quality management system and requirements for accreditation.

2. PURPOSE

The purpose of this policy is to:

- Set out clear guidance on the accreditation provision for SDP's;
- Ensure that SDP's are accredited in terms of policy requirements and have the necessary capacity to provide quality learning provision;
- Assure and enhance the quality of programmes in the sector by identifying and approving programmes that meet requirements for approval, or demonstrate the potential to do so in a stipulated period of time;
- Protect learners from poor quality programmes through accreditation and re-accreditation arrangements that build on reports from self-evaluation and external evaluation activities, including W&RSETA monitoring and audits, and other relevant sources of information;
- Encourage and support provisionally accredited SDP's to meet requirements for accreditation after approval from the QCTO for historical qualifications;
- Ensure that the provision of quality education and training is consistent with the principles of the NQF;
- Provision of clear and legible policies for the expiry, review, re-accreditation, suspension and/ or de-accreditation of SDP's and appeals thereby for decisions taken by the QCTO and W&RSETA Policy; and
- Ensure that all W&R Seta policies are maintained in line with the QCTO requirements, reviewed and improved for continued relevance and suitability.

3. SCOPE

The policy applies to all processes conducted by the W&RSETA QA staff in relation to SDP accreditation, validation of programmes and registration of constituent assessors and moderators. The policy is further intended to guide current and aspirant SDP's seeking accreditation with the W&RSETA QAP.

4. RELATED INFORMATION AND LEGAL REFERENCE

This policy must be read in conjunction with the following supporting documents

4.1 Internal Documents

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

- Provider Accreditation Application Self Evaluation Tool
- Provider Accreditation Desktop Evaluation Report
- Provider Development Plan
- Provider Terms and Conditions
- Provider Code of Conduct
- Site Visit Evaluation for Accreditation
- Site Visit Notification for Accreditation
- Validation Report
- Accreditation Letter
- QCTO Service Level Agreement with W&RSETA (1 April 2020 – 31 March 2023)

4.2 *External Documents*

- QCTO Letter of Intent (Historically Registered Qualifications/ Learnerships). https://qcto.org.za/index.php?option=com_edocman&view=category&layout=table&id=637
- SAQA Letter dated 29 June 2018 (Re-registration of Qualifications);
- QCTO Circular 1 of 2017 dated 21 June 2018 (Clarification on way forward regarding the quality assurance of qualifications registered on the qualifications sub-framework), <https://www.qcto.org.za/publications/circulars>

4.3 *Legal Reference*

- Section 26l (1) of the Skills Development Act (SDA) further specifies that the QCTO may, in writing and subject to such conditions as it may determine, delegate any of its functions to -
 - (a) the chief executive officer of the QCTO;
 - (b) a committee of the QCTO;
 - (c) the national artisan moderation body established in terms of Section 26A of the Skills Development Act 97 of 1998;
 - (d) a SETA; or
 - (e) any other suitable body

Such delegation includes but is not limited to:

Accredit constituent providers for specific standards or qualifications registered on the NQF;

Register constituent assessors and moderators for specific registered standards or qualifications in terms of the criteria established for this purpose;

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

Take responsibility for the certification of constituent learners; and
 Take responsibility for the monitoring and auditing of providers.

- Constitution of the Republic of South Africa (Act No 108 of 1996);
- Promotion of Administrative Justice Act (Act No. 3 of 2000);
- National Qualification Framework Act (Act No.67 of 2008);
- Skills Development Amendment Act (Act No. 37 of 2008);
- QCTO Policy on Accreditation of Skills Development Providers for qualifications and part qualifications on the OQSF- Revised Policy (March 2019);
- QCTO Policy for Verification for Trades and Occupational Qualifications on the OQSF- Revised Policy (November 2019).

5. ACRONYMS & DEFINITION OF TERMS USED

Accreditation	The certification, usually for a particular period of time, of a person, a body or an institution as having the capacity to fulfil a particular function in the quality assurance system set up by the South African Qualifications Authority.
Accreditation scope	The list of qualification(s) and/or unit standard(s) for which a body is accredited for a defined purpose
Assessor	The person who is registered by the relevant Skills Development Quality Assurance Body in accordance with criteria established for this purpose by a Standards Generating Body to measure the achievement of specified National Qualifications Framework standards or qualifications, and "constituent assessor" has a corresponding meaning
Assessment	The process of collecting evidence of learners' work to measure and make judgments about the achievement or non-achievement of specified National Qualifications Framework standards or qualifications
Assessment site	A provider who is responsible for summative and RPL assessments. In addition to mentoring and coaching, RPL assessment sites require practitioners who are able to assist the candidate through the process of making explicit what it is that they know and preparing the candidate for the assessment itself.
Delivery site	A provider who is responsible for training and formative assessments.

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

Full accreditation	The certification of a training provider for a period of five years after having met the requirements of the development plan during provisional accreditation and having met the requirements for full accreditation as during the provider audit conducted by the W&RSETA QA.
QCTO Letter of Intent	QCTO template completed by a Training Provider (Skills Development Partner), and acknowledged by the QCTO for approval of Historical Qualification (Unit Standard Based)
Moderation	The process which ensures that assessment of the outcomes described in National Qualifications Framework standards or qualifications is fair, valid and reliable
Moderator	A person who has been declared competent to conduct moderation of assessments
Primary focus	Activity or objective within the sector upon which an organization or body concentrates its efforts
Provider	A body that delivers learning programmes which culminate in specified National Qualifications Framework standards or qualifications and manages the assessment thereof
Provisional accreditation	The certification of a training provider for a period of two years having met the minimum requirements for accreditation set by SAQA and the W&RSETA QA, and where the provider enters into an agreed upon development plan with the W&RSETA QA
Quality assurance	The process of ensuring that the degree of excellence specified is achieved
Registered standards	Unit standards or qualifications registered on the National Qualifications Framework
Registration scope	The list of registered standards for which an assessor or moderator is registered with the SETA as an assessor or moderator
Workplace Assessment and delivery site	A provider who delivers learning programmes and manages the assessment thereof. It allows for the integration of theory and practice, training, assessment and experiential learning through a number of different sites and indicates the possible relationships between sites.
Quality Assurance (QA)	The Unit /Department within the W&RSETA. This is the unit that will carry out the delegated function of the W&RSETA

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

	in terms of section 32 of the NQF Act, SAQA and the Quality Councils (QCs) have the power to delegate any of their functions to a committee, any other body capable of performing the function
QCTO	Quality Council for Trades and Occupations
QC	Quality Council
QA	Quality Assuror and is a person who ensures that the degree of excellence is achieved
QAP	Quality Assurance Partner
SAQA	South African Qualifications Authority
SDP	Skills Development Provider

6. POLICY

6.1 Policy principles

6.1.1 The W&RSETA QA will promote basic values and principles governing public administration as enshrined in section 195 of the Constitution of the Republic of South Africa. In particular:

- a. High standard of professional ethics must be promoted and maintained.
- b. Efficient, economic and effective use of resources must be promoted.
- c. Services must be provided impartially, fairly, equitably and without bias.
- d. Transparency must be fostered by providing the public with timely, accessible and accurate information.
- e. Adherence to procedural fairness as required by the Promotion of Justice Act (Act No. 3 of 2003) in terms of:
 - i. reasonable notice (nature and purpose),
 - ii. a chance to make representations,
 - iii. a clear statement of the administrative action,
 - iv. advice as to review or internal appeal, and
 - v. advice as to the right to request reasons.

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

6.2. Terms and conditions

6.2.1 All SDP's must adhere to the standard terms and conditions, and code of conduct of W&RSETA.

6.2.2 An SDP (Person/Company) may not apply for accreditation when the entity was:

- a. Suspended by a QAP/QC;
- b. De-accredited by a QAP/QC;
- c. Backlisted by the Companies and Intellectual Properties Commission (CIPC); or
- d. Found guilty of a criminal offence in a court of law.

6.3 Performance

6.3.1 SDP's whom are accredited must display continual commitment to the quality of programmes and learning. In this regard, accredited SDP's will be expected to:

- a. Ensure correct and timely enrollment of learners, linked to the correct learning programmes per W&RSETA policy;
- b. Effect assessment and internal moderation per W&RSETA policy;
- c. Exit learners through external moderation leading to certification; and
- d. Ensure its Quality Management System is fully implemented, monitored reviewed and in line with relevant policies and regulations.

6.4 Criteria for Accreditation

6.4.1 An aspirant SDP whose primary focus coincides with the primary focus of the QAP shall be accredited if the applicant seeking accreditation has been referred by the QCTO and can provide proof that:

6.4.1.1 The company is registered as a legal entity in terms of the applicable legislation at the time of application for accreditation and meet the necessary legislative requirements to operate as a SDP.

6.4.1.2 Has a quality management system which includes but is not limited to:

- a. Policies which define that which the SDP wishes to achieve;
- b. Procedures which enable the SDP to practice its defined quality management policies; and
- c. Review mechanisms which ensure that the quality management policies and procedures defined are applied and remain effective.

6.4.1.3 Is able to develop, deliver and evaluate learning programmes

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

which culminate in specified registered standards and or qualifications. The submission of learning programmes for an accreditation application will be limited to a minimum of one skills programme upon submission.

- 6.4.1.4 Necessary financial, administrative and physical resources as well as management accountability and oversight.
- 6.4.1.5 Policies and practices for staff selection, appraisal, development and disciplinary procedures.
- 6.4.1.6 Policies and practices for learner entry, guidance and support systems.
- 6.4.1.7 Policies and practices for the management of off-site practical or work-site components.
- 6.4.1.8 Policies and practices for the management of assessment and moderation.
- 6.4.1.9 Necessary internal and external reporting procedures.
- 6.4.1.10 The ability to achieve desired outcomes, using available resources and procedures considered by the QA to be needed to develop, deliver and evaluate programmes which culminate in a specified registered standards or qualifications.
- 6.4.1.11 Has not already been granted accreditation by or applied for accreditation with another QAP and complies with the QCTO Circular 1 of 2017.
- 6.4.1.12 51 percent of training provision by the SDP will be based on the W&RSETA scope of Qualification and Unit standards.
- 6.4.1.13 The SDP must have the necessary ETD practitioners (Assessors, Moderators who have requisite skills and experience to deliver and assess the programme that they are applying for. The facilitator to learner ratio should not be more than 1:30 in a class.
- 6.4.1.14 Learning programme submission to align the qualification linked to the W&RSETA learnership strategy document. Fundamental-, core and elective unit standards must adhere to the notional hours indicated in same.
- 6.4.1.15 Learning interventions would adhere to training of fundamentals first or CAT/RPL fundamentals, before training core and elective

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

unit standards.

6.4.1.16 The SDP may use consultants to prepare the necessary documentation, but the contact person of the institution must be available for consultation with the evaluating QA.

6.4.1.17 The SDP must prepare and be in possession of a valid business plan.

6.5 Duration and status of accreditation

6.5.1.1 An SDP can apply to be accredited as a delivery site, assessment site or both assessment and delivery site.

6.5.1.2 The W&RSETA QA will recommend as per QCTO prescript (QCTO Letter 10 April 2019) for SDP accreditation. QA will award provisional accreditation status to all new successful applicants, valid for a period of two years.

6.5.1.3 The SDP with provisional accreditation status will be required to take corrective measures to address any developmental areas within a specified time frame.

6.5.1.4 A development plan must be signed and agreed with by the SDP and monitored accordingly by the W&RSETA QA.

6.5.1.5 The W&RSETA QA shall grant full accreditation status to an SDP who has met all areas as per development plan and lead learners through to successful certification. Such accreditation will be valid for 5 years but will not exceed qualification registration end dates and teach out periods.

6.5.1.6 Accreditation of SDPs are not transferable when company ownership changes.

6.6 Extension of SDP scope

6.6.1 Secondary SDP's which desires the extension of accreditation (Qualifications, Skills Programmes or Unit Standards) falling outside the accreditation scope of its primary SETA, shall follow QCTO laid down procedure, and upon referral from the QCTO, comply with W&RSETA requirements for Learning Programme Evaluation.

6.6.2 SDP's primary accredited by the W&RSETA shall apply to the QCTO and upon referral from the QCTO follow the W&RSETA requirements for Learning Programme Evaluation for any/all new programmes.

6.7 Expiry, Review and Re-Accreditation

6.7.1 SDP's shall be monitored and audited in terms of QA monitoring and

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

accreditation policy. This process shall investigate the extent to which compliance requirements are effectively, economically and efficiently met.

6.7.2 Granting of SDP re-accreditation status and period shall depend on the findings of monitoring and auditing process.

6.7.3 In the event of a non-renewal, death, withdrawal or de-accreditation, the W&RSETA reserves the right to appoint an alternative SDP with consultation of the employer to see out the intervention to successful closure.

6.8 Suspension, Withdrawal and De-accreditation of SDP's

6.8.1 Suspension

6.8.1.1 An SDP accreditation scope or part of it, shall be suspended temporarily if the QAP (W&RSETA QA) monitoring or audit findings found that the SDP was;

- a. Non-conformance with respect to the relevant terms of accreditation;
- b. Have committed any criminal act including but not limited to fraud and falsification of documentation; and
- c. Suspension or withdrawal of approval from a separate QC or QAP.
- d. In the case of any criminal act, the duration of the suspension will commensurate with the criminal investigation and if the SDP is found guilty, this may lead to the withdrawal or de-accreditation.

6.8.2 De-accreditation

6.8.2.1 Where the SDP has been provided with sufficient support and assistance and given a reasonable time frame to improve performance, an SDP may be de-accredited by W&RSETA with its decision reported to the QCTO under the following circumstances:

- a. The SDP does not comply with the accreditation criteria, relevant SDP code of conduct and terms of accreditation;
- b. The QAP is in receipt of sufficient evidence which indicates that the accredited SDP has been involved in gross irregularities; and
- c. The SDP has committed a criminal offence.

6.8.2.2 De-accreditation shall last for 2 years and the entity shall not be eligible to reapply for accreditation to the W&RSETA during this time period.

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

6.8.3 Withdrawal

6.8.3.1 The QAP can recommend the withdrawal of accreditation if the SDP's primary focus no longer coincides with that of the QAP and will recommend transfer to the relevant QAP or the QCTO.

6.9 Re-Application

6.9.1 Ending an accreditation, either by voluntary withdrawal or through suspension and or de-accreditation process, will not preclude a SDP from applying for accreditation in future.

6.9.2 A re-application will be evaluated under the same requirements and procedures applicable to every other applicant SDP at the time of application.

6.10 Appeal procedure

6.10.1 An SDP has a right to appeal any accreditation decision/report.

6.10.2 An SDP wishing to appeal against any accreditation report/decision may make a written submission to the respective Provincial Manager of W&RSETA to that effect together with reasons for the appeal within one calendar month of such decision/report being received.

6.10.3 Should the W&RSETA Provincial Manager not support the decision that lead to an appeal from an SDP, the W&RSETA QA shall –

- a) amend the decision accordingly;
- b) record such amendment in all the relevant documentation where the original decision was recorded;
- c) make the necessary amendments to all the relevant documentation; and
- d) issue revised versions of all relevant documentation.

6.10.4 Should the W&RSETA Provincial Manager support the decision that lead to an appeal; the SDP may escalate the appeal within two weeks to the Senior Regional Manager. Should the Senior Regional Manager not support the decision that lead to an appeal from the SDP, Steps a – d under 6.10.3 will be followed.

6.10.5 Should the Senior Regional Manager support the decision that lead to an appeal, the SDP may escalate the appeal within two weeks to the office of the Chief Operations Officer (COO) of the W&RSETA. Should the W&RSETA COO not support the decision that lead to an appeal from an SDP, Steps a – d under 6.10.3 will be followed.

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
	Reviewed: 18/11/2020	

6.10.6 Should the W&RSETA COO support the decision that lead to an appeal from an SDP, the SDP may escalate the appeal within two weeks to the QCTO.

6.11 Public Notification

All instances of suspension, withdrawal (whether voluntary or involuntary) of accreditation or de-accreditation will be publicised by the QAP including but not limited to; notices being placed on the QCTO, QAP (W&RSETA) website and circulated to other QAPs (SETAs) with whom the SDP has an extension of scope.

7. EXCLUSIONS

None.

8. REQUEST TO DEVIATE FROM POLICY

Requests to deviate from any provision of this policy may be made to the Accounting Authority in writing. The Chief Executive Officer has powers to grant such request in whole or in part or refuse it. Unauthorised deviations may result in disciplinary action.

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Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
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Policy Approval & Sign-off

1. POLICY INFORMATION

Policy Name	
Policy Reference Number	

2. RECOMMENDATIONS/ ENDORSEMENTS

Recommended Not Recommended

Comments..... The Committee considered the Policy and satisfied itself that it was ready for
 approval hence submitted to the Board and recommended accordingly.

Name of Committee Governance and Strategy.....

Committee Chairperson Lucas Ramathodi.....



Signature

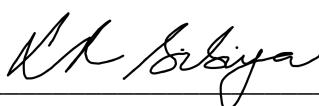
18 / 12 / 2020

Date

3. APPROVAL BY W&RSETA ACCOUNTING AUTHORITY

Approved Not Approved

Comments.....



Reggie Sibuya

21 December 2020

Date

W&RSETA Board Chairperson

Document Name:	POL_QA_001_QA Accreditation Policy_V6.0	Next Review Date: 18/11/2021
Version Control	Created: July 2012	
	Approved: July 2012	
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