
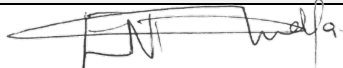


# WHOLESALE & RETAIL SETA

## Learning Programme Evaluation Policy

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## 1. BACKGROUND

The Wholesale and Retail Sector Education & Training Authority (W&RSETA) Quality Assurance (QA) will evaluate learning programmes that are aligned to unit standards which are quality assured by the W&RSETA under its delegation from the Quality Council for Trades and Occupations (QCTO).

## 2. PURPOSE

The purpose of this policy is to outline the W&RSETA Quality Assurance stance on the evaluation of learning programmes for SDP's. In light of this policy, W&RSETA requires all primary and secondary constituent SDP's to adhere to the provisions of this policy when applying for approval of any programmes under the W&RSETA delegation as QAP.

## 3. SCOPE

The policy applies to all SDP's whether primary or secondary, seeking approval of registered learning programmes from the W&RSETA. The core of this policy relates to the evaluation of learning programmes, but the scope extends to, informs and has bearing on processes of accreditation and registration of constituent assessors and moderators. The W&RSETA QA staff and/or its representatives are responsible and accountable for managing and overseeing the implementation, maintenance, review and improvement of this policy and emanating procedures.

## 4. RELATED INFORMATION AND LEGAL REFERENCE

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

### 4.1 Internal Documents

- Accreditation Policy
- Assessor and Moderator Registration Policy
- Assessment and Verification Policy
- Monitoring and Auditing Policy
- Certification Policy
- QCTO Service Level Agreement with W&RSETA (1 April 2020 – 31 March 2023)

### 4.2 External Documents

- Section 26I (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;

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- (c) The national artisan moderation body established in terms of Section 26A of the SDA;
- (d) A SETA; or
- (e) Any other suitable body.

Such delegation includes but is not limited to:

- Accredite 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;
- Take responsibility for the certification of constituent learners;
- Take responsibility for the certification of learner achievements; and
- Evaluate and approve learning programmes in line with the scope of qualifications and unit standards registered under the SETA.

4.3 Legal Reference

- Constitution of the Republic of South Africa (Act No 108 of 1996)
- Intellectual Property Act (Act No. 38 of 1997)
- National Qualification Framework Act (Act No.67 of 2008)
- Promotion of Administrative Justice Act (Act No. 3 of 2000)
- Protection of Personal Information Act (Act No. 4 of 2013)
- Skills Development Amendment Act (Act No. 37 of 2008)
- Skills Development Act (Act 97 of 1998)

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 Education and Training 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

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	"constituent assessor" has a corresponding meaning
Assessment	A process that measures whether or not a learner has achieved the intended outcome(s) when comparing their capabilities to the assessment criteria set out in the relevant unit standard(s) or qualifications
Constituent	Belonging to the defined or delegated constituency of an organization or body referred to in the SAQA QA Regulations. QA`s have constituent providers, constituent learners and constituent assessors
Contracted External Moderation	Persons contracted by the W&RSETA after meeting agreed criteria. External Moderators are contracted by the QA to carry out verification activities on its behalf in relation to the achievement of specified National Qualifications and standards
External Moderation	The process by which QA unit shall satisfy itself that a learner may attain knowledge, skill or competence for the purpose of unit standard based programme
Learning Programme	Any process by which learners may acquire knowledge, skill or competence and includes courses of study or instruction, apprenticeships, training and employment
Moderation	The process which ensures that assessment of the outcomes described in National Qualifications Framework standards or qualifications is fair, valid and reliable
Moderator	Someone who is competent to conduct a moderation process
Provider	A body that delivers learning programmes which culminate in specified National Qualifications Framework standards or qualifications and manages the assessment thereof
Plagiarism	Refers to the act of stealing someone's intellectual property without his/her consent and due recognition
QCTO	Quality Council for Trades and Occupations
QA	Quality Assurance/Assuror
QAP	Quality Assurance Partner
Quality Assurance	The process of ensuring that the degree of excellence specified is achieved
Quality Council for Trades and	The role of the QCTO is to ensure the availability, relevance and quality of occupational qualifications to meet industry

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Occupation	needs
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
Registered constituent Assessor and moderator	A person who is registered by the relevant QA in accordance with criteria established for this purpose by SAQA to measure the achievement of specified National Qualifications Framework standards or qualifications. All SETAs must have a register of assessors; they may also wish to have similar registers of moderators and verifiers.
Skills programme	Occupationally based and when completed will constitute credits towards a qualification registered on the NQF
SDP	Skills Development Provider

## 6. POLICY

### 6.1 Policy principles

6.1.1 The W&RSETA QA has identified the following principles which underpin the evaluation of learning programmes:

- a) **Quality** is a key principle which will be assured through criteria underpinned by best practice and through systematic monitoring and evaluation of the programme's effectiveness.
- b) **Transparency** will underpin both development and implementation of learning programme evaluation.
- c) The learning programme evaluation process will contribute to ensuring and maintaining **consistency** of national standards across SDP's and programmes.
- d) The policy and associated processes will support and enhance the **credibility** of programmes viz. W&RSETA registered unit standards or qualifications.
- e) Learning programme evaluation will be **responsive** to the needs of the sector and will operate **efficiently** in an agreed timescale from submission to approval, in accordance with procedural specifications.
- f) W&RSETA learning programmes will be carried out by independent and constituent **accredited SDP's** who have appropriate **quality assured policies, processes and resources** to implement the approved learning programmes.
- g) **Capacity** of the SDP to deliver the learning programme at the desired level is a key feature.

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- h) **Coherence** must be attained in respect of stated outcomes, content and assessment activities.
- i) **Compliance** with the SAQA in relation to **access, transfer and progression, RPL** and protection of learners as appropriate and in compliance with any special conditions attached to the qualification.
- j) Unacknowledged or false presentation of another person's ideas, expressions, or original research as one's own work is considered **plagiarism**.

## 6.2 General requirements for the evaluation of learning programmes

- 6.2.1 W&RSETA QA will ensure that learning programmes, offered by registered SDP's, leading to W&RSETA registered unit standards and/or qualifications offer learners with appropriate opportunities to demonstrate competency against such unit standards and/or qualifications.
- 6.2.2 W&RSETA QA will confirm that the quantitative aspects of the learning programme will be verified, and the qualitative aspects evaluated. Evaluation will ensure that learning programmes offered by SDP's are designed to match the registered unit standards and/or qualifications requirements. Additionally, the proposed assessment methods will be evaluated to ensure appropriate standards of knowledge, skill and competence are measured and aligned to requirements.
- 6.2.3 W&RSETA QA will verify the capacity and expertise of the SDP in relation to learning programme design, development, delivery and evaluation sub processes.
- 6.2.4 W&RSETA QA will appraise and monitor the SDP's policies and procedures required for the approval of programmes.
- 6.2.5 W&RSETA QA will assure through programme approval requirements that SDP's have sufficient structures, processes and procedures in place for the evaluation of their own programmes.
- 6.2.6 W&RSETA requires SDP's to submit programmes for evaluation to **the** respective regional office **where the provider** head office is located and obtain written approval before commencement of programme delivery. Programmes will be evaluated by regional quality assurors, in accordance with W&RSETA QA programme requirement guidelines and criteria for evaluation.
- 6.2.7 Subsequent to an evaluation, the written evaluation report will be submitted to the applicant SDP and the learning programme will be registered on the W&RSETA system- if approved within 34 working days.
- 6.2.8 In the event that the applicant SDP has not been approved, written reasons will be provided to the SDP on the evaluation report. The SDP will have to remediate and resubmit to the evaluator within communicated timeframes. A re-evaluation will then take place.
- 6.2.9 Post approval, programmes will be considered valid in line with the accreditation period of the SDP, the expiry of standards or changes/revisions thereto. Expiry of standards will include the two year teach out period as prescribed by SAQA.

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- 6.2.10 W&RSETA QA will monitor all validated programmes on an ongoing basis. The W&RSETA QA will further review the approval status of a programme if following sustained monitoring activity, the programme is found to no longer meet the evaluation criteria.
- 6.2.11 W&RSETA QA may, following review of approval, withdraw the programme in its entirety. A recommendation to withdraw programme approval will only be made following sustained monitoring activity which demonstrates that the programme is, for whatever reason, no longer valid or where the SDP has, over time, failed to address the issues highlighted.
- 6.2.12 W&RSETA QA will operate an appeal process which shall enable SDP's to appeal the decisions made by its officials/evaluators.
- 6.2.13 W&RSETA QA will review its learning programme evaluation procedure and criteria at least once every year in accordance with provisions of this policy.
- 6.2.14 SDP's which purchase learning material are required to provide the evaluator with proof of purchase of the material together with the service level agreement / conditions for use of material that was entered into with the seller of the material. All material, whether developed or purchased will still undergo formal programme evaluation.
- 6.2.15 Changes that have been facilitated to the assessment tool of a unit standard must be resubmitted to the evaluating QA for approval before such tool is utilised in assessment processes. This practice also refers to that of RPL tools.

### 6.3 Learning programme requirements

6.3.1 The W&RSETA QA shall only evaluate learning programme/s which comply with the following minimum/compulsory requirements:

- a) Programme strategy document for each programme that includes:
  - i. The title of the programme;
  - ii. Brief description of the purpose/aims/objectives/rationale;
  - iii. Programme to outline the unit standards alignment;
  - iv. Programme learning outcomes;
  - v. Entry, CAT and RPL requirements;
  - vi. Programme career pathway and articulation;
  - vii. Targeted learners;
  - viii. The teaching and learning methods, media and modes of delivery to achieve the intended learner outcomes;
  - ix. Description of learner support materials;
  - x. Brief description of how theoretical, practical and workplace assessments will be conducted and managed which includes formative and summative assessments;
  - xi. Description of SDP assessment capacity and resources including the range of parties involved in the assessment process;
  - xii. A description of SDP's environment and infrastructure to administer the

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range of elements of the programme effectively.

- b) In addition to the above, the applicant SDP shall be required to furnish the evaluating QA with the following documents for any learning programme:
- i. QCTO referral letter where applicable;
  - ii. Primary SETA referral letter where applicable;
  - iii. Service level agreement/Proof of purchase of material where applicable;
  - iv. Completed programme self evaluation tool;
  - v. Submission of internal moderators’ endorsement that the material has been internally quality assured and ready for submission to the W&RSETA;
  - vi. Submission of assessor report endorsing that the assessment tools comply with the principles of assessment;
  - vii. Learning programme strategy;
  - viii. Learner guide;
  - ix. Facilitator guide;
  - x. Assessor guide including model answers;
  - xi. Internal moderation guide
  - xii. Log book or workplace guide;
  - xiii. Roll out plan;
  - xiv. Portfolio of Evidence guideline should include but not limited to Copy of Learner ID, Copy of learner highest qualification if applicable, Learner CV and other evidence in relation to the portfolio activities/assessments;
  - xv. All documentation above are to be submitted in hard copy and clearly identified and indexed for ease of reference.

#### 6.4 Skills programme specific requirements

6.4.1 SDP’s applying for learning programme evaluation of a skills programme shall be required to adhere to the above-mentioned provision in 6.3.1 a & b with additional requirements set forth below:

- I. All programmes are to be aligned to the current and approved W&RSETA Skills Programme Matrix;
- II. In instances where the OFO code has changed but the unit standards have remained the same, an updated programme approval letter reflecting both the old and the new OFO code will be furnished to the SDP and any new learners will be linked to the new code.

#### 6.5 Awarding of W&RSETA learning programme material

6.5.1 The W&RSETA have commissioned the development of learning material for various unit standard based qualifications and skills programmes, to which intellectual property rights belong.

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- 6.5.2 W&RSETA accredited primary SDP's, TVET, CET colleges and other SETA accredited providers that wish to extend their scope of offering may apply to use the W&RSETA developed learning material mentioned in 6.5.1. The application of which must be made on the official W&RSETA request template.
- 6.5.3 SDP's supplied with W&RSETA learning material will be required to sign terms and conditions and code of conduct for the use and safekeep of the learning material supplied. The awarded SDP may not sell, distribute, lease or supply the learning material to any other legal entity SDP or applicant.
- 6.5.4 SDP's will be required to submit their own programme strategy and roll out plan using the W&RSETA template upon application.
- 6.5.5 Changes to the W&RSETA learning material may be made upon request by the SDP to the W&RSETA for the sole purpose of blended or e-learning. The SDP will be required to submit the updated material for evaluation to the relevant regional QA and will only be able to implement the newly updated material once written approval has been granted.

### 6.6 Withdrawal of programme approval

- 6.6.1 Following consideration of an external moderation, monitoring or investigation report highlighting discrepancies; the withdrawal of learning programme approval may occur. Areas include but are not limited to, non-conformances in relation to assessment and moderation as well as any infringements the extension of scope or accreditation terms and conditions and provider code of conduct.
- 6.6.2 The W&RSETA QA will inform a secondary SDP's primary SETA about its decision to withdraw programme approval along with the QCTO.

### 6.7 Purchasing of learning material

- 6.7.1 Purchased material must be accompanied by an agreement or contract that gives permission for the use of the material.
- 6.7.2 Copies of the learning programme approval report and approval letter must accompany the submission of the application where such material has been previously approved.
- 6.7.3 Any material purchased whether previously approved or not, will still need to meet the requirements of the evaluation process. Thus, all material will undergo formal programme evaluation, whether purchased and/or previously approved or not.

### 6.8 Appeals

- 6.8.1 An SDP has a right to appeal any learning programme evaluation decision/report.
- 6.8.2 An SDP wishing to appeal against any learning programme evaluation decision/report must make a written submission to the respective

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Provincial Manager of W&RSETA to that effect together with reasons for the appeal within one calendar month of such decision/report being received.

6.8.3 Should the W&RSETA Provincial Manager not support the decision that led 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.

6.8.4 Should the W&RSETA Provincial Manager support the decision that led to an appeal; the SDP must escalate the appeal within two weeks to the Senior Regional Manager. Should the Senior Regional Manager not support the decision that led to an appeal from the SDP, Steps a – d under 6.8.3 will be followed.

6.8.5 Should the Senior Regional Manager support the decision that led to an appeal, the SDP must 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 led to an appeal from an SDP, Steps a – d under 6.8.3 will be followed.

6.8.6 Should the W&RSETA COO support the decision that led to an appeal from an SDP, the SDP must escalate the appeal within two weeks to the QCTO.

## 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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# Policy Approval & Sign-off

## 1. POLICY INFORMATION

<b>Policy Name</b>	LEARNING PROGRAMME EVALUATION POLICY
<b>Policy Reference Number</b>	POL_QA_004

## 2. RECOMMENDATIONS/ ENDORSEMENTS

Recommended  Not Recommended

Comments: The Committee considered the Policy proposals and recommended approval.....  
 .....  
 .....

Name of Committee: Governance and Strategy

Committee Chairperson: Lucas Ramathodi

  
 \_\_\_\_\_  
**Signature**

05/03/2021  
 \_\_\_\_\_  
**Date**

## 3. APPROVAL BY W&RSETA ACCOUNTING AUTHORITY

Approved  Not Approved

Comments: .....  
 .....  
 .....

  
 \_\_\_\_\_  
**Reggie Sibiya**  
**W&RSETA Board Chairperson**

07 March 2021  
 \_\_\_\_\_  
**Date**

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