WHOLESALE & RETAIL SETA
Learner Registration Policy

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Policy Owner	EM: Strategic Planning Unit
Policy Sponsor	Chief Operations Officer

Signatures		
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	0.3	17/10/2018	Update of approval section	J. Mpongoshe
	0.4	17/10/2018	Update of the Learner Registration Process	M. Mokgomo
	0.5	18/10/2018	Update of the rights for rejection of registration	S. Moroe
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	0.7	09/11/2018	Editing of policy and update of Quality Assurance of Registration section.	D. Maake
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	0.9	30/01/2019	Addition of learner replacement policy	B. Zwane
	1.0	27/02/2019	Policy Approval	W&RSETA Accounting Authority

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1 BACKGROUND

This policy aims to ensure a seamless learner registration process. Implementation of the policy will enable the SETA to have reliable, accurate and verifiable information on its performance reports.

2 PURPOSE

2.1 The purpose of this policy is to:

2.2.1 Establish rules for registration, withdrawal and changing of registration status;

2.2.2 Clarify roles and responsibilities for the registration process;

2.2.3 Establish a process for addressing non-conformances related to learner registrations.

2.2 Compliance to this policy will ensure the following:

2.2.1 Complete and accurate registration/learner information

2.2.2 Timeous registration of learners in compliance with Learnership Regulations and W&RSETA internal processes on verification and monitoring of learner registration and training

3 SCOPE

This policy applies to:

- All W&RSETA employees
- Learners taking part in W&RSETA programmes
- Training Providers
- W&RSETA skills development grant beneficiaries
- W&RSETA employers participating in cross-sectoral programmes

4 RELATED INFORMATION AND LEGAL REFERENCE

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

4.1 Internal Documents

- Skills Development Grants Policy

4.2 External Documents

- Learnership Regulations

4.3 Legal Reference

- Skills Development Act

- Skills Development Levies Act

5 ACRONYMS & DEFINITION OF TERMS USED

PIVOTAL	Professional, Vocational Training and Academic Learning.
SPU	Strategic Planning Unit
Learnership	A work based learning programme that leads to an NQF qualification
Letter of Intent	A letter, indicating an intention to train learners on a SETA qualification or part qualification that is submitted to the SETA by a Training Provider before commencement of training.

6 POLICY

6.1 Definition of Learner Registration

For the purposes of this policy a learner is only deemed registered once the following processes have been completed:

- the learner agreement or learner registration form has been captured on the system;
- the learner has been linked to a learning programme on the Indicium System; and
- the learner status is indicated as enrolled.

6.2 Restrictions on Registrations

6.2.1 No learner shall be registered without a duly signed learner agreement or learner registration form with all required or acceptable documentation as outlined in the learner agreement.

6.2.2 A learner may not be registered on more than one learning programme at the same time. A learner will only be registered on a second programme upon being deemed competent and certificated on the previously registered qualification.

6.2.3 Training of learners shall only take place once registration has been confirmed or on written authorisation by the W&RSETA.

7 REGISTRATION OF LEARNERS ON SETA FUNDED AND SECTOR FUNDED LEARNING PROGRAMMES

7.1 Capturing of Learner Information on Learner Management System

7.1.1 The W&RSETA shall establish and maintain a learner management system that will enable the SETA to track and monitor learner progress.

7.1.2 Accredited Training providers shall be provided limited access to the system to enable them to capture learner information for enrolment purposes.

7.1.3 Capturing of learner data does not equate to learner registration. Learners will only be deemed as registered once the process outlined in 7.2 below is completed.

7.2 The Learner Registration Process

7.2.1 The W&RSETA shall register learners on SETA funded programmes if the following requirements are met:

a) A project has been approved for the implementation of a skills development initiative under which the learners will be registered; and

b) A contract has been signed between W&RSETA and the employer who has been allocated a skills development grant; or

c) A contract has been signed between W&RSETA and a training provider for training of learners for a skills development initiative

7.2.2 The W&RSETA encourages and supports sector funded training initiatives and shall register learners and certificate learners on wholesale and retail qualifications or part-qualifications. The following conditions must be met by relevant parties to effect registration of learners on sector funded programmes:

a) A letter of intent to train must be submitted to the W&RSETA within the periods in table 1 below.

b) The letter of intent shall be evaluated by the SETA and approved on the following conditions:

- That the Training Provider has the required accreditation and scope to train and assess learners on the qualification or part qualification;
- That the Training Provider's accreditation will not expire before the end of the training period.

c) All required documents are attached on the letter of intent. Registration and training must take place within the stipulated training periods as indicated in table 1 below.[1]

[1] The W&RSETA shall conduct a one-month awareness campaign (from the date of approval of the policy) to communicate this requirement after which compliance to the time frames indicated will be enforced.

Table 1

Training Period	Submission Period for Letters of Intent	Submission of Registration Documents for Registration
April - June	By 15 February	By 15 March
July - September	Before the end of April	Before the end of May
October – December	Before the end of July	Before the end of August
January – March	Before the end of October	Before the end of November

7.2.3 Learners on both SETA funded and Sector Funded programmes will only be deemed as registered once the following activities have been completed:

a) The learner has completed the W&RSETA learner agreement/registration form and such form has been duly signed by all required signatories; and all required documentation is attached;

b) The learner profile has been created on the system by an accredited and authorised Training Provider or an employer representative who has access to the system and is duly authorised to do so on behalf of the employer;

c) The learner agreement and supporting documentation have been submitted to the W&RSETA office responsible for the learner registration within the stipulated timeframes;

d) The learner has been registered by the registration official and the registration approved by the delegated official.

- The onus shall be on the registration official to conduct quality checks to ensure that learner and programme information provided in learner profiles is accurate before registering that particular learner.
- The above mentioned quality checks shall be performed by verifying information captured against information provided in learner agreements and attached documentation.

7.2.4 The W&RSETA reserves the right to reject registration of a learner based on the following:

a) The learner is registered on another learning programme which he/she has not yet completed;

b) The provider does not have accreditation for the programme that the learner is being registered for;

c) No valid contract exists between the employer and the W&RSETA or the Training Provider and the W&RSETA for implementation of the funded programme.

d) The registration of the learner is contrary to the terms of the contract signed between the W&RSETA and the employer or the W&RSETA and Training Provider;

e) The project under which the learner is being registered has expired;

f) Supporting documentation for learner registration has not been submitted or non-

compliant documentation has been submitted;

g) The registration requested falls outside of the registration period or the financial period of the funding provided by the W&RSETA.

7.2.5 The W&RSETA shall inform the training provider as well as the employer on the outcome of the registration process within 21 days of submission of the learner agreements/registration forms for registration.

7.2.6 Training may only commence once learners have been registered.

- In the instance where the training provider has commenced with training without learners being registered, the non-compliance with the Learnership regulations shall be reported to the QQA Department for further investigation and appropriate penalties will apply.

7.2.7 Disputes on rejected registrations may be lodged by Training Providers, employers or learners to the Executive Manager: Strategic Planning Unit.

a) Response on disputes shall be provided within 7 days of receipt.

b) The W&RSETA shall strive to ensure that all qualifying learners who have been recruited to take part in W&RSETA learning programmes are provided an opportunity to do so.

7.3 Learner Replacement*

* *This Learner Replacement Policy will only apply to learners registered in W&RSETA Funded Learning Programmes (Learnerships and Skills Programmes).*

7.3.1 The SETA shall allow replacement of learners who do not turn up for training after recruitment. It is the responsibility of the Employer/Training Provider to confirm that the learner has dropped out before requesting for his/her replacement.

- Replacement may take place within the first month of learner registrations on the SETA system, on condition that the first tranche payment has not yet been processed.
- There will be no learner replacement after payment of first tranche or if the 30-day period exceeds into the next financial year-end.

7.3.2 Management of records pertaining to learner replacements

- The grant claim form will clearly indicate replaced learners as per the SMS report.
- Learners who were replaced shall be excluded from the SETA's quarterly performance.

8 QUALITY ASSURANCE OF REGISTRATION

8.1 Roles and Responsibilities for Quality Assurance of Registrations

8.1.1 Learners Taking Part in SETA Programmes

a) Learners shall ensure that registration forms or learner agreements have been completed fully with all the required information provided

b) Learners shall provide all required supporting documents as indicated on the registration form or learner agreement.

8.1.2 Training Providers

Training Providers shall conduct the following activities to ensure the accuracy and validity of registrations:

a) facilitate the completion of learner agreements;

b) ensure that learners have accurately captured the qualification as well as the qualification code they are to be registered under;

c) ensure that all required documentation has been attached on the learner agreement viz. proof of employment/ fixed term contract of employment and certified copies of ID and qualifications;

d) verify the accuracy of learner information in learner agreements against the attached documents;

e) use the learner information provided in learner agreements to create learner profiles on the SETA's learner registration portal

f) compile a list of all learners whose profiles have been created on the learner registration portal against a qualification or part qualification and submit to the SETA within 14 days of learner profile creation.

- The submission list shall be submitted together with learner agreement/registration forms to enable the SETA to complete the registration of the learners against the qualification they will be trained for.

8.1.3 Registering Officials

Registering Officials shall:

a) Verify the existence of a signed contract between the SETA and the employer mentioned in the learner agreement.

- If there is no contract, the official shall verify the existence of a letter of intent submitted by the stated training provider, and the SETA approval thereof.

b) Verify the completeness of the registration documents during submission by the Training Provider;

c) Verify that the qualification listed on each learner agreement is as per the signed Letter of Intent (Sector Funded Programmes) or as per the signed Contract (SETA Funded Programmes);

d) Verify that the total number of learner agreements correspond with or is not more than

the contracted number.

- Where the number is more than the one contracted, obtain written confirmation from the employer and/or training provider that the additional number of learners are self-funded.
- The self-funded learners must be specified in writing by the employer and/or training provider

e) Submit the submission list with learner agreements for approval by their supervisor.

f) Complete learner registration for approved agreements by linking learners to the correct qualification on the System;

g) File registration records on the Unit's Electronic and Physical Filing Systems.

8.1.4 Strategic Planning Unit

The Strategic Planning Unit shall:

a) Verify registrations before they are reported in the SETA's quarterly reports as per the Performance Information Policy and related procedures;

b) Manage non-conformances

i. Record non-conformances on the non-conformance register.

ii. Ensure that action plans are developed, implemented and monitored to address non-conformances;

iii. Ensure that preventative measures are adopted and implemented;

iv. Facilitate reporting to the Accounting Authority on non-conformances related to external regulations; as well as the action plans and preventative measures adopted to address each non-conformance;

v. Where non-conformances are non-conformance to SETA policies, action plans shall be approved internally.

8.2 Verification of Registration

8.2.1 Verification of Learner Information for Learners Registered on SETA Funded Programmes

i. Verification of registrations shall be conducted within four (4) weeks of registration.

ii. Verification shall determine the following:

- Accuracy of learner information captured during registration
- Authenticity of documentation submitted for registration

8.2.2 Verification of Learner Information for Learners Registered on Sector Funded Programme

i. Training providers shall be requested to verify the accuracy of information captured

during registration within 4 weeks of registration.

ii. Changes to captured information shall only be effected on submission of documentation supporting the change request.

8.2.3 Correction of learner information captured incorrectly during registration

i. Training Providers must request correction of errors that occurred during registration to the SETA in writing.

ii. Evidence must be submitted in support of each request (e.g. where a learner name was captured incorrectly, an ID copy shall be submitted with the request for correction).

iii. Such changes will be effected at the source of error (agreement) as well as on the system. All parties to the learner agreement must sign off on the changes.

8.3 Change of Learner Status

8.3.1 The following statuses shall progressively be allocated to learners undergoing training on SETA learning programmes:

a) Person: This status is allocated to a learner who has completed a learner agreement and whose profile has been created on Indicium by an authorised training provider;

b) Enrolled: This status is allocated to learner who has been duly registered by a SETA official on verifying the profile details through a learner agreement and has also determined the compliance of the learner agreement to SETA requirements. This change of status may only be effected by an authorised registration official and shall be effected once the registration has been approved by the registering official's supervisor.

c) Completed: This status shall be allocated to a learner who has completed and achieved all the requirements for completion of a learning programme they had been registered on.

8.3.2 Change of learner status for W&RSETA qualifications or part qualification from enrolled to completed, shall be automatically effected on generation of learner certificates.

8.3.3 Change of learner status from enrolled to completed for cross sectoral qualifications or part qualifications shall be effected on approval of change request.

i. The change request must be submitted to SPU for approval by EM: SPU.

ii. Evidence to support the change of status request must be attached to the request and must include proof of learner registration as well as proof of completion.

8.3.4 Learners who are unable to successfully complete learning programmes that they have taken part in, may be allocated any of the following statuses depending on their

circumstances:

a) Incomplete: This status shall be allocated to a learner that completed training on a qualification but was unsuccessful in achieving it. The change request for this status shall be submitted by Project Owners/Managers to SPU and QQA.

b) Withdrawn: Requests to withdraw learners shall be supported by a duly signed termination letter.

9 EXCLUSIONS

There are no exclusions to this policy.

10 REQUEST TO DEVIATE FROM POLICY

Requests to deviate from any provision of this policy may be made to the Chief Executive Officer 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.

Policy Approval & Sign-off

1. POLICY INFORMATION

Policy Name	Learner Registration Policy
Policy Reference Number	POL_SU_008

2. RECOMMENDATIONS/ ENDORSEMENTS

☑ Recommended ☐ Not Recommended

Comments.....

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Name of Committee .....

Committee Chairperson .....

Signature **Date** 28-03-2019

3. APPROVAL BY W&RSETA ACCOUNTING AUTHORITY

☑ Approved ☐ Not Approved

Comments.....

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Yvonne Mbane **Date** 28/03/2019

W&RSETA Board Chairperson