

# WHOLESALE & RETAIL SETA

## Assessment Quality Partner

### Criteria and Guidelines

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## 1. BACKGROUND

As guided by its mandate specified in the Skills Development Act and the subsequent delegation by the Quality Council for Trades and Occupations (QCTO), the Wholesale and Retail Sector Education and Training Authority (W&RSETA) facilitates the provision of accreditation of assessment centres. The monitoring of the External Integrated Summative Assessments (EISA) is also enabled in the process of accrediting an assessment centre. This criteria and guidelines therefore aims to establish provisions for accreditation of assessment centres in line with QCTO requirements as well as the Skills Development Act.

## 2. PURPOSE

The purpose of this criteria and guidelines is to:

- Set out clear and legible AQP criteria and guidelines provisions for assessment centres to be recommended for accreditation with the W&RSETA AQP to the QCTO;
- Inform stakeholders and W&RSETA staff of the AQP criteria and guidelines, process and procedures for the accreditation of assessment centres;
- Ensure that assessment centres are accredited in terms of QCTO and W&RSETA AQP requirements and have the necessary capacity to provide quality external integrated summative assessment provision;
- Ensure that assessment centres accredited for qualifications with W&RSETA AQP are monitored and audited at regular and predetermined intervals to ensure continued compliance;
- Provides for clear and legible criteria and guidelines provisions for the expiry, review, re-accreditation, suspension and/or de-accreditation of assessment centres and appeals thereby for decisions taken by W&RSETA AQP and the QCTO;
- Ensure that all W&RSETA AQP policies are maintained, reviewed and improved for continued relevance and suitability;

## 3. SCOPE

This criteria and guidelines applies to all processes conducted by the W&RSETA as an Assessment Quality Partner (AQP) related to recommendation for accreditation of assessment centres and the maintenance thereof, development and maintenance of the EISA and its related processes, reporting and record keeping, assessor and moderator registration and establishment of a Recognition of Prior Learning (RPL) system. The AQP staff and/or its representatives are responsible and accountable for managing and overseeing the implementation, maintenance, review and improvement of the W&RSETA Assessment Quality Partner Criteria and Guidelines and procedures.

## 4. RELATED INFORMATION AND LEGAL REFERENCE

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This criteria and guidelines must be read in conjunction with the following supporting documents

4.1 Internal Documents

- Application for Accreditation as an Assessment Centre
- Venue Checklist

4.2 External Documents

- QCTO Policy on Accreditation of Assessment Centres

4.3 Legal Reference

- The Quality Council for Trades and Occupations (QCTO) is established in terms of the Skills
- Development Act, Act No. 97 of 1998 as amended. In terms of section 26H (3) of this Act the
- QCTO is responsible for the development, maintenance and quality assurance of occupational qualifications within its sub-framework.
- The QCTO uses Development Quality Partners (DQPs) to manage and fund the development of occupational qualifications where the QCTO is an active participant in the process monitoring, overseeing and ensuring that there are appropriate reports.
- Each DQP on recommendation of the Community of Expert Practitioners must recommend to the QCTO an Assessment Quality Partner (AQP) that will develop qualification assessment specifications during the qualification development process and manage external summative assessments thereafter in addition to performing an array of administrative functions. The QCTO qualification development model requires that the AQPs should sign Service Level Agreements (SLAs) with the QCTO during the qualification development process

**5. ACRONYMS & DEFINITION OF TERMS USED**

<b>EISA - External Integrated Summative assessment</b>	Means “external integrated summative assessment”
<b>(QQA) Qualifications and Quality Assurance</b>	This refers to the Unit /Department within the W&RSETA. This is the unit that will carry out the delegated function of the W&RSETA 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.
<b>QCTO</b>	means “Quality Council for Trades and Occupations”
<b>QA</b>	means Quality Assurer and is a person who ensures that the degree of excellence is achieved

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<b>Accreditation</b>	means the certification, usually for a particular period, 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 Quality Council for Trades and Occupations (QCTO)
<b>Assessment</b>	means the process of collecting evidence of learner’s work to measure and make judgements about the competence or non-competence of specified National Qualifications Framework (NQF) occupational standards or qualifications and part qualifications
<b>Assessment centre</b>	means a centre accredited by the QCTO for the purpose of conducting external integrated summative assessments for specified NQF registered occupational qualifications and part qualifications.
<b>Assessment Quality Partner</b>	means a body delegated by the QCTO to develop assessment instruments and manage the external integrated summative assessments of specific NQF registered occupational qualifications and part qualifications
<b>EISA - External Integrated Summative assessment</b>	means a component of the assessment process and refers to the culmination of the summative process when learners are subjected to a final sitting at the end of the learning cycle for an integrated externally conducted assessment
<b>Exemplar</b>	means an examination serving as a typical example or appropriate model of the EISA that the learner will engage in
<b>Occupational qualification</b>	means a qualification associated with a trade, occupation or profession, resulting from work-based learning and consisting of the knowledge, practical skills and work experience standards as defined in the Skills Development Act (Act No. 97 of 1998)
<b>Recognition of Prior Learning</b>	means the comparison of the previous learning and experience howsoever obtained, against the learning outcomes required for a specified qualification, and the acceptance for the purposes of qualification of that which meets the requirements
<b>Verification</b>	means the process managed by the relevant AQP for externally checking moderation processes and confirming or overturning moderation findings.

## 6. Criteria and Guidelines

### 6.1 Criteria Guidelines and Principles

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This criteria and guidelines, and its associated procedures are based on adherence to the following principles in respect of the accreditation of assessment centres and other related criteria and guidelines within this document:

**The W&RSETA AQP 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:**

- High standard of professional ethics must be promoted and maintained.
- Efficient, economic and effective use of resources must be promoted.
- Services must be provided impartially, fairly, equitably and without bias.
- Transparency must be fostered by providing the public with timely, accessible and accurate information.

**Adherence to procedural fairness as required by the Promotion of Justice Act (Act No. 3 of 2003) in terms of:**

- reasonable notice (nature and purpose),
- a chance to make representations,
- a clear statement of the administrative action,
- advice as to review or internal appeal, and
- advice as to the right to request reasons.

**6.2 General requirements**

The W&RSETA QQA shall establish guideline and criteria provisions for the recommendation of accreditation of assessment centres to QCTO. Maintain and update a register of accredited assessment centres whose primary business coincides with the primary focus of W&RSETA AQP. The process leading to the recommendation for accreditation of an assessment centre to QCTO shall be clearly and accurately outlined according to the W&RSETA AQP criteria and guidelines document.

**6.3 Criteria for Accreditation of Assessment Centres**

QCTOs policy on the accreditation of assessment centre indicates that an aspirant assessment centre whose primary focus coincides with the primary focus of the W&RSETA AQP shall be recommended to the QCTO to be accredited if the applicant seeking accreditation as an assessment centre can provide proof of the following:

The entity must:

- be a juristic person registered or established in terms of South African law;

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- have a valid tax clearance certificate issued by the South African Revenue Service if applicable;
- have a suitable and compliant MIS in accordance with QCTO specifications;
- be safe, secure and accessible to candidates;
- meet the relevant standards for occupational health and safety;
- have the required physical resources (e.g. venue; equipment, machinery or protective clothing), specified by the AQP to assess learners' competence regarding the occupational qualification or part qualification;
- have appropriately qualified human resources as specified by the AQP; and
- make provision for any other requirements specified for the relevant trade, occupational qualification or part qualification.

### 6.3.1 Criteria Guideline

An assessment center applicant is required to complete an application form. This application form is designed to confirm that the following requirements are met by an assessment center. A company must prove the following:

QCTO Requirement	W&RSETA AQP Criteria	Possible Evidence
Be a juristic person registered or established in terms of South African law	Company is legally registered in terms of South African Legislation	<ul style="list-style-type: none"> <li>• Company Registration document</li> </ul>
Have a valid tax clearance certificate issued by the South African Revenue Service if applicable	Company has a valid Tax Clearance Certificate	<ul style="list-style-type: none"> <li>• Submit a current and valid tax clearance certificate</li> </ul>
Have a suitable and compliant MIS in accordance with QCTO specifications	Company has a learner management system OHS Compliance	<ul style="list-style-type: none"> <li>• Submit a letter of confirmation that the QCTO specifications have been incorporated into their MIS system</li> <li>• Submit screen prints of MIS system</li> <li>• The system will be verified at the site visit</li> </ul>
Be safe, secure and accessible to candidates	Location is accessible and have the necessary safety and security features in place.	<ul style="list-style-type: none"> <li>• Confirmation of lease / ownership agreement for premises</li> <li>• Proof of special needs</li> </ul>

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		<p>requirements in place</p> <ul style="list-style-type: none"> <li>• Submit OHS Certificate</li> <li>• Have the necessary safety requirements in place. Example: Alarm system, security guard.</li> </ul>
<p>Have the required physical resources (e.g. venue; equipment, machinery or protective clothing), specified by the AQP to assess learners' competence regarding the occupational qualification or part qualification</p>	<p>Has the appropriate physical resources in place for the management and safe keeping of EISA's</p> <p>Has appropriate physical resources in place to facilitate the theoretical and practical components of an EISA</p>	<ul style="list-style-type: none"> <li>• Proof of a fireproof safe or strong room to store the EISA scripts</li> <li>• Venue checklist includes elements of a conducive assessment environment                         <ul style="list-style-type: none"> <li>○ Lighting</li> <li>○ Ventilation</li> <li>○ Restrooms</li> <li>○ Tables</li> <li>○ Chairs</li> <li>○ Clock</li> </ul> </li> <li>• Assessment Centre requirements are satisfied as per the occupational qualification venue checklist</li> <li>• Assessment centers that are allowing learners to complete the EISA's in the electronic format must prove that they have suitable hardware and software to facilitate this:                         <ul style="list-style-type: none"> <li>○ Computers</li> <li>○ Servers</li> <li>○ Back-up Generators</li> <li>○ Valid Licensing</li> </ul> </li> </ul>
<p>Have appropriately qualified human resources as specified by the AQP</p>	<p>Has the necessary human resources in place – Assessor, moderator and Invigilators</p> <p>The applicant must also produce the relevant HR policies the incorporate:</p> <ul style="list-style-type: none"> <li>• Staff selection and recruitment</li> <li>• Staff development and approval</li> </ul>	<ul style="list-style-type: none"> <li>• List of registered Assessors with signed SLA and copies of CV</li> <li>• List of registered Moderators with signed SLA and copies of CV</li> <li>• List of Invigilators with signed SLA and copies of CV</li> </ul>
<p>Make provision for any other requirements</p>	<p>Have the necessary assessment, moderation and</p>	<ul style="list-style-type: none"> <li>• Assessment Policy                         <ul style="list-style-type: none"> <li>○ Examination conditions</li> </ul> </li> </ul>

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specified for the relevant trade, occupational qualification or part qualification	learner appeals policies in place	<ul style="list-style-type: none"> <li>○ Marking of examinations</li> <li>○ Recording of results</li> <li>○ Reporting of results to AQP</li> <li>● Moderation Policy</li> <li>● Appeals Procedure</li> <li>● Safety, security and storage of EISA Policy</li> </ul>
Meet the relevant standards for occupational health and safety	OHS compliance	<ul style="list-style-type: none"> <li>● OHS certificate</li> </ul>

#### 6.4 Evaluation of Application and Site Visit

The W&RSETA AQP will first conduct a desktop evaluation of the application for the status as an assessment center. Thereafter, a site visit for compliance will be facilitated to ensure that the physical aspects have been satisfied.

##### Theoretical Component of EISA

Suitable and conducive facilities to ensure that the theoretical component of the EISA is completed by the learner

##### Practical Component of EISA

Suitable and conducive facilities and equipment to ensure that the practical component, as determined by the AQP, is available for learners to demonstrate their competence.

##### Physical Resources

Suitable storage facilities are available to ensure the safe keeping of EISA scripts. The applicant must demonstrate by means of a policy, the manner in which the EISA will be received, stored and retrieved. The applicant must also demonstrate that suitable safety and security features are apparent with regards to the storage of EISAs.

#### **Desktop Evaluation**

The process of the desktop evaluation will be facilitated within 15 days of the application being received by the evaluator.

Aspects reviewed at this point include but is not limited to the following as reflected in the application for assessment center accreditation:

- Quality Management System Policies, Procedures and Templates relevant to assessment
- Financial and confirmation of Physical Resources
- Legal Compliance
- Access to practitioners
- Assessor and moderator application for registration

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- SLAs with practitioners

The outcome of the desktop evaluation will be summarized in a desktop evaluation report.

**Site Visit**

The desktop evaluation report is updated to include the site visit activities. Site visits can be conducted virtually or face to face.

Aspects reviewed during a site visit include but is not limited to the following:

- Physical resources as included in the venue checklist for the occupational qualification being applied for.
- Lighting
- Ventilation
- OHS compliance

In the event that there are areas of remediation, a development plan will be given to the applicant. The development plan will reflect activities and timeframes which have been agreed upon by the applicant and AQP.

**Recommendation to QCTO**

Once an application is found to be compliant, the AQP makes a recommendation of accreditation as an assessment center to the QCTO for approval. Upon approval from QCTO, QCTO will notify the AQP of its decision within 30 days. The details of the accredited assessment center will then be published on the QCTO website. The QCTO will provide the accredited assessment center with an accreditation certificate.

**6.5 Monitoring and Evaluation of Assessment Centres**

To ensure that a specific standard of operation is maintained, assessment centres will be monitored annually. Assessment centres will be situated countrywide. W&RSETA quality assurers based in the provincial offices will conduct the monitoring using a pre-determined tool.

The monitoring visit will focus on the following aspects:

- Review of Policies
- Management of assessments (EISA)
- Management of moderation
- Management of learners’ achievements and uploads onto Learner Management System
- Assessment Centre self-evaluation reports
- Irregularities and appeals arising
- Developmental plan
- Certification of learners

During the monitoring visit, the W&RSETA AQP will gather information through a combination of activities. This includes but is not limited to:

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- meetings with management, assessors, moderators, examiners and learners
- Reviewing of learner records and evidence
- Observation of facilities and other resources.

Tracking of EISA assessments will be reviewed. The assessment centre must confirm that the number of EISA registrations facilitated culminated to actual EISA's being completed by a learner. Verification of the information will be facilitated on the records that are kept by the assessment centre in comparison to that which constitutes as a learner EISA registration.

Assessment centres conduct practitioner reviews with Assessors, Moderators and Invigilators (Examiners) on a quarterly basis. The AQP will provide a template that is to be used by the assessment centre. It is the responsibility of the assessment centre to collate and consolidate the information on a quarterly basis. Such evidence will be reviewed during a monitoring visit. Special unannounced monitoring visits may be conducted during EISA sittings by the W&RSETA AQP.

Upon completion of the monitoring visit, a report will be produced referencing the areas which were monitored. Examples of good practice and recommendations for areas of improvement will be indicated on this report. This report will be circulated to the assessment centre and the QQA Manager.

Based on the outcome of the monitoring of the assessment centre, the QA can make the following recommendations to the Specialist AQP:

- Continuation of the status of accreditation as an assessment centre
- Recommend the de-accreditation of an assessment centre
- Recommend that the assessment centre abide by a development plan during which time the status as an assessment centre will be suspended.

Recommendations are then supported by the Executive Manager: Strategic Planning, Performance and Evaluation in the form of signing off the letters of recommendation to the QCTO.

## 6.6 Scheduling and Distribution of EISA to Assessment Centres

Learners are required to complete an External Integrated Summative Assessment (EISA) in order to acquire certification for successful completion of an occupational qualification.

- This EISA is to be completed at an accredited assessment centre
- Learners must produce evidence that the theory, practical and workplace learning have been successfully completed by means of a Statement of Results (SOR).
- A learner can only register for an EISA once these components have been validated.
- For NQF levels 3 & 4, the Foundational Learning Competence (FLC) certificate must be produced.

### EISA Schedules

- The AQP develops and approves the EISA schedules on a quarterly basis.

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- The schedules are based on all occupational qualifications that require EISA sittings.
- The AQP will distribute the EISA schedules to all assessment centres who are accredited for specific occupational certificates.
- All assessment schedules are also posted on the AQP website and will be updated quarterly for ease of reference.

#### Assessment Centre requirements for EISA Scheduling

- Must ensure that a notification for an EISA is submitted to the AQP at least one month before the scheduled EISA date.
- Must ensure that the submission of the File01 and File02 submission to QCTO has been successful
- Share the confirmation of the File01 and File02 submission with the AQP
- The AQP will then facilitate the required process with the QCTO to ensure that they are well informed of the cohort of the learners who will be engaging in an EISA process.

#### Distribution of the EISA papers

- The AQP will distribute the EISA's to the assessment centres at least 24 hours before the scheduled EISA.
- EISA scripts will be sealed in envelopes and are to be opened in view of the learners on the day of the scheduled EISA.
- The number of EISA's included in the submitted pack is to be released only to the learners who will appear on an accompanying EISA register.
- All learners attending the EISA must sign the register.
- The invigilator must ensure that the number of EISA's handed out is the same number collected at the end of the allotted assessment period.
- For electronic assessments, CD's will be sent to the assessment centre and only the relevant computers must be loaded with the EISA. The assessment centre must ensure that the EISA loaded onto the machine is correct as per the schedule and that no other information relating to past EISA's completed on the same machine are available to the learner during the EISA.

QCTO may monitor the assessment centre when an EISA process is underway. The AQP may also monitor the assessment centre activities during a scheduled EISA.

### 6.6.1 Funding of EISA

The W&RSETA will fund the EISA in the following instances:

- Projects sponsored by the W&RSETA
- Projects sponsored by the Employer provided that a letter of intent is submitted to the W&RSETA and approved prior to training and development
- Projects sponsored by other SETA's provided that a letter of intent is submitted to the W&RSETA and approved prior to training and development

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### 6.7 Validation of Learner Achievements and Learner Registration for EISA

The Skills Development Provider (SDP) is responsible to ensure that the theoretical and practical component is uploaded to the Learner Management System and that a statement of results is issued to the learner to confirm successful completion of such. It is also the responsibility of the SDP and employer to ensure that the workplace component of learning is also successfully completed, uploaded onto the W&RSETA Learner Management System and confirmation of such completion is awarded to the learner in writing.

A learner must produce a certified copy of the identity document, statement of results (SOR) for training completed and confirmation of workplace learning upon registering for an EISA. The assessment centre will validate the certified copy of the learners Identity Documents, statement of results supplied by the SDP and the employer and, where required for NQF levels 3 & 4, the Foundational Learning Competence (FLC) certificate must be produced to confirm the learners’ registration for an EISA sitting.

The SOR must reflect the following information:

- Learner details
- SDP Details (Name, accreditation number, address and contact number)
- SAQA Code for Occupational Qualification
- SAQA Qualification Title
- Date of SOR being generated

The confirmation of workplace learning must include:

- Learner details
- Employer details (Name, address and contact number)
- SDP Details (Name, accreditation number, address and contact number)
- SAQA Code for Occupational Qualification
- SAQA Qualification Title

The learner will be given a unique EISA registration number and the date for the EISA which is pre-scheduled by the AQP. Learners will also be directed to exemplars which will be posted on the AQP’s website to prepare for the EISA. Skills Development Providers and learners can access the exemplars on the W&RSETA Website. On the day of the EISA, learners must present the following information at the assessment centre, prior to completing the EISA. These documents must be validated by the invigilator:

- Original ID
- EISA Registration number

### 6.8 Assessment, Internal Moderation and External Moderation

The evidence generated by the learner through the EISA will be assessed and internally moderated by the assessment centre.

- The assessment centre must ensure that the EISA scripts are assessed within five (5) days of the learner writing the EISA.

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- Internal moderation must be completed within ten (10) days of the learner witting the EISA. This must be completed post haste to ensure that those learners who are to complete a supplementary EISA are identified and notified timeously.
- The AQP will externally moderate a sample of 10% for each EISA sitting.
- The AQP will forward the recommendation for certification to QCTO within 21 days of the learner completing the EISA provided that there are no learners sitting for the supplementary EISA schedule.
- The unique EISA registration number of the learner will be used to track the certification request with QCTO.

### 6.9 Recommendation to QCTO for Certification

Section 26 (D) [4] and (H) (3) (b) of the Skills Development Act, 1998 (Act No 97 of 1998) (SDA) mandates the QCTO to issue a certificate to any person who has successfully undergone a trade test administered by an accredited trade test centre or who has achieved an occupational qualification. As per the QCTO certification circular 1 of 2016 and in terms of Section 26 (G) [6] (b) of the Skills Development Act, the QCTO may earn income from services rendered by it. Therefore, there is a cost implication to the AQP when certificates for part qualifications, full qualifications and/or trade test certification are requested. The W&RSETA AQP will fund the first issue of the certificate. Thereafter, the learner or the skills development provider, who loses the certificate, apply and pay directly to the QCTO.

The W&RSETA will fund the certification in the following instances:

- Projects sponsored by the W&RSETA
- Projects sponsored by the Employer provided that a letter of intent is submitted to the W&RSETA and approved prior to training and development
- Projects sponsored by other SETA's provided that a letter of intent is submitted to the W&RSETA and approved prior to training and development

The fee structure for the printing of first issues or replacement certificates are as follows as per QCTO:

<b>Certification Fees</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
First Issues and Replacements	R129	R134.00	R141.00	R149.00

### 6.10 Duration and status of accreditation

The accreditation of an assessment centre to conduct assessments for the specific occupational qualification or part qualification is valid:

- for a period of 5 years from the date the QCTO grants accreditation; or
- until de-registration of the qualification; or
- until de-accreditation is recommended by the AQP.

### 6.11 Extension of Scope of Assessment Centres

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- An accredited assessment centre may increase its scope by applying to the W&RSETA AQP for conducting integrated external summative assessments for additional occupational qualifications or part qualifications.
- The W&RSETA AQP will recommend the amendment of scope to the QCTO; based on 6.3 of this document.
- The QCTO may amend the scope, if:
  - a) The W&RSETA AQP recommends the assessment centre to conduct assessment for one or more additional occupational qualifications. In such a case the generic requirements will be deemed to be met, and the extension of scope application will be restricted to the additional curriculum components; and
  - b) The QCTO determines that an accredited assessment centre no longer has the capacity to conduct the external summative assessments for which it has been accredited.

### 6.12 Withdrawal of an Assessment Centre Accreditation

The W&RSETA AQP may recommend to the QCTO to withdraw the accreditation of an assessment centre in respect of all or a specific occupational qualification or part qualification which it is accredited to assess. Reasonable grounds include, but are not limited to:

- inability to meet the accreditation criteria;
- assessment irregularities;
- failure or refusal to fulfil accreditation responsibilities;
- failure or refusal to comply with the relevant QCTO policies and procedures; and
- failure to comply with the W&RSETA AQP requirements including but not limited to:
  - poor record keeping and reporting on assessments;
  - poor internal moderation; and
  - Ineffective reporting to the W&RSETA AQP.
- The assessment centre may appeal the de-accreditation recommendation to the QCTO at a cost determined by the QCTO.
- If de-accreditation is appealed, the QCTO will convene an appeals committee to consider any representations received, and will notify the W&RSETA AQP and assessment centre of its appeal decision in writing.

### 6.13 Reporting and Record Keeping of Data

#### 6.13.1 AQP

The AQP is accountable for the maintenance of learner information that is collated and stored by an assessment centre. This is achieved through reporting and vigilant monitoring

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and evaluation. The AQP is also responsible for the recommendation for certification of learners who have successfully completed an EISA. A learner management (LMS) system which meets the requirements of the QCTO will ensure that the SDP’s upload learner achievements which in turn can be verified for EISA registration. The same LMS will be used to facilitate the learner registration for an EISA, uploading of EISA results by the assessment centre and then eventually as a tool to request certification from QCTO. The AQP will supply the QCTO with an integrated monitoring report on the performance of the assessment centres that have been accredited, de-accredited or suspended.

**6.13.2 Assessment Centre**

The assessment centre will be responsible for the learner registration for an EISA. The assessment centre will be required to maintain a filing system that includes the following learner information:

- Certified copy of the learners Identity Document/Passport
- Validated copy of learners’ statement of results from SDP
- Validated copy of workplace learning confirmation
- Copy of system generated EISA registration letter
- Assessed EISA script
- Final outcome of EISA

**6.14 Public Notification**

The W&RSETA AQP will ensure that the details of all accredited assessment centres are posted on the W&RSETA official website. All instances of withdrawal (whether voluntary or involuntary) of accreditation or de-accreditation of assessment centres will be publicised by W&RSETA AQP including but not limited to, notices being placed on the W&RSETA website.

The QCTO will also keep a record of the list of accredited assessment centre and upon accreditation being withdrawn, the QCTO will the remove the assessment centres details from its official website.

**6.15 Publishing of Information**

The AQP will ensure that the following information is placed on the website: [www.wrseta.org.za](http://www.wrseta.org.za)

- AQP Guidelines and Criteria
- Assessment Centre Application for Accreditation
  - Accreditation requirements
  - Templates
- List of accredited assessment centres
- Occupational Qualification Exemplars
- EISA Assessment Schedules
- List of Occupational Qualifications that AQP status has been awarded against

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### 6.16 Surveys

The AQP is required to conduct surveys:

- To ensure that quality EISA is conducted at assessment centres,
- To determine if the employability of learners increases after the successful completion of an EISA and
- To determine the employer responses to learner abilities upon completion of an occupational qualification.

#### **Learner Tracer Surveys**

To determine the employability rate of the learner, learner tracer surveys will be conducted by the AQP. Learners will be contacted annually, via email or telephone to determine their employment status. The LMS will be used to update their employment status annually when they are contacted. A learner will be contacted at least once a year, within that year in which they have successfully completed their EISA. The AQP will use a pre-defined questionnaire to source information from the learners during the learner tracer survey.

#### **Employer Satisfaction Surveys**

An employer satisfaction survey will be conducted to determine the employers’ responses to learner abilities upon completion of an occupational qualification. Employers whose learners have completed their EISA within a quarter will be contacted during the subsequent quarter to participate in the survey. A pre-defined questionnaire will be forwarded to the employer who will complete the survey and return it to the AQP.

## **7. EXCLUSIONS**

*None.*

## **8. REQUEST TO DEVIATE FROM CRITERIA AND GUIDELINES**

Requests to deviate from any provision of this criteria and guidelines 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.

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