Policy and Criteria for Accreditation of Skills Development Providers

Energy and Water Sector Education & Training Authority

EWSETA
Change History

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<thead>
<tr>
<th>Quality Assurance and Compliance Manager</th>
<th>Author</th>
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<tr>
<td>Providers Policy and Criteria for Accreditation of Skills Development</td>
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Approved August 2006  
Approved August 2014
Quality Management System : QMS
Quality Council for Trades and Occupations : QCTO
Quality Assurance Partner : QAP
Quality Assurance and Compliance Working Group : QAOG
Quality Assurance Compliance Manager : QACM
Quality Assurance and Compliance Department : QACD
Sector Education and Training Authority : SETA
Skills Development Provider : SDP
Skills Development Act : SDA
South African Qualifications Authority : SAQA
National Qualifications Framework : NQF
National Qualification Authority : NQAQ
National Artisan Development Quality Assurance Committee : NADACQ
Management Information System : MIS
Foundational Learning Competence : FLC
Information Technology : IT
Energy and Water Sector Education and Training Authority : EWSETA
Department of Higher Education and Training : DHEE
Chief Operating Officer : COO
Assessment Quality Partner : AQP

Acronyms
<table>
<thead>
<tr>
<th>Glossary of Terms</th>
<th>Definition</th>
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<tr>
<td>Accreditation</td>
<td>The certification, usually for a particular period of a body or an institution, as having the capability and capacity to fulfill a particular function in the quality assurance system.</td>
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<tr>
<td>Accreditation scope</td>
<td>Means legacy qualifications, unit standards including knowledge, practical and work experience modules for which the body is accredited to provide learning and assessments.</td>
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<tr>
<td>Assessment site</td>
<td>The place where the assessment is conducted.</td>
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<tr>
<td>Assessment centre</td>
<td>The center accredited by the QCTO for the purpose of conducting external summative assessments.</td>
</tr>
<tr>
<td>Certification</td>
<td>A systematic and systematic check at each area of the assessment to determine whether the SDP satisfies all criteria and requirements for accreditation.</td>
</tr>
<tr>
<td>Course</td>
<td>The formal recognition of learner achievement in relation to a unit standard, qualification or part qualification.</td>
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<tr>
<td>Curriculum components</td>
<td>Refers to full programme of study.</td>
</tr>
<tr>
<td>Foundational Learning</td>
<td>Refers to the competence needed in the two key areas of Communication and Mathematical Literacy in order to deal successfully with occupational learning at NQF Levels 2 and 3.</td>
</tr>
<tr>
<td>Verification</td>
<td>Refers to a full programme of study.</td>
</tr>
<tr>
<td>Audit</td>
<td>The three modes or forms of learning: namely, the knowledge module, practical skills module and workplace experience module.</td>
</tr>
<tr>
<td>Foundation Learning</td>
<td>It is a compulsory component for all new qualifications developed by the QCTO at NQF levels 3 and 4.</td>
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and OCTO policy requirements.

The process of ensuring that standards and procedures are addressed to and that delivered products or services meet

Means a national registered qualification.

Quality Assurance

Quality Council for Occupations Sub-framework

and framework and sub-framework. The General

Higher Education Qualifications Framework: The National

qualification. The Frameworks are the National Qualifications

Scheme of Qualifications and Professional Standards.

A provider accredited by the OCTO to offer components of

Skills Development

Training Authority and Sector Education and

Learning Programmes, including workplace learning.

A body established in terms of the Skills Development Act

A Working Group that is entrusted with the

Compliance Workshop

Quality Assurance and

Learning of Prior

Portfolio of Evidence

Relevant to the achievement and some acknowledgment of

Monitoring
Physical Resources

Workplace Experience

Unit Standard

Occupational Qualification

Quality Assurance Planer
3. Legislative and policy contexts

2. Purpose

In summary, during the transitional period and will apply as such, arrangements, deadline 22 May 2014 respectively. Hence, this policy serves as an interim measure during the transitional period to the ACTO, to facilitate accreditation of assessment centres to the ACTO during the transitional period. This policy provides the framework for the accreditation of skills development.

1.3. In addition, the EWSETA has been entrusted with the responsibility to accredit assessment centres to the ACTO, to facilitate the transitional period.

1.2. EWSETA is a statutory body established in terms of the Skills Development Act.

1.1. Preamble

1. NQF Act 67 of 2008 (Act 67 of 1998) and has been established under the Section 7 of the National Qualifications Framework Act 2008 (Act 67 of 2008) defines the

NOF as a single integrated system comprising the following qualifications systems:

- A National Qualifications Framework Act, 2008 (Act 67 of 2008) defines the


- Skills Development Act, 1998 (Act 97 of 1998 as amended)


In the event where EWS ETA'S role to recommend SDPs for accreditation to the
methods of continuous improvement
monitoring, auditing and verification activities including external moderation,
EWS ETA will continue to review and evaluate the effectiveness of the various
of the criteria and guidelines for accreditation
The document emphasises on the need for skills development providers wishing

**Procedure**

4.3

1. It provides criteria and guidelines to deliver the selected
accreditation or assessment centres to offer occupational qualifications
and the requirements for certification as part of transnational
accreditation
2. It provides criteria and guidelines with regard to the approval of assessment
centres in occupational qualifications including part qualifications.
3. This policy sets out criteria and guidelines for the accreditation of
skills development providers.
4.1

**Policy Statement**

Dated 30 August 2013:
Publication of the General and Further Education and Training Qualifications Sub-
- Framework.
- National Qualifications Framework Notice No. 648, Government Gazette No. 39797

Dated 5 August 2013:
Progressive Implementation of Section 26 D of the Skills Development Act, 1998
- Memorandum of Understanding (MOU) entered between DHE and EWS ETA
- Quality Assurance Policy (QAP), and
- Accreditation Design and Assessment to Development
- 30 July 2014.
Process:

6.1 The accreditation of SDPs is a core business and crucial component of the EWSERTA system.

6.2 The following principles should underpin and drive the EWSERTA's accreditation development strategies:

- Development of the socio-economic growth of the country, including the national skills objectives of the DOE, recognition of educational initiatives that contribute to the quality assurance system. EWSERTA's accreditation process is designed to align the general and further education and training with the quality council for general and further education and training and the quality council for the skills development sector.

Principles:

Requirements:

EWSERTA's specific criteria and standards applicable for specific accreditation. EWSERTA's specific criteria and standards applicable for specific accreditation.

6.3 In terms of clause 13.3 of this policy:

- The institution must: a) have a quality assurance and compliance framework and b) be responsible for monitoring, evaluating, and assuring compliance with the quality assurance framework. EWSERTA's primary focus area.

5.2 This policy applies to new and existing SDPs who wish to acquire accreditation.

Scope and application:

(a) Section 14 and 15: Section 10 (a-e) and Section 13.1.5 (ii) of this policy shall cease to apply.

(e) Extent their scope of accreditation with other SETAS.

(d) Apply for re-accreditation for the first time.

(c) Apply for re-accreditation as a result of expiry of the accreditation period.

(b) Apply for re-accreditation for programs failing within EWSERTA's primary focus area.

(a) Extent their scope of accreditation with other SETAS.

This policy applies to new and existing SDPs who wish to acquire accreditation.
OCITO:
(4) Recommend to the OCITO the accreditation of skills development providers for the assessment centres.
(5) Make recommendations to the OCITO on the withdrawal of accreditation of an assessment centre.
(6) Recommend to the OCITO assessment centres for registration.
(7) Assessment sites.
(8) Develop criteria for the accreditation of assessment centres of the approval of an OCITO.
(9) Record learner achievements.
(b) Develop and maintain a national database of registered assessors and moderators from which assessors/moderators for the external summative assessments will be selected.
(c) Develop and publish examples of external assessments.
(d) Develop and maintain an operational framework for external assessment.
(e) Monitor the performance of SDPs.
(f) Recommend institutional and programme accreditation of SDPs to the OCITO.

In fulfilling its responsibilities as an AGP in line with the OCITO policy on AGP’s, EWSETA must:

2. Role of EWS ETA as an AGP

Terms of the accreditation procedure.

- Forms: The accreditation process will be managed transparently and results will be made available.
- Process: The accreditation process will be managed transparently and results will be made available.
- Costs: The accreditation process must be open, equitable, and cost-effective.
- Timely: The accreditation process will be completed in a timely manner.
- Effective: The accreditation process will be effective.
- Fairness: The accreditation process should be free of all bias and discrimination against applicants.
- Accessibility: The accreditation process and procedure should be easily accessible to all skills development providers who wish to propose or apply to offer qualifications.
- Relevance: The accreditation process is relevant to the context of the OCITO.
- Quality and continuous improvement: The accreditation process will be continuous and quality improvement.
discipline.

Sample any of the assessments moderated to ensure the quality of assessments at the
minimum of 3 formal and informal assessments (formal and informal assessments provided by the
instructor) indicating the standards of mod. (a) or module(s).

Conduct integrated assessments (formal and informal assessment) as specified within
standard or any of the curriculum components.

Provide learning as specified within the relevant qualification, part qualification, unit
to (c) of this policy.

Have quality management system policies and procedures in place in line with change:
Indicating unit standards or module(s) for which it is accredited.

An accredited SDP must in respect of qualification (regard occupational or part qualification
and role of accredited SDPs.

9. Role of accredited SDPs

(a) Perform all quality assurance functions in respect of assessment sites and centres.

(b) Including unit standards or module(s), to include any of the following functions or part qualification:

- Performance of qualification (regard, occupational or part qualification
- Performance of qualification (regard, occupational or part qualification
- Performance of qualification (regard, occupational or part qualification
- Performance of qualification (regard, occupational or part qualification

8. Role of EWSFAT Aacd

(a) Advise the OCTO on the recognition of qualifications and part qualifications from other
sub frameworks.

(b) Conclude by thanking the OCTO.

(c) Conduct the assessment of the OCTO.

(d) Ensure systems are in place to detect and address irregularities.

(e) Recommend the rectification of learners to the OCTO.

(f) Implement an appeal policy as guided by the OCTO.

(g) Ensure that the workplace approval systems meet the standards set in the workplace

(h) Verify that the workplace approval systems meet the standards set in the workplace.
Workshops for relevant STEA staff on a regular basis.

Schedule and implement an in-service development, accreditation capacity building

Revise and improve, if necessary.

Endorse accreditation documents on a developed, standardized, distributed, monitored, and tested basis.

(a) Ensure that all relevant national and/or international standards, guidelines, or other qualification baseline.

NAME will be responsible for the following:

11. Role of NAME

Website:

(a) Grant accreditation of an SDP and publish details of an accredited SDP on its

(b) Notify the ACP of the decision

(c) Make a decision as to whether to accredit the recommended SDP within 30 working

days of receiving the recommendation.

(d) Evaluate and verify the information on the ACP recommendations for the

(e) Consider recommendations from ACPs for SDP accreditation.

The ACP will be responsible for the following:

10. Role of ACP

Education system.

(i) Continually improve its educational processes in line with new developments in the

(ii) Assessment:

(a) Ensure that learners have completed FlC to meet the fundamental learning

(iii) Relevant ACP:

(b) Enroll learners for the external assessment in the form and manner required by the

(iv) Use EWSERA approved learning material for the learning provision.

(v) and monthly training-related qualifications (see EWSERA Reporting Template).

(vi) EWSERA NAMB, ACP, name and number required by the EWSERA NAMB and ACP.

(vii) Report on the number of learners enrolled and who successfully completed

(viii) Part qualification, including unit standards or modules, completed by learners in the

(ix) Issue statements of results for the qualification (level 3) occupational workplace or
13.1 Scope of Accreditation

(a) Sign the accreditation certificates for the Legacy Learning Programmes.

12. Role of EWSETA CEO

(c) Recommend artisan skills development providers and trade test centres to the OCTO
In this purpose. If ESTA's accredited SDP wishes to extend the scope of the programme falling within ESTA's primary focus, the criteria for extension of scope on any accredited SDP applies for an extension of scope on any programme falling within ESTA's primary focus. The criteria for extension of scope on any accredited SDP applies for the re-accreditation of the new site.

The SDP must re-apply for the re-accreditation of the new site.

The SDP must indicate whether the new site is owned, leased or otherwise accredited by ESTA.

If the SDP is a multiple site provider, all sites (where applicable) must be discontinued and the SDP will be required to re-apply for accreditation.

In the event the SDP fails to comply with clauses 9 and 14.2 (a) (d) and (f) of the policy, then the SDP’s accreditation status will automatically become non-current. The SDP’s accountability for decision-making in respect of the change of address must be notified to the ACWM in writing in respect of the change of address pursuant to requirements for accreditation.

An auditor will compile an Audit Report with recommendations and submit.

Resources:
- Capability of the SDP in terms of financial, administrative and human resources.
- Findings of prior audit reports and external moderators conducted.
- Determination of suitability considering the following during the review process:
  - Set criteria and requirements for accreditation.
  - Submit duly completed Application Form as required by ESTA against all accredited programmes during the 5 year period of accreditation. The SDP must re-apply for accreditation.
Have a training facility that is safe, secure and accessible to learners.

Be a legal entity registered or established in terms of South African laws.

An applicant SDP must:

14.2

The critical information and/or evidence needed for accreditation purposes,

including unit standards or module(s) registered on the NOC, if provided,

and guidance on

leading to a qualification (registrar, occupational, trade, register, or part qualification

wisdom) to become accredited as an institution to offer learning a programme(s)

This section considers each of the criteria for institutional accreditation for any SDP

14.4

Criteria for Institutional Accreditation

x) Any other withdrawal reasons that the ESTEA might deem significant

x) Misrepresentation of facts, and

x) Unfulfilled requirements in terms of the provisions of this policy.

x) Not meeting health and safety precautionary measures;

x) Issue of discipline;

x) Inability to perform the functions adequately;

x) Transgressions in assessment and moderation practices

x) Non-compliance with accreditation principles

x) Poor record keeping;

x) Exempted.

Identify discrepancies in relation to inaccurate statements or results, for

13.5.1 The accreditation status of the SDP may be withdrawn on one of all

Withdrawing of accreditation.

Recommended to the relevant AOP according to

shoulder, ESTEA will manage the accreditation process and

notified to other AOPs.

in the event where the SDP requests for an extension of scope to offer

AOP, according to

a trade-related qualification, ESTEA will manage the accreditation

Process and required to NAME according to

in the event where the SDP requests for an extension of scope to offer

The Accreditation Process.

with another SETA, the OACD must follow the steps as prescribed in

13.4.4

13.4.3
Submit a Letter of Good Standing (Workman's Compensation).

Acknowledge the provisions of the OACPOL 1.0 Trademark Protection policy.

Indicate if the institution wishes to use WESLETA's Trademark (specific, eg logo) and
consideration.

Submit completed Application Form for Accreditation (FACTOR 3.a) to WESLETA for
qualification (certified copies of certificates).

Including memos/communications together with their CVs, employment contracts and
registrations/Transfers, WESLETA and NAME, and registered assessors and moderators.

Have the necessary capability and capacity (resources) to effectively support
the financial viability of the organization.

Business Plan/Letter from the Financial Auditor/Officer.

Respect:

Have the necessary standards for occupational health and safety to ensure that
the training venue is safe, secure and accessible to learners:

Meet the relevant standards for occupational health and safety.

Provision:

OCIO specifications, including evidence of systems to manage learning and
OCIO specifications, including evidence of systems to manage learning.

(iii) System of Monitoring and Evaluation for Continuous Improvement on Learning

(ii) Quality Review mechanisms

(i) Quality Management System policies and procedures as per Appendix A.

(ii) Have an effective and functional Quality Management System as follows:

(iii) Have a valid Tax Clearance Certificate issued by the South African Revenue
diservice and online, etc.

(e) Mode and method of delivery: in terms of classroom, workshop, fieldwork, work-based.

(d) The content of the learning programme or module (i.e. the topics that will be covered)

(c) Clearly defined learning outcomes (that are consistent with the overall aims and the

(b) The level and credit value of each programme, unit standard, or module including

Curriculum Code(s) are clearly specified.

(a) Title and any identification code (e.g. SAQA Qualification ID, Unit Standard ID, etc.) of

The following must be considered for the purposes of programme approval:

15.1.4 Providers offering a modular approach must be able to demonstrate that they

15.1.3 Providers must identify the need to make modifications or

for changes can result from new developments in relation to the ongoing

The need for the providers' quality management system, the need to

provide feedback on the quality of individual courses as an indicator of the effectiveness

Retention to the quality of individual courses will include evaluation of information

Programme approval. Such process will include evaluation of information on

No 67 of 2006). This will be assessed as part of evaluation carried out for

The following section considers the criteria for programme approval leading to

15.1.2 Applicants must in the development and delivery of courses, give effect

including those related to qualifications on the NQF within the energy and water sector

a qualification, unit standard(s) or module in case of occupational qualifications

The following section considers the criteria for programme approval leading to

15. Criteria for Programme Approval

(k) Have IT to access the National Questions Bank.

(5) Equipment, facilities, including consumables,

Provide evidence of a procurement plan and maintenance plan for machinery, tools and
Provide evidence of the status of the facility.

16.1.4 Individual institutions wishing to apply for workplace approval therefore must:

16.1.3 The criteria for workplace approval generally relate to the physical and workplace approved by EWSETA.

16.1.2 If the SDP is a multipurpose site provider, all sites must be accredited and/or making informed career decisions.

16.1.1 EWSETA has been mandated by the OCTO to approve workplaces within the Work-based learning can assist all learners to acquire requisite knowledge, skills and attributes that are essential to real-life working environment and in vocational training. It is essential to the work experience curriculum component.

16. Criteria for the Approval of Workplaces

16.1.10 The SDP must ensure that training schedules (prescribed forms) of all instructors are available.

16.1.9 The SDP must ensure that records will be made available to the EWSETA OAC.

16.1.8 The SDP must ensure that all training records and results of training in progress are available on site and will be kept after completion of training at the administrative centre of the SDP for a period of five years.

16.1.7 The SDP must ensure that all training records and results of training in progress development and in the working environment.

16.1.6 The SDP must have the required tools and equipment including machinery and consumables (where applicable) for the relevant learning provision.

16.1.5 The SDP must have approved learner support material (Facilitator, Learner, and Assessment Information and Practice, including types:

9) A list of the teaching/learning resources that will be used for the delivery of the learning.
17.2 An Applicant must:

By NAME:  
Accreditation of Trade Test Centres for Occupations Listed as Trades approved and vetting applicants in line with the criteria and guidelines for the Accreditation of Trade Test Centres for Occupations Listed as Trades approved.

17.1 The ESTERA OAC must consider and ensure the following when auditing:

(d) Record-keeping functions,

(e) Have suitable qualified human resources to conduct trade tests, conduct training and internal assessments and moderations, and fulfill the administration and moderation functions.

(f) Be financially viable and sustainable to conduct trade testing.

(g) Conducting trade tests are allowed into the trade test centre.

(h) Provide evidence ensuring that only candidates and assessors employed on the premises at the facility (Trade Test Centre) from the training area.

(i) Provide evidence of pre-placement orientation on workplace specific health and safety considerations and other relevant considerations such as confidentiality.

(j) The skills components of the curriculum.

(k) Provide evidence of pre-placement orientation on workplace specific health and safety considerations and other relevant considerations such as confidentiality.

(l) Provide evidence of pre-placement orientation on workplace specific health and safety considerations and other relevant considerations such as confidentiality.

(m) Provide evidence of suitable qualified people (mentors, coaches or supervisors).

(n) HAVE the required tools, equipment, machinery, and consumables (where applicable) to ensure that the learner gains the necessary exposure to the workplace processes.

(o) Conditions, environments, workplace equipment, machinery, tools, and simulators.

(p) CTE and qualifications (certified copies of certificates).
18.1 Criteria for the approval of assessment sites

A grant such approval:

- Focus areas. The following requirements shall apply to ensure that the site is fit-for-purpose to conduct the assessment sites.

18.2 Criteria for the accreditation of assessment sites and centres

The assessment of the application and evaluation of evidence for accreditation of centres or candidates shall be conducted by experienced assessors, who have conducted at least three assessments with the same candidates, and who have conducted at least one assessment with the same candidates in the same organisation. The assessor shall have a minimum of three years' experience in the field of assessment, and shall have conducted at least three assessments in the same organisation. The assessor shall be a registered assessor with the appropriate professional body, and shall have undergone at least one training course on the principles and practices of assessment. The assessor shall have a clear understanding of the requirements of the accreditation, and shall be able to provide feedback on the quality of the assessment.

18.3 The EWSERA QACD reserves the right to contract any outside specialist in the field of assessment. The specialist shall have a minimum of three years' experience in the field of assessment, and shall have conducted at least one assessment in the same organisation. The specialist shall have a clear understanding of the requirements of the accreditation, and shall be able to provide feedback on the quality of the assessment.

The assessor shall conduct one assessment for each candidate, and shall provide feedback on the quality of the assessment. The assessor shall have a clear understanding of the requirements of the accreditation, and shall be able to provide feedback on the quality of the assessment.

18.4 The EWSERA QACD reserves the right to contract any outside specialist in the field of assessment. The specialist shall have a minimum of three years' experience in the field of assessment, and shall have conducted at least one assessment in the same organisation. The specialist shall have a clear understanding of the requirements of the accreditation, and shall be able to provide feedback on the quality of the assessment.

The assessor shall conduct one assessment for each candidate, and shall provide feedback on the quality of the assessment. The assessor shall have a clear understanding of the requirements of the accreditation, and shall be able to provide feedback on the quality of the assessment.
e) 

EMSEA is made aware of issues affecting the satisfactory provision of the course.

…

(d) There is independent, external input during reviews and consideration of course programmes (and the ongoing development of a quality course offering).

(c) Any modifications made by the SDP are broadly consistent with the intent of the programme as approved and managed as planned and presented at the time of approval.

(b) Appropriate consideration is given to any recommendations for improvement from partners including all key stakeholders in the sector.

19. Monitoring process

The monitoring of accredited SDPs by EMSEA is designed to reassure EMSEA and

GCTO/NAMS requirements:

- Observe the quality of external integrated summative assessments in respect of OACT.

- Will carry out the following:

(a) Approved centres may receive periodic site visits by the EMSEA, OACT team.

(b) EMSEA will recommend the accreditation of assessment centres to the OACT.

- The accreditation of assessment centres will be carried out in accordance with the requirements of the OACT.

18.2 Assessment centres

During the assessments:

- Conducting assessments are allowed into the assessment site in preparation of and

- Provide evidence ensuring that only learners and assessment practitioners are involved.

- Summative assessments.

- Materials and consumables (where applicable) to conduct external integrated assessments.

- All relevant physical resources are available at the site including but not limited to all.

- Ensure accessibility by all learners.

- The assessment site must at least be central (where possible) and cost-effective to
The learner(s) in this regard, EWSFA, will not be liable or responsible to be liable for any costs incurred by the necessary approval or accreditation by means of a duly signed letter from the presence of having filed an application for accreditation with EWSFA without receiving.

23.2 No entity may seek or solicit any payment for registration from any learners under this policy.

23.1 No person(s) or entity(ies) is/are allowed to pose or pretend to be an accredited provider and offer any of EWSFA's qualification(s) without being accredited by EWSFA in the accredited provider and offer any of EWSFA's qualification(s) without being accredited by EWSFA.

Prohibitions and consequences

23 (b) until the SDP is de-accredited in terms of Section 9.4 of this policy.

22 The duration of accreditation and approval or the SDP including workplace approval is valid for a period of 5 years from the date of accreditation and approval.

The duration for an institutional and programme accreditation of

21.1 The accreditation procedure is outlined in documentation OACP0020. If the sufficient evidence that meets the set criteria and requirements hereinafter, any additional information that is critical to EWSFA's decision, EWSFA will conduct another assessment and provide applicants responsible to meet the set criteria and requirements and provide.

20.1 For activity monitoring, compliance will be monitored and verified in the following ways:

20.2 The SDP's quarterly reports on (for occupational qualifications) and monthly findings will be reported to the OACM for further consideration.

20.3 In the event where training involves occupational and trade-related qualifications, EWSFA will submit a report to the OACM and NAME through relevant compliance. (trade-related qualifications) on training from the SDP to EWSFA to determine.

21 Accreditation Procedure

委员会/机构s, when necessary, EWSFA will submit a report to the OACM and NAME through relevant compliance.
27.2 Any changes and/or amendments made must be clearly recorded and be duly reviewed may be done as and when required.

27.1 This policy shall be reviewed after three (3) years. Any revised policy

27 Policy Review

26 Record management

26.1 For the purpose of best practice records management in the context of

26.2 The official EWSETA's website address is:

Website: www.ewseta.org.za
Phone: 011 274 4700

The official EWSETA's newsletter, EWSN, is published quarterly. The newsletter is available on the EWSETA Website.

25.3 EWSETA's official website and newsletters advocate for awareness training and advocacy.

25.2 These must be shared by all stakeholders and the public.

25 Communication, access to information and advocacy

25.1 Communication, access to information and advocacy

24 Compliments and appeals

24.3 Any compliments/feedbacks to be addressed to

24.2 No compliments/all complaints will be dealt with regard to accreditation will be dealt as

23.1 All compliments and/or appeals will be dealt as

23.3 Any compliments (feedback) found to be in contradiction of clause 2.1 and 2.2 may be subjected to

23.4 No skills development provider is allowed to continue training after the expiry of their

22.1 EWSETA's in-house records-keeping, the SBPs, workshops and trade test

22.2 What needs to have clear protocols for safe record-keeping.

22 Record management

21 Provided in the website.

20.3 Any SDP or stakeholders wishing to visit EWSETA's offices may do so per the address

20 Website: www.ewseta.org.za
Phone: 011 274 4700

The official EWSETA's website address is:

Website: www.ewseta.org.za
Phone: 011 274 4700
<table>
<thead>
<tr>
<th>Date</th>
<th>Signature</th>
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<tr>
<td>26/05/15</td>
<td></td>
<td>Mr. Abednego Belize</td>
</tr>
<tr>
<td>26/05/15</td>
<td></td>
<td>Board Chairperson (Acting)</td>
</tr>
<tr>
<td>20/05/15</td>
<td></td>
<td>Quality Assurance and Compliance Committee Chairperson</td>
</tr>
<tr>
<td>26/05/15</td>
<td></td>
<td>Mr. Errol Moodley</td>
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<tr>
<td>26/05/15</td>
<td></td>
<td>Acting Chief Operations Officer</td>
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<tr>
<td>26/05/15</td>
<td></td>
<td>Mr. Shannon Davids</td>
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Recommended By:

Policy Approval
Health and Safety Policy and Procedures
EWSETA's Moderator Code of Conduct
EWSETA's Assessor Code of Conduct
M) Management of off-site practical or work site curriculum components
Training policy including but not limited to OHS procedures,
Equity Plan
k) Learner Recruitment and Selection
l) Learner Entry, Guidance and Support Systems;
Administration and Reporting
Registration of Trainers, Assessors and Moderators
Certification
Policy Requirements
Recognition of Prior Learning (RPL) in line with SAQA, OCTO and EWSETA RPL

Accreditation criteria and requirements:
The provider must develop the following policies and procedures to meet the

Appendix A