PROCEDURE TO APPLY FOR APPROVAL / ACCREDITATION

• You are required to fill in the ISETT SETA ETQA application form attached at the back and send it to the ISETT SETA for registration.
• The training Provider will be required to compile a portfolio according to the requirements below.
• The training provider is given a maximum of 3 months to prepare a portfolio based on the toolkit guidelines. The portfolio must be sent to the ISETT ETQA once it’s completed.
• The ISETT Evaluators will review the content of the portfolio to see if it meets requirements. The training provider will be informed of any outstanding documentation;
• Site Inspection will be carried out. After which a decision will be reached on whether the training provider has successfully completed the process.
• Successful completion of the evaluation process, the training provider will be issued with a certificate stating that the Centre is ISETT Approved for specific courses. The centre will also be listed on the ISETT SETA website.

TRAINING PROVIDER ACCREDITATION AND APPROVAL REQUIREMENTS

Listed below are the requirements all training providers should meet. The information listed below should be compiled in a portfolio and then be submitted to ISETT SETA.

HUMAN RESOURCES POLICY

Policy statements should be included on the following:

Staffing

Provide details of staffing policies and of current staff compliment. The provider must have adequate staff to deliver its courses of study or training at the right level. Details should include:
• Policy on staff recruitment
• Teaching staff-learner ratios
• Policy on staff performance appraisal
• Policy on staff development
• Teaching staff requirements, including reference to current records reflecting
  ◦ names, copy of CV’s, qualifications and experience, and certified copies of all relevant
certificates
• The trainer / facilitator must have successfully completed the course that he is currently
teaching
• Evidence of the allocation of a liaison person within the enterprise, with the responsibility
for the accreditation implementation and maintenance

Additional requirement for Accreditation:
Plans to train assessors and moderators, or reference to current records of registered
assessors and moderators with their relevant registration details

LEARNER RULES AND REGULATION RECORD
This record should reflect the following:
Rules and Regulations
Include a copy of documentation provided to learners listing any rules or regulations that
apply to learners enrolled with the relevant provider. Procedures used to implement the rules
and regulations should be referenced.

ENROLMENT TERMS AND CONDITIONS RECORD
This record should reflect the following:
Documentation Receipt
• An example of a documentation receipt register should be included.
Fee Information
• Where a provider does not charge learners directly for the cost of tuition or other expenses,
a statement indicating this should be provided, along with a clear statement as to how
such costs and expenses are actually met. Printed material made available to prospective
learners must give full details of:
• The total fees for each course including fees for class materials, equipment, books
and other items provided to the learners;
• The class or lecture materials, books, equipment, tools, or other items that they may
be required to purchase.
• The fees statement should cover all courses offered by the provider. The fee information
statement must be complete, clear, and unambiguous. The statement should also
• Cost of equipment, books or activities that are optional but recommended;
• Any other costs (e.g. approval, examinations, transport, visits, etc.).
• Where only course fees are specified, the information should include a statement that
there are no further fees or costs apart from routine personal costs such as stationery,
lunches, etc.

ORGANISATIONAL ALIGNMENT POLICY
Policy statements should be included on the following:
Purpose and Goals
Provide a written statement approved by the management, which sets out the purpose and
general goals of the provider.
• The purpose and goals must relate primarily to education and/or training. The purpose
or mission statement should be a brief summary of the on-going purpose of the provider.
• A statement of goals should follow. It should be consistent with the mission statement.
  Goals will include probable future development, particularly those that relate to courses
offered in the future.
  Include a declaration by management that it has studies legislation of particular relevance
to its activities and that to the best of its knowledge, the provider’s activities comply with all
requirement in this legislation. Provide evidence of the enterprise’s independent authority
and ability to initiate change, if required.
Ownership and Organisation Structure
Provide details of ownership and/or management and staffing structures. This should include:
- Ownership - full names of owners and their respective holdings
- Management - position titles, roles, full names, and qualifications of present position holders
- Teaching staff - number, function, duties and subjects taught
- Non-teaching staff - numbers, functions, and duties
- Reference to Current Course(s) - a complete record of course(s) presented at various sites. These must include all Unit Standard(s) and/or Qualifications presented.

✓ Additional requirements for accreditation:
Assessor and Moderator staff - number, duties and relevant Unit Standard(s) and/or Qualifications.

SOFTWARE LICENCE RECORD
This record should reflect the following:

Software Licences
- It is a requirement that all software used by training providers be original and been obtained legally. Listed below is the proof that the ISETT SETA ETQA would be looking for:
  - If the software is pre-loaded software when the PC was bought, an Original Equipment Manufacture (OEM) certificate needs to be produced for each PC
  - If the licenses were bought individually for each PC then an End User Agreement (EUA) must be produced for each PC
  - If an Open License Agreement exists between the training provider and the software provider then this agreement must be produced

If you as a training provider are a Microsoft Partner or claim to be a CTC then a certificate to that effect must be produced.

PROSPECTUS/PUBLICITY DOCUMENTATION RECORD
This record should reflect the following:

Prospectus/Publicity Documentation
Include a copy of the provider’s prospectus and/or any advertising brochures.
- The publicity material should reflect accurately those aspects of the provider, its environment and courses that is describes. It should not mislead learners by omitting any significant information or by including misleading information. The publicity material should be consistent with all information provided for approval and/or accreditation.
- Where material has been published and changes are necessary, the ISETT SETA ETQA Evaluations Officer processing the application will discuss with the provider how changes can be made within an acceptable timeframe.

WITHDRAWAL AND REFUND POLICY
A Policy statement should be included on the following:

Withdrawal and Refund Policy
Include a statement on a learner withdrawal and refund policy as presented to learners. Evidence of implementation of this practice must be provided. It is required that every private training provider shall:
- Allow a learner to withdraw at any time within a reasonable period after the first day of the course for which attendance of learners at the provider is required; and
- Only deduct reasonable administrative expenses and actual cost of training material that were to be covered by the fee.
- Comply with any legislation in this regard.

QUALITY ASSURANCE POLICY
Policies
- The Provider’s quality assurance policies on the establishment of quality assurance practices within the enterprise should be described. These policies should include reference to the following:
  - Adequacy of premises and equipment
  - Facilitators’ qualifications and experience
• Teaching methods (e.g. distance learning, self-paced learning)
• Teaching materials and resources
• Competency assessment and reporting practices
• Moderation of assessment
• Documentation control
• Course evaluation
• Learners access to staff
• Monitoring and evaluating facilitator / instructor performance
• Staff development
• Alignment with the Employment Equity Act
• Products/services provided by all the sites, identifying differences, but produced fundamentally according to the same methods and procedures
• A common quality system, which is laid down, established and subject to continuous surveillance by the central office.

PERSONNEL PERSONAL RECORD
This record should reflect the following:
Teaching staff details
• Including:
  ◊ Names
  ◊ copy of CV’s
  ◊ qualifications and experience with certified copies of all relevant certificates

ASSESSOR RECORD
Assessor staff details
• Including:
  ◊ Names
  ◊ copy of CV’s
  ◊ qualifications and experience with certified copies of all relevant certificates
  ◊ Relevant Unit Standard(s) and/or Qualifications

MODERATOR RECORD
Moderator staff details
• Including:
  ◊ Names
  ◊ copy of CV’s
  ◊ qualifications and experience with certified copies of all relevant certificates
  ◊ Relevant Unit Standard(s) and/or Qualifications

PREMISES AND TRAINING EQUIPMENT RECORD
This record should reflect the following:
Premises and Equipment
• Premises
  • A floor plan (Not Architectural) of existing premises indicating reception, admin offices, recreation / Tearoom and lecture rooms. Desks and PC arrangement in Lecture rooms to be indicated on plan with floor area in Sq meters shown. A statement of the maximum number of learners that can be accommodated at the same time on the premises.
OWNERSHIP AND HOLDINGS RECORD

The record should reflect the following:

Name of Training Provider
• The name of the provider must not be misleading as to its nature of operation.
• It must not include the protected terms university, college of education, technikon or technical college unless the consent of the relevant Authorities had been gained.

Legal Status of Provider
• It is required that a private training provider must be registered by the Dept. of Education, and that the provider and/or its management, should be a legal entity.
• It may be:
  ◊ A company
  ◊ A closed corporation
  ◊ A non-governmental organisation (NGO)
  ◊ A charitable trust; a statutory body; or Sole proprietor, etc.
• If the provider is a company, provide a copy of the most recent Memorandum and Articles of Association or Constitution, along with a certificate as to any change in capital structure, shareholding, directors or secretary that may have taken place since incorporation.
If the provider is a statutory body, provide a copy of the legislation under which it was established, or an extract from this legislation, showing clearly the title and date of the legislation.

Provide a current Certificate of Incorporation or equivalent documentation in the current name of the legal entity.

Multi-Site Providers
Provide records that show the following:
• A Central office to the enterprise
• A network of local offices or branches (sites)
• A legal or contractual link with the central office of the enterprise

COURSE RECORD

This record should reflect the following:

Course records
• A complete record of course(s) presented at various sites.
✓ Additional requirements for Accreditation:
   Include all Unit Standard references and/or Qualifications presented.

LOCAL AUTHORITY HEALTH, SAFETY AND FIRE COMPLIANCE REPORT

This report should reflect the following:

Health and Safety
• In the interest of health and safety of learners, it is important that the premises used by the provider meet local authority requirements. To operate legally, providers need to comply with legislation. The following relevant documentation needs to be supplied:
  ◊ Letter from the local authority with reference to rezoning if the provider is operating within a residential area
  ◊ Letter from the local health authority (Inspector to issue letter) stating that the provider complies with the health requirements for education
  ◊ Letter from the Local Fire Chief stating that the Provider complies with fire regulations

ANNUAL CHARTERED ACCOUNTANT FINANCIAL FORECAST REPORT

This report should reflect the following:

Financial Forecast
• The ISETT SETA ETQA requires evidence that the provider has acceptable financial management practices.

Provide a signed statement from a chartered accountant or accounting officer, who holds a current practising certificate issued by the South African Institute of Chartered Accountants (SAICA) or equivalent body. The statement will also report on the underlying soundness of the financial structure of the provider and of its planned operations from a financial standpoint.
• In the case of a new provider, the accountant should report on the soundness of financial projections prepared by the provider for the next 12 months.
• In the event that the accountant becomes aware of matters of concern, and the provider wishes to indicate is plans to remedy such matters, a special report should be prepared which details the matters on concern by the accountant and comments from the provider.
• Any further comment from the accountant should also be included.
QUALITY MANAGEMENT SYSTEM ASSESSMENT

Assessment of the Processes

• Describe the internal audit program that the central office and the sites are subject to.
• Describe the on-going assessment that the provider currently uses or intends to use to ensure that quality is maintained, and that there is on-going improvement of both policies and practices of the overall system.

These features for Processes must be considered:

• **Process performance feature:**
  • Determine the extent to which the processes achieve the identified outcomes. The related practices are:
    ◊ Learner & Employee feedback documents
    ◊ Proposal documents to rectify the identified problems
  • Ensure that the scope of what has to be done is identified for the process. The work products to be used and produced by the process also need to be identified.
    ◊ To measure the quality of training delivery, issuing, collecting of feedback forms, the identification of problem areas indicated on these return forms and recommendations to rectify the problems could be the scope of the “Training delivery measurement” process
    ◊ The Learner feedback documents would be the defined input work-products used
  • Ensure that the processes are implemented, producing work products, which support the achievement of the defined outcomes. For example:
    ◊ The learner feedback forms, which are collected, serves as evidence that some measurement is being done.
    ◊ The Rectification request document forms, which are collected, serves as evidence that the process is being taken to its conclusion.

• **Performance management feature:**
  • The extent to which the performance of the process is managed to produce work products that meet the defined objectives. The related management practices are:
    ◊ Identify the objectives for the performance of the process. For example:
      ◊ Time scale (period)
      ◊ Cycle time (Frequency)
      ◊ Resource usage. (What and who will be involved)
  • Plan the performance of the process according to the identified objectives by identifying the activities of the process, the expected time schedule and allocation of resources for each activity. For example, create a structured method of indicating/recording:
    ◊ When a process will commence and stop and what resources are required
      This could be in a tabulated format or even a Gantt chart as used in project management
  • Plan and assign the responsibility and authority for developing the work products of the process. For example, same as above in ii. But including
    ◊ Who is responsible and the extent of delegated authority
  • Manage the execution of the activities by continued tracking and re-planning to produce work products that meet the defined objectives. For example, obtaining feedback on progress and problem areas of specific project / work-product. This could be the feedback from participants on a course.

• **Work product management feature:**
  • The extent to which the performance of the process is managed to produce work products that are appropriately documented, controlled and verified. The related management practices are:
    ◊ Identify the requirements for the work products, including both functional and non-functional aspects. For example:
      ■ Identify the documents naming and numbering convention.
      ■ The layout and placement of “logos”.
      ■ Manage the documentation, configuration management and change control of the work products. For Example:
        ■ Keep a Register of the relationships of document such that it is well understood how changes in a document will affect other documents.
        ■ Keep history of changes, which have been made to documents.
    ◊ Identify and define any work product dependencies. For Example, how referencing between documents, regarding their relationships could be indexed.
    ◊ Work products shall be verified and adjusted to meet defined requirements. For Example, checking and correcting all documents to required standards.

UNIT STANDARDS

• Compile a list of Unit Standards presented, with reference to any qualifications to which they may lead.
INTRODUCTION

ETQA (Education and Training Quality Assurance) bodies were established as part of SAQA’s structure to ensure consistency and quality in training and education across all Occupational Fields.

ISETT (Information Systems, Electronics, and Telecommunication Technologies) ETQA was accredited by SAQA in February 2001 to Quality Assure all Education and Training within the ISETT Sectors.

This gave ISETT ETQA the Exclusive Authority, within the ISETT SETA scope of coverage, to:

- Accredit Training Providers for specific standards or qualifications registered on the NQF;
- Approve Training providers for delivery of short courses that are not registered on the NQF, using the same criteria as that for Accreditation;
- Promote Quality amongst constituent providers;
- Monitor provision of Education and Training;
- Evaluate assessment and facilitate moderation of Training Providers;
- Register Assessors;
- Certificate Learners;
- Maintain a Database of learners and Training Providers;
- Co-operate with other ETQA’s across all sectors towards cross-sectoral Quality Assurance;
- Recommend new Unit Standards or modification to existing ones, to NSB’s;
- Submit reports to SAQA

For more details contact:

- Lihle Dlamini: Manager - Learnership / ETQA
- Jestine Nyamukachi: Senior Evaluator - ETQA
- Fanie Bredenharn: Evaluator - Telecommunication / Electronics

ISETT SETA Contact Details

- Tel: (011) 207-2619
- Fax: (011) 805-6833
- Call Centre: 0861 12 00 12
- Website: www.isett.org.za

Physical Address

Gallagher House
West Wing, 3rd Level, Block 2
Halway House, Midrand

Postal Address

P.O. Box 5585
Halway House
1685

COMMITTED TO SKILLS DEVELOPMENT IN THE ICT SECTOR