



mictseta

Media, Information and Communication Technologies
Sector Education and Training Authority

Accelerating quality skills towards an information savvy society



Information on
Quality Assurance of Training



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1. Introduction

The MICT SETA is currently carrying out the Quality Assurance duties under the auspices to the QCTO. The QCTO conferred on the MICT SETA the authority to undertake the following quality assurance functions from 1 October 2012:

- a) Accredit training providers for the qualification and skills programmes in terms of criteria determined by the QCTO;
- b) Monitor the provision by training providers of learning programmes leading to qualifications or part qualifications in order to ensure that the criteria for accreditation are being complied with;
- c) Evaluate learner assessment and the facilitation of moderation of learner assessment by providers in terms of criteria determined by the QCTO;
- d) Register assessors and moderators to undertake assessment for specified qualifications and part qualifications in terms of criteria determined by the QCTO;
- e) Certify qualified learners in accordance with the policy determined by the QCTO;
- f) Maintain a comprehensive learner information management system;
- g) Upload learner data to the NLRD according to the NLRD load specifications;
- h) Perform such other functions consistent with the NQF Act and the SDA as the QCTO may, from time to time, allocate to the SETAs and Professional Bodies, in writing.



2. What is the QCTO?

South Africa has three Quality Councils viz. Umalusi, The Council on Higher Education (CHE) and the Quality Council for Trades and Occupations (QCTO).

The Quality Council for Trades and Occupations (QCTO) is a Quality Council established in 2010 in terms of the Skills Development Act. Its role is to oversee the design, implementation, assessment and certification of occupational qualifications on the Occupational Qualifications Sub-Framework (OQSF).

The QCTO is one of three Quality Councils (QCs) responsible for a part of the National Qualifications Framework (NQF). Collectively, the Quality Councils and the South African Qualifications Authority (whose role is to advance the objectives of the NQF and oversee its development and implementation), all work for the good of both learners and employers. Another important role for the QCTO is to offer guidance to service providers who must be accredited by the QCTO to offer occupational qualifications.



3. What is the NQF?

The National Qualifications Framework (NQF) is a comprehensive system approved by the Minister of Higher Education and Training for the classification, coordination, registration and publication of articulated and quality assured national qualifications.

3.1 NQF levels

There are 10 NQF levels. Occupational qualifications occupy eight levels, namely levels 1 – 8 of the NQF.

NQF Level	MHET Determination on Sub-Framework and Qualification Types (Government Gazette No. 36 003 – 14 Dec. 2012).	
10	Doctoral Degree	*
9	Masters Degree	*
8	Bachelor Honours Degree	Occupational Certificate (Level 8)
7	Bachelors Degree	Occupational Certificate (Level 7)
6	Diploma	Occupational Certificate (Level 6)
5	Higher Certificate	Occupational Certificate (Level 5)
4	National Certificate	Occupational Certificate (Level 4)
3	Intermediate Certificate	Occupational Certificate (Level 3)
2	Elementary Certificate	Occupational Certificate (Level 2)
1	General Certificate	Occupational Certificate (Level 1)

4. What is a qualification?

A planned combination of learning outcomes which has a defined purpose or purposes, intended to provide qualifying learners with applied competence and the basis for further learning which has been assessed in terms of exit level outcomes, registered on the NQF and certified and awarded by a recognised body.

4.1 What is an Occupational Qualification?

A qualification that consists of a minimum of 25 credits associated with a trade, occupation or profession. It results from work-based learning, consisting of three components (knowledge, practical skills, work experience) and has an external collective assessment.

5. What is RPL?

RPL means the comparison of the previous learning and experience of a learner howsoever obtained against the learning outcomes required for a specified qualification, and acceptance for purposes of qualification of that which meets the requirements.

RPL entails that the learner is assessed to prove his/her competence against a chosen qualification.

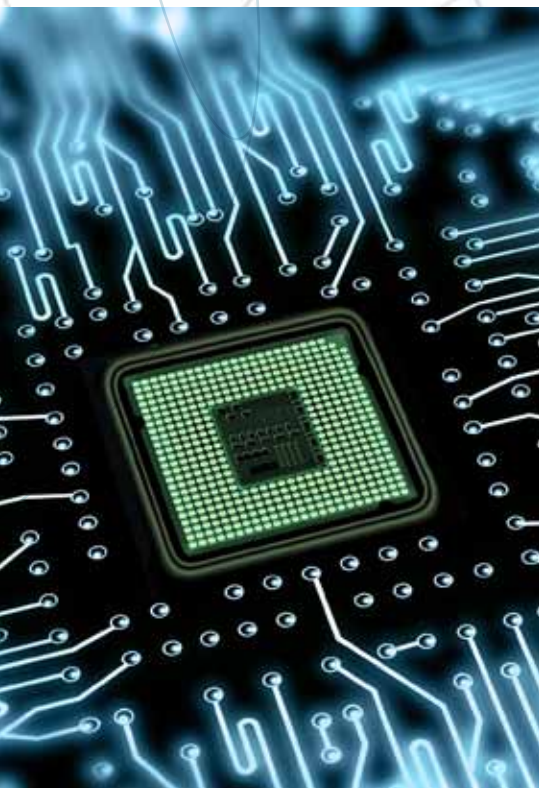
5.1 Who performs RPL?

Because RPL is invariably referred to as an assessment, it is normally performed by the following:

- Institutions/Training Providers/workplaces in conjunction with Training Providers/employment centres.
- These organisations will have differing strategies to implement RPL.
- Registered assessors/moderators etc.

5.2 Resources required for RPL

- RPL centers on collecting evidence. A lot of Person hours are required to complete this exercise. It is time consuming to put together e.g. RPL evidence, Portfolios of Evidences etc.
- Infrastructure to support candidates.
- Plans and roll outs.
- Costs. The candidate or his employer will have to pay for the exercise
- Who will conduct the RPL? (Expertise needed).



6. What is accreditation?

Accreditation is the certification usually for a particular time frame of an institution having the capacity to fulfill a particular function in the quality assurance system set up by the South African Qualifications Authority.

Accreditation is awarded to Training Providers who offer outcome-based learning programmes aligned to the NQF registered unit standards and qualifications. It is awarded to a Training Provider for a period that is determined by the MICT SETA.

6.1 What are the benefits of accreditation?

- Assurance that the training provider complies with the required national standards for quality learning and assessments;
- Assurance that learners are receiving quality lifelong learning experiences from an accredited training provider delivering. The assurance of knowing that:
 - Training Provider is delivering on NQF registered qualifications and/ or unit standards;
 - Credits obtained from an accredited training provider will be nationally recognised. This also ensures accessibility, portability, progression and articulation of a learner with other registered qualifications and unit standards;
 - Credible registered assessors and moderators were used to ensure adherence to quality standards of assessments and moderations.
- Constant monitoring and auditing by the ETQA to ensure maintenance of quality education and training by an accredited training provider; and

6.2 What does the accreditation process entail?

Any training provider wishing to be accredited by MICT SETA should prepare an electronic portfolio of evidence comprising:

a) Legislative Requirements

- Registration as a legal entity
- Tax clearance certificate
- Proof of financial viability
- Health and safety certificate
- Bond registration document / lease agreement.

b) Quality Management System

- Business plan
- Mission and strategic objectives of the organisation
- Quality management committee
- Monitoring and review mechanism
- Policies and procedures on financial management
- Policies on maintenance of resources and training materials.

c) Hr Policies And Procedures

- Staff recruitment, selection and appointment policies and procedures
- Staff Performance Management
- Staff Development Procedure.

d) Management Of ETD Staff

- CVs of Facilitators, Assessors and Moderators
- Certified copies of Facilitators, Assessors and Moderators' Qualifications
- Certified copies of Assessors and Moderators MICT SETA registration letters
- Signed Facilitators, Assessors and Moderators' employment contracts outlining job descriptions.



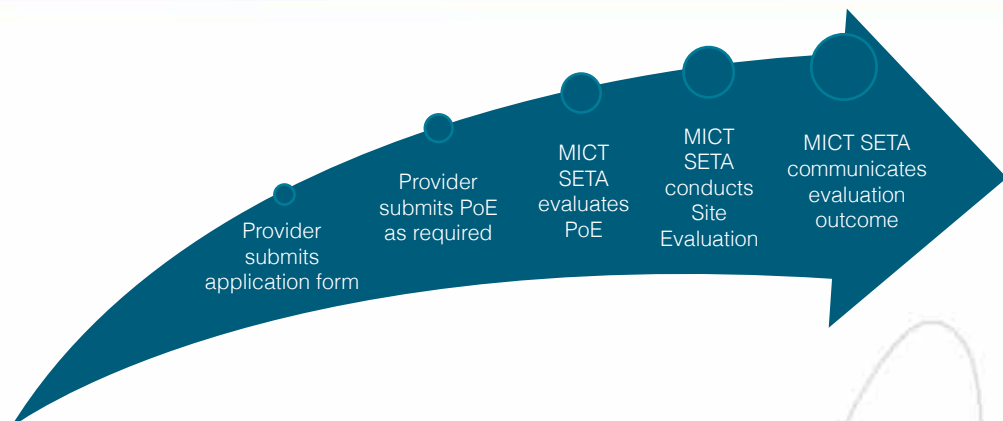
e) Learner Management

- Learner Recruitment Policy
- Admission policy and procedure
- Cancellation policy and procedure
- Guidance and support Policy and Procedure
- Learner appeal policy.

f) Assessment Management

- RPL/Placement policy and procedure
- Assessment policy and procedure
- Moderation policy and procedure
- Certification policy and procedure
- Work Placement Policy and Procedure

7. The Accreditation Process Flow (summary)



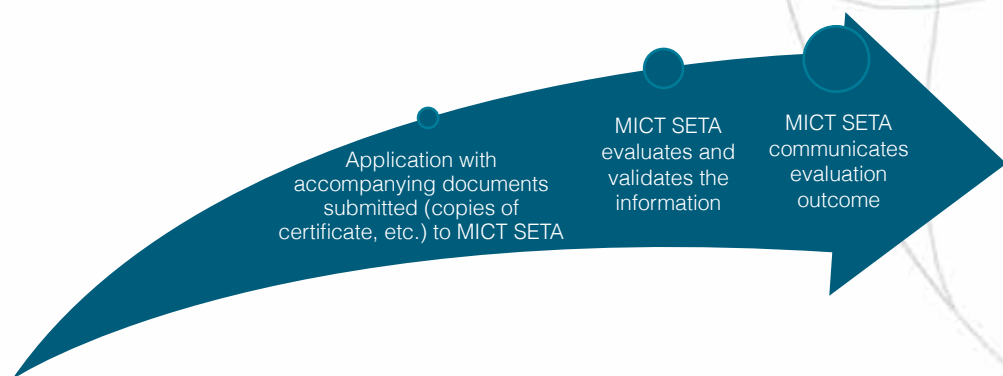
7.1 What is an Assessor?

An assessor is a person who is registered by the relevant Education and Training Quality Assurance Body (ETQA) in accordance with criteria established for this purpose by a Standards Generating Body to measure the achievement of specified National Qualifications Framework standards or qualifications. An assessor conducts assessments to determine learner competency.

7.2 What is a moderator?

A moderator is a person that engages in a process which ensures that assessment of the outcomes described in National Qualifications Framework standards or qualifications are fair, valid and reliable by moderating standards. A moderator moderates learner assessments.

7.3 Assessor And Moderator Registration Process



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