



# ETQA POLICY

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The CETA ETQA policy manual has been developed around the primary functions of the CETA Quality Assurance section, viz:

- Accreditation of Training Providers
- Registration of Assessors and Moderators
- Assessment and Moderation
- Certification
- Quality Assurance of Learner Achievements (QALA)

This policy document should be read with other relevant documents such as:

- Criteria for accreditation for prospective NQF Training Providers
- Criteria for Renewal of Accreditation
- Criteria for recognition of Training Providers offering non-credit bearing and non aligned programmes
- Criteria for recognition for Trade Test Centres
- Criteria for registration of Assessors
- Criteria for registration of Moderators
- Quality Assurance of Learner Achievements (QALA)

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## 1. INTRODUCTION

The CETQA policy statements will guide the functioning of the CETA's Training Quality Assurance (ETQA) division.

## 2. PRIMARY FUNCTION

The primary focus of the CETA is:

- i. Accreditation of Training Providers
- ii. Registration of Assessors and Moderators
- iii. Certification
- iv. Quality Assurance of Learner Achievements (QALA)

The CETA shall:

- 2.1 Accredite education and training providers using an established criteria
- 2.2 Accredite education and training providers that share the primary focus of the CETA
- 2.3 Accredite education and training providers for unit standards and/or qualifications registered on the NQF that fall within the primary focus of the CETA
- 2.4 Accredite delivery and assessments sites/ facilities
- 2.5 Registered constituent assessors and moderators
- 2.6 Evaluate learning programmes for non constituent education and training providers
- 2.7 Quality assurance of learner achievements for constituent learners proven competent of unit standards and/or qualifications registered on the NQF that falls within the primary focus of the CETA.

## 3. ACCREDITATION OF EDUCATION AND TRAINING PROVIDERS

### 3.1 ACCREDITATION

Accreditation is defined as:

The certification, usually for a particular period of time of a person or an institution as having the capacity to fulfill a particular function in the quality assurance system set up by the South African Qualification Authority (SAQA) in terms of the SAQA Act.

Education and Training provider who are accredited with another SETA and wish to offer learning programmes that fall within the scope of the CETA

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### 3.2 PRIMARY ACCREDITATION

Refers to single- purpose education and training providers who wish to operate within the primary focus of the Construction Education and training Authority (CETA)

### 3.3 SECONDARY ACCREDITATION/APPROVAL

Refers to education and training Providers who are accredited with another ETQA and would like to include training on learning programmes that fall within the scope of the Construction Education and Training Authority

## 4. TYPES OF ACCREDITATION

### 4.1 FULL ACCREDITATION

Refers to provisionally accredited Education and Training Providers that complies with all the requirements for accreditation, including the site facilities, equipment and utilization thereof in the delivery of training and assessment will be granted full accreditation.

### 4.2 PROVISIONAL ACCREDITATION

Refers to education and training providers who applies for accreditation for the first time and may initially be granted provisional accreditation for one (1) year, regular audits will be conducted and the outcome there of might influence the accreditation status to full accreditation

### 4.3 RECOGNITION (NON-NQF)

A provider can be recognised for a specific category of training if he can prove that there are outcomes based standards, which are accepted or endorsed by a recognised employer organisation in the construction sector.

## 5.0 SITE APPROVAL

Site approval is implemented where a provider wants to train within its scope of accreditation and under an existing accreditation number on a separate site for a limited period only

## 6.0 CATEGORIES OF PROVIDERS

### 6.1 TRAINING AND ASSESSMENT (INCLUDING RPL)

Allows an applicant to become eligible as a constituent education and training provider that is able to deliver training and perform both formative and summative assessments

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## 6.2 ASSESSMENTS ONLY (INCLUDING RPL)

Allows institutions to perform RPL and summative assessments only and do not provide training.

## 7.0 PERIOD OF ACCREDITATION

### 7.1 FULL ACCREDITATION

The period of full accreditation will be for 5 (five) years to provide training and assessment for specified unit standards and/or qualifications.

### 7.2 PROVISIONAL ACCREDITATION

The period of provisional accreditation will be for a period of 1 (one) year to provide training and assessment for specified unit standards and/or qualifications.

## 8. CERTIFICATION

The CETA will remain the sole authority that will issue certificates. This function will not be devolved to the accredited education and training providers.

### 8.1 CERTIFICATE OF COMPETENCE

The CETA will also issue a certificate of competence for learners proven competent against unit standards that are part of a skills programmes or qualifications.

The certificates issued by CETA will be managed and controlled as per the SAQA criteria for accreditation for ETQAs and the internal processes and procedures of CETA

### 8.2 STATEMENT OF ACHIEVEMENT

CETA will issue a statement of achievement in recognition of partial completion of a qualification, which can be used for or articulation or credit transfer purposes.

## 9. TYPES OF CERTIFICATES

The CETA will certificate:

9.1 Full accredited education and training providers and will not issue certificates for provisional accreditation nor recognition, but will issue certificates for accreditation against specific CETA registered unit standards and/ or qualifications.

A code of conduct certificate will accompany this certificate. Both the accreditation as well as the code of conduct certificates must be displayed in a prominent public place

9.2 Constituent assessors registered by CETA to assess against specific CETA registered unit standards and/or qualifications

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9.3 Constituent moderators registered by CETA to moderated against specific CETA unit standards and/or qualifications.

9.4 Learners enrolled with the CETA and proven competent against learning programmes that culminate in specified CETA registered qualifications.

## **10. SAQA HOLOGRAM**

To protect the security value the hologram brings to the certification within the NQF, the CETA will use SAQA hologram for the following certificates

10.1 Full Accredited Education and Training Providers

10.2 Registered Constituents assessors and moderators

10.3 Learners proven competent on successful achievement of full qualifications or qualifications linked to learnerships, apprenticeship and RPL.

Records will be kept to control movement and usage of the SAQA holograms. Spoilt SAQA hologram will be recorded and filed safely as per ETQA processes and procedures.

## **11. LOST CERTIFICATES**

The CETA will issue duplicate certificates to learners, constituent assessors, moderators and education and training providers approved by the CETA at no cost. The duplicate certificates will reflect the word “DUPLICATE” above the description of the certificate.

## **12. ASSESSORS AND MODERATORS**

CETAQA will register constituent assessors and moderators as outlined in the criteria for registration of assessors and moderators.

Registration of constituent assessors and moderators will be for a period of five years to assess and moderate assessments against the CETA registered unit standards and/or qualifications. Assessor and moderators will be de-registered for misconduct

## **13. MAINTENANCE OF QUALITY ASSURANCE**

The maintenance of Quality assurance is defined as a process of monitoring, moderation, verification and auditing of sites to determine whether the initial standards for accreditation are adhered to and maintained.

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### 13.1 AUDITING

Audit sites visits will be conducted in the first year of accreditations and thereafter they will be done by means of monitoring and audited at least bi-annually.

An in depth audit of activities of the training provider will be conducted where:

- i. An adverse audit report has been issued
- ii. Full accreditation has been recommended
- iii. Complaints against accredited training providers regarding failure to comply with CETAQA accreditation requirements.
- iv. As a result of proven procedural irregularities during an assessment process

The CETA panel for in depth audit would consist of representatives from:

- i. CETA Regional office
- ii. CETA ETQA
- iii. ETQA Committee Member
- iv. Organised Labour
- v. Subject Matter Expert where required

#### 13.1.1 CATEGORIES OF AUDIT REPORTS

Audit reports may be issued in three categories

- i. Favourable Audit: is issued when the training provider:
  - a) has carried out its regulated functions according to CETAQA requirements over the period audited.
  - b) Continues to satisfy the accreditation criteria established by CETAQA
  - c) has fulfilled any accreditation conditions, and
  - d) is likely to continue to carryout its regulated functions and to satisfy the accreditation criteria over the next period of accreditation
- ii. Qualified Audit: may contain recommendations regarding the conditions to be attached to continued accreditation, is issued when a training provider;
  - a) has largely but not entirely carried out its regulated functions effectively over the period audited
  - b) largely but not entirely continues to satisfy the accreditation criteria established by CETAQA
  - c) has largely but not entirely fulfilled any accreditation
- iii. Adverse Audit Report: where, in the opinion of the Auditing panel, the provider:
  - (a) has failed to a significant degree to carry out its required functions effectively over the period audited;
  - (b) fails to a significant degree to satisfy the accreditation criteria established by the CETAQA;

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(c) has failed to a significant degree to fulfill any accreditation conditions.

Where a training provider receives an adverse audit report, the CETA will conduct an in-depth audit. If the CETA panel upholds the outcome of the audit, the provider will be de-accredited.

Where a training provider appeals, it will be entitled to continue to describe itself as accredited during the period of appeal, but, should the CETA ETQA committee upholds the decision of the CETA panel, all reference to accreditation must be removed from publicity material.

### 13.2 VERIFICATION OF ASSESSMENTS

On- Site verification would be done through the use of regional staff or contracted verifiers who will be deployed by the Regional Manager to carry out verification of assessment of learner achievements. The focus is on the proper conduct of the assessment and moderation, the proper application of assessment policies and systems and the reliability of the results submitted.

### 13.3 MONITORING

The CETA reserves the right to inspect training sites at any time without prior notification to the training provider to determine the standard of training delivered. The training provider will be required to complete a notification of training schedule from time to time. This training schedule must be forwarded to the relevant regional office within two weeks of date of training.

### 13.4 MANAGEMENT OF ASSESSMENT

Providers are obliged to manage the assessment of their learning programmes. Whether or not they use an outside assessment body or contract outside expertise, they are obliged to ensure that registered assessors assess the learners in their learning programmes. Similarly, if they offer RPL support and assessment services they must ensure that RPL assessments are conducted by registered assessors.

### 13.5 MANAGEMENT OF MODERATION OF ASSESSMENTS

Providers are obliged to manage the moderation of the assessment linked to their learning programmes or RPL services. Whether or not they use an outside assessment body or contract outside expertise, they are obliged to ensure that assessment is effectively moderated.

### 13.5 MANAGEMENT OF LEARNER RECORDS

Records of achievements of learners (hard copies) must be kept and filled for 1 (one) year and thereafter, a summary of the learner assessment must be kept and learner Portfolio of Evidence (POE) returned to the learner. The provider must have control measures in place for returning of POE's

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### 13.6 REGISTRATION OF LEARNERS

The CETA will have the responsibility towards SAQA to maintain a database with all the information regarding learners in the construction sector. For this purpose the CETA will develop a database which will be compatible with the NLRD that can accommodate the needs of the construction sector.

Training providers will have the responsibility to provide the CETA with the necessary information regarding the learners under training.

## 14. RE- ASSESSMENT OF THE LEARNER

Learners should be given every reasonable opportunity to achievement and demonstrate competence. Providers must have a clear policy and procedures relating to re-assessment.

## 15. THE RIGHT TO APPEAL

The rights to appeal apply to applicants for accreditation as constituent training providers, assessors, moderators and learners

### 15.1 APPEALS PROCEDURE

A written appeal, clearly stating the grounds for appeal and providing all supporting evidence must be submitted to the CETA relevant Regional office within 10 days of receipt of written notification of refusal to accredit, register or refusal to renew accreditation, registration or decision to de-accredit /de-register. The Regional Manager will inform the appellants of the outcome within five working days of the hearing.

If the applicant is not satisfied with the outcome of the appeal, the matter may be referred to the ETQA Manager who will decide, in consultation with the ETQA committee

## 16. DE- REGISTRATION

The CETA will de-register constituent education and training providers, assessors and moderators who fail to comply with the relevant CETAQA code of conduct or for some reasons are unable to maintain quality practice.

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The CETA will de-register constituent assessors and moderators who fail to comply with the relevant CETAQA code of conduct or for some reasons are unable to maintain quality practice.

## 17. DE- ACCREDITATION

The CETA will de-accredit education and training providers for the following reasons:

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- As a result of training audits and monitoring processes for compliance to CETA accreditation requirements
- Providers' that voluntary choose to discontinue with the provisioning of training in the Construction sector or company closure
- As a result of change in juristic Person status of the provider, such as provider company amalgamation and business focus change
- As a result of accreditation/recognition status sold or lent to any other person or organization
- As a result of proven procedural irregularities during the assessment process;

## 18. REVIEW OF POLICIES AND PROCEDURES

All CETAQA policies and procedures will be reviewed continually during the implementation and recommendations for their improvement will be noted in a review file kept by CETAQA for that purpose. After one year it may be necessary to revise the policies and procedures and publish an updated version.

Education and Training providers must have processes in place to review and revise their policies and procedures and this should be done on an annually basis.

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