

ASSESSMENT CENTRE ACCREDITATION PROCESS

Rationale and steps to be followed

The Assessment Centre Accreditation process always commences with the submission of the Assessment Centre recommendation by the relevant Assessment Quality Partner (AQP). This is done to ensure that the final external integrated summative assessments of QCTO registered trades and occupations are conducted in QCTO accredited assessment centres which meet the requirements stipulated in the relevant qualification and its curriculum. This commences after registration of the qualifications by SAQA and after or concurrently with the accreditation of skills development providers.

The following process steps must be followed:

AQP recommends the AC to the QCTO on a QCTO approved template.

QCTO Staff

Step 1: Receive and check assessment centre accreditation recommendation

Step 2: Capture the recommendation details

Step 3: Acknowledge receipt and assign application

Step 4: Verify assessment centre recommendations

Approved

Step 5: Issue Accreditation Number and send the accreditation letter to AQP

Step 6: Load Assessment Centre details on the QCTO and AQP websites

Not approved

Inform AQP on rejected application

AQP Advise on and assist application redress

STEP 1: Receive and check assessment centre accreditation recommendation

The staff member responsible for receiving all applications must, upon receipt and within three (3) working days:

- 1) Check if the application meets the QCTO requirements.

The application must be made using the QCTO application form. Applications in any other form (e.g. letters without an application form) must be referred back to the interested party with a copy of the application form and the guidelines for completing it, as it appears on the website.

- 1) Check the application form for OFO code and the SAQA ID of the qualification

The OFO field and the SAQA ID must be completed in order for the application to be captured and allocated to a staff member for processing. Any other missing or incomplete information can be clarified by the assigned staff member responsible for processing the application.

- 2) If there is no OFO number or SAQA ID, a copy of the application must be returned to the sender for rectification.

STEP 2: Capture the recommendation details

The complete and incomplete recommendations must be captured in separate files.

1. Capture receipt of complete recommendations.

- a) Open the register for complete applications (Applications Register). (Once-off: Create an Applications Register. The register must contain the OFO code (six digits), the actual occupational title as per OFO, the occupational title provided, date received, name of the applicant, email of the applicant, the assigned staff member responsible for processing the application, date forwarded to relevant staff member. This register will also be used to track progress and provision must be made for the following additional fields: Assigned AQP, date of SLA, actual specialisation, date for progress report, date for final submission. This register should be on the web and must be updated with all the approved applications.)
- b) Identify the place in the register where the relevant OFO code must be inserted (all application information must be recoded according to the OFO code in number order).
- c) Insert a row and capture:
 - i) the OFO number (six digits) as confirmed during activity 1b.1 (1b),
 - ii) the actual occupational title as per OFO (check the OFO),
 - iii) the occupational title provided as per the application form,
 - iv) the date received (the date of the email),

- v) the name of the applicant as per the application form, and
- vi) the email of the applicant as per the application form.

2. Identify the relevant staff member to process the application.

- a. If an application has already been captured under the relevant OFO code the new application must be allocated to the same staff member that processed the previous application.
 - i. dealing with the majority of applications from the specific applicant (the assigned AQP information as per the Applications -can be used as an indication), and/or
- b. Save the application in the folder for complete applications by changing the filename of the application to start with the occupational code (6 digits) followed by the occupational title as per the OFO, followed by the date (year – 2 digits, month – 2 digits, and day – 2 digits)
For example: 642601 Plumber 130115

3. Capture receipt of incomplete application (i.e. with no OFO code)

- a) Open the register for incomplete applications. (Once-off: Create a register for incomplete applications. The register must contain the date received, name of the applicant, e-mail of the applicant, the suggested SETA and date returned to applicant. Excel is recommended)
- b) Input:
 - i) the occupational title provided,
 - ii) the date received,
 - iii) the name of the applicant,
 - iv) the e-mail of the applicant,
 - v) the date returned to applicant.
- c) Save the incomplete application in the folder for incomplete applications by changing the filename to start with the date (year – 2 digits, month – 2 digits, and day – 2 digits) followed by the name of the applicant.
For example: 130101 East Cape Training Centre

STEP 3: Acknowledge receipt and assign application

Prepare letter of acknowledgement

- d) Complete pro-forma letter of acknowledgement. (Once-off: Develop a pro-forma letter. The letter must indicate the details of the staff member to whom the application has been forwarded, and provide information on when a response can be expected and the process to be followed should this not happen. This information must correspond with the information on the website and must contain the Director's details.)

- e) Forward the letter of acknowledgement and a copy of the application form to the Director with the following information:
 - i) relevant staff member to whom the application has been allocated and the reason, and
 - ii) an indication whether this is the first application for the relevant OFO code, and, if not, the details of the previous application/s.

Confirm and assign application

The Director's office will, within five (5) working days, complete the following activities:

- 1) Confirm identified staff member who will process the application.
- 2) Send acknowledgement of receipt to the applicant.
- 3) Forward a copy for filing to the person responsible for receiving the applications.
- 4) Forward a copy of the application and acknowledgement of receipt to the assigned staff member.

Capture accepted application details

The staff member responsible for receiving all applications must, upon receipt of copy of the relevant letter from the Director:

- 1) Capture the details of the staff member responsible for processing the application on the Applications Register.
- 2) File the letter of acknowledgement (starting with 6 digit OFO code, followed by title as per the OFO, followed by the words acknowledgement, followed by the date that the letter was sent (year – 2 digits, month – 2 digits and day – 2 digits) in the Applications Received folder.

For example: 642601 Plumber Acknowledgement 130115

Respond to QCTO non-compliance complaints

- 1) If a complaint is received from the applicant that no feedback was received from the assigned staff member, as per the letter of acknowledgement, the matter must be escalated to the Director.
- 2) The Director must address the complaint with the assigned staff member within seven (7) days of receipt.

STEP 4: Verify assessment centre recommendations

Develop a template on non-negotiable criteria to be submitted by the recommending AQP.

STEP 5: Issue Accreditation number, letter, certificate and send to AQP

Allocate accreditation Number

Print letter and send to the AQP

Issue Certification

STEP 6: Load Assessment Centre details on the website