CRITERIA AND GUIDELINES ON THE ACCREDITATION OF SKILLS DEVELOPMENT PROVIDERS

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List of acronyms

QCTO	Quality Council for Trades and Occupations
SDP	Skills Development Provider

Glossary

Accreditation	The certification, usually for a particular period, of a body or an institution as having the capacity to fulfil a particular function in the quality assurance system
Accreditation committee	An in house (interim) committee that evaluates accreditation reports and recommends accreditation of the Skill Development Providers
Audit	An examination of records or financial accounts to check their accuracy.
Skills Development Provider	A legal entity accredited by the QCTO to offer occupational qualifications or part qualifications registered under the Occupational Qualifications Sub Framework
Verifier	An individual assigned by the QCTO to audit Skills Development Providers who applied for accreditation

CRITERIA AND GUIDELINES ON THE ACCREDITATION OF SKILLS DEVELOPMENT PROVIDERS (SDPs)

1. CRITERIA AND GUIDELINES IN CONTEXT

This document aims to outline the criteria and guidelines related to the accreditation of Skills Development Providers (SDPs). It is based on the QCTO Policy for Accreditation. The objective is to simplify the accreditation system for all stakeholders concerned.

Important requirements extracted from the Accreditation Policy:

- The accreditation is valid for five years
- The accreditation of an SDP may be withdrawn by the QCTO based on monitoring visits where audits were conducted and findings were raised and investigation conducted and found noncompliance or misconduct which provides reasonable grounds for such withdrawal.

2. THE ACCREDITATION PROCESS

The QCTO conducts accreditation in two phases:

Phase 1: A desktop evaluation of documents submitted by the SDP

- See Accreditation Policy Section 7.1
- See detailed and guidelines and criteria under Section 3.1 below.

Phase 2: A site evaluation of the SDP's premises by a QCTO Verifier.

- See Accreditation Policy Section 7.2
- See detailed and guidelines and criteria under Section 3.2 below.

2.1 Phase 1 – Institutional Compliance

Initial contact

- The provider contacts the QCTO telephonically or via email expressing its interest to become accredited as a Skills Development Provider (SDP).
- The SDP downloads the Application Form from the QCTO's website, completes and sends it to the QCTO.

QCTO acknowledges receipt

- The QCTO notifies the SDP that the Application has been received.

The QCTO receives the application form and conducts a desktop verification

- The QCTO Verifier evaluates the completeness and validity of the documents submitted by the SDP.

The QCTO verifier makes notes regarding completeness of the information

If the information is incomplete:

- The QCTO informs the SDP of the gaps.
- The QCTO requests the provider to submit the outstanding document/s within a specified timeframe
- The SDP closes the gaps and resubmits.

If the information is complete:

- The QCTO agrees with the SDP on a suitable date for a site visit.

2.2 Phase 2 - Programme Delivery Readiness

Site visit

- The QCTO verifier conducts site verification using the standard evaluation form and completes a verification report.
- The SDP representative confirms the findings with signatures.

If the SDP non-compliant:

- The SDP closes out the gaps and re-submit to the QCTO.

If the SDP is fully compliant:

- The QCTO verifier submits the verification report to the QCTO Accreditation Committee for ratification.

2.3 QCTO final review

- The QCTO Accreditation Committee finally reviews the report.

Non-acceptance of Verification Report

- Should the Accreditation Committee find any reason for not accepting the verification report, it will, by liaising with the QCTO verifier, inform the SDP of the gaps.
- The SDP will close out the gaps and re-submit for final review by the Accreditation Committee, failing which the QCTO closes the application and request the SDP to re-apply.

- The SDP has the right to submit an Appeal.

15 & 16 Acceptance of Verification Report

- If the outcome is favorable, th ccredited Skills Development Provider on the database and
- Issues an accreditation letter

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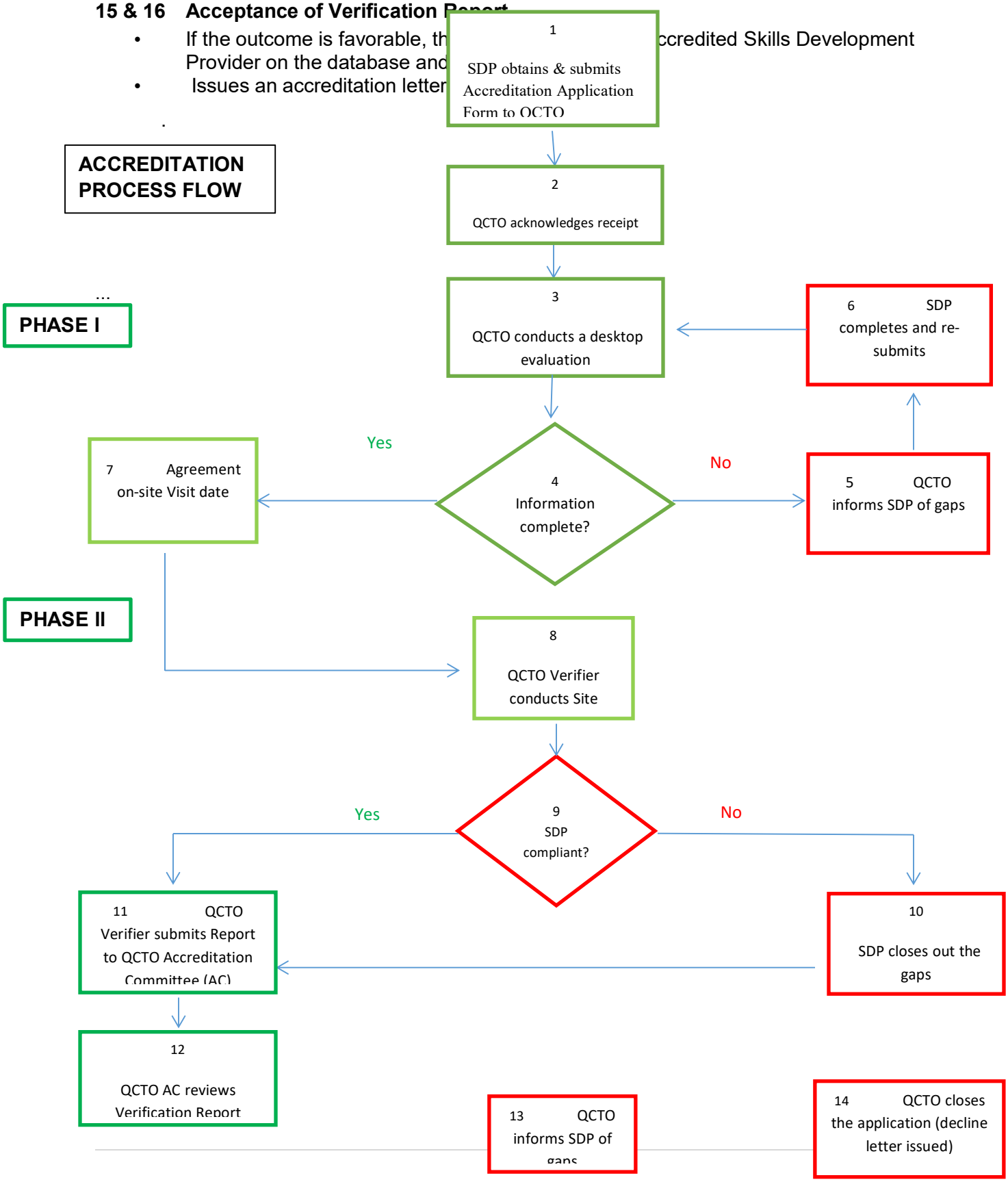

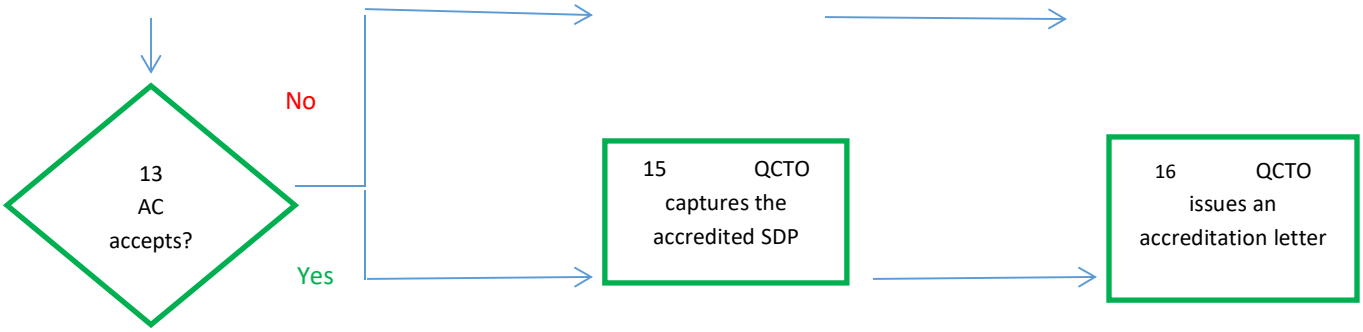
13
AC
accepts?
No
Yes
15 QCTO
captures the
accredited SDP
16 QCTO
issues an
accreditation letter

3. COMPLIANCE CRITERIA, REQUIRED EVIDENCE AND GUIDELINES

3.1 Institutional Compliance, referred to as Phase 1 of Accreditation.

REF	CRITERIA	EVIDENCE	GUIDELINES
7.1.(a)	Be a juristic person registered or established in terms of South African law	**Compulsory:** Original registration documentation	Submit proof that the SDP is registered as either a company (PTY/LTD), a Closed Corporation, a Section 21 organisation or similar. The certificate should show the applicant's: - Registered Name - Trade name - Business type - Registration date - Authentic ownership (verified on the CIPC website)
7.1.(b)	Have a valid tax clearance certificate issued by the South African Revenue Service, if applicable	**Compulsory:** - Either a Tax Clearance Certificate or Letter of Exemption	The submitted SARS document should be current.
7.1.(c)	Prove financial sustainability to offer training services	**Compulsory:** - Training budget **Optional:** - Financial policies / procedures - Financial statements - Business Plan	The budget should be based on the current and previous year. The SDP should demonstrate proper budgetary and financial management processes to carry out the training function.
7.1.(d)	Have sufficient and competent human resources to perform the functions of an SDP (including non-South African citizens).	**Compulsory:** - Organogram - CVs - Contracts with external training related providers.	The organogram should include: - Managers & Co-ordinators - Administrative staff - Support staff - Assessors - Facilitators - Contracted staff - Any other staff who are involved in the training function CVs should contain certified copies of IDs and qualifications

REF	CRITERIA	EVIDENCE (Compulsory)	GUIDELINES
		Optional: - Job descriptions. - Documentation reflecting the management of the human resources such as an HR Policy.	
7.1(.e)	Policies, procedures, standards, guidelines and other regulatory documents.	**Compulsory:** Learner Support Policy. Internal Assessment Policy **Optional:** - Learner's Code of Conduct - Learner's Disciplinary Procedure	The QCTO will not scrutinise the SDP's quality management system (QMS) related documents in detail, but needs to have an overview of the existence of such documents. The SDPs Assessment Policy should be based on the QCTO's Assessment Policy
7.1.(f)	Adequate administrative resources for Learner Information Management (LIM)	**Compulsory:** Admin support personnel reflected in organogram. **Optional:** - Administration policy - A sample (printout) of the learner record database fields. - A list and/or descriptions of administrative equipment and technology used.	The QCTO verifier will check the organogram and CVs to assess whether the number of administrative personnel is sufficient to address the given capacity and whether they are competent. S/he will scrutinise the database fields to assess compliance with the QCTO requirements. S/he will scan the equipment list to assess sufficiency in line with the SDP's context.

3.2 Programme Delivery Readiness, referred to as Phase 2 of Accreditation.

REF	CRITERIA	EVIDENCE (Compulsory)	GUIDELINES
7.2.(a)	Provide evidence of suitably qualified personnel to facilitate learning and internal assessment as specified in the Curriculum.	Qualified personnel on-site. Formal agreements with external training related contractors.	The QCTO Verifier will compare the organogram and CV details with the reality on-site. S/he will check whether formal agreements with external training related contractors / providers are valid. Examples include the outsourcing of services related to facilitation, assessment, moderation and administration.
7.2(b)	Be in possession of or have access to the required physical resources required as reflected in curriculum document of the occupational qualification or part qualification where training/facilitation will take place	***Training facilities.*** Either: Proof of ownership; Or: A formal lease agreement, or An formal agreement for utilising a specific venue/s.	The QCTO Verifier will confirm that the facilities used are sustainable over long-term.
7.2 (c)	Provide evidence of learning material, internal assessment guidelines ; as well as internal moderation guidelines for the delivery of knowledge and practical components for the occupational qualification or part qualification applied for	***Learning material.*** Samples of learning material on-site.	The QCTO verifier will review the learning materials (on-site) to determine if learner information are based on the given Qualification.
		Internal assessment **Compulsory** Samples of assessment guidelines/policy (on-site). **Optional** Samples of assessment activities (on-site)	The SDPs Assessment Policy should be based on the QCTO's Assessment Policy. The QCTO verifier will ensure that internal assessment is based on the given Qualification, that learners are adequately informed on assessment requirements and that Assessment Activities are appropriate.

		Internal moderation. **Compulsory** Moderation guidelines Moderation planning **Optional** Moderation practice Moderation reports **Note**: The above evidence available on-site	- The SDP must provide sufficient guidelines for ensuring that all stakeholders involved in the moderation process are informed. - The SDP must demonstrate that moderation is properly planned. - - The QCTO verifier will look at evidence of how moderation was conducted. S/he will verify that a sample of at least 25% was selected. The SDP must compile moderation reports, with the intention to continually improve its training provisioning, internal assessment and –moderation
		Training equipment ,tools and material and machinery A checklist of equipment & media required for delivery of the programme as per the Curriculum & Assessment Specifications documents	The training equipment, media and tools should be in line with the requirements of the Qualification offered. The QCTO Verifier will compare the Course Matrix in the Application Form with the on-site reality.
7.2.(d)	Have a learner placement strategy in relation for the programme/s of the occupational qualification or part qualification applied for .	Formal agreement with employer. Signed Declaration	- The QCTO Verifier will check if the SDP has formally identified an employer for learners to complete the work experience component of the Qualification. - S/he will review the Declaration signed by the SDP.
7.2.(e)	Provide evidence of compliance with relevant standards for occupational health and safety for the occupational qualification or part qualification applied for as applicable	***Occupational health and safety***. Depends on the size and context of the SDP. See Guidelines.	- SDPs who provide technical training, where health and safety is critical, should present substantial evidence of safety compliance. - SDPs who utilise non-technical venues such as classrooms, conference facilities and offices should at least show evidence of: • Evacuation routes during emergencies. • Fire prevention equipment. • First aid equipment
7.2.(f)	Provide evidence of systems to	***Managing learning***	- The QCTO verifier will check that learning is offered based

	manage learning and track learner performance .	On-site training practices. On-site learner support practices. Internal assessment practices. Samples of assessment guidelines/policy (on-site).	on sound and conducive practices and in accordance with the Learner Support, Internal Assessment Policies and relevant Curriculum.
		Tracking learner performance. Learner Information Management System (LIMS) that generates reports as required	- A minimum database managed at least in Excel or a Learner Management System that adhere to - Minimum field requirements for reporting to the QCTO - Confidentiality and the Protection of Personal Information (PoPI) Act - Back-ups and system security (access control)