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CATHSSETA TRAINING PROVIDER WORKSHOP

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PRESENTATION OVERVIEW

- ❖ About us
- ❖ Legislative Framework
- ❖ ETQA Scope
- ❖ Accreditation
- ❖ Common mistakes
- ❖ Monitor/Audit
- ❖ Challenges on implementation of programmes

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ABOUT CATHSSETA

- ❖ 6 sub-sectors
 - Arts, Culture & Heritage
 - Travel & Tourism
 - Hospitality
 - Sport, Recreation & Fitness
 - Gaming & Lotteries
 - Conservation

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ETQA SCOPE

- ❖ Accredit providers
- ❖ Monitor and audit providers
- ❖ External Moderation
- ❖ Quality assure US and Qualifications
- ❖ Take responsibility for the certification of learners
- ❖ Register assessors & moderators

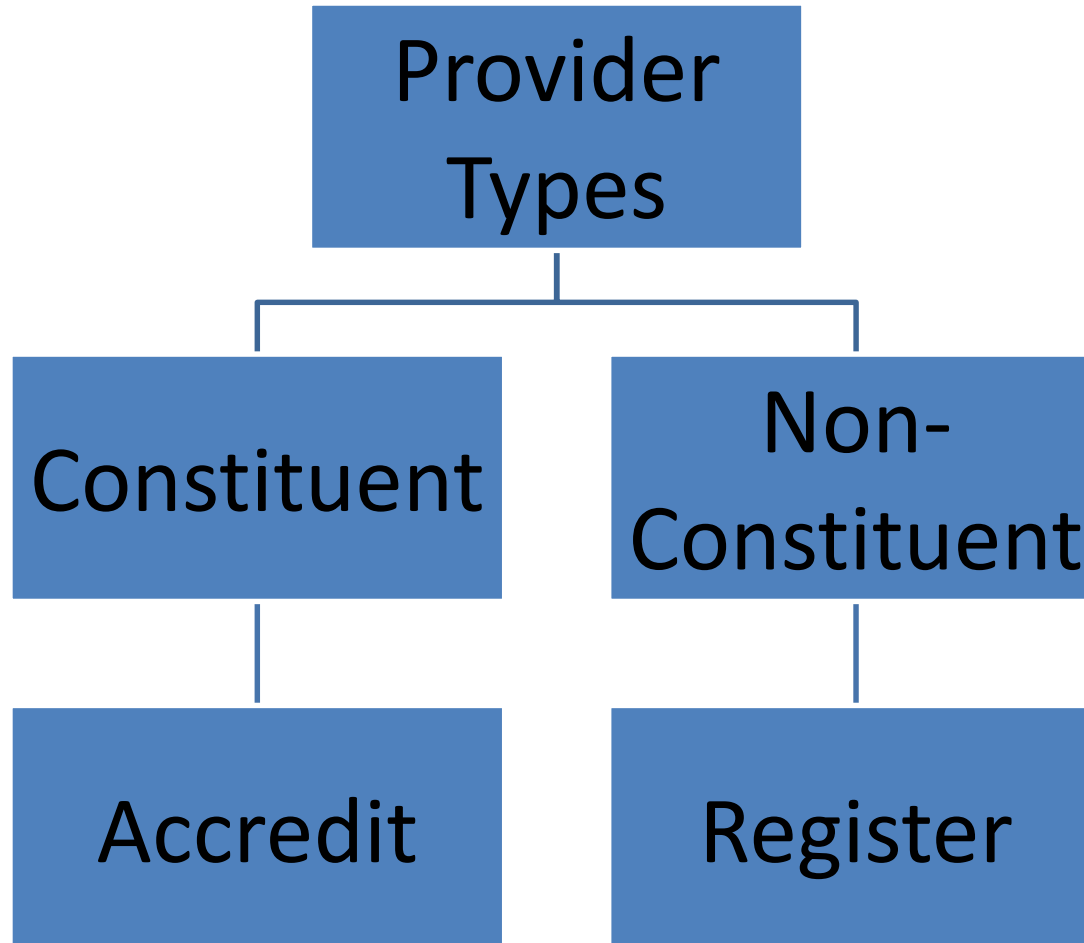
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ACCREDITATION MODEL



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LEGISLATIVE FRAMEWORK

- ❖ ETQA Regulations
- ❖ Accredit providers for specific standards or qualifications
- ❖ Promote quality amongst providers
- ❖ Monitor provision by constituent providers
- ❖ Evaluate assessments and moderation amongst providers

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LEGISLATIVE FRAMEWORK

- ❖ Register Assessors and Moderators
- ❖ Take responsibility for the certification of learners
- ❖ Maintain a database acceptable to the Authority
- ❖ Submit reports to the Authority

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ACCREDITATION EVIDENCE REQUIREMENTS

- ❖ **Step 1 – Phase A**
- ❖ Phase A process is structured as follows:
 - The training provider completes the application form

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ACCREDITATION EVIDENCE REQUIREMENTS

- The form can be posted, hand delivered or couriered
- The ETQA office sends an acknowledgement of receipt and informs the provider to proceed to Phase B

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ACCREDITATION EVIDENCE REQUIREMENTS

- ❖ **Step 2 - Phase B**
- ❖ The training provider compiles a Portfolio of Evidence according to Criteria 1 - 8:
 - **Criteria 1 :The primary focus of the Provider coincides with that of the ETQA**

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ACCREDITATION EVIDENCE REQUIREMENTS

- Criteria 2: The provider has not already been accredited with another ETQA
- Criteria 3: The body seeking accreditation is registered in terms of applicable legislation at the time of the application

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ACCREDITATION EVIDENCE REQUIREMENTS

- Criteria 4: Organizational Practices
 - ❖ Quality Management System:
 - Policy 1: Managing the QMS
 - Policy 2: Managing programme design, development and delivery

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ACCREDITATION EVIDENCE REQUIREMENTS

Policy 3: Managing assessment & moderation

Policy 4: Managing learnerships

Policy 5: Managing ETD Staff

Policy 6: Managing administration

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ACCREDITATION EVIDENCE REQUIREMENTS

- Criteria 5: The provider has the necessary resources such as financial, administrative and physical resources
- Criteria 6: The provider has the necessary practices for staff selection, appraisal and development

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ACCREDITATION EVIDENCE REQUIREMENTS

- Criteria 7: The provider can demonstrate their ability to develop, deliver and evaluate learning programmes which culminate in specific registered standards and / or qualifications

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ACCREDITATION EVIDENCE REQUIREMENTS

- ❖ Criteria 8: The provider has the appropriate policies and practices for:
 - Learner entry, guidance and support system
 - The management of off-site practical or work-site components where applicable

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COMMON MISTAKES THAT PROVIDERS MAKE

- ❖ Submitting incomplete policies
- ❖ Submitting policies that do not meet the requirements
- ❖ Submitting samples of learning programmes
- ❖ Not demonstrating availability of human and physical resourcing

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COMMON MISTAKES THAT PROVIDERS MAKE

- ❖ Copying policies from the internet and not customising them

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AREAS OF FOCUS FOR PROGRAMME DESIGN

- ❖ Practical Assessments
 - ✓ Practicals can only be observed, therefore they require an observation checklist
- ❖ Expired unit standards
 - ✓ Unit standards within a qualification adopt the lifespan of the qualification
- ❖ Purchasing material
- ❖ Purchased material still needs to be evaluated

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MONITOR/AUDIT

- ❖ In order for CATHSSETA to fulfill our quality Assurance function we monitor and Audit providers
 - Types of visits:
 - ✓ Monitoring
 - ✓ Verifications
 - ✓ Audits

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CHALLENGES IN IMPLEMENTATION OF LEARNING PROGRAMMES

- ❖ Lack of access to SETA management System
- ❖ Limited knowledge of the functionality of the system.
- ❖ Miscommunication regarding the loading of learners that are SETA funded and those who are Industry Funded

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CHALLENGES IN IMPLEMENTATION OF LEARNING PROGRAMMES

- ❖ Loading of learners assessment
- ❖ Impact of missing core or fundamental and elective unit standards credits on Certification
- ❖ Issuing of certificates to learners

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CHALLENGES IN IMPLEMENTATION OF LEARNING PROGRAMMES

- ❖ Usage of non-registered assessors and moderators
- ❖ Delaying the process the learners on the SMS system

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QCTO NEW DEVELOPMENTS

- ❖ ETQA & QCTO Visits
- ❖ CHEF Qualification
- ❖ Realigning of the 6 Qualification:
 - NC: Food and Beverages
 - NC: Fast Food Services
 - NC: Nature Conservation Resource Guardianship

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QCTO NEW DEVELOPMENTS

- ❖ Realigning of the 6 Qualification:
 - NC: Gaming Operations
 - FETC: Sport Coaching – Juniors and Beginners
 - NC: Coaching Science

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NEW CHANGES

- ❖ Skills Programme process restructuring effective 1 April 2017
 - Letter of intent
 - Submission of learner agreements with certified ID copy
 - Registration
 - Certification – ID copies

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END!