

HWSETA Service Delivery Charter

VISION

The creation of skilled workforce to meet the health and social development needs of all people in South Africa.

MISSION

The HWSETA endeavours to create and implement an integrated approach for the development and provision of an appropriately skilled workforce that will be empowered to render quality health and social development services that are comparable to world class standards.

VALUES

- Transparency
- Fairness
- Consistency
- Honesty
- Integrity
- Trust
- Courteously
- Caring
- Honour deadlines

BATHO PELE PRINCIPALS

- Consultation
- Service Standards
- Access
- Courtesy
- Information
- Openness and Transparency
- Redress
- Value for Money
- Your money should be employed wisely

PHYSICAL ADDRESS

Head Office

No. 17 Bradford Road, Bedfordview
Johannesburg

Private Bag X15, Gardenvier, 2047

Email: hwseta@hwseta.org.za
Tel: (011) 607-6900
Fax: (011) 616-8939
Website: www.hwseta.org.za

Gauteng and North-West

No. 17 Bradford Road, Bedfordview
Johannesburg

Private Bag X15, Gardenvier, 2047
Email: hwseta@hwseta.org.za
Tel: (011) 607-6900
Fax: (011) 616-8939

Limpopo and Mpumalanga

4A Landros Mare Street
Polokwane, 0700
Contact person:
Raesetja Mokhopa
Tel: (015) 295 4302
Fax: 086 239 9632
Email: raesetjam@hwseta.org.za

Eastern Cape

No 3 - 33 Phillip frame Road
Chiselhurst, East London, 5247
Contact person:
Claudine Miles
Tel: (043) 726 9405/6/7
Email: claudinem@hwseta.org.za

KwaZulu-Natal and Free State

19 Hurst Grove, Clifton Place, Musgrave
Durban, 4001

Contact person:
Samukelisiwe Khumalo

Tel: (031) 202 5972/3

Fax: 086 537 6591

Email: samukelisiwek@hwseta.org.za

Western Cape and Northern Cape

Tijger Park, Building 3, Ground Floor
Willie Van Schoor, Bellville,
Cape Town, 8001

Contact person:
Nazley Kamfer
Tel: (021) 914 0696
Fax: 086 548 2559
Email: nazley@hwseta.org.za

ACCESS TO SERVICES

Working Hours

08h00 to 16h30 Monday to Friday
(except on Public Holidays)

Office Closure

Between Christmas and New Year annually

Early Office Closure

08h00 to 11h00

Annual Office Closure

Eve of Good Friday
(if this falls within working days)

Complaints and Comments

www.hwseta.org.za

Help Desk

(011) 607-6900 or 0800-864-478



HWSETA Service Delivery Charter

| Services | Turnaround Time |
|--|---|
| Telephone Enquiries | 24 hours |
| Respond to Written Correspondence (Mail, E-mail and Fax) | 48 hours |
| Notification to Conduct Site Visits/Validation, Monitoring, etc. | 5 days |
| Acknowledgement of Receipt for any Documentation Submitted | 48 hours |
| Accreditation of Service Provider | 180 Days |
| Re-Accreditation of Service Provider | 12 Weeks |
| Registration of Assessors and Moderators | 8 Weeks |
| Re-Registration of Assessors and Moderators | 6 Weeks |
| Issuing of Certificates for Learners after all Requirements Fulfilled / Met | 4 weeks |
| Registration of Learners on HWSETA System by Training Providers | Before commencement |
| Feedback Report After Validation, Verification, Site Visits | 7 days after visit |
| Intake of New Learners | January and June/July |
| Submission of Learning Material / Training Material – Including Extension of Scope | January 7 to 31 July 1 to 30 (4 Months) |
| Appeals | 4 weeks |