



# **HEALTH AND WELFARE SECTOR EDUCATION AND TRAINING AUTHORITY**

## **VERIFICATION GUIDELINES**

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OF  
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## 1. ABBREVIATIONS

<b>CEO</b>	Chief Executive Officer
<b>CIPC</b>	Companies and Intellectual Property Commission
<b>DQP</b>	Development Quality Partner
<b>ETDPSETA</b>	Education, Training and Development Practices Sector Education and Training Authority
<b>ETQA</b>	Education and Training Quality Assurance
<b>HWSETA</b>	Health and Welfare Sector Education and Training Authority
<b>ID</b>	Identity document
<b>MOU</b>	Memorandum of understanding
<b>NGO</b>	Non-Governmental Organization
<b>NLRD</b>	National Learner Record Database
<b>NQF</b>	National Qualification Framework
<b>POE</b>	Portfolio Of Evidence
<b>QALA</b>	Quality assurance of learner achievement
<b>QCTO</b>	Quality Council for Trades and Occupations
<b>QMS</b>	Quality Management System
<b>RPL</b>	Recognition of Prior Learning
<b>SAQA</b>	South African Qualification Authority
<b>SDA</b>	Skills development Act
<b>SDL</b>	Skills development levies (Act)
<b>SETA</b>	Sector Education and Training Authority
<b>SDP</b>	Skills Development Provider
<b>SMS</b>	SETA Management System

## 2. DESCRIPTION OF TERMS

Accreditation	Means the certification, usually for a particular period of time, of a person, a body or an institution as having the capacity to fulfil a particular function within the quality assurance system set up by SAQA.
Accreditation scope	Means the list of qualifications and or skills programmes for which a skills development provider is accredited for.
Accreditation site visit	Means a visit that is conducted by the HWSETA to verify claims made by a training provider in the letter of intent and the accreditation application file, which enables the HWSETA to gather evidence for accreditation.
Achievement	Means the recognition granted to a learner when all required learning outcomes have been successfully demonstrated.
Appeal	Means a process of seeking a review of a decision already made, from higher authority.
Applicant skills development provider	Means a skills development provider who is in the process of applying for accreditation or programme approval with the HWSETA.
Assessment	Means the process in which evidence is gathered and evaluated against agreed criteria in order to make a judgment of competence for developmental and/or recognition purposes.
Assessor or constituent Assessor	Means a person who is registered by the relevant ETQA body to measure the achievement of specified National Qualifications Framework standards or qualifications.
Audit	Means the process undertaken to measure the quality of services that have already been delivered.
Code of Conduct	Means a set of conventional principles and expectations considered binding on any person/s or organization/s registered, approved and/or accredited by the HWSETA.

Education and Training Quality Assurance	Means a body accredited in terms of section 5 (1)(a)(ii) of the SAQA Act, responsible for monitoring and auditing achievements in terms of national standards or qualifications, and to which specific functions relating to the monitoring and auditing of national standards or qualifications have been assigned in terms of section 5 (1)(b)(i) of the Act.
Extension of scope	Means the addition of qualification(s), skills programmes and/or unit standard(s) after approval of the initial application.
Facilitator	Means an individual who facilitates learning processes and activities and manages and administers assessment: educator, teacher, trainer, mentor etc.
Full cycle of training	Means the process whereby the skills development provider has recruited, registered, trained learners, assessed, moderated and verified learners achievements through HWSETA verification process which led to certificates and or statement of results being issued.
Learning programmes	Means a combination of courses, modules or units of learning by which learners can achieve learning outcomes.
Moderation	Means the process which ensures that assessment of the outcomes described in the NQF standards and qualifications is fair, reliable and valid.
Moderator	Means a person who has achieved competence against the moderator standard, certified by the ETDP SETA and registered by an ETQA.
Monitoring	Means a systematic continuous observation process and recording of activities to ensure quality compliance to set criteria and agreed developmental areas for improvement purpose.
National learner record database	Means an electronic information system that assists the South African Qualifications Authority (SAQA) to manage the National Qualifications Framework.
Non-governmental organization	Means an organization set up by ordinary citizens, (primarily run by volunteers or funded by governments, foundations or businesses) that is not part of a government or established for

	profit making purposes.
Organizations	Means legally established entities in line with CIPC requirements and in good standing (which may include but not limited to national and provincial government departments and agencies, institutions, NGOs, companies, centres and consultancies).
Policy	Means a statement of intent implemented as a set of procedure or protocol.
Programme approval	Means a secondary accreditation of an SDP though an MOU signed between the ETQAs.
Quality assurance	Means the process of ensuring that the specified degree of excellence is achieved.
Quality management system	Means the combination of policies and processes used to ensure that the specified degree of excellence is achieved.
Recognition of prior learning	Means the comparison of the previous learning and experience of a learner, howsoever obtained, against the learning outcomes required for a specified qualification, and the acceptance for purposes of qualification of that which meets the requirements,
Registered qualifications	Means qualifications registered by SAQA on the National Qualifications Framework.
Registered unit standards	Means unit standards registered by SAQA on the National Qualifications Framework.
Scope of accreditation	Means the list of qualification/s and/or skills programme/s for which a skills development provider is accredited.
Scope of registration	Means the list of qualification/s, skills programme/s and/or unit standard/s for which an assessor or moderator is registered.
Skills programme	Means the bundling of unit standards from the same qualification that addresses an identified need and allows for progression/ completion of a full qualification.
Skills development provider	Means an organization that is accredited or approved to deliver learning programmes.

### **3. REGULATORY FRAMEWORK**

- 3.1 NQF Act 67 of 2008;
- 3.2 SDA Act 97 of 1998 (as amended by the SDL Act 9 of 1999, Skills Development Amendment Act 31 of 2003, Skills Development Amendment Act 37 of 2008, Higher Education Laws Amendment Acts 26 of 2010); and
- 3.3 Sub-regulation 9(1) (a) of the Education and Training Assurance bodies regulation, 1998 (No.R1127 of 1998).

### **4. PURPOSE**

The purpose of these guidelines is to:

- 4.1 communicate clear requirements for verification process to relevant parties;
- 4.2 ensure compliance by SDPs; and
- 4.3 ensure standardization and consistency of the verification process.

### **5. SCOPE AND RESPONSIBILITIES**

- 5.1 The HWSETA shall ensure that SDPs comply with the guidelines as presented; and
- 5.2 SDPs shall comply with the guidelines as presented.

### **6. REQUIREMENTS FOR VERIFICATION**

- 6.1 Verifications shall be conducted at the SDP offices upon request by HWSETA Officials;
- 6.2 The following processes shall have been followed by the SDPs before a verification site visit is requested:
  - 6.2.1 Learner details were correctly uploaded on the HWSETA SMS by SDP;
  - 6.2.2 Learners were trained by HWSETA registered Assessor/s using the HWSETA approved learning materials;
  - 6.2.3 The HWSETA registered Assessor/s assessed 100% of learner PoEs, compiled and signed the assessment report;

- 6.2.4 The HWSETA registered Moderator moderated 50% of learner PoEs, compiled and signed the moderation report;
- 6.3 Verifications shall be conducted by competent HWSETA Officials;
- 6.4 The HWSETA Officials shall conduct a verification desktop evaluation before conducting verification site visits to verify the following:
  - 6.4.1 Learner are uploaded as per matrix;
  - 6.4.2 Assessors and Moderators are registered and linked;
  - 6.4.3 Validity of qualification;
  - 6.4.4 Validity of SDP accreditation and electives approved;
- 6.5 The HWSETA Officials shall ensure that the SDPs are aware of the process and what documents to prepare for before the verification site visit
- 6.6 The verification team shall complete the verification tool (report) while perform the following functions at the SDP sites:
  - 6.6.1 Verify if the specific outcomes of the unit standards are fully addressed;
  - 6.6.2 Verify if the learner PoEs have enough evidence signed off by qualified, experienced, registered and linked Assessors and Moderators;
  - 6.6.3 Verify workplace attendance registers and mentors reports;
  - 6.6.4 Verify if the correct learning materials were used for the specific training;
  - 6.6.5 Verify the relevance of the training aids and experiential room;
  - 6.6.6 Conduct learner interviews (if possible);
  - 6.6.7 Correct learner details reflected in the Pre-verification report (if necessary);
  - 6.6.8 Collect all recently certified learner IDs;
  - 6.6.9 Ensure that the correct endorsement forms are used;
  - 6.6.10 Verify that the systems required to support the provision of learning are appropriate and work effectively;
  - 6.6.11 Check the credibility of assessment methods and instruments;
  - 6.6.12 Verify the existence and efficiency of the internal moderation systems;
  - 6.6.13 Select a 10% sample of the assessed and moderated learner's portfolio of evidence to verify consistency across assessments and moderation conducted;

- 6.6.14 Verify the non-moderated PoEs including the “not yet competent” learners PoEs;
- 6.6.15 Provide advice and guidance to SDP on assessments systems and tools;
- 6.6.16 Endorse or reject assessment and or moderation decisions by Assessor/s and or Moderator/s after checking the above listed items, processes and the following reports:
  - 6.6.16.1 Signed assessment report/s;
  - 6.6.16.2 Signed moderation (Internal) reports; and
  - 6.6.16.3 Previous verification reports;
- 6.6.17 The HWSETA Official/s shall give feedback to the SDP and gaps identified and timeframes to address these gaps shall be agreed to to avoid delays in issuing learners certificates; and
- 6.6.18 Endorsement of learner achievement results shall lead to certificates and or statement of results issued.

## **7. RELATIONSHIP WITH OTHER DOCUMENTS**

- 7.1 The Moderator registration guidelines shall be read in relation to the following:
  - 7.1.1 Moderation, moderation and verification policy;
  - 7.1.2 Moderator registration flow chart;
  - 7.1.3 Certification policy;
  - 7.1.4 Accreditation policy; and
  - 7.1.5 RPL guidelines.