



**LGSETA**  
CREATING GREATER IMPACT

**Title: LGSETA Policy on Accreditation of  
Skills Development Providers  
Qualifications and Unit Standards**

**Unique Identifier: 1- 86**

**Document Type: PL**

**Revision: 1.0**

**Total pages: 13**

**Revision date: September 2019**

**Disclosure CONTROLLED**

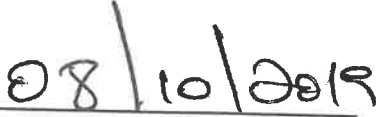
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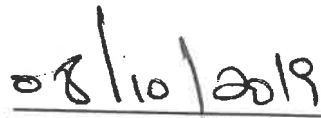
  
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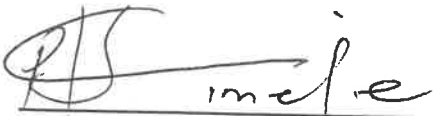
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## 1. Glossary of Abbreviations and Definitions

### 1.1 Abbreviations

Abbreviation	Description
AQP	Assessment Quality
CEO	Chief Executive Officer
FISA	Final Integrated Summative Assessment
LGSETA	Local Government Sector Education Authority
NQF	National Qualifications Framework
LMS	Learner Management System
QCTO	Quality Council of Trades and Occupations
SDA	Skills Development Act
SDP	Skills Development Provider

### 1.2 Definitions

Term	Definition
Accreditation	The certification, usually for a particular period of time, of a person or body or an institution as having the capacity to fulfil a particular function in the quality assurance system as set up by the SAQA and the LGSETA.
Accreditation scope	The list of qualifications and unit standards for which a SDP is accredited to provide learning and internal assessment.
Amendment of scope	This refers to reducing the number of qualifications in the accreditation scope of skills development provider.
Assessment Quality Partner (AQP)	A body delegated by the LGSETA to manage and coordinate the Final Integrated Summative Assessments of specified NQF registered trades and qualifications or unit standards.
Institutional Audit	An improvement-orientated, external evaluation of institutional arrangements for assuring quality in teaching and learning.
Formative Assessment	On-going assessments, reviews, and observations which would be a range of formal and informal assessment procedures applied during the learning process in order to modify teaching and learning activities and to improve learners' attainment.
Internal Assessment	Final formal assessment conducted per module internally by an SDP which must be recorded for the issuing of a statement of results, and internal self-evaluations done by the provider to monitor its general performance on the training delivery and formative assessments.
Occupational Qualification	A qualification associated with a trade, occupation or profession, resulting from work-based learning, developed and quality assured under the auspices of the LGSETA and consisting of the knowledge, practical skills and work experience standards and requires a final Integrated Summative Assessment.

Term	Definition
Learner Management System (LMS)	<p>LGSETA's Learner Management System available to all providers in order to ensure standardised uploads of learner information and required quality assurance evidence, to assist the LGSETA with on-line monitoring.</p> <p>The LMS will be provided by the LGSETA to each accredited SDP upon successful completion of the accreditation process. However, should the SDP not want to make use of the LGSETA's LMS, it will have to demonstrate the ability for learner information and quality assurance evidence to be uploaded from their own system into the LGSETA's MIS at the accreditation site visit. If not successful, the SDP would have to make use of the LGSETA's LMS.</p>
Appeal	Is a process whereby a dissatisfied individual or organisation refers a matter to a person or higher authority for a decision review.
Auditing	The formal process of validating compliance of providers policies, systems and processes and administrative record keeping in support of quality provision, assessment and moderation.
De-accreditation	The suspension of certification rights, and eventual removal of accreditation, usually for a period of time, of a person, a body or institution in response to the findings of a quality audit against provision and the requirements of the ETQA.
Skills development provider	A body which delivers learning programmes which culminates in specified NQF standards or qualifications and manages the assessment thereof.

## 2. Document Control

### 2.1 Amendment History

Version	Date	Remarks	Name
1.0	08/10/2019	Approved by board seating on the 08/10/2019	Ms Pumla Mkele

### 2.2 Authorisation

This document has been seen and accepted by:

Name	Designation
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Khulekani Mkhize	Chief Operations Officer (COO)

### 2.3 Document Distribution List

Name	Designation
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Nonhle Mashinini	Executive Manager: Strategy and Planning
Denzil Sawman	Head: Internal Audit and Risk
	All Departmental and Provincial Managers

### **3. Purpose**

This policy outlines the accreditation of Skills Development Providers (SDPs) who wish to offer qualifications and/or unit standards that are registered on the National Qualification Framework (NQF).

Accreditation of Skills Development Providers is an integral and critical component of the LGSETA's quality assurance system with regards to the provision of learning and internal assessments that prepares learners for Final Integrated Summative Assessment (FISA).

Qualifications or unit standards comprise three components: knowledge/theory, practical skills and work experience. Each qualification or unit standard has an associated occupational curriculum, downloadable from the LGSETA and SAQA websites, to guide implementation.

Only Skills Development Providers accredited by the LGSETA are authorised to deliver qualifications and unit standards registered on the NQF.

### **4. Legislative and Regulatory Framework**

This policy is informed by the following legislative documents and policies:

- 4.1 National Qualifications Framework Act, 67 of 2008 (NQF);
- 4.2 Skills Development Act, 97 of 1998) (SDA);
- 4.3 Section 29(3) of the Constitution of the Republic of South Africa, Act 108 of 1996;
- 4.4 LGSETA quality standards for qualifications and unit standards registered on the NQF.
- 4.5 South African Qualification Authority Act (58 of 1995) as repealed;
- 4.6 Education and Training Quality Assurance Bodies Regulations No. R1127 of 1998.

### **5. Scope and Application**

- 5.1 This policy applies to legal entities that seek accreditation or SDPs already accredited as SDPs to offer qualifications and/or unit standards registered on the NQF;
- 5.2 This policy outlines the criteria and guidelines for the accreditation of SDPs;
- 5.3 Once an SDP has been accredited by the LGSETA, that accreditation status is not transferrable to another SDP or site;
- 5.4 An accredited SDP may not offer qualifications or unit standards for which it is accredited outside the borders of South Africa, unless there is a recognised agreement between the relevant authorities of the two countries.



## **6. Responsibilities of Accredited Skills Development Providers**

An accredited SDP must, in respect of the qualification and/or unit standard for which it is accredited:

- 6.1 Ensure that quality learner support materials aligned to the LGSETA approved registered qualifications are available;
- 6.2 Provide and deliver occupational learning as specified in the relevant registered qualifications irrespective of the mode of delivery;
- 6.3 Have access to competent and sufficient human resources, financial and physical resources to provide learning and internal assessments relevant to the registered qualifications;
- 6.4 Enroll learners for registered qualifications and unit standards in a format prescribed by the LGSETA;
- 6.5 Record learner data on the LMS and upload relevant quality assurance evidence in the format requested by the LGSETA;
- 6.6 Conduct relevant internal assessments per module as specified in the relevant registered qualification of which the summative assessment must be recorded in the manner prescribed by the LGSETA and QCTO in order for the SDP to be issued with the Statement of Results in line with LGSETA certification policy. Internally moderate at least 25% of the final internal assessments conducted;
- 6.7 Assist and ensure that enrolled learners meet the entry requirements of the qualification, and record all formal results per module, in order for the learner to gain admission to the Final Integrated Summative Assessment in accordance with LGSETA requirements, as per the Assessment Policy;
- 6.8 Report on learner enrolments and performance in the form and manner required by the LGSETA and SAQA;
- 6.9 Adhere to all quality assurance requirements including monitoring and evaluation activities as prescribed by the LGSETA;
- 6.10 Manage learner information and performance records in the format as prescribed by LGSETA and SAQA;
- 6.11 Renew accreditation with the LGSETA in accordance with LGSETA and QCTO requirements;

- 6.12 Ensure that the workplace experience requirement as per qualification (based on the competencies of the workplace component in the curriculum) and is evaluated on completion of the simulated or real workplace experience and recorded on the LMS; and
- 6.13 Ensure that learners are exposed to some form of workplace simulated or real experience and collaborate with workplaces (learner placement).

## **7. Responsibilities of the LGSETA**

- 7.1 The LGSETA will evaluate and verify the information on the SDP's application for accreditation;
- 7.2 The LGSETA will make a decision as to whether or not to accredit the SDP.
- 7.3 The turnaround time to consider the accreditation application of the SDPs will be an average of 90 working days after receiving the application for qualifications (excluding the fees process);
- 7.4 The LGSETA will place on its website criteria and guidelines for accreditation of SDPs;
- 7.5 The LGSETA will maintain and make available on its website a database of accredited SDPs;
- 7.6 If accreditation is withdrawn, the LGSETA will inform the SDP. The details of the de-accredited SDP will not be removed but will be reflected as a de-accredited SDP on the LGSETA database;
- 7.7 The LGSETA must ensure that SDPs have access to the LMS, or a successful alternative Learning Management System (LMS) that complies with LGSETA requirements.

## **8. Accreditation Requirements for Skills Development Providers**

The LGSETA will accredit an entity or institution as an SDP for a specific qualification or unit standard provided the following requirements are complied with. The Application Form and process outlined on the LGSETA's website must be followed when applying for application. During Phase 1 the LGSETA will conduct a desktop evaluation based on the application form and institutional data and submitted. The institutional data will be stored safely in LGSETA archives.

Phase 1 desktop evaluation

8.1 Institutional compliance criteria:

- 8.1.1 Be a juristic person registered or established in terms of South African law;
- 8.1.2 Have a valid tax clearance certificate issued by the South African Revenue Service, if applicable;
- 8.1.3 Prove financial sustainability to offer training services;
- 8.1.4 Have sufficient human resources to perform the functions of an SDP;
- 8.1.5 Have relevant policies such as learner support policy, assessment policy and health and safety policy as stipulated in the application form and portfolio of evidence checklist.
- 8.1.6 Demonstrate that it has administrative resources for managing learner information.

Phase 2 verification visit

8.2 Programme delivery readiness criteria:

- 8.2.1 Provide evidence of suitably qualified personnel to facilitate learning and formative assessments as specified in the curriculum;
- 8.2.2 Be in possession of or have access to the required physical resources required as reflected in the registered qualification or unit standard as to where training/facilitation will take place;
- 8.2.3 Provide evidence of learning material, internal assessment guidelines; as well as internal moderation guidelines for the delivery of knowledge and practical components for the qualification or unit standard applied for;
- 8.2.4 Have a learner placement strategy in relation to the programme/s of the qualification or unit standard applied for;
- 8.2.5 Provide evidence of compliance with relevant standards for occupational health and safety for the qualification or unit standard applied for as applicable; and
- 8.2.6 Provide evidence of systems to manage learning and track learner performance.

**9. Misrepresentation of Information**

SDPs have a responsibility to provide accurate information to the LGSETA and the general public Information such as correct accreditation details, offering qualifications the SDP is accredited for. Any misrepresentation will be regarded as a very serious non-compliance and will lead to the following:

- 9.1 De-accreditation of the SDP;
- 9.2 Suspension of accreditation for a certain period; and /or
- 9.3 Be reported to the Minister of Higher Education and Training.

## **10. Duration of Accreditation**

Accreditation of the SDP, as an institution, is valid:

- 10.1 For as long as the SDP complies with the quality standards of the LGSETA; the registration period of the qualification and adheres to the accreditation criteria, subject to successful annual self-assessments and LGSETA monitoring; or until the SDP is de-accredited in terms of Section 12 of this policy;
- 10.2 In cases where a LGSETA accredited SDP has not enrolled and exited learners on an qualification for a period of three years, the SDP will be de- accredited and be removed from the LGSETA list of accredited SDPs.

## **11. Change of Scope for Accreditation**

- 11.1 Extension and amendment of scope of accreditation;
- 11.2 The scope of accreditation entails the increase or decrease in the number of qualifications or unit standards accredited for. Change of address is deemed an important amendment, and an accreditation application in this regard must be made to the LGSETA prior to the change of address taking effect;
- 11.3 The LGSETA may award an extension of scope to a SDP if the institutional compliance requirements as stipulated under 8.1 are met, and the SDP also meets the programme delivery readiness requirements of accreditation for the qualification or unit standard applied for as stipulated under 8.2. The LGSETA may amend the scope of accreditation awarded to the SDP based on the monitoring visits to the SDP that prove failure to comply or a request from the SDP to remove qualifications or unit standards from its scope of accreditation;
- 11.4 In all cases of a change of scope of an SDP, the SDP must inform the LGSETA thereof;
- 11.5 The LGSETA will extend the scope of accreditation of an SDP to a maximum of six qualifications including unit standards. During this period the SDP must prove its dedication to skills development by enrolling and exiting learners at relevant intervals.

## 12. Withdrawal of Accreditation of Skills Development Providers

- 12.1 Accreditation of an SDP may be withdrawn by the LGSETA based on monitoring visits reports where the SDP was found to be noncompliant to the LGSETA policy requirements or any misconduct which provides reasonable grounds for such withdrawal;
- 12.2 The LGSETA may on reasonable grounds, de-accredit a SDP for all qualifications and /or unit standards the SDP is accredited for. Reasonable grounds may include, but are not limited to:
  - 12.2.1 Failure to comply with specified accreditation criteria and policy requirements;
  - 12.2.2 Inability of the SDP to perform its functions adequately;
  - 12.2.3 Failure to conduct training over the stipulated period without reasonable grounds to do that;
  - 12.2.4 When the SETA has reason to believe that fraud or impropriety has been committed by the SDP;
  - 12.2.5 Failure or refusal to comply with the LGSETA reporting requirements including but not limited to:
    - 12.2.5.1 Inaccurate statements of results;
    - 12.2.5.2 Poor record keeping;
    - 12.2.5.3 Poor internal moderation; and
    - 12.2.5.4 Poor throughput rate or learner achievements
- 12.3 Where the SETA is in possession of sufficient evidence that the SDP has been involved in fraudulent and corrupt activities;
- 12.4 Where the SETA, finds through a structured process of investigation, that the SDP failed to fulfil the accreditation requirements through substandard, fraudulent and corrupt activities;
- 12.5 Where the SETA after conducting quality audit of SDP practices, have documented evidence of such substandard, fraudulent, and /or corrupt activities;
- 12.6 Where the SDP refuses or fails to comply with LGSETA policies and procedures;
- 12.7 Where the ETQA has imposed reasonable and definite period of suspension within which remedial action must be taken by the SDP;
- 12.8 Where the SDP has been provided with a period of remediation to correct the substandard practice, and has failed to do so satisfactorily;

- 12.9 If the SDP fails to renew its accreditation well before it expires, the SDP will be declared unaccredited and will stop operating on the expiry date showing on the accreditation letter/certificate. The SDP will have to re-lodge the accreditation request in a normal way done by any applicant applying for accreditation.

### **13. Handling Disputes and Appeals**

- 13.1 In the event of a dispute arising between the LGSETA and the SDP, all parties must endeavour to negotiate in good faith with a view to settling the dispute amicably;
- 13.2 The aggrieved SDP must notify the LGSETA in writing within seven (7) working days of an accreditation decision dispute. The aggrieved should forward the letter to the CEO of the LGSETA;
- 13.3 If the negotiations fail, the dispute must be referred to the LGSETA Appeals Committee for resolution.

### **14. Monitoring of SDP Performance**

- 14.1 The LGSETA will monitor SDPs for compliance and performance in terms of this policy and may conduct site visits at any time within a five-year cycle;
- 14.2 Conduct an audit of an SDP's performance in a five-year cycle or when the public raised concerns about the provider; and
- 14.3 A collaboration of monitoring SDPs with other SETAs as quality partners will continue until the process of transitioning quality assurance from them to LGSETA is completed.

### **15. Appeal Against De-Accreditation**

- 15.1 The SDP may lodge an appeal against the de-accreditation recommendation to the LGSETA CEO;
- 15.2 If the de-accreditation is appealed, the LGSETA will convene an Appeals Committee to consider any representations received, and will notify the SDP of its appeal decision in writing.

### **16. Re-Accreditation of SDPs**

- 16.1. At the beginning of the final year of accreditation an SDP must apply for re-accreditation if so required. Failure to renew accreditation will result in the accreditation lapsing and the SDP will be de-accredited.

