

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, Gardenview, 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, Gardenview, 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:

Raasetja Mokhopa

Tel: (015) 295 4302

Fax: 086 239 9632

Email: raasetjam@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: nazleyp@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	Turnarond 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