

## <u>Process Flow – Verification and ETQA Approval of Learner Achievements</u>

1. Provincial official conducts Verification visit. The Verification Report is completed for submission.

2. The Verification Report is submitted to Provincial Manager for approval. Manager quality controls and signs the Report before couriering /e-mailing it to the Learner Achievement Manager at the head office. Endorsement forms are couriered to the head office.

**3b.**Couriered endorsement forms are received by head office. ETQA approval of learner achievements begins.

**4a.**The Learner Achievement administrator verifies the learner details as per received ID copies and ETQA-approves the learner achievements captured on the SMS. Certificates are created and printed for full qualifications. The Statement of Results (SORs) are created on the SMS for Skills programmes.

7. The certificates & Endorsement forms are couriered back to Training provider/provincial office

NB: Before any verification visit can be conducted, ensure that the following requirements have been met:

- The training provider (TP) has applied for verification and assessments and moderation have been done.
- The TP has submitted the pre-verification report, learner matrix and the assessor and moderator reports.
- Learners are uploaded and linked CORRECTLY on the SMS
- The TP has confirmed the visit in writing.

**3a.** Learner Achievement Manager acknowledges receipt of verification report (including Narrative Report, Pre-verification Report, Learner Matrix, attendance register, Code of conduct), quality checks and approves the report before submitting it to the ETQA Executive Manager for final approval.

**4b.** The printed learner certificates are quality checked by the LA manager. Certificates are then submitted to Executive manager and CEO for signatures.

**5.** LA Administrator makes copies of certificates and captures the certificate numbers on a spreadsheet. Copies of certificates are filed.

**6.** Head office administrator prepares e-mails and posts the endorsement letter to the training provider (for both the qualifications and unit standards/Skills programmes).