



Health and Welfare Sector
Education and Training Authority
HWSETA

VERIFICATION REPORT

PROVIDER NAME:
PROVINCE:
DATE OF VISIT:

Please note:

- The accreditation number needs to be utilised for certifying learners on qualification(s)/ skills programme(s)/ unit standard(s) for which programme approval has been awarded.
- The facilitator must be a registered assessor and/ or moderator.
- Assessor and Moderators awaiting registration cannot conduct assessments and moderation.
- Learner PoEs to be kept for a minimum of 5 years.

Document Name: Verification Report		Division: ETQA
Date Approved: 29 July 2014	Recommended By: ETQA Executive Manager	
Date Revised:	Version: No 1.0	Approved By: CEO
Period of Validity: 1 Year	Policy: ETQ-MGL-001	Location : ETQA
Custodian of Policy: Executive Manager : ETQA		

SECTION 1: Contact details

Name of Training Provider					
Registered Company Name					
Trading as					
Accreditation status	Date of accreditation		Date of expiry		
Scope of delivery	Primary Focus		Secondary Focus		
Accreditation number					
Physical Address					
Geographic Positioning Systems (GPS) Coordinates					
Site: Head Office or Satellite Office?	Head office		Satellite office		
Postal Address					
Geographic distribution of business, branches, training sites	Province				
	Eastern Cape		Kwazulu-Natal		North West
	Free State		Limpopo		Northern Cape
	Gauteng		Mpumalanga		Western Cape
Contact person(s) Name(s)					
Training Provider Representative (if different from above)					
Telephone No.	Code				
Facsimile No.	Code				
Cellular No.					
E-mail address					
Website address					
Name of the HWSETA Representative(s)					
E-mail address					
Date of visit					

SECTION 2: Areas for remediation addressed by the provider from the previous verification visit

Date of Previous Verification Visit			
Name/s of the previous representative/s			
Learner Achievement Endorsed	YES	NO	Comments

No:	Items of the Previous Developmental Plan	Addressed (Yes/No)	Recommendation/ Comments

SECTION 3: HWSETA Scope of Delivery

No:	List the Qualification(s) / Learning Programme(s) /Skills Programme(s) TO BE VERIFIED for which the Provider has programme approval from the HWSETA ETQA					
	Qualification ID/ Unit Standard ID	Elective(s)	Expired	Current	Level	Credits
1.						
2.						
3.						
Is the Learning Programme Approval letter available? If yes, a copy of each to be supplied.					Yes	No
Is the Learning Programme Approval report available? If yes, a copy of each to be supplied.					Yes	No
Is the Accreditation letter available? If yes, a copy of each to be supplied.					Yes	No
Comment						

SECTION 4: Current Nature of Learnership/Skills Programme Funding of verified learners

Details	No. of Learners	Province	Employers which all the learners are linked to
Number of Learners on a Learnership funded by HWSETA			
Number of Learners on a Learnership funded by Employers			
Number of Learners who are self funded			

Please note:

The learner matrix must highlight the above that indicate the category the learner falls within.

SECTION 5: Learner Details/ Assessor Details/ Moderator Details

5.1 Learner Details

Qualification(s) and/or Unit Standard(s) Details			
Total Registered		Number of "Drop outs"	
Total Assessed		Number of "Re-Assessed"	
"Competent" Learners"		"Not Yet Competent" Learners	
Start Date:		End Date:	
Assessment Date:		<i>NB. The HWSETA official should verify that the assessment date captured in the verification report is the same as the assessment date</i>	

5.2 Assessor Details linked to the Verified learners

(Only the details of the ETD practitioners involved in the learner achievements being verified should be captured)

Assessor Name		ID Number	Qualification / Unit Standard	Registration No (HWSETA)
1				
2				
3				
Does the Provider have the following documents available and in place?		Yes	No	Recommendation/ Comments
Signed Contract with the registered assessor(s)				
Code of conduct for assessor(s), signed by both Provider and assessor(s)				

5.3 Moderator Details linked to verified learners

(Only the details of the ETD practitioners involved in the learner achievements being verified should be captured)

Moderator Name		ID Number	Qualification / Unit Standard	Registration No (HWSETA)
1				
2				
3				
Does the Provider have the following available and in		Yes	No	Recommendation/ Comments
Signed Contract with the registered moderator(s)				
Code of conduct for moderator(s), signed by both Provider and moderator(s)				

SECTION 6: Training and Administrative Documentation

Administration File	Yes	No	Comments
1. Copy of relevant learning programme's Qualification(s) and /or Unit Standard(s)			
2. Learning programme schedule			
3. Start and end date of training correlates with the Qualification and /or Unit Standard/s			
4. Class attendance registers			
5. Workplace attendance registers			
6. Evidence Matrix indicating where and how Specific Outcomes, Assessment Criteria, Critical Cross-Field Outcomes are addressed			
7. Matrix showing learner achievement against each US (HWSETA template)			
8. Assessor's and moderator's proof of registration with HWSETA on the learning programme being verified including latest comprehensive Curriculum Vitae			
9. Learner Endorsement Forms			
10. Evidence of security filing system			

SECTION 7: Training and Delivery Policies

The Officer must verify that all policies below are available and have been implemented practically during the deliverance of the learning programme. Where amendments have been made to a particular policy, evidence must be provided indicating the amendment and implementation.

Does the Provider have the following available and in place?	Evidence required	Yes	No	Recommendation/ Comments
Learning Programme design, development, delivery and evaluation Policy and Procedures <ul style="list-style-type: none"> - Learner guides - Workbooks - Facilitators Guides - Assessor guides - Moderator guides 	Policy and procedure in place to provide guidance regarding the developing and designing of outcomes-based learning material in accordance with SAQA and ETQA Policy and			

<ul style="list-style-type: none"> - Assessment Instruments & Tools that clearly indicate SOs, ACs & CCFOs covered 	<p>guidelines.</p>			
<p>Assessment Policy & Procedures including:</p> <ul style="list-style-type: none"> - Assessment process - Pre-Assessment - Special Needs Learners 	<p>Policy and Procedure in place that ensure Principles of Assessment are adhered to ensure credibility and authenticity of assessments. Should include an Appeals procedure which outlines grounds for appealing against assessment or moderation outcome.</p>			
<p>Moderation Policy & Procedures including:</p> <ul style="list-style-type: none"> - Moderation process - Minimum of 10% sample is encouraged 	<p>Policy and Procedure in place that ensure Principles of Assessment are adhered to ensure credibility and authenticity of assessments. Should include an Appeals procedure which outlines or moderation outcome.</p>			

<p>Appeals Policy and Procedures including:</p> <ul style="list-style-type: none"> - Process to be followed 	<p>Policy and Procedure in place that ensure Principles of Assessment are adhered to ensure credibility and authenticity of assessments. Should include an Appeals procedure which outlines grounds for appealing against assessment</p>			
<p>Learner Entry, Guidance and Support Policy and Procedures</p>	<p>Policy and procedure in place to provide clear guidelines for learner entry, guidance and support and to include learners with disability and special learning needs.</p>			
<p>RPL Policy & Procedures</p> <ul style="list-style-type: none"> - Including process flows 	<p>RPL Policy and procedures to ensure that learners experiential learning enables them to access learning and / are awarded credits for their demonstrated prior learning.</p>			
<p>Certification Policy & Procedures (policy should articulate the role of the provider and HWSETA, stipulate the learner upload)</p>	<p>Policy and Procedure in place that ensure Process of printing and outlines or security measures.</p>			
<p>Re-assessment Policy & Procedures</p>	<p>Policy and Procedure in place that ensure re assessment is conducted</p>			

Irregularity Policy & Procedures	Policy and Procedure in place that ensure all irregularities are handled and learners know about those			
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SECTION 8: Learning Programme Design, Development, Delivery and Evaluation
(NB. Focus should only be on the programme being verified)

Does the Provider have the following available and in place?	Yes	No	Recommendation/ Comments
Evaluation: Learning material - Learning programme ID and description			
- Learner Orientation guide			
- Facilitator's guide			
- Learner's guide			
- Assessor's guide			
- Moderator's guide			
- Assessment Instruments & Tools			
- Learner workbook			
- Learner's PoE			

Notes: The officers must ensure that the guides have addressed the following aspects:

a. Assessor guide

- *Clear instructions to the assessor and learner*
- *Valid and appropriate assessment methods, assessment criteria and tools with detailed scoring criteria & record sheets*
- *Assessment plan prepared along with the HWSETA quality guidelines*
- *Time frames and location of assessment*
- *Coverage of unit standards, skills programme and/ or qualifications on which the LP is based.*
- *Pre-assessment meeting*
- *How practical, foundational and reflective competences will be assessed?*
- *How applied competence will be assessed in an integrated assessment*
- *How Critical Cross Field Outcomes will be assessed?*
- *Learner feedback to the assessor*

b. Moderation Guide

- *Pre-moderation meetings*
- *Clear instructions to the moderator and assessor*
- *Valid and appropriate moderation tool*
- *Valid and acceptable sampling of assessment criterion (e.g. 10 % of 50 learners)*
- *Moderation plan prepared along with the HWSETA quality guideline and is based on the assessment plan for the learning programme being moderated*
- *Covers all moderation cycles (Pre-, during & post assessment phases).*

SECTION 9: Reporting of Learner Achievements, Certification and Usage of HWSETA Logo

Reporting of Learner Achievements, Certification and Usage of HWSETA Logo	Yes	No	Recommendation/ Comments
- Does the provider have access to the SMS? If yes, details (Name & ID number) of the relevant person(s) to be provided.			
- Are learners uploaded and the learner achievements linked on the SMS?			
- Unit standard(s)/Skills programme based training – Has provider downloaded the Statement of Results (SOR) from the SMS?			

- Is the endorsement letter(s) received from HWSETA available?			
- Full qualification(s) based training – Are certificates issued to learners? If yes, the following must be available: copies of Certificates and certification register.			

SECTION 10: Assessment and Moderation

a. Assessment Plan

Assessment Plan Criteria	Yes	No
<i>Assessment plan prepared along with the Principles of assessment</i>		
<i>Pre-assessment meeting</i>		
<i>The assessment plan reflects time frames and location of assessment</i>		
<i>How practical, foundational and reflective competences will be assessed?</i>		
<i>How applied competence will be assessed in an integrated assessment?</i>		
<i>Is RPL purpose, process and practice clearly articulated?</i>		
<i>How Critical Cross Field Outcomes will be assessed?</i>		

b. Assessment Implementation

Assessment Implementation Criteria	Yes	No
<i>Are assessments conducted along the assessment principles?</i>		
<i>Are assessments conducted as per the training provider's Assessment Plan and Guide?</i>		
<i>Were the candidates adequately prepared for the assessment?</i>		
<i>Were the candidates informed of their right to appeal & the procedure to follow?</i>		
<i>Does the trainer/provider have support mechanisms for special needs e.g. language barriers?</i>		
<i>Are all formative and summative assessments assessed?</i>		
<i>Are the Qualification rules of combination applied correctly? (full qualification only)</i>		
<i>Is there an assessor report per candidate?</i>		
<i>Is there an overall assessment report?</i>		
<i>Is feedback given to learners?</i>		
<i>Is feedback signed by learners?</i>		

c. Moderation Plan

Moderation Plan Criteria	Yes	No
<i>Is the moderation plan prepared along with the moderation principles?</i>		
<i>Are pre-moderation meetings held?</i>		
<i>Does the moderation plan reflect the time and location of the moderation?</i>		
<i>Does the plan cover the entire moderation cycle? (Pre-, during & post assessment phase).</i>		
<i>Does the plan cover what is to be moderated?</i>		

d. Moderation Implementation

Moderation Implementation Criteria	Yes	No
<i>Is moderation conducted as per the training provider's Moderation Plan and Guide?</i>		
<i>Is evidence of meetings and communication between assessor and moderator available?</i>		
<i>Is there evidence that the policies, guides (learner, facilitator, assessment & moderation), formative assessment, summative assessment and plans have been moderated?</i>		
<i>Is there evidence that the Moderator has compared his/her judgement with that of the assessor?</i>		
<i>Is there a moderation report per candidate?</i>		
<i>Is there a comprehensive moderation report outlining the strengths and weaknesses of the assessor?</i>		
<i>Did the moderator make recommendations on how to improve the assessment and moderation process as well as the Quality Management System, Guides, Assessment Instruments & Tools and Learning Programme?</i>		
<i>Is feedback given to and signed by the assessor</i>		
<i>Is feedback given to and signed by the moderator</i>		
<i>Is there a feedback report on the NQF?</i>		

e. Verified Samples include:

- Competent,
- Not Yet Competent,
- Re-assessed,
- RPLed and
- Unmoderated PoEs

No	Qualification, Skills programmes and/or Unit Standard	Learner Name	Assessment		Moderation		Verification	
			C	NYC	C	NYC	C	NYC
1								
2								
3								
4								
5								






SECTION 11: Portfolio of Evidence (PoE)

Contents of Portfolio of Evidence	Yes	No
<i>Is the PoE organised logically according to the Table of Content?</i>		
<i>Is there a completed HWSETA Learner Information form in the PoE?</i>		
<i>CV and certified copies of qualification/ Certificate</i>		
<i>Originally certified copy of the learner ID</i>		
<i>Is there a signed Learner Declaration of Authenticity form?</i>		
<i>Is there evidence of Formative Assessments in the PoE?</i>		
<i>Is there an acknowledgement checklist signed by the learner in the PoE?¹</i>		

SECTION 12: Evidence of Workplace Experience

Workplace Evidence	Yes	No
<i>Workplace agreement signed by both the provider and employer</i> <i>Comment:</i>		
<i>Is there a designated mentor assigned to the learner?</i>		
<i>Are there workplace attendance registers?</i>		
<i>Are learners provided with Assessment Instruments/ Logbook/ Workbook to be completed at the Workplace?</i>		
<i>Learner Workbook signed by mentor and learner</i>		

¹ The checklist

-  A copy of assessment plan was given and discussed with the learner
-  The learner was informed about the re-assessment opportunities & related costs
-  The learner negotiated & agreed with the assessor on the time-frames for the submission of evidence
-  Candidate received information on her/his right to appeal & the procedure to follow.
-  A mechanism is in place to demonstrate that the evidence is authentic and was produced by the candidate

<i>Does the mentor provide the facilitator with feedback reports?</i>		
<i>Are learners providing feedback to mentors on their workplace experience?</i>		

SECTION 13: Overall Provider Development Plan

Description	Outstanding Issues		Recommendation/ Comments	Person responsible	Date by which the activity will be done
	Yes	No			
SECTION 1: Areas for remediation addressed by the provider from the previous visit					
SECTION 2: HWSETA scope of Delivery					
SECTION 4 : Extension of Scope to Other ETQAs					
SECTION 3: Nature of Programme funding					
SECTION 4: Learner Details/ Assessor Details/ Moderator					
SECTION 5: Training and Administrative Documentation					
SECTION 6: Training and Delivery Policies <ul style="list-style-type: none"> • Learning Programme design, development, delivery and evaluation Policy and Procedures • Assessment Policy & • Moderation Policy & Procedures • Appeals Policy and Procedures 					

<ul style="list-style-type: none"> • Learner Entry, Guidance and Support Policy and Procedures • RPL Policy & Procedures • Certification Policy & Procedures • Re-assessment Policy & Procedures • Irregularity Policy & Procedures 					
SECTION 7: Learning Programme Design, Development, Delivery and Evaluation <ul style="list-style-type: none"> • Learner Guide • Facilitator's Guide • Assessment Guide including Assessment Instruments & Tools • Moderation Guide including Tools 					
SECTION 8: Assessment & Moderation <ul style="list-style-type: none"> • Pre-assessment Checklist • Assessment Plan • Moderation Plan 					
SECTION 9: Portfolio of Evidence (PoE)					
SECTION 10: Evidence of Workplace Experience					
ADDITIONAL SECTION: Learner Interviews					

Due date for submission of required/ outstanding documents:

NB: failure to submit all the outstanding documents and the minimum requirements are not met to **No Status** will be awarded/ **No Learner Certificates** will be printed (Provider/ HWSETA).

HWSETA Representative:		Signature:	
HWSETA Representative:		Signature:	
Provider Representative Name:		Provider Signature:	
Date:		Date	

SECTION 14: Recommendation of Learner Achievements

a. Verification Outcome/Judgment

Endorsement Recommended	Yes		No		
Comments					

b. Recommendations

Non Negotiable matters constitute no endorsements until such time all matters are completed by the agreed deadline and is referred to as the conditions for endorsement.

Description	Yes	No	Recommendation/ Comments <i>(List the Non negotiable matters)</i>
Non Negotiable Matters			
Negotiable Matters			

c. Non Negotiable Deadline *(if applicable)*

Agreed Deadline	
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d. Signatures

HWSETA Representative Name			
Signature		Date	
HWSETA Representative Name			
Signature		Date	

Provide Representative Name			
Signature		Date	

SECTION 15: Endorsement of Learner Achievements – Management approval

HWSETA Representative Name						
Outstanding documentation	Yes		N		N/	
Endorsement Recommended	Yes		N			
Comments						
Signature					Date	
Provincial Manager's Name						
Controlled and checked by the provincial Manager	Yes		No			
Comments						
Signature					Date	
Learner Achievement Manager's						
Recommendation Endorsed	Yes		No			
Comments						
Signature					Date	
ETQA Executive Manager's Name						
Recommendation Endorsed	Yes		No			
Comments						
Signature					Date	

SECTION 16: Acceptance of Report

Please complete the table below to authenticate the aforementioned information in relation to the findings of the visit. Please take note that the information that you will provide below will serve as the agreement between the HWSETA Representative(s) and the Training Provider Representative(s) on the contents of this “Report”.

No.	HWSETA Representative(s)	Designation	Signature	Date of Visit
1.				
2.				
3.				
Name Of The Training Provider:				
	Training Provider Representative(s)	Designation	Signature	Date of Visit
1.				
2.				
3.				

<u>Overall Recommendation</u>				Comments
Endorsement of results	Yes		No	