



**HEALTH AND WELFARE SECTOR EDUCATION AND TRAINING AUTHORITY  
ACCREDITATION POLICY**

**VERSION 2.0  
OF  
2014**

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## TABLE OF CONTENTS

1.	Abbreviations .....	3
2.	Description of terms.....	3
3.	Policy statement.....	6
4.	Regulatory framework.....	7
5.	Purpose.....	7
6.	Scope and responsibilities .....	7
7.	Principles .....	8
8.	Accreditation criteria for primary SDPs .....	8
9.	Accreditation criteria for secondary accredited SDPs (Programme approvals).....	10
10.	Duration of accreditation or programme approval.....	11
11.	Accreditation requirements .....	11
12.	Non conformance with policy provision .....	15
13.	Usage of HWSETA name and logo.....	15
14.	Extension of scope for HWSETA accredited providers .....	16
15.	Extension of scope for secondary SDPs .....	16
16.	Sub-contracting.....	16
17.	Monitoring and auditing of accredited SDPs.....	17
18.	Expiry, re-accreditation and de-accreditation .....	17
19.	Certification .....	18
20.	Security features on certificates .....	18
21.	Appeals .....	19
22.	Conditions for appeals.....	19
23.	Relationship to other HWSETA policies .....	20
24.	Policy review.....	20

## 1. ABBREVIATIONS

<b>AQP</b>	Assessment Quality Partner
<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>NGO</b>	Non-Governmental Organisation
<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>SETA</b>	Sector Education and Training Authority
<b>SDP</b>	Skills Development Provider

## 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.
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 by 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 organisation/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.
Fraud	Means a deliberate criminal deception, trickery or cheating intended to gain an advantage.
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 processes

	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 purposes.
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 organisation	Means an organisation 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.
Organisations	Means legally established entities in line with CIPC requirements and in good standing (which may include but not be 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 procedure or protocol.
Programme approval	Means a secondary accreditation of an SDP through 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 organisation that is accredited or approved to deliver learning programmes.
Statutory body	Means a company or organisation created by law, or statute, in order to regulate or carry out a public function.
Training site	Means a venue specifically designed and equipped for theoretical and practical learning delivery.

### **3. POLICY STATEMENT**

- 3.1. The HWSETA, as one of the ETQAs delegated to carry out the quality assurance function of promoting quality learning in the Health and Social Development Sector, shall take into consideration the provisions of the NQF Act No. 67 of 2008 and related legislation promulgated for this mandate.
- 3.2. The HWSETA shall accredit and approve SDPs in line with this policy. Accreditation processes and tools shall be adhered to in order to ensure uniformity in implementing this policy. A developmental approach shall be adopted when gaps are identified and much needed support shall be provided to SDPs.

#### **4. REGULATORY FRAMEWORK**

- 4.1. NQF Act 67 of 2008;
- 4.2. 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
- 4.3. Sub-regulation 9(1) (a) of the Education and Training Assurance bodies regulation, 1998 (No.R1127 of 1998).

#### **5. PURPOSE**

The purpose of this policy is to:

- 5.1. Communicate clear accreditation guidelines to the stakeholders;
- 5.2. Ensure that applicant SDPs are accredited according to the prescribed framework;
- 5.3. Ensure that SDPs adhere to and comply with the prescribed framework;
- 5.4. Ensure standardisation and consistency by HWSETA regarding accreditation, learning programme approval, learning material approval, certification and appeals processes.

#### **6. SCOPE AND RESPONSIBILITIES**

- 6.1. The HWSETA shall ensure that this policy is implemented by SDPs;
- 6.2. Accredited SDPs shall comply with the requirements of this policy;
- 6.3. ETQA Standing Committee shall advise and ensure that the policy is aligned to applicable legislation;
- 6.4. Executive Committee shall monitor the implementation of the policy; and
- 6.5. HWSETA Board shall approve this policy and subsequent reviewed versions thereof.

## **7. PRINCIPLES**

The following principles shall guide the implementation of this policy:

- 7.1. Consultation;
- 7.2. Setting service standards;
- 7.3. Increasing access;
- 7.4. Ensuring courtesy;
- 7.5. Providing information;
- 7.6. Ensuring openness and transparency;
- 7.7. Ensuring availability of redress; and
- 7.8. Ensuring value for money

## **8. ACCREDITATION CRITERIA FOR PRIMARY SDPs**

- 8.1. SDPs whose primary focus falls within the scope of the HWSETA and are not accredited by another ETQA shall apply for accreditation with the HWSETA;
- 8.2. SDPs seeking accreditation shall comply with the relevant council/professional body/statutory body/association requirements when applying for accreditation with the HWSETA;
- 8.3. One or more of the SDP directors appearing on the CIPC registration document and seeking accreditation with the HWSETA shall provide proof that they possess sector qualifications and a minimum of three (3) years' experience in the field;
- 8.4. SDPs shall demonstrate readiness for accreditation by presenting proof of having met the requirements to carry out the function of learning;
- 8.5. SDPs shall be required to comply with the Assessor/moderator-to-learner ratio of 1:30 (*Ref ETQ - PL-001:Assessment, Moderation and Verification Policy*);
- 8.6. To allow for future progressions and completion of a full qualification, the HWSETA shall only accredit and approve applications for full qualifications and registered skills programmes comprising of a minimum of two unit standards;
- 8.7. Implementation of training shall be aligned to Clause 8.6;



- 8.8. Under no circumstances shall any SDP be allowed to offer HWSETA qualifications and or skills programmes without being accredited by the HWSETA;
- 8.9. Non adherence to clause 8.8 shall lead to the SDPs being reported to the law enforcement agencies for prosecution;
- 8.10. Accredited SDPs who operate outside the parameters of this policy shall be de-accredited;
- 8.11. Accreditation applicant SDPs shall be granted accreditation approval when all the criteria have been met as per the contents of this policy;
- 8.12. Learning materials submitted for evaluation and approval shall be returned to applicants and electronic (scanned) version of the approved materials shall be kept by the HWSETA;
- 8.13. SDPs shall adhere to and abide by the signed code of conduct forming part of the accreditation application process;
- 8.14. No incomplete files shall be accepted/received;
- 8.15. Usage of the HWSETA learning materials shall be approved after signing the '*Condition for usage of HWSETA training materials*' form and complying with all relevant approval requirements;
- 8.16. SDPs shall be required to submit a letter of intent indicating readiness to commence with the accreditation process.
- 8.17. The accreditation letter shall be issued to successful applicants and signed by the Executive Manager ETQA;
- 8.18. The accreditation certificate shall be issued to successful applicants and shall be signed by the ETQA Executive Manager and the HWSETA CEO;
- 8.19. The HWSETA shall conduct random unannounced site visits to SDPs' training sites and/or offices to verify compliance (Policy ref: *ETPL70114: Monitoring Policy*).
- 8.20. SDPs intending to operate from more than one office shall be required to apply for the approval of the satellite offices from the HWSETA prior to conducting business in such offices;
- 8.21. A site visit shall be conducted at the satellite office to confirm compliance as per the accreditation requirements;
- 8.22. Satellite office/s shall be approved provided that the SDPs have proved that they have institutional capacity and financial viability to sustain these sites;

8.23. The Executive Manager shall approve compliant satellite campuses.

**9. ACCREDITATION CRITERIA FOR SECONDARY ACCREDITED SDPs  
(PROGRAMME APPROVALS)**

- 9.1. SDPs accredited by other ETQAs shall apply for programme approval with the HWSETA as per the signed MOU between the SETA ETQAs;
- 9.2. The submission of the referral letter to obtain programme approval with the HWSETA from the primary ETQA shall provide a basis to support the applicant;
- 9.3. SDPs seeking programme approval shall comply with the relevant council/professional body requirements when applying for accreditation with the HWSETA;
- 9.4. One or more of the SDP directors appearing on the CIPC registration document seeking programme approval with the HWSETA shall provide certified copies of sector qualifications and proof of a minimum of three (3) years' experience on application;
- 9.5. SDPs shall demonstrate readiness for programme approval by presenting proof of having met all requirements to carry out the function of training;
- 9.6. To allow for future progressions and completion of a full qualification, the HWSETA shall only approve applications for full qualifications and/or registered skills programmes with a minimum number of two unit standards.
- 9.7. Implementation of training shall be aligned to Clause 9.6;
- 9.8. Under no circumstances shall any SDP be allowed to offer the HWSETA qualifications and or skills programmes without being approved by the HWSETA;
- 9.9. Non adherence to clause 9.8. shall lead to SDPs being referred to the law enforcement agencies for prosecution;
- 9.10. Only SDPs approved by HWSETA shall be allowed to offer training on the HWSETA registered qualifications and/or skills programmes;
- 9.11. Approved SDPs who operate outside the parameters of this policy shall be de-accredited;
- 9.12. Applicant SDPs shall be granted approval when all the criteria have been met as per the contents of this policy;

- 9.13. SDPs shall sign and comply with the Code of Conduct;
- 9.14. Incomplete accreditation files shall not be accepted;
- 9.15. The programme approval letter shall be issued to successful applicants and shall be signed by the ETQA Executive Manager;
- 9.16. The programme approval certificate shall be issued for full qualification/s and shall be signed by the ETQA Executive Manager and HWSETA CEO;

## **10. DURATION OF ACCREDITATION OR PROGRAMME APPROVAL**

- 10.1. The HWSETA shall grant accreditation for a period of five (5) years or any period aligning to the qualification life span as per the QCTO directive;
- 10.2. Programme approval duration shall be aligned to the primary accrediting ETQA or as per the QCTO directive;
- 10.3. Renewal of programme approval shall be awarded on submission of the primary ETQA re-accreditation letter;
- 10.4. The HWSETA reserves the right to de-accredit or withdraw programme approval at any stage of the accreditation or approval period if there are irregularities and contraventions of the Code of Conduct (as per clauses 9.12 and 18.4).

## **11. ACCREDITATION REQUIREMENTS**

### **11.1 Company requirements**

The following documents shall be required when SDPs apply for accreditation with the HWSETA:

- 11.1.1. CIPC registration document: Proof that the entity is registered or established in terms of the South African law;
- 11.1.2. Company directors appearing on the CIPC document are required to possess recognized health or social development field qualifications and experience (as per clauses 8.3 and 9.4);
- 11.1.3. An original valid current tax clearance certificate issued by the South African Revenue Service;

- 11.1.4. Lease agreement or proof of property ownership (title deed), permission for usage or intention / undertaking to secure office space;
- 11.1.5. The physical resources that comply with the OHSE Act and the HWSETA prescribed requirements.

## **11.2 Quality Management System**

The following policies and procedure documents (QMS) shall be required for accreditation purposes in line with the accreditation self-evaluation tool:

- 11.2.1 Learner entry, guidance and support;
- 11.2.2 Management of off-site practical and work-site components;
- 11.2.3 Assessment and appeal;
- 11.2.4 Moderation;
- 11.2.5 RPL;
- 11.2.6 Physical resources and maintenance;
- 11.2.7 Learning programmes development, review;
- 11.2.8 Occupational health and safety;
- 11.2.9 Finance;
- 11.2.10 Administration;
- 11.2.11 Customer service;
- 11.2.12 Marketing;
- 11.2.13 Certification;
- 11.2.14 Human resources.

## **11.3 Assessor/s and Moderator/s**

- 11.3.1 SDPs wishing to obtain accreditation or programme approval with the HWSETA shall provide evidence of qualified and experienced Assessors and Moderators as per the Assessment, Moderation and Verification policy (*Ref: ETQ-PL-001*);
- 11.3.2 The registration scope of linked Assessor/s and Moderator/s shall be the same or exceed the accreditation scope of the SDP;
- 11.3.3 Assessor/s and Moderator/s shall be required to sign and comply with the Code of Conduct;

- 11.3.4 Assessors and Moderators shall be required to monitor the duration of registration and shall be required to apply for re-registration when the registration period has expired;
- 11.3.5 Assessors and Moderators shall not conduct assessments and moderations after the registration period has expired; and
- 11.3.6 The facilitator shall be registered as an Assessor with the HWSETA.

#### **11.4 Learning material evaluation criteria**

The evaluation criteria for learning materials developed by SDPs shall apply to:

- 11.4.1 SDPs applying for accreditation with the HWSETA;
- 11.4.2 Accredited SDPs extending their accreditation scope;
- 11.4.3 SDPs accredited by other ETQAs;
- 11.4.4 Accredited SDPs extending their accreditation scope;
- 11.4.5 The HWSETA shall provide learning materials for registered qualifications;
- 11.4.6. Application for the usage of the HWSETA learning materials shall be approved after signing the '*Condition for usage of HWSETA training materials*' form;
- 11.4.7 Approval for the usage of the HWSETA learning materials shall only be granted when all other Accreditation, programme approval and extension scope requirements have been met;
- 11.4.8 The SDPs shall attend compulsory information sessions on the use of the learning materials;
- 11.4.9. In the event that the HWSETA is unable to offer learning material to the sector, the following prescribed criteria shall apply:
  - 11.4.9.1 All learning materials shall be hand delivered, couriered or posted. No electronic or faxed learning materials shall be accepted;
  - 11.4.9.2 The HWSETA shall ensure that learning material submitted by applicants is safely stored;
  - 11.4.9.3 Under no circumstances shall sample learning material be submitted for evaluation and approval;

- 11.4.9.4 Learning materials submitted to the HWSETA for evaluation and approval shall be aligned to SAQA unit standards or QCTO components;
- 11.4.9.5 Learning material submitted to the HWSETA shall adhere to the education and registration requirements of the applicable statutory/professional body;
- 11.4.9.6 Learning material submitted for evaluation and approval shall cover all the specific outcomes and assessment criteria;
- 11.4.9.7 SDPs shall ensure that submitted learning material covers sufficient content and current challenges experienced in the sector;
- 11.4.9.8 Learning materials shall be evaluated by sector subject matter experts contracted to the HWSETA;
- 11.4.9.9 The evaluation of learning material shall be conducted in a progressive and developmental manner;
- 11.4.9.10 Evaluators shall not reproduce, use or make available any material submitted to them for evaluation by the HWSETA to any party either for profit-making or for favours;
- 11.4.9.11 The HWSETA reserves the right not to approve learning materials if the content is not adequate for learners to fully apply knowledge gained for assessments and application;
- 11.4.9.12 The expiry of Unit Standards and or qualifications will render the approved materials invalid and will necessitate realignment and resubmission for approval;
- 11.4.9.13 Changes in relevant legislation and new policy directives shall require that all submitted learning materials be aligned;
- 11.4.9.14 Learning materials submitted to the HWSETA for evaluation shall be returned to the SDPs after evaluation and approval;

11.4.9.15 In the event that SDPs secure the usage of approved learning material developed by other SDPs, the following prescribed criteria shall apply:

11.4.9.15.1 Only SDPs whose full learning materials were approved shall be permitted to make available such materials to other SDPs;

11.4.9.15.2 SDPs who obtain learning materials from already accredited SDPs shall be required only to submit the signed confirmation letter and agreement for the usage of the materials from the accredited SDP;

11.4.9.15.3 Learning materials developers and SDPs shall ensure that they put the name and company registration numbers on the page footers to avoid copyright infringements;

11.4.9.15.4 The purchased learning materials shall be verified by the HWSETA Officials during accreditation and monitoring site visits;

## **12. NON CONFORMANCE WITH POLICY PROVISION**

12.1 Failure to comply with the provisions of this policy shall result in the HWSETA's withdrawal of the approval for the use of the learning material.

## **13. USAGE OF HWSETA NAME AND LOGO**

13.1. Accredited and programme-approved SDPs shall automatically qualify to use the HWSETA name and logo provided they indicate so on the relevant application forms;

13.2 Accredited or programme-approved SDPs shall comply with the usage of the HWSETA name and logo and shall not use the HWSETA name and logo after:

13.2.1. the expiry date of accreditation or programme approval;

13.2.2. de-accreditation or withdrawal of programme approval; and/or

13.2.3. suspension of accreditation or programme approval.

13.3. The HWSETA name and logo shall be used on attendance certificates issued by SDPs after the HWSETA has endorsed the learner achievements.

#### **14. EXTENSION OF SCOPE FOR HWSETA ACCREDITED PROVIDERS**

14.1 SDPs accredited with the HWSETA shall apply for extension of scope if they can demonstrate that they have met all the requirements to offer the additional learning programmes as per the acceptable ratio of 1:30;

14.2 A site visit shall be conducted if the qualification requires specific and unique equipment or training site/s before approval of the extension of scope; and

14.3 Learning materials aligned to the qualification or skills programme/s applied for shall be submitted to the HWSETA for evaluation and possible approval or if available, the HWSETA learning materials shall be offered to approved SDPs.

#### **15. EXTENSION OF SCOPE FOR SECONDARY SDPs**

15.1 SDPs whose primary accreditation falls outside the scope of the HWSETA and who have been approved to offer HWSETA programmes, may apply for extension of scope with the HWSETA provided they can demonstrate that they have the necessary capacity to offer such programmes;

15.2 The duration of approval shall be in line with the primary ETQA accreditation;

15.3 SDPs approved by the HWSETA shall be issued with the programme approval certificates;

15.4 SDPs shall be required to submit the referral letter from their primary ETQA to the HWSETA for extension of scope; and

15.5 Monitoring of a programme-approved SDP shall be conducted in the presence of the primary ETQA representative.

#### **16. SUB-CONTRACTING**

An HWSETA-accredited SDP who subcontracts another SDP for training shall:

HWSETA Accreditation policy 2014



- 16.1.1. be solely responsible and accountable for the standard of training provided by such subcontractor;
- 16.1.2. ensure that such subcontractor is accredited for that specific programme;
- 16.1.3. have a written agreement between the accredited SDP and HWSETA to ensure that all the conditions of accreditation will be complied with; and
- 16.1.4. acknowledge that the HWSETA reserves the right to fulfill all its quality assurance functions at the subcontracted SDP.

## **17. MONITORING AND AUDITING OF ACCREDITED SDPs**

- 17.1. The HWSETA accredited SDPs shall be monitored as per SAQA mandate for the legacy qualifications (*Ref:ETPL70114: Monitoring Policy*); and
- 17.2. The HWSETA shall conduct random unannounced site visits at SDP training sites and/or offices to verify compliance in consultation with the primary SETA ETQA.

## **18. EXPIRY, RE-ACCREDITATION AND DE-ACCREDITATION**

- 18.1. SDPs shall be required to monitor their accreditation expiry dates and apply for re-accreditation at least six months prior to expiry of their accreditation period;
- 18.2. Only SDPs who complied with the HWSETA accreditation requirements as per this policy during their accreditation period shall be eligible to apply for re-accreditation;
- 18.3. The granting of re-accreditation shall depend on the findings of the monitoring and re-accreditation monitoring visits;
- 18.4. SDPs who contravened the accreditation/programme approval requirements and did not comply with the policy requirements shall not be granted re-accreditation or programme re-approval by the HWSETA;
- 18.5. In the event that the SDP lodges an appeal against the decision not to re-accredit or approve as per clause 18.4 above, a comprehensive and

convincing motivation shall be required and the decision shall be taken after such an appeal is presented to the HWSETA Appeals Committee; and

- 18.6. SDPs shall be recommended for de-accreditation if the SDP has breached the Code of Conduct signed before accreditation was granted.

## **19. CERTIFICATION**

- 19.1 The HWSETA shall issue certificates to:

19.1.1 Accredited SDPs for a period of five years subject to the lifespan of the qualification whichever comes first.

19.1.2. Programme-approved providers from external ETQAs; and

19.1.3 Learners found competent against full qualification/s;

- 19.2 The HWSETA shall keep records of all the certificates issued;

- 19.3 The HWSETA shall issue certificates to SDPs who conducted the relevant training and not to individual learners;

- 19.4 Accredited SDPs who have met the requirements for accreditation shall be issued with accreditation certificates;

- 19.5 Accredited SDP shall be issued with an accreditation letter and an accreditation report with the list of accredited qualification electives;

- 19.6 The HWSETA accreditation letters shall be identified by the special HWSETA embossed, cream, rough-textured paper with gold HWSETA name, logo and footer;

- 19.7 Certificates shall be re-issued if:

19.7.1. they have been lost;

19.7.2. they have been damaged;

19.7.3. an applicant's marital status has changed;

19.7.4. applicants have changed name/s or identity details; and

19.7.5. the original certificate had errors.

## **20. SECURITY FEATURES ON CERTIFICATES**

- 20.1 All HWSETA-issued certificates shall bear signatures of the ETQA Executive Manager and HWSETA CEO to ensure the integrity of the certificates data;

- 20.2 All learner certificates shall have the silver HWSETA hologram designed for this specific purpose; and
- 20.3 The HWSETA certificates shall be identified by the HWSETA special embossed, rough-textured paper with green, red and gold colours;

## **21. APPEALS**

- 21.1 An SDP may appeal against a decision made by the HWSETA regarding non-accreditation, de-accreditation, suspension and non-approval of learning materials submitted for evaluation and approval;
- 21.2 The appeal shall be made in writing for the attention of the Chairperson of the Board;
- 21.3 The Committee shall make a decision after evaluating the appeal and supporting documents presented and communicate back to the appellant; and
- 21.4 In case the appellant is still not satisfied with the outcomes, the appeal shall be referred to the SAQA/QCTO for final decision.

## **22. CONDITIONS FOR APPEALS**

- 22.1 SDPs may lodge an appeal with sufficient motivation against the decision taken not to award accreditation;
- 22.2 An Assessor/Moderator may lodge an appeal against the decision taken not to be registered;
- 22.3. SDPs may lodge an appeal with sufficient motivation against the decision taken not to award programme evaluation;
- 22.4 SDPs may lodge an appeal with sufficient motivation against the negative decision taken regarding conducted monitoring;
- 22.5 SDPs, Assessors/Moderators or learners may lodge an appeal against decisions not to award certificates; and
- 22.6 An employer, SDP, Assessor/Moderator or learner may lodge appeals should there be dissatisfaction with the education and training provision.

**23. RELATIONSHIP TO OTHER HWSETA POLICIES**

23.1 This policy shall be read in conjunction with the following HWSETA policies:

23.1.1 Assessment, Moderation and Verification; and

23.1.2 Monitoring.

**24. POLICY REVIEW**

24.1 The policy shall be reviewed in line with the HWSETA policy review process and standards;