



ENERGY SECTOR EDUCATION AND TRAINING AUTHORITY

AUDIT PROCEDURE

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AMENDMENTS MADE TO THE AUDIT PROCEDURE

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ANNEXURES

- Annexure A: Co-develop client expectations
- Annexure B: Annual Audit Plan
- Annexure C: Plan audit Project
- Annexure D: Example of project work plan
- Annexure E: Example of proposed visit letter
- Annexure F: Example of Audit planning checklist
- Annexure G: Familiarise the project team
- Annexure H: Example of agenda for audit team meeting
- Annexure I : Related controls
- Annexure J: Example of opining planning meeting minutes
- Annexure K: Example of engagement letter
- Annexure L: Example of closing meeting agenda
- Annexure M: Example of audit report format
- Annexure N: Example of performance appraisal
- Annexure O: Audit review questionnaire

1. BACKGROUND:

The ETQA in fulfilling its role as a quality assurer, will have to conduct audits of all providers associated with the ESETA. These audits would include:

- **Accreditation audits:**

An Audit to determine if a prospective provider meets the minimum ESETA requirements for the scope of accreditation being applied for.

- **Monitoring audits:**

Audits conducted according to the audit plan which are intended to confirm provider conformance with the conditions of their accreditation.

- **Extension of scope audits :**

Audits which focuses on the extension of accreditation.

- **Performance audits:**

Focused audits which are intended to address concerns / complaints in the performance of ESETA accredited providers or other providers offering training and or qualifications that falls within the ESETA scope of responsibility.

2. PURPOSE:

To ensure that provider audits conducted by the ESETA ETQA conform to National and International best practices.

3. SCOPE:

This procedure addresses the audit processes, roles and responsibilities relating to provider audits in the energy and Water sector.

ESETA AUDIT PROCEDURE

4. DEFINITIONS:

- Audit:** A systematic, independent and documented process of examining the indicators which show the fulfillment of organisational requirements
- External audits:** Third-party audits conducted by people or organisations outside the ESETA
- Monitoring audits:** Audits which are intended to determine the degree to which providers are conforming to prescribed policies and procedures.
- Client/Provider per SAQA guide:** An individual, function or committee who has the authority to request an audit (ETQA Manager and/or committee).
- Lead Auditor:** An appropriately qualified individual (Qualified lead auditor), appointed by the client to plan and conduct an audit.
- Audit Team:** Appropriately qualified individuals Subject Matter Expert (SME's) who are selected by the Lead Auditor to participate in the audit
- Auditee/
Contact person** An Individual from the provider organisation appointed to fulfill the role of Host to the audit process
- Process owners:** Individuals responsible for the various processes that are to be audited
- Auditee:** Functions and or individuals being audited
- ETQA Forum:** A forum consisting of the ETQA Manager, members of the ESETA and representatives of the sector who have been appointed to represent the sector in the

issues relating to the Quality process.

Quality process: A set of interrelated resources and activities which transform inputs into outputs at a given level of excellence.

5. ABBREVIATIONS

ESETA:	Energy Sector Education and Training Authority
ETQA:	Education and Training Quality Assurer
ETD:	Education Training and Development
ETDP:	Education Training and Development Practitioner
QMS:	Quality management system
SME:	Subject matter expert

6. THE AUDIT PROCESS

6.1. Initiator

The ETQA shall initiate audits according to the audit plan and or when requested by an authoritative body. The ETQA Manager shall appoint a Lead auditor to assume overall accountability for the audits.

6.2. Determine Client expectations

Identifies the participants for the expectations meeting.

Prepare and conduct client expectations meeting.
(Ref annexure A: Co-develop client expectations)

6.3 Plan audit

An audit plan must be designed for both the “**Annual audit plan**” and conducting specific audit “**Plan audit project**”. In both cases the following issues must be considered:

- Understand financial implications
- Select processes to be audited
- Allocate resources
- Budget
- Obtain approval for audit project work plan

(Ref Annexure B: Annual audit plan)
(Ref Annexure C: Plan the audit project)
(Ref Annexure D: Project work plan)

6.4. Pre audit activities

6.4.1 Prepare and submit audit visit letter
(Ref Annexure E: Example of audit visit letter)

6.4.2 Prepare audit planning checklist as specific audit (accreditation, monitoring audit or checklist)
(Ref Annexure F: Audit plan checklist)

6.4.3 Familiarise the audit team

- Determine audit team roles
- Communicate audit team roles and processes
(Ref Annexure G: Familiarise audit team)
(Ref Annexure H: Agenda for Familiarisation meeting)

6.4.4 Understand, evaluate, design & execute tests of controls

6.5 Conduct Audit

6.5.1 Conduct opening planning meeting

- Apply audit processes
- Monitor progress

(Ref Annexure J: Example of minutes for opening meeting)

6.5.2 Prepare audit Process Letter
(Ref Annexure K: Example of engagement letter)

- 6.5.3 Consolidate audit findings and draft report
(Ref 6.5.5 for example)
- 6.5.4 Review audit report with auditees (Closing meeting)
(Ref Annexure L: Example of agenda for closing meeting)
- 6.5.5 Submit audit report to the ETQA Manager within 10 working days
(Ref Annexure M: Example of Audit Report format)
- 6.5.6 The ETQA Committee to ratify audit reports and to submit the accepted audit report to client
- 6.5.7 The ETQA manager shall facilitate closure on audit findings
- 6.5.8 Review audit process

The audit process must be reviewed on a regular bases according to a scheduled review plan

(Ref Annexure O: Audit review questionnaire)

7. ROLES AND RESPONSIBILITIES

7.1 THE LEAD AUDITOR

- 7.1.1. Determine Client expectations
- 7.1.2 Plan audit
- 7.1.3 Gain approval for the audit plan from the client
- 7.1.4 Appoint Audit Team
- 7.1.5 Conduct Pre audit activities
- 7.1.6 Conduct Audit
- 7.1.7 Reports and audit closure
- 7.1.8 Facilitate audit member performance appraisal

7.2 THE AUDIT TEAM

- 7.2.1 Attend the audit team familiarization meeting
- 7.2.2 Perform audit role as agreed and documented

7.3 THE AUDITEE/CONTACT PERSON (Normally the provider principle)

- 7.3.1 Identify and inform relevant process owner.
- 7.3.2 Arrange local logistics such as venues, communication of audit schedules to process owner, food and act as facilitator between the audit team and auditees.
- 7.3.3 Attend the opening and closing meetings
- 7.3.4 Perform all duties as negotiated and agreed during the pre audit meeting.

7.4 THE AUDITEE (process owners)

- 7.4.1 Be available according to the audit plan and schedule
- 7.4.2 Provide evidence and response to audit questions
- 7.4.3 Attend the opening and closing meeting
- 7.4.4 Address prescribed remedial actions and follow up audits

7.5 THE ETQA MANAGER

- 7.5.1 Ensure adherence to this procedure
- 7.5.2 Chair the audit review committee meetings
- 7.5.3 Ensure closure of audit findings
- 7.5.4 Schedule audits
- 7.5.5 Inform audit schedule from the ETQA Committee
- 7.5.6 Report audit findings to the ETQA Committee
- 7.5.7 Facilitate closure of audit finding
- 7.5.8 Keep records of audits and audit findings
- 7.5.9 Participate in audits as required
- 7.5.10 Review audit process
- 7.5.11 Identification and training of audit members
- 7.5.12 Facilitate lead auditor performance appraisal
- 7.5.13 Facilitate “Design tests of controls” for audits

7.6 THE ETQA COMMITTEE

- 7.6.1 Initiate audits
- 7.6.2 Approve audit plan
- 7.6.3 React to audit reports

8. REFERENCE

- SABS ISO 9000:2000 Quality Management Systems- Fundamentals and vocabulary
- SABS ISO 9001:2000 Quality Management Systems- Requirements
- SAQA: ETQA Criteria and guidelines for providers
- Eskom Corporate Audit Manual
- ESETA Accreditation guideline