

**ENERGY SECTOR EDUCATION AND TRAINING AUTHORITY**



**PROVIDER ACCREDITATION POLICY**

## **1. SCOPE**

This procedure covers all applications for accreditation processed by providers within the ESETA sector.

## **2. OBJECTIVE**

The following discussion is aimed at guiding the provider and assessor through the accreditation process in order to ensure that all parties are aware of the steps and actions at all times.

The document contains the information needed to guide the potential Applicant in taking decisions about seeking accreditation. If queries do arise the ETQA may be contacted for clarification.

## **3. DEFINITIONS**

None

## **4. REFERENCES**

SAQA Provider Accreditation Criteria

## **5. SELF EVALUATION**

A Self Evaluation Questionnaire (annexure A) has been designed to enable the Applicant to test their application for potential success before time, effort and expense of actual process is embarked upon. It is therefore essential that all sections of the questionnaire be completed honestly and thoroughly. This will provide the applicant with a clear indication to either continue with the application or attend to areas of deficiency.

## **6. ACCREDITATION OF TRAINING PROVIDERS**

### **6.1 DEFINITION OF ACCREDITATION**

Accreditation refers to the assumption that a provider will be able to comply with the overall ETQA quality management system required to ensure quality of training and assessment. It is an up- front check of policies and procedures as well as review mechanisms to ensure that providers have the competence and capacity to deliver and / or assess training required by ESETA.

## **6.2 DEFINITION OF ACCREDITATION VENUES**

Training in the Energy sector takes place at:

6.2.1 *Education and training institutions attached to the formal education sector.*

6.2.2 *Within the Energy Sector, at well- developed training centres where site conditions are simulated.*

6.2.3 *Actual workplaces where training conditions are not always as ideal as is the case with training institutions. On-site conditions require more flexibility of the training provider and instructors must be able to operate more autonomously under these conditions.*

In order for the provider to be accredited, both the institutional as well as the programme accreditation requirements must be met.

This means that both the provider and the programme (combination and sequence of short courses, skill programmes and registered learnerships, for example) have to be accredited before the provider can be approved as an accredited provider.

## **6.3 CRITERIA FOR ACCREDITATION**

The ESETA sets the criteria that each applicant must comply with if such applicant requires accreditation with the ESETA.

The ETQA will expect every applicant to measure itself against the prescribed criteria prior to submission of an application so as to ensure that compliance with these criteria is met.

### **6.3.1 General Criteria**

6.3.1.1 *All training should meet an identified need within the Energy Sector*

6.3.1.2 *All training should result in the learners gaining meaningful skills that can be used to their advantage and personal development.*

6.3.1.3 *All skills should be consistent with career paths. (Note: This is a long term criterion and will be established over time.)*

6.3.1.4 *The applicant must be registered in terms of all applicable legislation. (Registrar of Companies, UIF, Registered as an employer with the Receiver of Revenue, VAT - Receiver of . Revenue, Workman's compensation, etc)*

6.3.1.5 *The applicant may be accredited as a provider by an Education and Training Quality Assurance Body (ETQA) whose primary focus coincides with the primary focus of the provider. Provided that the applicant seeking accreditation –*

- a. is registered as a provider in terms of the applicable legislation at the time of the application for accreditation;
- b. has a quality management system which includes but is not limited to–
  - i. **quality management policies** which define that which the provider wishes to achieve;
  - ii. **quality management procedures** which will enable the provider to practice its defined quality management policies; or
  - iii. **review mechanisms** which ensure that the quality management policies and procedures defined are applied and remain effective(e.g. ISO 9000);
- c. is able to develop, deliver and evaluate learning programmes, which culminate in specified registered standards or qualifications; (Should a provider not have the capacity to develop suitable learning programmes/ training material, it could be outsourced )
- d. Can submit proof of the following:
  - i. necessary financial, administrative and physical resources;
  - ii. policies and practices for staff selection, appraisal and development;
  - iii. policies and practices for learner entry , guidance and support systems;
  - iv. policies and practices for the management of off-site practical or work site components;
  - v. policies and practices for the management of assessment;
  - vi. necessary reporting procedures; and
  - vii. the ability to achieve the desired outcomes, using .available resources and procedures considered by the ETQA to be needed to develop, deliver and evaluate learning programmes which culminate in specified registered standards or qualifications contemplated in paragraph (c) ; and

- e. has not already been granted accreditation by or applied for accreditation to another (ETQA).

### **6.3.2 Additional Criteria**

Whether training takes place at education and training centres or on actual work sites, the following additional criteria must be adhered to:

- 6.3.2.1 Adequate training material (consumables), facilities, tools and equipment must be available.
- 6.3.2.2 Relevant material for tasks must be available, where applicable.
- 6.3.2.3 Safe and accessible conditions for learners
- 6.3.2.4 Learning material/modules must be available and kept in a safe place
- 6.3.2.5 All training records and results of training in progress should be available on site and will be kept after completion of training at the administrative centre of the training provider. Records will be at the disposal of any ETQA representative on request. Training schedules (prescribed forms) of all instructors will also be available at this centre.

## **6.4 PROCESS OF ACCREDITATION**

- 6.4.1 Applicants must obtain an application form from the respective provincial office of the ETQA and submit in the area in which they intend to provide training.
- 6.4.2 Documentation proving the institutions compliance with the criteria must be submitted with the application.
- 6.4.3 The relevant provincial manager will evaluate the application and make a recommendation to the ETQA once all the requirements are met and all information is checked and confirmed .
- 6.4.4 The ETQA Manager will acknowledge the receipt of such submission to the applicant electronically or by post.
- 6.4.5 The ETQA Manager will arrange for an audit of the training facilities and programme of the applicant.

6.4.6 Once the ETQA Manager and the relevant provincial manager has concurred that the applicant meet all the set criteria, an accreditation number will be issued to the applicant.

6.4.7 The ETQA Manager will put forward those applications received at the scheduled ETQA Committee meetings for ratification.

6.4.8 The ETQA reserves the right to contract any outside specialists in the assessment of the application. The cost of these external specialists or organisations will be for the account of the applicant (once agreed with the applicant)

6.4.9 The ETQA Manager will notify the applicant in writing of the outcome of the ETQA decision.

6.4.10 If the application is successful, a certificate will be issued to the applicant. The certificate will indicate:

Provider ID and code. \*

Specific training venue.

Practitioner code. \*

Qualification code/learning Program/Course name and code.\*

Unit standard / outcome code. \*

Provider ETQA ID \*

Assessor ETQA ID\*

Serial number and expiry date of the Accreditation certificate.

\* During the transitional period prior to Outcomes Based Education and Training (OBET) some of the above-mentioned information will not be reflected on the certificate. This information will, however, be needed in the future when all learners are registered. on the National Learners Record Database (NLRD) of SAQA.

6.4.11 If the application is not successful, the ETOA Manager will notify the applicant accordingly. Reasons for rejecting the application will be given.

6.4.11.1 An applicant will have the opportunity to appeal.

6.4.11.2 Applications for annual renewal must be submitted to the regional managers that will process the application and submit it to the ETOA Manager once completed. New certificates will be issued accordingly.

## **6.5 CONDITIONS OF ACCREDITATION**

A commitment from training providers to adhere to the conditions of accreditation as prescribed by the ETQA is included in the application for accreditation. By signing the application for accreditation it is accepted that the conditions of accreditation as stipulated below are also noted and will be adhered to by management with executive powers as well as all other members of the provider institution.

Failure to adhere to these conditions will result in penalization of the training provider and may lead to the cancellation of the accreditation of the training provider .

6.5.1 Records of training must be kept. These results must be retained on file for three years.

6.5.2 A training schedule of each instructor (practitioner) must be available at the training site.

6.5.3 Personal records of each practitioner must be kept, including a CV, development progress, accreditation certificates etc. This must be updated regularly.

6.5.4 A grievance procedure for grievances from practitioners, learners and unsatisfied clients must be in place, and a copy of such documentation must be available at the training site.

6.5.5 In the case of "On-Site" training of a duration of twenty (20) working days or longer, an agreement between the training provider and the contractor / client must be drawn up indicating the responsibilities of each party in terms of workmen's compensation, the provision of tools, equipment and personal protective equipment. The practitioner must keep a copy of this agreement on the training site.

6.5.6 Random monitoring of training will be conducted regularly to determine the standard of training delivered by each practitioner. Should the ETQA representative (provincial manager or

training advisor) consider it necessary to repeat monitoring due to deviation from set standards by the institution, the cost of any follow up monitor visits will be for the account of the training provider as mutually agreed.

6.5.7 Training providers take full responsibility for the practitioners in its employ and will ensure that they will adhere to the conditions of accreditation of the ESETA as contained in this document.

6.5.8 Training providers must inform the relevant provincial office of any new practitioner appointment or resignation within a calendar month thereof .

6.5.9 Training results and training reports must be forwarded to the applicable ETQA regional office on a monthly basis.

6.5.10 A proforma of the certificate that training providers will issue to learners must be submitted to the ETQA for ratification prior to issuing these certificates. Training providers will be allowed to issue certificates, duly giving recognition to their accreditation status with the ETQA, in the following instances:

- On completion of a course / part of a learning program or
- a learning program provided that the learner has not reached an exit point in the prescribed career path.

The ETQA will issue all certificates for part qualifications (at the prescribed exit points) or full qualifications.

6.5.11 A copy of the training providers' certificate will be kept on record at the ETQA and if any changes should occur, the ETQA must be informed within a calendar month.

6.5.12 If the training provider purchases training material from the ETQA, it has:

6.5.12.1 The right to use this material for training learners.

6.5.12.2 Copies of such material may only be made for legitimate learners of the training provider and only while the training provider are accredited with the ETQA.

6.5.12.3 It may not be issued, sold or lent to any other person or organisation.

6.5.12.4 If there is an infringement of this condition, accreditation may be cancelled and prosecution can take place.

6.5.13 The ETQA reserves the right to inspect training sites at any time without prior notification to the training provider. Information of the location of the training sites must be given to a ETQA representative on request. The training provider may also be required to complete self-evaluation reports from time to time. These reports must be forwarded to the ETQA within two weeks of date of issue.

6.5.14 A full audit of the activities of the training provider will be conducted annually under the leadership of the relevant provincial manager. A panel of experts may be selected for this purpose and the training provider must provide full co-operation to conduct this audit efficiently.

If the training provider or any practitioner in its employ does not comply with any rule, regulation, or condition of accreditation as laid down by the ETQA, the ETQA may suspend the accreditation of such party/parties immediately. Suspension of accreditation will be communicated to the training providers as well as their current clients. The training provider will have the opportunity to appeal.

## **ANNEXURE A**

### **Self Evaluation Questionnaire For Potential Providers**

1. Has your organisation previously provided training in the field indicated in the application?
  2. Does the primary focus of training coincide with the primary focus of the ESETA-ETQA?
  3. Does your organisation have a proven record in your specific field of training?
  4. Will your organisation's current financial status enable it to provide ongoing service to your clients?
  5. Does your organisation have a quality management system inclusive of policies, procedures and review mechanisms?
  6. Do you have policies and practices for staff selection, appraisal and development?
  7. Are your trainers and assessors fully competent and accredited to present and assess the training needing accreditation?
  8. Do you have policies and practice for learner entry, guidance and support systems?
  9. Has the training been designed to meet the requirements for the trainee target population, and the registered unit standards or qualification?
  10. Do you have the capacity to train non ESETA – ETQA learners in terms of the provisions of the National Skills Fund?
  11. Are you able to cater for the training needs of the disabled, such as the visually or aurally impaired?
  12. Have you applied to, or been accredited by any other ETQA?
  13. Are your IT systems capable of providing all the relevant information to the ETQA?
  14. Does your organisation have a "formal results" measuring system?
  15. Does your organisation have a policy of post-course follow-up?
  16. Does your organisation have a code of ethics?
- If you have answered "No" to questions 1,2,3 and 4, an application for accreditation will probably not be considered.
  - If you have answered "No" to any 4 or more of the remaining questions (5 to 16), you should implement a strategy to achieve "Yes" answers to these before applying.
  - If you have answered "No" to 3 or less of the remaining questions (5 to 16) you may apply for accreditation, but expect the possibility of only being granted provisional acceptance.
  - If you have answered "Yes" to all questions, you can apply with a reasonable expectancy of receiving accreditation.

N.B. When submitting your application, please include a copy of the completed questionnaire.

ANNEXURE B

**Application for Accreditation**

**Complete in full and send together with Questionnaire (Annexure A) to:-**

**ESETA  
Xxxxx  
Xxxxxx**

**e-mail: xxxxxx**

**Organisation Name:** \_\_\_\_\_

\_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**Fax Number:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_

**Date of Application:** \_\_\_\_\_

**Name of person making application:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

List the Courses/Qualification Titles/Units Standards you intend providing training for:

| Courses | Qualification Titles | Unit Standards |
|---------|----------------------|----------------|
|         |                      |                |
|         |                      |                |
|         |                      |                |
|         |                      |                |
|         |                      |                |
|         |                      |                |
|         |                      |                |

List the Training Personnel requiring accreditation:

| Name | Position / Title | For what courses/qualifications/unit standards |
|------|------------------|--|
|      |                  |  |
|      |                  |  |
|      |                  |  |
|      |                  |  |
|      |                  |  |
|      |                  |  |
|      |                  |  |

List the companies within the field or industry in which you have trained:

| Company | Field or Industry | Type of Training |
|---------|-------------------|------------------|
|         |                   |                  |
|         |                   |                  |
|         |                   |                  |
|         |                   |                  |
|         |                   |                  |
|         |                   |                  |
|         |                   |                  |

Outline the target population you will be providing the training to:

**Outline the Industry Client (prospects) you will provide training for, and specify contact persons:**

| <b>Client Prospects</b> | <b>Contact Person</b> | <b>Contact Number</b> |
|-------------------------|-----------------------|-----------------------|
|                         |                       |                       |
|                         |                       |                       |
|                         |                       |                       |
|                         |                       |                       |
|                         |                       |                       |
|                         |                       |                       |
|                         |                       |                       |

**Give a motivation for seeking accreditation:**

**NOTE:**

**Please include the following documents with this application and questionnaire:-**

**Curricular Vitae (CV's) for each of the training personnel requiring accreditation.**

**ANNEXURE C**

**ESETA Accreditation Costs**

|   |  |
|---|--|
| 1. Initial visit by ETQA appointed Verifier<br>➤ Travel: By air<br>➤ By Road<br>➤ Admin/ETQA Fee<br>➤ Accommodation if necessary  |  |
| 2. Financial accreditation inspection visit:<br>➤ Travel: By air<br>➤ By Road<br>➤ Admin/inspection evaluation fee  |  |
| 3. Accreditation of Trainers / Assessors<br>➤ Should the applicants require training for any of the units standards they wish to train/assess, the cost of training per day at an ETQA Accredited Training Centre or institution:<br>➤ ETQA assessment of applicants if deemed necessary to ensure competency | Cost must be negotiated between applicant and provider/assessor. |
| 4. Annual accreditation fee:<br>➤ Institution<br>➤ Trainer/Assessor   |  |
| 5. Subsequent Quality Assurance Inspection visits   |  |
| N.B. Costs are subject to change without notification   |  |