

## **Concerns which were identified during the recent ETQA / SETA roadshow**

1. **SETA** – Your telephone system is a joke, because I leave messages for staff and they never get back to me.
2. **Accreditation** - Why do we have to also register with DOE & Amalusi, when we apply for accreditation at the Services SETA? – **Concluded**
3. **Accreditation** – If the SETA has a rule that when you (provider) has passed 2 external moderation visits, you are regarded as a mature provider, have I not received any communication or letter informing me that I am now a mature provider.
4. **Accreditation** – where can I get more information (policy) on the Mature provider aspect?
5. **Accreditation** – What is the SETA policy on external moderation and where can I get a copy of the policy?
6. **Accreditation** – How do I appeal against an external moderation decision?
7. **MOU** - The MOU process is time consuming and the other SETA's are losing our documents. Why do SETA not give us proof that they have received our learning material as well as proof by the other SETA when they receive it from Services SETA. - **Concluded**
8. **MOU** - Why is it taking so long for the other SETA's to evaluate our programmes, via the MOU process - **Concluded**
9. **QALA** – The look-up table as far as learner data uploads refers...How should the look-up table be used, as in some cases only the code is used and then it is wrong and in other cases the whole description is used in the data upload and then that is also wrong. Is there a policy / guideline on the use of the look-up table?
10. **Accreditation** – When will I get my certificate indicating I am an accredited training provider. What is the timelines involved with this?
11. **QALA** - How long must it take, before I get permission to certificate my learners?
12. **QALA** – Should the external moderators / site evaluators who conduct the external moderation / site evaluation, not be subject matter experts, because how can I person with no industry experience in my field, for an opinion if I am able to deliver training in this field (industry)?
13. **ETQA** – Why is the ETQA not communicating their timelines to us, so that we can know how long what will take?
14. **PR & Marketing / Chambers** – I have been subscribed on your database to receive newsletters and SETA information, but I have never received anything.
15. **Accreditation** – I am an accredited training provider, but my name does not appear on your website or the SAQA website.
16. **Accreditation** – “While I am at it, let me also tell you that my accreditation information on your website is also wrong...when will it be fixed?”
17. **ETQA** – We are kept in the dark and that is why we are complaining. I cannot remember when last I had a communiqué from the ETQA as a provider. We only get letters telling us that our recorded status will expire on 31 March 2009, without an explanation and how we should fix it
18. **ETQA** – ETQA only gives deadlines and demands, but when we demand we are ignored
19. **SETA / ETQA** – Your website is a joke as the important policies and guidelines are not there, yet the information which is there is outdated.
20. **ETQA** – The SETA does not have enough resources to print certificates.

As far as the following

7. **MOU** - The MOU process is time consuming and the other SETA's are losing our documents. Why do SETA not give us proof that they have received our learning material as well as proof by the other SETA when they receive it from Services SETA. – **Masa said that...With Services SETA, providers don't submit the learning material, they only submit documents that I send to them it used to be in hard copies but we have changed the documents and we send them a spreadsheet and they submit it back to us by email.**
8. **MOU** - Why is it taking so long for the other SETA's to evaluate our programmes, via the MOU process – **Masa said that....If a provider submitted documents to the other SETA for programme approval and they are taking long to evaluate them, they must contact me (Masa) and I will speak to the other SETA to find out what is delaying the process.**