



The Services Sector  
Education and Training Authority

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Dear Member,

**WSP/ATR AUDIT FOR YEAR 5 (2004 – 2005)**

This letter serves to inform you that in accordance to legislation (Skills Development Act, 1998) and as originally published as part of the first Funding Regulations in the Government Gazette, 18 July 2005, the Services SETA is legally obliged to conduct a 25% audit on all their activities. One of the deliverables in the skills development act is the submission of a WSP (workplace skills plan) and a ATR (annual training report) and therefore your company has been randomly selected as part of the Services SETA’s compulsory 25% auditing process, to be audited.

An added benefit to the above-mentioned audit includes the possibility of achieving a Star 1 Award that is one of the 3 Stars that make up the 3-Star Grading System of the Services SETA.

**What will a grading system do for me?**

A grading system sends out important messages about your business. It recognises that:



**STAR 1**

You comply with the Employment Equity Act, the Skills Development Act, and any other legislation that directs your relationship with your staff, your most important asset.  
Your workplace skills planning process is in place, it is inextricably linked to your business's employment equity targets, and it is being implemented.  
Irrespective of the size of your business, your staff are encouraged to achieve their personal and collective continuous development objectives.  
As a team, management and staff are planning for the real and probable manpower needs of the future by using learnerships and benefiting from other discretionary funding windows of the SSETA.



**STAR 2**

Your company has a QMS (Quality Management System) systems in place that are designed to manage all resources effectively and that these systems are achieving their purpose.  
Your systems are International Standards Organisation (ISO) compliant or ISO recognised, but is not just limited to obtaining an ISO 9001:2000 certification. Any recognised QMS will suffice.  
Your human resources management system is effective and has either Investors in People status or is Investor-in-People compliant.



### STAR 3

Your company is focused on your clients and customers.

Your staff are competent to be client-centric.

Your clients recognise and appreciate the client-centric strategy of your company and that this strategy is successful.

You are driven by your clients' changing needs and perceptions of your service excellence.

There are additional benefits to having a STAR 3 rating. Services SETA will

Subsidise STAR 3 companies to become members of the Proudly South African Campaign.

The Services SETA will establish a national marketing campaign to encourage consumer awareness of the value of doing business with a STAR 3 company.

The Services SETA will enter into memoranda of understanding with local, provincial, and national government organisations, such as the Gauteng Shared Services Board, to ensure that these organisations deal exclusively with STAR 3 companies.

### How do I achieve a STAR grading?

#### STAR 1

The Services SETA's Compliance Department will arrange an audit.

Trained auditors (Services SETA preferred SDF's) will conduct the audit.

The SSETA file on your company will be evaluated.

Workplace Skills Plans (WSP) participants in your company will be interviewed.

The Skills Development Facilitator (SDF) will be the principal contact person in your company and will also take responsibility for any remedial action required.

Trained senior verifiers in the Compliance Department will moderate the work of the assessor.



#### STAR 2

Complete an application form for STAR 2 and submit to the 3 STAR department. The documents can be obtained from our website at [www.serviceseta.org.za](http://www.serviceseta.org.za) under the 3 star section.

If your company has ISO or IPP certificates, no audit will be necessary.

If your company is applying for ISO/IPP compliance status, then the SSETA Compliance Department will arrange an audit (as for STAR 1).

#### STAR 3

Complete an application form for STAR 3 and submit to the 3 STAR department. The documents can be obtained from our website at [www.serviceseta.org.za](http://www.serviceseta.org.za) under the 3 star section.

The Compliance Department will appoint an auditor/evaluator who will guide your company through the process.

#### ALL STARS

You must sign a contractual undertaking, including a code of good practice.

You will be issued with a Services SETA certificate when you have complied.

The certificate is valid for 24 months, after which you will be audited again. (This renewal audit is less strenuous than the initial audit.)

Services SETA will publish the names of all the companies that have achieved STAR grading.

You will soon be contacted by a Services SETA Auditor in preparation for the audit and to arrange an appropriate date and time. Please do not hesitate to contact me for any queries you may have.

Kind regards,

**YOLANDA SRP**  
**3-STAR GRADING SYSTEM CO-ORDINATOR**

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