



Services SETA Certification Policy (Framework)

1. Pre-amble

The ETQA regulations under the South African Qualifications Authority Act, 1995 (Act No.58 of 1995) states that one of the functions of Education and Training Quality Assurance Bodies, is to***take responsibility for the certification of constituent learners;***” .

The ETQA Regulations further define accreditation as ...
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 in the quality assurance system set up by the South African Qualifications Authority in terms of the Act”.

The Services SETA ETQA had been accredited by SAQA to accredit providers - in other words to ***“certify”*** providers.

2. Terms of Reference

The Services SETA ETQA is responsible for certification i.e. the issuing of certificates in the following instances:

Instance	Recipient of Certificate
Certification of competency at General Education and Training (GET), Further Education and Training (FET) and Higher Education and Training (HET) level	Learners
Certification of a providers of education and training as having the capacity to deliver learning programmes within the scope of the Services Sector which culminate in specified and registered NQF qualifications and/or unit standards and manages the assessment thereof	Providers
Certification of constituent assessors against specified and registered NQF qualifications and/or unit standards	Assessors
Certification of outsourced parties on the basis of specified functions and activities relating to registered NQF qualifications and/or unit standards	e.g. Certification Partners, Career Centres

3. Delegating / Outsourcing of Certification responsibilities

The Services SETA will outsource some or parts of its certification responsibilities in the following manner:

SETQAA Responsibility	Outsourced activities	Outsourced party	Issuing of Certificate
Certification of competency at band level	the management and facilitation of certification of competency	Certification partner	SETQAA
Certification of providers	The management, facilitation and evaluation of applications for accreditation	Accreditation evaluation partner	SETQAA
Certification of constituent assessors	Management, facilitation and evaluation of assessor registration applications	Evaluation partner	SETQAA
Certification of outsourced parties	None	None	SETQAA
Certification of learner achievements / learner records of achievement / unit standards	Management, facilitation, assessment and recording of learner achievements	Accredited providers	Accredited providers

4. Requirements for Providers re issuing of Certificates/Learner Records of achievement

Providers of education and training wishing to issue certificates of learner achievement must comply with the following requirements:

4.1 Proof of institutional and programme accreditation;

4.2 Proof of a computerised record keeping system that incorporates mechanisms to record learner achievements as well as mechanisms to report to the SETQAA on past, present and potential learners. The record keeping system should include the following learner information:

4.2.1 Full name(s) and surname of learner

4.2.2 ID number of learner

- 4.2.3 Contact details
 - 4.2.4 Demographic information (age, race, gender, geographical location, occupation where applicable, disability status where applicable)
 - 4.2.5 Education and training background and experience (prior qualifications, prior and previous learning experiences, learning skills, language skills and preference)
 - 4.2.6 Special learning needs (relevant disabilities or learning difficulties)
 - 4.2.7 Additional learning needs (necessary experience and knowledge of relevant technology)
 - 4.2.8 Resource factors (place and time of learning, access to resources including electricity and technology, financial resources for additional learning or support materials)
 - 4.2.9 Motivation for entering a programme of learning
 - 4.2.10 Programme/s for which the learner is registered
 - 4.2.11 Performance during the programme (internal and continuous assessment)
 - 4.2.12 Achievement during and at the end of the programme (internal and external assessment, final assessment, award achieved)
 - 4.2.13 Internal moderation activities
- 4.3 Proof of a records management system for certification and awards;
 - 4.4 Proof of a policy and procedures for the issuing of certificates and awards;
 - 4.5 Proof of security and integrity of the database;
 - 4.6 Personnel capacity, procedures, responsibilities and accountability in certification activities;
 - 4.7 A policy and procedures for the printing and storage of learner records and certificates;
 - 4.8 Proof that certification policies and procedures are designed to protect the learner's right to confidentiality;
 - 4.9 Policy and procedures for requests for duplicate certificates;
 - 4.10 Strategy to prevent the issue of fraudulent certificates
 - 4.11 SETQAA approved pro formas of certificates and/or certificates of learner achievements;
 - 4.12 A complete record of all certificates issued.

5. Information that should appear on certificates

- 5.1 Registered/accredited name of provider;
- 5.2 Provider logo;
- 5.3 Services SETA logo;
- 5.4 Name of learner
- 5.5 ID number of learner
- 5.6 Name of qualification/unit standards
- 5.7 NLRD registration number
- 5.8 NQF Level
- 5.9 NQF credits
- 5.10 Date Issued
- 5.11 Rector/CEO/Principal/etc signature
- 5.12 Certificate Number

6. Inclusion of the SAQA logo on certificates by Providers

The SAQA logo may be included on the certificates. SAQA is in the process of developing policy guidelines and specifications for approved use of the logo by providers.

The ETQA department of the Services SETA will ensure that all accredited providers are familiar with the SAQA policy guidelines and specifications for the use of the SAQA logo.

The ETQA department of the Services SETA is also responsible to facilitate a process to obtain SAQA approval for SETQAA accredited providers to use the logo. This process should include the approval of pro forma certificates.

7. SETQAA use of the SAQA logo on certificates

The SETQAA will request in writing the written permission of SAQA to use the SAQA logo for certificate purposes.

The Quality Promotions Unit of the SETQAA will be responsible:

- To control the use of the SAQA logo;
- For the activities of the users of the SAQA logo and
- to ensure that the users are familiar with the SAQA policy on acceptable usage of SAQA trademarks.
- For the design and implement policies and procedures to ensure responsible usage of the SAQA logo.

8. Inclusion of the SETQAA logo on certificates, advertising and marketing

The ETQA department in collaboration with the Public Relations Unit of the Services SETA is responsible to design and implement policies and procedures for the responsible usage of the Services SETA logo by

internal and external users. Add “The ETQA department in collaboration with the Public Relations Unit of the Services SETA is also responsible to design an advertising and media policy relating to the usage of the Services SETA name and logo and accreditation status.

The ETQA department of the SETQAA will be responsible to:

- Control the use of the Services SETA logo;
- For the activities of the users of the Services SETA logo and
- Will ensure that the users are familiar with the Services SETA policy on acceptable usage of Services SETA trademarks.

9. SETQAA Database

The SETQAA through its ETQA department, will maintain and regularly update a database of all certificates issued. The database should provide the following information:

- 9.1 Name of learner
- 9.2 ID number of learner
- 9.3 Name of qualification and/or unit standard achievement
- 9.4 NLRD registration number
- 9.5 NQF Level
- 9.6 NQF credits
- 9.7 Date certificate was issued
- 9.8 Name of Provider
- 9.9 Certificate number
- 9.10 Duplicate certificate issued i.e. date, reason, number

10. Policy for SETQAA Approval of pro forma certificates

Providers who wish to issue certificates should request, in writing, the approval of the ETQA department of the Services SETA for pro forma certificates.

11. SETQAA strategy to prevent the issue of fraudulent certificates

The **ETQA department** of the Services SETA is responsible to ensure that certificates are not fraudulently issued and will design and implement policies and procedures that effectively monitor the issuing of all certificates issued internally and externally.

12. Quality Assurance Mechanisms

The Quality Assurance Unit of the Services SETA is responsible for the monitoring and auditing of all certificates issued internally and

externally and will check for compliance against specified policies and procedures.

13. Supporting policies

Policies that should be aligned to the overarching Certification policy are:

13.1 Continuous Professional Development Policy

13.2 Skills Programme Policy

13.3 Certification Partner Policy and Procedures

14. Review mechanism

The ETQA Committee of the Services SETA should review all SETQAA policies and procedures relating to certification activities annually.