



The Services SETA (Sector Education & Training Authority)
 P O Box 3322, Houghton, 2041
 Tel: 011 – 276 9600, Fax: 011 – 276 9648
 Customer Service Hotline: 0861 10 11 48
 Email: customercare@serviceseta.org.za
 Website: www.serviceseta.org.za

SERVICE SETA – CODE OF GOOD PRACTICE AND CONDUCT

The purpose of this code is to ensure high levels of service to skills development facilitator's clients and employers. By signing this document, skills development facilitators agree to this code at all times.

External SDF's registered with the Service SETA subscribe to the following core values:

- Professionalism
- Integrity
- Honesty
- Client focus
- Quality
- Performing their functions in good faith, giving full effect to the obligations and spirit of the Skills Development Act and any relevant related legislation and/or regulation.
- Abstaining from any conduct or interests that may conflict with relevant legislation and/or regulatory framework.

The "Workplace Skills Planning" process is about engagement between employers and employees within companies that are registered with Sector Education and Training Authorities (SETA's), with skills development facilitators acting as "process engineers" rather than participants.

Conduct relating to skills development facilitation:

As a Services SETA registered SDF, I agree to:

- Facilitate skills development related engagement in the workplace.
- Conduct research in the workplace and/or participate in industry research activities.
- Facilitate consensual decision-making in the workplace constituencies and the relevant SETA.**
- Manage the workplace skills planning evaluation process including acceptance of delays, changes and any additional consultation.**
- Liase with the Service SETA on behalf of the member company.**
- Be unbiased in dealing with employer and employee constituencies.**
- Inform the Service SETA of skills development related aspects and developments with regard to the member company.**
- Subscribe to and foster a culture of continuous professional development and improvement.**
- Engage in continuing professional development activities as appropriate.**

~~Conduct relating to professional behavior:~~

ISO DOC Nr.
SDF-F 006

ISO 9001:2000 QUALITY MANAGEMENT SYSTEM
 Services SETA Document Numbering System
 DOC REVISION STATUS
 1st Issue

NEXT REVIEW DATE
10 Aug '07

Business Services Chamber, Client Care Services Chamber, Commercial & Industrial Services Chamber, Management Services Chamber

Chairperson: Don Johnston; Vice Chairperson: Andy Mathibe; Chief Executive Officer: Ivor Blumenthal; Deputy Chief Executive: Treaty Moshoeshoe

As a preferred external Skills Development Facilitator of the Service SETA I will abide by the following:

- I will not accept bribes
- I will be honest when submitting claims to the Service SETA.
- I will discharge my duties with diligence and punctuality.
- I will not profit from confidential information acquired from member companies while engaged with a member company or after termination of my relationship with such company.
- I will act at all times in the interest of the member company in relation to the Service SETA and other members.
- I will endeavor to promote a culture of consensus at all times.
- Contravention of this code of ethics may result in expulsion from the preferred external SDF list of the Service SETA.

I.....External Skills Development Facilitator (SDF), hereby agree to abide by the preceding code of conduct and good practice as drawn up by the Services SETA.

Signature

Date: