

FIETA PROCEDURES FOR AN APPEAL AGAINST A REGISTRATION DECISION

INTRODUCTION

Where a provider, an individual learner, trainer, assessor or moderator has been denied registration, they may appeal that decision. The following levels of appeal are available to individuals:

1. First, the ETQA Manager. If still dissatisfied with the result, then may go to the,
2. ACCREDITATION COMMITTEE, if still dissatisfied with the result, they may go to,
3. SAQA. The SAQA Criteria and Guidelines for ETQA's make provision for appeals to be referred to the Authority under exceptional circumstances. We would recommend that this course of action only be pursued in cases where there is a group of people who have similar ground for appeal and who are unable to find satisfaction with the appeal to the ETQA itself.

PROCEDURE

1. Provide the individual with the necessary information and documentation to appeal the registration decision.
2. Forward the notice of appeal to the Accreditation and Provider Support Manager who once logs the appeal submits to the ETQA Manager.
3. Review the appeal.
4. Inform the provider and/or the individual.

If the Appeal is successful:

5. Change the registration status of the individual accordingly.

If the appeal is not successful:

6. Receive notice of appeal to the Accreditation Committee.
7. Submit the appeal to the Accreditation Committee.
8. Inform the provider and/or individual.

If the Appeal to the Accreditation Committee is successful:

9. Change the registration status of the individual accordingly.

If Appeal to Accreditation Committee is not successful:

10. Communicate with SAQA as required (if the learner requires this).

RESPONSIBILITIES

1. The ETQA Manager is responsible for:
 - Overseeing the appeal procedures;
 - Reviewing the initial appeal;
 - Submitting secondary appeals to the Accreditation Committee;
 - Analysing data on the results of appeals;
 - Liaising with SAQA regarding third level appeals;
 - Reviewing reports on appeals.
2. The Accreditation & Provider Support Manager is responsible for:
 - Receiving notices of appeal;
 - Inputting data relating to the results of appeals;
 - Communicating results of appeals to providers and/or the individual.
3. The Accreditation Committee is responsible for:
 - Reviewing secondary appeals;
 - Confirming reports on the results of appeals.

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