

FIETA PROCEDURES FOR RE-ACCREDITATION OF PROVIDERS

INTRODUCTION

FIETA re-accreditation will be based on analysis of monitoring and audit reports and provider reports to the ETQA. As with accrediting providers, the procedures for re-accrediting providers present the same challenge of balancing efficiency and effectiveness.

REQUIREMENTS

For example, the provider could be required to report regularly (quarterly or annually depending on the length of the programme / course).

1. Quantitative information on:
 - Learner enrolments;
 - Number of assessments;
 - Learner achievements;
 - Number of learner appeals;
 - Number of complaints by learners / employers / other users against the provider.

2. Qualitative information on:
 - Learner / staff satisfaction surveys with the programmes / courses / assessments;
 - Outcomes of appeals;
 - How complaints were dealt with.

The ETQA itself would also track appeals against assessment outcomes and complaints about a provider to the SETA.

Analysis of the provider reports and the ETQA's own internal tracking system will be used to maintain a record of constituent provider performance. In the case of a workplace provider being visited regularly by the ETQA for monitoring advice, learnerships, skills programmes, reports are designed to include observations of the workplace in respect of training and assessment provision.

This record will form the basis for categorising providers into those who require a formal evaluation and even audit for re-accreditation and those that may be considered for re-accreditation on the basis of their track record without further evaluation.

PROCEDURE

1. Keep a record of dates on which the accredited provider needs to re-apply.
2. Advise the provider as to the requirements for re-accreditation and supply them with the necessary forms and guidelines for re-accreditation.
3. Process the application for re-accreditation.
4. Conduct a provider re-accreditation evaluation.

5. Review the re -accreditation evaluation and confirm the re -accreditation status.
6. Record the re -accreditation status.
7. Issue the certificate of accreditation.
8. Upload the information to SAQA.

RESPONSIBILITIES

1. The ETQA Manager is responsible for:
 - Overseeing the process of re-accreditation;
 - Evaluating the application for re-accreditation;
 - Recommending the re-accreditation status;
 - Signing the certificate of re-accreditation;
2. The Administrator is responsible for:
 - Reminding the provider that re-accreditation is due;
 - Sending all necessary documentation to the provider;
 - Receiving the re-accreditation application;
 - Receiving the re-accreditation outcome;
 - Recording the re-accreditation status;
 - Uploading the re-accreditation information to SAQA.
3. The Accreditation Committee is responsible for:
 - Confirming the re-accreditation status.