

## 1. What is ETQA?

**Education and Training Quality Assurance Body (ETQA)** is a body accredited in terms of the SAQA Act, responsible for monitoring and auditing achievements in terms of national standards or qualifications, and to which specific functions relating to the monitoring and auditing of national standards or qualifications have been assigned in terms of section the SAQA Act.

FIETA ETQA Department's "primary focus" is in the four (4) for chambers namely:

1. Furniture
2. Wood Products
3. Forestry
4. Pulp & Paper

## 2. What are the functions of the ETQA?

The ETQA is primarily responsible and accountable to SAQA in terms of the ETQA regulation R1127. The ETQA is responsible for

- a. Accredite constituent providers for specific standards or qualifications registered on the National Qualifications Framework;
- b. Promote quality amongst constituent providers;
- c. Monitor provision by constituent providers;
- d. Evaluate assessment and facilitation of moderation among constituent providers;
- e. Register constituent assessors for specified registered standards or qualifications in terms of the criteria established for this purpose;
- f. Take responsibility for the certification of constituent learners;
- g. Co-operate with the relevant body or bodies appointed to moderate across Education and Training Quality Assurance Bodies including but not limited to, moderating the quality assurance on specified standards or qualifications for which one or more Education and Training Quality Assurance Bodies are accredited;
- h. Recommend new standards or qualifications to National Standards Bodies for consideration, or modifications to existing standards or qualifications to National Standards Bodies for consideration;
- i. Maintain a data-base acceptable to the Authority;
- j. Submit reports to the Authority in accordance with the requirements of the Authority, and
- k. Perform such other functions as may from time-to-time be assigned to it by the Authority.

## 3. Provider Accreditation

**What are FIETA provider accreditation requirements?**

- a. Is registered as a provider in terms of the applicable legislation at the time of application for accreditation;
- b. Has a quality management system which includes but is not limited to-
  - i. Quality management policies which define that which the provider wishes to achieve;
  - ii. Quality management procedures which enable the provider to practice its defined quality management policies; or
  - iii. Review mechanisms which ensure that the quality management policies and procedures defined are applied and remain effective;
- c. Is able to develop, deliver and evaluate learning programmes which culminate in specified registered standards or qualifications;
- d. has the-
  - i. Necessary financial, administrative and physical resources;
  - ii. Policies and practices for staff selection, appraisal and development;
  - iii. Policies and practices for learner entry, guidance and support systems;
  - iv. Policies and practices for the management of off-site practical or work-site components;
  - v. Policies and practices for the management of assessment;
  - vi. Necessary reporting procedures; and
  - vii. The ability to achieve the desired outcomes, using available resources and procedures considered by the Education and Training Quality Assurance Body to be needed to develop, deliver and evaluate learning programmes which culminate in specified registered standards or qualifications. and
- e. Has not already been granted accreditation by or applied for accreditation to another Education and Training Quality Assurance Body contemplated in regulation 2.

### **Which forms must be completed for accreditation?**

- Application for accreditation form.
- Application for Assessor , moderator and trainers registration form
- Self Evaluation form

### **What are the steps for FIETA accreditation?**

#### **Step 1**

Obtain necessary documents from FIETA ETQA Department  
 Accreditation Application Form  
 Accreditation Criteria document  
 Accreditation Guideline Document  
 Assessor Registration Criteria Document  
 Assessor Registration form  
 Self Assessment Form

#### **Step 2**

Complete Self Assessment and Application form and submit to FIETA ETQA

**Step 3**

FIETA ETQA review of Application forms and Self Assessment

**Step 4**

Site Visit

**Step 5**

Accreditation, Full or Provisional  
Provisional Accreditation

In certain instances it may prove to be impossible for a Provider to meet all the Conforming Requirements, which are specified in this document.

#### **4. Assessment and Moderation**

##### **FIETA process for registration of assessors**

### **INTRODUCTION**

The SAQA requirement for registering assessors is implicit in that assessors are to have expertise in the standards and qualifications they are registered to assess at or above the level at which they are assessing.

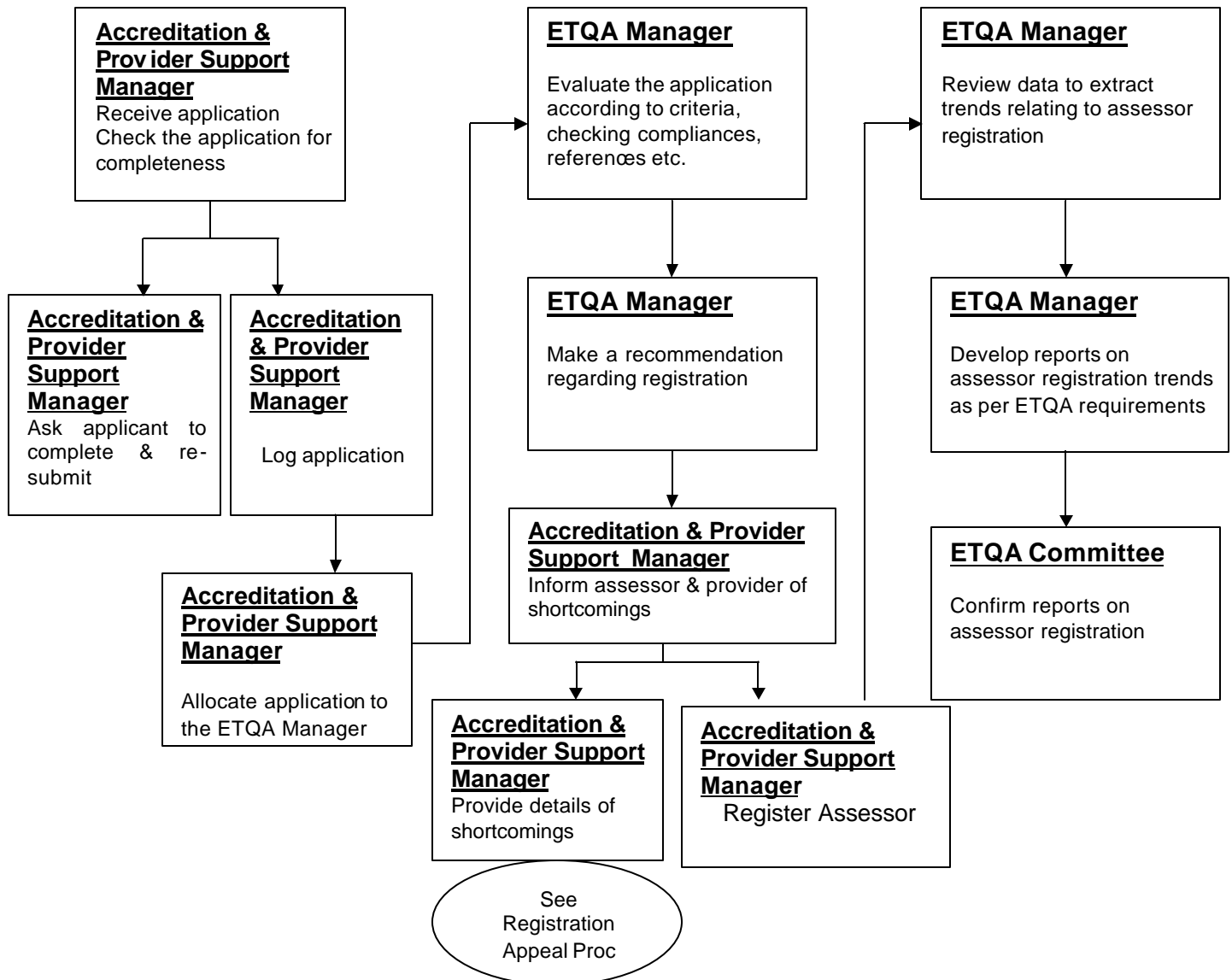
### **REQUIREMENTS**

FIETA has adopted criteria for the registration of assessors.

### **PROCEDURE**

1. Receive the application for registration.
2. Evaluate the application.
3. Confirm the registration recommendation.
4. Communicate the results of application.
5. Register successful assessors.

## **FIETA PROCEDURES FOR THE REGISTRATION OF ASSESSORS**



Moderation ensures that people who are being assessed are assessed in a consistent, accurate and well-designed manner. Moderation of assessment occurs at both the level of the provider (internal moderation), and at the level of the *ETQA* (external moderation).

### 5. Recognition of Prior Learning (RPL)

RPL is a process whereby individuals like you are given recognition for the skills and knowledge that they already have, but which have not been formally recognized. It gives formal credit for learning regardless of where the learning was achieved.

RPL is an educational process which recognizes lifelong learning for the purpose of giving credit, exemption or recognition of individual's achievement regardless of when, where and how competence was acquired. It is an educational process which recognizes lifelong learning for the purpose of giving credit, exemption or recognition of individual's achievement regardless of when, where and how competence was acquired

## **6. Auditing and Monitoring of Accredited 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 categorizing 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.

## **7. Programme Approval & Short Courses**

### **INTRODUCTION**

FIETA recognizes that the provision of short courses is a viable and common method for:

- Gaining meaningful learning for optimal workplace functioning;

- Accessing learning in a manageable manner - time, cost, energy;
- “Just-in-time learning” and “just enough learning”;
- Meaningful career and learning pathways;
- Improved workplace practice;
- Improved employability and mobility of learners.

Providers offering programmes for which there will never be unit standards (short courses), may submit application to the FIETA ETQA for the registration and recognition of these programmes.

The benefits of registration and recognition are that:

- The programmes may be marketed as such;
- They can be included as provision on “workplace skills plans” for the repayment of skills levies.

Defining Short Courses:

- A learning programme presented by a recognized provider;
- Non-credentialed courses;
- Quality assurance of provisioning is desirable if not essential.

## **PROCEDURE**

1. Receive application for registration.
2. Evaluate the application.
3. Confirm the registration recommendation.
4. Communicate the results of the evaluation.
5. Register the short courses.
6. Issue the certificate of recognition of short courses.
7. Upload the FIETA database.

## **RESPONSIBILITIES**

1. The ETQA Manager is responsible for:
  - Overseeing the registration of short courses;
  - Reviewing reports on the registration of short courses;

- Approving and signing the certificate of recognition of short courses.

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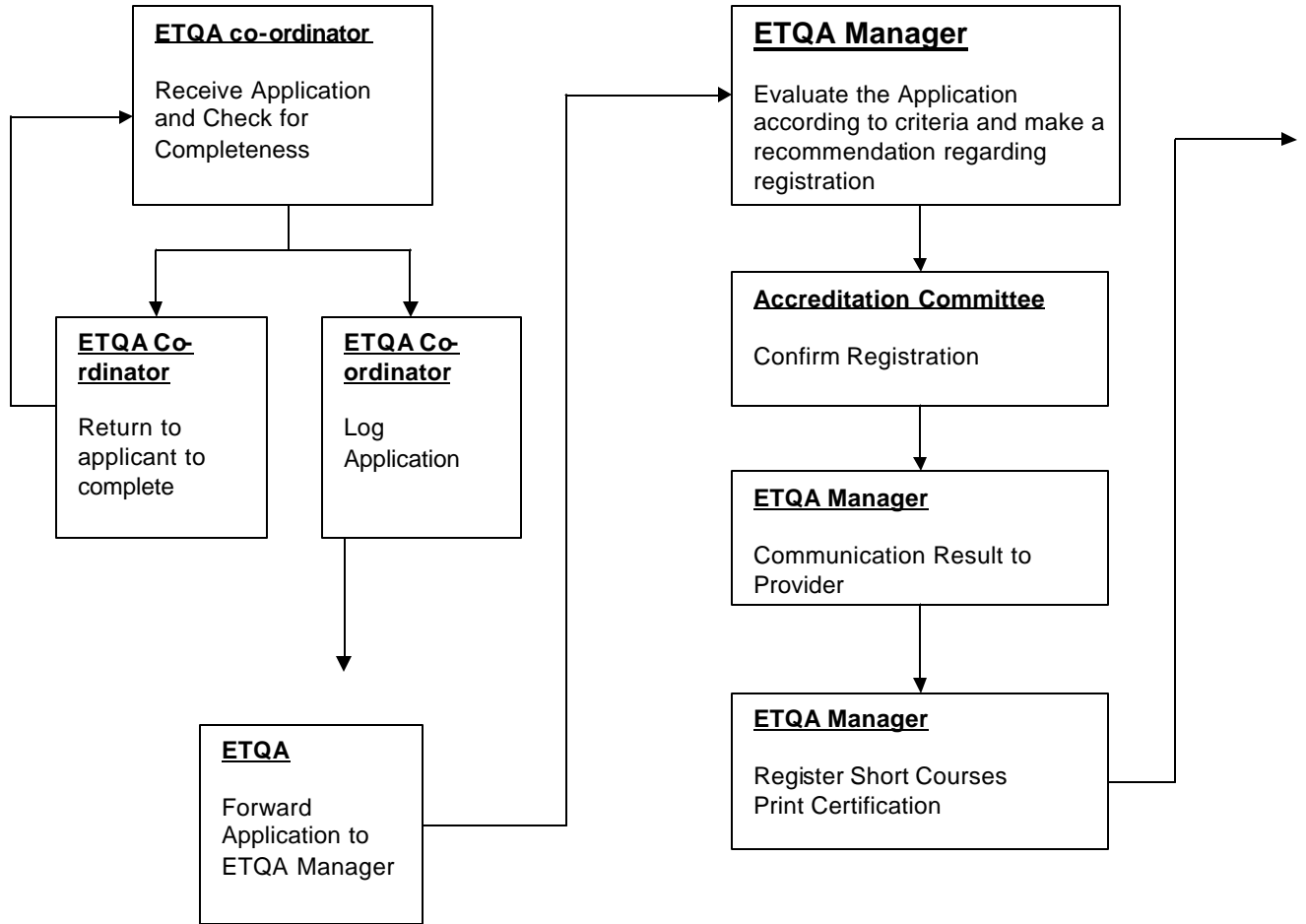
2. The ETQA compliance and performance Co-ordinator is responsible for:

- Receiving and checking the application for completeness.
- Checking the qualification of the applicant.
- Inputting data related to the registration of short courses.
- Uploading the information to the FIETA database.
- Communicating with providers regarding registration of short courses.

3. The chamber committee is responsible for:

- Confirming the registration of short courses.

**FIETA PROCEDURES FOR THE REGISTRATION OF SHORT COURSES**



**7. Certification**

**INTRODUCTION**

Certification is used by FIETA to indicate that certain requirements have been complied with. A certificate is issued by FIETA for three main purposes. These are for the:

- Accreditation of a provider
- Registration of an assessor, moderator or verifier
- National recognition for a learner for full qualification

All ETQAs and SETAs establish systems which guarantee that the credits and qualifications they issue have not been tampered with and that credits and qualifications have not been fraudulently issued (refer to the guideline on the use of the SAQA hologram).

The FIETA ETQA maintains a record of all accredited providers and registered assessors, moderators or verifiers. It also issues a record of learning for credits achieved and that certificates are issued for the achievement of the full qualification. It is the responsibility of providers to ensure that the ETQA have an accurate and accessible record of all credits achieved by the learner.

## **PROCEDURE FOR THE ISSUING OF A CERTIFICATE**

1. Ensure that the
  - 1.1. provider is accredited by FIETA
  - 1.2. the assessor, moderator or verifier is qualified and registered
  - 1.3. achievement by the learner of the standard / qualification is valid.
  - 1.4. Issue a statement of credits achieved.
2. Issue the certificate of competence or compliance with:
  - 2.1. a SAQA logo imprinted
  - 2.2. acknowledgement that the qualification is registered with the NQF
  - 2.3. the NLRD registration number of qualification/unit standards must appear
  - 2.4. the full name of the standards or qualifications must appear on the certificate
  - 2.5. the certificate must have a unique FIETA reference number.
  - 2.6. The certificate must be signed by the ETQA Manager and the FIETA CEO.
  - 2.7. The certificate must not be highly textured paper as the hologram will not remain permanently affixed.

3. Attach the SAQA hologram logo (refer to the guideline of the use of the SAQA hologram)
4. Upload the information to SAQA.
5. Issue the certificate to the provider, assessor/moderator or learner.
  - 5.1. This should be done in such a way as to minimize the risk of the certificate being misused by any other individual other than the certified owner.
  - 5.2. In all instances the certificate must be signed for in a control register.
  - 5.3. Where it is not possible to personally hand the certificate over to the provider, assessor/moderator or learner, it must be sent through registered mail and this recorded in the control sheet.
  - 5.4. If the learner does not have access to any postal service, every endeavour must be made to have the certificate delivered by the provider.

## **RESPONSIBILITIES**

6. The FIETA CEO is responsible for:
  - Signing the certificate/record of credits achieved;
7. The ETQA Manager is responsible for:
  - Signing off on all achievements;
  - Signing the certificate/record of credits achieved;
  - Attaching the SAQA hologram logo (refer to FIETA procedure)
  - Reporting on issuing of records and certificates of achievement;
  - Ensuring that the provider is accredited
  - Ensuring that the assessor/moderator is qualified and registered
  - Ensuring the integrity of the learner's records.
8. The Administrator is responsible for:
  - Issuing the record of achievements / printing certificates;
  - Distributing records and certificates of achievement to learners or providers;
  - Uploading the information to SAQA.
9. The Accreditation Committee is responsible for:
  - Receiving and reviewing reports of records and certificates of achievement.

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**FIETA PROCEDURES FOR CERTIFYING LEARNERS/PROVIDERS/ASSESSORS/MODERATORS**

