

PROVIDER ACCREDITATION ACTION PLAN

No	IMPLEMENTATION ACTION STEPS	Responsibility						Date	Comments
	Develop Policy Manual								
1.1	Business Plan								
1.2	Vision and Mission								
1.3	Define QA Policy Statement								
1.4	Set specific Quality Objectives								
1.5	Appointment of Quality Management Representative								
1.6	Define Roles and Responsibilities								
1.7	Define Management review mechanism to monitor achievement of stated Objectives								
1.8	Circulate Policy Section for Comments								
1.9.	Workshop Policy Section with Snr. Management								
1.10	Approval of Policy Section								
1.11	Organise Quality Awareness Training for Snr Management								
1.12	Organise Quality Awareness Training for all Staff								
1.13	Policy Statement: Learning Programme								
1.14	Policy Statement: Learner Entry								
1.15	Policy Statement: Finances								
1.16	Policy Statement: Admin								
1.17	Policy Statement: Physical Resources								
1.18	Policy Statement: HR								
1.19	Policy Statement: Management of On-job training								

PROVIDER ACCREDITATION ACTION PLAN

No	IMPLEMENTATION ACTION STEPS	Responsibility						Date	Comments
1.20	Policy Statement: Management of Assessment								
1.21	Policy statement: Audits								
1.22	Policy Statement: Marketing								
1.23	Policy Statement: Customer Service								
1.24	Policy Statement: OHS								
2	Develop Procedure Manual								
2.1	Identify Key Business Processes								
2.2	Identify Process Owners								
2.3	Set up individual Appointments with Process Owners								
2.4	Procedurise Key Business Processes								
2.5	Ensure alignment to guideline document criteria and requirements								
2.7	Learning Programme Development Procedure								
	Obtain or develop source documents e.g. Evaluation document, templates								
	Contracts, if relevant								
	Submit Learning Programme to ETQA for evaluation								
	Alignment of facilitators to unit standards								
	Facilitators Code of Conduct								

PROVIDER ACCREDITATION ACTION PLAN

No	IMPLEMENTATION ACTION STEPS	Responsibility						Date	Comments
2.8	Learner Entry Guidance And support Procedure								
	Source Documents: Attendance Registers, learner enrolment forms								
	Induction Booklet								
	Brochure								
	Career Paths								
	Learner Satisfaction Survey								
2.9	Financial Procedure								
	Source Documents								
	Auditors Evaluation Certificate								
	Invoicing Procedure								
	Payment Procedure								

PROVIDER ACCREDITATION ACTION PLAN

No	IMPLEMENTATION ACTION STEPS	Responsibility						Date	Comments
	Management of Debtors/Creditors								
	Delegated Responsibility : Finance								
2.10	Admin Procedure								
	Source Documents								
	NRLD Alignment: SAQA Electronic Database								
	Capturing Procedure								
	Maintenance Procedure								
	Updating Procedure								
	Access Control Procedure								
	Verification Procedure								
	Learner Files								
2.11	Management of Documentation								
2.12	Physical Resources: Maintenance Procedure								
	Source Documents								

PROVIDER ACCREDITATION ACTION PLAN

No	IMPLEMENTATION ACTION STEPS	Responsibility						Date	Comments
	Assets Register								
	Contractual Agreements								
	Maintenance schedule								
	Financial Provisioning								
2.13	HR Procedures								
	Source Documents								
	Personnel Files (Training Department)								
	Selection Procedure								
	Recruitment Procedure								
	Promotion Procedure								
	Termination Procedure								
	Training and Development Procedure								
	Performance Appraisal System								
	Management of Contract Staff								

PROVIDER ACCREDITATION ACTION PLAN

No	IMPLEMENTATION ACTION STEPS	Responsibility						Date	Comments
2.14	Management of On-Job Training								
	Source Documents								
	Mentors and Coaches (Database)								
	Logbooks								
	Structure of on-job training								
2.15	Management of Assessment								
	Source Documents								
	Database assessors and Moderators								
	Assessor Registration Applications to be submitted to TETA								
	Moderator Application Form to be submitted to TETA								
	Assessment Procedure								
	Moderation Procedure								

PROVIDER ACCREDITATION ACTION PLAN

No	IMPLEMENTATION ACTION STEPS	Responsibility						Date	Comments
	Appeals Procedure								
	RPL Policy and Procedure								
2.16	Internal Audit Procedure								
	Source Documents								
	Audit Schedule with dates								
	Corrective action Procedure								
	Preventative action Procedure								
	Audit Tool								
	NCR Report format								
	Management Review minutes								
2.17	Marketing Procedure								
	Source Document								
	Marketing Plan								
	Financial Provisioning								

PROVIDER ACCREDITATION ACTION PLAN

No	IMPLEMENTATION ACTION STEPS	Responsibility						Date	Comments
	Implementation Plan (If training to be offered externally)								
2.18	Customer Procedure								
	Source Documents								
	Learner/Customer Survey Document								
	Grievance Procedure								
	Customer Complaint Report								
2.19	OHS Procedures								
	Evacuation Procedure								
	Safety Board								
	OHS Committee - Representative								
	Work based safety Procedure								
2.20	Circulate All Procedure for Comments								
2.21	Approval of Procedures								
2.22	Organise Training for all relevant Staff Members								
2.23	Compile Accreditation File								

PROVIDER ACCREDITATION ACTION PLAN

No	IMPLEMENTATION ACTION STEPS	Responsibility						Date	Comments
3	Quality System Maintenance								
3.1	Planning of internal quality audits								
3.2	Identify Competent Independent Quality Auditor								
3.3	Perform internal Quality Audits								
3.4	Implement the required Corrective Actions								
3.5	Revising Procedures as and when required								
3.6	Organise Training and development of personnel on revised Procedures								
4	ISO Listing (IF RELEVANT)								
4.1	Identify Suitable ISO Certification Body								
4.2	Ensure Quality Management System addresses all requirements for ISO Listing.								
4.3	Ensure Quality management System effectiveness for the Development, delivery and evaluation of Learning programmes.								
4.4	Apply for ISO Listing.								
4.5	Celebrate ISO Listing								

Date signed: _____

ETQA Practitioner: _____

Authorised by: _____

Date Received: _____

Position: _____

Set Accreditation Site Visit: _____