




TRANSPORT EDUCATION AND TRAINING AUTHORITY

Document Title	Certification Policy	Document and Rev No:	QAPOL02 Rev 00
Department	ETQA	Effective date	30 March 2011
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1. PURPOSE

The purpose of this policy is to ensure the authenticity of all Transport Education and Training Authority Quality Assurance (TETA ETQA) Certificates issued, in line with the Terms and Conditions of Accreditation as an Education Training Quality Assurance Body (ETQA) as contemplated in the ETQA Regulations No. 1127 of 1998. The latter includes inter alia the accreditation of constituent training providers and registration of constituent assessors and moderators, and the certification of constituent learners.

2. RESPONSIBILITIES

The following personnel will be responsible to ensure that this procedure is implemented and that the specified controls are complied with:

- ETQA Manager
- ETQA Practitioners
- ETQA Certification Officer
- ETQA Administrator

3. SCOPE

The Certification Policy and procedure shall apply to all accredited constituent training providers, registered constituent assessors and moderators, and the certification of constituent learners seeking recognition for the achievement of a National qualification registered on the National Qualifications Framework (NQF).

This policy is applicable to learnerships only

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4. CERTIFICATION PROCESS AND PROCEDURE

A constituent training provider who has achieved the status of full accreditation; constituent assessors and moderators registered, and constituent learners declared competent shall be certified by the TETA ETQA and issued a certificate in accordance with the terms and conditions of accreditation, registration and achievement as contemplated in the South African Qualifications Authority (SAQA) ETQA regulations.

4.1 Conditions for Issuing Certificates

Certificates will only be issued once all details of the of the Training provider, Assessor, Moderator and learner have been loaded on to the Seta Management System (SMS).

4.1.1 Certification of Fully Accredited Education and Training Providers

All certificates for the recognition of fully accredited education and training providers shall be issued with the following information:

- Registration name(s) of the ETD Provider
- Accreditation/Identification Number of the ETD Provider
- Status of Accreditation
- Accreditation Date
- Accreditation Expiry Date
- Signature of ETQA Manager
- Signature of TETA CEO
- Date of Issue
- TETA Name and Logo
- SAQA Hologram and serial number
- Appendix describing the Unit Standard(s) associated with the Qualification
- Certificate serial number

4.1.2 Certification of Registered Constituent Assessors and Moderators

All certificates for the recognition of registered constituent Assessors and Moderators against full qualifications shall be issued with the following information:

- Full name(s) and surname of the Assessor or Moderator
- Identification Number of the Assessor or Moderator
- Assessor or Moderator Registration Number
- Appendix describing the Unit Standard(s) associated with the Qualification
- Registration Date
- Registration Expiry Date
- Signature of ETQA Manager
- Signature of TETA CEO
- Date of Issue
- TETA Name and Logo
- SAQA Hologram and serial number
- Certificate serial number

4.1.3 Certification of Recognition of Learner Achievement All certificates for the recognition of learner achievement(s) against full qualifications shall be issued with the following information:

- Full name(s) and surname of the Learner
- Identification Number of the Learner
- Title, number, level, and credits of the qualification achieved
- Achievement date

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- Issue date
- SAQA Logo, Hologram and serial number
- TETA Name and Logo
- Signature of TETA CEO
- Signature of ETQA Manager
- Certificate serial number

4.1.4 Notification and Distribution of Certificates for Accreditation, Registration and Achievement(s)

TETA shall notify in writing for collection and/or forward all certificates by registered mail to the training provider, assessor, moderator or learner. Records of all certificates issued with dates, signatures, quantity of certificates and serial numbers shall be kept on file in a room with limited access.

4.2 Procedure for Issuing Certificate

4.2.1 Accredited ETD Providers and Registered Assessors and Moderators

- A decision of the ETQA Standing Committee for Full accreditation status and period
- A decision of the ETQA Manager to register the assessor or moderator for the period specified.
- The ETQA Manager shall request the printing of the certificate and affix the SAQA Hologram.
- The ETQA Manager shall validate the certificate by signing it together with the TETA CEO;
- The original certificate will be forwarded to the provider, assessor and moderator and a copy of the original will be kept in a storage area with all the relevant records and register.

4.2.2 Recognition of Learner Achievements

- The constituent ETD provider shall notify the TETA in writing upon completion of Internally moderated assessments with the following information attached:
 - Accreditation status
 - Learner Information details
 - Assessment and Moderation reports
 - Learner achievements
- An on-site external moderation visit will be conducted in line with the procedures for assessment and moderation;
- An external moderation report will be compiled and submitted by the designated External Moderator to the ETQA Manager or any other person so designated;
- The ETQA Certification Officer will acknowledge, capture and verify the learner achievements;
- The ETQA Manager or any other person so designated will request that a certificate be generated;
- The ETQA Manager and the TETA CEO shall sign the certificate to validate its authenticity;
- The original certificate will be forwarded to the provider and a copy of the original will be kept in a secure room with all the relevant records and register;

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- The ETQA Manager or any other person so designated will forward reports on learner achievement results and any other information so required to SAQA in accordance with the agreed procedures and timeframes for reporting.

4.3 Conditions for not Issuing Certificates

The following apply for not issuing of certificates:

- Non-accreditation of training providers, non-registration of assessors and moderators with TETA and learners' achievement of competence are not met;
- No formal receipt from the TETA on the endorsement of Learner achievements;
- Flaws or irregularities in the accreditation, registration, assessment and/or moderation, quality assurance of learner achievement processes;
- Incomplete or inconsistent learner, assessor or provider information;
- Any other irregularities that may be detected during and after the external Moderation process.

4.4 Quality Assurance Measures in the Issuing of Certificates

The following quality assurance measures shall apply in the issuing of certificates:

- Routine updating and validation of the constituent provider, assessor, moderator and learner information submitted;
- Accurate and continuous capturing of data on the database linked to the NLRD;
- Monitoring and auditing the accuracy of the information captured on individual learner records for up-loading on the NLRD;
- On-site external Moderation of moderated assessments and provision of support on problem areas;
- Endorsement of the verification reports by the ETQA Manager or any other person so designated;
- Confirmation of details on the certification by Administrative personnel before issue.

4.5 Security, Fraud Prevention, Authenticity and Delegation Measures and Control

The integrity, security and control of data and issue of certificates shall be ensured by putting in place the following security measures:

- Access to the database and up-loading of data shall be limited to the TETA ETQA Management and ETQA personnel designated to perform this function;
- The designated personnel to access the database and up-load data shall be issued with individual passwords;
- All certificates shall be issued on a special type of paper and shall bear the TETA name, logo, seal, and specific security features.
- The TETA will issue the certificates solely for the following purposes:
 - Fully accredited ETD providers
 - Registered Assessors and Moderators
- Learner Achievements against registered full NQF qualifications falling within the primary focus of the TETA

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- All certificates shall be issued against the TETA primary focus NQF registered qualifications with signatures of the following TETA designated officials:
 - TETA Chief Executive Officer
 - ETQA Manager
- All certificates shall be issued on the following control measures to ensure the security of the certificates:
 - o All certificates shall be kept in a secure room with limited access;
 - o All certificates shall have sequential numbers assigned to assist with filing and auditing;
 - o A register of all certificates issued shall be kept and will have the following information:
 - Date of print;
 - Name of person who printed the certificate
 - Number of certificates printed and their serial numbers;
 - Number of certificates cancelled and destroyed and their serial numbers.
- The TETA will solely use their own certificates and not use any others.
 - All certificates shall be designed and printed by the TETA

4.6 REISSUING OF CERTIFICATES

- The TETA shall re-issue certificates upon written request by the constituent training provider, assessor, moderator or learner provided by a full motivation for such a request.
- The request may be verified by the ETQA Manager
- All certificates issued with incorrect information to constituent providers, assessors, moderators, or learners shall be recalled and cancelled before any other certificate is issued.

4.7 APPEALS

The constituent training provider, assessor, moderator or learner may appeal to the ETQA Manager against the decision taken not to award a certificate in terms of the TETA Appeals Procedure.

5. Inputs Required	Process Outputs and performance parameters
<ul style="list-style-type: none"> • Request for Certification • Request for Re Issue of Certificates 	<ul style="list-style-type: none"> • Certification • Re Issue of Certificates

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6. RECORDS				
Record	Record Type	Responsible Person	Retention Period	Disposition
External Moderation report	Form	Certification Officer	5 Years	Archive
Hologram and certificate number book	Form	Certification Officer	5 Years	Archive
Certificate register	Form	Certification Officer	5 Years	Archive

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