

# PROVIDER CAPACITY BUILDING WORKSHOP



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# Presentation outline

- Accreditation compliance
- External Moderation (Conducting Assessments and Moderations)
- Learner Upload
- Learner certification requirements
- General information



# Purpose

- To inform accredited training providers of the requirements to maintain their accreditation with TETA and applying for extension of scope



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# Requirements for accreditation

Provider accredited based on the following criteria:

- Learning material (course manuals) approved by TETA
- Assessors registered with TETA
- Moderators registered with TETA
- QMS (policies and procedures) approved by TETA



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# Assessment and moderation process

Train &  
assess

Internal  
moderation

TETA  
External  
moderation



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# Type of accreditation and timeframes

PROVISIONAL	FULL
2 YEARS	5 YEARS

To attain full accreditation, a provider must:

- Upload learner information to TETA on the SMS
- Apply to TETA for external moderation
- Apply to TETA for certificates or statement of results
- TETA monitoring visits at least once a year

NB: Full accreditation will be granted at the sole discretion of TETA



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# Assessor / moderator registration

- Assessors and moderators must be subject matter experts and registered with TETA
- Assessor and moderator registration is valid for 3 years
- Application must be made for renewal of assessor/moderator registration at least 3 months prior to expiry of registration



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# Provider extension of scope

- Complete and sign the accreditation application for extension of scope
- Ensure that assessors and moderators are registered for the unit standards and that SLAs are in place with contracted assessors and moderators
- Provide proof of TETA approved learning programmes
- N.B Ensure that unit standards have not expired by checking registration dates on [www.saqa.org.za](http://www.saqa.org.za)



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# Programme approval

- Providers wanting to apply for programme approval with another SETA, must request in writing and submit to the ETQA Practitioner or Learning Programme Coordinator
- TETA will then submit the form to the relevant SETA on behalf of the provider
- Providers are then required to follow-up on the application directly with the SETA granting the programme approval



## Expiring accreditation

- Providers whose accreditation is due to expire must contact their ETQA Practitioner at least 3 months prior to expiry of accreditation
- Monitoring and auditing will be scheduled, based on findings provider accreditation maybe:
  - Suspended
  - Extended
  - Granted full accreditation



# Monitoring and auditing

- All providers , both provisionally and fully accredited will undergo monitoring and auditing by the TETA at least annually
- The purpose of monitoring and auditing is to ensure implementation of policies and procedures, compliance to TETA and SAQA requirements



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# EXTERNAL MODERATION



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# Why External Moderation?

- To validate the internal moderation systems
- To manage and provide Leadership
- Compile a comprehensive report detailing assessments activities
- To allow for certification of learners



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# Roles & Responsibilities of External Moderators

- To Verify Credibility of assessment methods & instruments
- To verify appropriateness & effectiveness of learning programmes
- To provide advice & guidance in terms of assessments
- To verify the efficiency of the internal moderation systems
- To verify consistency of assessments conducted within & across providers
- To verify assessor & moderator decisions



# Moderation Frequencies

- Internal Moderation sampling be conducted on:-
  - 75% in the first year
  - 50% in the second year
  - 25% in the third year
  - After the third year Internal Moderation may be reduced to a minimum of 15%.



# Moderation Frequencies Cont.

- External Moderation will be conducted on:
  - Between 50% - 10% sample of all Assessments moderated internally.

NB: Internal and external moderation will be conducted on a quarterly basis or as per demand.



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# Process of External Moderation

- Provider to train learners, conduct assessments, conduct internal Moderation and request TETA to conduct verification of assessments through External Moderation
- Apply for external moderations of all training done.
  - Complete TETA external moderation application form
  - Submit Internal moderation report (signed and with a full list of learners)
  - Learner results uploaded on TETA SMS



## Process of External Moderation cont.

- Provider to monitor the Start and End date of accreditation, ensure that their training is conducted within scope of accreditation.

NB: Providers who's accreditation has expired are not allowed to train until their accreditation is activated & can only train on scope approved by TETA



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## Process of External Moderation cont.

- Providers to monitor the Start and End date of Assessor/Moderator registration and ensure that assessments and moderations are conducted within scope of registration

NB: Assessors/Moderators who's registration has expired are not allowed to assess/moderate until their registration is activated & can only assess/moderate on scope approve by TETA



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# Process of External Moderation Cont.

- Documents to be available on site:
  - Organisation's QMS in particular Assessment, Moderation, RPL and Appeals policies, procedures and relevant documents (Updated);
  - All moderated and non moderated PoEs
  - Copies of attendance registers (To be collected on site)
  - Certified learner ID copies (To be collected on site)



# Process of External Moderation Cont.

- Proof of registration with relevant department for applicable unit standards
  - Lifting trucks and Cranes must be registered with Department of Labour
  - Dangerous goods unit standards must be registered with Department of Transport



# Challenges

- Faced with fruitless expenditure on external moderations that could not be endorsed, reasons being:
  - Assessors or Moderators or both have their registration expired and assessed or moderated outside scope of registration
  - Assessed or moderated on new unit standard yet registered on old ( No automatic registration)
  - Provider accreditation period has expired.
  - Unit standard trained on is either expired or the provider has no scope.



## Challenges Cont.

- Negative impact on the division and loss of revenue because of unendorsed results.
- TETA is labelled as not performing.
- Unable to finish contracts on time.
- TETA blamed for poor service delivery.
- Low disbursement rates.



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## Challenges Cont.

- What impact does this have on beneficiaries.
  - Learners unable to complete and have statements of results or certificates.
  - Lack of recognition.
  - Exit statistics are far lower than learners registered per financial year.



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# Solutions

- Always have Unit Standards available. Look at its components (SOs & ACs, etc.).
- Consider its credits in terms of the notional hours.
- Check on the dates
- (start, end and teach out period)
- The moderator should check if all assessment processes were followed, all signatures and dates have been completed by relevant people.



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## Solutions Cont.

- Have the US available as well as the company's assessment and moderation policies.
- Remember the code of conduct you signed with TETA
- Let the provider apply for external moderation.
- Proper documentation should always be at hand



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# Recap

- Assessment and moderation process (115753 & 115759)
  - Check the SO2 –Prepare for assessment and ensure that all assessment tools will meet requirements.
  - SO 3 Conduct Assessment- Apart from the learner's POE check on company's assessment policy and implement it. Ensure that all the US requirements have been met and all the signing parties have done so.
  - Ensure that 3 competences have been assessed, foundational, historical and reflexive including CCFO's.
  - Remember integration, if it's a qualification-the rules of combination.



# PROCESS FOR LOADING LEARNER INFORMATION ON TETA SMS



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# Purpose

- To inform accredited training providers on appropriate process to be followed to load learner information to TETA system.



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## Access to TETA SMS

- Providers need to acquire access by completing a Provider User Access Form. This form will be provided to you by the ETQA Unit.



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# Uploading of Enrolment of Learners on TETA System

## Step 1:

- TETA Accredited Provider is granted access to the ETQA Module by TETA ETQA
- Provider logs onto TETA website [www.teta.org.za](http://www.teta.org.za) using their access details (username and password granted by TETA and select log on to ETQA & Learnerships option)
- Provider clicks on Stakeholder Online Portal to access TETA System



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# Uploading of Enrolment of learners on TETA System

## Step 2:

- Providers to confirm/verify if their scope of accreditation on the TETA system is correct
- Providers to confirm if all their assessors & moderators are linked to the provider and that their scope of registration is correct on the TETA system

NB: if there are any discrepancies in the provider, assessor or moderator scope, the provider is required to communicate the matter to the ETQA Unit.



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# Learner Enrolments:

- NB: Learner Enrolments must be completed on TETA system within 21 working days of the commencement of the training intervention.
- Learners must be achieved after external moderation endorsement



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## Learner Enrolments Cont....:

- NB: For learners enrolled on Learnership the provider cannot proceed with the data capturing until the signed learnership agreement is submitted to the ETQA Unit for linking and issuing of agreement reference numbers.
- Provider to receive confirmation from TETA that learners are captured onto the SMS and linked accordingly.



# Confirmation of Learner Achievements by TETA ETQA

- Verification of assessments through External Moderation by TETA ETQA
- NB: For learnership learners at least 30% to 50% of implementation must be verified and monitored by TETA during implementation and the balance of 50% to be verified on completion.



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## SMS vs. Spreadsheet

- TETA SMS replaces learner bulk load spreadsheet. It allows providers to records learners, and enrolments for Courses, Unit Standards, Qualifications, Skills Programmes and Learnerships.



# TETA CERTIFICATION



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# Certification:

- Is a process of issuing certificate or Statement of results.

## TETA REQUIREMENTS :

- External Moderation report with endorsed results
- Certified learner ID copies
- Copies of learner attendance registers
- Learner information uploaded on TETA system
- If learners are on learnership, agreement reference number must be available
- Compliance with qualification rules of combinations



# Qualification Rules of Combinations

Learner must meet the minimum credits as stipulated on the qualification. The combination of the credits must be as follows:

- All the Fundamental component unit standards are compulsory.
- All the Core component unit standards are compulsory.
- Minimum credits on the Elective component unit standards as per client requirements



# Qualification Rules of Combinations Continued

- NB: some qualifications have compulsory unit standards on the Elective sections i.e. 50285. If a learner is competent on more than one US below only one unit standard will be considered for certification purpose:
  - 123254: "Operate a vehicle combination", 20 credits.
  - 123253: "Operate a rigid heavy vehicle", 15 credits.
  - 123257: "Operate a rigid light vehicle", 10 credits





## Qualification Rules of Combinations Continued

- The provider must strictly use only unit standards as they appear on the qualification even if they have expired as they will take a life span of the qualification
- If learners are trained on single unit standards or skills programmes the life span of the unit standard takes precedence.



# Reasons for Rejection of Learner Results

- Provider training on scope not accredited for
- Assessor registration expired and/scope of registration does not cover unit standards assessed
- Moderator registration expired and/scope of registration does not cover unit standards assessed
- Evidence not sufficient (summative activities only/unit standard requirements not met full)



## Skills Programme Registration:

- The provider must select unit standards from the same qualification
- Must ensure that all unit standards to be registered as skills programme are valid (not expired)



# Provider Certificate Requirements

- **Certificate by provider can only be issued after below:**
  - Assessments
  - Internal Moderation
  - External Moderation
  
- **Provider Template to Include (Competency Certificate):**
  - name and logo of the accredited provider;
  - address of accredited provider and contacts number;
  - accreditation number of provider;



## Provider Certificate Requirements Continued:

- certificate identification or serial number;
- identification of Act and Regulation (If Applicable);
- full names and surname of learner;
- identification number of learner;
- unit standard ID, Description, NQF Level and credit value;
- lifting machine code, code description of equipment (If Applicable);
- attachments (If Applicable);
- capacity (If Applicable);



## Provider certificate requirements continued:

- restrictions of operation (If Applicable);
- registration number of assessor (TETA registration number);
- date of issue (If Applicable);
- expiry date (If Applicable);
- at least two authorising signatories



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# General Information

- TETA is currently working system enhancements as follows:
  - Provider capturing of learnership agreement
  - Provider printing of SORs
  - Expired and De-accredited providers to be listed on TETA website
- Use of TETA logo - to be used by providers with written permission from TETA CEO (Only Full Accredited providers may apply)
- Fraudulent and Unethical practices must be reported anonymously on **0800 22 1021**



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# THANK YOU



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