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POLICY FOR THE ACCREDITATION OF SKILLS DEVELOPMENT PROVIDERS

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Definition of Terms

Term	Definition
NQF Act	The National Qualifications Framework Act, 2008 (Act 67 of 2008)
SDA	The Skills Development Act, 1998 (Act 97 of 2008);
SAQA	The South African Qualifications Authority established by the SAQA Act (no. 58 of 1995)
Education and Training Quality Assurance Body	A body accredited by SAQA in terms of Regulation 1127 of the SAQA Act, responsible for quality assurance 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 5 (1)(b)(i) of the Act. The QCTO has delegated this authority back to the SETAs as Development Quality Partners and Assessment Quality Partners
Accreditation	The certification, for a specified period of time, of a person, a body or an institution as having the capacity to fulfil a particular function in the quality assurance system contemplated in sections 5(3)(c) and 27 (i) of the NQF Act and section 26F(1)(b) of the Skills Development Act.
Quality Assurance	The process of ensuring that the degree of excellence specified is met
Skills Development Provider	A body which is accredited by a quality Assurance Body to deliver learning programmes which culminate in specified National Qualifications Framework units of learning or qualifications and manages the assessment thereof
Learning programme	Approved combination of courses, modules or units of learning (learning materials and methodology) by which learners can achieve the learning outcomes for a qualification
Quality Management System (QMS)	The combination of policies, procedures, guidelines and review mechanisms used to ensure that the degree of quality excellence specified is achieved
Occupational Qualification	A qualification associated with a trade, occupation or profession, resulting from work-based learning and consisting of the knowledge, practical skills and work experience standards as defined in the Skills Development Act (Act No. 97 of 1998).
Assessment	The process used to identify gather and interpret information and evidence against the required competencies in a qualification, part-qualification, or professional designation in order to make a judgement about a learner's achievement. Assessment can be formal, non-formal or informal; assessment can be of learning already done, or towards learning to inform and shape teaching and learning still to be done.
Certification	A process of issuing formal recognition of achievement of a qualification or part qualification awarded to successful learners

1. INTRODUCTION

INSETA, as delegated by the Quality Council on Trades and Occupations (QCTO), is responsible for the accreditation of education and training providers against Insurance and related financial services occupational qualifications, legacy qualifications and unit standards registered in accordance with the National Qualifications Framework (NQF).

2. PURPOSE

The purpose of this policy is to set out the INSETA Quality Assurance criteria for accrediting Skills Development Providers against Insurance and related financial services occupational qualifications, legacy qualifications and unit standards registered on the National Qualifications Framework (NQF).

3. LEGISLATIVE AND REGULATORY FRAMEWORK

The INSETA quality Assurance Policy for the accreditation of providers is developed and guided by:

- SAQA's Criteria and Guidelines for Providers (2001)
- SAQA's Criteria and Policy for Quality Management System for Education and Training Providers (2001)
- INSETA Logo Usage Policy
- Quality Assurance Body Regulations no.1127 (1998)
- QCTO Policy on Accreditation of Skills Development Providers (2013)
- QCTO Delegation for legacy Qualifications (2012)

This policy should be read in conjunction with other INSETA Policies and Guidelines as detailed below:

- RPL Guidelines
- E-Learning Guidelines
- Learnership Guidelines
- Credit Accumulation and Transfer Guidelines
- Monitoring and Evaluation Guidelines
- Assessment and Moderation Guidelines
- Verification Guidelines
- Provider Code of Conduct

4. PRIMARY FOCUS OF THE INSETA

The current framework for provider accreditation deals with Skills Development Providers wishing to offer training on qualifications or part qualifications as allocated to INSETA Quality Assurance Body as its primary focus, for qualifications registered by SAQA. These exclude Class of Business training. The qualifications aligned to training supporting insurance sub-sectors represent by INSETA are summarised below:

- **Long-Term Insurance**
This covers Life, Disability, Dread Disease, Funeral and Credit Life Cover.
- **Short-Term Insurance**
This includes vehicle, property, household, medical, personal liability, travel and business insurance.

- **Collective Investments**

Involves members of the public investing money or other assets in a portfolio. This category was formerly known as Unit Trusts.

5. CRITERIA FOR THE ACCREDITATION OF SKILLS DEVELOPMENT PROVIDERS

According to the SAQA Quality Assurance Body Regulations (1998- repealed) R1127, an organisation may be accredited as a Skills Development Provider by a Quality Assurance Body whose primary focus coincides with the primary focus of the applicant organisation, provided that the organisation seeking accreditation:

- I. is registered as a provider in terms of the applicable legislation at the time of application for accreditation;
- II. has a quality management system which includes but is not limited to:
 - a) quality management policies which define that which the provider wishes to achieve;
 - b) quality management procedures which enable the provider to practise its defined quality management policies; or
 - c) review mechanisms which ensure that the quality management policies and procedures defined are applied and remain effective;
- III. Is able to develop, deliver and evaluate learning programmes which culminate in specified registered standards or qualifications;
- IV. has the:
 - a) necessary financial, administrative and physical resources;
 - b) policies and practices for staff selection, appraisal and development;
 - c) policies and practices for learner entry, guidance and support systems;
 - d) policies and practices for the management of off-site practical or work-site components;
 - e) policies and practices for the management of assessment;
 - f) necessary and accurate reporting and record keeping procedures; and
 - g) suitably qualified and Facilitators, Assessors and Moderators and can submit as proof; signed service level agreements with them
 - h) the ability to achieve the desired outcomes, using available resources and procedures considered by a Quality Assurance Body to be needed to develop, deliver and evaluate learning programmes which culminate in specified registered standards or qualifications;
 - i) has not already been granted accreditation by or applied for accreditation to another Education and Training Quality Assurance Body.
- V. Skills Development Providers must attend workshops and training sessions aimed at building the competency of SDPs and their staff members.

6. RESPONSIBILITIES OF INSETA QUALITY ASSURANCE BODY

As the INSETA Quality Assurance Body, the INSETA Education and Training Quality Assurance Division has the following responsibility regarding the accreditation of Skills Development Providers:

- I. Accreditation of Skills Development Providers for qualifications or part qualifications as delegated by QCTO
- II. Awarding of Secondary Accreditation to Skills Development Providers wishing to offer Insurance-specific qualifications or part qualifications as delegated by QCTO

- III. Ensuring compliance with the minimum quality standards and procedures as determined by the National Quality Assurance Policy Framework of all accredited Skills Development Providers
- IV. Developing policies and guidelines to address quality issues that may compromise the quality of learning and are not covered by the QCTO, SAQA or the National Quality Assurance Policy Framework
- V. Training Skills Development Providers on the use of the Learners Information management System used by INSETA
- VI. Reaccreditation of Skills Development Providers
- VII. Extension of scope extensions of existing Skills Development Providers
- VIII. Monitoring of Skills Development Providers
- IX. Holds workshops to build the competency of Skills Development Providers and their staff
- X. De-accreditation of Skills Development Providers.

7. REQUIREMENTS FOR AWARD OF ACCREDITATION

In addition to the conditions outlined under sections 5 and 6 above, the following accreditation conditions must be met:

- I. Accreditation and scope approval are linked to the original submitted application, curriculum and stated learning delivery methodology, e.g. face-to-face or distance learning
- II. Should the learning delivery method change, the applicant Skills Development Provider must undergo a full programme approval process. This includes application to offer online-, blended- or e-learning training
- III. Where the Skills Development Provider has never offered online-, blended- or e-learning training before, INSETA will award them Provisional Accreditation for the new delivery method. This Provisional accreditation for this scope extension will be in force until after successful verification of the learning by INSETA, even though the Skills Development Provider has current full accreditation awarded by INSETA for face-to-face training initially applied for
- IV. Learning materials, curriculum and assessment instruments must be signed-off by the Skills Development Provider's Moderator for submission to INSETA Quality Assurance Partner
- V. At the end of the 3-year period of Secondary Accreditation or 5-year period of Primary Accreditation, Skills Development Providers are required to undergo a monitoring process for the consideration of renewal their accreditation
- VI. The onus is on the Skills Development Provider to indicate in writing, intent to renew their accreditation 3 months prior to expiry date of their accreditation. Failure to do so will result in the lapse of the accreditation awarded.

8. CRITERIA FOR ACCREDITATION COMPLIANCE

In order to meet institutional Accreditation requirements, Skills Development Providers must submit the following to INSETA Quality Assurance Body:

a) Policy Statement

The organisation's aims, objectives and purposes need to be spelt out.

b) Quality Management Systems

Identify processes and outline procedures that implement quality management in the organisation.

c) Review mechanisms

Outline the ways in which the implementation of policies would be monitored.

d) Programme delivery

Outline how learning programmes would be developed, delivered and evaluated.

e) Staff Policies

Outline policies and procedures for staff selection, appraisal and development

f) Learner Policies

Policies and procedures for the selection of learners are outlined, and learners are given guidance and support

g) Assessment and Moderation Policies

Outline policies and procedures for forms of assessments that are used and how they are managed.

h) Management System and Policies

Indicate the financial, administrative and physical structures and resources of the organisation, as well as procedures of accountability within the organisation.

9. ACCREDITATION

9.1 ACCREDITATION CONDITIONS

- I. Accreditation and programme approval are interlinked and will not be awarded separately. Programme approval will only be considered for skills programmes of a minimum of 60 credits that lead to a single qualification within the INSETA Quality Assurance Body scope
- II. No accreditation will be awarded against expired qualifications or for a period beyond the licensing period of the INSETA or the continued quality assurance mandate of the INSETA Quality Assurance Body
- III. Accreditation will be awarded based on the lifespan of the qualification for which scope is being applied, up to last date of achievement.

9.2 ACCREDITATION TYPES

9.2.1 PRIMARY ACCREDITATION

A Skills Development Provider is awarded Primary Accreditation if:

- I. No other form of accreditation has already been awarded by another Quality Assurance Body
- II. 60% of qualifications or part qualifications for which scope is applied are quality assured by INSETA Quality Assurance Body
- III. INSETA Quality Assurance Body will not award accreditation to Skills Development Providers who apply for the purpose of offering learning programmes that are not in the ambit of INSETA Quality Assurance Body's quality assurance
- IV. Learning Programme for which scope is applied are registered on the NQF and will culminate in learners achieving credits against full or part qualifications
- V. Has successful pre-accreditation interview outcome as conducted by INSETA Quality Assurance Body
- VI. Has successful pre-accreditation desk-top document review outcome as conducted by INSETA Quality Assurance Body

- VII. Has successful pre-accreditation site-visit outcome as conducted by INSETA Quality Assurance Body
- VIII. 65% of learners to be trained by the Skills Development Provider must undergo training on Learning Programmes (qualifications) that are quality assured by the INSETA Quality Assurance Body.

9.2.2 SECONDARY ACCREDITATION/PROGRAMME APPROVAL

A Skills Development Provider is awarded Secondary Accreditation if:

- I. The applicant Skills Development Provider submits to INSETA Quality Assurance Body, proof that Primary Accreditation has been awarded by another Quality Assurance Body
- II. The Primary Accreditation is current and will not expire within three years of the award of Secondary Accreditation by INSETA Quality Assurance Body
- III. The Skills Development Provider has offered training of learners under its Primary Accreditation within 12 months before application to INSETA Quality Assurance Body
- IV. The Skills Development Provider has undergone successful (endorsed) Verification conducted by the Primary Quality Assurance Body within the 12 months before application for Secondary Accreditation to INSETA Quality Assurance Body
- V. Has successful pre-accreditation monitoring outcome as conducted by INSETA Quality Assurance Body

INSETA Quality Assurance Body requires the Skills Development Provider applying for Secondary Accreditation to submit copies of reports of at least two endorsed Verifications by the Primary Quality Assurance Body that were conducted not more than 12 months before application to INSETA Quality Assurance Body.

9.3 ACCREDITATION PHASES

9.3.1 Provisional Accreditation

INSETA Quality Assurance Body awards Provisional Accreditation to Skills Development Providers who have applied for accreditation for the first time and comply with requirements for award of Primary Accreditation stated under sections 5 to 8 above.

- I. INSETA Quality Assurance Body will award **Provisional** Secondary Accreditation, even if the applicant SDP has Full Primary Accreditation with another Quality Assurance Body; until the SDP applying for Secondary Accreditation has had two endorsed Verifications conducted by INSETA Quality Assurance Body and has complied with the INSETA Quality Assurance Body's requirements for Full Accreditation
- II. Skills Development Providers will be awarded Provisional Accreditation for a period of 2 years from the date of award
- III. The Skills Development Provider must have completed the upload of learner data as specified in the verification report, implement remediation recommendations from Verification and ensure continuous compliance with accreditation criteria

- IV. Shortly before the expiry of the 2 years of Provisional Accreditation, the Skills Development Provider will undergo monitoring by INSETA Quality Assurance Body
- V. INSETA Quality Assurance Body will shorten the Provisional Accreditation period if the Skills Development Provider has before the end of the 2 years of Provisional Accreditation; has conducted successful training of learners, has two endorsed Verification reports, has a positive Monitoring report as conducted by INSETA Quality Assurance Body and has loaded all learners on the INSETA Learner management system.
- VI. Should the Skills Development Provider not comply with the above-mentioned Provisional Accreditation conditions, the accreditation status will lapse and a new accreditation application must be submitted.

9.3.2 Full Accreditation

- I. INSETA Quality Assurance Body awards Full Accreditation to Skills Development Providers that have successfully met all the requirements of Provisional Accreditation, including a successful monitoring visit, successful verification of learning and upload of learner achievements onto the INSETA Learner Management System
- II. Full Primary accreditation will be awarded for 5 years, in line with conditions stated under sections 5 to 8 above
- III. INSETA Quality Assurance Body awards Skills Development Providers who have applied for Secondary Accreditation, Full Secondary Accreditation for three years; if they have maintained Full Primary Accreditation with the other Quality Assurance Body and have complied with INSETA Quality Assurance Body's requirements for award of Full Accreditation as stated above
- IV. If the Skills Development Provider has a learner through-put rate of below 60% over two successive years despite the support provided by the INSETA Quality Assurance Body, Full Accreditation will not be awarded
- V. Should there be non-compliance regarding the Skills Development Provider's performance, the Full Accreditation status will be changed back to Provisional Accreditation with the SDP being placed under Monitoring for remediation, suspension of accreditation or de-accreditation.

10 REQUESTS FOR EXTENSIONS OF SCOPE (LEARNING PROGRAMME APPROVAL)

Extension of scope or programme approval is a process whereby a Skills Development Provider formally submits a request to INSETA Quality Assurance Body to extend its scope to offer additional learning programmes and/or changing the learning delivery methodology. Consideration of this application will follow the accreditation award process outlined in section 9 above.

11 REQUESTS FOR REACCREDITATION

- I. The Skills Development Provider must indicate in writing, intent to renew their accreditation **3 months prior to expiry date of their accreditation** of the current accreditation to the INSETA Quality Assurance Body. The latter will not remind SDPs to renew their accreditation
- II. If request to renew accreditation is this is not submitted by the end of accreditation period awarded, INSETA Quality Assurance Body will remove the SDP from the list of accredited SDPs
- III. Primary Accreditation of Skill Development Providers applying for renewal of Secondary Accreditation must still be in force when applying for renewal of accreditation
- IV. Submit signed service level agreements with suitably qualified and Facilitators, Assessors and Moderators
- V. Skills Development Providers applying for reaccreditation will be subject to the same conditions stipulated under sub-sections 9.2.1 and 9.2.2 above.

12 ROLES AND RESPONSIBILITIES OF SKILLS DEVELOPMENT PROVIDERS

The Skills Development Provider must, in respect of the accreditation that has been awarded:

- I. Comply with applicable INSETA quality assurance policies and procedure and most importantly, adhere to the INSETA Skills Development Provide Code of Conduct which addresses measures to protect the integrity of learning, assessment and moderating processes
- II. Apply to INSETA Quality Assurance Body for the Verification of learner achievements to verify the authenticity of the learner achievement process within 30 days of completion of learning
- III. Upload learner enrolments onto the INSETA Learner Management System within 7 working days of the learners commencing their studies. Failure to do so will result in the Verification request from the Skills Development Provider being denied
- IV. Upload learner achievements onto the INSETA Learner Management System within 21 working days after receipt of a signed endorsed Verification NLRD from INSETA Quality Assurance Body
- V. Ensure that Administrators employed by the Skills Development Provider attend training on the INSETA Learner Management System
- VI. Skills Development Provider whose accreditation is expiring must ensure that all learners are exited from the system and their information loaded on the INSETA Learner Management System before reaccreditation application can be considered and/or awarded
- VII. INSETA-accredited Skills Development Provider who intends to open additional training site(s) must inform INSETA Quality Assurance Partner in writing before any training commences at the new site(s)
- VIII. Permission to operate training at any new site will be must be given by INSETA Quality Assurance Partner in writing after the latter has conducted site visit(s) and is comfortable that the new site(s) meet the set quality requirements.

- IX. The new training site(s) be recognised as forming part of the Skills Development Provider's accreditation and will be stated as such in the accreditation award letter given to the Skills Development Provider.

13 SUSPENSION OF ACCREDITATION

13.1 Where INSETA Quality Assurance Body has identified through the verification of learner achievements or monitoring process; irregularity, non-performance that includes learner pass rate that is lower than 60% and non-compliance with accreditation criteria, the Skills Development Provider will be suspended from:

- i) enrolling any new learners
- ii) being awarded reaccreditation where application for the latter has been submitted to INSETA Quality Assurance Partner;

until such time as a formal investigation has been concluded and/or remediation measures are in place. INSETA Quality Assurance Partner will:

- assign a panel will make a recommendation based on the investigation findings
- invite the Skills Development Provider to a hearing to present a case and additional evidence
- suspend or withdraw the Full or Provisional Accreditation in instances of fraudulent activity

13.2 During the suspension period, depending on the severity of the non-compliance, the Skills Development Provider will undergo monitoring for capacity building purposes towards the lifting of the suspension or to recommend de-accreditation

13.2 During the suspension period, the Skills Development Provider must declare learners who have already commenced learning must be to INSETA Quality Assurance Partner

13.4 The Skills Development Provider shall not enrol any new learners while under suspension. Depending on the severity of the non-compliance, only learners currently enrolled on learning programmes will be permitted to continue with the completion of the learning process during the provider suspension period.

14 VOLUNTARY WITHDRAWAL OF ACCREDITATION

- I. Skills Development Providers may apply for voluntary accreditation withdrawal if there are changes in the Skills Development Provider's company registration as a legal entity, e.g. name and registration number changes
- II. The Skills Development Provider must apply for voluntary withdrawal of accreditation and submit intent of accreditation under the new legal entity name in order to commence the accreditation and programme approval process under the new entity
- III. Skills Development Provider wishing to withdraw their accreditation must submit the intent in writing to INSETA Quality Assurance Body
- IV. A monitoring visit will be scheduled to close-off any outstanding learning results and administration processes that need to be concluded prior to awarding the withdrawal

- V. If the Skills Development Provider does not comply with the close-off development plan within the agreed timeframe, the voluntary withdrawal will be converted to a SETA-initiated de-accreditation
- VI. The Skills Development Provider will bear the cost of closing out all current training interventions until successful certification by INSETA Quality Assurance Body

15 LAPSE OF ACCREDITATION

As Skills Development Provider's accreditation is linked to an accreditation period; such accreditation lapses automatically at the end of the awarded accreditation period without further correspondence from INSETA Quality Assurance Body when:

- I. no written application to renew accreditation has been received by INSETA Quality Assurance Body from the Skills Development Provider
- II. the Skills Development Provider has, to the knowledge of INSETA Quality Assurance Body; not conducted any training on learning programmes that are quality-assured by INSETA Quality Assurance Body, three years after accreditation was awarded
- III. the Skills Development Provider that has been active before has, to the knowledge of INSETA Quality Assurance Body; not conducted any training on learning programmes that are quality assured by INSETA Quality Assurance Body for three years
- IV. the Skills Development Provider has not requested any Verification of learning from INSETA Quality Assurance Body in two years of conducting training
- V. the Skills Development Provider who has been awarded Secondary Accreditation and is no longer actively training learners under the Primary Accreditation on which the Secondary Accreditation awarded by INSETA Quality Assurance Body is based.

Skills Development Providers falling under the 14 to 15 above will have to submit a new application for accreditation should they wish to be reaccredited.

INSETA Quality Assurance Body **shall not** resuscitate Skills Development Providers' accreditation without going through all accreditation requirements outlined in this policy.

16 DE-ACCREDITATION

16.1 The INSETA Quality Assurance Body reserves the right to conduct an investigation of the Skills Development Provider where the INSETA Quality Assurance Partner becomes aware through, e.g. Whistle Blowing mechanism, direct complaint from any stakeholder or through internal INSETA monitoring process or through external monitoring by the QCTO.

16.2 Where an investigation is to be instituted, the INSETA Quality Assurance Partner will inform the Skills Development Provider in writing, of the investigation to be conducted with expected full participation of the Skills Development Provider being investigated

16.3 The INSETA Quality Assurance Body will investigate a Skills Development Provider for, among others, the following allegations:

- a) irregularities in training delivery that compromise quality of learning offered to learners
- b) non-compliance with any INSETA quality assurance Policies and Guidelines
- c) alleged verbal or physical abuse of learners
- d) use of unsafe premises
- e) non-compliance with INSETA's Code of Conduct
- f) non-compliance with quality requirements and conditions stipulated in the accreditation award letter.

16.4 The INSETA Quality Assurance Body reserves that right to de-accredit a Skills Development Provider for non-compliance with any of the stipulated criteria for accreditation, at any stage of its accreditation cycle, including non-compliance revealed through routine monitoring processes.

16.5 The following non-exhaustive list of non-compliance shall lead to de-accreditation:

- I. Franchising of accreditation awarded
- II. Falsifying assessment outcomes
- III. Harassing Assessors and Moderators to do what is in contravention of the Code of Conduct they signed with INSETA Quality Assurance Body
- IV. Forging Assessors and/or Moderators' signatures
- V. Allowing plagiarism and fraud during assessments
- VI. Assisting learner to respond to assessment questions
- VII. Failure to accept scheduled Verification visit request for more than three occasions
- VIII. Failure to comply with learning remediation as recommended by INSETA Verifiers
- IX. Failure to attend scheduled INSETA training for more than three occasions
- X. Abandoning of learning before completion of the learning programme
- XI. Not adhering to the requirements for uploading of learner enrolments, assessments and credits onto the INSETA Learner Management System

16.6 De-accreditation will be considered by the INSETA Quality Assurance Body panel of evaluators and shall be recommended by the INSETA Quality Assurance Body Manager and endorsed the INSETA Chief Executive Officer

16.7 The Skills Development Provider has the right to appeal the de-accreditation decision by sending an appeal in writing to the QCTO.