



HEALTH AND WELFARE SECTOR EDUCATION AND TRAINING AUTHORITY

ACCREDITATION POLICY


Document Name: Accreditation Policy			Division: ETQA
Date Approved: 15 June 2016	Supported by CEO:		Signature:
Date Revised: Aug 2015	Version No. 3	Approved By: Board	Signature:  15/06/2016
Next review date – Aug 2017			
Period of validity - 2 years	Policy: ETQPL0614	Procedure: Guidelines & process flow:	Included
Custodian of Policy: Board			Location:

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1. ABBREVIATIONS

AQP	Assessment Quality Partner
CIPC	Companies and Intellectual Property Commission
DQP	Development Quality Partner
ETDPSETA	Education, Training and Development Practices Sector Education and Training Authority
ETQA	Education and Training Quality Assurance
HWSETA	Health and Welfare Sector Education and Training Authority
NGO	Non-Governmental Organisation
NLRD	National Learner Record Database
NQF	National Qualification Framework
NPO	Non-profit organisation
POE	Portfolio Of Evidence
QALA	Quality Assurance of Learner Achievements
QCTO	Quality Council for Trades and Occupations
QMS	Quality Management System
RPL	Recognition of Prior Learning
SAQA	South African Qualification Authority
SETA	Sector Education and Training Authority
SDP	Skills Development Provider

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2. DESCRIPTION OF TERMS

Accreditation	Means the certification, usually for a particular period of time, of a person, a body or an institution as having the capacity to fulfil a particular function within the quality assurance system set up by SAQA.
Accreditation scope	Means the list of qualifications and or skills programmes for which a skills development provider is accredited.
Accreditation site visit	Means a visit that is conducted by the HWSETA to verify claims made by a training provider in the letter of intent and the accreditation application file which enables the HWSETA to gather evidence for accreditation.
Achievement	Means the recognition granted to a learner when all required learning outcomes have been successfully demonstrated.
Appeal	Means a process of seeking a review of a decision already made from higher authority.
Applicant skills development provider	Means a skills development provider who is in the process of applying for accreditation or programme approval with the HWSETA.
Assessment	Means the process by which evidence is gathered and evaluated against agreed criteria in order to make a judgment of competence for developmental and/or recognition purposes.
Assessor or constituent Assessor	Means a person who is registered by the relevant ETQA body to measure the achievement of specified National Qualifications Framework standards or qualifications.
Audit	Means the process undertaken to measure the quality of services that have already been delivered.
Business visa	Means a document issued by home affairs giving permission for foreign individuals seeking to invest in a business, or an existing start up, and who will be working within the business.
Code of Conduct	Means a set of conventional principles and expectations considered binding on any person/s or organization/s registered, approved and/or accredited by the HWSETA.

Director of SDP companies	Means an individual having the health and social development sector qualification/s and minimum three years' experience and appearing on the organization's CIPC registration document. The Director is responsible manage the day to day activities of the company. This Directorship is not Board Directorship.
Education and Training Quality Assurance	Means a body accredited in terms of section 5 (1)(a)(ii) 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 5 (1)(b)(i) of the Act.
Extension of scope	Means the addition of qualification(s), skills programmes and/or unit standard(s) after approval of the initial application.
Facilitator	Means an individual who facilitates learning processes and activities and manages and administers assessment: educator, teacher, trainer, mentor etc.
Fraud	Means a deliberate criminal deception, trickery or cheating intended to gain an advantage.
Full cycle of training	Means the process whereby the skills development provider has recruited, registered, trained learners, assessed, moderated and verified learners' achievements through HWSETA verification processes which led to certificates and/or statement of results being issued.
Independent financial permit	Means a document issued by the Home Affairs department to foreigners that is not restricted to a certain economic activity. As such it allows the holder total freedom to invest into a business, whether they will be working in it or not.
Large firm	Means an organization with more than 250 employees
Learning programmes	Means a combination of courses, modules or units of learning by which learners can achieve learning outcomes.
Moderation	Means the process which ensures that assessment of the outcomes described in the NQF standards and qualifications is fair, reliable and valid.

Moderator	Means a person who has achieved competence against the moderator standard, certified by the ETDP SETA and registered by an ETQA.
Monitoring	Means a systematic continuous observation process and recording of activities to ensure quality compliance to set criteria and agreed developmental areas for improvement purposes.
National learner record database	Means an electronic information system that assists the South African Qualifications Authority (SAQA) to manage the National Qualifications Framework.
Non-governmental organization	Means an organization set up by ordinary citizens, (primarily run by volunteers or funded by governments, foundations or businesses) that is not part of a government or established for profit-making purposes.
Non-profit organizations	Means a trust, company or other association of persons: (a) established for a public purpose, and (b) the income and property of which are not distributable to its members or office bearers except as reasonable compensation for services rendered.
Organizations	Means legally established entities in line with CIPC requirements and in good standing (which may include but not be limited to national and provincial government departments and agencies, institutions, NGOs, companies, centres and consultancies).
Policy	Means a statement of intent implemented as a set procedure or protocol.
Programme approval	Means a secondary accreditation of an SDP through an MOU signed between the ETQAs.
Quality assurance	Means the process of ensuring that the specified degree of excellence is achieved.
Quality management system	Means the combination of policies and processes used to ensure that the specified degree of excellence is achieved.
Recognition of prior learning	Means the comparison of the previous learning and experience of a learner, howsoever obtained, against the learning outcomes required for a specified qualification, and the acceptance for purposes of qualification of that which meets the requirements.

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Registered qualifications	Means qualifications registered by SAQA on the National Qualifications Framework.
Registered unit standards	Means unit standards registered by SAQA on the National Qualifications Framework.
Scope of accreditation	Means the list of qualification/s and/or skills programme/s for which a skills development provider is accredited.
Scope of registration	Means the list of qualification/s, skills programme/s and/or unit standard/s for which an assessor or moderator is registered.
Skills programme	Means the bundling of a minimum of two unit standards that addresses an identified need and allows for progression/completion of a full qualification. The selected unit standards should be drawn from the same SAQA registered qualification.
Skills development provider	Means an organization that is accredited or approved to deliver learning programmes.
Statutory body	Means a company or organization created by law, or statute, in order to regulate or carry out a public function.
Training site	Means a venue specifically designed and equipped for theoretical and practical learning delivery.

3. POLICY STATEMENT

- 3.1. The HWSETA, as one of the ETQAs delegated to carry out the quality assurance function of promoting quality learning in the Health and Social Development Sector, shall take into consideration the provisions of the NQF Act No. 67 of 2008 and related legislation promulgated for this mandate.
- 3.2. The HWSETA shall accredit and approve SDPs in line with this policy. Accreditation processes and tools shall be adhered to in order to ensure uniformity in implementing this policy. A developmental approach shall be adopted when gaps are identified and much needed support shall be provided to SDPs.

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4. REGULATORY FRAMEWORK

- 4.1. NQF Act 67 of 2008;
- 4.2. SDA Act 97 of 1998 as amended;
- 4.3. SDL Act 9 of 1999.

5. PURPOSE

The purpose of this policy is to:

- 5.1. Communicate clear accreditation guidelines to the stakeholders;
- 5.2. Ensure that applicant SDPs are accredited according to the prescribed framework;
- 5.3. Ensure that SDPs adhere to and comply with the prescribed framework;
- 5.4. Ensure standardisation and consistency by HWSETA regarding accreditation, learning programme approval, learning material approval, certification and appeals processes.

6. SCOPE AND RESPONSIBILITIES

- 6.1. The HWSETA shall ensure that this policy is implemented by SDPs;
- 6.2. Accredited SDPs shall comply with the requirements of this policy;
- 6.3. ETQA Standing Committee shall advise and ensure that the policy is aligned to applicable legislation;
- 6.4. Executive Committee shall monitor the implementation of the policy; and
- 6.5. HWSETA Board shall approve this policy and subsequent reviewed versions thereof.
- 6.6. This policy shall be read in conjunction with the assessment, moderation and verification policies.

7. CRITERIA FOR PRIMARY AND SECONDARY SDPs

- 7.1. Applicant SDPs whose primary focus falls within the scope of the HWSETA and are not accredited by another ETQA may apply for accreditation with the HWSETA;
- 7.2. SDPs accredited by other ETQAs may apply for programme approval with the HWSETA as per the signed MOU between the ETQAs;
- 7.3. The submission of the referral and the accreditation letters from the primary ETQA shall provide basis to support the programme application with the HWSETA;
- 7.4. Applicant SDPs seeking accreditation or programme approval shall comply with the relevant council/professional body/statutory body/association requirements (where applicable) when applying for accreditation with the HWSETA;
- 7.5. Foreign nationals with CIPC registered companies who do not possess a South African ID, permanent residency certificate or South African passport wishing to apply for accreditation or programme approval with the HWSETA shall be required to submit copies of business visas or an independent financial permit;
- 7.6. One or more of the applicant SDP Directors appearing on the CIPC or NPO registration document and seeking accreditation or programme approval with the HWSETA shall provide proof that they possess sector qualifications with minimum of 120 credits, and a minimum of three (3) years' experience in the field;
- 7.7. For large firms or organizations, applicant SDPs shall ensure that one of the Senior Managers possesses the sector qualification/s with minimum 120 credits and a minimum of three (3) years' experience;
- 7.8. Directors and Senior Managers having the sector qualifications and experience shall be required to appear on the organization's organogram and participate actively in the day to day operations of the company;
- 7.9. No Director fronting shall be allowed;
- 7.10. Directors of HWSETA accredited SDPs shall only be accredited for one company and shall apply for extension of scope if required;

- 7.11. SDPs applying for initial or secondary accreditation for the first time with the HWSETA shall be allowed to apply for a maximum of three qualifications,
- 7.12. Accredited and programme approved SDPs shall only be eligible to apply for extension of scope after successful endorsement of at least one group of learners;
- 7.13. Accredited and programme approved SDP Directors shall be held accountable for the day to day operations of their companies. Such accountability shall not be transferred to consultants or employees;
- 7.14. Applicant SDPs shall demonstrate readiness for accreditation or programme approval by presenting proof of having met the requirements to carry out the function of learning;
- 7.15. SDPs shall be required to comply with the Facilitator-to-learner ratio of 1:30
- 7.16. To allow for future progressions and completion of a full qualification, the HWSETA shall only accredit and approve applications for full qualifications and registered skills programmes comprising of a minimum of two and a maximum of ten unit standards from the same qualification;
- 7.17. The registration of skills programmes shall respond to the demonstrated sectoral needs and the sector skills plan;
- 7.18. Implementation of training shall be aligned to Clause 7.16;
- 7.19. Under no circumstances shall any SDP be allowed to market or offer HWSETA qualifications and or skills programmes without being accredited or approved by the HWSETA;
- 7.20. Only accredited or programme approved SDPs shall be allowed to offer training on the HWSETA registered qualifications and/or registered skills programmes;
- 7.21. Non adherence to clause 7.20 shall lead to the SDPs being reported to the law enforcement agencies for prosecution;
- 7.22. Accredited or programme approved SDPs who operate outside the parameters of this policy shall be de-accredited;
- 7.23. Applicant SDPs shall be granted accreditation or programme approval when all the criteria have been met as per the contents of this policy;
- 7.24. Learning materials submitted for evaluation and approval shall be returned to applicants and the approved learning materials shall bear the HWSETA stamp

- as confirmation of approval;
- 7.25. SDPs shall adhere to and abide by the signed code of conduct forming part of the application process;
 - 7.26. Incomplete files shall not be accepted;
 - 7.27. Usage of the HWSETA learning materials shall be approved after signing the '*Condition for usage of HWSETA training materials*' form and complying with all relevant approval requirements;
 - 7.28. SDPs shall be required to submit a letter of intent indicating readiness to commence with the accreditation process;
 - 7.29. The accreditation or programme approval letter shall be issued to successful applicants and signed by the Executive Manager ETQA;
 - 7.30. The programme approval certificate shall be issued and shall be signed by the ETQA Executive Manager and the HWSETA CEO if required;
 - 7.31. The accreditation certificate shall be issued to successful applicants and shall be signed by the ETQA Executive Manager and the HWSETA CEO;
 - 7.32. The HWSETA shall conduct random unannounced site visits to SDPs' training sites and/or offices to verify compliance;
 - 7.33. SDPs intending to operate from more than one office shall be required to apply for the approval of the satellite offices from the HWSETA prior to conducting business in such offices;
 - 7.34. A site visit shall be conducted at the satellite office to confirm compliance as per the accreditation requirements;
 - 7.35. Satellite office/s shall be approved provided that the SDPs have proved that they have capacity and financial viability to sustain these sites;
 - 7.36. SDPs intending to deliver training for specific projects shall be required to apply for approval of training sites prior to the roll-out of such initiatives. The granted approval shall be valid for the duration of such projects only;
 - 7.37. The Executive Manager shall approve compliant satellite campuses and training sites;
 - 7.38. Liquidated accredited or programme approved SDPs shall be de-accredited;
 - 7.39. The applicant SDP company name or adverts shall not make inference to health related terms (for example "Nursing /pre-nursing) and or any such terms that are not within the mandate of the HWSETA,

8. DURATION OF ACCREDITATION OR PROGRAMME APPROVAL

- 8.1. The HWSETA shall grant accreditation for a period of five (5) years or any period aligning to the qualification life span or as per the QCTO directive;
- 8.2. Programme approval duration shall be aligned to the primary accrediting ETQA accreditation duration or as per the QCTO directive;
- 8.3. Renewal of programme approval shall be awarded on submission of the primary ETQA re-accreditation letter;
- 8.4. The HWSETA reserves the right to de-accredit or withdraw programme approval at any stage of the accreditation or approval period if there are irregularities and contraventions of this policy and the Code of Conduct.

9. ACCREDITATION REQUIREMENTS

9.1. Company requirements

The following documents shall be required when SDPs apply for accreditation with the HWSETA:

- 9.1.1 CIPC registration document: Proof that the entity is registered or established in terms of the South African law;
- 9.1.2 Registration certificate issued by the NPO Directorate within the Department of Social Development (for NPOS);
- 9.1.3 Business visa or an independent financial permit (for foreign nationals applicant SDPs);
- 9.1.4 CV/s and certified copies of health or social development field qualifications certificates belonging to the Company director/s appearing on the CIPC document's or the delegated sector expert;
- 9.1.5 Company profile;
- 9.1.6 An original valid current tax clearance certificate or tax exemption letters issued by the South African Revenue Service;
- 9.1.7 Certified copies of Lease agreement or proof of property ownership (title deed), permission for intention to use office and or training space;

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9.1.8 The list of physical resources that comply with the OHSE Act and the HWSETA prescribed requirements.

9.2 Quality Management System

The following Quality Management System (QMS) policies, procedure and tools (QMS) shall be required for accreditation purposes as reflected in the accreditation guidelines and application form:

- 9.2.1 Learner entry, guidance and support;
- 9.2.2 Management of off-site practical and work-site components;
- 9.2.3 Assessment, moderation and verification including appeals;
- 9.2.4 RPL;
- 9.2.5 Physical resources and maintenance;
- 9.2.6 Learning programmes development and review;
- 9.2.7 Occupational health and safety;
- 9.2.8 Finance;
- 9.2.9 Administration;
- 9.2.10 Customer service;
- 9.2.11 Marketing;
- 9.2.12 Certification;
- 9.2.13 Human resources;

9.3 Assessor/s and Moderator/s

- 9.3.1 SDPs wishing to obtain accreditation or programme approval with the HWSETA shall provide evidence of qualified and registered Assessors and Moderators as per the Assessment, Moderation and Verification policy;
- 9.3.2 The registration scope of linked Assessor/s and Moderator/s shall be the same or exceed the accreditation scope of the SDP;
- 9.3.3 Assessor/s and Moderator/s shall be required to sign and comply with the Code of Conduct;
- 9.3.4 Assessors and Moderators shall be required to monitor the duration of their registration and shall be required to apply for re-registration three months before expiry of their registration period

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9.3.5 Assessors and Moderators shall not conduct assessments and moderations after the registration period has expired; and

9.3.6 The facilitator shall be registered as an Assessor with the HWSETA.

9.4 Learning material evaluation criteria

The evaluation criteria for learning materials shall apply to:

9.4.1 SDPs applying for accreditation with the HWSETA;

9.4.2 Accredited SDPs extending their accreditation scope;

9.4.3 SDPs accredited by other ETQAs;

9.5 The HWSETA shall provide learning materials for some of the registered qualifications;

9.6 Approval for the usage of the HWSETA learning materials shall only be granted when all other accreditation, programme approval and extension scope requirements have been met;

9.7 SDPs shall attend compulsory information sessions on the usage of the learning materials where applicable;

9.8 In the event that the HWSETA is unable to offer learning material to the sector, the following prescribed criteria shall apply:

9.8.1 All learning materials shall be hand delivered, couriered or posted. No electronic or faxed learning materials shall be accepted;

9.8.2 The HWSETA shall ensure that learning material submitted by applicants is safely stored;

9.8.3 Under no circumstances shall sample learning material be submitted for evaluation and approval;

9.8.4 Learning materials submitted to the HWSETA for evaluation and approval shall be aligned to SAQA unit standards, exit level outcomes or QCTO components;

9.8.5 Learning material submitted to the HWSETA shall adhere to the education and registration requirements of the applicable statutory/professional body;

9.8.6 Learning material submitted for evaluation and approval shall cover all the specific outcomes and assessment criteria;

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- 9.8.7 SDPs shall ensure that submitted learning material covers sufficient content and current challenges experienced in the sector;
- 9.8.8 Learning materials shall be evaluated by sector subject matter experts contracted to the HWSETA;
- 9.8.9 The evaluation of learning material shall be conducted in a progressive and developmental manner;
- 9.8.10 Evaluators shall not reproduce, use or make available any material submitted to them for evaluation by the HWSETA to any party either for profit-making or for favours;
- 9.8.11 The HWSETA reserves the right not to approve learning material if the content is not adequate for learners to fully apply knowledge gained for assessments and application;
- 9.8.12 The expiry of Unit Standards and or qualifications will render the approved learning material invalid and will necessitate realignment and resubmission for approval;
- 9.8.13 Changes in relevant legislation and new policy directives shall require that all submitted learning materials be aligned;
- 9.8.14 Learning materials submitted to the HWSETA for evaluation shall be returned to the SDPs after evaluation and approval;
- 9.8.15 In the event that SDPs secure the usage of approved learning material developed by other SDPs, the following prescribed criteria shall apply:
 - 9.8.15.1 Only SDPs whose full learning material were approved shall be permitted to make available such material to other SDPs;
 - 9.8.15.2 SDPs who obtain learning material from already accredited SDPs shall be required only to submit the signed confirmation letter and agreement for the usage of the material from the accredited SDP;
 - 9.8.15.3 Learning material developers and SDPs shall ensure that they put the name and company registration numbers on the page footers to avoid copyright infringements;
 - 9.8.15.4 The purchased learning material shall be verified by the HWSETA Officials during accreditation and monitoring site visits;

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10. NON COMPLIANCE WITH POLICY PROVISION

- 10.1 Failure to comply with the provisions of this policy shall result in the HWSETA's withdrawal of any approval awarded.

11. USAGE OF HWSETA NAME AND LOGO

- 11.1. Accredited and programme-approved SDPs shall automatically qualify to use the HWSETA name and logo provided they indicate so on the relevant application forms;
- 11.2. SDPs shall only make use of the HWSETA Name and Logo after receiving a written permission from the HWSETA;
- 11.3. The HWSETA name and logo shall be used on competency certificates issued by SDPs after the HWSETA has endorsed the learner achievements;
- 11.4. Accredited or programme-approved SDPs shall not use the HWSETA name and logo:
- 11.4.1 when accreditation or programme approval has expired;
 - 11.4.2 when accreditation or programme approval is withdrawn;
 - 11.4.3 when accreditation or programme approval is suspended;
 - 11.4.4 for programmes that are not approved by the HWSETA;
 - 11.4.5 for learner certificates that are not verified and endorsed by the HWSETA;
 - 11.4.6 on company letterheads and email signatures; and
 - 11.4.7 for any other purpose not approved or permitted by the HWSETA.

12. EXTENSION OF SCOPE

- 12.1. SDPs accredited and programme approved by the HWSETA may apply for extension of scope if they have at least one group of learners that have been trained and endorsed by the HWSETA;
- 12.2. A site visit shall be conducted if the qualification requires specific and unique equipment or training site/s before approval of the extension of scope;

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- 12.3. Learning material aligned to the qualification/s or skills programme/s applied for shall be submitted to the HWSETA for evaluation and approval;
- 12.4. Available, HWSETA learning material shall be offered to applicant SDPs who meet the requirements for extension of scope;

13. SUB-CONTRACTING

- 13.1. The HWSETA accredited or approved SDP who subcontracts another SDP for training delivery shall:

- 13.1.1 be solely responsible and accountable for the standard of training provided by the sub-contracted SDP;
- 13.1.2 ensure that such sub-contracted SDP is accredited or approved for that specific learning programme;
- 13.1.3 have a written approval from the HWSETA to ensure that all the conditions of accreditation are complied with by both SDPs;
- 13.1.4 acknowledge that the HWSETA reserves the right to fulfill all its quality assurance functions at the sub-contracted SDP;
- 13.1.5 Accredited and approved SDPs shall not franchise or allow the usage of their accreditation or approval by other organizations for financial gain or otherwise;

14. MONITORING OF ACCREDITED SDPs

- 14.1. The HWSETA accredited SDPs shall be monitored as per the HWSETA monitoring policy;
- 14.2. The HWSETA shall conduct random unannounced site visits at SDP training sites and/or offices to verify compliance and might include consultation with the primary SETA ETQA for programme approved SDPs where required.

15. EXPIRY, RE-ACCREDITATION AND DE-ACCREDITATION

- 15.1. SDPs shall be required to monitor their accreditation expiry dates and apply for re-accreditation at least six months prior to expiry of their accreditation period;
- 15.2. Only SDPs who complied with the HWSETA accreditation requirements as per this policy during their accreditation period shall be eligible to apply for re-accreditation;
- 15.3. The granting of re-accreditation shall depend on the findings of the monitoring and re-accreditation site visit;
- 15.4. SDPs who contravened the accreditation/programme approval and policy requirements shall not be granted re-accreditation or renewal of programme approval by the HWSETA;
- 15.5. SDPs shall be recommended for de-accreditation if they are in breach of this policy and the Code of Conduct signed on accreditation.

16. CERTIFICATION

- 16.1 The HWSETA shall issue certificates for:
 - 16.1.1 Accredited SDPs;
 - 16.1.2 Programme approved SDPs on request;
 - 16.1.3 Learners found competent against full qualification/s;
- 16.2 The HWSETA shall keep records of all the certificates issued;
- 16.3 The HWSETA shall issue learner certificates to SDPs who conducted the relevant training;
- 16.4 SDPs who have been awarded Accreditation status by the HWSETA shall be issued with accreditation certificates;
- 16.5 Accredited SDP shall be issued with an Accreditation Letter that indicates a list of selected qualification electives and an Accreditation Report;
- 16.6 The HWSETA accreditation letters shall be identified by the special HWSETA embossed, cream, rough-textured paper with gold HWSETA name, logo and footer;
- 16.7 Certificates shall be re-issued if:
 - 16.7.1 they have been lost;
 - 16.7.2 they have been damaged;

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- 16.7.3 an applicant's marital status has changed;
- 16.7.4 applicants have changed name/s or identity details; and
- 16.7.5 the original certificate has errors.

17. STATEMENTS OF RESULTS

17.1. The HWSETA shall issue Statements of Results for:

- 17.1.1 Learners who have completed full qualifications in addition to the certificates awarded;
- 17.1.2 Learners who have achieved registered skills programmes;
- 17.1.3 Learners who completed certain unit standards without completing the full qualifications

18. SECURITY FEATURES ON CERTIFICATES

- 18.1. All HWSETA issued certificates shall bear signatures of the ETQA Executive Manager and HWSETA CEO to ensure the authenticity of the certificates;
- 18.2. All learner certificates shall have the silver HWSETA seal designed for this specific purpose; and
- 18.3. The HWSETA certificates shall be identified by the HWSETA special embossed, rough-textured paper with green, red and gold colours;

19. APPEALS

- 19.1. An SDP may appeal against a decision made by the HWSETA as per HWSETA appeals policy;

20. POLICY REVIEW

- 20.1. The policy shall be reviewed in 2017.

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