



Health and Welfare Sector
Education and Training Authority
HWSETA

HWSETA SERVICE DELIVERY CHARTER

● VISION

The creation of skilled workforce to meet the health and social development needs of all people in South Africa.

● MISSION

The HWSETA endeavours to create and implement an integrated approach for the development and provision of an appropriately skilled workforce that will be empowered to render quality health and social development services that are comparable to world-class standards.

● VALUES

- Service excellence
- Transformation
- Transparency
- Integrity
- Respect
- Fairness
- Accountability

● BATHO PELE PRINCIPALS

- Consultation
- Service Standards
- Access
- Courtesy
- Information
- Openness and Transparency
- Redress
- Value for Money
- Your money should be employed wisely

● PHYSICAL ADDRESS

HEAD OFFICE

17 Bradford Road
Bedfordview
Johannesburg
2007
Tel: 011 607 6900
Toll free number: 0800 864 478
hwseta@hwseta.org.za
www.hwseta.org.za

GAUTENG

563 Old Pretoria Main Road
Midrand Business Park
Midrand
1685
011 205 0200
lebogangm@hwseta.org.za

EASTERN CAPE

Phase 2A Waverly Office Park
Phillip Frame Road
Chiselhurst
East London
5247
043 726 9406/7
claudinem@hwseta.org.za

KWA-ZULU NATAL

Clifton Place Ground Floor
19 Hurst Grove
Musgrave
Durban
4001
031 202 5972/3
samukelisiwek@hwseta.org.za

FREE STATE

47 Kellner Street
Bloemfontein
9301
051 430 2134/78
mphom@hwseta.org.za

LIMPOPO

4A Landross Mare
Polokwane
0700
015 295 4302/3
raesetjam@hwseta.org.za

MPUMALANGA

The Outpost Centre
Cnr Van der Merwe & Ehmke Streets
Nelspruit
1201
Tel: 013 762 3027
mokhulum@hwseta.org.za

NORTHERN CAPE

Royalyard Park, Unit 17
No. 9 Jacobus Smit Avenue
Royalglen
Kimberley
8301
053 831 1338
mbongisenig@hwseta.org.za

NORTH WEST

Suite No.3 Total Mafikeng Complex
Cnr Nelson Mandela Drive and Shippard Street
Mafikeng
2745
018 381 1192
molokom@hwseta.org.za

WESTERN CAPE

Tijger Park Office Park
Ground Floor
Willie van Schoor Avenue
Bellville
Cape Town
7530
021 914 1058
juanitam@hwseta.org.za

● ACCESS TO SERVICES

WORKING HOURS

08h00 to 16h30 Monday to Friday
(Except on Public Holidays)

OFFICE CLOSURE

Between Christmas and New Year annually

COMPLAINTS AND COMMENTS

www.hwseta.org.za

HELP DESK

Tel: (011) 607 6900 or 0800 864 478



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

HWSETA SERVICE DELIVERY CHARTER

● SERVICES

● TURNAROUND TIME

Telephone enquiries attended to	48 hours
Respond to written correspondence (mail, email and fax)	48 hours
Notification to conduct site visits/validation, monitoring, etc.	5 days
Acknowledgement of receipt for any documentation submitted	48 hours
Accreditation of service provider	180 days
Re-accreditation of service provider	12 weeks
Registration of assessors and moderators	8 weeks
Re-registration of assessors and moderators	6 weeks
Issuing of certificates for learners after all requirements fulfilled/met	4 weeks
Registration of learners on HWSETA system by training providers	Before commencement of training
Feedback report after validation, verification, site visits	7 working days after visit
Intake of new learners	January and June/July
Submission of learning material/training material - including extension of scope	January 7 to 31 July 1 to 30 (4 months)
Appeals lodged with HWSETA	2 weeks after decision



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