



HEALTH AND WELFARE SECTOR EDUCATION AND TRAINING AUTHORITY

ASSESSMENT APPEALS GUIDELINE & PROCEDURE


Document Name: Assessment Appeals Guideline Ref:		Period of validity - 3 years	Division: QA
To be read with: Process policy		Custodian of Guideline:	CEO: MS ZANDILE MAFATA-ACTING
Date 1 st version : December 2025		Supported by ETQA Executive Manager:	Signature: 
Date Revised:	Version No. 1	Date: 22 DECEMBER 2025	
Next review date – July 2028			

TABLE OF CONTENTS

1.	ABBREVIATIONS.....	3
2.	DESCRIPTION OF TERMS	4-5
3.	GUIDELINE STATEMENT	5
4.	LINK TO OTHER POLICIES	5
5.	REGULATORY FRAMEWORK.....	6
6.	PURPOSE.....	6
7.	SCOPE AND RESPONSIBILITIES.....	6
8.	GUIDELINES.....	7
9.	PROCEDURE.....	7-9
10.	GUIDELINE REVIEW	9
11.	ANNEXURE A.....	10
12.	ANNEXURE B.....	11

1. ABBREVIATIONS

QP	Assessment Quality Partner
ETQA	Education and Training Quality Assurance
HWSETA	Health and Welfare Sector Education and Training Authority
NGO	Non-Governmental Organization
NQF	National Qualification Framework
NPO	Non-profit organization
POE	Portfolio Of Evidence
QCTO	Quality Council for Trades and Occupations
RPL	Recognition of Prior Learning
SAQA	South African Qualification Authority
SETA	Sector Education and Training Authority
SDP	Skills Development Provider
SOR	Statement of Results

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.
Appeal	Means a process of seeking a review of a decision already made from higher authority.
Skills development provider	An institution that is accredited to train programmes that fall within the HWSETA scope.
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.
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.
External Integrated Summative Assessment	Is a national, final exam required in South Africa to award an Occupational Certificate. It's a standardized and credible way to assess if a learner has the necessary knowledge, practical skills, and workplace experience for a particular trade or occupation.
Invigilator	a person who supervises examinations at an assessment centre, to ensure they are conducted fairly and to prevent cheating.
Learner Achievement	A sub-division within the ETQA responsible for the quality assurance of assessments and certification of competent learners.
Moderator	Means a person who has achieved competence against the moderator standard, certified by the ETDP SETA and registered by an ETQA.

Guideline	Means a general rule, principle, piece of advice or a statement that aims to streamline processes according to a set routine or sound practice.
Quality assurance	Means the process of ensuring 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.
Remark	Means the process of having the EISA answer script of a learner reviewed and reevaluated by an examiner who is a subject matter expert to ensure the accuracy, fairness, and consistency of the marks originally awarded.
Skills Development Provider	Means an organization that is accredited or approved to deliver learning programmes.
Subject matter Expert	Means a professional with extensive and deep knowledge in a specific field, contracted by the HWSETA to mark and moderate learners' scripts after writing EISA.

3. GUIDELINE STATEMENT

- 3.1. The HWSETA, as one of the QAs 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 endorse learner achievement in line with this guideline document.
- 3.3 A developmental and advisory approach shall be adopted when gaps are identified and much needed support shall be provided to SDPs.

4. LINK TO POLICIES

- 4.1 This guideline document shall be read in conjunction with the ETQA policies.

5. REGULATORY FRAMEWORK

- 5.1 NQF Act 67 of 2008.
- 5.2 SDA Act 97 of 1998 as amended.
- 5.3 SDL Act 9 of 1999.
- 5.4 NSDP of February 2019
- 5.5 QCTO General principles and minimum requirements on e-assessment of qualifications and part qualifications on the occupational qualifications sub-framework (OQSF).

6. PURPOSE

The purpose of this guideline document is to:

- 6.1 Communicate clear assessment appeals guidelines to the stakeholders.
- 6.2 Ensure that stakeholders have insight on the assessment appeal as implemented according to the prescribe framework.
- 6.3 Ensure that stakeholders adhere to and comply with the prescribed framework.
- 6.4 Ensure standardisation and consistency.

7. SCOPE AND RESPONSIBILITIES

- 7.1 The HWSETA shall ensure that these guidelines are implemented by SDPs and the learners.
- 7.2 Stakeholders shall comply with the requirements of the guideline.
- 7.3 The HWSETA Chief Executive Officer shall approve, monitor and support the implementation of the guideline.

8. GUIDELINES

Learners who are not entirely satisfied with the outcome/judgement of their assessment results can lodge an appeal, and such appeal must be lodged as per the following procedure.

8.1. LODGING THE APPEAL

- 8.1.1 The appeal application must be lodged in writing and submitted to the HWSETA within Thirty (30) working days of the release of the results to the relevant Skills Development Provider.
- 8.1.2. The HWSETA shall issue a form (Annexure A) that shall be completed by the applicant.
- 8.1.3. Only applications for appeal brought to the attention of the HWSETA in accordance with the requirements of the Appeals Guideline will be considered for appeal.
- 8.1.4. An application for appeal will be assessed to determine whether it meets the following criteria:
 - 8.1.4.1. The applicant achieved 57% to 59% marks and no less than that;
 - 8.1.4.2. The appeal complies with clause 8.1.1. above.
- 8.1.5. Requests for viewing of marked/remarked scripts and/or condonement, shall not be considered.

9. PROCEDURE

STEP 1

- 9.1 The Learner Achievement sub-division shall:
 - 9.1.1 Verify whether the required criteria for an appeal are met.
 - 9.1.2 Verify whether the appeal application form is properly completed, submitted by the complainant and brought to the attention of the Learner Achievement Manager.
 - 9.1.3 Acknowledge receipt of the appeal and advise the complainant of the next steps, within five working days of receiving the appeal.
 - 9.1.4 Appeals that have met the criteria above, shall be forwarded to the Learner Achievement Manager to begin Stage 2 of the appeal process.

STEP 2

- 9.2 The Learner Achievement Manager will undertake a full investigation into the grounds for appeal.
 - 9.2.1 The investigation may also involve the recounting of marks and percentages for accuracy that may include a review of the marking.
 - 9.2.2 The investigation may include, but may be not restricted to, interviews with the

following persons:

9.2.2.1. Marker(s)

9.2.2.2 Moderator

9.2.2.3 Any external third party deemed relevant.

9.2.3 On completion of the investigation, the Learner Achievement Manager will notify the appellant of the outcome of their appeal (Annexure B).

9.2.4 There are three (03) possible outcomes from Step 2 of the appeals process:

9.2.4.1 Appeal upheld

If the Learner Achievement Manager finds reasonable grounds for the appeal, and the decision is in favour of the appellant, the original awarded assessment outcome is changed in favour of the appellant.

9.2.4.2 Appeal rejected

If the Learner Achievement Manager do not find reasonable grounds for the appeal, the original assessment outcome remains unchanged. If the appeal is rejected at this stage, then the decision is final and is communicated to the appellant,

9.2.4.3. Appeal referred to the QCTO

If a decision cannot be made and the appeal is not resolved at Step 2, the Learner Achievement Manager shall refer the appeal to the QCTO under the following circumstances:

9.2.4.4.1. If the learner disputes the appeal decision by providing new credible evidence that was not considered initially.

STEP 3

9.3. Step 3 of the appeal process involves a full review of information relating to the appeal and is conducted by the Assessment unit of the QCTO:

9.3.1 All the documents relevant to the appeal, including the learner's script, question paper and the marking memorandum, are provided to the QCTO within Ten (10) working days after taking the decision to proceed to Step 3.

9.3.2 The QCTO will evaluate all steps of the appeal, including the documentation relating to the process, procedure, communication and earlier stages of the appeal.

9.3.3 The decision taken by the QCTO is final, and the HWSETA and the complainant will abide by the outcome of the appeal.

10. GUIDELINE REVIEW

10.1 This guideline shall be reviewed after three (03) years or when required by legislation, whichever comes first.

11. ANNEXURE A

(Stage One – Assessment Appeal Application Form)

Assessment Appeal Form	
1. Applicant Details	
Learner's Full name(s) & Surname	
ID Number	
Cell number	
Email Address	
2. Assessment & programme details	
Provider (SDP) name	
Assessment date	
Assessment centre	
Qualification Title	
Qualification SAQA ID	
NQF Level	
Number of Credits	
3. Nature of the Appeal	
Provide a brief explanation of the reason/s for your assessment appeal	
4. Declaration	
I(Applicant's name) fully understand the action I have taken and agree with the appeal process outlined in the Appeal Guideline and Procedure document.	
Signature (Applicant):	Date:
SDP Representative full names: :.....	
Signature (SDP Representative)	Date:.....
FOR HWSETA OFFICE USE ONLY	

Hlamalani Ngcobo Learner Achievement Manager
Signature (Applicant): Date:

NB. By completing this form, you hereby authorise the HWSETA to collect your personal information to deliver services that are offered. Personal information is only used for the purpose of delivering the mandate of the HWSETA. However, the HWSETA will disclose your personal information without notice, only if required to do so by law.

Ver 01_2025