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SABPP ETQA PROCESSES FOR 2012

LEARNERSHIP QUALITY ASSURANCE (QA) CONTRACTS:

- Pre-contracting/Logistics Meeting (including all stakeholders not just the contracting parties) at which the number of learners is confirmed to be able to calculate the Learner Management Fee.
- ETQA Project Manager to counter-sign QA Contracts involving their own Providers
- (Revised) QA Contract to cover sourcing the relevant logos (for drafting the certificates), the Final Integrated Summative Assessment, the project/roll-out plan and the monitoring and verification processes and scheduling.
- Provider to notify ETQA Project Manager, in writing, immediately of any changes to the project plan (including substituting facilitators)
- Provider to submit Learner Enrolment Template per learnership within two weeks of the launch/induction session of the learnership, **INCLUDING A COPY OF EACH LEARNER'S ID**
- Facilitators to be professionally registered
- ETQA Project Manager conducts an Orientation Visit at the commencement of the learnership
- Monitoring conducted plus SABPP ETQA Report (including attending at least one classroom session) circulated to all stakeholders
- Provider to submit Learner Achievement Template per learnership plus completed Provider Report for Verification
- Verification conducted plus SABPP ETQA Verification Report circulated to all Stakeholders.

- Certification
- Learnership Close Out/Sign Off.

Qualification Service Level Agreements¹:

- Pre-SLA/ Logistics Meeting (or at least conversation) **PER PROJECT**
- Provider to submit Learner Enrolment Template including copies of learners' IDs.
- ETQA to invoice for Learner Management Fee
- Monitoring conducted plus SABPP ETQA Monitoring Report circulated to all stakeholders (at least once per annum)
- Provider to submit Learner Achievement Template plus completed Provider Report for External Moderation
- External Moderation conducted plus SABPP ETQA External Moderation Report circulated to all stakeholders
- Certification
- Qualification Close Out/Sign Off.

Unit Standards-Based Programmes – Service Level Agreement:

- Pre-SLA/ Logistics Meeting) **PER ANNUM** (but unique project number per project, unique start and end dates and unique learner targets)
- Provider to submit Learner Enrolment Template (per project/batch) including copies of learners' IDs within a week of enrolment
- ETQA to invoice for Learner Management Fee (per learner)
- Monitoring conducted plus SABPP ETQA Monitoring Report circulated to all stakeholders (at least twice per annum)
- Provider to submit Learner Achievement Template (per project/batch) plus completed Provider Report for External Moderation **and** the Internal Moderation Report.
- External Moderation conducted plus SABPP ETQA External Moderation Report circulated to all stakeholders.

- Provider to be given written permission to proceed with Certification
- Per Project Close Out/Sign Off (including copies of signed certificates issued by the Provider)

¹ SLA will include minimum performance standards (and timeframes) for all parties.