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# MQA

## Mining and Minerals SETA

### Policy for Accreditation of Training Providers

#### Submission by the

#### Education and Training Quality Assurance



# POLICY FOR THE ACCREDITATION OF TRAINING PROVIDERS

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# Accreditation of training providers

## Purpose of this document

This paper serves to formalise the MQA's position on the Accreditation of training providers.

## 1. INTRODUCTION

The Mining Qualifications Authority (MQA) policy on accreditation refers only to those institutions or individuals who want to provide learning towards or who want to assess against, National Qualifications Framework (NQF) registered education and training standards used in the mining & minerals sector.

### 1.1 What is accreditation

For the purpose of this document, accreditation refers only to the accreditation of providers of education and training services.

### 1.2 What is a provider

Training providers are not only training companies, but also employers who provide their own internal training courses to staff. Many training providers offer training in short courses, skills programmes and full qualifications

A provider can fall into one of three categories:

- Provides only education and training services
- Provides only assessment services
- Provides the full spectrum of education, training and assessment services

### 1.3 What is the National Qualifications Framework

The NQF was conceived of as a means of developing an integrated approach to education and training. This mechanism opens up access to learning to those previously denied such opportunities, as well as access to formal recognition of the skills that were obtained outside of formal education settings.

By following an outcomes-based approach and by establishing a national learner's database, the NQF will be one of the mechanisms to make possible transformation and development of people within the mining & minerals sector.

In the outline that follows, the structures and processes required for the quality assurance system associated with the NQF are described. The accreditation of providers by ETQA's falls within these requirements.

## 2. ETQA FUNCTIONS

Education and Training Quality Assurance bodies are accredited by SAQA to perform the following functions:

- Accredit constituent providers for specific standards and qualifications
- Promote quality and monitor provision amongst constituent providers
- Evaluate assessment and facilitate moderation amongst constituent providers
- Register constituent assessors for specified standards and/or qualifications
- Take responsibility for the certification of learners
- Recommend new standards or qualifications, or amendments to existing standards and qualifications, to Organising Fields
- The MQA is responsible for monitoring and auditing of all occupationally directed unit standards and qualifications related to the mining and minerals sector. The MQA will be involved with other ETQA's when learning programmes overlap e.g. a qualification which includes mathematics and science will involve working with further education or higher education sector.
- The MQA will conduct learning programme evaluations and institutional audits of the infrastructure and equipment of a provider, providing learning programmes at levels 1 – 8 to the mining and minerals sector

- The MQA will conduct learning programme evaluations of providers that apply to offer mining and mineral sector related programmes at levels 1 – 8 through their primary ETQA's.
- The MQA will only accredit the delivery and assessment site as a provider. However integration of theory and practice, training, assessment and experimental learning may be conducted through a number of sites
- The provider will be held responsible and accountable for ensuring that all criteria regarding delivery and assessments are met by the various sites.
- The MQA ETQA is responsible for providing guidance and support to the bodies requesting accreditation within the mining and minerals sector

The SAQA Act and Regulations stipulated several requirements for institutions wishing to become accredited providers. These will be incorporated into the quality management system, namely International Standards Organisation (ISO) 9001:2000.

### **3. PURPOSE AND BENEFIT OF HAVING PROVIDERS ACCREDITED**

- In order to ensure that the overall quality of education and training provision, learning and assessment, in South Africa is improved and maintained at a consistently high level, the South African Qualifications Authority requires that all Education and Training Providers be 'accredited' by the relevant ETQA.
- The purpose of this accreditation is to provide a guarantee to all users of an accredited Education and Training Provider that the Provider complies with the required standards for learning and assessment services. It also means that all learners can be assured of a quality learning and assessment experience and that the credits and qualifications they achieve through these services will be nationally and could be internationally recognised, regardless of where or how they were obtained.
- Accreditation therefore gives Training Providers a valuable tool with which they can market their services to potential clients, learners, employers and

communities. Workers at these employers will be assured that the training and awards (credits and qualifications) they receive are nationally recognised and portable, and which enable them to enter more formalised further or higher education and training provision. Employers who deliver their own internal education and training to their employees can also ensure that they are able to claim the maximum grant payments from their SETA

- Education and Training Quality Assurance is simply about establishing and maintaining high levels of education and training, quality learning and assessment, within the new skills development environment. Quality assurance is applied to both unit standards and qualifications registered on the National Qualifications Framework and to providers of education and training services.
  
- Training providers are accredited in order to:
  - Ensure that learners will receive a quality education, training and assessment experience that results in the award of nationally recognised standards and qualifications.
  - Guarantee users (employers, parents, communities, government) of education and training provision that there is quality learning and that assessments and achievements of learners are fair, valid and reliable.
  - Ensure that the accreditation of providers feeds back into the standards setting review process concerning the quality of standards and qualifications.
  
- Quality Assurance (ETQA perspective)

The MQA, acting in its capacity as an ETQA, has a responsibility to maintain quality of assessments throughout the mining industry. One means of doing this is to establish criteria for the accreditation of providers and registration of assessors.<sup>1</sup> (The MQA must also audit quality of providers, moderate assessment and review qualifications and unit standards for the mining industry.)

- Access to the Skills Development levy (organisation perspective)  
Providers who wish to train towards and assess against unit standards registered by the MQA must be registered as an Accredited Provider. This has implications for the reimbursement of the training levy.
- Recognition of learner achievements (learner perspective)  
Learners will want recognition for their achievements. This will be possible if the education and training providers are accredited.

## 4. REQUIREMENTS

### 4.1 MQA Requirements

In line with the SAQA requirements for accreditation of providers the MQA has set the following criteria.

A provider may be accredited by the MQA ETQA, provided that the body seeking accreditation:

- is registered as a provider in terms of the applicable legislation at the time of application for accreditation
- has a recognised quality management system (ISO 9001:2000) which includes but is not limited to:
  - quality management policies which define that which the provider wishes to achieve
  - quality management procedures which enable the provider to practise its defined quality management policies; or
  - review mechanisms which ensure that the quality management policies and procedures defined are applied and remain effective.

- has the ability to achieve the desired outcomes, using available resources and procedures considered by the ETQA to be needed to develop, deliver and evaluate learning programmes which culminate in specified registered standards or qualifications
- has the necessary financial, administrative and physical resources
- has the policies and practices for staff selection, appraisal and development
- has the policies and practices for learner entry, guidance and support systems
- has the policies and practices for the management of off-site practical or work-site components
- has the policies and practices for the management of assessment which include appeals systems
- has the necessary reporting procedures
- declaration of suitability of a workplace (Provider and/or Employer) for training and/or assessment
- has not already been granted accreditation by or applied for accreditation to another ETQA

## 5. Provision of Learning and Assessments

Provision can also take a variety of forms including contact, distance, mixed-mode, self-directed and on-the-job and can take place through a variety of mediums.

- Provides only education and training services - This is a provider who is responsible for providing learning (practical and or theoretical)
- Provides only assessment services - This is a provider who is responsible for formative, summative and RPL assessments. In addition to mentoring and coaching, RPL assessment sites require practitioners who are able to assist the

candidate through the process of making explicit, what it is that they know and preparing the candidate for the assessment itself.

- Provides the full spectrum of education, training and assessment services - This is a provider who delivers learning programmes and manages the assessment thereof.

The following matrix depicts the relationships between the various categories of provider accreditation.

	Learning Provision only	Assessment only	Provision & Assessment
Theory (i.e. in the class room)			
Practice (i.e. on the job)			
Theory & Practice			

Providers (delivery, assessment, etc) can be accredited within each of the blocks on the basis of the agreements that exist for the full requirements of the qualification or unit standard. A workplace offering training and assessment would indicate whether their learners would be receiving the theoretical elements through an accredited provider (distance or face-to-face) and how the integration of these would take place.

## 6. ACCREDITATION

Accreditation will only be granted if the MQA has satisfied itself that all the criteria for accreditation have been met. The following types of accreditation can be granted:

### 6.1 Provisional accreditation

The granting of provisional accreditation implies obtaining accreditation subject to having certain requirements in place within a specified time not exceeding 2 years.

The following conditions will apply for Provisional Accreditation:

- The MQA will not extend the period of provisional accreditation or grant provisional accreditation for a further period unless there is a good reason to

do so. E.g where the affected learners would be unduly prejudiced by the immediate lapsing of provisional accreditation.

- If the training provider fails to meet the specified criteria for accreditation within a specified period, the provisional accreditation will lapse on expiry of that period for which it was granted.
- Before expiry of a period of provisional accreditation, the MQA shall audit the training provider concerned in order to establish whether or not it should be granted full accreditation.
- Where no programme of development has been submitted by a provisionally accredited training provider, the MQA should require the provider to submit it for approval to enable the provider to meet the required criteria for accreditation who have been granted provisional accreditation. Should a training provider who has been granted provisional accreditation fail to submit a programme of development for approval by the MQA, the MQA should take steps to withdraw the provisional accreditation of the provider.

## 6.2 Full accreditation

Full accreditation will be based on the following requirements whether utilized internally or externally

- QMS (ISO 9001:2000) certification and listing
- The existence of learning delivery system, which will meet the outcomes and the registration of ETD Practitioners if required
- The registration of assessors and management of assessments systems, appeal processes and reporting processes.
- To establish an internal moderation system to compliment the assessment processes.

Upon receiving accreditation, provider will be issued a certificate by the MQA. This certificate shall state:

- That the organization is an accredited provider
  - The Unit Standards and Qualifications for which approval has been granted.
- This certificate should be prominently displayed at the provider's premises.

- When accreditation is granted, the training providers will be entitled to include the following phrase on relevant documentation such as marketing brochures:  
“Accreditation granted as a Training Provider by the Mining Qualifications Authority.”

For continuous quality processes the MQA will conduct Verification of Compliance at fully accredited training providers before the expiry of the granted period of accreditation.

## **7. NOTIFICATION OF CHANGES**

It is the responsibility of the accredited training provider to forward all details to the MQA ETQA regarding any change that occurs within the accredited organization.

## **8. MISREPRESENTATION OF ACCREDITATION STATUS**

Steps that will be undertaken against providers who misrepresent their accreditation status in relation to training programs for which are not accredited by the MQA:

- The MQA, will, in writing require all training providers who offer training programmes for which they are not accredited by the MQA to specify in their marketing material in respect of such programmes and their communications with learners and prospective learners that they are not accredited by the MQA in respect of those learning programmes
- Notify training providers that failure to do so will be regarded as a contravention of the code and conduct which may result in withdrawal of their accreditation by the MQA

## **9. APPEALS AGAINST ETQA DECISIONS**

A Provider has the right to appeal against the decision made by the ETQA.

Such an appeal must adhere to the ETQA accreditation appeal process

## 10. DEALING WITH APPLICATIONS

Where applications are found to be unsatisfactory / incomplete in one or more sections. Accreditation can therefore not be granted at that stage because of the severity of the problems identified.

Applications should be sent to:

MQA

74-78 Marshall Street

Marshalltown, 2107

MQA

Private Bag X 118

Marshalltown, 2107

The MQA will acknowledge receipt of the documents within 5 days of obtaining them. The application will then be evaluated for its clarity, consistency, fairness and probable effectiveness. A facility visit to certify the correctness of the submission and / or to review any parts that require clarification will thereafter be conducted.