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SSETA- SERVICES SECTOR EDUCATION TRAINING AUTHORITY
ACCREDITATION EVALUATION REPORT

PROVIDER CONTACT DETAILS:

Registered Name of Provider:	SCHUIITEMA ASSOCIATES cc
Trading Name of Provider:	SCHUIITEMA ASSOCIATES cc
Satellite campuses if any:	N/A
Contact person:	Cilette Harris
Tel:	011 8670587
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E-mail:	cilette@schuitema.co.za
Physical Address:	Woodhill Office Park, Building 253, Phillip Engelbrecht Avenue, Meyersdal, 1447
Postal Address:	P.O. Box 877, Walkerville, 1876
Company registration number:	1989/039405/23

Date of Report: 04 April 2015

Provider Accreditation Number: 10046

Introduction

This is a report of an institutional and learning programme evaluation of **SCHUITEMA ASSOCIATES cc** undertaken by the **SSETA- Services Sector Education Training Authority**.

The principal purpose of this evaluation report is to provide feedback on the extent to which **SCHUITEMA ASSOCIATES cc** is effectively providing quality education and training to learners within the context of the National Qualifications Framework and against the **SSETA- Services Sector Education Training Authority** accreditation criteria.

1. Method & Evaluation process followed:

The accreditation process has 3 phases:

Step 1: Application form by Provider

The provider completed the Online Application for Accreditation form as part of the accreditation process. The application form served as a guide for **SSETA- Services Sector Education Training Authority** appointed evaluators as to what exists at the provider's site at the time of its application for accreditation.

Step 2: Site Visit

Evaluators appointed by **SSETA- Services Sector Education Training Authority** conducted the evaluation through the Site Visit, which took place at the provider's site, as per **SSETA- Services Sector Education Training Authority** criteria.

Step 3: Outcome of the evaluation

The outcome of evaluation of the application for accreditation is communicated to the provider only once the evaluator's recommendations have been verified and ratified by **SSETA- Services Sector Education Training Authority** Accreditations division.

Glossary of abbreviations used in this report:

SAQA- South African Qualifications Authority
 QCTO- Quality Council for Trades and Occupations
 SSETA- Services Sector Education Training Authority
 SETA- Sector Education Training Authority

PA- Programme approval
 NYR- Not yet recommended
 MoU- Memorandum of Understanding

US- Unit Standard
 SO- Specific outcome
 AC – Assessment criteria
 CCFO's- Critical cross-field outcomes
 EEK's- Essential embedded knowledge

RPL- Recognition of Prior Learning

2. Type of Submission:

First time evaluation:	10 December 2015
Remedial Evaluation:	
Extension of Scope Evaluation:	
MOU: Programme Approval	
Monitoring Site Visit Remedial Evaluation	

3. Outcome of Evaluation:**Accreditation status awarded**

Provisional Accreditation	Full Accreditation	Accreditation/Programme Approval Not Yet Recommended	Programme Approval Awarded (MOU Providers)
X			

This serves as a confirmation that **SCHUITEMA ASSOCIATES cc** has been evaluated and based on the recommendations of the **SSETA- Services Sector Education Training Authority** evaluator, **SCHUITEMA ASSOCIATES cc** has been awarded **Provisional Accreditation** status as a provider for the delivery of the following learning programmes:

Name of Learning programme/Skills programme	Awarded Accreditation status	NQF level	Number of Credits	Expiry Date	Unit Standards / Qualification aligned to Learning programme		Qualification to which the learning program and unit standards are linked / contextualized
					US	US Title	
Devise and apply strategies to establish and maintain workplace relationships	Provisional Accreditation	NQF Level 5	6	2018-06-30	252027	Devise and apply strategies to establish and maintain workplace relationships	Qualification ID: 59201 LP 60269 Qualification Title: National Certificate: Generic Management: General Management NQF Level: 5 Credits: 162 Registration start date: 2015-07-01 Registration end date: 2018-06-30 Last date of enrolment: 2019-06-30 Last date of achievement: 2022-06-30

Staff Details:

List of Facilitators	Learning Programmes Delivered by Facilitator	Qualifications and Experience
April David 6011195134086	Devise and apply strategies to establish and maintain workplace relationships: US 252027	There is a C.V. showing the following information: QUALIFICATIONS <ul style="list-style-type: none"> • B.A. • STD • M.Psych • Professional Coaching Course EXPERIENCE <ul style="list-style-type: none"> • Teacher 5 years • Consultant Psychologist 10 years • Lecturer 4 years • Executive Coach 4 years The Provider has attached the following documents: <ul style="list-style-type: none"> ✓ C.V. ✓ Certified copy of I.D. ✓ Certified copies of qualifications ✓ Signed Service Level Agreement
List Constituent Assessors	Unit Standards/ Qualifications the Assessor is assessing	Qualifications and Experience
Andrea Jane Kellet 7610220258080	Devise and apply strategies to establish and maintain workplace relationships: US 252027	There is a Constituent Registration Report showing the following information: QUALIFICATIONS <ul style="list-style-type: none"> • B. Nursing (Hons) • B. Com(Business Management) • National Certificate: OD-ETP EXPERIENCE <ul style="list-style-type: none"> • ICU Sister 2 years • Finance Manager and Accreditation Administrator 1 year • Founder & Managing Member 12 years The Provider has attached the following documents: <ul style="list-style-type: none"> ✓ C.V. ✓ Certified copy of I.D. ✓ Certified copies of qualifications ✓ Signed Service Level Agreement ✓ Proof of Constituent Registration as Assessor valid until 31 March 2016.
List Constituent Moderators	Unit Standards/ Qualifications the Moderator is moderating	Qualifications and Experience
Ingrid Bernadette Van Heerden 7509150013087	Devise and apply strategies to establish and maintain workplace relationships: US 252027	There is a Constituent Registration Report showing the following information: QUALIFICATIONS <ul style="list-style-type: none"> • B. Com (Hotel & Tourism Management)

		<ul style="list-style-type: none">• National Certificate: OD-ETP• National Diploma: OD-ETP <p>EXPERIENCE</p> <ul style="list-style-type: none">• Call Centre Collector 3 years• Duty Manager 1 year• Senior Receptionist 1 year• Software Support Consultant 2 months• Reservations and Wedding Co-ordinator 1 year• Operations Manager 12 years <p>The Provider has attached the following documents:</p> <ul style="list-style-type: none">✓ C.V.✓ Certified copy of I.D.✓ Certified copies of qualifications✓ Signed Service Level Agreement✓ Proof of Constituent Registration as Assessor/ Moderator valid 31 March 2016.
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8 Core criteria

Criteria	Comments
<p>1. Policy statement: The organization's aims, objectives and purposes are spelt out</p>	<p>Primary focus Seta:-The Primary Focus of the provider is Services SETA.</p> <p>Company Registration Documents:1989/039405/23 Tax Clearance Certificate Expiry Date:-2016/09/15 DHET Registration Number:- N/A Umalusi Registration Number: N/A</p> <p>Vision, Mission and Goals of the Provider:-</p> <ul style="list-style-type: none"> • It shows commitment on enabling people to triumph as human beings. • The mission of the organisation is to help individuals, teams and organisations achieve excellence through our offerings of personal, leadership and team development, consisting of quality training, online and practical learning and coaching. • Schuitema Associates cc is committed into creating an integrated national framework of learning achievements. <p>The provider has an organogram in place that indicates the following:</p> <ul style="list-style-type: none"> • Directors • Office Manager • Facilitator, Assessor and Moderator

<p>2. QMS: Outline procedures that implement quality management</p>	<p>The Provider operates according to a QMS policy and procedure manual. The following Policies and Procedures are in place:</p> <ul style="list-style-type: none"> • Quality Management Policy • Strategic Management • Marketing • Resource Management • Financial Management Policy • Risk Management • Staff Selection, Appraisal and Development and Promotion • Administration and Communication • Document and Record Management • Reporting • Health and Safety Management • Registration and Accreditation • Learning Programme Development, Delivery and Evaluation • Learner Entry, Guidance and Support • Work Site Management • Off-site Delivery Policy • Language Policy • Course Delivery • Assessment Management Policies • Moderation • Appeals & Disputes • Certification • Evaluation & Review • Management System Review
<p>3. Review mechanisms: Outline the ways in which the implementation of policies would be monitored</p>	<p>The Provider has a Management System Review Policy and Procedure in place. There are mechanisms for ensuring that the evaluation and amendment of policies and procedures are implemented, maintained and recorded.</p> <ul style="list-style-type: none"> • Management of Review Procedures: The provider adheres to the Management System Review Policy and Procedure in their QMS. • The review programme includes Annual Management Team Review that will include the necessary actions to promote continual improvement. • The Annual Quality Committee Reviews system has the full commitment to ensure follow-up and assist with corrective actions.

<p>4. Programme delivery: Outline how learning programmes would be developed, delivered and evaluated</p>	<p>Learning Programmes</p> <p>Skills Programme: Devise and apply strategies to establish and maintain workplace relationships</p> <p>Unit Standard Title: Devise and apply strategies to establish and maintain workplace relationships</p> <p>Unit Standard : 252027 Linked to SAQA I.D. 59201 LP 60269</p> <p>NQF Level: 5</p> <p>Credits: 6</p> <p>Registration Start date: 2015/07/01</p> <p>Registration End date: 2018/06/30</p> <p>Last date of Enrolment: 2019/06/30</p> <p>Last date of Achievement: 2022/06/30</p> <p>LEARNING MATERIAL DEVELOPMENT</p> <p>The Provider has purchased the learning material from the CAPACITY BUILDER PEOPLE DEVELOPMENT SPECIALISTS. The Service Level Agreement between the two parties shows that the purchaser has the right to unlimited use of material for training purposes and has a right to print, brand and add information as required.</p>
<p>4.1. Curriculum Design</p>	<p>The Provider has a Curriculum Design in place that include the following:</p> <ul style="list-style-type: none"> • Learner entry requirements • Target group • CCFO's Addressed • Programme Modules • Specific Outcomes • Notional Hours • Learning Programme Design and Sequencing including the integration of CCFO's, Essential Embedded Knowledge • Learner Support • Facilitator and Moderator Roles and Responsibilities • Assessment strategy • Assessment alignment strategy • Moderation strategy

4.2 Alignment Matrix	<p>The Provider has an Alignment matrix in place which reflects the following:</p> <ul style="list-style-type: none"> • Learning Outcomes • The link of Specific Outcomes, Assessment Criteria and Exit Level Outcomes • Where the outcomes are covered in the Learner Workbook and Learner POE Guide • Indication of the activities and page numbers • How the facilitation of a content will take place • Assessment –reflects Formative Assessments and page numbers, and also Summative Assessments according to the sections and page numbers. • Essential Embedded Knowledge • Critical Cross-Field Outcomes
4.3 Notional Hour Matrix	<p>The Provider has a Notional Hour Compliance Matrix in place that includes:</p> <ul style="list-style-type: none"> • Learning Programmes with Specific Outcomes • Credits • Notional hours • Days • Contact session (time split between contact and practical application) • Experiential learning (time split between workplace experience and summative assessment)
4.4 The Facilitator Guide	<p>The Provider has a Facilitator guide in place that includes:</p> <ul style="list-style-type: none"> • Programme overview • Intended Audience • Programme entry requirements • Programme delivery structure (notional hours) • Programme outcomes • Programme alignment to the unit standards / exit level outcomes • How Assessment is to be conducted • Learning pathway • Facilitator role and responsibilities • Administrative information to be completed • Assessment (formative and summative) • Unit Standard attached • Model Answers • Appeals and Disputes • Attendance Register • Facilitator Report
4.5 Learner Guide	<p>The Provider has a Learner guide in place that indicates the following:</p> <ul style="list-style-type: none"> • The learning programme is appropriate to the target audience • Learning activities are clearly documented • The learning outcomes to be achieved by the learner are clearly defined and documented • Formative and Summative assessment are clearly defined • There is clear integration between the learning programme and Unit Standard and the assessment thereof.

<p>4.6. Learner Workbook</p>	<p>The Provider has a Learner Workbook in place that reflects the following:</p> <ul style="list-style-type: none"> • Class activities linked to the Learner Guide. • Learner's Reflection • Facilitator Observation Checklist with signature space for both learner and a facilitator
<p>4.7 Assessor Assessment guide</p>	<p>The Provider has an Assessor Assessment Guide in place that indicates the following:</p> <ul style="list-style-type: none"> • Planning of Assessment • Preparation of the learner before assessment • Procedures followed during assessment • Feedback to the learner and third parties after the assessment • Model answers to the assessments • Witness Testimony • Logbook • Recording and Administration of assessment results • Evaluation and review of the assessment process <p>Formative and summative assessment activities are clearly delineated.</p>
<p>4.8. Learner Portfolio of Evidence</p>	<p>The Provider has a Learner Portfolio of Evidence which includes the following information:</p> <ul style="list-style-type: none"> • Background information and details such as how the PoE will be assessed, how to prepare your PoE, Appeals procedure, PoE requirements, Assessment requirements (copy of the assessment alignment strategy), record of additional questions and responses • Registration Form Codes • Unit Standard Details Attached • Witness Testimony • Logbook • Appeals Procedure • Learner Biographical Information form • Learner preparation and assessment preparation declarations, declaration of authenticity, assessor declaration • Assessment plan • Learner CV, ID, Matric Certificate, Other related certificates • Evidence to be provided (summative assessment tasks) – including Workplace Application (important) • Learner review of the assessment process • Learner reassessment plan • Learner feedback report • Learner assessment appeal form • Provision for learner, assessor and moderator signatures and dates after each summative assessment task/activity

<p>4.9. Moderation Guide</p>	<p>The Provider has a Moderator Guide in place that includes the following information:</p> <ul style="list-style-type: none"> • The Purpose of the moderator guide • Characteristics of the moderator • Fundamental background knowledge • Functions of the moderator • Roles and responsibilities of the internal moderator • The moderation process • Documentation to be completed by the moderator (templates for the moderator to use)
<p>5. Staff policies: Outline policies and procedures for staff selection, appraisal and development</p>	<p>Human Resource and Staff Selection, Appraisal and Development policies and procedures The Provider has suitable Human Resource and Staff Selection, Appraisal and Development policies and procedures and Staff Selection, Appraisal and Development in place that indicate the following:</p> <ul style="list-style-type: none"> • Recruitment and Selection • Promotions and Terminations • Staff component i.e. permanent or contractual • Staff development opportunities
<p>6. Learner policies: Policies and procedures for the selection of learners are outlined, and learners are given guidance and support</p>	<p>The Provider has in place a Learner Entry, Guidance and Support policy and procedure.</p>
<p>7. Assessment policies: Outline policies and procedures for forms of assessments that are used and how they are managed</p>	<p>Assessment Management Policy The Provider has an Assessment and RPL management policy and procedure in place which indicates:</p> <ul style="list-style-type: none"> • Assessment and RPL principles • Assessment and RPL processes • Assessment Instruments • The roles of the evidence collector , assessor and moderator • Moderation planning <p>Moderation Policy The provider has a Moderation Policy and procedure in place. The moderation sample size is 25%</p> <p>Certification Policy The provider has a Certification policy in place which indicates that :</p> <ul style="list-style-type: none"> • The provider will apply for certificate approval with SSETA • The provider will notify SSETA in writing upon completion of moderated assessment and database of all competent learners and assessment and moderations reports will be supplied to SSETA 25% will be externally moderated.

<p>8. Management system and policies: Indicate the financial, administrative and physical structures and resources of the organization, as well as procedures of accountability within the organization</p>	<p>Financial Policy The Provider has a Financial Policy in place.</p> <ul style="list-style-type: none"> • The Provider has a business plan in place that clearly indicates the organizations goals, vision and mission. • The financial projections are attached with the business plan. • The Provider has appointed the Auditing Firm, BMS Tax Consultants cc as its accounting officer. <p>Financial Documents :</p> <ul style="list-style-type: none"> • The provider has produced a FIRST NATIONAL BANK letter confirming the BUSINESS ACCOUNT: 62050864795 • The Provider has submitted a Statement of Financial Position as at 28 February 2015. <p>Administration Policy The Provider has an Administration policy and procedure in place, which indicates the following :</p> <ul style="list-style-type: none"> • Establishment of MIS • Communication • Record keeping • Safety & security, document storage, digital & filing <p>The Provider has a Resource Management policy and procedure which include:</p> <ul style="list-style-type: none"> • Provision of Resources • Human Resources • Physical Resources • Financial Resources <p>The provider will only conduct trainings off-site and has an Off-site Venue Checklist which includes the requirement of a Public Liability Insurance in all the off- site venues that will be used by the Provider.</p> <p>The Provider has a Health and Safety Management Policy.</p> <p>The Provider has a rental Lease Agreement with GREIG COMPTON.</p>
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General Comments:	The Provider has satisfied the Accreditation requirements.
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Areas addressed in Remediation:

First time evaluation Report:	
Remedial Evaluation Report:	
Extension of Scope Evaluation Report:	

MOU: Programme Approval Report	
Monitoring Site Visit Remedial Evaluation Report	

Short-term requirement:

Description of Remediation	Comment (Evaluator)

Long term requirement/recommendation

Description of Remediation	Comment (Evaluator)

Areas still to be remediated:

Short-term requirement:

Description / or Quality Indicator	Comment (Evaluator)

Long term requirement/recommendation

Description / or Quality Indicator	Comment (Evaluator)

History of Provider Accreditation:

Learning Programme against accreditation	Accreditation Status	US	NQF	Credit	US Expiry Date
<p>Please note that the following learning programs are aligned to unit standard / qualifications that have expired or no longer falls within the scope of SSETA and no new learners may be registered onto these learning programs. The only learners that can be certificated against these qualifications/unit standards would be those who are currently enrolled on these unit standards/qualifications and who are busy exiting them.</p>					

Name of Evaluator: Buyiselwa Gelese
Zondo

Date: 10 December 2015

Name of the Manager: Nozipho

Date: 04 March 2016


Signature:



4. Conclusion

- a. **SCHUITEMA ASSOCIATES cc** has been awarded **Provisional Accreditation**, valid until **31 March 2018**.
- b. All conditions met in the report above will need to be maintained and improved in order to meet the requirements for accreditation.
- c. You would be required to comply with the reporting procedures of **SSETA- Services Sector Education Training Authority**.
- d. A Monitoring Site Visit will be conducted at least once during your period of accreditation, and you will be contacted prior to the visit.

Finally, **SSETA- Services Sector Education Training Authority** congratulates **SCHUITEMA ASSOCIATES cc** on their achievement.



Name of SSETA Staff member: Thuli Mabizela

Position: Officer

E-mail Address: thulim@serviceseta.org.za

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Date: 04 April 2016

Dear Cilette

Services SETA Accreditation No: 10046

Accreditation of Provider – SCHUIITEMA ASSOCIATES cc

This serves as confirmation that **SCHUIITEMA ASSOCIATES cc** accreditation no. 10046 has been awarded Provisional Accreditation valid until **31 March 2018**, as a Provider of Education and Training for the delivery of the following learning programmes:

Name of Learning programme/Skills programme	NQF level	Number of Credits	Expiry Date	Unit Standards / Qualification aligned to Learning programme		Qualification to which the learning program and unit standards are linked / contextualized
				US	US Title	
Devise and apply strategies to establish and maintain workplace relationships.	NQF level 5	6	2018/06/30	252027	Devise and apply strategies to establish and maintain workplace relationships.	Qualification ID: 59201 LP 60269 Qualification Title: National Certificate: Generic Management: General Management NQF Level: 5 Credits: 162 Registration start date: 2015-07-01 Registration end date: 2018-06-30 Last date of enrolment: 2019-06-30 Last date of achievement: 2022-06-30

A comprehensive report in terms of the evaluation of your application for accreditation will be sent to you. Where there are any recommendations and requirements stipulated please ensure that you provide the **SSETA- Services Sector Education Training Authority** with the required information as per the stipulations.

Finally the Services SETA wishes to congratulate **SCHUITEMA ASSOCIATES cc** on this achievement and is looking forward to a long association.

Should you require any further information do not hesitate to contact the Services SETA.



Nozipho Zondo
Manager: QMD
(Pre-Accreditation and Qualifications)
E-mail: noziz@serviceseta.org.za