

The Services SETA (Sector Education & Training Authority)
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SSETA- SERVICES SECTOR EDUCATION TRAINING AUTHORITY

ACCREDITATION EVALUATION REPORT

PROVIDER CONTACT DETAILS:

Registered Name of Provider: Alpha Education Services (Pty) Ltd

Trading Name of Provider: Same as above

Satellite campuses if any: N/A

Contact Person: Lucille Loggenberg
Tel: 073 580 1103
Fax: N/A
Cell: 073 580 1103
E-mail: lucy.l@vodamail.co.za

Physical Address: Office 1, 17 Kameeldoring Avenue, Overkruin, Heidelberg, 1441, Gauteng

Postal Address: Office 1, 17 Kameeldoring Avenue, Overkruin, Heidelberg, 1441, Gauteng

Company registration number: 2016/347430/07

Date of Report: 05 December 2018

Provider Accreditation Number: 12848

Introduction

This is a report of an institutional and learning programme evaluation of **Alpha Education Services (Pty) Ltd** 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 **Alpha Education Services (Pty) Ltd** 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: Desktop Evaluation

Evaluators appointed by **SSETA- Services Sector Education Training Authority** conducted the evaluation through desktop, which took place at **SSETA – Services Sector Education Training Authority**, 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:	10-11 October 2018
Remedial Evaluation:	
Extension of Scope Evaluation:	
MOU: Programme Approval	
Monitoring Site Visit Remedial Evaluation	

3. Outcome of Evaluation:

Accreditation status awarded

Learning Programme Title	Provisional Accreditation	Full Accreditation	Accreditation Not Yet Recommended	Programme Approval Awarded (MOU Providers)
National Certificate: Quality Management Systems SAQA I.D. 66189	✓			

This serves as a confirmation that **Alpha Education Services (Pty) Ltd** has been evaluated and based on the recommendations of the **SSETA- Services Sector Education Training Authority** evaluator, **Alpha Education Services (Pty) Ltd** 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	Component	Unit Standards / Qualification aligned to Learning programme		Qualification to which the learning program and unit standards are linked / contextualized
						US	US Title	
National Certificate: Quality Management Systems	Provisional Accreditation	NQF Level 5	120	2023/06/30				Qualification: 66189 Qualification Title: National Certificate: Quality Management Systems NQF Level: 5 Credits: 120 Registration start date: 2018/07/01 Registration end date: 2023/06/30 Last date of enrolment: 2024/06/30 Last date of achievement: 2027/06/30
		NQF Level 5	5	2023/06/30	Core	252042	Apply the principles of ethics to improve organisational culture	
		NQF Level 5	10	2023/06/30	Core	263400	Conduct audits of the quality management system	
		NQF Level 5	8	2023/06/30	Core	243819	Coordinate the closure of a simple to moderately complex project	
		NQF Level 5	12	2023/06/30	Core	263395	Demonstrate an understanding of statistical process control	

		NQF Level 5	8	2023/06/30	Core	263379	Explain the business processes in quality management	
		NQF Level 5	5	2023/06/30	Core	263397	Explain the regulatory framework for quality management systems	
		NQF Level 5	8	2023/06/30	Core	263376	Improve the effectiveness and efficiency of quality management system	
		NQF Level 5	8	2023/06/30	Core	263394	Manage documentation and records within a quality management system	
		NQF Level 5	6	2023/06/30	Core	243980	Manage risks on a simple to moderately complex project	
		NQF Level 5	12	2023/06/30	Core	243812	Monitor and control the execution of the project management plan for a simple to moderately complex project	

		NQF Level 5	8	2023/06/30	Fundamental	10622	Conduct communication within a business environment	
		NQF Level 5	12	2023/06/30	Fundamental	263377	Demonstrate an understanding of quality requirements for a quality management system	
		NQF Level 5	5	2023/06/30	Fundamental	115823	Gather and manage information for decision-making	
		NQF Level 5	5	2023/06/30	Fundamental	115790	Write and present for a wide range of purposes, audiences and contexts	
		NQF Level 5	4	2023/06/30	Elective	15234	Apply efficient time management to the work of a department/division/section	
		NQF Level 5	8	2023/06/30	Elective	252032	Develop, implement and evaluate an operational plan	

Staff Details:

List of Facilitators	Learning Programmes Delivered by Facilitator	Qualifications and Experience
Melanie Schutte 7505310088084	National Certificate: Quality Management System SAQA I.D. 66189	The following documents were verified and found compliant: <ul style="list-style-type: none"> • Proof of Constituent Registration Report as Assessor/Moderator with SSETA valid until 31 March 2020 • Employment Contract • C.V. • Certified I.D. Copy • Certified copies of qualifications
List Constituent Assessors	Unit Standards/ Qualifications the Assessor is assessing	Qualifications and Experience
Melanie Schutte 7505310088084	National Certificate: Quality Management System SAQA I.D. 66189	The following documents were verified and found compliant: <ul style="list-style-type: none"> • Proof of Constituent Registration Report as Assessor/Moderator with SSETA valid until 31 March 2020 • Employment Contract • C.V. • Certified I.D. Copy • Certified copies of qualifications
List Constituent Moderators	Unit Standards/ Qualifications the Moderator is moderating	Qualifications and Experience
Andrea Mammes 5504240018081	National Certificate: Quality Management System SAQA I.D. 66189	The following documents were verified and found compliant: <ul style="list-style-type: none"> • Proof of Constituent Registration Report as Assessor/Moderator with SSETA valid until 31 March 2020 • Employment Contract • C.V. • Certified I.D. Copy • Certified copies of qualifications

8 Core criteria

Criteria	Comments
<p>1. Policy statement: The organization's aims, objectives and purposes are spelt out</p>	<p>Primary SETA: Services SETA Accreditation Number: 12848 Accreditation Expiry Date: 31 March 2020 Vision-In place Mission- In place Organogram-In place</p>
<p>2. QMS: Outline procedures that implement quality management</p>	<p>Quality Management System in place with the following policies and relevant procedures:</p> <ul style="list-style-type: none"> • Quality • Strategic Management • Marketing • Resource Management • Financial Management • Risk Management • Staff Selection, Appraisal, Development • Administration • Communication • Document and Record Management • Reporting • Health and Safety Management • Registration and Accreditation • Learning Programme, Development, Delivery and Evaluation • Learner Entry, Guidance and Support • Course Delivery • Language • Offsite Delivery • Work Site management • Pre-assessment policy • Assessment • Re-assessment • Recognition of Prior Learning • Moderation • Appeals and disputes • Grievance and Disciplinary • Certification • Evaluation and Review • Management System Review • Customer Service • Learner Misconduct and Irregularity <p>1. QMS was signed into being by Director on the 5 June 2017 2. Next review is scheduled for June 2019</p>

<p>3. Review mechanisms: Outline the ways in which the implementation of policies would be monitored</p>	<ul style="list-style-type: none"> • Quality Management Review Policy and Procedure in place. • Review will take place annually and will include policies and procedures as well as material. • Version 01 is noted as current version. • Review noted at the bottom of each page in formal review and version control footer. <p>Provider has review templates in place.</p>
<p>4. Programme delivery: Outline how learning programmes would be developed, delivered and evaluated</p>	<p><u>Qualification</u></p> <p>Qualification: 66189 Qualification Title: National Certificate: Quality Management Systems NQF Level: 5 Credits: 120 Registration start date: 2018/07/01 Registration end date: 2023/06/30 Last date of enrolment: 2024/06/30 Last date of achievement: 2027/06/30</p> <p>Qualification Rule--The provider has developed all the Core and Fundamental Unit Standards. The total number of credits for the Electives developed is equal to Twelve (12). Therefore the provider has met the qualification rules.</p> <p>The Learning Material-- Learning material was purchased from Aldanda Development and Training and there is signed Service Level Agreement by both parties.</p> <p>Curriculum document --Is in place and satisfactory. Alignment Matrix—In place Exit Level Outcomes—In place. Learner Guide –Is available Facilitator Guide--In place Notional hour matrix- In place Formative Assessment—In place Summative Assessment—In place Assessment guide—In place Final Integrated Summative Assessment – In place Learner POE guide—In place Moderator Guide—In place Internal Moderation Report—In place</p>
<p>5. Staff policies: Outline policies and procedures for staff selection, appraisal and development</p>	<p>Staff selection, appraisal, and development in place</p>

<p>6. Learner policies: Policies and procedures for the selection of learners are outlined, and learners are given guidance and support</p>	<p>Learner entry, guidance and support in place</p>
<p>7. Assessment policies: Outline policies and procedures for forms of assessments that are used and how they are managed</p>	<p>Assessment, moderation and appeals in place. Moderation sample noted as 25%</p>
<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. <p>Financial Documents :</p> <ul style="list-style-type: none"> • The provider has produced a Standard Bank letter confirming the BIZ LAUNCH Account: 0309378848 • There is a statement of comprehensive income for the year ended 28 February 2018, conducted by Talitha Mare Professional Accountant. <p>The Tax Clearance Certificate is valid until 2019/07/10.</p> <p>Administration Policy The Provider has an Administrative and Communication policy and procedure in place, which indicates the following :</p> <ul style="list-style-type: none"> • Establishment of Management Information System • Communication Procedures • Record keeping • Safety & security <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 has a Public Liability Insurance with Outsurance Insurance Company, Policy No: 0732418. The Provider has a Training Venue Checklist.</p>

General Comments:	<p>The provider has satisfied the accreditation requirements.</p> <p>It has been noted that the provider included all Electives when uploading the application, and when the learning material was evaluated, it was picked up that, only 2 elective unit standards were included in the material.</p>
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Long term requirement/recommendation

Description of Remediation	Comment (Evaluator)
Staff Details	The provider must ensure that a current constituent registration report for a Moderator is available on site for the next visit.

4. Conclusion

- I) **Alpha Education Services (Pty) Ltd** has been awarded **Provisional Accreditation** status on the listed programmes as set out above at this stage until **31 March 2020**.
- II) All conditions met in the report above will need to be maintained and improved in order to meet the requirements for accreditation.
- III) You would be required to comply with the reporting procedures of **SSETA- Services Sector Education Training Authority**.
- IV) 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 **Alpha Education Services (Pty) Ltd** on their achievement.

Name of Evaluator: Buyiselwa Gelese

Name of Manager: Tumelo Ngwako



Date: 11 October 2018



Date: 16 October 2018

Kind Regards



Kgomotso Kekana
Accreditation Department (Quality Assurance)

Date: 2018/10/16



Date: 05 December 2018

Alpha Education Services (Pty) Ltd
 Office 1, Kameeldoring Avenue, Overkruin, Hiedelberg, 1441, Gauteng
 Tel: 073 580 1103
 E-mail: lucy.l@vodamail.o.za

Dear Lucille Loggenberg

Services SETA Accreditation No: 12848

RE - Accreditation of Provider – Alpha Education Services (Pty) Ltd – 2016/347430/07

As per the delegation from the Quality Council for Trades and Occupations in terms of the NQF Act (Act No.67 of 2008) and Skill Development Act, 1998 (Act No. 97 of 1998, as amended), this letter serves to confirm that **Alpha Education Services (Pty) Ltd** is accredited as a skills development provider for the following:

Name of Learning / 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
				Qual. / US ID	Title	
National Certificate: Quality Management Systems	5	120	2023/06/30			Qualification: 66189 Qualification Title: National Certificate: Quality Management Systems NQF Level: 5 Credits: 120 Registration start date: 2018/07/01 Registration end date: 2023/06/30 Last date of enrolment: 2024/06/30 Last date of achievement: 2027/06/30

Period: It is valid until 31 March 2020

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.

Your accreditation number must be utilised by **Alpha Education Services (Pty) Ltd** only and may not be used by any other Skills Development Provider.

As an accredited Skills Development Provider you are required to:

1. Complete and submit the attached code of conduct to SSETA within 7 working days of receipt of this letter.
2. Submit learner enrolments to SSETA within 21 days of the commencement of the approved training intervention.
3. Conduct training, assessment and moderation.
4. Upload learner achievements in order for external moderation to be conducted by the SSETA.

Skills Development Provider monitoring site visits will continue to be scheduled in accordance with quality assurance standards and practice.

Finally the Services SETA wishes to congratulate **Alpha Education Services (Pty) Ltd** 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.

Yours sincerely,



Accreditation Manager: Tumelo Ngwako

011 276 9732

tumelon@serviceseta.org.za