



FASSETQA

WORKPLACE PROVIDER ACCREDITATION APPLICATION FORM

INSTRUCTIONS:

Only fill in the non-shaded areas on this form. The shaded areas and SETA checklists will be used by the SETA during their evaluation of your application and during site visits. Please ensure that your application meets the criteria specified in the SETA checklists.

Please ensure that all the annexures are completed. You are allowed to include additional annexures if you want to provide more information on your organisation. Please refer to such additional annexures in the application form.

Please note:

If during the course of the evaluation, further information is required, the applicant has a maximum of six months in which to provide the requested information. Thereafter, the full application will need to be re-submitted.

Organisation Name: _____

Date: _____



LEARNERSHIPS INCLUDED IN THIS APPLICATION

Learnership ID	Qualification ID	Learnership Title	SETA Comments
01/Q010024/26/149/4	49021	Further Education and Training Certificate: Debt Recovery	

Proposed number of learners per annum: _____

Please note that for all other Fasset registered learnerships, workplace accreditation must be awarded by the associated professional body. Refer to the Fasset website for further information.

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SECTION A ORGANISATION INFORMATION

A.1 Protection of Personal Information (PoPI)

CONSENT AND ACKNOWLEDGMENTS IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 2013 (POPI)

1. Introduction

The Protection of Personal Information Act (POPI) aims to give effect to the constitutional right to privacy by balancing the right to privacy against that of access to information. POPI requires that personal information pertaining to individuals be processed lawfully and in a reasonable manner that does not infringe on the right to privacy.

This consent form sets out how personal information will be collected, used and protected by Fasset, as required by POPI. The use of the words “the individual” for the purposes of this document shall be a reference to any individual communicating with Fasset and/or concluding any agreement, registration or application, with the inclusion of each individual referred to or included in terms of such agreement, registration or application.

2. What is personal information?

The personal information that Fasset requires relates to names and surnames, birth dates, identity numbers, passport numbers, demographic information, education information, occupation information, health information, addresses, memberships, and personal and work email and contact details.

3. What is the purpose of the collection, use and disclosure (the processing) of personal information?

Fasset is legally obligated to collect, use and disclose personal information for the purposes of:

- reporting skills development initiatives to the Department of Higher Education and Training;
- reporting enrolments and achievements of programmes to the South African Qualifications Authority;
- reporting on quality assurance functions to the Quality Council of Trades and Occupations;
- evaluating and processing applications for access to financial and other benefits;
- compiling statistics and other research reports;
- providing personalised communications;
- complying with the law; and/or
- for a purpose that is ancillary to the above.

Fasset will not process personal information for a purpose other than those which are identified above without obtaining consent to further processing beforehand.

4. What is 'processing'?

POPI provides that the term "processing" covers any operation or activity, whether or not by automatic means, concerning personal information, including collection, receipt, recording, organisation, collation, storage, retrieval, alteration, consultation or use; dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as restriction, erasure or destruction of information.

5. How will Fasset process personal information?

Fasset will only collect personal information for the purpose as stated above. Information will be collected in the following manner:

- directly from the individual;
- from an agent, relative, employer, work colleague or other duly authorised representative who may seek or request our services;
- from education institutions, training providers, or other service providers that are providing or provided the individual with services;
- from our own records relating to our previous supply of services or responses to the individual's request for services;
- and/or from a relevant public or equivalent entity.

6. To whom will personal information be disclosed?

The personal information may be disclosed to other relevant public or other entities on whose behalf we act as intermediaries, other third parties referred to above in relation to the purpose or who are sources of personal information, service providers such as professional bodies who operate across the borders of this country (trans-border flow of information) where personal information must be sent in order to provide the information and/or services and/or benefits requested or applied for. In the event of another party/ies acquiring all of or a portion of Fasset's mandate or functions, personal information will be disclosed to that party but they will equally be obliged as we are, to protect personal information in terms of POPI.

7. Consent and Permission to process personal information:

- I hereby provide authorisation to Fasset to process the personal information provided for the purpose stated.
- I understand that withholding of or failure to disclose personal information will result in Fasset being unable to perform its functions and/or any services or benefits I may require from Fasset.
- Where I shared personal information of individuals other than myself with Fasset I hereby provide consent on their behalf to the collection, use and disclosure of their personal information in accordance with this consent provided and I warrant that I am authorised to give this consent on their behalf.
- To this end, I indemnify and hold Fasset harmless in respect of any claims by any other person on whose behalf I have consented, against Fasset should they claim that I was not so authorised.
- I understand that in terms of POPI and other laws of the country, there are instances where my express consent is not necessary in order to permit the processing of personal information, which may be related to police investigations, litigation or when personal information is publicly available.
- I will not hold Fasset responsible for any improper or unauthorised use of personal information that is beyond its reasonable control.

Duly authorized representative name:	
Position:	
Signature:	
Date:	
Witness Signature:	
Date:	

8. Rights regarding the processing of personal information:

- The individual may withdraw consent to the processing of personal information at any time, and should they wish to do so, must provide Fasset with reasonable notice to this effect. Please note that withdrawal of consent is still subject to the terms and conditions of any contract that is in place. Should the withdrawal of consent result in the interference of legal obligations, then such withdrawal will only be effective if Fasset agrees to same in writing. Fasset specifically draws to the attention that the withdrawal of consent may result in it being unable to provide the requested information and/or services and/or financial or other benefits. Further, please note that the revocation of consent is not retroactive and will not affect disclosures of personal information that have already been made.
- In order to withdraw consent, please contact the Information Officer at popi@fasset.org.za.
- Where personal information has changed in any respect, the individual is encouraged to notify Fasset so that our records may be updated. Fasset will largely rely on the individual to ensure that personal information is correct and accurate.
- The individual has the right to access their personal information that Fasset may have in its possession and is entitled to request the identity of which third parties have received and/or processed personal information for the purpose. Please note however, that any request in this regard may be declined if:
 - the information comes under legal privilege in the course of litigation,
 - the disclosure of personal information in the form that it is processed may result in the disclosure of confidential or proprietary information,
 - giving access may cause a third party to refuse to provide similar information to Fasset,
 - the information was collected in furtherance of an investigation or legal dispute, instituted or being contemplated,
 - the information as it is disclosed may result in the disclosure of another person's information,
 - the information contains an opinion about another person and that person has not consented, and/or
 - the disclosure is prohibited by law.

9. Requesting access and lodging of complaints:

- Please submit any requests for access to personal information in writing to Fasset's information officer at popi@fasset.org.za.
- With any request for access to personal information, Fasset will require the individual to provide personal information in order to verify identification and therefore the right to access the information.
- There may be a reasonable charge for providing copies of the information requested.
- If any request has not been addressed to satisfaction a complaint may be lodged at the office of the Information Regulator.

A.2 Organisation details

			SETA comments
A.2.1	Organisation's name		
A.2.2	Trading name (If different from above)		
A.2.3	Physical address		
A.2.4	Postal address		
A.2.5	Telephone number		
A.2.6	Fax number		
A.2.7	The nature of your business		
A.2.8	Business classification (Please select the subsector that best describes the business activities of your organisation. If your organisation does not fall within one of the subsectors on the list, please select "other")	Education and training	
		Investment entities and trusts and company secretary services	
		Stockbroking and financial markets	
		Development organisations	
		Accounting, bookkeeping , auditing and tax services	
		Debt collection	
		Business and management consulting services	
		Activities auxiliary to financial services	
		SARS and government departments	
		Other	

A.2.9	Geographical distribution (Please indicate the number of branches or training sites in each province. Include only those training sites where the programmes included in this application will be offered.)	Province	Number of branches/ training sites	SETA Comments	
		Eastern Cape			Free State
Gauteng			KwaZulu-Natal		
Limpopo			Mpumalanga		
North West Province			Northern Cape		
Western Cape					

A.3 Contact details

Please provide details of the person(s) directly responsible for the accreditation application of the organisation.

Primary contact		SETA comments
A.3.1	Title	
A.3.2	First name	
A.3.3	Middle name	
A.3.4	Surname	
A.3.5	Initials	
A.3.6	Position	
A.3.7	Postal address	
A.3.8	Physical address	
A.3.9	Telephone number	
A.3.10	Cell phone number	
A.3.11	Fax number	
A.3.12	E-mail address	
A.3.13	Preferred method of communication	

Secondary contact			SETA comments
A.3.14	Title		
A.3.15	First Name		
A.3.16	Surname		
A.3.17	Initials		
A.3.18	Position		
A.3.19	Telephone number		
A.3.20	Cell phone number		
A.3.21	Fax number		
A.3.22	E-mail address		

A.4 Registration as legal entity

			Information satisfactory	Annexures complete	SETA comments
A.4.1	Legal nature of entity (Pty; cc, etc.)				
A.4.2	Registration number (where applicable)				
A.4.3	Registration year (where applicable)				
A.4.4	Years trading				

Please supply documentary proof of your organisation's legal status as Annexure A4. The following are the types of documents that are required:

- Letter of authority (trust)
- CK1 or CK2 (for a Closed Corporation)
- Certificate of confirmation (for a company)

A.5 SARS registration and income tax

		Information satisfactory	Annexures complete	SETA comments
A.5.1	Income tax registration number			
A.5.2	VAT registration number			
A.5.3	SDL number			

A.6 Professional registration

Is your organisation registered with any professional council or association?

	Tick	Information satisfactory	Annexures complete	SETA comments
Yes				
No, registration is not required				
No, although registration is required				

If you are registered or required to register, with which council or professional body/bodies?

If you are registered, please provide documentary proof of your registration as Annexure A6.

A.7 Organisation structure

How many people does your organisation employ?

Number of people

Please attach in Annexure A.7 an organogram/organisational flowchart of your organisation. Ensure that the organogram clearly indicates:

- The various operational units of the organisation
- Staff complements of each unit
- Geographical distribution of operational units
- The positions of people who will take direct responsibility for the training and mentorship of learners.

Also indicate where learners will be placed, the number of learners that you intend to place in each location/operational unit and the lines of reporting that learners will follow.

SETA Checklist	Tick	SETA comments
Organisation size is clear		
Trainers/facilitators are identified		
Assessors and moderators are identified (if applicable)		
Mentors are identified		
Contracts are attached (if applicable)		

SECTION B HUMAN RESOURCES PRACTICES

B.1 Recruitment and selection

Briefly describe the staff recruitment and selection procedures followed by your organisation. If you have a recruitment and/or selection policy, attach a copy as Annexure B.1.

Description: Recruitment and selection procedures

SETA Checklist

	<i>Tick</i>	<i>SETA comments</i>
Recruitment and selection procedures are fair and transparent		
Selection procedures are in line with Labour Relations Act (e.g. use of psychometric testing and medical examinations) and Basic Conditions of Employment Act (e.g. leave, overtime)		

B.2 Performance management

Please provide in the space below a short description of the key elements of your performance management system. Attach as Annexure B.2 supporting documentation e.g. examples of job descriptions, key performance areas, performance management policy.

Description: Performance management system

SETA Checklist	Tick	SETA comments
The organisation has mechanisms for the timeous identification of underperformance	<input type="checkbox"/>	
The performance management system allows for timeous identification and communication of underperformance and for remedial action	<input type="checkbox"/>	
The performance management mechanisms are clearly communicated to learners and are utilised on a regular basis	<input type="checkbox"/>	

B.3 Disciplinary procedure

Describe how disciplinary actions are handled in your organisation. If you have a disciplinary policy or procedure, please attach it as Annexure B.3.

Description: Disciplinary actions

SETA Checklist

	Tick	SETA comments
The organisation has clear and fair mechanisms to deal with disciplinary issues		
These are clearly communicated to staff.		
Disciplinary mechanisms are clearly communicated to learners (check induction programme)		

B.4 Grievance procedure

Describe how staff grievances are handled in your organisation. If you have a grievance policy or procedure, please attach it as Annexure B.4.

Description: Grievances

SETA Checklist

	Tick	SETA comments
The organisation has clear and fair mechanisms to deal with grievances		
These are clearly communicated to staff.		
Grievance procedures are clearly communicated to learners (check induction programme)		

B.5 Skills development of internal human resources

Does your organisation have an **approved** Workplace Skills Plan for the current year?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't pay SDL	<input type="checkbox"/>

If you have submitted a Workplace Skills Plan to **any** SETA, please attach the letter from the SETA confirming **approval** in Annexure B.5.

OR

In the event that you have not completed a Workplace Skills Plan but are paying the Skills Development Levy, please **submit** the relevant Workplace Skills Plan to Fasset or the relevant SETA as soon as possible as it is a requirement to demonstrate an **approved** Workplace Skills Plan before the accreditation process may be finalised. Please attach a copy of the letter confirming submission of the Workplace Skills Plan in Annexure B.5, and consequently please submit a letter from the SETA/Fasset confirming **approval** of the Workplace Skills Plan as soon as possible.

OR

If your organisation is exempt from paying the Skills Development Levy, please provide proof (letter from SARS) as Annexure B.5.

SETA Checklist	Tick	SETA comments
The organisation has submitted a WSP	<input type="checkbox"/>	
The WSP has been approved by the relevant SETA	<input type="checkbox"/>	
If the organisation is exempt from the SDL, proof has been provided	<input type="checkbox"/>	



SECTION C OCCUPATIONAL HEALTH AND SAFETY

In Annexure C1 please provide proof that your organisation complies with health and safety legislation and regulations, as applicable to the size of the organisation.

SETA Checklist	Tick	SETA comments
Organisation has provided <u>one or more</u> of the following:		
• Health and safety certificate		
• Health and safety policy		
• Proof of appointment of health and safety representatives		
• Proof of functioning of health and safety committee		
• Health and safety checklist		
• Other		

SECTION D QUALITY MANAGEMENT

Every workplace provider seeking accreditation with FASSSETA **MUST** demonstrate that quality education, training, development and assessment will be provided by the provider.

The provider must demonstrate on paper and in practice the specific policies and procedures currently in place at the provider to ensure that quality education, training, development and assessment will take place. These policies and procedures will be verified by the SETA Department during the site-visit.

D.1 Theoretical training

Describe your arrangements with a training provider or training providers to offer the theoretical components of the learnership. In Annexure D.1 a copy of the signed Service Level Agreement with an accredited training provider or similar evidence.

Description

SETA Checklist	Tick	SETA comments
Arrangements with training provider are in place	<input type="checkbox"/>	
Training provider(s) is/are accredited for the qualification(s)	<input type="checkbox"/>	

D.2 Financial resources

What steps have been taken to ensure that your organisation has sufficient funding to deliver the learnership effectively? Attach relevant documentation as Annexure D.2 (e.g. training budget, minutes of a Board meeting allocating funds to learnerships, a letter from your organisation's management indicating the amount allocated to learnerships).

SETA Checklist	Tick	SETA comments
Sufficient financial resources have been allocated to the learnership		

D.3 Work facilities

Describe the work facilities that will be available to each learner (e.g. work stations, computers etc.)

SETA Checklist	Tick	SETA comments
Work facilities are sufficient for this particular learnership		

D.4 Other training or support facilities

Describe any other training/support facilities that will be available to the learners in the workplace (e.g. library, internet access etc.)

	SETA Comments
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D.5 Learnership coordinator

Provide the details of the person who will be overall responsible for the management of learnerships in your organisation

Name		SETA Comments
Position		
Highest qualification		
Physical location		
Telephone number		
Cellphone number		
Fax number		

SETA Checklist	Tick	SETA comments
There is a designated person who will take responsibility for the internal management of the learnership		

D.6 Supervisors/Mentors

In Annexure D.6 please provide details about each person who will act as a mentor/supervisor for learners. Provide the following details:

- Name
- Position
- Highest qualification
- Years of experience in the relevant field (e.g. debt collection)
- Years of experience in the organisation

SETA Checklist	Tick	SETA comments
There is a sufficient number of mentors/supervisors for the number of learners		
Mentors/supervisors are sufficiently qualified and experienced? (Check individual information)		

D.7 Mentorship training

Describe the provision made by your organisation for the training of mentors (specifically for their mentorship roles).

SETA Checklist	Tick	SETA comments
Organisation has made provision for the training of mentors/supervisors		

D.8 Learner support

Insert your learner induction programme as Annexure D.8

Describe any other forms of learner support provided by your organisation (e.g. nature and frequency of mentorship, attendance of other training programmes etc.)

SETA Checklist	Tick	SETA comments
The organisation has an induction programmed that provides for		
• General orientation to the organisation		
• (Structure, lines of communication and reporting, business practices, organisational values and culture, work hours and work arrangements etc.)		
• General orientation with regard to own job		
• Orientation with regard to the performance management system		
• Disciplinary and grievance procedures		
• Occupational health and safety issues		
• The learnership itself (arrangements with training provider, time off to study, mentorship, assessments etc.)		

D.9 Code of conduct

What provision is made by your organisation to ensure that learners adhere to industry or professional ethical codes of conduct?

SETA Checklist	Tick	SETA comments
The organisation ensures that learners are familiar with and adhere to the professional code of conduct	<input type="checkbox"/>	

D.10 Workplace Assessment policy

Please insert your organisation’s assessment policy as Annexure D.10. At a minimum the policy must make provision for the following:

- *Access to assessments*
- *Assessment guides and activities*
- *Assessors and moderators*
- *Recognition of prior learning (RPL)*
- *Re-assessments*
- *Appeals*
- *Administration*
- *Support to learners*

SETA Checklist	Tick	SETA comments
The organisation has an assessment policy that provides for	<input type="checkbox"/>	
• Access to assessments	<input type="checkbox"/>	
• Assessment guides and activities	<input type="checkbox"/>	
• Assessors and moderators	<input type="checkbox"/>	
• Recognition of prior learning	<input type="checkbox"/>	
• Re-assessments	<input type="checkbox"/>	
• Appeals	<input type="checkbox"/>	
• Administration	<input type="checkbox"/>	
• Support to learners	<input type="checkbox"/>	

D.11 Provision for assessment of learners

Describe the provision made by your organisation for the assessment of learners. If you have internal registered assessors please insert their details as Annexure D.11. If you intend to use external assessors please provide their details and a copy of the agreement between your organisation and the assessors in Annexure D.11.

SETA Checklist	Tick	SETA comments
There is a sufficient number of assessors available for the number of learners		
There is an agreement with outside assessors in place (if applicable)		
The assessors are registered with Fasset for this particular learnership		

D.12 Moderation of assessments

Describe the provision made by your organisation for the moderation of assessments. If you plan to use an internal moderator, please insert the person's details in Annexure D.12. If you intend to use an external moderator, please provide their details and a copy of the agreement between your organisation and the moderator in Annexure D.12.

SETA Checklist	Tick	SETA comments
There is a suitably qualified moderator available		
An outside moderator will be used and an agreement is in place		

D.13 Recognition of prior learning

Describe the provision made by your organisation for the recognition of prior learning.

SETA Checklist	Tick	SETA comments
RPL is addressed in the assessment policy		
The RPL arrangements are in line with the SETA requirements for RPL		

D.14 Recording and administration

In Annexure D.14 insert your learnership administration policy.

SETA Checklist	Tick	SETA comments
The organisation has a learnership administration policy in place which provides for		
• Responsibilities with regard to learnership administration		
• Content of individual learner files		
• Where will learner records be kept		
• Access to learner files		
• Confidentiality of information		
• Communication of information to relevant stakeholders		
• Updating of learner files		
• Backup procedures for electronic learner information		
• Submission of learner information to the SETA		

LIST OF ANNEXURES

	Letter of Intent issued by the QCTO listing qualification: SAQA ID 49021		
A.1	POPI Consent	•	
A.4	Proof of legal status of organisation	•	
A.6	Proof of other professional registrations (e.g. with Council for Debt Collectors)		
A.7	Organisational structure	•	
B.1	Staff recruitment and selection policy		
B.2	Performance management documentation		
B.3	Disciplinary procedure		
B.4	Grievance procedure		
B.5	Proof of last SDL payment or proof of application to register for SDL or letter from SARS stating that the organisation is exempt from SDL	•	
B.5	Letter from SETA confirming approval or submission of WSP		
C.1	Proof of compliance with occupational health and safety legislation	•	
D.1	Service Level Agreement with accredited training provider		
D.2	Proof of financial provision for the learnership	•	
D.6	Details of mentors	•	
D.8	Learner induction programme	•	
D.10	Organisation's workplace assessment policy	•	
D.11	Internal assessor details or external assessor details and agreement	•	
D.12	Internal moderator details or external moderator details and agreement	•	
D.14	Learnership administration policy	•	

• **These annexures are compulsory and must be included in each application**



**ACCREDITATION REPORT
(FOR SETA USE ONLY)**

Name of organisation applying for accreditation	
Date of application	
Name of evaluator	
Person(s) interviewed	
Date of evaluation	
Date of site visit	
Location of site visit	
Documents Collected	
Findings	
Recommendations	
Best Practice	
Accreditation status granted	
SIGNATURE: SETA OFFICER	