

## Quality and Accreditation at CE at UP

### Clarification of terms

Continuing Education at University of Pretoria strives to use terminology correctly in order not to make unsubstantiated claims or raise false expectations around matters relating to the National Qualifications Framework.

- **Recording** refers to a specific round of submissions of short courses to SAQA. This involves an administrative task, and does not imply any quality statement.
- **Registration** is the process whereby a *qualification* is acknowledged as such on the National Qualifications Framework. The qualification is pegged on the NQF in terms of levels and credits. Short courses do not lead to a whole qualification, but may form part of the learning pathway towards a qualification.
- **Registration as a service provider** is the mandate given by a Sectoral Education and Training Authority (SETA) to a private service provider that provides learning opportunities in the Sector that the particular SETA services. A provider can only be registered as such by one SETA, and the registration is restricted to specific learning programmes.

### The University of Pretoria as a service provider

A university is a so-called **multi-purpose provider** which makes it impossible to register with any one SETA. The body which fulfills the role of SETA in the case of Universities is the Council on Higher Education (CHE), and the permanent sub-committee of the CHE which acts as a quality assurance body for higher education programmes is the Higher Education Quality Committee (HEQC).

In the case of a public service provider such as the University of Pretoria the Council on Higher Education (CHE) performs the function of a SETA, and the Higher Education Quality Committee (HEQC) functions as the Education and Training Quality Assurance Body (ETQA).

The HEQC is inter alia currently involved in the following activities:

- Gathering information on current quality assurance arrangements and capacities in the system

- Preparing Higher Education providers for a new quality assurance dispensation
- Establishing co-operation agreements with other ETQAs operating in the Higher Education sector.

The development phase consists of a pilot audit in 2003 in which the University of Pretoria will be included, and a fully operational quality assurance system in 2004.

### Accreditation in the Continuing Education at University of Pretoria context

Quality is the most important prerequisite for any accreditation.

We acknowledge that both process quality and product quality need to be constantly monitored and perfected as both impact on the quality of teaching and learning.

**Accreditation** always needs to be qualified (questions such as the following have to be answered: who is accrediting, what is being accredited, what is the accreditation status & duration, and in the NQF context, what are the level and credits? and accreditation towards what?)

“Accreditation” in the CE at UP context takes place in one or more of the following ways:

- UP implicitly endorses all learning opportunities for which a certificate is issued. Some courses articulate with UP’s existing formal programmes. Credits towards relevant formal qualifications may in some cases be earned on condition that the candidate’s performance has been assessed in the same way and using the same criteria as for the corresponding formal programme.
- Where applicable, programmes have been submitted to SAQA for recording.
- Registration of service providers (universities, technikons, private companies), acknowledgement of standards and programmes and quality assurance will increasingly be handled by a wide variety of SETAs (Sectoral Education and Training Authorities).
- Professional bodies are in many cases appointed to perform this function as well as to regulate and administer Continuing Professional

Development ("CPD") points, and CE at UP liaises closely with these bodies.

## Certification

CE at UP has the mandate to issue all certificates for non-formal programmes of the University of Pretoria. The company is furthermore responsible for reporting to the relevant stakeholders on all certificates that are issued for non-formal learning programmes, for records management of certificate information, and for assisting with verification of such certificates. For this purpose a certificate module of the quality management system was

designed and implemented. Certificates are only issued for learning programmes and short courses recorded in the CE at UP quality management system, and only to delegates who successfully complete such courses.

*The outcomes of learning, the quality of the learning experience and the client's perception of value for money are variables that CE at UP would wish to measure in our pursuit of excellence. Clients and delegates may be asked for their formal input from time to time in the course of our ongoing quality drive. We thank you for your valued input.*

## Accreditation and the Skills Levy

A frequently asked question is "Can we claim a rebate on the Skills Levy on the courses offered by Continuing Education at University of Pretoria?"

The answer is not a simple yes or no.

It is important to note that a course does not in itself carry a "money back guarantee", but that certain conditions outside of the course definition may contribute to the eligibility of the course for a rebate on the skills levy.

The rebate on the Skills Levy is available on condition that the *employer* meets certain requirements. These requirements may vary slightly from sector to sector, but the procedures normally include the following:

- The organisation has to appoint a Skills Development Facilitator.
- The Skills Development Facilitator conducts a skills audit resulting in a Workplace Skills Plan for the organisation.
- The Workplace Skills Plan is submitted to the relevant SETA.
- The Skills Levy is paid as stipulated.
- Learning opportunities are then sourced from providers such as a university or a private service provider registered with the relevant SETA.
- Up to 80 % of the Skills Levy paid may be reclaimed by an employer providing proof that learners have completed the courses.

***Please feel free to contact us on quality or accreditation issues. The following persons are at your service:***

Therese Bron, Accreditation Coordinator ([therese.ce@up.ac.za](mailto:therese.ce@up.ac.za), tel 012 420-5027)

Dalene Visser, Quality Coordinator ([dalene.ce@up.ac.za](mailto:dalene.ce@up.ac.za), tel 012 420-4525)

Christa North, Manager: Accreditation, Quality and Systems ([north.ce@up.ac.za](mailto:north.ce@up.ac.za), tel 012 420-5031)