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SERVICES EDUCATION & TRAINING QUALITY ASSURANCE AUTHORITY
ACCREDITATION EVALUATION REPORT

PROVIDER CONTACT DETAILS:

Registered Name of Provider: Credo Business College (Pty) Ltd

Trading Name of Provider: Credo Business College (Pty) Ltd

Satellite campuses if any:

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Company registration number: 2004/032319/07

Date of Report: 16 November 2016 (Re-issued 20180323)

Provider Accreditation Number: 10094

Introduction

This is a report of an institutional and learning programme evaluation of **Credo Business College (Pty) Ltd** undertaken by the Services Education and Training Quality Assurance Authority (SETQAA).

The principal purpose of this evaluation report is to provide feedback on the extent to which **Credo Business College (Pty) Ltd** is effectively providing quality education and training to learners within the context of the National Qualifications Framework and against the SETQAA 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 SETQAA 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 SETQAA conducted the evaluation through the Site Visit, which took place at the provider's site, as per SETQAA 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 SETQAA 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:	
Remedial Evaluation:	14/09/2016
Extension of Scope Evaluation:	
MOU: Programme Approval	
Monitoring Site Visit Remedial Evaluation	

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

Programme	Provisional Accreditation	Full Accreditation	Accreditation Not Yet Recommended	Programme Approval (MOU Providers)
57712 LP 74630	X			
US ID 252040	X (14/09/2016)			

This serves as a confirmation that of **Credo Business College** (Pty) Ltd has been evaluated and based on the recommendations of the SETQAA evaluator, of **Credo Business College** (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	Unit Standards / Qualification aligned to Learning programme		Qualification to which the learning program and unit standards are linked / contextualized
					QUAL ID	QUAL Title	
Further Education and Training Certificate: Generic Management (General Management)	PA	4	150	2018-06-30	57712 LP 74630	Further Education and Training Certificate: Generic Management (General Management)	Qualification ID: 57712 LP 74630 Qualification Title: Further Education and Training Certificate: Generic Management (General Management) NQF Level: 4 Credits: 150 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
		NQF Level	Number of Credits	US Type	US ID	US Title	Qualification
		4	12	Core	242824	Apply leadership concepts in a work context	57712 LP 74630
		4	5	Core	242815	Apply the organisation's code of conduct in a work environment	57712 LP 74630
		4	5	Core	242816	Conduct a structured meeting	57712 LP 74630

		4	10	Core	242822	Employ a systematic approach to achieving objectives	57712 LP 74630
		4	6	Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	57712 LP 74630
		4	6	Core	242810	Manage Expenditure against a budget	57712 LP 74630
		4	5	Core	242829	Monitor the level of service to a range of customers	57712 LP 74630
		4	10	Core	242819	Motivate and Build a Team	57712 LP 74630
		4	5	Core	242811	Prioritise time and work for self and team	57712 LP 74630
		4	8	Core	242817	Solve problems, make decisions and implement solutions	57712 LP 74630
		3	5	Fundamental	119472	Accommodate audience and context needs in oral/signed communication	57712 LP 74630
		3	5	Fundamental	119457	Interpret and use information from texts	57712 LP 74630
		3	5	Fundamental	119467	Use language and communication in occupational learning programmes	57712 LP 74630

		3	5	Fundamental	119465	Write/present/sign texts for a range of communicative contexts	57712 LP 74630
		4	6	Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	57712 LP 74630
		4	5	Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	57712 LP 74630
		4	5	Fundamental	119469	Read/view, analyse and respond to a variety of texts	57712 LP 74630
		4	4	Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	57712 LP 74630
		4	6	Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	57712 LP 74630
		4	5	Fundamental	12153	Use the writing process to compose texts required in the business environment	57712 LP 74630

		4	5	Fundamental	119459	Write/present/sign for a wide range of contexts	57712 LP 74630
		3	4	Elective	242820	Maintain records for a team	57712 LP 74630
		3	4	Elective	242812	Induct a member into a team	57712 LP 74630
		3	6	Elective	242814	Identify and explain the core and support functions of an organisation	57712 LP 74630
		4	5	Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	57712 LP 74630
		4	5	Elective	242818	Describe the relationship of junior management to other management roles	57712 LP 74630
Manage the finances of a unit	PA	5	8	Fundamental	252040	Manage the finances of a unit	Qualification ID: 59201 LP 60269 Qualification Title: National Certificate: Generic 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

List of Facilitators	Learning Programmes Delivered by Facilitator	Qualifications and Experience
Name: Adriana Surname: Maritz ID Number: 8509060022086	QUAL ID: 57712 LP 74630 US ID: 252040	Certified Copy of ID <ul style="list-style-type: none"> • Certified Copy of ID submitted Certified Copies of qualifications <ul style="list-style-type: none"> • Copies submitted, however NOT certified SLA/ Contract <ul style="list-style-type: none"> • SLA submitted and signed by both parties Curriculum V itae <ul style="list-style-type: none"> • Copy of CV provided • NB: The provider must submit certified copies of all qualifications for the Facilitator.
Name: Anna Surname: v/d Merwe ID Number: 5612090011088	QUAL ID: 57712 LP 74630 US ID: 252040	Certified Copy of ID <ul style="list-style-type: none"> • Certified Copy of ID submitted Certified Copies of qualifications <ul style="list-style-type: none"> • Certified copies of qualifications submitted SLA/ Contract <ul style="list-style-type: none"> • SLA submitted and signed by both parties Curriculum V itae <ul style="list-style-type: none"> • Copy of CV provided
Name: Memory Surname: Tukuta ID Number: BN834612	QUAL ID: 57712 LP 74630 US ID: 252040	Certified Copy of ID <ul style="list-style-type: none"> • Certified Copy of Passport submitted Certified Copies of qualifications <ul style="list-style-type: none"> • Certified copies of qualifications submitted SLA/ Contract <ul style="list-style-type: none"> • SLA submitted and signed by both parties Curriculum V itae <ul style="list-style-type: none"> • Copy of CV provided
Name: Jaunita Surname: Dolphin ID Number: 8803130023087	QUAL ID: 57712 LP 74630 US ID: 252040	Certified Copy of ID <ul style="list-style-type: none"> • Certified Copy of ID submitted Certified Copies of qualifications <ul style="list-style-type: none"> • Certified copies of qualifications submitted SLA/ Contract <ul style="list-style-type: none"> • SLA submitted and signed by both parties Curriculum V itae <ul style="list-style-type: none"> • Copy of CV provided
Name: Kudakwashe Surname: Majoni ID Number: EN372085	QUAL ID: 57712 LP 74630 US ID: 252040	Certified Copy of ID <ul style="list-style-type: none"> • Certified Copy of Passport submitted Certified Copies of qualifications <ul style="list-style-type: none"> • Certified copies of qualifications submitted SLA/ Contract <ul style="list-style-type: none"> • SLA submitted and signed by both parties Curriculum V itae

		<ul style="list-style-type: none"> • Copy of CV provided
List Constituent Assessors	Unit Standards/ Qualifications the Assessor is assessing	Qualifications and Experience
Name: Desiree Surname: Fourie ID Number: 6080500091088	QUAL ID: 57712 LP 74630	Certified Copy of ID <ul style="list-style-type: none"> • Certified copy of ID submitted Certified Copies of qualifications <ul style="list-style-type: none"> • Certified copies of qualifications submitted SLA/ Contract <ul style="list-style-type: none"> • SLA submitted and signed by both parties Curriculum V itae <ul style="list-style-type: none"> • Copy of CV provided Valid SSETA Constituent Report <ul style="list-style-type: none"> • Valid Assessor Registration report provided
List Constituent Moderators	Unit Standards/ Qualifications the Moderator is moderating	Qualifications and Experience
Name: Selina Surname: Rajoo ID Number: 7001010207083	QUAL ID: 57712 LP 74630	Certified Copy of ID <ul style="list-style-type: none"> • Certified copy of ID provided Certified Copies of qualifications <ul style="list-style-type: none"> • Certified copies of qualifications submitted SLA/ Contract <ul style="list-style-type: none"> • SLA submitted and signed by both parties Curriculum V itae <ul style="list-style-type: none"> • Copy of CV provided Valid SSETA Constituent Report <ul style="list-style-type: none"> • Valid Assessor Moderator Registration report provided

8 Core criteria

Criteria	Comments
1. Policy statement: The organization's aims, objectives and purposes are spelt out	<ul style="list-style-type: none"> - SSETA is NOT Primary Focus SETA, the provider is accredited with FASSET (Accreditation Number QAP585005) - This is a MOU application - The provider has submitted a copy of the Tax Clearance Certificate, Expiry date: 2016-10-19. - The provider must submit an Organogram that indicates the ETD staff i.e. Facilitator, Assessor and Moderator.
2. QMS: Outline procedures that implement quality management	MOU Application

3. Review mechanisms: Outline the ways in which the implementation of policies would be monitored	MOU Application
4. Programme delivery: Outline how learning programmes would be developed, delivered and evaluated	<p>The Provider has applied to be accredited against the following registered qualification and unit standard:</p> <p>Qualification ID: 57712 LP 74630 Qualification Title: Further Education and Training Certificate: Generic Management (General Management) NQF Level: 4 Credits: 150 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</p> <p>Unit Standard ID: 252040</p> <p>The provider has presented the learning materials in the form of Modules as follows:</p> <p>Module 1: Planning- Develop plans to achieve defined objectives (US 242822; 242814; 242818; 119467) Module 2: Organising- Organise resources in accordance with developed plan (US 242813; 242811; 242810; 7468; 9015) Module 3: Leading- Lead a team to work co-operatively to achieve objectives (US 119462; 242819; 242812; 242824; 242816; 119465; 119472) Module 4: Controlling- Monitor performance to ensure compliance to a developed plan (US 242829; 242821; 242820; 119469; 119457) Module 5: Ethics- Make decisions based on a code of ethics (US 242815; 242817; 12153; 119459; 9016)</p> <p>The provider has submitted a second language according to the QUALIFICATION RULES.</p> <p>For Unit Standard 252040, NOTHING IS SUBMITTED. The provider must submit the learning materials for this unit standard.</p>

The following applies to the QUAL 57712 LP 74630

4.1 There is **Curriculum Strategy Document** in place for the qualification in question, which details the following:

- Learner entry requirements are noted
- Target group is clearly identified
- Programme strategy is well developed
- Assessment strategy is defined
- There is an Assessment alignment strategy
- There is a moderation strategy

4.2 The provider has used an ELO approach in the delivery of the programme, and as such the **ELO Matrix** is in place, and indicating the following:

- Links to SOs and ACs;
- Shows where the outcomes are covered in the learner material;
- How the content is facilitated and indicate the activities and page numbers of activities;
- Assessment- Indicates formative assessments and page numbers, indicate summative assessments- where they are to be found, in which sections and including page numbers;

4.3 There is a **Notional Hour Compliance Matrix** in place indicating the following:

- Outcomes to be covered
- Credits
- Notional Hours
- Days
- Contact session (time between contact and application)
- Experiential Learning (time split between workplace experience and assessment preparation)
- Roll-out plan

4.4 The provider has the **Facilitator Guide** in place detailing the following:

- Programme Overview
- Programme entry requirements
- Programme delivery structure (notional hours)
- Programme outcomes
- Programme alignment to the unit standards/ exit level outcomes
- Learning pathway
- Facilitator role and responsibilities
- Assessment (formative and summative)
- Appeals and Disputes Procedures
- Facilitator guidelines/ delivery structure
- Facilitator report
- Attendance register
- Unit Standard (s) to be included
- Model Answers/ Memorandum

4.5 The provider has a **Learner Guide** indicating the following:

- The learning programme is appropriate to the target audience
- Clearly documented learning activities
- The learning outcomes to be achieved by the learner is clearly defined and documented
- Formative and Summative assessments which are clearly defined
- Integration between the learning programme and Unit Standard and/ or Qualification and the assessment thereof

4.6 The provider has in place the **Assessment Guide for Assessors** indicating the following:

- 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
- Recording and Administration of assessment results
- Evaluation and review of the assessment process
- Formative and summative assessment activities are clearly delineated

4.7 The provider has a **Moderation Guide for Moderators** indicating the following:

- The purpose of the moderator guide
- 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)
- SSETA QMD moderation at Provider level (internal moderation)
- That the Moderator will determine the sampling percentage of all assessments to be moderated

4.8 The provider has a **Final Integrated Summative Assessment (FISA)** since this is a full qualification The FISA/ FSA indicates the following:

- Knowledge Component
- Practical Component (Case studies, assignments, projects, in-basket exercises, etc.)
- Workplace Application Component
- Alignment to Exit Level Outcomes (ELOs)
- Final Judgement Recording Sheet
- Indicate a place for learners, assessors and moderators to sign

4.9 The provider has a **Learner Portfolio of Evidence Guide** in place indicating the following:

- Background information and details such as how the PoE will be assessed, how to prepare your PoE, Appeals procedure, PoE requirements, Assessment requirements, record of additional questions and responses
- Learner Biographical Information form
- Learner preparation and assessment preparation declarations, declaration of authenticity, assessor declaration
- Assessment plan

	<ul style="list-style-type: none"> - Learner CV, ID, Matric Certificate, other related certificates - Evidence to be provided (summative assessment tasks)- including Workplace Application - Learner feedback report - Learner assessment appeal form - Provision for learner, assessor and moderator signatures and dates after each summative assessment task/ activity.
5. Staff policies: Outline policies and procedures for staff selection, appraisal and development	<ul style="list-style-type: none"> - Service Level Agreements are in place for contractors - CVs, certified ID copies, certified copies of qualifications and proof of legal relationship with provider and proof of constituent registrations are submitted.
6. Learner policies: Policies and procedures for the selection of learners are outlined, and learners are given guidance and support	MOU Application
7. Assessment policies: Outline policies and procedures for forms of assessments that are used and how they are managed	MOU Application
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	MOU Application
General Comments:	

Areas addressed in remediation

First time evaluation Report:	
Remedial Evaluation Report:	
Extension of Scope Evaluation Report:	
MOU: Programme Approval Report	01/01/2016
	14/09/2016
Monitoring Site Visit Remedial Evaluation Report	

Short term requirements

Description of Remediation	Comment (Evaluator)

Long term requirement/recommendation

Description of Remediation	Comment (Evaluator)

Areas still to be remediated:

Description / or Quality Indicator	Comment (Evaluator)
4. Programme delivery: Outline how learning programmes would be developed, delivered and evaluated	For Unit Standard 252040 , The provider must submit the learning materials for this unit standard. The provider submitted unit standard 252040 learning material Evaluator: Stephen Radebe Date: 14/09/2016

Long term requirement/recommendation

Description of Remediation	Comment (Evaluator)

History of Provider Accreditation: N/A

Learning Programme against accreditation	Accreditation Status	US	NQF	Credit	US Expiry Date

Conclusion

- a. **Credo Business College** (Pty) Ltd is awarded **Provisional Accreditation status**, valid until **31 March 2020**.
- 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 SETQAA.
- 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, SETQAA would request **Credo Business College** (Pty) Ltd to comply with QMD guidelines in order to be awarded accreditation.

Name of Evaluator: Stephen Radebe

Manager: Nozipho Zondo



Date: 14/09/2016

Date: 16 November 2016

Kind Regards



Kgomotso Kekana
Accreditation Department

