

THETA ETQA Provider Accreditation Evaluation Report

CONFIDENTIAL REPORT

Accreditation Application – Phase B

Administration

Name of Provider		
Details of contact person	Name	
	Tel Number	
	Cell Phone Number	
	Fax number	
	Email Address	

Chamber Focus	Tourism/Travel	<input type="checkbox"/>
	Guiding	<input type="checkbox"/>
	Conservation	<input type="checkbox"/>
	Hospitality	<input type="checkbox"/>
	Gaming/Lottery	<input type="checkbox"/>
	Sport/Recreation/Fitness	<input type="checkbox"/>

Audit Trail	
Activity	Date

Name of Quality Assuror	
Name of Programme Evaluator(s)	

Phase A received	
Phase B received	
Desktop Review completed	
Additional evidence request (where applicable)	
Additional evidence received (where applicable)	
Site visit notification (where applicable)	
Site visit	
Report Completed	

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Introduction to Phase B

1. Introduction

Having shown intent to become accredited through THETA by completing the Accreditation Application Phase A, you are now in the process of being awarded an Accredited status through THETA, should you comply with the requirements.

You are respectfully reminded to refer back to the **THETA Accreditation Information Brochure** for the process steps and time frames which pertain to **Phase B**.

2. What is a Portfolio of Evidence?

A Portfolio is a **collection of specific Evidence**, to display that the organization has achieved compliance against a set of criteria – in this case, against the **Criteria for Accreditation** as per the **ETQA Regulation 1127 Reg. (13)(a) – (e)**

3. ETQA Regulations 1127 (13)

The **ETQA Regulations 1127 (Regulation 13)** prescribes the minimum criteria of accreditation that a provider must comply with. The criteria as stipulated in the ETQA Regulations are adopted in this Phase B application, and Evidence against each criterion is required for THETA to consider accreditation of a provider.

4. What is the Purpose of this Portfolio of Evidence?

The **purpose of this Portfolio of Evidence** is to:

- Provide organizations the opportunity to demonstrate their compliance to the Accreditation Criteria, and
- For the provider to conduct a self-evaluation on the required criteria
- Enable Quality Assurors of THETA to conduct a desk-top verification, which will give an indication of whether or not the organization is ready for an on-site accreditation audit.

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Introduction to Phase B, Continued

5.
What is the advantage to submitting a Portfolio of Evidence?

A Portfolio has been shown to be an effective way of encouraging an organization in conducting a **Self Evaluation** against the accreditation criteria, thereby identifying both strengths and weaknesses of the organization and highlighting the way towards continuous improvement of practices.

The THETA ETQA cannot ever **prescribe to** an organization **HOW** to operate – it can only ever endeavor to **enhance best practices** by laying down certain **minimum criteria of compliance**, and **measuring organizational practice** against those criteria.

6.
How comprehensive must this Portfolio be?

As this is a limited Portfolio to be used for the purpose of document review, you will only present **samples of evidence** of organizational practice that the organization has met, or is able to meet, the Criteria for Accreditation as prescribed in the **ETQA Regulations 1127 (Regulation 13)**

7.
Principles of a good Portfolio

A **good Portfolio** will show:

- **Sample representative evidence** against each criteria for accreditation within the ETQA Regulations
- Evidence of **self evaluation** against each criteria to determine actual organizational good practice, not just to please ETQA requirements
- There is no “**right or wrong**” evidence, only a sample of **actual practice** – the evidence submitted should therefore stand up against a rigorous verification audit of actual practice.
- Evidence of **ALL criteria**, i.e. programme strategies, related ETD staff components and organizational QMS issues.
- The evidence you submit will be used as a **benchmark** in future for the extension of accreditation for further programme scope, awarding of learnership numbers to the provider in / out of partnerships with employers, recommendation to the public at large – it is therefore imperative that **actual practice and partnerships be reflected** in this portfolio for consideration by the THETA ETQA.

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Instructions for completing this Portfolio of Evidence

Instructions

1. Please **read** through the entire document and **plan** your evidence submission before compiling the **Portfolio of Evidence**
2. The **organization's name, THETA Provider Database number** issued on successful completion of Phase A, **name of person submitting** the portfolio and the **date of submission** must be indicated clearly on the portfolio.
3. THETA will **retain** the Portfolio of Evidence that has been submitted by the organization. The onus is on the organization to ensure that THETA is supplied with **updated** and current information regarding organizational practice relating to the accreditation criteria as stipulated in the **ETQA Regulations 1127** to ensure compliance at verification audits.
4. **Keep evidence brief!** More is not necessarily better – it only takes longer to review, and find the relation to the actual criteria. Should the Quality Assuror require more evidence, they can and will request it.
5. Please **number your documents** as per the evidence requirements - in many cases, criteria (and therefore evidence) overlap – and one document may refer to several criteria. Should this be the case, please cross reference documents to the various criteria it represents, and file it to where it was first represented.
6. If **no documented evidence** exists in relation to specific criteria, a statement of practice will suffice on how the organization deals with a particular practice or process.
7. All sections are **mandatory** for completion. **No criteria are more important than the other**, and a decision of site audit can only be taken on a full review of submission against all criteria.
8. It is a SAQA requirement for the provider to conduct a **self evaluation** against the criteria for accreditation. It is therefore imperative to include a self evaluation as part of the evidence submission in this portfolio.¹

¹ Please refer to the THETA ETQA Criteria & Guideline on Self Evaluation, available on the THETA web-site, for more information

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Criterion 1: Primary Focus



Criterion 1:

The primary focus of the Provider coincides with that of the ETQA

Evidence Requirements	Criteria Requirements	For Provider Purpose	For ETQA Purposes	
		Tick box if evidence has been included / document reference number	Evident	Not Evident
	a) Phase A application completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Formal application letter on company letterhead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Qualification range and/or unit standard scope with Theta	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Provider vision & mission statement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Organizational organogram, or	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f) Organizational prospectus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g) Provider organization business plan (where applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	h) Strategic objectives reflect justifiable need for accreditation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rating	Excellent (5) <input type="checkbox"/>	Sufficient (3) <input type="checkbox"/>	Insufficient (1) <input type="checkbox"/>	Not Evident (0) <input type="checkbox"/>
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Action Required

Comments

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Criterion 2



Criterion 2:

The provider has not already been accredited with another ETQA

Evidence Requirements	<i>Criteria Requirements</i>	<i>For Provider Purpose</i>	<i>For ETQA Purposes</i>	
		<i>Tick box if evidence has been included / document reference number</i>	<i>Evident</i>	<i>Not Evident</i>
	a) Declaration: Phase A (not accredited by another ETQA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Copies of accreditation letters, where applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Identification as single purpose / private provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rating	Excellent	Sufficient	Insufficient	Not Evident
	(5)	(3)	(1)	(0)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Action Required

Comments

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Criterion 3: Legal Compliance



Criterion 3:

The body seeking accreditation is registered in terms of the applicable legislation at the time of the application

Evidence Requirements	<i>Criteria Requirements</i>	<i>For Provider Purpose</i>	<i>For ETQA Purposes</i>	
		<i>Tick box if evidence has been included / document reference number</i>	<i>Evident</i>	<i>Not Evident</i>
	a) SDL number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Company registration certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) DoE registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Auditors Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) In-house training budget	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rating	Excellent (5) <input type="checkbox"/>	Sufficient (3) <input type="checkbox"/>	Insufficient (1) <input type="checkbox"/>	Not Evident (0) <input type="checkbox"/>
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Criterion 4: Organizational Practices



Criterion 4:

Organizational Practices which reflect the provider's quality management system, which includes but is not limited to:

- Quality management policies that define what the provider wishes to achieve
- Quality management procedures, which enables the provider to practice its defined quality management policies
- Review mechanisms, which ensure that the quality management policies and procedures defined are applied, and remain effective ETD specific policies and procedures

Evidence Requirement	Criteria Requirements	For Provider Purpose	For ETQA Purposes	
		<i>Tick box if evidence has been included / document reference number</i>	<i>Evident</i>	<i>Not Evident</i>
	Policy 1: Managing the QMS			
	a) QMS Vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Senior management support and commitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Maintenance, access and distribution of policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Identification of and recourse in sub-standard ETD practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Review and audit practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	POLICY 2: Managing programme design, development and			
	a) Needs Analysis and research practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Design and development strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Unit standard alignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Workplace alignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Variety of learning methods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f) Theory and practice integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g) Evaluation strategy and instruments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	h) Contracts and agreements in terms of ETD provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	i) Management of off-site and work site education and training provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	POLICY 3: Managing assessment & moderation			

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Evidence Requirement	Criteria Requirements	For Provider Purpose	For ETQA Purposes	
		Tick box if evidence has been included / document reference number	Evident	Not Evident
	a) Organizational assessment principles and practice b) Design & development of assessments and assessment guides c) Management of assessors and moderators d) Management of RPL e) Moderation management (policy, principles, plan & instruments) in support of NQF and assessment principles	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
POLICY 4: Managing learnerships				
	a) Management of learnership contracts and implementation of theory and workplace provision b) Management of learner stipends, application for tranches and progress reports c) Management of roles, responsibilities and resources in learnerships d) Reporting, roll-out and learner support e) Monitoring and reporting to the SETA and employer on learner progress	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
POLICY 5: Managing ETD Staff				
	a) Suitably qualified staff (coaches, mentors and facilitators) per unit standards and/or qualification b) Contract ETD staff – selection, roles, appraisal and development c) Mechanism, which ensure that the criteria for each position is periodically reviewed and updated d) Review and management of assessor / moderator / facilitator recruitment, selection, performance review, induction e) Management and implementation of assessor and moderator codes of conduct, contracts	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
POLICY 6: Managing administration				

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Evidence Requirement	Criteria Requirements	For Provider Purpose	For ETQA Purposes	
		Tick box if evidence has been included / document reference number	Evident	Not Evident
	a) Applications for entry, registration in programmes, delivery, assessment and moderation schedules,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Types of records kept (learner and administrative)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Confidentiality of information in terms of access and release of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Capturing and maintaining learner records – own and ETQA database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Management of certification distribution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f) Management and maintenance of facilities, materials and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g) Overview of database information: learner and programme details, assessor / moderator allocation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rating	Excellent (5) <input type="checkbox"/>	Sufficient (3) <input type="checkbox"/>	Insufficient (1) <input type="checkbox"/>	Not Evident (0) <input type="checkbox"/>
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Action Required
Policy 1: Managing the QMS

Action Required
Policy 2: Managing programme design, development and delivery

Action Required
Policy 3: Managing assessment & moderation

Action Required
Policy 4: Managing learnerships

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**Action
Required**
Policy 5: Managing
ETD Staff

**Action
Required**
Policy 6: Managing
administration

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Criterion 5: Financial, administrative and physical Resources



Criterion 5:

The provider has the necessary resources such as financial, administrative and physical resources

Evidence Requirements	Criteria Requirements	For Provider Purpose	For ETQA Purposes	
		Tick box if evidence has been included / document reference number	Evident	Not Evident
	a) Physical resources (or partnerships) as per scope described	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Compliance to Health and Safety – policy or description	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Access to THETA ETQA Web-site access, internet and email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Access to learning and media resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	i) Clear evidence of financial viability / sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> • Business Plan • Auditors Report • In-house training budget 			

Rating	Excellent (5) <input type="checkbox"/>	Sufficient (3) <input type="checkbox"/>	Insufficient (1) <input type="checkbox"/>	Not Evident (0) <input type="checkbox"/>
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Criterion 6: Staff Resources



Criterion 6:

The provider the necessary practices for staff selection, appraisal and development

Evidence Requirements	Criteria Requirements	For Provider Purpose	For ETQA Purposes	
		Tick box if evidence has been included / document reference number	Evident	Not Evident
	a) List of registered and qualified assessors and moderators (include applications forms with scope, or registration numbers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) CV's for potential facilitators suitable to matching THETA scope	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Contract sample for assessors, moderators and facilitators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Staff Development Plan / evidence of development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rating	Excellent (5) <input type="checkbox"/>	Sufficient (3) <input type="checkbox"/>	Insufficient (1) <input type="checkbox"/>	Not Evident (0) <input type="checkbox"/>
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Criterion 7: Learning Programmes



Criterion 7:

The provider can demonstrate their ability to develop, deliver and evaluate learning programmes which culminate in specific registered standards and / or qualifications

Please Note: The programme elements will be evaluated and documented by making use of the **THETA Programme Evaluation Checklist and Report**. The following elements is an overview of required programme documents for evaluation.

Please note that no accreditation can be awarded without programme evaluation and approval.

Evidence Requirements	<i>Criteria Requirements</i>	<i>For Provider Purpose</i>	<i>For ETQA Purposes</i>	
		<i>Tick box if evidence has been included / document reference number</i>	<i>Evident</i>	<i>Not Evident</i>
	a) Programme roll out strategy / implementation plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Programme strategy / curriculum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Assessment strategy document	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Facilitator Guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Learner Material / Induction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f) Assessment Guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g) Workplace / practical Guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rating	Auditable (3)	Not Auditable (1)	No programme submitted (0)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Criterion 8: Learner Support



Criterion 8:

The provider has the appropriate policies and practices for:

- Learner entry, guidance and support system
- The management of off-site practical or work-site components where applicable

Evidence Requirements	<i>Criteria Requirements</i>	<i>For Provider Purpose</i>	<i>For ETQA Purposes</i>	
		<i>Tick box if evidence has been included / document reference number</i>	<i>Evident</i>	<i>Not Evident</i>
	a) Learner selection criteria and process, registration documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Learner work schedules and progress reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Learner appeals process and procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rating	Excellent	Sufficient	Insufficient	Not Evident
	(5)	(3)	(1)	(0)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Criterion 9: Achievement of NQF Outcomes



Criterion 9:

The capacity and ability to ensure the achievement of desired outcomes using their available resources and procedures

Evidence Requirements	Criteria Requirements	For Provider Purpose	For ETQA Purposes	
		Tick box if evidence has been included / document reference number	Evident	Not Evident
Evidence Requirements	a) Application shows clear alignment to NQF qualifications and principles (Access, portability, Relevant, progression and quality)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Learner Support mechanisms are evident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Resources (administrative, physical, human and financial) imply support of quality provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Resources and infrastructure indicates sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rating	Excellent	Sufficient	Insufficient	Not Evident
	(5)	(3)	(1)	(0)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Provider Status, Continued

**Final
Judgement**

The following status is awarded to the provider:

No	Provider Status	Yes	No
1	Provider to submit additional information	<input type="checkbox"/>	<input type="checkbox"/>
2	Provider to submit / revise programme	<input type="checkbox"/>	<input type="checkbox"/>
3	Site Visit recommended	<input type="checkbox"/>	<input type="checkbox"/>

**Name of
Quality
Assuror**

**Date of
Completion of
Application
Evaluation**

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Conclusion

Note to the Provider

- Please **acknowledge receipt** of the Accreditation Application Evaluation Report.
- Acknowledgement of receipt will be accepted as:
 - An agreement of the provider that he/she has read the contents of this report, and understands the evaluation process and actions required.
 - Understanding of the provider's right to appeal against the decision of the ETQA as outlined in the THETA Appeals Policy (www.theta.org.za)

Note:

Recommendation of Accreditation can only be done on the following conditions:

- Approved application
- Approved programme
- Successful site visit

Accreditation Recommendation

The following recommendation is put forward to the THETA ETQA Manager:

No	Status	Comments
1	No Accreditation	
2	Provisional Accreditation	
3	Full Accreditation	
4	Period of Accreditation	
5	Estimated date of 1 st Verification	

Signature: ETQA Manager	
Date of Approval	

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