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SSETA- SERVICES SECTOR EDUCATION TRAINING AUTHORITY

ACCREDITATION EVALUATION REPORT

PROVIDER CONTACT DETAILS:

Registered Name of Provider: Key Steps Corporate Training

Trading Name of Provider: Key Steps Corporate Training

Satellite campuses if any:

Contact person: Sharon King

Tel: 011 616 9712

Fax:

Cell: 082 385 9836

E-mail: sharon@keysteps.co.za

Physical Address: 1 Cranleigh Collins Road
Bedfordview
2008

Postal Address: 1 Cranleigh Collins Road
Bedfordview
2008

Company registration number: 2007/235102/23

Date of Report: 1 April 2016

Provider Accreditation Number: 2257

Introduction

This is a report of an institutional and learning programme evaluation of **Key Steps Corporate Training** 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 **Key Steps Corporate Training** 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: Site Visit

Evaluators appointed by **SSETA- Services Sector Education Training Authority** conducted the evaluation through the Site Visit, which took place at the provider's site, 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:	
Remedial Evaluation:	
Extension of Scope Evaluation:	20/12/2015
MOU: Programme Approval	
Monitoring Site Visit Remedial Evaluation	

3. Outcome of Evaluation:

Accreditation status awarded

Programme	Provisional Accreditation	Full Accreditation	Not Yet Recommended / Provisional Accreditation / Full Accreditation / Programme Approval	Programme Approval Awarded (MOU Providers)
US 242811	X			
US 242840	X			
US 242819	X			
US 242824	X			
US 12153	X			
US 252031	X			
US 114226	X			
US 13948	X			

This serves as a confirmation that **Key Steps Corporate Training** has been evaluated and based on the recommendations of the **SSETA- Services Sector Education Training Authority** evaluator; **Key Steps Corporate Training** 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
					Qualification /US ID	Qualification/US Title	
Prioritise time and work for self and team	PA	4	5	2018/06/30	242811	Prioritise time and work for self and team	Qualification ID: 57712 LP 74630 Qualification Title: Further Education and Training Certificate: Generic 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
Make oral presentations	PA	4	2	2018/06/30	242840	Make oral presentations	57712 LP 74630
Motivate and Build a Team	PA	4	10	2018/06/30	242819	Motivate and Build a Team	57712 LP 74630
Apply leadership concepts in a work context	PA	4	12	2018/06/30	242824	Apply leadership concepts in a work context	57712 LP 74630
Use the writing process to compose texts required in the business environment	PA	4	5	2018/06/30	12153	Use the writing process to compose texts required in the business environment	57712 LP 74630
Apply the principles and concepts of emotional intelligence to the management of self and others	PA	5	4	2018/06/30	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	Qualification ID: 59201 LP60269 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
Interpret and manage conflicts within the workplace	PA	5	8	2018/06/30	114226	Interpret and manage conflicts within the workplace	59201 LP60269
Negotiate an agreement or deal in an authentic work situation	PA	4	5	2018/06/30	13948	Negotiate an agreement or deal in an authentic work situation	Qualification ID: 83946 LP 23654 Qualification Title: National Certificate: Management NQF Level: 3 Credits: 120 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

Staff Details:

List of Facilitators	Learning Programmes Delivered by Facilitator	Qualifications and Experience
Sharon King ID Number: 7704080466089	US 242811, 242840, 242819, 242824, 12153, 252031, 114226, 13948	CV: Detailed CV provided ID: Certified copy provided Qualification <ul style="list-style-type: none"> • Bachelor of Arts (Honours) • Bachelor of Arts (Health Sciences and social Services) • ND ODET D Experience <ul style="list-style-type: none"> • Managing Director (8 Years) • Training and Development Manager (1 Year) • Customer Care & Claims Supervisor (2 Years) Service level agreement; Managing Director Certified copy of qualifications provided
List of constituent Assessors	Unit Standards/ Qualifications the Assessor is assessing	Qualifications and Experience
Belinda Jo-Anne Beer ID Number: 7404220066085	US 242811, 242840, 242819, 242824, 12153, 252031, 114226	CV: Detailed CV provided ID: Certified copy provided Qualification <ul style="list-style-type: none"> • Bachelor of Arts • Conduct Outcomes-based assessment • Conduct moderation of Outcomes-based Assessments Experience <ul style="list-style-type: none"> • Quality Assurance Consultant (3 Years) • NQF & Accreditation Specialist (1 Year) • Academic Process Manager (1 Year) • Programme Co-ordinator (2 years) • Exam administrator (1 Year) Service level agreement provided and signed by all parties <ul style="list-style-type: none"> • Certified copy of qualifications provided Scope: Relevant Constituent Assessor Registration No: 7404220066085
List of constituent	Unit Standards/ Qualifications the	Qualifications and Experience

Assessors	Assessor is assessing	
Ingrid Bernadette Van Heerden ID number: 7509150013087	US 13948	CV: Detailed CV provided ID: Certified copy provided Qualification <ul style="list-style-type: none"> • BCom (Hotel and Tourism Management) • ND ODETD Experience <ul style="list-style-type: none"> • Training & Business Consulting (5 Years) • Bookkeeper (2 Years) • Educator (3 Years) Service level agreement <ul style="list-style-type: none"> • Provided and signed by all parties • Certified copy of qualifications provided Scope: Relevant Constituent Assessor Registration provided Registration No: 7509150013087
Name of constituent Moderator	Unit Standards/ Qualifications the Moderator is moderating	Qualifications and Experience
Andera Jane Kellett ID: 7610220258080	US 242811, 242840, 242819, 242824, 12153, 252031, 114226, 13948	CV: Detailed CV provided ID: Certified copy provided Qualification <ul style="list-style-type: none"> • BCom Management • Bachelor of Nursing • ND ODETD Experience <ul style="list-style-type: none"> • Skills Development & Quality Assurance (4 Years) • Training Co-ordinator (4 Years) • Training & Business Consulting (5 Years) Service level agreement <ul style="list-style-type: none"> • Provided and signed by all parties • Certified copy of qualifications provided Scope: Relevant Constituent Assessor/Moderator registration provided Registration No: 7610220258080

8 Core criteria

Criteria	Comments
<p>1. Policy statement: The organization's aims, objectives and purposes are spelt out</p>	<p>Primary Focus SETA: SSETA SETA Accreditation Number: Company Registration Documents: EOS Public Liability Insurance: AC&E Underwriting Managers (Pty) Ltd Tax Clearance Certificate: Expiry (2016/01/07) Mission, Vision, and Values: are spelt out in the QMS and are:</p> <ul style="list-style-type: none"> • EOS <p>Organogram: Organisational structure is in place which and shows the following:</p> <ul style="list-style-type: none"> • Facilitators • Assessors • Moderators
<p>2. QMS: Outline procedures that implement quality management</p>	<p>Procedures for the implementation of quality management are spelt out in the Quality Management System section of the QMS policies.</p> <p>Quality Management System comprises the following policies:</p> <ul style="list-style-type: none"> • Quality Management policy • Strategic management policy • Registration and accreditation policy • Marketing policy and procedure • Learning programme development, delivery and evaluation policy and procedure • Financial management policy and procedure • Administration and communication policy and procedure • Resource management policy and procedure • Staff selection, appraisal and development policy and procedure • Learner entry, guidance and support policy and procedure • Worksite & Offsite work policy and procedure • Assessment policy and procedure • Reporting policy and procedure for learners • Moderation policy and procedure • Appeals policy and procedure • Certification policy and procedure • Quality assurance of learner achievements (QALA) • Complaints policy and procedure • Document and record management policy and procedure • Health and safety policy and procedure • Management System Review • Recognition of prior learning policy and procedure • CAT Policy • Confidentiality policy • Language of teaching, learning and assessment policy • Special needs policy and procedure • Management system review policy and procedure • HIV/AIDS policy and procedure for learners • Grievance policy and procedure for staff • Grievance policy and procedure for learners • Disciplinary procedure for staff • Disciplinary procedure for learners

	<ul style="list-style-type: none"> • Risk Management
<p>3. Review mechanisms: Outline the ways in which the implementation of policies would be monitored</p>	<p>The Provider has a Review Management Policy and Procedure in place as the following indicate</p> <ul style="list-style-type: none"> • Annual managerial reviews • Annual quality reviews • Monthly internal communications • Quarterly committee meeting • Minutes of quality committee meeting • Review procedures • Policy review procedures • Procedure review procedures • Frequency and timing of reviews • Each learning event review • Management system policy review and action plan • Management system Staff policy review process • Declaration of QMS induction by staff members
<p>4. Programme delivery: Outline how learning programmes would be developed, delivered and evaluated</p>	<p>The Provider applied for eight (8) Unit Standards from three (3) different qualifications.</p> <p>Qualification ID: 57712 LP 74630 Qualification Title: Further Education and Training Certificate: Generic 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>Material for the following Unit Standards was provided:</p> <ul style="list-style-type: none"> • US 242811 • US 242840 • US 242819 • US 242824 • US1 2153 <p>Qualification ID: 59201 LP60269 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</p> <p>Material for the following Unit Standards was provided:</p> <ul style="list-style-type: none"> • US 252031 • US 114226 <p>Qualification ID: 83946 LP 23654</p>

	<p>Qualification Title: National Certificate: Management NQF Level: 3 Credits:120 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>Material for the following Unit Standard was provided:</p> <ul style="list-style-type: none"> • US 13948 <p>Comments: The Provider has developed the material according to the SAQA requirements, e.g. the provider made provision for the following: Unit Standards, Structured Curriculum Strategy / Alignment matrix document, Facilitator Guide, Learner Guide, Learner Workbook, Assessment Documents (Assessment Guide, Learner PoE, and Assessor Feedback Report) and Moderator Documents (Moderation Guide, Plan, Report and the Pre Assessment Moderation Report).</p>
<p>4.1 Curriculum Design</p>	<p>The provider provided a Structured Curriculum and Strategy Alignment for the Unit Standards, with the following information:</p> <ul style="list-style-type: none"> • Learning Programme Title • Learning Programme Description • Purpose of the programme • Learning Programme Entry Requirements • Learning Outcomes • Articulation, construct and portability with other courses/qualifications • Learning Strategy • Infrastructure • Learning Material to be used • Learning Map • Facilitators for Learning Programme • Training Methodology • Assessment Methods and Conditions • Assessment Approach and Resources • Assessors and Moderators for Learning Programme • Learner Needs • Principles of Assessment • Learner Roles and Responsibilities • Training Provider Roles and Responsibilities • Learner Appeals Procedure • Programme, Facilitator and Logistics Evaluation • Principles of Programme Evaluation • Final Summative Assessment • Exit Level Outcomes • Alignment Matrix
<p>4.2 Alignment Matrix</p>	<p>Individual Alignment matrices for Unit Standards applied are provided per Unit Standard. The following are covered:</p> <ul style="list-style-type: none"> • Exit Level Outcomes

	<ul style="list-style-type: none"> • Unit Standard Title and Code • Where activities are found in the Learner Guide and page numbers • Formative and Summative Assessments • Assessment Alignment • Learning Outcomes • Indication of how the content will be facilitated and indicated the activities and page numbers of activities • Facilitation methods relating to each specific outcome • Assessment – covers both formative and summative assessment and where they are covered in the learning material • Essentially Embedded Knowledge is covered Critical cross-field outcomes are spelt out
4.3 Notional Hour Matrix	<p>The Notional Hour Matrices for eight (8) Unit Standards are covered in the Structured Curriculum and Strategy Alignment Documents and addresses the following:</p> <ul style="list-style-type: none"> • Credits • Notional Hours • Contact Session (time split between contact and practical application) • Experiential Learning (time split between workplace experience and assessment preparation)
4.4 Facilitator Guide	<p>The provider supplied Facilitator Guides for all eight (8) Unit Standards, which covers the following:</p> <ul style="list-style-type: none"> • Programme outcomes • Learning pathway • Programme overview • Entry Requirements • Programme alignment • Programme structure • Assessments • Delivery Strategy • Standard Administration • Notional Hours • Structured delivery plan • Facilitation strategy • Formative and summative assessments • Facilitation planners • Ice breakers • Learner guide
4.5 Learner Guide	<p>The provider supplied Learner Guides for eight (8) Unit Standards indicating:</p> <ul style="list-style-type: none"> • Purpose of the Unit Standard • Learning Assumed to be in place • Unit Standard Range • Assignment Instructions • Learner and Facilitator Responsibilities • Workbook activities • Workplace activities • Learner support

4.6 Assessment Guide	<p>The Provider provided all Assessment Documents for eight (8) Unit Standards, that covers the following:</p> <ul style="list-style-type: none"> • Recording and administration of assessment results • Learner notice of assessment appeal form • Learner preparation for assessment checklist • Planning the assessment • Assessment design matrix • Learner feedback • Final summative assessment decision • Model answers for learner workbook • Assignments • Workplace practicals
4.7 Learner Portfolio of Evidence	<p>The provider submitted learner workbook (formative) and summative assessments as Portfolio of Evidence Guides, per Learning Programme. And it includes the following information:</p> <ul style="list-style-type: none"> • Learner personal information, learner ID, CV, and related certificates • Guidelines for the development of PoE • Appeals procedures • Learner's notice of assessment appeal form • Assessment process • Competent vs. Not Yet Competent • Requirements for being Deemed Competent • Unit Standard Details • Pre-assessment Preparation Sheet • Assessment Plan • Declaration of authenticity • Assessment Contract Document • Appeals Procedure • Formative and Summative Assessment Insertion Section
4.8 Final Integrated Summative Assessment (FSA)	FSA documents not provided.
4.9 Moderation Guide	<p>The Provider submitted a Moderator Guides for eight (8) Unit Standards which include the following information:</p> <ul style="list-style-type: none"> • Unit Standard details • Moderation policy and guide • Moderation procedure • Moderation plan • Pre-moderation preparation checklist • Conducting moderation checklist • Overall moderation checklist • Internal moderation report • Overall Internal Moderation Report per Project • Checklist for Advising and Supporting Assessors • Checklist for administrators and Recording Purpose • Review moderation systems and processes
4.10 Pre-moderation Report	Pre-moderation reports for eight (8) Unit Standards were provided and signed.

<p>5. Staff policies: Outline policies and procedures for staff selection, appraisal and development</p>	<p>Human Resources policies and procedures: The Provider has suitable Staff Selection, Appraisal and Development Policy and Procedures in place which covers the following:</p> <ul style="list-style-type: none"> • Recruitment and Selection • Staff Member Status i.e. permanent, part time, student staff, casual staff and contract worker • Leaves • Induction of new Employees • Performance evaluation • Termination of employment • Applicable Disciplinary Processes and Procedures
<p>6. Learner policies: Policies and procedures for the selection of learners are outlined, and learners are given guidance and support</p>	<p>The provider has submitted a policy that covers the following:</p> <ul style="list-style-type: none"> • Learner Entry • Guidance and Support • Applicable Procedures
<p>7. Assessment policies: Outline policies and procedures for forms of assessments that are used and how they are managed</p>	<p>The Provider submitted the both Assessment and Moderation Policies. The Assessment Policy covers the following:</p> <ul style="list-style-type: none"> • Principles of good assessment are covered • Assessor Contracting Procedures • Assessment Procedures • Assessment Appeals Process for re-assessment • Procedures to address irregularities • The purpose is relevant to SAQA requirements in terms of establishing an integrated and consistent approach to assessment practices • Different forms of assessments are specified i.e. formative, summative <p>The Moderation Policy covers the following:</p> <ul style="list-style-type: none"> • Purpose of Moderation • Roles and Expertise of Moderators • Functions of Internal Moderator • The Moderation Process and Stages • Overall Internal Moderation Form • Concurrent & Post Moderation Checklist • Applicable Processes and Procedures
<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>The provider has in place a Financial Management Policy which covers the following:</p> <ul style="list-style-type: none"> • Financial procedures • Procedures to develop a business plan, monthly cash flow, requesting funds, to mention but a few • Procurement and accountability are also covered. • Budgetary processes are in place to sustain and conclude all contractual obligations throughout the accreditation period <p>Business Plan: In place and current Financial Documents:</p> <ul style="list-style-type: none"> • Confirmation of Bank Account: Not Provided • Financial Statements : Provided

	<ul style="list-style-type: none"> • Auditors: Not Provided <p>Administrative Resource Procedures</p> <ul style="list-style-type: none"> • The Provider has an Administrative and Resources Policies in place <p>Physical Resources:</p> <ul style="list-style-type: none"> • The Provider has a lease agreement in place to be renewed in January 2016. • Occupational Health and Safety Policy Provided • Emergency Evacuation Plan Available • Asset Register Available • Public liability insurance available
General Comments:	

Areas addressed in Remediation:

First time evaluation Report:	
Remedial Evaluation Report:	
Extension of Scope Evaluation Report:	20/12/2015
MOU: Programme Approval Report	
Monitoring Site Visit Remedial Evaluation Report	

Short-term requirement:

Description of Remediation	Comment (Evaluator)

Long term requirement/recommendation

Description of Remediation	Comment (Evaluator)

Areas still to be remediated:

Short-term requirement:

Description / or Quality Indicator	Comment (Evaluator)

Long term requirement/recommendation

Description / or Quality Indicator	Comment (Evaluator)

History of Provider Accreditation:

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

4. Conclusion



- a. **Key Steps Corporate Training** has been awarded **Provisional Accreditation** status on the listed programmes as set out above at this stage.
- 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 **SSETA- Services Sector Education Training Authority**.
- 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, **SSETA- Services Sector Education Training Authority** would like to congratulate **Key Steps Corporate Training** on their achievement.

Name of Evaluator: Sibongile Charlotte Ilunga

Signature: 

Date: 20/12/2015

QA Evaluator	Walter Mbongolwane		03/02/2016
Manager	Nozipho Zondo		10/02/2016

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Date: 1 April 2016

Dear Sharon King

Services SETA Accreditation No: 2257
Department of Education Registration No: N/A

Accreditation of Provider – Key Steps Corporate Training

This serves as confirmation that **Key Steps Corporate Training** accreditation no. **2257** has been awarded Provisional Accreditation valid until 30 March 2018, as a Provider of Education and Training for the delivery of the following learning programmes:

Name of Learning programme/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
				US	US Title	
Prioritise time and work for self and team	4	5	2018/06/30	242811	Prioritise time and work for self and team	Qualification ID: 57712 LP 74630 Qualification Title: Further Education and Training Certificate: Generic 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
Make oral presentations	4	2	2018/06/30	242840	Make oral presentations	57712 LP 74630
Motivate and Build a Team	4	10	2018/06/30	242819	Motivate and Build a Team	57712 LP 74630
Apply leadership concepts in a work context	4	12	2018/06/30	242824	Apply leadership concepts in a work context	57712 LP 74630
Use the writing process to compose texts required in the business environment	4	5	2018/06/30	12153	Use the writing process to compose texts required in the business environment	57712 LP 74630
Apply the principles and concepts of emotional	5	4	2018/06/30	252031	Apply the principles and concepts of emotional	Qualification ID: 59201

intelligence to the management of self and others					intelligence to the management of self and others	LP60269 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
Interpret and manage conflicts within the workplace	5	8	2018/06/30	114226	Interpret and manage conflicts within the workplace	59201 LP60269
Negotiate an agreement or deal in an authentic work situation	4	5	2018/06/30	13948	Negotiate an agreement or deal in an authentic work situation	Qualification ID: 83946 LP 23654 Qualification Title: National Certificate: Management NQF Level: 3 Credits: 120 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

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.

Finally the Services SETA wishes to congratulate **Key Steps Corporate Training** 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

