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SERVICE SETA ACCREDITATION EVALUATION REPORT

PROVIDER CONTACT DETAILS:

Registered Name of Provider : Business Optimization Training Institute (Pty) Ltd

Trading Name of Provider : Business Optimization Training Institute

Satellite campuses if any : None

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Company registration number : 2017/286086/07

Date of Report: 16 May 2018 (Re-issued 20180612)

Provider Accreditation Number: 12582

Introduction

This is a report of an institutional and learning programme evaluation of **Business Optimization Training Institute** 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 **Business Optimization Training Institute** 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: Desktop Evaluation

> Evaluators appointed by **SSETA- Services Sector Education Training Authority** conducted the evaluation through desktop, which took place at **SSETA – Services Sector Education Training Authority**, 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:	
MOU: Programme Approval	X
Monitoring Site Visit Remedial Evaluation	

3. Outcome of Evaluation:

4. Accreditation status awarded

Learning Programme Title	Provisional Accreditation	Full Accreditation	Not Yet Recommended	Programme Approval Awarded (MOU Providers)
Qual ID: 50080 Further Education and Training Certificate: Project Management				X
Qual ID: 57712 LP 74630 Further Education and Training Certificate: Generic Management				X
Qual ID: 66249 Further Education and Training Certificate: New Venture Creation				X
Qual ID: 49648 National Certificate: New Venture				X

Creation (SMME)				
Qual ID: 83946 LP 23654 National Certificate: Management				X
Qual ID: 61755 General Education and Training Certificate: Business Practice				X
Qual ID: 61595 Further Education and Training Certificate: Business Administration Services				X
Qual ID: 67465 LP 23655 National Certificate: Business Administration Services				X
Qual ID: 23833 National Certificate: Business Administration Services				X
Qual ID: 59201 LP 60269 National Certificate: Generic Management				X

This serves as a confirmation that **Business Optimization Trading Institute** has been evaluated and based on the recommendations of the **SSETA- Services Sector Education Training Authority** evaluator, **Business Optimization Trading Institute** has been awarded **Programme Approval** 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
					US	US Title	
Further Education and Training Certificate: Project Management	Programme Approval.	NQF Level 04	136	2018-06-30			**Qualification Tittle:** Further Education and Training Certificate: Project Management **SAQA I.D.** 50080 **NQF Level:** NQF Level 04 **Credits:** 136 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
		NQF Level 03	6	2018-06-30	120383 (core)	Provide assistance in implementing and assuring project work meets quality requirements	50080
		NQF Level 04	6	2018-06-30	120376 (core)	Conduct project documentation management to support project processes	50080
		NQF Level 04	9	2018-06-30	120373 (core)	Contribute to project initiation, scope definition	50080

						and scope change control	
		NQF Level 04	5	2018-06-30	120374 (core)	Contribute to the management of project risk within own field of expertise	50080
		NQF Level 04	8	2018-06-30	120384 (core)	Develop a simple schedule to facilitate effective project execution	50080
		NQF Level 04	5	2018-06-30	120372 (core)	Explain fundamentals of project management	50080
		NQF Level 04	5	2018-06-30	120381 (core)	Implement project administration processes according to requirements	50080
		NQF Level 04	4	2018-06-30	120387 (core)	Monitor, evaluate and communicate simple project schedules	50080
		NQF Level 04	6	2018-06-30	120375 (core)	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	50080

		NQF Level 04	4	2018-06-30	120382 (core)	Plan, organise and support project meetings and workshops	50080
		NQF Level 04	8	2018-06-30	120379 (core)	Work as a project team member	50080
		NQF Level 03	5	2006-02-09	8968 (fund)	Accommodate audience and context needs in oral communication	50080
		NQF Level 03	5	2006-02-09	8969 (fund)	Interpret and use information from texts	50080
		NQF Level 03	5	2006-02-09	8973 (fund)	Use language and communication in occupational learning programmes	50080
		NQF Level 03	5	2006-02-09	8970 (fund)	Write texts for a range of communicative contexts	50080
		NQF Level 04	6	2018-06-30	9015 (fund)	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	50080
		NQF Level 04	5	2006-02-09	8974 (fund)	Engage in sustained oral communication and evaluate spoken texts	50080

		NQF Level 04	5	2006-02-09	8975 (fund)	Read analyse and respond to a variety of texts	50080
		NQF Level 04	4	2018-06-30	9016 (fund)	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	50080
		NQF Level 04	6	2018-06-30	7468 (fund)	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	50080
		NQF Level 04	5	2018-06-30	12153 (fund)	Use the writing process to compose texts required in the business environment	50080
		NQF Level 04	5	2006-02-09	8976 (fund)	Write for a wide range of contexts	50080
		NQF Level 04	7	2018-06-30	120385 (elect)	Apply a range of project management tools and techniques	50080

		NQF Level 0	7	2018-06-30	120380 (elect)	Evaluate and improve the project team's performance	50080

							Qualification Tittle: Further Education and Training Certificate: Generic Management **SAQA I.D.** 57712 LP 74630 **NQF Level:** NQF Level 04 **Credits:** 150 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
Further Education and Training Certificate: Generic Management	Programme Approval.	NQF Level 04	150	2018-06-30			
		NQF Level 04	12	2018-06-30	242824 (core)	Apply leadership concepts in a work context	57712 LP 74630
		NQF Level 04	5	2018-06-30	242815 (core)	Apply the organisation's code of conduct in a work environment	57712 LP 74630
		NQF Level 04	5	2018-06-30	242816 (core)	Conduct a structured meeting	57712 LP 74630
		NQF Level 04	10	2018-06-30	242822 (core)	Employ a systematic approach to achieving objectives	57712 LP 74630
		NQF Level 04	6	2018-06-30	242821 (core)	Identify responsibilities of a team leader in ensuring that organisational standards are met	57712 LP 74630

		NQF Level 04	6	2018-06-30	242810 (core)	Manage Expenditure against a budget	57712 LP 74630
		NQF Level 04	5	2018-06-30	242829 (core)	Monitor the level of service to a range of customers	57712 LP 74630
		NQF Level 04	10	2018-06-30	242819 (core)	Motivate and Build a Team	57712 LP 74630
		NQF Level 04	5	2018-06-30	242811 (core)	Prioritise time and work for self and team	57712 LP 74630
		NQF Level 04	8	2018-06-30	242817 (core)	Solve problems, make decisions and implement solutions	57712 LP 74630
		NQF Level 03	5	2018-06-30	119472 (fund)	Accommodate audience and context needs in oral/signed communication	57712 LP 74630
		NQF Level 03	5	2018-06-30	119457 (fund)	Interpret and use information from texts	57712 LP 74630
		NQF Level 03	5	2018-06-30	119467 (fund)	Use language and communication in occupational learning programmes	57712 LP 74630
		NQF Level 03	5	2018-06-30	119465 (fund)	Write/present/sign texts for a range of communicative contexts	57712 LP 74630
		NQF Level 04	6	2018-06-30	9015 (fund)	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	57712 LP 74630

		NQF Level 04	5	2018-06-30	119462 (fund)	Engage in sustained oral/signed communication and evaluate spoken/signed texts	57712 LP 74630
		NQF Level 04	5	2018-06-30	119469 (fund)	Read/view, analyse and respond to a variety of texts	57712 LP 74630
		NQF Level 04	4	2018-06-30	9016 (fund)	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	57712 LP 74630
		NQF Level 04	6	2018-06-30	7468 (fund)	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	57712 LP 74630
		NQF Level 04	5	2018-06-30	12153 (fund)	Use the writing process to compose texts required in the business environment	57712 LP 74630
		NQF Level 04	5	2018-06-30	119459 (fund.)	Write/present/sign for a wide range of contexts	57712 LP 74630
		NQF Level 03	4	2018-06-30	13915 (elect)	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	57712 LP 74630

		NQF Level 04	4	2018-06-30	242688 (elect)	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	57712 LP 74630
		NQF Level 04	8	2018-06-30	11473 (elect)	Manage individual and team performance	57712 LP 74630
		NQF Level 03	6	2018-06-30	242814 (elect)	Identify and explain the core and support functions of an organisation	57712 LP 74630
		NQF Level 04	5	2018-06-30	242818 (elect)	Describe the relationship of junior management to other roles	57712 LP 74630

Further Education and Training Certificate: New Venture Creation	Programme Approval.	NQF Level 04	149	2018-06-30			**Qualification Tittle:** Further Education and Training Certificate: New Venture Creation **SAQA I.D.** 66249 **NQF Level:** NQF Level 04 **Credits:** 149 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
		NQF Level 04	4	2018-06-30	114600 (core)	Apply innovative thinking to the development of a small business	66249

		NQF Level 04	6	2018-06-30	263455 (core)	Apply the principles of costing and pricing to a business venture	66249
		NQF Level 04	5	2018-06-30	263356 (core)	Demonstrate an understanding of an entrepreneurial profile	66249
		NQF Level 04	5	2018-06-30	263514 (core)	Demonstrate an understanding of the function of the market mechanisms in a new venture	66249
		NQF Level 04	6	2018-06-30	120389 (core)	Explain and apply the concept, principles and theories of motivation in a leadership context	66249
		NQF Level 04	5	2018-06-30	114584 (core)	Finance a new venture	66249
		NQF Level 04	4	2018-06-30	263534 (core)	Implement an action plan for a new venture	66249
		NQF Level 04	6	2018-06-30	263474 (core)	Manage finances of a new venture	66249
		NQF Level 04	4	2018-06-30	114805 (core)	Manage general administration	66249
		NQF Level 04	5	2018-06-30	13948 (core)	Negotiate an agreement or deal in an authentic work situation	66249

		NQF Level 04	6	2018-06-30	263434 (core)	Negotiate an agreement or deal in an authentic work situation	66249
		NQF Level 04	4	2018-06-30	263456 (core)	Plan strategically to improve new venture performance	66249
		NQF Level 04	8	2018-06-30	114592 (core)	Produce business plans for a new venture	66249
		NQF Level 04	5	2018-06-30	114596 (core)	Research the viability of new venture ideas/opportunities	66249
		Level TBA: Pre-2009 was L5	9	2018-06-30	116394 (core)	Implement and manage human resource and labour relations policies and acts	66249
		NQF Level 03	5	2018-06-30	119472 (fund)	Accommodate audience and context needs in oral/signed communication	66249
		NQF Level 03	5	2018-06-30	119457 (fund)	Interpret and use information from texts	66249
		NQF Level 03	5	2018-06-30	119467 (fund)	Use language and communication in occupational learning programmes	66249
		NQF Level 03	5	2018-06-30	119465 (fund)	Write/present/sign texts for a range of communicative contexts	66249

		NQF Level 04	6	2018-06-30	9015 (fund)	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	66249
		NQF Level 04	5	2018-06-30	119462 (fund)	Engage in sustained oral/signed communication and evaluate spoken/signed texts	66249
		NQF Level 04	5	2018-06-30	119469 (fund)	Read/view, analyse and respond to a variety of texts	66249
		NQF Level 04	4	2018-06-30	9016 (fund)	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	66249
		NQF Level 04	5	2018-06-30	119471 (fund)	Use language and communication in occupational learning programmes	66249
		NQF Level 04	6	2018-06-30	7468 (fund)	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	66249
		NQF Level 04	5	2018-06-30	119459 (fund)	Write/present/sign for a wide range of contexts	66249

		NQF Level 04	4	2018-06-30	117156 (elect)	Interpret basic financial statements	66249
		NQF Level 04	10	2018-06-30	242819 (elect)	Motivate and Build a Team	66249
		NQF Level 04	5	2018-06-30	114593 (elect)	Tender to secure business for a new venture	66249
		NQF Level 04	5	2018-06-30	115857 (elect)	Tender to secure business for a new venture	66249

National Certificate: New Venture Creation (SMME)	Programme Approval.	NQF Level 02	138	2018-06-30			**Qualification Tittle:** National Certificate: New Venture Creation (SMME) **SAQA I.D.** 49648 **NQF Level:** NQF Level **Credits:** 138 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
		NQF Level 02	2	2018-06-30	113924 (core)	Apply basic business ethics in a work environment	49648
		NQF Level 02	2	2018-06-30	114974 (core)	Apply the basic skills of customer service	49648
		NQF Level 02	4	2018-06-30	114959 (core)	Behave in a professional manner in a business environment	49648

		NQF Level 02	8	2018-06-30	119666 (core)	Determine financial requirements of a new venture	49648
		NQF Level 02	7	2018-06-30	119673 (core)	Identify and demonstrate entrepreneurial ideas and opportunities	49648
		NQF Level 02	8	2018-06-30	119667 (core)	Identify the composition of a selected new venture's industry/sector and its procurement systems	49648
		NQF Level 02	8	2018-06-30	119668 (core)	Manage business operations	49648
		NQF Level 02	10	2018-06-30	119674 (core)	Manage finances for a new venture	49648
		NQF Level 02	7	2018-06-30	119672 (core)	Manage marketing and selling processes of a new venture	49648
		NQF Level 02	6	2018-06-30	119669 (core)	Match new venture opportunity to market needs	49648
		NQF Level 02	8	2018-06-30	119670 (core)	Produce a business plan for a new venture	49648
		NQF Level 02	5	2006-02-09	8963 (fund)	Access and use information from texts	49648
		NQF Level 02	3	2018-06-30	9009 (fund)	Apply basic knowledge of statistics and probability to influence the use of data and procedures in	49648

						order to investigate life related problems	
		NQF Level 02	3	2018-06-30	7480 (fund)	Demonstrate understanding of rational and irrational numbers and number systems	49648
		NQF Level 02	3	2018-06-30	9008 (fund)	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	49648
		NQF Level 02	5	2006-02-09	8962 (fund)	Maintain and adapt oral communication	49648
		NQF Level 02	5	2010-02-09	8967 (fund)	Use language and communication in occupational learning programmes	49648
		NQF Level 02	2	2018-06-30	7469 (fund)	Use mathematics to investigate and monitor the financial aspects of personal and community life	49648
		NQF Level 02	5	2018-06-30	9007 (fund)	Work with a range of patterns and functions and solve problems	49648
		NQF Level 02	5	2006-02-09	8964 (fund)	Write for a defined context	49648
		NQF Level 02	8	2018-06-30	14343 (elect)	Investigate the structure of an organization as a workplace	49648

		NQF Level 02	2	2018-06-30	114976 (elect)	Operate and take care of equipment in an office environment	49648
		NQF Level 03	5	2018-06-30	13912 (elect)	Apply knowledge of self and team in order to develop a plan to enhance team performance	49648
		NQF Level 03	3	2018-06-30	13929 (elect)	Co-ordinate meetings, minor events and travel arrangements	49648
		NQF Level 03	4	2018-06-30	13934 (elect)	Plan and prepare meeting communications	49648
		NQF Level 03	4	2018-06-30	13915 (elect)	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	.49648
		NQF Level 03	8	2018-06-30	119712 (elect)	Tender for business or work in a selected new venture	49648

National Certificate: Management	Programme Approval.	NQF Level 03	120	2018-06-30			**Qualification Tittle:** National Certificate: Management **SAQA I.D.** 83946 LP 23654 **NQF Level:** NQF Level 03 **Credits:** 120 **Registration start date:** 2015-07-01

							Registration end date: 2018-06-30 Last date for enrolment: 2019-06-30 Last date for achievement: 2022-06-30
		NQF Level 03	5	2018-06-30	13912 (core)	Apply knowledge of self and team in order to develop a plan to enhance team performance	83946 LP 23654
		NQF Level 03	3	2006-11-16	13914 (core)	Conduct a formal meeting	83946 LP 23654
		NQF Level 03	4	2018-06-30	13915 (core)	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	83946 LP 23654
		NQF Level 03	4	2009-03-14	13916 (core)	Identify and keep the records that a team manager is responsible for keeping	83946 LP 23654
		NQF Level 03	6	2006-11-16	13917 (core)	Indicate the role of a team leader ensuring that a team meets an organisation`s standards	83946 LP 23654
		NQF Level 03	3	2006-11-06	13911 (core)	Induct a new member into a team	83946 LP 23654
		NQF Level 03	10	2018-06-30	14665 (core)	Interpret current affairs related to a specific business sector	83946 LP 23654

		NQF Level 03	10	2006-11-16	13919 (core)	Investigate and explain the structure of a selected workplace or organisation	83946 LP 23654
		NQF Level 03	4	2006-11-16	13918 (core)	Manage time and the work process in a business environment	83946 LP 23654
		NQF Level 04	10	2018-06-30	14667 (core)	Describe and apply the management functions of an organization	83946 LP 23654
		NQF Level 04	6	2006-11-16	13947 (core)	Motivate a team	83946 LP 23654
		NQF Level 03	5	2006-02-09	8968 (fund)	Accommodate audience and context needs in oral communication	83946 LP 23654
		NQF Level 03	2	2018-06-30	9010 (fund)	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	83946 LP 23654
		NQF Level 03	4	2018-06-30	9013 (fund)	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	83946 LP 23654
		NQF Level 03	5	2006-02-09	8969 (fund)	Interpret and use information from texts	83946 LP 23654
		NQF Level 03	5	2018-06-30	9012 (fund)	Investigate life and work related problems using data and probabilities	83946 LP 23654

		NQF Level 03	5	2006-02-09	8973 (fund)	Use language and communication in occupational learning programmes	83946 LP 23654
		NQF Level 03	5	2018-06-30	7456 (fund)	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	83946 LP 23654
		NQF Level 03	5	2006-02-09	8970 (fund)	Write texts for a range of communicative contexts	83946 LP 23654
		NQF Level 02	3	2005-11-30	11813 (elect)	Apply knowledge of self in order to make a life decision	83946 LP 23654
		NQF Level 03	8	2018-06-30	110461 (elect)	Implement the maintenance of equipment in the cleaning industry	83946 LP 23654
		NQF Level 04	10	2018-06-30	13943 (elect)	Analyse new developments reported in the media that could impact on a business sector or industry	83946. LP 23654

General Education and Training Certificate:	Programme Approval.	NQF Level 01	121	2018-06-30			**Qualification Tittle:** General Education and Training Certificate: Business Practice **SAQA I.D.** 61755 **NQF Level:** NQF Level 01

Business Practice							**Credits:** 121 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
		NQF Level 01	7	2018-06-30	14444 (core)	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	61755
		NQF Level 01	4	2018-06-30	13999 (core)	Demonstrate an understanding of basic accounting practices	61755
		NQF Level 01	2	2018-06-30	10006 (core)	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	61755
		NQF Level 01	4	2018-06-30	9357 (core)	Develop and use keyboard skills to enter text	61755
		NQF Level 01	4	2018-06-30	13994 (core)	Identify and discuss different types of business and their legal implications	61755
		NQF Level 01	3	2018-06-30	10007 (core)	Identify, analyse and select business opportunities	61755
		NQF Level 01	8	2018-06-30	243189 (core)	Manage personal finances	61755

		NQF Level 01	3	2018-06-30	117867 (core)	Managing files in a Graphical User Interface (GUI) environment	61755
		NQF Level 01	3	2018-06-30	116932 (core)	Operate a personal computer system	61755
		NQF Level 01	3	2018-06-30	15091 (core)	Plan to manage one's time	61755
		NQF Level 01	6	2008-02-06	110082 (core)	Understand the impact of customer service on a business	61755
		NQF Level 01	4	2010-11-20	117902 (core)	Use generic functions in a Graphical User Interface (GUI)-environment	61755
		NQF Level 01	5	2018-06-30	119373 (fund)	Describe and represent objects in terms of shape, space and measurement	61755
		NQF Level 01	6	2018-06-30	119368 (fund)	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	61755
		NQF Level 01	6	2018-06-30	119635 (fund)	Engage in a range of speaking/signing and listening interactions for a variety of purposes	61755
		NQF Level 01	5	2018-06-30	119631 (fund)	Explore and use a variety of strategies to learn	61755
		NQF Level 01	4	2018-06-30	110083 (fund)	Process, analyse and communicate numerical data	61755

		NQF Level 01	6	2018-06-30	119640 (fund)	Read/view and respond to a range of text types	61755
		NQF Level 01	4	2018-06-30	119362 (fund)	Work with numbers; operations with numbers and relationships between numbers	61755
		NQF Level 01	6	2018-06-30	119636 (fund)	Write/Sign for a variety of different purposes	61755
		NQF Level 01	5	2018-06-30	14656 (elect)	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	61755
		NQF Level 01	8	2018-06-30	256155 (elect)	Develop analytical perception	61755
		NQF Level 01	8	2018-06-30	256134	Engage in directed planning behaviour	61755
		NQF Level 01	8	2018-06-30	256154 (elect)	Interpret and implement instructions	61755

Further Education and Training Certificate: Business Administration Services	Programme Approval.	NQF Level 04	140	2018-06-30			**Qualification Tittle:** Further Education and Training Certificate: Business Administration Services **SAQA I.D.** 61595 LP 35928 **NQF Level:** NQF Level 04 **Credits:** 140 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30

		NQF Level 04	6	2018-06-30	110021 (core)	Achieve personal effectiveness in business environment	61595 LP 35928
		NQF Level 04	10	2018-06-30	13943 (core)	Analyse new developments reported in the media that could impact on a business sector or industry	61595 LP 35928
		NQF Level 04	5	2006-11-16	13941 (core)	Apply the budget function in a business unit	61595 LP 35928
		NQF Level 04	4	2007-12-02	10022 (core)	Comply with organisational ethics	61595 LP 35928
		NQF Level 04	3	2006-08-13	14552 (core)	Contract service providers	61595 LP 35928
		NQF Level 04	2	2018-06-30	13945 (core)	Describe and apply the management of stock and fixed assets in a business unit	61595 LP 35928
		NQF Level 04	4	2018-06-30	110026 (core)	Describe and assist in the control of fraud in an office environment	61595 LP 35928
		NQF Level 04	8	2018-06-30	110003 (core)	Develop administrative procedures in a selected organisation	61595 LP 35928
		NQF Level 04	4	2007-06-14	7791 (core)	Display cultural awareness in dealing	61595 LP 35928

						with customers and colleagues	
		NQF Level 04	4	2018-06-30	110009 (core)	Manage administration records	61595 LP 35928
		NQF Level 04	5	2018-06-30	109999 (core)	Manage service providers in a selected organisation	61595 LP 35928
		NQF Level 04	6	2018-06-30	110023 (core)	Present information in report format	61595 LP 35928
		NQF Level 04	8	2005-11-30	10135 (core)	Work as a project team member	61595 LP 35928
			4	2018-06-30	15234 (core)	Apply efficient time management to the work of a department/division/section	61595 LP 35928
		NQF Level 03	5	2006-02-09	8968 (fund)	Accommodate audience and context needs in oral communication	61595 LP 35928
		NQF Level 03	5	2006-02-09	8972 (fund)	Interpret a variety of literary texts	61595 LP 35928
		NQF Level 03	5	2006-02-09	8969 (fund)	Interpret and use information from texts	61595 LP 35928
		NQF Level 03	5	2006-02-09	8970 (fund)	Write texts for a range of communicative contexts	61595 LP 35928

		NQF Level 04	6	2018-06-30	9015 (fund)	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	61595 LP 35928
		NQF Level 04	5	2006-02-09	8974 (fund)	Engage in sustained oral communication and evaluate spoken texts	61595 LP 35928
		NQF Level 04	4	2018-06-30	12417 (fund)	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	61595 LP 35928
		NQF Level 04	5	2006-02-09	8975 (fund)	Read analyse and respond to a variety of texts	61595 LP 35928
		NQF Level 04	6	2018-06-30	7468 (fund)	Use mathematics to investigate and monitor the financial aspects of personal, business,	61595 LP 35928

						national and international issues	
		NQF Level 04	5	2018-06-30	12153 (fund)	Use the writing process to compose texts required in the business environment	61595 LP 35928
		NQF Level 04	5	2006-02-09	8976 (fund)	Write for a wide range of contexts	61595 LP 35928
		NQF Level 03	5	2018-06-30	13912 (elect)	Apply knowledge of self and team in order to develop a plan to enhance team performance	61595 LP 35928
		NQF Level 03	3	2018-06-30	13929 (elect)	Co-ordinate meetings, minor events and travel arrangements	61595 LP 35928
		NQF Level 03	3	2018-06-30	7790 (elect)	Process incoming and outgoing telephone calls	61595 LP 35928

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National Certificate: Business Administration Services	Programme Approval	NQF Level 03	120	2018-06-30			**Qualification Tittle:** National Certificate: Business Administration Services **SAQA I.D.** 67465 LP 23655 **NQF Level:** NQF Level 03 **Credits:** 120 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30

							Last date for achievement: 2022-06-30
		NQF Level 02	3	2004-12-02	7573 (core)	Demonstrate ability to use the World Wide Web	67465 LP 23655
		NQF Level 02	4	2018-06-30	8420 (core)	Operate in a team	67465 LP 23655
		NQF Level 03	3	2018-06-30	13929 (core)	Co-ordinate meetings, minor events and travel arrangements	67465 LP 23655
		NQF Level 03	3	2018-06-30	10170 (core)	Demonstrate understanding of employment relations in an organisation	67465 LP 23655
		NQF Level 03	4	2018-06-30	7785 (core)	Function in a business environment	67465 LP 23655
		NQF Level 03	1	2011-07-31	7860 (core)	Introduce new staff to the workplace	67465 LP 23655
		NQF Level 03	3	2018-06-30	7706 (core)	Maintain a Booking System	67465 LP 23655
		NQF Level 03	1	2018-06-30	7796 (core)	Maintain a secure working environment	67465 LP 23655
		NQF Level 03	2	2018-06-30	13937 (core)	Monitor and control office supplies	67465 LP 23655
		NQF Level 03	4	2018-06-30	13931 (core)	Monitor and control the maintenance of office equipment	67465 LP 23655
		NQF Level 03	6	2018-06-30	13935 (core)	Plan and conduct basic research in an office environment	67465 LP 23655
		NQF Level 03	4	2018-06-30	13934 (core)	Plan and prepare meeting communications	67465 LP 23655

		NQF Level 03	3	2018-06-30	13933 (core)	Plan, monitor and control an information system in a business environment	67465 LP 23655
		NQF Level 03	5	2004-12-02	7567 (core)	Produce and use spreadsheets for business	67465 LP 23655
		NQF Level 03	5	2004-12-02	7570 (core)	Produce word processing documents for business	67465 LP 23655
		NQF Level 03	3	2018-06-30	9533 (core)	Use communication skills to handle and resolve conflict in the workplace	67465 LP 23655
		NQF Level 04	10	2018-06-30	14357 (core)	Demonstrate an understanding of a selected business environment	67465 LP 23655
		NQF Level 03	5	2006-02-09	8968 (fund)	Accommodate audience and context needs in oral communication	67465 LP 23655
		NQF Level 03	8	2018-06-30	9960 (fund)	Communicate verbally and non-verbally in the workplace	67465 LP 23655
		NQF Level 03	2	2018-06-30	9010 (fund)	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	67465 LP 23655
		NQF Level 03	4	2018-06-30	9013 (fund)	Describe, apply, analyse and calculate shape and motion in 2-and 3-	67465 LP 23655

						dimensional space in different contexts	
		NQF Level 03	5	2006-02-09	8969 (fund)	Interpret and use information from texts	67465 LP 23655
		NQF Level 03	5	2018-06-30	9012 (fund)	Investigate life and work related problems using data and probabilities	67465 LP 23655
		NQF Level 03	6	2018-06-30	11241 (fund)	Perform Basic Business Calculations	67465 LP 23655
		NQF Level 03	5	2018-06-30	7456 (fund)	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	67465 LP 23655
		NQF Level 03	5	2006-02-09	8970 (fund)	Write texts for a range of communicative contexts	67465 LP 23655
		NQF Level 03	9	2018-06-30	8000 (elect)	Apply basic business principles	67465 LP 23655
		NQF Level 03	4	2018-06-30	13928 (elect)	Monitor and control reception area	67465 LP 23655
		NQF Level 03	3	2018-06-30	7790 (elect)	Process incoming and outgoing telephone calls	67465 LP 23655

National Certificate: Business Administration Services	Programme Approval.	NQF Level 02	130	2018-06-30			**Qualification Tittle:** National Certificate: Business Administration Services **SAQA I.D.** 23833 **NQF Level:** NQF Level 02 **Credits:** 130 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30

							Last date for enrolment: 2019-06-30
							Last date for achievement: 2022-06-30
		NQF Level 02	2	2018-06-30	14338 (core)	Attend to customer enquiries in an office setting	23833
		NQF Level 02	5	2018-06-30	14359 (core)	Behave in a professional manner in a business environment	23833
		NQF Level 02	3	2018-06-30	14353 (core)	Conduct basic financial transactions	23833
		NQF Level 02	4	2004-08-11	110064 (core)	Contribute to the health, safety and security of the workplace	23833
		NQF Level 02	10	2018-06-30	14344 (core)	Demonstrate an understanding of a selected business environment	23833
		NQF Level 02	3	2004-12-02	7568 (core)	Demonstrate knowledge of and produce word processing documents using basic functions	23833
		NQF Level 02	3	2004-12-02	7571 (core)	Demonstrate the ability to use electronic mail software to send and receive messages	23833
		NQF Level 02	5	2018-06-30	14339 (core)	Identify and maintain the types of records required in own industry and understand why it is necessary to create	23833

						evidence and maintain confidentiality	
		NQF Level 02	8	2018-06-30	14343 (core)	Investigate the structure of an organization as a workplace	23833
		NQF Level 02	4	2018-06-30	14341 (core)	Keep informed about current affairs related to one`s own industry	23833
		NQF Level 02	4	2018-06-30	14340 (core)	Maintain an existing information system in a business environment	23833
		NQF Level 02	4	2018-06-30	14342 (core)	Manage time and work processes within a business environment	23833
		NQF Level 02	6	2004-12-02	7547 (core)	Operate a personal computer system	23833
		NQF Level 02	2	2004-08-11	8104 (core)	Operate and take care of equipment in an office environment	23833
		NQF Level 02	4	2018-06-30	8420 (core)	Operate in a team	23833
		NQF Level 02	3	2004-12-02	7566 (core)	Operate personal computer peripherals	23833
		NQF Level 02	3	2018-06-30	8618 (core)	Organise oneself in the workplace	23833
		NQF Level 02	3	2018-06-30	14348 (core)	Process incoming and outgoing telephone calls	23833
		NQF Level 02	2	2018-06-30	14346 (core)	Process numerical and text data in a business environment	23833

		NQF Level 02	2	2018-06-30	14349 (core)	Receive and execute instructions	23833
		NQF Level 03	1	2006-12-03	11235 (core)	Maintain effective working relationships with other members of staff	23833
		NQF Level 02	5	2006-02-09	8963 (fund)	Access and use information from texts	23833
		NQF Level 02	3	2018-06-30	9009 (fund)	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	23833
		NQF Level 02	3	2018-06-30	7480 (fund)	Demonstrate understanding of rational and irrational numbers and number systems	23833
		NQF Level 02	5	2006-02-09	8962 (fund)	Maintain and adapt oral communication	23833
		NQF Level 02	3	2018-06-30	12444 (fund)	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	23833
		NQF Level 02	5	2006-02-09	8965 (fund)	Respond to literary texts	23833
		NQF Level 02	2	2018-06-30	7469 (fund)	Use mathematics to investigate and monitor	23833

						the financial aspects of personal and community life	
		NQF Level 02	5	2018-06-30	9007 (fund)	Work with a range of patterns and functions and solve problems	23833
		NQF Level 02	5	2006-02-09	8964 (fund)	Write for a defined context	23833
		NQF Level 02	3	2018-06-30	120308 (elect)	Apply knowledge of self in order to make a personal decision	23833
		NQF Level 02	2	2005-11-30	11816 (elect)	Demonstrate knowledge and understanding of the rights and responsibilities of the individual under the South African Constitution	23833
		NQF Level 02	3	2005-11-30	11817 (elect)	Demonstrate knowledge and understanding of the structures that reinforce and support human rights in South Africa	23833
		NQF Level 02	4	2018-06-30	8418 (elect)	Do basic research	23833
		NQF Level 02	4	2018-06-30	13915 (elect)	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	23833

National Certificate: Generic Management	Programme Approval.	NQF Level 05	162	2018-06-30			**Qualification Tittle:** National Certificate: Generic Management **SAQA I.D.** 59201 LP 60269 **NQF Level:** 05 **Credits:** 162 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
		NQF Level 05	6	2018-06-30	252044 (core)	Apply the principles of knowledge management	59201 LP 60269
		NQF Level 05	6	2018-06-30	252037 (core)	Build teams to achieve goals and objectives	59201 LP 60269
		NQF Level 05	6	2018-06-30	252020 (core)	Create and manage an environment that promotes innovation	59201 LP 60269
		NQF Level 05	8	2018-06-30	252032 (core)	Develop, implement and evaluate an operational plan	59201 LP 60269
		NQF Level 05	6	2018-06-30	252027 (core)	Devise and apply strategies to establish and maintain workplace relationships	59201 LP 60269
		NQF Level 05	8	2018-06-30	252021 (core)	Formulate recommendations for a change process	59201 LP 60269
		NQF Level 05	8	2018-06-30	252029 (core)	Lead people development and talent management	59201 LP 60269

		NQF Level 05	6	2018-06-30	252043 (core)	Manage a diverse work force to add value	59201 LP 60269
		NQF Level 05	8	2018-06-30	252034 (core)	Monitor and evaluate team members against performance standards	59201 LP 60269
		NQF Level 05	8	2018-06-30	252025 (core)	Monitor, assess and manage risk	59201 LP 60269
		NQF Level 05	8	2018-06-30	252035 (core)	Select and coach first line managers	59201 LP 60269
		NQF Level 05	8	2018-06-30	120300 (fund)	Analyse leadership and related theories in a work context	59201 LP 60269
		NQF Level 05	6	2018-06-30	252026 (fund)	Apply a systems approach to decision making	59201 LP 60269
		NQF Level 05	6	2018-06-30	252036 (fund)	Apply mathematical analysis to economic and financial information.	59201 LP 60269
		NQF Level 05	5	2018-06-30	252042 (fund)	Apply the principles of ethics to improve organisational culture	59201 LP 60269
		NQF Level 05	8	2018-06-30	252022 (fund)	Develop, implement and evaluate a project plan	59201 LP 60269
		NQF Level 05	8	2018-06-30	252040 (fund)	Manage the finances of a unit	59201 LP 60269
		NQF Level 05	8	2018-06-30	12433 (fund)	Use communication techniques effectively	59201 LP 60269
		NQF Level 05	8	2018-06-30	10048 (elect)	Identify brand mix elements	59201 LP 60269

		NQF Level 05	8	2018-06-30	117853 (elect)	Conduct negotiations to deal with conflict situations	59201 LP 60269
		NQF Level 05	9	2018-06-30	12140 (elect)	Recruit and select candidates to fill defined positions	59201 LP 60269
		NQF Level 05	8	2018-06-30	114226 (Elect)	Interpret and manage conflicts within the workplace	59201 LP 60269
		NQF Level 05	8	2018-06-30	252033 (elect)	Demonstrate ways of dealing with the effects of dread diseases and in particular HIV/AIDS	59201 LP 60269

Staff Details:

List of Facilitators	Learning Programmes Delivered by Facilitator	Qualifications and Experience

Glenda Wendy Shuttleworth	SAQA ID: 50080
	      57712 LP 74630
	      66249
	      49648
	      83946 LP 23654
	      61755
	      61595
	      67465 LP 23655
	      23833
	      59201 LP 60269
		ID: Provided
		Qualifications: Provided
		CV: Provided
		Work Experience: Provided
		SLA: Provided (signed by both parties)
		Constituency Report: Assessor/Moderator report provided (Valid Unit 31st of March 2018)

List Constituent Assessors	**List Constituent Assessors**	**List Constituent Assessors**

Mariette Wepener	SAQA ID: 23833
	      61755
	      49648
	      57712 LP 74630
		ID: Provided
		Qualifications: Provided
		CV: Provided
		Work Experience: Provided
		SLA: Provided (signed by both parties)
		Constituency Report: Assessor report provided (Valid until 31st of March 2018)

List Constituent Assessors	**Unit Standards/ Qualifications the Assessor is assessing**	**Qualifications and Experience**
Michael F. Van Der Schyf	SAQA ID: 50080	**ID:** Provided **Qualifications:** Provided **CV:** Provided **Work Experience:** Provided **SLA:** Provided (signed by both parties) **Constituency Report:** Assessor/Moderator report provided (Valid until 31st of March 2020)
List Constituent Assessors	**Unit Standards/ Qualifications the Assessor is assessing**	**Qualifications and Experience**

Marie-Therese Portolan	SAQA ID: 61959
	      83946 LP 23654
	      67465 LP 23655
	      66249
	      59201 LP 60269
		ID: Provided
		Qualifications: Provided
		CV: Provided
		Work Experience: Provided
		SLA: Assessor/Moderator report provided (signed by both parties)
		Constituency Report: Provided (Valid until 31st of March 2020)

List Constituent Moderators	**Unit Standards/ Qualifications the Moderator is moderating**	**Qualifications and Experience**
Aarti Mahabeer	SAQA ID: 23833	**ID:** Provided

	61755 49648 57712 LP 74630 61595 83946 LP 23654 67465 LP 23655 66249 59201 LP 60269 50080	**Qualifications:** Provided **CV:** Provided **Work Experience:** Provided **SLA:** Provided (signed by both parties) **Constituency Report:** Moderator report provided (Valid until 30th of June 2018)

8 Core criteria

Criteria	Comments
1. Policy statement: The organization's aims, objectives and purposes are spelt out	**Primary SETA:** MICT SETA **Accreditation Number:** AC2016/07/0045 **Accreditation Expiry Date:** 9 July 2022 **Vision:** MOU **Mission:** MOU **Organogram:** MOU
2. QMS: Outline procedures that implement quality management	Quality Management System in place with the following policies and relevant procedures: • Learning Programme, Development, Delivery and Evaluation-Policy and Procedure • Learner Entry, Guidance and Support Policy and Procedure • Course Delivery Policy and Procedure • Language Policy • Offsite Delivery Policy and Procedure • Work Site Management Policy and Procedure • Pre-assessment Policy and Procedure • Assessment Policy and Procedure • Re-assessment Policy and Procedure • Appeals and disputes Policy and Procedure • Grievance and Disciplinary Policy and Procedure • Certification Policy and Procedure • Staff Selection, Appraisal and Development Policy and Procedure • Moderation Policy and Procedure • Second language Policy • CAT Policy The QMS has been signed off by the CEO on 4 December 2017 Next review date noted as 28 February 2018 which has passed.
3. Review mechanisms: Outline the ways in which the implementation of policies would be monitored	⬜ Quality Management Review policy and procedure in place ⬜ Review mechanisms have been provided ⬜ Review will take place annually and will include policies and procedures as well as material ⬜ Review of the QMS will take place annually to address any aspects of the organization's operational issues that require re-visiting ⬜ Review version is not noted.

4. Programme delivery: Outline how learning programmes would be developed, delivered and evaluated	**Qualification ID:** 50080 Further Education and Training Certificate: Project Management
	1. **Curriculum document:** Provided, (named Programme Strategy) and covers all units standards incorporated into 5 Skills programmes/ Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment linked.
	2. **Alignment Matrix:** Provided for all unit standards and indicates page numbers.
	3. **Rules of the Qualification:** The rules of the qualification have been met. The Provider applied for 136 credits and minimum is 136. All cores and fundamental are noted in addition the electives selected amounted to 14 credits, whereas 14 credits were the minimum required. Second language material has been provided.
	4. **Exit Level Outcomes:** Provided, found in the programme strategy and met through the final integrated summative assessment.
	5. **Learner Guide:** Provided for each of the five modules, indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented
	6. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers
	7. **Notional hour matrix:** Provided for all unit standards (found in the programme strategy)
	8. **Formative Assessment:** Provided for each of the five modules.
	9. **Summative Assessment:** Provided for each of the five modules.
	10. **Final Integrated Summative Assessment:** Provided and meets exit level outcomes.
	11. **Assessment Guide:** Provided for each of the five modules, indicating planning and preparation for assessment, assessment review, feedback report and appeal application form
	12. **Learner POE guide:** Provided and includes templates..
	13. **Moderator Guide:** Provided for each of the five modules.
	14. **Internal Moderation Report:** Provided a completed and signed report.
	15. **Source of Learning Material:** SLA provided with Training Development Services and signed by both parties

Qualification ID: 57712 LP 74630Further Education and Training Certificate: Generic Management

1. **Curriculum document:** Provided and covers all units standards incorporated into 4 Skills programmes/ Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment
2. **Alignment Matrix:** Provided for all unit standards and indicates page numbers.
3. **Rules of the Qualification:** The rules of the qualification have been met. The Provider applied for 159 credits and minimum is 150. All cores and fundamental are noted in addition the electives selected amounted to 31 credits whereas the minimum required were 22 credits. Second language material has been provided
16. **Exit Level Outcomes:** Provided and found in the programme strategy and met through the final integrated summative assessment.
4. **Learner Guide:** Provided for all 4 Modules, indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented.
5. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers
6. **Notional hour matrix:** Provided (found in the curriculum document).
7. **Formative Assessment:** Provided for all 4 Modules
8. **Summative Assessment:** Provided for all 4 Modules
9. **Final Integrated Summative Assessment:** Provided and meets the exit level outcomes.
10. **Assessment Guide:** Provided indicating planning and preparation for assessment, assessment review, feedback report and appeal application form
11. **Learner POE guide:** Provided with templates in place
12. **Moderator Guide:** Provided for all 4 Modules
13. **Internal Moderation Report:** Provided a completed and signed report.
14. **Source of Learning Material:** SLA provided with Training Development Services and signed by both parties

Qualification ID: 49648 National Certificate: New Venture Creation (SMME)

1. **Curriculum document:** Provided and covers all units standards incorporated into 6 Skills Programmes/Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment linked.
2. **Alignment Matrix:** Provided for all unit standards and indicating specific outcomes, assessment criteria, formative and summative assessments. It also indicates page numbers.
3. **Rules of the Qualification:** The rules of the qualification have been met. The Provider applied for 140 credits and minimum is 138. All cores and fundamental are noted in addition the electives selected amounted to 34 credits whereas the minimum required is 32 credits.
4. **Exit Level Outcomes:** Provided in the curriculum and met through the final integrated summative assessment.
5. **Learner Guide:** Provided for each of the six modules, indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented
6. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers
7. **Notional hour matrix:** Provided and found in the curriculum for all unit standards.
8. **Formative Assessment:** Provided for each of the six modules
9. **Summative Assessment:** Provided for each of the six modules.
10. **Final Integrated Summative Assessment:** Provided and meets exit level outcomes.
11. **Assessment Guide:** Provided for each of the six modules, indicating planning and preparation for assessment, assessment review, feedback report and appeal application form.
12. **Learner POE guide:** Provided with templates in place.
13. **Moderator Guide:** Provided
14. **Internal Moderation Report:** Provided, a completed and signed report.
15. **Source of Learning Material:** SLA provided with Training Development Services and signed by both parties

Qualification ID: 83964 LP 23654 - National Certificate: Management

1. **Curriculum document:** Provided and covers all units standards incorporated into 4 Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment linked.
2. **Alignment Matrix:** Provided for all of the 4 Modules and indicates page numbers.
3. **Rules of the Qualification:** The rules of the qualification have been met. The Provider applied for 127 credits and minimum is 120. All cores and fundamental are noted in addition the electives selected amounted to 26 credits, the minimum required was 19 credits.
17. **Exit Level Outcomes:** Provided and found in the programme strategy and met through the final integrated summative assessment.
4. **Learner Guide:** Provided indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented.
5. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers
6. **Notional hour matrix:** Provided (found in the curriculum document).
7. **Formative Assessment:** Provided for all of the 4 Modules
8. **Summative Assessment:** Provided for all of the 4 Modules.
9. **Final Integrated Summative Assessment:** Provided.
10. **Assessment Guide:** Provided for all of the 4 Modules, indicating planning and preparation for assessment, assessment review, feedback report and appeal application form.
11. **Learner POE guide:** Provided with templates in place.
12. **Moderator Guide:** Provided for all of the 4 Modules.
13. **Internal Moderation Report:** Provided a completed and signed report.
14. **Source of Learning Material:** SLA provided with Training Development Services and signed by both parties

Qualification ID: 61755 General Education and Training Certificate: Business Practice

1. **Curriculum document:** Provided, (named Programme Strategy) and covers all unit standards incorporated into 5 Skills programmes /Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment linked.
2. **Alignment Matrix:** Provided for all unit standards and indicates page numbers
3. **Rules of the Qualification:** The rules of the qualification have been met. The Provider applied for 122 credits and minimum is 121. All cores and fundamental are noted in addition the electives selected amounted to 29 credits, whereas the minimum required is 28 credits.
18. **Exit Level Outcomes:** Provided and found in the programme strategy and met through the final integrated summative assessment.
4. **Learner Guide:** Provided for all of the 5 Modules, indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented
5. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers
6. **Notional hour matrix:** Provided (found in the Programme Strategy).
7. **Formative Assessment:** Provided for all of the 5 Modules
8. **Summative Assessment:** Provided for all of the 5 Modules
9. **Final Integrated Summative Assessment:** Provided
10. **Assessment Guide** Provided for all of the 5 Modules, indicating planning and preparation for assessment, assessment review, feedback report and appeal application form
11. **Learner POE guide:** Provided with templates in place
12. **Moderator Guide:** Provided for all of the 5 Modules and covers all aspects under moderator
13. **Internal Moderation Report:** Provided a completed and signed report.
14. **Source of Learning Material:** SLA provided with Training Development Services and signed by both parties

Qualification ID: 66249 Further Education and Training Certificate: New Venture Creation

1. **Curriculum document:** Provided and covers all unit standards incorporated into 5 Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment linked.
2. **Alignment Matrix:** Provided for all unit standards and indicates page numbers.
3. **Rules of the Qualification:** The provider met the rules of the qualification, the provider applied for 162 credits and the minimum credits is 149 credits for all the cores and fundamentals, the electives selected mounted to 24 credits, whereas the minimum required was 11 credits. Second Language material has been provided.
19. **Exit Level Outcomes:** Provided and found in the curriculum and met through the final integrated summative assessment.
4. **Learner Guide:** Provided for all of the five modules, indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented
5. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers
6. **Notional hour matrix:** Provided for all unit standards (found in the curriculum document.)
7. **Formative Assessment:** Provided for all of the five modules
8. **Summative Assessment:** Provided for all of the five modules
9. **Final Integrated Summative Assessment:** Provided.
10. **Assessment Guide:** Provided for all of the five modules indicating planning and preparation for assessment, assessment review, feedback report and appeal application form
11. **Learner POE guide:** Provided with templates in place
12. **Moderator Guide:** Provided for all of the five modules
1. **Internal Moderation Report:** Provided a completed and signed report.
13. **Source of Learning Material:** SLA provided with Training Development Services and signed by both parties

Qualification ID: 61595 LP 61595Further Education and Training Certificate: Business Administration Services

1. **Curriculum document:** Provided, (named Programme Strategy) and covers all unit standards incorporated into 6 Skills programmes/ Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment linked.
2. **Alignment Matrix:** Provided for all unit standards and indicates page numbers.
3. **Rules of the Qualification:** The rules of the qualification have been met. The Provider applied for 140 credits and minimum is 140. All cores and fundamental are noted in addition the electives selected amounted to 11 credits, whereas the minimum required is 11 credits. Second language material has been provided.
20. **Exit Level Outcomes:** Provided and found in the programme strategy and met through the final integrated summative assessment.
4. **Learner Guide:** Provided for all unit standards, indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented
5. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers
6. **Notional hour matrix:** Provided and in the Programme Strategy
7. **Formative Assessment:** Provided for each of the 6 Modules.
8. **Summative Assessment:** Provided for each of the 6 Modules
9. **Final Integrated Summative Assessment:** Provided and meets exit level outcomes.
10. **Assessment Guide:** Provided for each of the 6 Modules indicating planning and preparation for assessment, assessment review, feedback report and appeal application form
11. **Learner POE guide:** Provided with all templates in place.
12. **Moderator Guide:** Provided for each of the 6 Modules with templates in place.
2. **Internal Moderation Report:** Provided a completed and signed report.
13. **Source of Learning Material:** SLA provided with Training Development Services and signed by both parties

Qualification ID: 67465 LP 23655 National Certificate: Business Administration Services

1. **Curriculum document:** Provided and covers all unit standards incorporated into 6 Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment linked.
2. **Alignment Matrix:** Provided for all unit standards and indicates page numbers.
3. **Rules of the Qualification:** The rules of the qualification have been met. The Provider applied for 125 credits and minimum is 120. All cores and fundamental are noted in addition the electives selected amounted to 16 credits whereas the minimum required is 11 credits.
21. **Exit Level Outcomes:** Provided and found in the programme strategy and met through the final integrated summative assessment.
4. **Learner Guide:** Provided for all of the 6 Modules, indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented
5. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers.
6. **Notional hour matrix:** Provided (found in the curriculum document)
7. **Formative Assessment:** Provided for each of the 6 Modules
8. **Summative Assessment:** Provided for each of the 6 Modules
9. **Final Integrated Summative Assessment:** Provided and meets the exit level outcomes.
10. **Assessment Guide:** Provided indicating planning and preparation for assessment, assessment review, feedback report and appeal application form
11. **Learner POE guide:** Provided for all unit standards.
12. **Moderator Guide:** Provided with templates in place.
3. **Internal Moderation Report:** Provided a completed and signed report.
13. **Source of Learning Material:** SLA provided with Training Development Services and signed by both parties

Qualification ID: 23833 National Certificate: Business Administration Services

1. **Curriculum document:** Provided, (named Programme Strategy) and covers all unit standards incorporated into 7 Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment linked.
2. **Alignment Matrix:** Provided for each of the seven modules and indicating specific outcomes, assessment criteria, formative and summative assessments. It also indicates page numbers.
3. **Rules of the Qualification:** The rules of the qualification have been met. The Provider applied for 133 credits and the minimum is 130. All cores and fundamental are noted in addition the electives selected amounted to 16 credits, whereas the minimum required is 13 Credits.
4. **Exit Level Outcomes:** Provided (found in the programme strategy) and met through the final integrated summative assessment.
5. **Learner Guide:** Provided for each of the seven modules, indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented.
6. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers.
7. **Notional hour matrix:** Provided (found in the programme strategy)
8. **Formative Assessment:** Provided for each of the seven modules.
9. **Summative Assessment:** Provided for each of the seven modules.
10. **Final Integrated Summative Assessment:** Provided and meets exit level outcomes.
11. **Assessment Guide:** Provided for each of the seven modules, indicating planning and preparation for assessment, assessment review, feedback report and appeal application form
12. **Learner POE guide:** Provided with all templates in place.
13. **Moderator Guide:** Provided for each of the seven modules.
14. **Internal Moderation report:** Provided a completed and signed report.
15. **Source of Learning Material:** SLA provided with Training Development Services and signed by both parties.

	Qualification ID: 59201 LP 60269 National Certificate: Generic Management 1. **Curriculum document:** Provided and covers all unit standards incorporated into 5 Modules. It includes the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used, the delivery methodology to be used, the resources (human and other) required kinds of assessment linked 2. **Alignment Matrix:** Provided for all unit standards and indicates page numbers 3. **Rules of the Qualification:** The rules of the qualification have been met. The Provider applied for 164 credits and minimum is 162. All cores and fundamental are noted in addition the electives selected amounted to 41 credits whereas the minimum required is 35 Credits. 22. **Exit Level Outcomes** Provided and found in the curriculum and met through the final integrated summative assessment. 4. **Learner Guide:** Provided for each of the 5 modules, indicating learning programme that is appropriate to the target audience, learning activities and outcomes to be achieved by the learners that are clearly defined and documented 5. **Facilitator Guide:** Provided including instructions to the facilitator, programme strategy, learning programme time frames and assessments with model answers. 6. **Notional hour matrix:** Provided and found in the curriculum document. 7. **Formative Assessment:** Provided for each of the 5 modules 8. **Summative Assessment:** Provided for each of the 5 modules 9. **Final Integrated Summative Assessment:** Provided and meets exit level outcomes. 10. **Assessment Guide:** Provided for each of the 5 modules, indicating planning and preparation for assessment, assessment review, feedback report and appeal application form 11. **Learner POE guide:** Provided with templates in place. 12. **Moderator Guide:** Provided for each of the 5 modules 13. **Internal Moderation Report:** Provided a completed and signed report. 14. **Source of Learning Material:** SLA provided with Training
5. Staff policies: Outline policies and procedures for staff selection, appraisal and development	☐ Staff policies include: Staff Selection, Appraisal, Development

6. Learner policies: Policies and procedures for the selection of learners are outlined, and learners are given guidance and support	☐ Leaner policies include: Leaner Entry , Guidance and Support
7. Assessment policies: Outline policies and procedures for forms of assessments that are used and how they are managed	Assessment and moderation policies include: ☐ Assessment ☐ Appeals ☐ Moderation Moderation sample noted 25% in the Moderation policy
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	1. **CIPC Document:** Provided for Business Optimization Training Institute (Pty) Ltd with company registration number: 2017/286086/07 2. **Tax Clearance Certificate:** Provided with certification number: 0700/2/2017/A001046729 (Valid until 2018-06-13). 3. **Business Plan:** Provided 4. **Confirmation of Bank:** Provided with Standard Bank. 5. **Audited Financial statements:** Provided for year end 28 February 2017 6. **Auditor Details:** Provided details on the financial statement. 7. **Training Venue:** Provided lease agreement with Luis Gillman. 8. **Public Liability Insurance:** Provided for Business Optimization Training Institute. Policy number SAGRC4313073 with Multimark. 9. **Occupational Health and Safety Audit Report:** Provided compliance certificate for Business Optimization Training Institute expiry date 15 June 2021.Training venue checklist also provided.

General Comments:	

Areas Addressed in Remediation:

First time evaluation Report:	
Remedial Evaluation Report:	
Extension of Scope Evaluation Report:	
MOU: Programme Approval Report	X
Monitoring Site Visit Remedial Evaluation Report	

Short-term requirement:

Description of Remediation	Comment (Evaluator)

Long term requirement/recommendation

Description of Remediation	Comment (Evaluator)
QMS	QMS must indicate the new review date

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
N/A					

5. **Conclusion**

   a. **Business Optimization Training Institute (Pty) Ltd has** been awarded Programme Approval, 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. Areas of remediation stipulated above must be addressed and submitted to **SSETA-Services Sector Education Training Authority** by 16 July 2018.
   d. You would be required to comply with the reporting procedures of **SSETA- Services Sector Education Training Authority**.
   e. 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** congratulates **Business Optimization Training Institute (Pty) Ltd** on their achievement.

Name of Evaluator: Ralph Rikhotso

Name of Manager: Tumelo Ngwako

Date: 26 April 2018

Date: 16 May 2018

The Services SETA (Sector Education & Training Authority)
15 Sherborne Road, Parktown, Gauteng, 2193,
P O Box 3322, Houghton, 2041
Email: customercare@serviceseta.org.za,
Website: www.serviceseta.org.za
Tel: 011 276 9600, Fax: 011 276 9623

Date: 16 May 2018

Name of Contact Person
Hayley Gillman

Training Provider's Address
97 Greenlands
Crescent
Sunningdale
Johannesburg
2192

Tel: 0118828853
E-mail: Hayley.gillman@boti.co.za

Dear Hayley Gillman,

Services SETA Accreditation No: 12582

RE - Accreditation of Provider – Business Optimization Training Institute (Pty)Ltd – 2017/286086/07

This serves as confirmation that **Business Optimization Training Institute (Pty)Ltd,** accreditation no. **12582** has been **awarded Programme Approval** valid **until 31 March 2020** as a Provider of Education and Training for the delivery of the following learning programme/s:

Name of Learning / Skills Programme	NQF Level	Number of Credits	Expiry Date	Unit Standards/ Qualification alignedto Learning programme		Qualification to which the learning program and unit standards are linked / contextualized
				Qual. /US ID	Title	
Further Education and Training Certificate: Project Management	NQF Level 04	136	2018-06-30			**Qualification Tittle:** Further Education and Training Certificate: Project Management **SAQA I.D.** 50080 **NQF Level:** NQF Level 04 **Credits:** 136 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30

Further Education and Training Certificate: Generic Management	NQF Level 04	150	2018-06-30			**Qualification Tittle:** Further Education and Training Certificate: Generic Management **SAQA I.D.** 57712 LP 74630 **NQF Level:** NQF Level 04 **Credits:** 150 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
Further Education and Training Certificate: New Venture Creation	NQF Level 04	149	2018-06-30			**Qualification Tittle:** Further Education and Training Certificate: New Venture Creation **SAQA I.D.** 66249 **NQF Level:** NQF Level 04 **Credits:** 149 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
National Certificate: New Venture Creation (SMME)	NQF Level 02	138	2018-06-30			**Qualification Tittle:** National Certificate: New Venture Creation (SMME) **SAQA I.D.** 49648 **NQF Level:** NQF Level **Credits:** 138 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
National Certificate: Management	NQF Level 03	120	2018-06-30			**Qualification Tittle:** National Certificate: Management **SAQA I.D.** 83946 LP 23654 **NQF Level:** NQF Level 03 **Credits:** 120 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
General Education and Training Certificate: Business Practice	NQF Level 01	121	2018-06-30			**Qualification Tittle:** General Education and Training Certificate: Business Practice **SAQA I.D.** 61755 **NQF Level:** NQF Level 01 **Credits:** 121 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30

Further Education and Training Certificate: Business Administration Services	NQF Level 04	140	2018-06-30			**Qualification Tittle:** Further Education and Training Certificate: Business Administration Services **SAQA I.D.** 61595 LP 35928 **NQF Level:** NQF Level 04 **Credits:** 140 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
National Certificate: Business Administration Services	NQF Level 03	120	2018-06-30			**Qualification Tittle:** National Certificate: Business Administration Services **SAQA I.D.** 67465 LP 23655 **NQF Level:** NQF Level 03 **Credits:** 120 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
National Certificate: Business Administration Services	NQF Level 02	130	2018-06-30			**Qualification Tittle:** National Certificate: Business Administration Services **SAQA I.D.** 23833 **NQF Level:** NQF Level 02 **Credits:** 130 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for achievement:** 2022-06-30
National Certificate: Generic Management	NQF Level 05	162	2018-06-30			**Qualification Tittle:** National Certificate: Generic Management **SAQA I.D.** 59201 LP 60269 **NQF Level:** 05 **Credits:** 162 **Registration start date:** 2015-07-01 **Registration end date:** 2018-06-30 **Last date for enrolment:** 2019-06-30 **Last date for 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.

Your accreditation number must be utilised by **Business Optimization Training Institute (Pty)Ltd** only and may not be used by any other Skills Development Provider.

As an accredited Skills Development Provider you are required to:

1. Complete and submit the attached code of conduct to SSETA within 7 working days of receipt of this letter.
2. Submit learner enrolments to SSETA within 21 days of the commencement of the approved training intervention.
3. Conduct training, assessment and moderation.
4. Upload learner achievements in order for external moderation to be conducted by the SSETA.

Business Optimization Training Institute (Pty) Ltd programme approval status is subject to the continued accreditation of the SDP by their Primary ETQA. Learners may not be enrolled if the Accreditation by their Primary ETQA has expired, however the Provider will be allowed to exit learners that are already in the system.

Skills Development Provider monitoring site visits will continue to be scheduled in accordance with quality assurance standards and practice.

Finally the Services SETA wishes to congratulate **Business Optimization Training Institute (Pty)Ltd** 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,

Accreditation Manager: Tumelo Ngwako
011 276 9732
tumelon@serviceseta.org.za