

## FREQUENTLY ASKED QUESTIONS

### QUALITY ASSURANCE OF PRIVATE FURTHER EDUCATION AND TRAINING COLLEGES.

This document is intended to contribute to a better understanding of Umalusi's quality assurance mandate, scope and initiatives, as they apply to private Further Education and Training (FET) colleges.

## 1. Quality assurance mandate and scope

### 1.1. Why does a private college have to be accredited?

Accreditation is a legal requirement for private colleges in terms of the General and Further Education and Training Quality Assurance (GENFETQA) Act 2001 as amended, the National Qualifications Framework (NQF) Act, 2008 as amended, and the Policy for the Quality Assurance of Private Colleges for Continuing Education and Training offering qualifications registered on the General and Further Education and Training Qualifications Sub-framework and the Accreditation of Private Assessment Bodies (Government Gazette 41887, of September 2018).

### 1.2. What is the difference between accreditation and registration?

Accreditation is the recognition of the capacity of a private college to offer a qualification registered on the General and Further Education and Training Qualifications Sub-framework, and the private college's implementation of the curriculum in support of the qualification, at the required standard.

**Accreditation** attests to the capacity and the quality of the offering of a specific qualification in a private college.

**Registration** is the "licence to operate" issued by the Department of Higher Education and Training to private colleges that meet their requirements. This includes registration as a private college and registration as an examination centre.

### 1.3. Are all colleges expected to apply for accreditation with Umalusi?

Public TVET colleges are not required to apply for accreditation.

Private colleges that intend to offer the National Certificate (Vocational) and/or NATED Report 190/191: N1-N3 Engineering Studies are required to apply for accreditation with Umalusi as outlined in the General and Further Education and Training Quality Assurance (GENFETQA) Act, 2001, as amended, and the National Qualifications Framework (NQF) Act, 2008 as amended.

### 1.4. How do I apply for accreditation?

Application for accreditation is an online process, which can be accessed on Umalusi's website: [www.umalusi.org.za](http://www.umalusi.org.za). Click on the link "Apply for Accreditation" <https://www.umalusi-online.org.za/OA/>. Information on that link will guide you through the online application process.

Information about the steps in the accreditation process and the accreditation fees is available on the Umalusi website on the following link:  
<https://www.umalusi.org.za/docs/guidelines/2019/Open%20letter%20to%20Applicants%20-%20Private%20FET%20Colleges%20as%20at%2020190401.pdf>

1.5. Our college offers a foreign / international curriculum/SETA programmes. Are we expected to apply for accreditation with Umalusi?

In terms of section 3 of the National Qualifications Framework (NQF) Act, foreign qualifications offered in South Africa are required to be registered on the NQF. Once a qualification is registered on the General and Further Education and Training Qualifications Sub-framework (GFETQSF), then the college will be required to apply for accreditation to offer that qualification.

If you offer a SETA programme you are not required to be accredited by Umalusi. Please check with the Quality Council for Trades and Occupations for further information related to SETA programmes.

1.6. What is Umalusi's quality assurance approach for private colleges?

In line with its quality assurance mandate, Umalusi uses a set of criteria to accredit private colleges to offer a qualification that is registered on its sub-framework. Umalusi's main focus in regard to private colleges is their internal quality management of education provision.

The criteria for the accreditation of a private college to offer a qualification registered on the General and Further Education and Training Qualifications Sub-framework are as follows:

- Criterion 1: Mission Directed Leadership and Management
- Criterion 2: Teaching, Learning and Training
- Criterion 3: Assessment and Results
- Criterion 4: Learner Support

1.7. Is the accreditation of private colleges optional or compulsory?

Private colleges that offer the curriculum leading to the National Certificate (Vocational) and/or NATED Report 190/191 N1 – N3 Engineering Studies are obliged to be accredited with Umalusi and to further comply with the monitoring and evaluation requirements of Umalusi.

1.8. We are in the process of establishing a college. Do we start with accreditation or registration?

Lodge an application for accreditation with Umalusi and registration with the DHET at the same time. Once the self-evaluation report submitted by the private college meets the minimum requirements, Umalusi will advise the DHET thereof. The DHET will then conduct their processes leading to provisional registration as a private college and examination centre if the college meets the minimum requirements.

The accreditation process will continue for a private college that is granted provisional registration by the DHET. However, without provisional registration by the DHET, the accreditation process will not be able to continue, since registration of a private college is a prerequisite for accreditation.

1.9 Is it a problem if our lecturers are not registered with the South African Council for Educators (SACE)?

Yes. Section 3(a),(c), and (f) of the South African Council For Educators Act No 31 of 2000, as amended, indicates that the Act "applies to all educators, lecturers, and management staff of colleges."

Chapter 3 Section 21(2) further states: "No person may be employed as an educator by any employer unless the person is registered with the council."

1.10 Does Umalusi accredit private providers of curriculum material, including teaching and learning aids?

No – Umalusi accredits institutions that offer a curriculum that leads to the National Certificate (Vocational) and/or NATED Report 190/191 N1 – N3 Engineering Studies

1.11 Does Accreditation with Umalusi mean we can offer any qualification and any subjects?

No, you can only offer the programme and subjects that you have been registered and accredited to offer.

1.12 Our college has moved to new premises since we applied for registration. How will that affect our accreditation application?

Accreditation is linked to the physical address of the college. Accreditation is granted to a private college based on the availability and suitability of the physical resources as stipulated in the resource requirements of each qualification. The institution must therefore inform Umalusi of its intention to move to new premises. This will enable Umalusi to verify whether the new premises are compliant with the qualification requirements or not and thus confirm whether the accreditation status pertains to the new premises.

1.13 Does the public know about our college's accreditation status?

Accredited colleges are listed on Umalusi's website. This information can be accessed at [www.umalusi.org.za](http://www.umalusi.org.za) on the link "Accredited Institutions". (<https://www.umalusi-online.org.za/enquiries>)

1.14 Will our college be registered as an examination centre even if it is not accredited by Umalusi?

Once a private college has met the minimum requirements at the desktop evaluation stage of the accreditation process, the DHET may provisionally register the private college if it meets the requirements of the DHET. The provisional registration will be with a condition that the private college must obtain accreditation by Umalusi within a specified period.

1.15 What is the "green list" that people talk about?

Umalusi issues the DHET examinations directorate with a list of private colleges that have been accredited and those that have made significant progress in the accreditation process. This list is referred to as the "green list". Significant progress means private colleges have paid the required accreditation fees and submitted a completed self-evaluation report **meeting the required standard**.

The **cut off dates** to be compliant to be included on the “green list” are as follows:

**NATED N2 – N3 Engineering Studies:**

31 March for the August examinations of the same year

15 August for the November examinations of the same year

15 November for April examinations of the following year

**NC(V):** 15 November for the November examinations of the following year

Being on the green list means that **if** the DHET registers the private college as an examination centre, Umalusi will issue certificates to learners writing at that centre who fulfil the requirements of the qualification. However, the registration of a private college is a function of the DHET, and a college must meet the requirements of the DHET prior to being registered as a private college and an examination centre. Being on the “green list” does not automatically mean that a private college can register learners to write examinations.

Note also that a college that is not on the “green list” may **NOT** offer qualifications that are registered on the General and Further Education and Training Qualifications Sub-framework and may **NOT** register students for examinations for those qualifications at another private college that is on the “green list”.

1.16 There are surely private colleges out there which are not accredited. Is Umalusi doing anything about them?

Yes. Once Umalusi identifies private colleges that offer qualifications registered on its sub-framework without being accredited, the necessary steps are taken to ensure that the private colleges comply with relevant legislation. Should you be aware of any college which may not be registered or accredited please send its name and contact details to [info@umalusi.org.za](mailto:info@umalusi.org.za) or [Vani.Chatty@umalusi.org.za](mailto:Vani.Chatty@umalusi.org.za).

1.17 How much do we have to pay for the accreditation application?

The fees are based on the number of qualifications and subjects that the college applies for. These fees relate to the processing and evaluation of the college's application. The fees are payable per step in the process and you will not be able to move on in the accreditation process without making the relevant payments. Details can be accessed on the following link:

<https://www.umalusi.org.za/docs/guidelines/2019/Open%20letter%20to%20Applicants%20-%20Private%20FET%20Colleges%20as%20at%2020190401.pdf>

1.18 Our college has reservations about evaluators seeing our confidential documents such as audited financial statements.

Appointed evaluators are required to sign a code of ethics and oath of secrecy. Furthermore, evaluators are strictly monitored during the evaluation process. Under no circumstance should a financial statement be handed directly to an Umalusi evaluator to take off site. In the case of a company, financial statements are available for public scrutiny.

1.19 Who evaluates our self-evaluation and monitoring reports?

Self-evaluation and monitoring reports are evaluated by adequately qualified and experienced college lecturers, educationists or subject experts, who are appointed and trained by Umalusi for that purpose.

1.20 Can we use generic policies in order to support our compliance with the accreditation criteria?

Policies should be customised to suit the specific context of your college and be relevant to the specific qualification requirements. Generic policies can be used as a guideline, but will not be accepted as meeting the requirements if submitted without being customised to the college and qualification that are being evaluated.

1.21 How would Umalusi know if the required policies and procedures were merely developed for the purpose of submission and that they don't necessarily inform/guide practice at the college?

In order to ensure that submitted policies and procedures guide the actual day-to-day operations at the college, Umalusi conducts verification site visits. The main focus of the site visits is to ascertain whether colleges have evidence of policy implementation, monitoring and review of the policies they submitted as part of their portfolio of evidence.

1.22 Our college's internal policies are not documented, but are known to all staff members, students and parents. Is it really important that they should be documented?

Yes. Policy documentation will ensure consistent and effective implementation, monitoring, review, and general improvement of their effectiveness.

1.23 Can we ask an education consultant to compile our self-evaluation report or to develop policies for us?

Although it is obviously the prerogative of colleges to use consultants in portfolio and/or policy development, it is Umalusi's considered view that policies compiled by consultants do not always provide an opportunity for staff members and learners at the college to participate actively in their development. Subsequently, it is unlikely for staff members to take full ownership of the processes of policy implementation, monitoring and review. In the main, Umalusi believes that an increased role of consultants limits the entrenchment of an internal culture of quality management.

The self-evaluation report should be completed by the principal / campus head and staff directly involved in the processes at the college, so that they can answer questions during the accreditation process. During the site visit, the principal / campus head and staff of the college, and not consultants, will be required to provide evidence of implementation of policies and procedures.

The requirements for accreditation are explained in detail at the Quality Promotion workshops, which consultants may not attend. The campus manager / principal / director or staff member appointed to lead the accreditation process should attend the Quality Promotion workshop.

1.24 How do we know that the evidence we provide will sufficiently support our compliance with the criteria?

Quality Promotion workshops are held during the course of the year to assist colleges on how to apply for accreditation, to explain the evidence required for the self-evaluation report, and to explain what to expect during the site verification visit.

1.25 Surely, our narrative should be sufficient to support our compliance with the accreditation criteria?

No. Narratives serve to explain what the college perceives to be its strengths and weaknesses in relation to the compliance criteria. Compliance is mainly determined by the relevance and adequacy of supporting evidence provided by the college, which can be confirmed through observation of the actual implementation of the policies.

## 2. Site visits

2.1 What preparation is needed for the site visit?

The ability of all staff to be able to display an understanding of applicable policies and demonstrate that they can implement the policies and procedures accordingly. The key personnel must attend a Quality Promotion workshop to ensure that they can communicate the requirements and programme for the day to the staff of the college.

2.2 How experienced and qualified are Umalusi's site evaluators?

The site evaluators and subject specialists who are appointed and trained by Umalusi are experienced educationists, college heads, senior lecturers or subject experts.

2.3 The private college sector is fairly competitive. Why should our college be site visited by educationists, college heads, senior lecturers or subject experts from other colleges?

Colleges are always informed prior to the site visit about the site evaluators who will be conducting the evaluation, thus they are given an opportunity to express their unhappiness with any of the evaluation personnel Umalusi assigns to the college. Site evaluators and subject specialists are required to sign relevant documents to ensure that they conduct themselves ethically and with utmost confidentiality.

Furthermore, it is Umalusi and not the site evaluator that makes the final accreditation decision.

2.4 Our college was visited by Umalusi. Will there be another visit?

There may be another visit to verify further evidence or evidence subsequently submitted if your college is granted a "window period" to meet the minimum requirements for accreditation within a given period or receives an outcome of provisional accreditation. There may also be a visit as part of the monitoring process. Umalusi may also visit a college again if there is a complaint lodged by students, parents, a member of the public, or any government department.

### 3. Monitoring

3.1. How will Umalusi monitor the compliance of colleges that are accredited for 7 years?

In year 2 and year 4 of the accreditation, accredited colleges will be required to submit a monitoring report, which may be followed by a site visit. If there are complaints or concerns about an accredited college, Umalusi has the right to conduct an unannounced site visit at any time during the period of accreditation.

3.2. Is it compulsory to submit monitoring reports?

Yes. Accredited private colleges are required to submit biennial monitoring reports as a condition of their accreditation. Umalusi may institute steps to withdraw accreditation of private colleges which fail to submit the required monitoring reports or that fail to maintain the required standards for accreditation.

3.3 What is the purpose of post-accreditation monitoring?

The purpose of post-accreditation monitoring is to facilitate on-going improvement of the quality of teaching and learning and to ensure that the accredited institutions continue to meet Umalusi's accreditation criteria.

3.4 What happens to private colleges which do not submit their biennial monitoring reports to Umalusi?

Their accreditation status will be reviewed and consequently the college's accreditation may be withdrawn. Such colleges will be warned about the implication of their failure to maintain their accreditation status.

Furthermore, the accreditation status of colleges is regularly communicated to the DHET. Failure of private colleges to maintain their accreditation status may lead to a review by the DHET of their registration as a private college and examination centre. Umalusi

3.5 Does our centre have to pay an administration fee every time it is monitored?

A biennial accreditation fee is payable.

If a private college does not submit the required monitoring report and Umalusi is required to conduct a monitoring site visit, the private college will be required to pay a monitoring fee in addition to the biennial accreditation fee.

Colleges which fail to pay the biennial accreditation fee or any monitoring fees may have their accreditation status reviewed.

## 4. General

- 4.1. As far as we are concerned we comply with all the accreditation criteria but our accreditation report says we are not fully compliant.

To address this, compare the evidence provided by your college with Umalusi's evidence requirements. You may address queries to the manager responsible for accreditation of private colleges at Umalusi.

Private colleges which do not meet the minimum requirements for accreditation at the first presentation of the report to the Accreditation Committee of Council are granted a "window period" within which to meet the minimum requirements for accreditation.

Together with the letter advising you of the outcome of your application, you will receive an indication of the areas in which the college failed to meet the minimum requirements for accreditation. In addition, you will be advised of the date by which the college is required to meet all the minimum requirements for accreditation, as well as the date by which a re-evaluation fee must be paid. Failure to pay the required fee by the date indicated will automatically result in an outcome of "no accreditation".

Please note that at the time of review, all the accreditation criteria must be met. Therefore, if standards drop from the time of the initial site visit, that will be taken into account in determining the outcome of the college's application for accreditation, even if the item was not specified in the feedback on the accreditation application.

The fee payable for evaluation of evidence following a "window period" to improve or provisional accreditation is indicated in the schedule of fees in the "Open Letter to Applicants – Private Colleges" on the Umalusi website: [www.umalusi.org.za](http://www.umalusi.org.za). The fees are revised on an annual basis.

- 4.2. What are the costs associated with accreditation and monitoring?

Please refer to the fees indicated in the "Open letter to applicants" found on the Umalusi website. Fees are reviewed annually. The amount payable is the amount that is applicable at the time that the step in the process is conducted.

<https://www.umalusi.org.za/docs/guidelines/2019/Open%20letter%20to%20Applicants%20-%20Private%20FET%20Colleges%20as%20at%2020190401.pdf>

- 4.3. Why do we have to attend a Quality promotion meeting for every site that seeks accreditation?

Umalusi accredits institutions to offer specific subjects within a specific qualification at a specific site of delivery. Accreditation is not transferable. Every site has to meet the resource requirements per qualification / programme applied for. Heads of institutions and campus managers stationed at sites of delivery must be au fait with Umalusi's quality assurance processes and requirements.

- 4.4. Why do private providers have to pay such high accreditation fees?

Fees are calculated based on the costs incurred for conducting the evaluation process. The Constitution of South Africa, Chapter 2: Bill of Rights, paragraph 29 states:

(3) *Everyone has the right to establish and maintain, **at their own expense**, independent educational institutions that—*



- (a) do not discriminate on the basis of race.  
 (b) are registered with the state; and  
 (c) maintain standards that are not inferior to standards at comparable public educational institutions.

In addition, the General and Further Education and Training Quality Assurance Act, 2001, Section 13(1)(c) states: *The funds of the Council **consist of money received by the Council in respect of fees charged for services.***

#### 4.5 Is provisional accreditation automatically extended?

No. The 2-year provisional accreditation is not automatically extended.

This is a period of time granted to an institution whose accreditation evaluation indicated that there are issues that the institution was not able to meet at the time of application, and there is a clear indication that the institution is able to meet those within the 2-year period granted for improvement. If at the end of the 2 years, the institution was not able to provide evidence of meeting the outstanding requirements, the provisional accreditation will not be extended.

#### 4.6 Is the 7 year accreditation automatically extended?

No. The institution must reapply for accreditation in year 6 of the 7 year accreditation in order to ensure that there is no break in their accreditation period. The 7 year accreditation will not be extended.

#### 4.7 Is there an appeal process if we don't agree with the final outcome of our application?

In terms of the Umalusi appeal process, a request for an appeal must be addressed to the Chief Executive Officer within 10 working days of receipt of the outcome of the accreditation application. The appeal must be submitted on the requisite form that can be requested from [accreditation.appeals@umalusi.org.za](mailto:accreditation.appeals@umalusi.org.za).

Please note that the basis for an appeal must be that the institution believes, and has evidence to support their claim, that an incorrect decision was made taking into account evidence that was available **at the time of the decision**. Measures put in place after the evaluation do not constitute grounds for an appeal.

Detailed reasons for the appeal must be indicated on the appeal form. The appeal (on the requisite form) must be addressed to the Chief Executive Officer of Umalusi and emailed to [accreditation.appeals@umalusi.org.za](mailto:accreditation.appeals@umalusi.org.za).

Payment of the required fee must be made before an appeal is considered. The cost of the appeal will be determined by the nature of the appeal. Should the finding of the appeal be in favour of the appellant, the fee paid will be refunded to the applicant.

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