

The Services SETA (Sector Education & Training Authority)
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SSETA- SERVICES SECTOR EDUCATION TRAINING AUTHORITY

ACCREDITATION EVALUATION REPORT

PROVIDER CONTACT DETAILS:

Registered Name of Provider	:	St. Myrrh College Pty Ltd
Trading Name of Provider	:	St. Myrrh College Pty Ltd
Satellite campuses if any	:	N/A
Contact Person	:	Nthabiseng Morapa
Tel	:	011 740 4859
Fax	:	
Cell	:	0729103888
E-mail	:	smyrrh@gmail.com
Physical Address	:	409 Prince George Avenue Brakpan 1541
Postal Address	:	409 Prince George Avenue Brakpan 1541
Company registration number	:	2013/137389/07

Date of Report: 24 February 2021

Provider Accreditation Number: 14250

Introduction

This is a report of an institutional and learning programme evaluation of **St. Myrrh College PTY Ltd** 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

St. Myrrh College PTY Ltd 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:	09.03.2020
Remedial Evaluation:	19.02.2021
Extension of Scope Evaluation:	
MOU: Programme Approval	
Monitoring Site Visit Remedial Evaluation	

3. Outcome of Evaluation:

4. Accreditation status awarded

Learning Programme Title	Provisional Accreditation	Full Accreditation	Programme Not Yet Recommended	Programme Approval Awarded (MOU Providers)
10353 Meet performance standards within a Contact Centre	X			

This serves as a confirmation that St. Myrrh College PTY Ltd has been evaluated and based on the recommendations of the SSETA- Services Sector Education Training Authority evaluator, St. Myrrh College PTY Ltd has been awarded Recommended for Provisional Accreditation status as a provider for the delivery of the following learning programmes:

Name of Learning programme/Skills programme	Awarded Accreditation status	NQF level	Number of Credits	Expiry Date	Unit Standards / Qualification aligned to Learning programme		Qualification to which the learning program and unit standards are linked / contextualized
					Qual ID	Qualification Name	
National Certificate: Contact Centre Support	Provisional Accreditation	NQF Level 2	128	2023-06-30	71490	National Certificate: Contact Centre Support	Qualification Title: National Certificate: Contact Centre Support SAQA I.D: 71490 NQF Level: 02 Credits: 128 Registration start date: 2018-07-01 Registration end date: 2021-06-30 Last date for enrolment: 2022-06-30 Last date for achievement: 2025-06-30
Meet performance standards within a Contact Centre	Provisional Accreditation	NQF Level 05	6	2023-06-30	10353	Meet performance standards within a Contact Centre	

Staff Details:

List of Facilitators	Learning Programmes Delivered by Facilitator	Qualifications and Experience
Nthabiseng Morapa ID No:7701110465081	SAQA ID 10353	<ul style="list-style-type: none"> • A certified copy of an identity document was provided • A copy of CV was provided. • Certified copies of qualifications were provided. • Service level agreement between Service Provider and Facilitator is not required as the Facilitator is the owner of the company
List Constituent Assessors	Unit Standards/ Qualifications the Assessor is assessing	Qualifications and Experience
Lauren Kennedy ID No: 7303060034080	SAQA ID 10353	<ul style="list-style-type: none"> • Constituent Assessor/Moderator registration is provided. • A certified copy of an identity document was provided. • A copy of CV was provided. • Certified copies of qualifications were provided. • Service level agreement is provided however is not adequate. The SLA should have the name of the Assessor and must be signed by the ETD staff and the representative of the company
List Constituent Moderators	Unit Standards/ Qualifications the Moderator is moderating	Qualifications and Experience
IZELLE SWART ID No: 7812050069088	SAQA ID 10353	<ul style="list-style-type: none"> • Constituent Assessor/Moderator registration is provided. • A certified copy of an identity document was provided. • A copy of CV was provided. • Certified copies of qualifications were provided. • Service level agreement is provided however is not adequate. The SLA should have the name of the Moderator and must be signed by the ETD staff and the representative of the company.

8 Core criteria

Criteria	Comments
1. Policy statement: The organization's aims, objectives and purposes are spelt out	Vision: In place Mission: In place Organogram: In place
2. QMS: Outline procedures that implement quality management	Providers has the following policies and procedures in place <ul style="list-style-type: none"> • Quality Management Policy and Procedures • Strategic Management Policy and Procedures • Accreditation Policy and Procedures • Marketing Policy and Procedure • Learning Programme Development, delivery and Evaluation Policy and Procedures • Financial Management Policy and Procedure • Administration and Communication Policy and Procedure • Resource Management Policy and Procedures • Staff Selection, Appraisal and Development Policy and Procedures • Learner entry, guidance and support Policy and Procedure • Work Site Management Policy and Procedures • Assessment, moderation and Appeals Policy and Procedure • Reporting Policy and Procedures • Off Site Delivery Policy and procedures • Learner Grievance Policy and Procedures • Learner Disciplinary • Documents and Record Management Policy and Procedures • Health and Safety Management Policy and Procedures • Language Policy • Management system Review Policy and Procedures • RPL Policy and Procedure • Risk Management Policy • Confidentially Policy • Staff Performance Appraisal Policy • Quality assurance of learner achievements (QALA) • Complaints Policy and Procedure • Special needs policy and Procedure • HIV/AIDS Policy and procedure for learners • Grievance policy and procedure for staff • Disciplinary procedure for staff • Certification policy QMS was signed by Nthabiseng Morapa on the 28 August 2019.
3. Review mechanisms: Outline the ways in which the implementation of policies would be monitored	<ul style="list-style-type: none"> • Quality Management Review Policy and Procedure in place. • Review will take place annually and will include policies and procedures as well as material • Review noted at the bottom of each policy in formal review and version control footer. • Provider has review templates in place

<p>4. Programme delivery: Outline how learning programmes would be developed, delivered and evaluated</p>	<p>Unit Standard: SAQA ID 10353</p> <p>Meet performance standards within a Contact Centre</p> <ul style="list-style-type: none"> • Curriculum document- In place • Alignment matrix- In place • Learner Guide- In place • Facilitator Guide- In place • Notional hour matrix- In place • Formative Assessment- In place • Summative Assessment- In place • Final Integrated Summative Assessment In place • Assessment Guide- In place • Learner POE Guide- In place • Moderator Guide- In place • Training material supplied
<p>5. Staff policies: Outline policies and procedures for staff selection, appraisal and development</p>	<ul style="list-style-type: none"> • Staff Selection policy and process in place • Staff Appraisal policy and process in place • Staff Development policy and process in place
<p>6. Learner policies: Policies and procedures for the selection of learners are outlined, and learners are given guidance and support</p>	<ul style="list-style-type: none"> • Learner Entry, Guidance and Support policy in place
<p>7. Assessment policies: Outline policies and procedures for forms of assessments that are used and how they are managed</p>	<ul style="list-style-type: none"> • An assessment and moderation policy is in place. • Moderation sample noted as 25%
<p>8. Management system and policies: Indicate the financial, administrative and physical structures and resources of the organization, as well as procedures of accountability within the organization.</p>	<ul style="list-style-type: none"> • CIPC Document: Provided with company registration 2013/137389/07. • Tax Clearance Certificate: Please provide • Confirmation of Bank: Confirmation in a form of a bank letter is not provided, but bank statement is provided. • Bank Statement is Provided • Business plan in place • Training Venue: Provider will be using an offsite training venue and have an SLA in place together with a checklist. • Training provider did not indicate who their material developer is.
<p>General Comments:</p>	

Areas to be addressed in Remediation:

Short term requirement/recommendation:

List Constituent Assessors	Unit Standards/ Qualifications the Assessor is assessing	Qualifications and Experience
Lauren Kennedy ID No: 7303060034080	SAQA ID 10353	<ul style="list-style-type: none"> Service level agreement is provided however is not adequate. The SLA should have the name of the Assessor and must be signed by the ETD staff and the representative of the company. <p>Remedial Comment: 19 February 2021 Area of remediation is addressed</p>
List Constituent Moderators	Unit Standards/ Qualifications the Moderator is moderating	Qualifications and Experience
IZELLE SWART ID No: 7812050069088	SAQA ID 10353	<ul style="list-style-type: none"> Service level agreement is provided however is not adequate. The SLA should have the name of the Moderator and must be signed by the ETD staff and the representative of the company. <p>Remedial Comment: 19 February 2021 Area of remediation is addressed</p>

Criteria	Comments
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Description of Remediation	Comment (Evaluator)
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.	<ul style="list-style-type: none"> CIPC Document: Provided with company registration 2013/137389/07 Tax Clearance Certificate: Please provide Confirmation of Bank: Confirmation in a form of a bank letter is not provided, but bank statement is provided Bank Statement is Provided Business plan in place Training Venue: Provider will be using an offsite training venue and have an SLA in place together with a checklist Training material supplied bythe provider must indicate who developed material for them and an SLA must be provided. If the learning material. The SLA is in place and signed by both parties. <p>Remedial Comment: 19 February 2021 Areas of remediation are addressed</p>

Areas still to be remediated:

Short-term requirement:

Description / or Quality Indicator	Comment (Evaluator)

Long term requirement/recommendation

Description / or Quality Indicator	Comment (Evaluator)

N/A	

History of Provider Accreditation:

Learning Programme against accreditation	Accreditation Status	US	NQF	Credit	US Expiry Date
N/A					

Name of Evaluator: Marang Maamogwa

Executive Manager: Andile Sipengane




Date: 19.02.2021

Date: 24 February 2021

Conclusion

- a. **St. Myrrh College PTY Ltd has been Recommended for Programme Approval status** as a skills development provider in line with the SAQA qualification/s last date of Enrolments end date.
- b. All conditions met in the report above will need to be maintained and improved in order to meet the requirements for accreditation.
- c. All gaps identified in the report above will need to be addressed by the **as established by the SSETA- Services Sector Education Training Authority.**
- d. You would be required to comply with the reporting procedures of **SSETA- Services Seta.**
- 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.
- f. Finally, **SSETA- Services Seta** congratulates **St. Myrrh College PTY Ltd** on their achievement.