(SAPSI) Quality Assurance and Monitoring Policy

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Approved By: Chief Executive Officer

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1. Purpose

The purpose of this Quality Assurance and Monitoring Policy is to ensure that SAPSI's training programmes consistently meet South Africa's occupational and TVET standards and regulatory requirements. Aligned with the QCTO's frameworks (in particular the Occupational Qualifications Sub-Framework and the QCTO Assessment Policy), this policy embeds systematic quality controls and continuous review into all programme delivery and assessment processes. When an occupational qualification is awarded, it must truly reflect that the learner has "successfully completed a coherent and purposeful programme" and has been evaluated against national standards. To achieve this, SAPSI will implement rigorous monitoring (including audits, moderation and assessments) so that all outcomes, practices and records comply with QCTO requirements and legislative policies. In practice, this means tracking every programme's progress and outcomes, validating learner achievements, and using feedback and corrective actions to improve training quality. In doing so, SAPSI commits to meeting all compliance obligations and to serving the needs of learners, employers and other stakeholders.

- **Ensuring Learner Achievement:** The policy guarantees that assessments are valid, reliable and integrated with learning outcomes. In line with QCTO requirements, external integrated summative assessments (EISAs) are used to confirm learner competence. By enforcing a national standard for assessment, SAPSI ensures that certification means a learner has met all occupational competencies. As the OQSF policy notes, awarding an occupational qualification confirms the learner "has been externally assessed as such," i.e. truly attained the qualification's standards.
- **Enhancing Stakeholder Satisfaction:** SAPSI maintains transparent, accountable quality processes to earn the trust of learners, industry partners and regulators. This aligns with our commitment that quality management must "meet the needs of learners… and stakeholders". Regular monitoring and reporting provide stakeholders with confidence that programmes are effective. QCTO guidance highlights that QA visits and data collection **"improve accountability"** and allow sharing of best practices, which in turn enhances the credibility of training providers and satisfies stakeholder expectations.
- **Supporting National Compliance:** The policy ensures full compliance with national legislative and regulatory frameworks (NQF Act, Skills Development Act, QCTO rules, etc.). All training and assessment activities will follow the QCTO's prescribed processes, including accreditation of training centres, adherence to curriculum documents, and submission of required reports. In particular, SAPSI will align assessment practices with the legal requirements and national policy environment as specified by the QCTO. By doing so, we meet QCTO's mandate for standardized external assessment and uphold South Africa's qualifications standards.
- **Continuous Quality Improvement:** The policy institutionalizes ongoing review and enhancement of programmes. Consistent with QCTO's definition of monitoring as a **"continuous process of the review of quality… to recommend quality improvements,"** SAPSI will use data, audits and feedback to identify gaps and implement corrective actions. All findings from monitoring (internal audits, moderation reports, learner feedback, etc.) feed into a cycle of review and planning. This ensures that SAPSI's programmes evolve and improve over time, raising overall quality and increasing learner success.

Each of these objectives – learner achievement, stakeholder satisfaction, compliance and continuous improvement – is explicitly built into the SAPSI Quality Assurance and Monitoring Policy. By adhering to the QCTO's OQSF and Assessment Policy, the policy underpins high-quality occupational training that benefits learners, employers and the nation.

2. Scope

This policy applies to all individuals and departments involved in the planning, delivery, assessment, internal moderation, quality assurance, and administrative oversight of QCTO-accredited programmes at SAPSI.

It is applicable to the following roles and functions:

- **Facilitators** – responsible for delivering learning programmes aligned with QCTO curriculum requirements.
- **Assessors** – responsible for conducting formative and summative assessments that are valid, reliable, and fair.
- **Internal Moderators** – responsible for verifying the quality and consistency of assessment practices and outcomes.
- **Quality Assurance Officers** – responsible for coordinating quality assurance activities, reporting, and compliance monitoring.
- **Administrative Staff** – responsible for managing records, learner enrolment, results capturing, and logistical support.
- **Chief Executive Officer** – responsible for overseeing strategic alignment with QCTO standards and legislative frameworks.
- **External Stakeholders** (e.g., workplace supervisors, industry partners, employers, and verifiers) – who contribute to workplace-based learning, assessment feedback, and external validation.

This policy also governs the procedures, tools, reporting structures, and review cycles that ensure compliance with:

- The **QCTO Assessment Policy**,
- The **Occupational Qualifications Sub-Framework (OQSF)**, and
- Applicable South African education and training legislation (e.g., Skills Development Act, NQF Act, POPIA, and others).

All stakeholders are expected to familiarise themselves with and adhere to this policy to ensure consistent quality delivery and national compliance across all SAPSI programmes.

3. Roles and Responsibilities

To ensure effective implementation of the Quality Assurance and Monitoring Policy, the following roles are defined with clear responsibilities in alignment with QCTO standards:

Role	Responsibilities
Quality Assurance Officer/ COO	- Develop and oversee the annual Quality Assurance Plan - Coordinate internal audits and quality reviews - Compile and submit QA reports to management and relevant SETAs/QCTO - Monitor compliance with QCTO policies, accreditation standards, and legislative requirements
Internal Moderator	- Conduct pre-, during-, and post-assessment moderation in accordance with QCTO guidelines - Verify assessment tools and learner evidence for consistency, fairness, and credibility - Identify gaps and recommend improvements to assessment practices
Facilitator	- Deliver training programmes in accordance with approved QCTO curriculum and learning outcomes - Prepare and submit assessment instruments and learner evidence for moderation - Participate in lesson observations, performance reviews, and continuous development initiatives
Assessor	- Conduct formative and summative assessments aligned with assessment specifications - Record and report learner performance accurately and timeously - Ensure all assessment practices are ethical, unbiased, and confidential
Administrator	- Manage learner registration, results capturing, and document archiving - Coordinate QA-related meetings, audits, and site visit preparations - Maintain version control and secure storage of QA and assessment documents
CEO	- Approve quality assurance policies and strategic QA reports - Ensure institutional readiness for site visits, external verifications, and compliance audits - Provide leadership and allocate resources for continuous quality improvement

Note: *All individuals assigned to the above roles are expected to maintain up-to-date knowledge of QCTO policies, comply with the Occupational Qualifications Sub-Framework (OQSF), and uphold ethical standards in executing their quality-related duties.*

4. Quality Assurance Framework

SAPSI adopts a structured, cyclical approach to quality assurance that supports effective programme delivery, assessment integrity, and alignment with QCTO and OQSF standards. The framework outlines six key pillars of quality assurance, which are implemented throughout the training and assessment lifecycle:

4.1 Planning

- An **Annual Quality Assurance Plan (AQAP)** is developed by the Quality Assurance Unit, outlining key QA activities aligned to the academic calendar.
- The plan incorporates scheduled **internal moderation**, **lesson observations**, **learner and stakeholder feedback cycles**, and **internal audits**.
- The AQAP is reviewed and approved by management to ensure alignment with QCTO quality requirements and institutional goals.

4.2 Internal Moderation

- All assessments are subject to internal moderation to ensure **fairness, validity, reliability, and alignment** with the qualification outcomes.
- **Pre-assessment moderation** is conducted to evaluate the appropriateness of assessment tools, instructions, and marking guides before use.
- **During-assessment monitoring** includes sampling real-time assessment sessions to verify process integrity.
- **Post-assessment moderation** involves reviewing a **minimum of 25%** of learner assessments per cohort to verify marking consistency, evidence sufficiency, and outcome accuracy.
- Moderation findings are recorded, and action plans are developed to address any identified gaps.

4.3 Lesson Observations

- SAPSI conducts both **scheduled and unscheduled lesson observations** during each programme cycle to assess instructional quality and learner engagement.
- Observations are conducted using standardised tools aligned with **QCTO delivery expectations** and SAPSI’s internal teaching and learning standards.
- Observation feedback is formally shared with facilitators, and continuous professional development (CPD) plans are created based on findings.

4.4 Stakeholder Feedback

- Structured **feedback mechanisms** are in place to capture insights from learners, employers, workplace supervisors, and other partners after each learning cycle.
- Feedback covers areas such as training quality, workplace integration, learner readiness, and facilitator effectiveness.
- Results from feedback instruments are analysed and used to inform **curriculum review**, **facilitator training**, and programme enhancements.

4.5 Continuous Improvement

- SAPSI compiles **Quarterly Quality Assurance Reports** summarising performance trends, compliance findings, and improvement actions.
- **Corrective and preventive action plans (CAPAs)** are developed where deficiencies or risks are identified.
- Quality indicators are regularly monitored, including:
  - Learner throughput and success rates
  - Dropout and absenteeism trends
  - Assessment performance distribution
  - External moderation or verification feedback
- Improvement initiatives are tracked for effectiveness in subsequent cycles.

4.6 Verification Preparation

- Prior to scheduled QCTO site visits and external verifications, SAPSI conducts **internal verification readiness reviews**.
- Assessment evidence (learner POEs, facilitator guides, assessment instruments) is compiled, mapped to the curriculum, and reviewed for completeness.
- Internal moderators cross-check alignment with curriculum documents, formative and summative outcomes, and EISA readiness.
- Any discrepancies are addressed prior to submission to the QCTO or their designated verifiers.

This Quality Assurance Framework ensures SAPSI maintains high standards of delivery, supports learner achievement, and fulfils the monitoring obligations of the QCTO Assessment Policy and OQSF requirements.

5. Record Management

Effective and secure management of quality assurance records is essential for ensuring accountability, traceability, and compliance with both QCTO and South African data protection legislation. SAPSI is committed to the following principles and practices:

- **Secure Storage**
  All quality assurance-related records—including moderation reports, lesson observation notes, assessment records, learner portfolios, feedback forms, and QA plans—are stored in both physical and digital formats with appropriate access controls. Digital records are stored on a secure, encrypted server with daily backups, while physical records are kept in locked, access-controlled cabinets.
- **Compliance with POPIA**
  The management of all personal and institutional data strictly adheres to the requirements of the **Protection of Personal Information Act (POPIA)**. This includes applying appropriate technical and organisational measures to protect against data loss, unauthorised access, or disclosure.

- **Retention Period**
  All QA records are retained for a **minimum of five (5) years** or longer where specified by QCTO, SETA, or other regulatory bodies. This ensures availability for audits, external verifications, or historical reference.
- **Access Control**
  Access to QA documents is limited to **authorised personnel only**, such as the Quality Assurance Officer, Internal Moderator, Programme Manager, and Compliance Officers. Role-based permissions are enforced to ensure confidentiality and data protection.
- **Version Control and Audit Trails**
  All records are managed through a version-controlled system. Changes, reviews, or updates to documentation are logged with metadata indicating the responsible staff member and date of action, supporting transparent audit trails.

This structured approach to record management strengthens SAPSI's internal controls, upholds data protection obligations, and supports compliance with the QCTO's Quality Assurance and Monitoring guidelines.

Document Control

Version	Date Approved	Next Review Date	Owner	Authorised By
1.0	01 July 2025	30 June 2026	Quality Assurance	Chief Executive Officer

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