



Transport Education Training Authority
Heart of Skills Innovation

TRANSPORT EDUCATION TRAINING AUTHORITY

PROVIDER DESK STUDY AND SITE REPORT

Doc No.: ETQAWD005

Issue Date: 08 September 2016

Revision Date: 07 September 2018

NAME OF PROVIDER

Diphetogo Group (Pty) Ltd

TYPE OF ACCREDITATION

PRIMARY ACCREDITATION		LEARNING PROGRAMME APPROVAL	X	NAME OF PRIMARY SETA (IF LP APPROVAL)	ETDPSETA
-----------------------	--	-----------------------------	---	---------------------------------------	----------

CHECKLIST OF DOCUMENTS REQUIRED

DOCUMENTS	YES	NO	TETA COMMENTS
Application for accreditation	X		Attached
Quality Management System	X		Attached
Business Plan	X		Attached
Company registration (CIPRO document)	X		Attached
Current tax clearance certificate	X		Attached
Confirmation of bank account (stamped letter from bank)	X		Attached - Standard Bank
SLA / employment contracts with assessor/s	X		Attached
SLA / employment contracts with moderator/s	X		Attached
CVs of Facilitators	X		Attached
Letter of appointment of QMS Representative	X		Attached
Proof of approved learning material	X		TETA material
Facilities and/or lease agreement (e.g. classroom, machinery, vehicles, etc.)	X		Lease agreement expiring 31/12/2020
Learning material, including alignment matrices & self-evaluation forms (<i>this is required only if learning material is developed by the provider</i>)	X		TETA Material

UNIT STANDARDS BEING APPLIED FOR

UNIT STANDARD ID	UNIT STANDARD TITLE	LMO CODE	REGISTRATION END DATE	QUALIFICATION LINKED TO US	ASSESSOR	MODERATOR
114941	Apply knowledge of HIV/AIDS to a specific business sector and a workplace		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA-MODR12-166
123258	Foster and maintain customer relations		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA-MODR12-166
8016	Maintaining occupational health, safety and general housekeeping		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA-MODR12-166
123261	Plan road transport service delivery		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA-MODR12-166
119472	Accommodate audience and context needs in oral/signed communication		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA-MODR12-166
			20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA-MODR12-166
9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA-MODR12-166

9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
119457	Interpret and use information from texts		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
9012	Investigate life and work related problems using data and probabilities		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
119467	Use language and communication in occupational learning programmes		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
119465	Write/present/sign texts for a range of communicative contexts		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
123262	Load general freight		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
243665	Meet the requirements in order to obtain a provisional licence		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166

243666	Meet the requirements of being a safe driver to obtain a valid driving licence for a motor vehicle		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
123257	Operate a rigid light vehicle		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
12484	Perform basic fire fighting		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
254154	Apply advanced techniques for operating four wheel drive (4WD) vehicles in on-road and off-road conditions		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
8000	Apply basic business principles		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
113852	Apply occupational health, safety and environmental principles		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
254135	Apply the techniques for operating four wheel drive (4WD) vehicles, in on-road and off-road conditions		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
123256	Provide commuter services		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166

7997	Managing self-development		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166
123253	Operate a rigid heavy vehicle		20203-06-30	50285 Professional Driving	Sidlayi Bulungisa TETA-ASSR14-408	Dakamela Artwell TETA- MODR12-166

Please ensure that the relevant policies and procedures are submitted according to the accreditation type

Policies and procedures to be submitted

Learning Programme Approval	Section A
Primary Accreditation	Sections A & B

SECTION A

NO.	EVIDENCE GUIDELINES	PROVIDER SELF EVALUATION			TETA DESKTOP & SITE VISIT EVALUATION		
		Y	N	EVIDENCE LOCATOR	Y	N	COMMENTS
1.	LEARNING PROGRAMME DESIGN, DEVELOPMENT AND DELIVERY PROCEDURE						
1.1	Methodology for the design and development of learning material				X		TETA material
1.2	Approval / submission of Learning Programme/Material to ETQA				X		TETA material
1.3	Contractual agreements of purchased material				X		TETA material

NO.	EVIDENCE GUIDELINES	PROVIDER SELF EVALUATION			TETA DESKTOP & SITE VISIT EVALUATION		
		Y	N	EVIDENCE LOCATOR	Y	N	COMMENTS
1.4	Development and availability of; <ul style="list-style-type: none"> ➤ Facilitator guides ➤ Learner guides ➤ Assessment guides 				X		TETA material
1.5	Learning material structure to include; <ul style="list-style-type: none"> ➤ Theory ➤ Practical ➤ Workplace training 				X		TETA material
1.6	Process to review and effect changes to learning material, including Re-alignment strategy for expiring unit standards and qualifications					X	Not addressed
2.	LEARNER ENTRY, GUIDANCE AND SUPPORT PROCEDURE						
2.1	Induction of learners to include; <ul style="list-style-type: none"> ➤ Overview of organisation and facilities ➤ Unit standard and/or qualification ➤ Structure of learning programme ➤ Communication and support channels ➤ Appeals process ➤ Career guidance / information 					X	Not addressed
2.2	Learner Registration <ul style="list-style-type: none"> ➤ Enrolment process ➤ Enrolment form ➤ Pre-entry requirements 				X		Learner enrolment form available
2.3	Pre-assessment of learners				X		Addressed
2.4	Identifying learners with learning difficulties / special needs				X		Learner with special needs addressed
2.5	Supporting learners with difficulties / special needs				X		Learner with special needs addressed

3. MANAGEMENT OF WORKPLACE TRAINING PROCEDURE							
3.1	Guidance of learners towards workplace training (Induction)					X	Not addressed (induction booklet / programme not included)
3.2	Support given to learners during workplace learning					X	Not addressed
3.3	Coaches and mentors available at the workplace					X	Not addressed
3.4	Structure / roll-out plan of workplace training					X	Roll out plan not available
3.5	Workplace approval for learnerships					X	Not available
3.6	Logbook system					X	Not Available
4. MANAGEMENT OF ASSESSMENTS PROCEDURE							
4.1	Proof of registration of assessors against the required unit standards, with expiry date					X	Provided
4.2	Re-certification against regulatory training of assessors and moderators					X	Addressed
4.3	Use of correct pens ➤ Learner – Blue ➤ Assessor – Red ➤ Internal moderator – Green					X	Addressed
4.4	Facilitator/assessor code of conduct					X	Available
4.5	Learner/Facilitator ratio/s					X	Addressed
4.6	Principles of assessment outlined					X	Addressed
4.7	Learner readiness for assessment					X	Available
4.8	Planning for assessment					X	Available
4.9	Preparation of learners					X	Available
4.10	Conducting the assessment					X	Available
4.11	Feedback to the learner					X	Available
4.12	Re-assessment policy					X	Addressed
4.13	Credit accumulation policy					X	Not addressed
4.14	Review of assessment tools					X	Not addressed
4.15	Appeals policy					X	Available
4.16	RPL Assessment policy					X	Submitted

5. MANAGEMENT OF INTERNAL MODERATION PROCEDURE							
5.1	Proof of registration of moderators against the required unit standards, with expiry date				X		Attached
5.2	Verification of; <ul style="list-style-type: none"> ➤ Assessor scope ➤ Provider scope ➤ Learner uploads on TETA SMS ➤ Validity of unit standards ➤ Fit for purpose of assessment tools in line with outcomes of unit standard 				X		Verified
5.3	Conducting Internal Moderation				X		Addressed
5.4	Compilation of internal moderation reports					X	Please use TETA internal moderation template
5.5	Feedback to assessor/s					X	Not Available
5.6	Review of assessment tools and moderation process					X	Not available
5.7	Application made to TETA for external moderation					X	Not yet accredited
6. CERTIFICATION PROCEDURE							
6.1	Process for processing and issuing of certificates				X		Available
6.2	Physical security to prevent illegal issuing of certificates				X		Addressed
6.3	Register of all certificates issued					X	Not yet
6.4	Copies of certificates kept					X	Not yet
6.5	Template of certificate to include the following minimum requirements; <ul style="list-style-type: none"> ➤ name and logo of the accredited provider; ➤ address of accredited provider; ➤ accreditation number of provider; ➤ certificate identification or serial number; ➤ identification of Act and Regulation (if applicable); ➤ full names and surname of learner; ➤ identification number of learner; 				X		Submitted but not the provider template

	<ul style="list-style-type: none"> ➤ unit standard ID, Description, NQF and credit value; ➤ lifting machine code, code description of equipment, attachments and capacity (if applicable); ➤ restrictions of operation (if applicable); ➤ registration number of assessor; ➤ date of issue ➤ expiry date (if applicable) ; and ➤ at least two authorising signature 						
7.	PHYSICAL RESOURCES PROCEDURE						
7.1	Facilities, tools and equipment compatible to the learning programme				X		Verified during virtual site visit
7.2	Contractual/lease agreements in place where (where facilities and equipment are on lease)				X		Lease agreement provided
7.3	Maintenance procedures/schedules/agreements				X		Addressed
7.4	Financial provisioning for improvements and maintenance				X		Available
7.5	Filing/storage facilities				X		Verified during virtual site visit

SECTION B

NO.	EVIDENCE GUIDELINES	PROVIDER SELF EVALUATION			TETA DESKTOP & SITE VISIT EVALUATION		
		Y	N	EVIDENCE LOCATOR	Y	N	COMMENTS
8.	FINANCIAL PROCEDURES						
8.1	Process for invoicing				X		Available
8.2	Process for payments					X	Not Available
8.3	Capturing, maintenance and updating of finances					X	Not Available
8.4	Access control					X	Not Available
8.5	Process for managing petty cash					X	Not Available
9.	MANAGEMENT OF ADMINISTRATION AND RECORDS PROCEDURE						

NO.	EVIDENCE GUIDELINES	PROVIDER SELF EVALUATION			TETA DESKTOP & SITE VISIT EVALUATION		
		Y	N	EVIDENCE LOCATOR	Y	N	COMMENTS
9.1	Capturing, maintenance and updating of records				X		Available administration policy
9.2	Learner data reported to TETA					X	Not Available
9.3	Verification process					X	Not Available
9.4	Access control					X	Not Available
9.5	Process to control PoEs					X	Not available
9.6	Training schedule / implementation plan					X	Not Available
9.7	Learner attendance registers				X		Available
9.8	Identification, storage, protection, retrieval, retention periods and disposal of documents				X		Available
9.9	Backup systems					X	Not Addressed
10.	HUMAN RESOURCE MANAGEMENT PROCEDURE						
10.1	Sufficient personnel to perform training duties				X		Available
10.2	Selection and recruitment process				X		Available
10.3	Conditions for leave				X		Available
10.4	Promotion				X		Available
10.5	Termination of employment contracts				X		Available
10.6	Training and development of staff				X		Available
10.7	Performance appraisal system				X		Available
10.8	Personal Development Plans					X	Not Available
10.9	Management of staff <ul style="list-style-type: none"> ➤ Copies of employment contracts / letters of appointment ➤ Copies of qualifications kept in employee file ➤ Registration of ETD staff kept current 				X		Submitted
11.	MARKETING PROCEDURE						
11.1	Marketing plan and/or strategy available				X		Available marketing policy and strategy
12.	CUSTOMER SERVICES PROCEDURE						
12.1	Learner course evaluation forms				X		Available

NO.	EVIDENCE GUIDELINES	PROVIDER SELF EVALUATION			TETA DESKTOP & SITE VISIT EVALUATION		
		Y	N	EVIDENCE LOCATOR	Y	N	COMMENTS
12.2	Customer / employer surveys				X		Available
12.3	Feedback reviewed and reports compiled					X	Not Available
12.4	Process / procedure to address grievance and customer complaints				X		Available
13.	OCCUPATIONAL HEALTH AND SAFETY PROCEDURES						
13.1	OHS procedures displayed				X		Verified during virtual site visit
13.2	Report on OHS Compliance					X	Not available
13.3	Safety representative appointed				X		Verified during virtual site visit
13.4	Safety equipment and signs available <ul style="list-style-type: none"> ➤ First aid kit ➤ Fire extinguisher ➤ Safety signs visible ➤ Evacuation procedures ➤ Emergency exits designated 				X		Verified during virtual site visit
14.	QUALITY MANAGEMENT PROCEDURES						
14.1	Quality policy statement				X		Available
14.2	Internal auditing process <ul style="list-style-type: none"> ➤ Planning/frequency of audits ➤ Areas to be audited ➤ Responsible persons 				X		Addressed
14.3	Identification and review of non-conformances				X		Available
14.4	Identification and implementation of corrective action				X		Available
14.5	Implementation of preventative actions				X		Available
14.6	Follow up activities of audits conducted					X	Not Available
14.7	Risk identification and management					X	Not Available
14.8	Strategy to maintain accreditation					X	Not Available
14.9	Management review meetings conducted					X	Not yet
14.10	Agenda of review meeting				X	X	Not yet but agenda its included

NO.	EVIDENCE GUIDELINES	PROVIDER SELF EVALUATION			TETA DESKTOP & SITE VISIT EVALUATION		
		Y	N	EVIDENCE LOCATOR	Y	N	COMMENTS
	<ul style="list-style-type: none"> ➤ Results of audits ➤ Customer feedback ➤ Corrective and preventative actions ➤ Follow up actions from previous review meetings ➤ Recommendations for improvements to processes and QMS 						
14.11	Minutes of review meetings maintained					X	Not yet
15.	BUSINESS PLAN						
15.1	Vision and mission statements displayed				X		Verified during virtual site visit
15.2	Strategic goals and objectives				X		Available
15.3	SWOT analysis				X		Available
15.4	Operational Plans				X		Available
15.5	Organogram				X		Available
15.6	Marketing strategy				X		Available
15.7	Projected Income and Expense schedule / budget				X		Available

CONCLUSION

Diphetogo Group must address all the “Nos” in this report.

Diphetogo Group will be recommended for Learning Programme Approval in the next G & S meeting

ACTION PLAN

NO.	CORRECTIVE ACTIONS	RESPONSIBLE PERSON	DEADLINE

Provider Signatory

Name of representative: _____

Designation: _____


Signature: _____

Date: _____

TETA Signatory

Name of representative: Nokubonga Zondi

Designation: ETQA Practitioner

Signature: 

Date: 03/07/2020