



# P . A . B

## Professional Accreditation Body CERTIFICATION POLICY

### 1. Preamble

The ETQA regulations under the South African Qualifications Authority Act 1995 (Act No.58 of 1995) states that one of the functions of Education and Training Quality Assurance Bodies, is to ....”*take responsibility for the certification of constituent learners;*”

The ETQA Regulations further define accreditation as ...  
*the certification, usually for a particular period of time, of a person, a body or an institution as having the capacity to fulfil a particular function in the quality assurance system set up by the South African Qualifications Authority in terms of the Act”.*

The PAB ETQA had been accredited by SAQA to accredit providers/ institutions/ assessment houses - in other words to “*certify*” providers/ institutions/ assessment houses.

### 2. Terms of Reference

The PAB ETQA is responsible for certification i.e. the issuing of certificates in the following instances:

Instance	Recipient of Certificate
Certification of competency for awards achieved in NQF qualifications or programmes within the PAB scope of accreditation.	Learners
Certification of accreditation of providers of education and training as having the capacity to deliver learning programmes within the scope of the PAB accreditation which culminate in specified and registered NQF qualifications.	Providers
Certification of accreditation of an assessment house as having the capacity to provide assessment services within the PAB scope of accreditation. Endorsement of competency for awards achieved in NQF qualifications or programmes within the PAB scope of accreditation.	Assessment house
Certification of constituent assessors/ moderators against specified and registered NQF qualifications and/or programmes within the PAB scope of accreditation	Assessors/ Moderators

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### **3. Types of PAB certificates**

The PAB certificates: -

- 3.1 Fully Accredited institutions/ providers with an award as Centres of excellence, Fully Accredited institutions/ providers, evaluated by the PAB ETQA representative, for which accreditation of provision toward specific unit standards and / or qualifications, learnerships, short courses or skills programme within the PAB scope of accreditation has been recommended and the accreditation recommendation has been approved by the PAB Advisory Committee.
- 3.2 Accredited Assessment houses evaluated by the PAB ETQA representative, for which accreditation of the assessment of learning programmes are approved against specific unit standards and / or qualifications, learnerships, short courses or skills programme within the PAB scope of accreditation has been recommended and the accreditation recommendation has been approved by the PAB Advisory Committee.
- 3.3 Assessors/ moderators registered with the PAB to assess/ moderate against specific NQF registered unit standards and / or qualifications, learnerships, short courses or skills programme within the PAB scope of accreditation, should they register with the ETQA for a period of at least 3 years.
- 3.4 Learners registered with the PAB and declared as competent by a PAB registered assessor against learning programmes which culminates in specified NQF qualifications, learnerships, short courses or skills programme within the PAB scope of accreditation. These learners will be issued with a Statement of Results (SOR). Please note, providers should apply for the Statement of Results. (See point 14 below)
- 3.5 Endorsement of competency for awards achieved by registered learners in NQF qualifications or programmes within the PAB scope of accreditation declared as competent by accredited assessment houses if the assessment is conducted at a PAB accredited institution/ provider within the terms and references contained in the MoU between PAB and the assessment house.

### **4. Certification responsibilities**

The PAB will not outsource its certification responsibilities at this time. The responsibilities for certification are as follows:

<b>PAB Responsibility</b>	<b>Certification activities</b>	<b>Certification signatories</b>	<b>Issuing of Certificate</b>
Certification of providers/ institutions of provision toward specific unit standards and / or qualifications, learnerships, short courses or skills programme within the	The issuing of a certificate of accreditation	ETQA Manager and ETQA CEO	PAB

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PAB scope of accreditation			
Certification of constituent assessors	The issuing of a certificate of registration per qualification or programme	ETQA Manager and ETQA CEO	PAB
Certification of constituent moderators	The issuing of a certificate of registration	ETQA Manager and ETQA CEO	PAB
Certification of assessment houses	The issuing of a certificate of accreditation based on MoU and NQF listing	ETQA Manager and ETQA CEO	PAB
Certification of learner achievements / learner records of achievement / unit standards	The issuing of a certificate of endorsement after verification and recording of learner achievements	ETQA Manager and ETQA CEO	PAB

## **5. Requirements for Providers re issuing of Learner Records of achievement to PAB**

Institutions/ providers of education and training wishing to issue learner achievement to PAB must comply with the following requirements:

- 5.1 Proof of institutional/ provider and programme accreditation;
- 5.2 Proof of a computerised record keeping system that incorporates mechanisms to record learner achievements as well as mechanisms to report to the PAB on past, present and potential learners. The record keeping system should include the following learner information in addition to the required information as per PAB registration form in **Annexure A**:
  - 5.2.1 Certified copy of education and training background and experience (prior qualifications, prior and previous learning experiences, learning skills, language skills and preference)
  - 5.2.2 Additional learning needs (necessary experience and knowledge of relevant technology)
  - 5.2.3 Resource factors (place and time of learning, access to resources including electricity and technology, financial resources for additional learning or support materials)
  - 5.2.4 Motivation for entering a programme of learning
  - 5.2.5 Programme/s for which the learner is registered
  - 5.2.6 Performance during the programme (internal and continuous assessment)

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5.2.7 Achievement during and at the end of the programme (internal and external assessment, final assessment, award achieved)  
Internal moderation activities

- 5.3 Proof of a records management system for capturing learner progress and achievements;
- 5.4 Proof of a policy and procedures for the capturing of learner progress and achievements;
- 5.5 Proof of security and integrity of the database;
- 5.6 Personnel capacity, procedures, responsibilities and accountability in data capturing activities;
- 5.7 A policy and procedures for the printing and storage of learner records and achievements;
- 5.8 Proof that learner achievement and progress policies and procedures are designed to protect the learner's right to confidentiality;
- 5.9 Policy and procedures for requests for duplicate certificates;
- 5.10 Strategy to prevent the issue of fraudulent certificate. (Two signatories on the certificate and the SOR number issued by the ETQA will form part of this strategy)
- 5.11 A complete record of all certificates issued and received by learners
- 5.12 If any of the above requirements are outsourced, PAB requires evidence of the policies, procedures, contract/ agreement between the parties.

## **6 Information that will appear on PAB learner certificates**

- 6.2 Registered/accredited name of provider;
- 6.3 PAB logo;
- 6.4 Name of learner
- 6.5 ID number of learner
- 6.6 Name of Qualification: National Diploma: Health and Skincare
- 6.7 Qualification NLRD ID: 58310
- 6.8 Name of Learning Programme
- 6.9 Learning Programme NLRD ID
- 6.10 NQF Level
- 6.11 NQF credits
- 6.12 Date Issued
- 6.13 Learner Endorsement Number
- 6.14 PAB Learner registration Number
- 6.15 ETQA Manager and ETQA CEO signature
- 6.16 Certificate Number
- 6.17 SAQA Hologram

## **7 Inclusion of the SAQA hologram on PAB learner certificates**

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- 7.1 Certification of learners by accredited Education and Training Quality Assurance Bodies
- 7.1.1 The SAQA hologram will be included on the certificate/s.
  - 7.1.2 The certificate/s must include an acknowledgement that the qualification is registered on the National Qualifications Framework.
  - 7.1.3 The NLRD registration number of the standard/s or qualification and the Learning programme should appear on the certificate, where appropriate. The full name of the standard/s or qualification and the Learning Programme, as registered on the NLRD, must appear on the certificate.
  - 7.1.4 The format/s of the certificate/s that PAB wish to use, must be submitted to the SAQA office for approval.
  - 7.1.5 The PAB will carry the cost for the printing of the certificates.

In terms of accreditation of an ETQA, PAB has:

- Strategies to prevent the issue of fraudulent certificates.
- A database acceptable to SAQA in which individual learner records are kept.

## **8 PAB Database**

The PAB will maintain and regularly update a database of all certificates issued. The database should provide the following information:

- 8.1 Name of learner
- 8.2 ID number of learner
- 8.3 Name of qualification and/or unit standard achievement
- 8.4 Name of the Learning Programme
- 8.5 NLRD ID of the Qualification
- 8.6 NLRD ID of the Learning Programme
- 8.7 NQF Level
- 8.8 NQF credits
- 8.9 Date certificate was issued
- 8.10 Name of Provider
- 8.11 Certificate number
- 8.12 Duplicate certificate issued i.e. date, reason, number

## **9 PAB strategy to prevent the issue of fraudulent certificates**

The ETQA CEO and ETQA manager of PAB is responsible to ensure that certificates are not fraudulently issued and will design and implement policies and procedures that effectively monitor the issuing of all certificates issued internally and externally.

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Approvals of PAB Certificates are verified by the ETQA Manager before signing it and submitting it to the ETQA CEO for approval and signature.

In the case of lost or destroyed certificates, PAB will issue duplicate certificates to providers accredited by the PAB and learners certificated by PAB as well as to assessors / moderators registered with the PAB against an agreed upon standard price.

A maximum of 3 certificates will be issued in the case of lost or destroyed certificates, providing that proof or an affidavit is supplied to the ETQA. Copies or duplicate certificates will be labelled as a “Duplicate of Certificate Number: xxx.

## **10. PAB security**

### Security of PAB Certificates and Holograms

The PAB will secure the PAB certificates and holograms through restricted access to the certificates and holograms stored in a locked PAB safe. The ETQA Director will control access to the PAB certificates and hologram.

The ETQA Manager will be responsible for the receipt of SAQA Holograms from SAQA by appointment with SAQA.

Stock taking of holograms/audits of the holograms will be done by the ETQA Manager in conjunction with the Audit and Accreditation Officer before and after each batch of certification is completed. A detailed log (including the date and time of the audit) will be signed by both parties and stored in the PAB safe.

Tracking and storing spoilt SAQA holograms will be done by the ETQA Manager in conjunction with the Audit and Accreditation Officer before and after each batch of certification is completed. A detailed log (including the date and time of the audit) will be signed by both parties and stored in the PAB safe. Every SAQA hologram that has been spoilt or tampered with at the ETQA will be stored in the PAB safe. In cases where the tamper evident label has been removed then both parts of the destroyed hologram will be retained and stored in the PAB safe. PAB will supply all spoilt SAQA Holograms to SAQA, where they will be destroyed before a new order for PAB will be placed.

The ETQA manager, Audit and Accreditation officer and PAB administrator will all be present and responsible for affixing the SAQA Hologram to certificates. This process will take place on the PAB premises and a detailed log will be kept per day during the process of affixing the SAQA hologram to certificates.

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Tracking of holograms by their serial numbers and certificate numbers will be possible through the detailed log kept per hologram as well as the corresponding serial number and certificate number per award logged on the PAB database against a learner/ assessor record.

The validation/verification of the authenticity of a certificate on which the hologram has been used will be possible through tracking the hologram serial numbers and certificate numbers on the detailed log kept per hologram as well as the corresponding serial number and certificate number per award logged on the PAB database against a learner/ assessor records.

The ETQA Manager will be responsible for the above authentication. Once the ETQA manager is knowledgeable on the variety of embedded security measures within the hologram, the ETQA manger will be sworn to secrecy in order to protect the integrity of the security measures within the hologram.

## **11. Quality Assurance Mechanisms**

The PAB staff is responsible for the monitoring and auditing of all certificates issued internally and externally and will check for compliance against specified policies and procedures.

## **12. Review mechanism**

The ETQA Advisory Committee of the PAB should review all PAB policies and procedures relating to certification activities annually.

## **13. Requirements for Assessment houses to receive endorsement of Certificates/ Learner Records of achievement**

Assessment houses for Health and Skincare Therapy wishing to receive endorsement of certificates to learners must comply with the following requirements:

<b>Requirement</b>	<b>Evidence</b>
Approval by the assessment house of an institution/ provider and programme to be offered at the institution/ provider.	Assessment house must provide proof of institutional/ provider and programme approval.
A computerised record keeping system that incorporates mechanisms to record learner achievements as well as mechanisms to report to the PAB on past, present and potential learners.	Proof that the record keeping system includes the following learner information as per point 5 page 3 - 4. This may be outsourced to the institution/ provider if the institution/ provider is accredited by PAB.
A records management system for	Proof of a records management

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certification and awards.	system for certification and awards.
A policy and procedures for the issuing of certificates and awards	Proof of a policy and procedures for the issuing of certificates and awards
Security and integrity of the database	Proof of security and integrity of the database
Personnel capacity, procedures, responsibilities and accountability in certification activities.	Proof of personnel capacity, procedures, responsibilities and accountability in certification activities.
A policy and procedures for the printing and storage of learner records and certificates.	Proof of a policy and procedures for the printing and storage of learner records and certificates.
Certification policies and procedures are designed to protect the learner's right to confidentiality.	Proof that certification policies and procedures are designed to protect the learner's right to confidentiality.
Policy and procedures for requests for duplicate certificates.	Proof of policy and procedures for requests for duplicate certificates.
Strategy to prevent the issue of fraudulent certificates.	Proof of a strategy to prevent the issue of fraudulent certificates.
A complete record of all certificates issued for SA learners per annum.	Proof of a complete record of all certificates issued for SA learners per annum.

#### **14. PAB procedure for the approval of endorsement of assessment house certification of learners**

- 14.1 PAB confirm in writing receipt of the application
- 14.2 PAB evaluates the application
- 14.3 PAB verifies signed MoU with assessment house
- 14.4 PAB verifies the registration of the learner
- 14.5 PAB verifies the accreditation of the institution/ provider
- 14.6 PAB verifies moderation at provider level
- 14.7 PAB notifies the assessment house of the evaluation result

#### **15. PAB procedure for the approval of Statement of Results for accredited providers to be issued to competent learners in short learning programmes**

- 15.1 PAB confirm in writing receipt of the application
- 15.2 PAB evaluates the application
- 15.3 PAB verifies accreditation status of Provider
- 15.4 PAB verifies registration of learner against specific short learning programme
- 15.5 PAB verifies moderation at provider level
- 15.6 PAB notifies provider of evaluation result

#### **16. Monitoring of the certification activities**

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The PAB is responsible to ensure that certificates are not fraudulently issued and will design and implement policies and procedures that effectively monitor the issuing of all certificates issued by approved assessment houses.

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**ANEXURE A**  
**Application to Certificate Learners**

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**Guidelines to completing the application form:**

- 1. Please complete all the sections on the application form in full.**
- 2. Please supply clear headings for all attachments, according to the requirements listed in point 4 of this document.**
- 3. Attach the required documentation to the application form and submit it to:**

**The ETQA Manager PAB  
Postnet Suite 180  
Private Bag X06  
Waterkloof  
0145**

- 4. Direct all queries to:**

**Madeleine Gericke  
Telephone (012) 685 7101  
Facsimile (012) 685 7102  
office@pab.org.za**

**I, ..... the undersigned, who hereby warrant that I have the authority to bind the applicant, hereby apply for approval to certificate learners, in the name of**

**.....  
(registered and/or trading name of assessment house).**

**I hereby undertake on behalf of the applicant to be bound by the certification policies and procedures of PAB, applied by the ETQA Advisory Committee of the PAB.**

**Signed by me, on behalf of the applicant, .....  
ID number .....  
Position .....  
On the ..... (date)**

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**1. Name of accredited Provider:**

.....

**2. PAB Accreditation number:**

.....

**3. Certification activities (please list the certificates you intend to issue to learners and attach all certificates to your application per annum/ certification cycle)**

Name of Certificate e.g. NQF 5 Health and Skincare Therapy 240 credits	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	

**Name of Contact Person:** .....

**Tel No.:** .....

**Fax No.:** .....

**e-mail:** .....

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**4. Please attach proof of the following requirements:**

<b>Requirement</b>	<b>Evidence</b>	<b>Attachment</b>
Institutional/ provider and programme approval by assessment house	Proof of institutional/ provider and programme approval by assessment house	Assessment house report on the institution/ provider
A computerised record keeping system that incorporates mechanisms to record learner achievements as well as mechanisms to report to the PAB on past, present and potential learners	Proof that the record keeping system includes the following learner information as per point 4 page 3-4. If this is outsourced to the institution/ provider, attach proof of agreement with institution/ provider.	Example of the record keeping system, e.g. sheet on which data is capture
A records management system for certification and awards	Proof of a records management system for certification and awards	Record management system
A policy and procedures for the issuing of certificates and awards	Proof of a policy and procedures for the issuing of certificates and awards	Attach policies and procedures
Security and integrity of the database	Proof of security and integrity of the database	Attach security measures, policies
Personnel capacity, procedures, responsibilities and accountability in certification activities	Proof of personnel capacity, procedures, responsibilities and accountability in certification activities	Detailed organogram
A policy and procedures for the printing and storage of learner records and certificates	Proof of a policy and procedures for the printing and storage of learner records and certificates	Policies and procedures
Certification policies and procedures are designed to protect the learner's right to confidentiality	Proof that certification policies and procedures are designed to protect the learner's right to confidentiality	Confidentiality mechanisms
Policy and procedures for requests for duplicate certificates	Proof of policy and procedures for requests for duplicate certificates	Policies and procedures
Strategy to prevent the issue of fraudulent certificates	Proof of a strategy to prevent the issue of fraudulent certificates	e.g. watermarks

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## LEARNER INFORMATION FORM

<b>Home Language Code</b> (Tick the appropriate block)	<b>E N G</b>	English	<b>T S H</b>	tshiVenda
	<b>A F R</b>	Afrikaans	<b>U</b>	Unknown
	<b>O T H</b>	Other	<b>X H O</b>	isiXhosa
	<b>S E P</b>	sePedi/ Northern Sotho	<b>X I T</b>	xiTsonga
	<b>S E S</b>	seSotho	<b>Z U L</b>	isiZulu
	<b>S E T</b>	seTswana	<b>N D E</b>	isiNdebele
	<b>S W A</b>	siSwati		
<b>Socio-economic Status code</b> (Tick the appropriate block)	<b>U</b>	Unspecified	<b>0 7</b>	Unemployed, pension/ retired
	<b>0 1</b>	Employed	<b>0 8</b>	Unemployed, disabled
	<b>0 2</b>	Unemployed,looking for work	<b>0 9</b>	Unemployed, don't want to
	<b>0 3</b>	Unemployed, not looking	<b>1 0</b>	Unemployed, none of above
	<b>0 4</b>	Unemployed, homemaker	<b>9 7</b>	N/ A: Aged under 15
	<b>0 6</b>	Unemployed, full time student	<b>9 8</b>	N/ A: Institution
<b>Disability Status Code</b> (Tick the appropriate block)	<b>N</b>	None	<b>0 6</b>	Emotional (psychological)
	<b>0 1</b>	Sight (even with glasses)	<b>0 7</b>	Multiple
	<b>0 2</b>	Hearing (even with aid)	<b>0 9</b>	Unspecified disabled
	<b>0 3</b>	Communicating (talk & listen)	<b>U</b>	Unknown disability status
	<b>0 4</b>	Physical (moving/ standing)		
<b>Province Code</b> (Tick the appropriate block)	<b>U</b>	Undefined	<b>5</b>	Kwazulu Natal
	<b>1</b>	Western Cape	<b>6</b>	North West
	<b>2</b>	Eastern cape	<b>7</b>	Gauteng
	<b>3</b>	Northern Cape	<b>8</b>	Mpumalanga
	<b>4</b>	Free State	<b>9</b>	Limpopo
<b>Highest Qualification</b>				
<b>Qualifications enrolled for</b> (Tick the appropriate block)	SAAHSP Diploma: Health and Skincare Therapy			
	CIDESCO Diploma: Health and Skincare Therapy			
	ITEC Diploma: Health and Skincare Therapy			
	CIBTAC Diploma: Health and Skincare Therapy			
	Aromatherapy Certificate			
	Reflexology Certificate			
	Other Health and Skincare Diploma			
<b>Short Courses enrolled for</b> (Tick the appropriate block)	Skincare & Eye Treatments		Science for Health & Skincare Therapy	
	Make up		Bleaching	
	Manicure & Pedicure		Therapy	
	Waxing		Body Alignment & Movement	
	Communication & Image Projection		Reflexology	
	Facial Electrical Treatments		Aromatherapy	
	Anatomy & Physiology		Electrolysis	
	Nutrition		(Other - Please specify)	
	Hygiene & Sterilisation		(Other - Please specify)	

### INFORMATION TO BE COMPLETED BY PROVIDER

<b>Provider Name</b>	P R O V I D E R I N S T I T U T I O N N A M E									
<b>Name of Institution Principal</b>										
<b>Provider Class ID</b> (Tick the appropriate block)	<b>1</b>	Unknown	<b>4</b>	Public	<b>7</b>	NGO/ CBO				
	<b>3</b>	Foreign	<b>5</b>	Private	<b>8</b>	Mixed 4&5				
<b>Learner Achievement Status</b> (Tick the appropriate block)	<b>1</b>	Unknown	<b>4</b>	De-enrolled						
	<b>2</b>	Achieved	<b>5</b>	Re-enrolled						
	<b>3</b>	Enrolled	<b>6</b>	Other						

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