



SERVICES SETA ACCREDITATION EVALUATION REPORT

PROVIDER CONTACT DETAILS:

Registered Name of Provider: Tusanang Training Academy (Pty) Ltd

Trading Name of Provider: Tusanang Training Academy (Pty) Ltd

Satellite campuses if any: N/A

Contact Person: Andre Rheeder

Tel: 0123330046

Cell: 0822664477

E-mail: andre@ttacademy.co.za

Physical Address: 1st Floor Kilner Park Galleries
Cnr Patricia & Wilkenson Rd
Kilner Park
Pretoria
0186

Postal Address: PO Box 74627
Lynnwood Ridge
Pretoria
0040

Company Registration number: 2015/268833/07

Date of Report: 22 April 2020

Provider Accreditation Number: 12719

Introduction

This is a report of an institutional and learning programme evaluation of **Tusanang Training Academy (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 **Tusanang Training Academy (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:	
Remedial Evaluation:	
Extension of Scope Evaluation:	
MOU: Programme Approval	X
Monitoring Site Visit Remedial Evaluation	

3. Outcome of Evaluation:

Accreditation status awarded

Learning Programme Title	Recommended for Accreditation	Full Accreditation	Accreditation Not Yet Recommended	Programme Approval Awarded (MOU Providers)
National Certificate: Business Administration Services				x
Further Education and Training Certificate: Generic Management - General Management				x
Business Advising Operations				x

This serves as a confirmation that **Tusanang Training Academy (Pty) Ltd** has been evaluated and based on the recommendations of the **SSETA- Services Sector Education Training Authority** evaluator, **Tusanang Training Academy (Pty) Ltd** has been awarded **Programme Approval** status as a provider for the delivery of the following learning programme:

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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
					US	US Title	
National Certificate: Business Administration Services	PA	NQF Level 03	120	2021-06-30			Qualification Title: National Certificate: Business Administration Services SAQA I.D. 67465 LP 23655 NQF Level: NQF Level 03 Credits: 120 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
Core		NQF Level 02	3	2004-12-02	7573	Demonstrate ability to use the World Wide Web	
Core		NQF Level 02	4	2021-06-30	8420	Operate in a team	
Core		NQF Level 03	3	2023-06-30	13929	Co-ordinate meetings, minor events and travel arrangements	
Core		NQF Level 03	3	2023-06-30	10170	Demonstrate understanding of employment relations in an organisation	
Core		NQF Level 03	4	2023-06-30	7785	Function in a business environment	

Core		NQF Level 03	1	2011-07-31	7860	Introduce new staff to the workplace	
Core		NQF Level 03	3	2023-06-30	7706	Maintain a Booking System	
Core		NQF Level 03	1	2023-06-30	7796	Maintain a secure working environment	
Core		NQF Level 03	2	2023-06-30	13937	Monitor and control office supplies	
Core		NQF Level 03	4	2023-06-30	13931	Monitor and control the maintenance of office equipment	
Core		NQF Level 03	6	2021-06-30	13935	Plan and conduct basic research in an office environment	
Core		NQF Level 03	4	2023-06-30	13934	Plan and prepare meeting communications	
Core		NQF Level 03	3	2023-06-30	13933	Plan, monitor and control an information system in a business environment	
Core		NQF Level 03	5	2004-12-02	7567	Produce and use spreadsheets for business	
Core		NQF Level 03	5	2004-12-02	7570	Produce word processing documents for business	
Core		NQF Level 03	3	2023-06-30	9533	Use communication skills to handle and resolve conflict in the workplace	
Core		NQF Level 04	10	2023-06-30	14357	Demonstrate an understanding of a selected business environment	
Fundamental		NQF Level 02	5	2006-02-09	8968	Accommodate audience and context needs in oral communication	

Fundamental		NQF Level 02	8	2023-06-30	9960	Communicate verbally and non-verbally in the workplace	
Fundamental		NQF Level 02	2	2023-06-30	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	
Fundamental		NQF Level 02	4	2023-06-30	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	
Fundamental		NQF Level 02	5	2006-02-09	8969	Interpret and use information from texts	
Fundamental		NQF Level 02	5	2023-06-30	9012	Investigate life and work related problems using data and probabilities	
Fundamental		NQF Level 02	6	2007-11-28	11241	Perform Basic Business Calculations	
Fundamental		NQF Level 02	5	2023-06-30	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	
Fundamental		NQF Level 02	5	2006-02-09	8970	Write texts for a range of communicative contexts	
Elective		NQF Level 3	3	2023-06-30	7790	Process incoming and outgoing telephone calls	LMIS Submission
Elective		NQF Level 03	4	2023-06-30	13928	Monitor and control reception area	LMIS Submission
Elective		NQF Level 03	4	2023-06-30	117111	Apply knowledge of basic accounting principles to financial services	LMIS Submission

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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
					US	US Title	
Further Education and Training Certificate: Generic Management - General Management	PA	NQF Level 04	150				Qualification Title: Further Education and Training Certificate: Generic Management - General Management SAQA I.D. 57712 LP 74630 NQF Level: NQF Level 04 Credits: 150 Registration start date: 2018-07-01 Registration end date: 2023-06-30 Last date for enrolment: 2024-06-30 Last date for achievement: 2027-06-30
Core		NQF Level 04	12	2023-06-30	242824	Apply leadership concepts in a work context	
Core		NQF Level 04	5	2023-06-30	242815	Apply the organisation's code of conduct in a work environment	
Core		NQF Level 04	5	2023-06-30	242816	Conduct a structured meeting	
Core		NQF Level 04	10	2023-06-30	242822	Employ a systematic approach to achieving objectives	
Core		NQF Level 04	6	2023-06-30	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	

Core		NQF Level 04	6	2023-06-30	242810	Manage Expenditure against a budget	
Core		NQF Level 04	5	2023-06-30	242829	Monitor the level of service to a range of customers	
Core		NQF Level 04	10	2023-06-30	242819	Motivate and Build a Team	
Core		NQF Level 04	5	2023-06-30	242811	Prioritise time and work for self and team	
Core		NQF Level 04	8	2023-06-30	242817	Solve problems, make decisions and implement solutions	
Fundamental		NQF Level 03	5	2023-06-30	119472	Accommodate audience and context needs in oral/signed communication	
Fundamental		NQF Level 03	5	2023-06-30	119457	Interpret and use information from texts	
Fundamental		NQF Level 03	5	2023-06-30	119467	Use language and communication in occupational learning programmes	
Fundamental		NQF Level 03	5	2023-06-30	119465	Write/present/sign texts for a range of communicative contexts	
Fundamental		NQF Level 04	6	2023-06-30	9016	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	
Fundamental		NQF Level 04	5	2023-06-30	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	
Fundamental		NQF Level 04	5	2023-06-30	119469	Read/view, analyse and respond to a variety of texts	

Fundamental		NQF Level 04	4	2023-06-30	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	
Fundamental		NQF Level 04	6	2023-06-30	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	
Fundamental		NQF Level 04	5	2023-06-30	12153	Use the writing process to compose texts required in the business environment	
Fundamental		NQF Level 04	5	2023-06-30	119459	Write/present/sign for a wide range of contexts	
Elective		NQF Level 03	4	2023-06-30	242812	Induct a member into a team	LMIS Submission
Elective		NQF Level 04	5	2023-06-30	242818	Describe the relationship of junior management to other management roles	LMIS Submission
Elective		NQF Level 04	8	2023-06-30	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	LMIS Submission
Elective		NQF Level 04	5	2023-06-30	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	LMIS Submission

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
					US	US Title	
National Certificate: Business Advising Operations	PA	NQF Level 06	138	2023-06-30			Qualification Title: National Certificate: Business Advising Operations SAQA I.D. 48967 NQF Level: NQF Level 06 Credits: 138 Registration start date: 2018-07-01 Registration end date: 2023-06-30 Last date for enrolment: 2024-06-30 Last date for achievement: 2027-06-30
Core		NQF Level 05	8	2023-06-30	7886	Develop and implement a business plan	
Core		NQF Level 05	8	2011-07-31	7885	Research and update the legal knowledge required for business compliance	
Core		NQF Level 06	10	2023-06-30	116356	Align Manager's personal objectives and skills to those of the business	
Core		NQF Level 06	9	2023-06-30	116338	Apply basic business accounting practices	
Core		NQF Level 06	8	2023-06-30	116368	Apply basic business marketing practices	
Core		NQF Level 06	8	2023-06-30	116367	Apply basic human resources practices	
Core		NQF Level 06	10	2023-06-30	116349	Apply business performance management practices	

Core		NQF Level 06	6	2006-08-13	14505	Apply the principles of ethics and professionalism to a business environment	
Core		NQF Level 06	7	2023-06-30	116366	Assess and design stock policies and logistics services for small/medium enterprises	
Core		NQF Level 06	10	2023-06-30	12138	Conduct an organisational needs analysis	
Core		NQF Level 06	12	2023-06-30	7887	Develop and Manage Marketing Plans and Strategies	
Core		NQF Level 06	9		116365	Evaluate the financial practices of a business	
Fundamental		NQF Level 05	4	2023-06-30	9224	implement policies regarding HIV/AIDS in the workplace	
Fundamental		NQF Level 05	12	2006-08-13	14515	Present a well-structured argument derived from qualitative and/or quantitative data to map new knowledge and generate a competitive advantage	
Elective		NQF Level 06	10	2023-06-30	12885	Apply concepts and principles relevant to the practical aspects of corporate governance and accountability	LMIS Submission
Elective		NQF Level 06	8	2023-06-30	10597	Implement operational management principles and techniques	LMIS Submission

Staff Details:

List of Facilitators	Learning Programmes Delivered by Facilitator	Qualifications and Experience
Trevor Els- 8904145129081	67465 LP 23655 48967 57712 LP 74630	Copy of CV provided. Certified copies of qualifications provided. Certified copy of ID provided. SLA provided.
List Constituent Assessors	Unit Standards/ Qualifications the Assessor is assessing	Qualifications and Experience
Trevor Els- 8904145129081	67465 LP 23655 57712 LP 74630	Constituent assessor registration has been verified for the following Qualifications: 67465 LP 23655 57712 LP 74630 The registration is valid until 31 March 2020. Registration number: Copy of CV provided. Certified copies of qualifications provided. Certified copy of ID provided. SLA provided.
Kutloisiso Moalosi- 8310145796087	48967	Constituent assessor registration has been verified for the following Qualification: 48967 The registration is valid until 31 March 2020. Registration number: Copy of CV provided. Certified copies of qualifications provided. Certified copy of ID provided. SLA provided.
List Constituent Moderators	Unit Standards/ Qualifications the Moderator is moderating	Qualifications and Experience
Daphne Els- 6208080037081	67465 LP 23655	Constituent moderator registration has been verified for the following Qualifications:

	57712 LP 74630 48967	67465 LP 23655 57712 LP 74630 48967 The registration is valid until 31 March 2020. Registration number: Copy of CV provided. Certified copies of qualifications provided. Certified copy of ID provided. SLA provided.
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8 Core criteria

Criteria	Comments
1. Policy statement: The organization's aims, objectives and purposes are spelt out	<ul style="list-style-type: none"> • Accreditation letter from W&R Seta has been provided • MoU Provider • Letter of Intent from QCTO is in place dated 02/07/2019
2. QMS: Outline procedures that implement quality management	<ul style="list-style-type: none"> • MoU Provider
3. Review mechanisms: Outline the ways in which the implementation of policies would be monitored	<ul style="list-style-type: none"> • MoU
Programme delivery: Outline how learning programmes would be developed, delivered and evaluated	<p>National Certificate: Business Administration Services(67465 LP 23655)</p> <p>An SLA is in place between the Learning material developer(Gemini Training Material) and Tusanang Training Academy (Pty) Ltd which gives the Tusanang Training Academy (Pty) Ltd full right to utilise the learning material</p> <ul style="list-style-type: none"> • Curriculum document-In place The curriculum document includes , the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used • Alignment Matrix – In place. • Learner Guide- in place

	<ul style="list-style-type: none"> • Facilitator Guide- in place, the guide covers instructions to the facilitator, notion hour matrix as well as detailed training plans, training plans are day planners with activities and delivery noted. • Notional hour matrix-In place, the guide clearly shows time spent in class room as well as experiential training, a split of 30% formative and 70% Summative activity • Formative Assessment- In place • Summative Assessment- In place • Assessment Guide- In place • Learner POE Guide- In place • Moderator Guide- In place
<p>Programme delivery: Outline how learning programmes would be developed, delivered and evaluated</p>	<p>Further Education and Training Certificate: Generic Management - General Management) (57712 LP 74630)</p> <p>An SLA is in place between the Learning material developer(Gemini Training Material) and Tusanang Training Academy (Pty) Ltd which gives the Tusanang Training Academy (Pty) Ltd full right to utilise the learning material</p> <ul style="list-style-type: none"> • Curriculum document-In place The curriculum document includes , the purpose of the learning programme, learning assumed to be in place, the target audience, the design methodology used • Alignment Matrix – In place. • Learner Guide- in place • Facilitator Guide- in place, the guide covers instructions to the facilitator, notion hour matrix as well as detailed training plans, training plans are day planners with activities and delivery noted. • Notional hour matrix-In place, the guide clearly shows time spent in class room as well as experiential training, a split of 30% formative and 70% Summative activity • Formative Assessment- In place • Summative Assessment- In place • Assessment Guide- In place • Learner POE Guide- In place • Moderator Guide- In place • 2nd Language Material: in place and presented in Afrikaans as per the Qualification Rules

<p>Programme delivery: Outline how learning programmes would be developed, delivered and evaluated</p>	<p>National Certificate: Business Advising Operations (48967)</p> <p>An SLA is in place between the Learning material developer(Gemini Training Material) and Tusanang Training Academy (Pty) Ltd which gives the Tusanang Training Academy (Pty) Ltd full right to utilise the learning material</p> <ul style="list-style-type: none"> • Curriculum document- In place • Alignment Matrix- In place • Rules of the Qualification-In place • Exit Level Outcomes- 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 • Learner POE guide- In place • Moderator Guide- In place • Internal Moderation Report- In place
<p>5. Staff policies: Outline policies and procedures for staff selection, appraisal and development</p>	<p>MoU Provider</p>
<p>6. Learner policies: Policies and procedures for the selection of learners are outlined, and learners are given guidance and support</p>	<p>MoU Provider</p>
<p>7. Assessment policies: Outline policies and procedures for forms of assessments that are used and how they are managed</p>	<p>MoU Provider</p>

<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>	<p style="text-align: center;">MoU Provider</p> <ol style="list-style-type: none"> 1. CIPC document provided for Tusanang Training Academy (Pty) Ltd , Company registration number 2015/268833/07 2. Tax clearance certificate provided 3. Business plan in place. 4. Public liability insurance provided. 5. Occupational health and safety audit certificate provided. 6. There is a Lease agreement between Kilnerpark Galleries (Pty) Ltd (Landlord) and Tusanang Training Academy (Tenant).
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<p>General Comments:</p>	
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Areas for Remediation:

<p>First time evaluation Report:</p>	
<p>Remedial Evaluation Report:</p>	
<p>Extension of Scope Evaluation Report:</p>	
<p>MOU: Programme Approval Report</p>	
<p>Monitoring Site Visit Remedial Evaluation Report</p>	

Short-term requirement:

Description of Remediation	Comment (Evaluator)

Long term requirement/recommendation: N/A

Description of Remediation	Comment (Evaluator)

Areas still to be remediated:

Short-term requirement:

Long term requirement/recommendation N/A

Description / or Quality Indicator	Comment (Evaluator)

History of Provider Accreditation: N/A

Learning Programme against accreditation	Accreditation Status	US	NQF	Credit	US Expiry Date

4. Conclusion


Name of Evaluator: Daniel Mocwagole

Executive Manager: Andile Sipengane

Date: 21 April 2020

Date: 22 April 2020

Signature: 

Signature: 

- a. **Tusanang Training Academy (Pty) Ltd** has been **Recommended for Programme Approval** status as a skills development provider in line with the SAQA qualification’s last date for Enrolment
- b. All conditions met in the report above will need to be maintained and improved in order to meet the requirements for accreditation.
- c. You would be required to comply with the reporting procedures of **SSETA- Services Sector Education Training Authority**.
- d. A Monitoring Site Visit will be conducted at least once during your period of accreditation, and you will be contacted prior to the visit
- e. Finally, SSETA- Services Sector Education Training Authority congratulates **Tusanang Training Academy (Pty) Ltd** on their achievement.

Kind Regards