

ANNEXURE A

Skills Development Provider Code of Conduct

All providers holding PSETA QA accreditation are expected to adhere to the following code of conduct and general accreditation terms and conditions:

- 1) Implement and maintain own quality management systems.
- 2) Observe PSETA QA policies that govern all aspects of training provision.
- 3) Implement training, assessment, and moderation systems in line with their own recognized policies.
- 4) Ensure that all ETD Practitioners are qualified and registered (where required) for their functions.
- 5) Comply with the PSETA QA system about monitoring and evaluation, and quality assurance of learners' achievements.
- 6) Implement training on unit standards and/or qualifications accredited for.
- 7) Continuously develop own human capital in line with own human resources needs.
- 8) Provide guidance and support to learners to achieve the programmes enrolled in.
- 9) Seek permission from PSETA before using the PSETA logo.
- 10) Maintain records of learning safely and confidentially.
- 11) Serve clients, learners, and constituent employers with the highest level of quality education, training, and development and customer service.
- 12) Report not only on numbers trained but also on the impact such training has on the individual and the community they serve.
- 13) Work towards achieving full accreditation before the provisional accreditation expiry date.
- 14) Use only PSETA QA-accredited training material and tools.
- 15) Developmental areas (if any) within a reasonable agreed time; and
- 16) Recognize the rights and dignity of each learner and honor learner agreements
- 17) Ensure that learners' enrolments are done as per the PSETA policies and timeframes.
- 18) All learners trained must be enrolled before the enrollment end date of the qualification.
- 19) Report training implementation 10 days before rolling out the programme.

Failure by a provider to observe the code of conduct as outlined above may result in de-accreditation. PSETA will support accredited training providers to ensure that they perform at the required level to maintain accreditation. By completing the signature table below, the provider representative undertakes on behalf of the provider to adhere to this code of conduct and acknowledges that non-compliance may negatively affect the provider's accreditation status.

Representative Name	Representative Title (Position)	Representative Signature	Date of Signing