

The Services SETA (Sector Education & Training Authority)
 15 Sherborne Road, Parktown, Gauteng, 2193,
 P O Box 3322, Houghton, 2041
 Email: customercare@serviceseta.org.za,
 Website: www.serviceseta.org.za
 Tel: 011 276 9600, Fax: 011 276 9623



SERVICES SETA ONLINE LEARNING EVALUATION REPORT

Registered Name of Skills Development Provider	Learnex Ex-Gratia (Pty)Ltd	
Company Registration No.	2008/021007/07	
Accreditation No.	13839	
Contact Person	Eliz-mari Aarloo	
Contact Details	Tel: 012 111 0524	Cell: 078 694 6098
	Email: eliz-mari@learnex.co.za	
Physical Address	The Palms Office Park 519 Nupen Crescent Midrand	
Postal Code	1685	
Province	Gauteng	
Accreditation End Date	March 2023	
Services SETA Project Reference Number	N/A	
Report Date	18 June 2020	

The Services SETA (Sector Education & Training Authority)
15 Sherborne Road, Parktown, Gauteng, 2193,
P O Box 3322, Houghton, 2041
Email: customercare@serviceseta.org.za,
Website: www.serviceseta.org.za
Tel: 011 276 9600, Fax: 011 276 9623



1. Scope of Evaluation:

The scope of the following evaluation only includes the evaluation of the accredited Training Provider's **online mode of training delivery, that is intended to replace the classroom face to face training during the COVID-19 lockdown period.**

2. Type of Application:

First time	X
Remedial	
Extension of Scope	

3. Outcome of Evaluation:

Learning Programme	Online Learning Delivery Recommended	Online Learning Delivery Not Yet Recommended
SAQA 57712 – LP60269- Further Education and Training Certificate: Generic Management	X	
SAQA 50080- Further Education and Training Certificate :Project Management	X	
SAQA 67465-LP23655- National Certificate: Business Administration Services	X	
SAQA 61595-LP35928- Further Education and Training Certificate: Business Administration Services	X	

4. Online Learning Mode of Delivery

Description	
Name and description of the online learning mode of delivery.	<ul style="list-style-type: none"> The provider will be using Online facilitation via zoom , email ,videos and whatsapp online learning mode of delivery
Has the Training Provider made arrangements for all learners to gain access to the online learning mode of delivery? Explain.	<ul style="list-style-type: none"> Essential workers have access to the internet and zoom at work. Arrangements have been made with clients to assist these learners. Other learners are using stipends for data instead of travel to access the resources to proceed with their training and assessments. Learning material will also be emailed to the learners sent via WhatsApp. All learners have access to a smart phone and can access the different media.

5. Evaluation of Supporting documents

Criteria	Comments			
Quality Management System	Is there is an Online Learning Policy that clearly indicates that the following procedures in place and are adequate?			
		Y	N	Comments
	Online facilitation procedures	X		Conducted via Videos and Zoom
	Online learner, guidance and support procedures	X		Conducted via Videos and Zoom
	Online assessment procedures	X		In Place

	Online moderation procedures	X		Moderator may access assessments.
	Online assessment appeal procedures	X		In Place
	Quality assurance of learner achievements (QALA) procedures	X		Assessments will either be presented to the external moderator in electronic format, or printed and presented at a site visit.
	Confidentiality	X		In place
	Online special needs access	X		In place
Learning Programme Delivery	Online Facilitation - the following detailed information/procedures are available and adequate:			
		Y	N	Comments
	Learning pathway	X		In place per unit standard.
	How the attendance register will be documented	X		Authentication and login is completed on the online portal.
	Facilitator role, responsibilities and procedures that will be followed	X		Via Videos and Zoom
	Facilitator guidelines / delivery structure aligned to outcomes and notional hours	X		Via Videos and Zoom
	Learner's access to learning material including assessments	X		Videos and Zoom.
	How assessments will be conducted (formative, summative & FISA)	X		In place
	Appeals and disputes	X		In place
	Facilitator reporting	X		Via e-mail.
	Online Assessment and Moderation - the following detailed procedures are in place and adequate:			
		Y	N	Comments
	Planning of assessment	X		In place online.
	Preparation of the learner before assessment	X		Via Videos and Zoom
	Procedures followed during assessment	X		In place
Feedback to the learner and third parties after the assessment	X		In place via e-mail.	
Re-assessment strategy	X		In place.	
Internal moderation	X		In place.	

	Internal moderation report template that includes:	X		In place.
	<ul style="list-style-type: none"> • Moderation plan/scope • Template for complete list of learners and indication of moderated portfolios • Moderation review • Post-moderation 			
	Online Learner Portfolio of Evidence - detailed information on how the following will be presented is available and adequate:			
		Y	N	Comments
	Learner preparation and assessment preparation declarations, declaration of authenticity, assessor declaration	X		In place.
	Learner CV, ID, Matric Certificate, other related certificates	X		In place.
	All required learner documentary evidence for activities, summative and workplace application.	X		In place
	Learner review of the assessment process	X		In place.
	Learner re-assessment plan	X		In Place
	Learner feedback report	X		In place.
	Learner assessment appeal	X		In place.
	Internal moderation	X		In place.
	Provision for learner, assessor and moderator authentication (signature) and dates after each summative assessment task/activity	X		In place.
External Moderation: How will the electronic online Learner's PoE be made available individually as an e-portfolio.	X		This evidence will be presented to the external moderator in electronic format, or printed and presented at a site visit.	

General Comments:
 Based on the evidence submitted, the Provider is able to engage learners through Videos and Zoom group online learning methodology that includes a secure access online learning portal to access learning material/assessments and through Videos and Zoom.for facilitated sessions, chat room and support. Question and Answer sessions.

6. Areas for Remediation:

Short-term requirements:

Description of Remediation	Comment (Evaluator)

Long-term requirements:

Description of Remediation	Comment (Evaluator)

7. Areas still to be remediated:

Short-term requirements:

Description of Remediation	Comment (Evaluator)

Long-term requirements:

Description of Remediation	Comment (Evaluator)

Name of Evaluator: Palesa Cele

Signature: 

Date: 18 June 2020

Executive Manager: Andile Sipengane



Signature:

Date: 19 June 2020

Chief Executive Officer: Amanda Buzo-Gqoboka



Signature:

Date: 02/07/2020

8. Conditions/ Conclusion

- I. **Learnex Ex-Gratia (Pty)Ltd** is hereby **Approved for online training as the mode of delivery within the scope of this evaluation and** for the learning programmes as detailed in the report above.
- I. All conditions met in the report above will need to be maintained and improved in order to meet the requirements for **online training delivery**.
- II. A Monitoring Site Visit will be conducted at least once during your period of accreditation, and you will be contacted prior to the visit.

Finally, **Services SETA** congratulates **Learnex Ex-Gratia (Pty)Ltd** on their achievement.

Should you require any further information do not hesitate to contact the Services SETA.

Name of SSETA Staff member:

Position:

E-mail Address: