

<b>CORE BUSINESS</b>	Doc Nr	EX MOD/POL/01/22
<b>EXTERNAL MODERATION POLICY</b>	Version	002
	Issue Date	30 March 2022
	Next Review Date	Q4 2023/24



## EXTERNAL MODERATION POLICY

<b>Signatories</b>			
The signatories hereof, confirm acceptance of the contents, recommendation and adoption hereof			
<b>TITLE</b>	<b>EXTERNAL MODERATION POLICY</b>		
<b>PROCEDURE NO.</b>	EX MOD/POL/01/2022	<b>VERSION</b>	002
<b>APPROVED DATE</b>	30 March 2022	<b>PAGES</b>	08
<b>EFFECTIVE DATE</b>	Approved date	<b>REVIEW DATE</b>	Q4 2023/24
<b>ROLE</b>	<b>DESIGNATION</b>	<b>OFFICIAL/MEMBER</b>	<b>SIGNATURES</b>
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DOCUMENT CONTROL PAGE				
<b>Document title</b>	EXTERNAL MODERATION POLICY			
<b>Creation date</b>	01 November 2017			
<b>Effective date</b>	30 March 2022			
<b>Status</b>	Draft		Final	x
<b>Version</b>	002			
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<b>Distribution</b>	<ul style="list-style-type: none"> <li>Accounting Authority and Committees.</li> <li>Services SETA Officials via the Shared Drive and/or Share Point whichever is available and accessible.</li> <li>Sector Education and Training Authority (SETA) Accredited Skills Development Providers via <a href="http://www.serviceseta.org.za">www.serviceseta.org.za</a></li> <li>Levy Paying Employers and Non-Levy Paying Employers via <a href="http://www.serviceseta.org.za">www.serviceseta.org.za</a></li> </ul>			
<b>Classification</b>	Restricted		Confidential	
<b>Revision</b>	<b>Version Nr</b>	<b>Revision Date</b>	<b>Revision Details</b>	<b>Revised by</b>
<b>Review History</b>	1	Q3 2017/18	Policy Creation	Core Business
	2	Q4 2021/22	Annual Revision	Core Business
	3			
	4			
	5			

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## 1. TERMINOLOGY AND ACRONYMS

This Policy applies the following meanings and interpretations:

#	Term	Description
1.1	Assessment	A process of collecting evidence of learners work measure and make judgements about the achievement or non-achievement of specified NQF standards or qualifications
1.2	Constituent Assessor	A person registered by the relevant Sector Education and Training Authority to conduct internal and/or external assessments for registered historical and occupational qualifications and part qualifications
1.3	Constituent Moderator	A person registered by the relevant Sector Education and Training Authority to conduct a quality assurance in relation to assessments carried out by assessors with regards to specified learning outcomes or programmes
1.4	External Moderation	The quality assurance by an independent person appointed by the Services SETA for that purpose, the results of assessment against unit standards and validating that internal moderation is conducted in a fair, valid, reliable and practicable manner that is free of all bias and discrimination
1.5	Learner Management Information System (LMIS)	A Services SETA information system that has as one of its modules Quality Assurance for submission and processing of learner achievement information
1.6	Moderation	A process which ensures that the outcome described in National Qualifications Framework standards and qualifications is fair, valid and reliable
1.7	National Qualifications Framework (NQF)	A comprehensive system approved by the Minister of Higher Education and Training for the classification, registration, publication and articulation of quality assured national qualifications
1.8	Part Qualification	An assessed unit of learning with a clearly defined purpose that is, or will be registered as part of a qualification on the NQF
1.9	Portfolio of Evidence (PoE)	A collection of documents that you are required to compile to show competence against a set of learning outcomes and to an appropriate standard
1.10	Qualification	A registered national qualification in the context of the NQF Act, 2008 (Act No 67 of 2008)
1.11	Quality Assurance	The process of ensuring that the degree of excellence specified is achieved

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#	Term	Description
1.12	Quality Partner (QP)	A body delegated by the QCTO to undertake certain quality assurance functions which include the accreditation of providers for qualifications or part qualifications, monitoring of providers to ensure compliance with accreditation criteria, evaluation of learner assessment and facilitation of moderation of learner assessments, registration of assessors, certification of learners as well as maintenance of the comprehensive learner information management systems and related functions in accordance with the delegation provided for in Section 32 of the NQF Act read with Section 26 I of the Skills Development Act
1.13	Services SETA	Services Sector Education and Training Authority
1.14	Skills Development Provider (SDP)	A provider of occupational learning which delivers learning programmes which culminate in specified National Qualifications Framework standards or qualifications and manages the assessments thereof
1.15	Validation	A deliberate, planned and systematic process to valid learner achievements to ensure that they comply with the Services SETA and QCTO certification criteria to ensure universal consistency of the quality of outcomes or outputs between two or more providers delivering the same unit standards and or qualifications, using valid and credible instruments with a view to meeting the prescribed national standards as registered in the National Qualification Framework

## 2. POLICY STATEMENT

This External Moderation Policy provides the mechanism through which to perform and manage the Services SETA's external moderation function as delegated by the Quality Council for Trades and Occupations (QCTO). An effective external moderation system requires a clear understanding of the assessment processes, practices, principles, and responsibilities.

The Services SETA is a Quality Partner delegated to carry out the quality assurance function of promoting quality learning, taking into consideration the provisions of the National Qualification Framework Act No. 67 of 2008 and related legislation promulgated for this purpose.

## 3. BACKGROUND

The Services SETA has been delegated the responsibility to carry out the quality assurance functions including promoting quality learning by the QCTO in accordance with the provisions of the QCTO Delegation Policy read with Section 26I (2) of the Skills Development Amendment Act No.67 of 2008. In line with the said delegation, the Services SETA as a Quality Partner (QP) is mandated to oversee and develop policy on the conduct of external moderation for historical qualifications and part qualifications.

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#### 4. POLICY PURPOSE

The purpose of this Policy is to provide clarity on requirements for External Moderation of learner achievements submitted by accredited Skills Development Providers (SDPs) for qualifications falling within the scope of the Services SETA. Furthermore, the Policy seeks to facilitate adherence by SDPs to assess principles of validity, authenticity, currency, sufficiency and reliability.

#### 5. POLICY OBJECTIVES

The primary objectives of this Policy are to:

- 5.1 Provide fair, consistent and reliable moderation of assessments across all Services SETA qualifications in line with the requirements of the National Qualification Framework and QCTO.
- 5.2 Independently validate through external moderation accredited skills development providers assessment and moderation practices and outcomes thereby promoting consistency and fairness.
- 5.3 Facilitate readiness on the part of accredited skills development providers for External Moderation by setting out minimum requirements.
- 5.4 Identify deficiencies in assessment, internal moderation and outcomes and make recommendations for remedial action.
- 5.5 Ensure credibility of outcomes and certification.

#### 6. POLICY PROVISIONS

##### 6.1 Pre-requisites for External Moderation

- 6.1.1 SDPs must accurately register learners on LMIS within 30 working days of commencement of training.
- 6.1.2 SDP must ensure that assessments and internal moderations are conducted by constitutently registered assessors and moderators.
- 6.1.3 SDP must upload the learner achievement status to generate Learner Achievement number for External Moderation to be conducted.

##### 6.2 Conducting External Moderation

- 6.2.1 Externally Moderated Learner Achievements must be assessed and moderated by constitutently registered Assessors and Moderators.
- 6.2.2 A random sample of 20% assessed PoEs will be externally moderated. In case of PoEs being less than 20, 100% external moderation will be conducted.

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6.2.3 External Moderation shall either be conducted either on site or virtually.

### **6.3 Outcomes of External Moderation**

6.3.1 The external moderator will either uphold or reject the assessment and internal moderation outcomes.

6.3.2 Certification will be recommended for upheld assessment and moderation outcomes on compliant achievements.

6.3.3 Remediation will be recommended for rejected assessment and moderation outcomes.

6.3.4 Signed moderation reports will underpin the outcome of external moderation.

## **7. PROTECTION OF PERSONAL INFORMATION**

All personal information submitted by stakeholders to the Services SETA pursuant to an application, submission or processing function, is subject to the provisions of the Protection of Personal Information Act (POPIA). To that extent, all parties concerned should promote and comply with confidentiality requirements of data subjects' personal information.

## **8. STAKEHOLDER COMPLAINTS**

Stakeholders should report service delivery failures / shortcomings in writing to [customercare@serviceseta.org.za](mailto:customercare@serviceseta.org.za) providing adequate referencing and supporting evidence to enable tracing. Intervention and resolution within a reasonable timeframe prior to communicating to third parties.

## **9. LEGISLATIVE AND REGULATORY FRAMEWORK**

The External Moderation Policy is developed in line with the following:

9.1 The QCTO Delegation of Quality Assurance Functions relating to registered NQF qualifications dated 27 September 2012 issued in terms of the QCTO Delegation Policy of 11 June 2011.

9.2 National Qualifications Framework Act No. 67 of 2008.

9.3 Skills Development Act 97 of 2008, as amended.

## **10. SCOPE AND APPLICABILITY**

10.1 This Policy applies to all Services SETA Officials that perform external moderation and accredited SDPs for historical qualifications and part qualifications.

10.2 The mechanism through which External Moderation is managed is the LMIS.

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## 11. POLICY REVIEW

This policy shall be reviewed every two years or as and when necessary.

## 12. REFERENCES

- 12.1 Delegation to Quality Assurance Partners of 2015 ([www.qcto.org.za](http://www.qcto.org.za)).
- 12.2 Services SETA Accreditation guideline document of 2015.
- 12.3 NQF Act 67 of 2008.
- 12.4 SDA Act 97 of 1998 (as amended by the SDL Act 9 of 1999, Skills Development Amendment Act 31 of 2003, Skills Development Amendment Act 37 of 2008, Higher Education Laws Amendment Acts 26 of 2010).
- 12.5 South African Qualifications Authority Criteria and Guidelines for Assessment of NQF registered Unit standards and qualifications.
- 12.6 Guidelines for integrated assessment.