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 SECTOR EDUCATION TRAINING AUTHORITY

ACCREDITATION EVALUATION REPORT

PROVIDER CONTACT DETAILS:

Registered Name of Provider:	**KCOBODO TRAINING CENTER**
Trading Name of Provider:	**KCOBODO TRAINING CENTER**
Satellite campuses if any:	
Contact Person:	**Michael Nzuruike**
Tel:	**010 634 0829**
Fax:	
Cell:	**078 844 1322**
E-mail:	**kcobodoreception@gmail.com**
Physical Address:	**Dri Hall** **15 Twist Street** **Johannesburg** **2001**
Postal Address:	**S002 Steenburg Building** **24 Caroline Street** **Hillbrow** **2001**
Company registration number:	**136-031 NPO**

Date of Report: 30 June 2021

Provider Accreditation Number: 13169

Introduction

This is a report of an institutional and learning programme evaluation of **KCOBODO TRAINING CENTER** 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 **KCOBODO TRAINING CENTER** 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	Provisional Accreditation	Full Accreditation	Accreditation Not Yet Recommended	Programme Approval Awarded (MOU Providers)
National Certificate: Business Administration Services (67465) LP67515				**x**
Further Education and Training Certificate: Generic Management (59201)LP60269				**x**

This serves as a confirmation that **KCOBODO TRAINING CENTER** has been evaluated and based on the recommendations of the SSETA- Services Sector Education Training Authority evaluator, **KCOBODO TRAINING CENTER** has been Recommended for Programme **Approval** status as a provider for the delivery of the following learning programmes:

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	**Programme Approval**	3	120	**2021-06-30**			**Qualification Title: National Certificate: Business Administration Services** **SAQA I.D:67465 LP67515** **NQF Level:3** **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		2	3	**2021-06-30**	7573	Demonstrate ability to use the World Wide Web	
Core		2	4	**2021-06-30**	8420	Operate in a team	
Core		3	3	**2021-06-30**	13929	Co-ordinate meetings, minor events and travel arrangements	
Core		3	3	**2021-06-30**	10170	Demonstrate understanding of employment relations in an organisation	
Core		3	4	**2021-06-30**	7785	Function in a business environment	
Core		3	1	**2021-06-30**	7860	Introduce new staff to the workplace	

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

Fundamental		3	5	**2021-06-30**	9960	Communicate verbally and non-verbally in the workplace	
Fundamental		3	2	**2021-06-30**	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		3	4	**2021-06-30**	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	
Fundamental		3	5	**2021-06-30**	8969	Interpret and use information from texts	
Fundamental		3	5	**2021-06-30**	9012	Investigate life and work related problems using data and probabilities	
Fundamental		3	6	**2021-06-30**	11241	Perform Basic Business Calculations	
Fundamental		3	5	**2021-06-30**	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	
Fundamental		3	5	**2021-06-30**	8970	Write texts for a range of communicative contexts	
Elective		3	9	**2021-06-30**	8000	Apply basic business principles	
Elective		3	3	**2021-06-30**	7790	Process incoming and outgoing telephone calls	

National Certificate: Generic Management	**Provisional Accreditation**	4	136	**2023-06-30**			**Qualification Title: National Certificate: Generic Management** **SAQA I.D:59201LP60269** **NQF Level:5** **Credits: 162** **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		5	6	**2023-06-30**	252044	Apply the principles of knowledge management	
Core		5	6	**2023-06-30**	252037	Build teams to achieve goals and objectives	
Core		5	6	**2023-06-30**	252020	Create and manage an environment that promotes innovation	
Core		5	8	**2023-06-30**	252032	Develop, implement and evaluate an operational plan	
Core		5	6	**2023-06-30**	252027	Devise and apply strategies to establish and maintain workplace relationships	
Core		5	8	**2023-06-30**	252021	Formulate recommendations for a change process	
Core		5	8	**2023-06-30**	252029	Lead people development and talent management	
Core		5	6	**2023-06-30**	252043	Manage a diverse work force to add value	
Core		5	8	**2023-06-30**	252034	Monitor and evaluate team members against performance standards	

Core		5	8	**2023-06-30**	252025	Monitor, assess and manage risk	
Core		5	8	**2023-06-30**	252035	Select and coach first line managers	
Fundamental		5	8	**2023-06-30**	120300	Analyse leadership and related theories in a work context	
Fundamental		5	6	**2023-06-30**	252026	Apply a systems approach to decision making	
Fundamental		5	6	**2023-06-30**	252036	Apply mathematical analysis to economic and financial information.	
Fundamental		5	5	**2023-06-30**	252042	Apply the principles of ethics to improve organisational culture	
Fundamental		5	8	**2023-06-30**	252022	Develop, implement and evaluate a project plan	
Fundamental		5	8	**2023-06-30**	252040	Manage the finances of a unit	
Fundamental		5	8	**2023-06-30**	12433	Use communication techniques effectively	
Elective		5	8	**2023-06-30**	252033	Develop ways of dealing with the impact of dreaded diseases and in particular HIV/AIDS.	
Elective		5	8	**2023-06-30**	117853	Conduct negotiations to deal with conflict situations	
Elective		5	5	**2023-06-30**	252039	Develop a plan to combat corruption	

Elective		5	4	**2023-06-30**	15219	Develop and implement a strategy and action plans for a team, department or division	
Elective		5	4	**2023-06-30**	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	
Elective		4	8	**2023-06-30**	12761	Demonstrate an understanding of macroeconomic principles as they apply to the South African business enviromnment	

Staff Details:

List of Facilitators	**Learning Programmes Delivered by Facilitator**	**Qualifications and Experience**
Charity Ani	SAQA-67465 LP67515	Certified copies of Qualifications in place Certified copy of ID in place Copy of CV in place. Service Level Agreement in place and it is signed by both parties
Khauhelo Maruping	SAQA-59201LP35928	Certified copies of Qualifications in place Certified copy of ID in place Copy of CV in place. Service Level Agreement in place and it is signed by both parties
List Constituent Assessors	**Unit Standards/ Qualifications the Assessor is assessing**	**Qualifications and Experience**
Charity Ani 7912291530185	SAQA-67465 LP67515	Certified copies of Qualifications in place Certified copy of ID in place Copy of CV in place. Service Level Agreement in place and it is signed by both parties • Report as Assessor with SSETA valid until 31 March 2020 Registration No: 7912291530185
Nontobeko Hlatswayo 9303270497085	SAQA-59201LP35928	Certified copies of Qualifications in place Certified copy of ID in place Copy of CV in place. Service Level Agreement in place and it is signed by both parties • Report as Assessor with SSETA valid until 31 March 2020 • Registration No: 9303270497085
List Constituent Moderators	**Unit Standards/ Qualifications the Moderator is moderating**	**Qualifications and Experience**
Mpho Mofube 8107105583087	SAQA-59201LP35928 SAQA-67465 LP67515	Certified copies of Qualifications in place Certified copy of ID in place Copy of CV in place. Service Level Agreement in place and it is signed by both parties • Report as Moderator with SSETA valid until 31 March 2020 • Registration No 8107105583087

8 Core criteria

Criteria	Comments
1. Policy statement: The organization's aims, objectives and purposes are spelt out	Primary SETA: MICT Seta Accreditation Number: Accreditation Expiry Date: Vision-In place Mission- In place Organogram-In place
2. QMS: Outline procedures that implement quality management Extension of Scope	Quality Management System in place with the following policies and relevant procedures: • Quality • Strategic Management • Marketing • Resource Management • Financial Management • Risk Management • Staff Selection, Appraisal, Development • Administration • Communication • Document and Record Management • Reporting • Health and Safety Management • Registration and Accreditation • Learning Programmed, Development, Delivery and Evaluation • Learner Entry, Guidance and Support • Course Delivery • Language • Offsite Delivery • Work Site management • Pre-assessment policy • Assessment • Re-assessment • Recognition of Prior Learning • Moderation • Appeals and disputes • Grievance and Disciplinary • Certification • Evaluation and Review • Management System Review • Customer Service • Learner Misconduct and Irregularity 1. QMS was signed into being by Michael Nzuruike on the 30th March 2021 2. Next review is scheduled for 30th March 2022

3. Review mechanisms: Outline the ways in which the implementation of policies would be monitored	• Quality Management Review Policy and Procedure in place. • Review will take place annually and will include policies and procedures as well as material. • Version 01 is noted as current version. • Review noted at the bottom of each page in formal review and version control footer. • Provider has review templates in place.
4. Programme delivery: Outline how learning programmes would be developed, delivered and evaluated	**<u>Qualification</u>** **Qualification Title: Further Education and Training Certificate: Generic Management (59201)LP60269** 1. Curriculum Document – In place, includes purpose of the qualification, target group, learning assumed to be in place, design and delivery methodology. 2. Alignment Matrix - In place for the learning programme. 3. Rules of the Qualification - The rules of the qualification have been met. 4. Exit Level Outcomes – In place for the learning programme. 5. Learner Guide - In place for the learning programme. 6. Facilitator Guide – In place, includes instructions for the facilitator and detailed training plans. 7. Assessor Guide – In place, includes instructions for the assessor and model answers. 8. Notional hour matrix - In place for the learning programme. 9. Formative Assessment - In place for the learning programme. 10. Summative Assessment - In place for the learning programme. 11. Final Integrated Summative Assessment - In place for the learning programme. 12. Learner POE guide - In place for the learning programme. 13. Moderator Guide - In place for the learning programme. 14. Internal Moderation Report – In place for the learning programme, completed and signed by a registered constituent moderator. Learning material was purchased from Conglomerates Institute , proof of purchase in place

4. Programme delivery: Outline how learning programmes would be developed, delivered and evaluated	**<u>Qualification</u>** **Qualification Title: National Certificate: Business Administration Services(67465)** 1. Curriculum Document – In place, includes purpose of the qualification, target group, learning assumed to be in place, design and delivery methodology. 2. Alignment Matrix - In place for the learning programme. 3. Rules of the Qualification - The rules of the qualification have been met. 4. Exit Level Outcomes – In place for the learning programme. 5. Learner Guide - In place for the learning programme. 6. Facilitator Guide – In place, includes instructions for the facilitator and detailed training plans. 7. Assessor Guide – In place, includes instructions for the assessor and model answers. 8. Notional hour matrix - In place for the learning programme. 9. Formative Assessment - In place for the learning programme. 10. Summative Assessment - In place for the learning programme. 11. Final Integrated Summative Assessment - In place for the learning programme. 12. Learner POE guide - In place for the learning programme. 13. Moderator Guide - In place for the learning programme. 14. Internal Moderation Report – In place for the learning programme, completed and signed by a registered constituent moderator. Learning material was purchased from Conglomerates Institute , proof of purchase in place
5. Staff policies: Outline policies and procedures for staff selection, appraisal and development	Staff selection, appraisal, and development in place **EOS**
6. Learner policies: Policies and procedures for the selection of learners are outlined, and learners are given guidance and support	Learner entry, guidance and support in place **EOS**
7. Assessment policies: Outline policies and procedures for forms of assessments that are used and how they are managed	Assessment, moderation and appeals in place. Moderation sample noted as 25% **EOS**

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	1. CIPC document provided for **KCOBODO TRAINING CENTER** with company registration number 136-031NPO 2. Tax clearance certificate pin provided 3. The provider will be using the off site venue and off site check list is in place. 4.Provider has lease agreement with Jozi Housing (Pty)Ltd 5.Letter from Standard Bank in place

General Comments:	

Areas for Remediation:

First time evaluation Report:	**x**
Remedial Evaluation Report:	
Extension of Scope Evaluation Report:	
MOU: Programme Approval Report	**x**
Monitoring Site Visit Remedial Evaluation Report	

REMEDIAL ACTIONS:
Short-term requirement:

Description of Remediation	**Comment (Evaluator)**

Long term requirement/recommendation

Description of Remediation	**Comment (Evaluator)**

Areas still to be remediated:

Short-term requirement:

Description of Remediation	Comment (Evaluator)

Long term requirement/recommendation

Description / or Quality Indicator	Comment (Evaluator)
N/A	

History of Provider Accreditation*:*

Learning Programme against accreditation	Accreditation Status	US	NQF	Credit	US Expiry Date
N/A					

Name of Evaluator: Palesa Cele
Date: 28 June 2021

Signature: 

Manager: Thabani Gula
Date: 30 June 2021



Signature:

4. Conclusion

KCOBODO TRAINING CENTER has been awarded Recommended for **Programme** Approval as a skills development provider in line with the SAQA qualification/s last date of Enrolments end date.
All conditions met in the report above will need to be maintained and improved in order to meet the requirements for accreditation.
You would be required to comply with the reporting procedures of SSETA- Services Sector Education Training Authority.
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, SSETA- Services Sector Education Training Authority congratulates **KCOBODO TRAININING CENTER** on their achievement.

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

Date: 30 June 2021

Name of Provider: KCOBODO TRAINING CENTER
Name of Contact Person: Michael Nzuruike
Training Provider's Address:15 Twist Street Johannnesburg 2001

Tel: 010 634 0829
E-mail: kcobodoreception@gmail.com

Dear : Michael Nzuruike

Services SETA Accreditation No: 13169

RE - Accreditation of Provider – KCOBODO TRAINING CENTER – Company Registration Number-136-031NPO

As per the delegation from the Quality Council for Trades and Occupations in terms of the NQF Act (Act No.67 of 2008) and Skill Development Act, 1998 (Act No. 97 of 1998, as amended), this letter serves to confirm that KCOBODO TRAINING CENTER accreditation no**.13169** has been Recommended for Provisional Accreditation status as a skills development provider in line with the SAQA qualification/s last date of Enrolments end date for the following programmes:

Name of Learning / Skills Programme	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
				Qual. / US ID	Title	
National Certificate: Business Administration Services	3	120	**2021-06-30**	**67465**		**Qualification Title: National Certificate: Business Administration Services SAQA I.D. 67465LP67515 NQF Level:3 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**

National Certificate: Generic Management	5	162	**2023-06-30**	59201		**Qualification Title: National Certificate: Generic Management** **SAQA I.D. 59201 LP 60269** **NQF Level:5** **Credits: 162** **Registration start date: 2018-07-01** **Registration end date: 2023-06-30** **Last date for enrolment: 2024-06-30** **Last date for achievement: 2022-06-30**

A comprehensive report in terms of the evaluation of your application for accreditation will be sent to you Where there are any recommendations and requirements stipulated please ensure that you provide the **SSETA- Services Sector Education Training Authority** with the required information as per the stipulations.

Your accreditation number must be utilised by **KCOBODO TRAINING CENTER** only and may not be used by any other Skills Development Provider.

As an accredited Skills Development Provider you are required to:

1. Complete and submit the attached code of conduct to SSETA within 7 working days of receipt of this letter.
2. Submit learner enrolments to SSETA within 21 days of the commencement of the approved training intervention.
3. Conduct training, assessment and moderation.
4. Upload learner achievements in order for external moderation to be conducted by the SSETA.

Skills Development Provider monitoring site visits will continue to be scheduled in accordance with quality assurance standards and practice.

Finally, Services SETA wishes to congratulate KCOBODO TRAINING CENTER on this achievement and is looking forward to a long association.

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

Yours sincerely



Thabani Gula
Manager: Core Business (Accreditation)
011 276 9619