

QUALITY MANAGEMENT SYSTEM

QP-018

TITLE: APPEALS POLICY

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APPEALS POLICY

I. I. DEFINITIONS

AQP	Assessment Quality Partner
CIPC	Companies and Intellectual Property Commission
DQP	Development Quality Partner
CHE	Council for Higher Education
ETDPSETA	Education, Training and Development Practices Sector Education and Training Authority
ETQA	Education and Training Quality Assurance
HWSETA	Health and Welfare Sector Education and Training Authority
NGO	Non-Governmental Organisation
NLRD	National Learner/student Record Database
NQF	National Qualification Framework
POE	Portfolio Of Evidence
QALA	Quality Assurance of learner/student Achievement
QCTO	Quality Council for Trades and Occupations
QMS	Quality Management System
RPL	Recognition of Prior Learning
SAQA	South African Qualification Authority
SETA	Sector Education and Training Authority
SDP	Skills Development Provider
CEO	Chief Executive Officer
CIPC	Companies and Intellectual Property Commission
ID	Identity document

MOU	Memorandum of Understanding
POE	Portfolio Of Evidence
SDA	Skills development Act
SDL	Skills development levies (Act)
SETA	Sector Education and Training Authority
SMS	Seta Management System

1 2. DESCRIPTION OF TERMS

Accreditation	Means the certification, usually for a particular period of time, of a person, a body or an institution as having the capacity to fulfil a particular function within the quality assurance system set up by SAQA.
Accreditation scope	Means the list of qualifications and or skills programmes for which a skills development provider is accredited.
Academic Committee	The Academic Committee is a committee of the Hugonote Kollege with the responsibility to plan and manage the academic offering of the College on behalf of the College Management.
Accreditation site visit	Means a visit that is conducted by the CHE/SETA to verify claims made by a training provider in the letter of intent and the accreditation application file which enables the CHE/SETA to gather evidence for accreditation.
Achievement	Means the recognition granted to a learner/student when all required learning outcomes have been successfully demonstrated.
Appeal	Means a process of seeking a review of a decision already made from higher authority.
Applicant skills development provider	Means a skills development provider who is in the process of applying for accreditation or programme approval with the CHE/SETA.

Assessment	Means the process by which evidence is gathered and evaluated against agreed criteria in order to make a judgment of competence for developmental and/or recognition purposes.
Assessor or constituent Assessor	Means a person who is registered by the relevant ETQA body to measure the achievement of specified National Qualifications Framework standards or qualifications. (SAQA definition)
Audit	Means the process undertaken to measure the quality of services that have already been delivered. (SAQA definition)
Code of Conduct	Means a set of conventional principles and expectations considered binding on any person/s or organisation/s registered, approved and/or accredited by the CHE/SETA/CHURCH OR PROFESSIONAL BODY.
Education and Training Quality Assurance	Means a body accredited in terms of section 5 (1)(a)(ii) of the SAQA Act, responsible for monitoring and auditing achievements in terms of national standards or qualifications, and to which specific functions relating to the monitoring and auditing of national standards or qualifications have been assigned in terms of section 5 (1)(b)(i) of the Act (SAQA definition)
Extension of scope	Means the addition of qualification(s), skills programmes and/or unit standard(s) after approval of the initial application.
External Moderation	Moderation done by moderators of other academic institutions or qualification authorities to ensure that academic training and assessments done are of an acceptable standard and in line with agreed practices so that the results are fair, reliable and valid. External moderators are expected to comment on the validity of the assessment instruments, the quality of student performance and the standard of student attainment, the reliability of the marking process, and any concerns or irregularities with respect to the observation of institutional/professional regulations.”
External Moderator	External moderators are recommended by the examining academic department, are independent experts in their fields, have qualifications at least on the same level as the qualification being examined, are changed regularly, are not appointed as part of reciprocal arrangements (where possible), and are approved by and responsible to Senate/equivalent body.
Facilitator	Means an individual who facilitates learning processes and activities and manages and administers assessment: educator, teacher, trainer, mentor etc. (SAQA definition)

Fraud	Means a deliberate criminal deception, trickery or cheating intended to gain an advantage.
Full cycle of training	Means the process whereby the skills development provider has recruited, registered, trained learners/students, assessed, moderated and verified learner/students' achievements through CHE/SETA verification processes which led to degrees/certificates and/or statements of results being issued. The cycle of learning for a Social Work Degree is four year levels that need to be completed.
Internal Moderation	Moderation done by full-time employee of the College .
Learning programmes	Means a combination of courses, modules or units of learning by which learner/students/can achieve learning outcomes.
Lecturer	A person who facilitate learning by giving lectures, a member of the faculty of a college or university having qualified status and a Master's or Doctor's degree.
Moderation	Means the process which ensures that assessment of the outcomes described in the NQF standards and qualifications is fair, reliable and valid. (SAQA definition)
Moderator	Means a person who has achieved competence against the moderator standard, certified by the ETDP SETA and registered by an ETQA.
Monitoring	Means a systematic continuous observation process and recording of activities to ensure quality compliance to set criteria and agreed developmental areas for improvement purposes.
Mentor	Means a professional who is charged with the task of helping to train, advise, and share practical experience with the new person in an organisation. In the case of SAW and BSW this must be a Social Worker registered with the SACSSP with at least two years experience.
National learner/student record database	Means an electronic information system that assists the South African Qualifications Authority (SAQA) to manage the National Qualifications Framework.
Non-governmental organisation	Means an organisation set up by ordinary citizens, (primarily run by volunteers or funded by governments, foundations or businesses) that is not part of a government or established for profit-making purposes.

Organisations	Means legally established entities in line with CIPC requirements and in good standing (which may include but not be limited to national and provincial government departments and agencies, institutions, NGOs, companies, centres and consultancies).
Policy	Means a statement of intent implemented as a set procedure or protocol.
Programme approval	Means a secondary accreditation of an SDP through an MOU signed between the ETQAs.
Quality assurance	Means the process of ensuring that the specified degree of excellence is achieved.
Quality management system	Means the combination of policies and processes used to ensure that the specified degree of excellence is achieved.
Recognition of prior learning	Means the comparison of the previous learning and experience of a learner/student, howsoever obtained, against the learning outcomes required for a specified qualification, and the acceptance for purposes of qualification of that which meets the requirements, (SAQA definition)
Registered qualifications	Means qualifications registered by SAQA on the National Qualifications Framework.
Registered unit standards	Means unit standards registered by SAQA on the National Qualifications Framework.
Resident Moderator	The resident moderator is a full-time employee of the College and is responsible for pre-, during and post-assessment moderation.
Scope of accreditation	Means the list of qualification/s and/or skills programme/s for which a skills development provider is accredited.
Scope of registration	Means the list of qualification/s, skills programme/s and/or unit standard/s for which an assessor or moderator is registered.

Skills programme	Means the bundling of unit standards from the same qualification that addresses an identified need and allows for progression/completion of a full qualification.
Skills development provider	Means an organisation that is accredited or approved to deliver learning programmes.
Statutory body	Means a company or organisation created by law, or statute, in order to regulate or carry out a public function.
Training site	Means a venue specifically designed and equipped for theoretical and practical learning delivery.

2. PURPOSE

The Appeals Policy is designed to protect the interests of all candidates and also to protect the integrity of the qualification. This policy intends to establish a procedure for conducting appeals in a lawful, reasonable and procedurally fair manner that is cost- and time effective. Students may appeal against decisions of the College regarding assessments done during the offering of a module of a qualification. The purpose of the policy is to ensure that the institution's internal assessment policy and procedures is applied fairly and consistently. This policy must provide students with a clear framework within which they can appeal against assessment decisions.

3. SCOPE

This policy applies to students wanting to appeal the outcome of assessments.

4. REFERENCES

- ETQA Regulations
- Criteria & Guidelines: Quality Management Systems for ETQAs
- Council on Higher Education (CHE), Appeals Policy on CHE Quality Assurance Interventions in Higher Education Institutions (HEIs)

5. PRINCIPLES

Assessment Appeal is the formal request and process through which students may dispute the final assessment judgments made by the assessor. A student can appeal only against the findings of an assessor based on fairness, validity or credibility not being adhered to. Should the student not be

satisfied with the outcome of the institution's appeals process, the matter may be referred to the relevant ETQA.

The following principles will guide the implementation of this policy:

- Ensuring courtesy;
- Providing information and access;
- Ensuring openness, fairness and transparency; and
- Objectivity.

6. RESPONSIBILITIES & AUTHORITY

The responsibility for implementation of the policy rests with the Hugenote Kollege's management.