

<b>Policy Reference</b>	<b>PP Certificates</b>	Year	2012
<b>Version</b>	Version 6	Replaces	Version 5
<b>Type of policy</b>	Academic Policy		
<b>Last update</b>	December 2011.		
<b>This policy replaces</b>	PP Certificates 10V2		
<b>Name change from</b>	Not applicable		
<b>Name change to</b>	Not applicable		
<b>Linked Strategy/Plan</b>	Academic Strategies (Teaching and learning strategy)		
<b>Documentation linked to this policy</b>	Certificate templates PP Assessment Results		
<b>Database</b>	<b>eta</b> Student Management System (Results) DB Certificates		
<b>Responsibility for policy implementation</b>	National Monitor - Centre for Academic Development and Quality Assurance (CADQA) At Regional level: Regional Administrator		

## FOREWORD

At the time of this policy update, the higher education legislation is changing. The legislative requirements have come into effect in 2009 and are being applied from 2010. This policy will be going through changes between 2010 and 2012 and will be updated in accordance with the higher education requirements. The policy also provides guidelines for the issuing of certificates for other types of programmes. The policy also ensures that there are certification control measures to minimize fraud; thus the design of **eta** certificates is the responsibility of CADQA. A new certificate design came into effect in 2011 for the March 2011 graduation of 2010 students.

## POLICY

*In this document, all reference to certificate/s implies certificates and diplomas.*

**This policy defines the quality assurance requirements and controls regarding:**

- 1. Rules relating to use of eta logo on certificates and printing certificates**
- 2. Conferring of the qualification**
- 3. Types of certificates and rules relating to certification**
- 4. Certificate contents and requirements**
- 5. Systems for requesting certificates**
- 6. Moderation and monitoring certificates and minimizing fraud**
- 7. Reissuing lost or stolen certificates**

## 8. Qualifications for students switching from certificate to diploma

## 9. Certificates for programmes run in alliance with other providers

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### 1. Rules relating to use of eta logo on certificates and printing certificates

- 1.1 Certificates for qualifications are printed at CADQA only, in accordance with the procedures laid down in this document.
- 1.2 No **eta** Operator, campus or allied provider is allowed to issue **eta** certificates for qualifications.
- 1.3 **eta** Regions are allowed to print *certificates of attendance* for **eta** workshops, special events or modules. The prescribed **eta** template must be utilised.
- 1.4 The **eta** logo is the only logo allowed on **eta** certificates plus the logo of the relevant quality assurance body.
- 1.5 No alliance or associate is allowed to use their logo on **eta** certificates
- 1.6 The cost of certificates is included in **eta** course fees (neither the student nor the region is charged for **eta** or THETA certificates).
- 1.7 If information has been loaded incorrectly and student names are incorrect, new certificates will be issued at National and the **region is charged** according to the current fee schedule.
- 1.8 If **eta** National is responsible for the error, they will bear the cost of the new certificate issue.
- 1.9 Postage of certificates is not charged to the regions or to students unless being sent overseas.
- 1.10 If graduates request certificates to be re-printed, the region will follow the procedure in this policy and collect the relevant fee and in accordance with the guidelines on the fee schedule.
- 1.11 Certificate print runs are planned in the national calendar and print run dates are strictly adhered to.
- 1.12 Certificates are only printed once all course fees are paid in full.
- 1.13 Certificates are only printed once records of achievement have been fully loaded on the **eta** Student Management System.
- 1.14 It is the regions responsibility to ensure that all the students' details are loaded correctly unto the **eta** Student Management System.

## 2. Conferring of the qualification

- 2.1 The student is considered qualified once results indicate full achievement of all assessment criteria and their final transcript of results has been issued on the Final Assessment Report (FAR).
- 2.2 The FAR is issued on completion of the course; once all outstanding assessment has been completed, loaded and moderated.
- 2.3 In instances where students have to write supplementary exams or submit work for re-assessment, the Final Assessment Report is only issued following final re-assessment and moderation of results.
- 2.4 Certificates are presented at the annual graduation ceremony in March following the course completion in the previous year.
- 2.5 In the event that the graduate is unable to attend the graduation ceremony, certificates will be held at the **eta** campus for collection by the student.
- 2.6 Certificates not collected within one month, will be sent registered mail directly to the graduate. It is then the responsibility of the graduate to ensure collection of the certificate from the relevant post office.

## 3. Types of certificates and rules relating to certification

**eta** issues certificates for the following **qualifications**, for graduates who have qualified through an **eta** campus or its off site programmes and for **eta** Distance Learning. There may be different requirement for certification of graduates of **eta** Special Projects qualifying from learnership or skills programmes. These requirements are determined by THETA and or Umalusi. The requirements will also be determined by the nature of the agreement with the workplace.

### 3.1 Certificates for Qualifications up to December 2011

Electives that are included in the tuition fee will be noted on the certificate document. Additional certificates will be issued for additional specialisations. This means, for example, that a graduate could receive a Certificate in Fitness (Lead and instruct exercise programmes; personal training) plus an additional certificate for Spinning. Certificate examples are as follows:

- **National Certificate in Coaching Science** (beginner to intermediate level performers; football and rugby)

- **National Diploma in Coaching Science** (intermediate to advanced level performers; football and rugby)
  - **National Certificate in Fitness** (Lead and instruct exercise programmes; personal training)
  - **National Diploma in Fitness** (Exercise Specialist; pregnancy, children and older adults). *Students must complete all three electives and will be certified accordingly.*
- OR**

**National Diploma in Fitness** (Sport Conditioning Trainer)

- **National Certificate in Sport Management**
- **National Diploma in Sport Management**

*Note that CHE accredited eta for SRF management but the qualification title that is registered to eta on the NQF is Certificate in Sport Management or Diploma in Sport Management.*

### 3.2 **Additional certificates are awarded for successful completion of specialisations**

3.2.1 Specialisation Certificate names are noted on the specialisation information sheets as well as the registration forms. For example, Certificate in Massage for Sport and Fitness. Use the categorisation of candidates to guide certification:

#### 3.2.2 **Categories of candidates**

- A. Fitness or Coaching Science:** these are candidates who are currently studying or have completed a National qualification in Fitness or Coaching Science. These candidates are exempt from the introductory exercise science module. ***On achieving the prescribed assessment criteria for the specialisation, they will receive a module certificate.***
- B. Bridging:** these are experienced people, working in the industry that may not have a formal qualification or may have an associated qualification that does not include exercise science. If they wish to qualify in the specialisation, they must achieve the assessment criteria of exercise science as well as their specialisation. ***On successful achievement of the assessment criteria, they will receive a certificate.***
- C. Hobbyist:** these are people who are seeking knowledge or self-improvement. These candidates are **not assessed** and do not receive a certificate. However, if they wish to qualify, they need to complete the exercise science section of the course as well. Assessment then includes exercise science and the specialisation. On achieving all of the prescribed assessment criteria, they will receive a module certificate.

### 3.3 **Certificates for short courses**

- 3.3.1 Only students who have met the assessment requirements of short courses may be issued with the relevant certificate of achievement.
- 3.3.2 Certificates for short courses or modules will be called **Certificate** followed by the short course specialisation e.g. *Certificate: Aerobics, Step and Tone*
- 3.4 **Certificate of Attendance and when they apply**
- 3.4.1 Certificates are only awarded to students who successfully achieve the assessment criteria of any learning programme, short course, module or short course specialisation.
- 3.4.2 Students who have attended a learning programme that leads to a whole qualification but do not achieve the assessment criteria of the learning programme will receive their Final Assessment Report. This provides details of modules or unit standards achieved.
- 3.4.3 **Enthusiasts** who attend a module or a short course specialisation e.g. hobbyists receive a **letter of attendance**.
- 3.4.4 **Certificates of Attendance** are issued for continuing education workshops for qualified professionals who wish to improve their current knowledge. Once there is a professional register for fitness and sport professionals, these CEC certificates will be required for *continuing education purposes*. The **eta** region utilises the prescribed **eta** template for the Certificates of Attendance for workshops.
- 3.4.5 For attendees of short courses or modules, a certificate of attendance can be issued by the campus or region offering this. The regional data and date of issue must be on the certificate that is issued by the **eta** region.
- 3.4.6 The fact that attendance certificates are issued by the region on the national template will ensure a differentiation between certificates of achievement versus certificates of attendance.
- 3.5 **Qualifications from January 2012**
- The changes in the HEQF will bring about changes in our certificates and changes in the names of the qualifications. These changes will be managed in 2012 for implementation in 2013. This policy will be updated according to the new requirements.
- 3.6 **Certificate for qualifications achieved before 2004**

Certificates are no longer issued for **eta** qualifications that are out of date and are no longer registered on the NQF. For reissue of results refer PP Assessment Results.

### 3.7 CATHSSETA Certificates

- 3.7.1 Regions load achievements to CATHSSETA system once **eta** certificates have been issued through the DB certificate system.
- 3.7.2 CATHSSETA is the authorised ETQA for sport and fitness sector therefore CATHSSETA issues certificates and Records of Learner Achievement (RLA).
- 3.7.3 Student details and achievements have to be loaded in full before CATHSSETA can authorise certificates to be issued.
- 3.7.4 CATHSSETA must also link the student to the provider (**eta**) and the registered assessor on their database.
- 3.7.5 For certificates to be issued by CATHSSETA, assessors must be registered with CATHSSETA and linked to the provider.
- 3.7.6 Certificates are issued in batches by CATHSSETA and this is done once a minimum of 1000 students achievements are recorded (across all the chambers that they quality assure).
- 3.7.7 CATHSSETA certificates are sent to **eta** offices in Cape Town (CADQA) by CATHSSETA and distributed to the regions once checked at CADQA.
- 3.7.8 CATHSSETA certificates are mailed to regions who then relay them to the graduates by registered post (unless they can be handed to students or collected).
- 3.7.9 To manage delays in the CATHSSETA system, **eta** certificates will be handed out at graduation and CATHSSETA certificates will be mailed to regions once they are received from CATHSSETA – these can then be mailed to the student.
- 3.7.10 The cost of the CATHSSETA certificate is included in the course fee.

## 4. Certificate contents and requirements

- 4.1 **eta** certificates include the following information on the face:
  - qualification type (certificate or diploma) and relevant details;
  - Full name of the graduate (first name/s followed by the surname);
  - Identity number of the Learner;
  - Date student qualified;
  - The **eta** logo;
  - THETA logo;

- Name of the qualification and NQF level
- SAQA ID number of qualification
- Elective unit standard or skills programme (where applicable);
- Credit value/s;
- Signatories are the **eta** Director and or National Monitor
- *The validity field on certificates issued for graduates prior to 2010 will be used to insert the certificate number.*

***Examples of certificate content below***

<u>Example of wording for certificates</u>	<u>Example of wording for diplomas</u>
<p><i>National Certificate in Coaching Science (Coach Beginner to Intermediate Performers; football and rugby) ID 67695, Level 5, 120 credits</i></p>	<p><i>National Diploma in Coaching Science (Coach Intermediate to Advanced Performers; football and rugby) ID 67692, Level 5, 240 credits</i></p>
<p><i>National Certificate in Fitness (Lead and Instruct Exercise Programmes; personal training) ID 67693, Level 5, 137 Credits</i></p>	<p><i>National Diploma in Fitness (Exercise Specialist; pregnancy, children and older adults) ID 67691, Level 5, 240 Credits</i></p>
<p><i>National Certificate in Sport, Management ID 59201, Level 5, 126 credits</i></p>	<p><i>National Diploma in Sport Management ID 73352, Level 5, 240 credits</i></p>

**4.2 Signatories and signatures**

The electronic signature of the MD is inserted onto **eta** certificates under authority.

**4.3 Use of the THETA logo on certificates**

**eta** has obtained authority from CATHSSETA to use their LOGO on the certificate of the qualifications accredited by CATHSSETA.

**4.4 Certificate Numbers**

- All **eta** certificates are printed with a *unique certificate number*. See table at the end of this policy for the procedure on certificate numbering.

- For learnerships that lead to a full qualification, the course code is applied - see procedure below.
- For courses that do not lead to a full qualification a unique numbering system has been applied - see procedure.

## 5. Systems for requesting certificates

5.1 There are clear procedures for requesting certificates from CADQA and certificates are not issued unless the certificate requesting procedure has been followed.

5.2 It is the responsibility of the regional administrator to ensure the following when requesting certificates:

- Student's fees are up to date
- Student's information is correct on the Student Management System (SMS)
- Achievements have been loaded on the SMS
- Moderation of assessment have been conducted per course per task
- The DB certificates had been completed in full with all information loaded as per the database requirements

5.3 Certificates are printed in February for graduations in March.

5.4 Certificates outside this period are printed on request according to the dates on the **eta** National calendar.

5.5 For **reissue of** certificates the region collects the relevant fee from the student and notifies CADQA through the DB certificates system along with proof of payment (**see current eta Price list**)

5.6 **Urgent** certificate requests can be serviced but an extra fee is charged for this (**see current eta Price list**)

## 6. Moderation and monitoring certificates and minimizing fraud

Once CADQA receives the DB certificates requesting certificates to be printed, the National Monitor must check for the following:

- Complete student and result details have been loaded on the **eta** Student Management System which contains information regarding payment of fees
- Moderation of assessment have been conducted per course per task

- DB certificates must be current and congruent with **eta** Student Management System in terms of students' information and a current copy is held at the campus and CADQA.
- The DB certificate is completed according to QC requirements. If this process is not adhered to, certificates will not be processed.

## 7. Reissuing lost or stolen certificates

7.1 No certificates are reissued for students who studied prior to 2004.

7.2 For students who qualified since 2004, should their original certificate have not been collected, not arrived in the post, been lost or damaged, reissued certificates can be applied for through the campus that graduated the student.

7.3 To request a re-issued certificate an affidavit must be provided, signed by a Commissioner of Oaths, with the following details:

- Full names, address, telephone number
- Name of qualification, region, year of study and year of graduation
- Identity number
- Oath swearing that the original certificate was lost / stolen

7.4 The regional administrator then requests the certificate from CADQA through the certificate requisition system and in line with the certificate requisition policy.

7.5 The time taken for **eta** CADQA office to process certificates should not be more than two weeks.

7.6 Regions must always state if they are requesting a reissued certificate.

7.7 The certificate retains the same number as that of the original issue. If the original certificate did not have a unique number, one can be generated at the time of re-printing.

7.8 The current certificate reissue fee applies and must be paid **before** certificates can be issued. Half of collected fees go to CADQA and half to the region.

7.9 No certificates are re-issued without proof of payment. The cost of reissued certificates is indicated in the current price list.

## 8. Qualifications for students switching from certificate to diploma

8.1 If students register for certificate and decide to continue on to 2<sup>nd</sup> year to complete a diploma, they receive their Final Assessment Report with completed results for first year and receive their diploma on successful completion of their entire learning programme – students thus receive only one diploma.

8.2 The diploma is awarded on successful completion. *Only one qualification document is printed.*

8.3 If the student does not complete the Diploma but successfully achieves the criteria for a certificate, a certificate may be requested.

## 9. Certificate for programmes run in alliance with other providers

9.1 As **eta** is the accredited provider that is registered with the Department of Higher Education and Training to offer its accredited qualifications, only the **eta** logo is approved on the printed **eta** certificates.

9.2 No associate's logo is allowed to be included on the printing of **eta** certificates.

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## PROCEDURES

The following procedures are addressed:

1. Ordering certificates from National
2. Organising THETA certificates
3. Ordering reissued certificates
4. Despatching and payment
5. Certificate numbering

### 1. Ordering certificates from National

1. Region ensures that DB Results has been moderated. (Graduates from 2004 to 2009)
2. Moderation of assessment per stream per task completed and reported on.
3. Region ensures that DB students or eta Student Management System have been updated with course fee payments, student information and all other data required for the database.
4. Region completes the **STATUS ON COMPLETION** record in the DB students or **eta** Student Management System and sends copy of DB students to National.
5. The campus administrator loads students' details to their **DB certificates** and sends this DB to National for processing. All cells in DB must have been completed. A drop down menu will cater for the different possible certificates.

6. National generates the **eta** certificates and inserts the certificate numbers on the DB certificates after **verifying** student's fees payment (these records *would have been checked by the region and sent to National as per policy*).
7. **eta** National sends the processed DB Certificates back to the campus administrator with the updated despatch information.
8. The campus administrator checks certificates from National as a final check to ensure that all information is accurate on the certificate.
9. **eta** Certificate numbers are loaded to the DB Students or **eta** Student Management System by the region and a copy of the DB is sent to National.

## 2. Organising THETA Certificates

1. There is a three-step process to loading students to the THETA website. Students are loaded firstly as a person, second as a learner and linked to the provider, thirdly as achieved.
2. In loading achievements, to the THETA DB, the steps are (1) qualification, (2) assessment, (3) assessor and (4) moderator
3. Regions follow the first two steps once the student is on course; the third step is only followed once all **eta** certification requirements are met. (This procedure is different for learnerships and **eta** Special Projects will follow this unique requirement to load learners on learnerships according to the THETA procedure that is linked to tranche payments).
4. Region loads achievements to THETA website and note this on the DB students or **eta** Student Management System.
5. THETA sends certificate batch to **eta** National.
6. On receipt of the batch of THETA certificates, National moderates these against the DB students, which should have been updated with **eta** *certificate numbers and status on completion*. If this information is not current, the THETA Certificates are not despatched.

## 3. Ordering Reissued Certificates From National

- The same procedure is followed for Procedure point 1
- For proof of payment, this must be indicated on the current DB students (below totals line); the link to this payment must be indicated in the COMMENT COLUMN in the DB students for the year the student qualified. Or indicate this in the **eta** Student Management System under Miscellaneous where applicable. Insert a comment for reissue of certificate.

- The payment information should also be indicated in the DB certificates.

#### 4. Despatching and payment

- Two weeks are allowed for certificate issuing process (between receipt of the DB Certificate to printing the certificates).
- Certificates are posted to the regions as registered mail via Postnet at the best value price (allowing for 2-7 business days delivery). The first certificate print and despatch cost is for National.

#### 5. Certificate Numbering

**Certificate numbers are allocated as follows and in this order:**

1. Year of graduation
2. Regional code (see PP student numbers)
3. Course code
4. Sequential certificate number per region (not per course within each region)

<b>Qualification</b>	<b>NQF LEVEL</b>	<b>SAQA ID number</b>	<b>eta course code</b>
Diploma: Coaching Science	5	21891	<b>01</b>
Diploma: Fitness	5	21890	<b>02</b>
Diploma: Sport Management	5	TBA	<b>03</b>
Diploma: Club Professional Golfing	5	50017	<b>04</b>
Certificate: Coaching Science	5	21499	<b>05</b>
Certificate: Fitness	5	23374	<b>06</b>
Certificate: Sport Management	5	60309	<b>07</b>
Certificate: SRF Leader	4	21500	<b>08</b>
FETC: Coaching	4	58009	<b>09</b>
FETC: Fitness	4	TBA	<b>10</b>
FETC: Sport Administrator	4	TBA	<b>11</b>
Available for future use			<b>12</b>
Available for future use			<b>13</b>
Available for future use			<b>14</b>
Available for future use			<b>15</b>
Available for future use			<b>16</b>

Available for future use			<b>17</b>
Available for future use			<b>18</b>
Available for future use			<b>19</b>
Skills Programmes			<b>20</b>
Short Courses			<b>21</b>
Module			<b>22</b>

**Some examples**

**Cape Town** student graduating in 2009 with a **Coaching Science Certificate**, receiving the 3<sup>rd</sup> certificate issued will have the following number:

**Certificate number: 2009-2-05-3**

**Durban** student graduating in 2009 with a **Fitness Diploma**, receiving the 29<sup>th</sup> certificate issued will have the following number:

**Certificate number: 2009-4-02-29**

**Special projects** student graduating in 2010 with a Coaching Skills Programme, receiving the 22<sup>nd</sup> certificate issued will have the following number:

**Certificate number: 2010-8-20-22**