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Created by:	J. le Roux	Date:	June 2009
Approved on:		Approved by:	Signed:
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1. Introduction

The monitoring and evaluation system of the BANKSETA's ETQA and focuses on the extent to which Learning and Development objectives have been achieved.

This policy provides an overview of the approach to the monitoring and evaluation system that has been adopted by the BANKSETA, and outlines the principles that underpin the system and the levels of the monitoring and evaluation system.

The monitoring and evaluation framework proposed for the BANKSETA focuses on the extent to which activities in the ETQA are supporting the achievement of the **objectives** of the BANKSETA with regards to quality assurance and skills development.

The monitoring system tracks whether or not the BANKSETA providers are achieving their targets in the different areas of activity and explores whether these targets have supported the achievement of the quality criteria and ultimately the broader objectives of the system.

2. Purpose

The purpose of this policy is to guide the practice and process of ensuring quality provision through the accreditation, monitoring, auditing interventions of providers with BANKSETA.

The accreditation, monitoring and audit intervention must encourage and enhance provider inclusion and development, not exclusion. The process must be inclusive and developmental.

The overall aim of the cycle of events leading to the final accreditation of a provider is to confirm compliance to criteria first, thereafter to identify options of development and continuous improvement.

MONITORING AND EVALUATION POLICY



The accreditation, monitoring and audit reports will include:

1. General information on the provider
2. Details of the ETQA staff or governance involved in the generation of the reports
3. Contact information and legal status of the provider
4. Areas of good practice
5. Descriptors and indicators for outstanding requirements identified
6. Procedure and process flow for quality assurance interventions
7. Detail of the criterion checked
8. A due date for the submission of the outstanding requirements

The BANKSETA wishes to strengthen the interventions to ensure that the objectives of the NQF and individual providers are being met and quality assurance mechanisms are in place across the sector.

As BANKSETA implements the accreditation, monitoring and audit framework we will build on the existing BANKSETA review process, and the current guidelines to accreditation.

Our objective is to work with providers and to assist in building the capacity of the providers. We are committed to developing a system that draws on all the accreditation, monitoring data already gathered and provide a holistic perspective on the work of the BANKSETA.



3. Principles that underpin the monitoring and evaluation system

The monitoring and evaluation system has a number of principles and imperatives:

1. Information (for the monitoring and evaluation system) must be reasonably easy to gather and should not be burdensome for any of the role players. The majority of the information that supports the monitoring and evaluation system is drawn from the existing processes operational in the SETA.
2. Instruments will be developed that support the gathering of specific information. These will be developed so that they are as easy as possible to administer and that they do not place excessive responsibility of the role players that will be required to complete these forms;
3. The information that is generated must meet the required standards and data must be valid and reliable.
4. The information required in the monitoring and evaluation system focuses on enabling the ETQA to effectively monitor the work that is taking place in its sector and to make decisions on any changes that may be required.
5. Where there are problems identified in the system, these are addressed immediately and in manner that ensures the protection of the learners and the integrity of the system;
6. Processes will be put in place to facilitate the sharing of the qualitative experiences of providers, lessons learned, and best practices.



4. Activities of monitoring and audit interventions

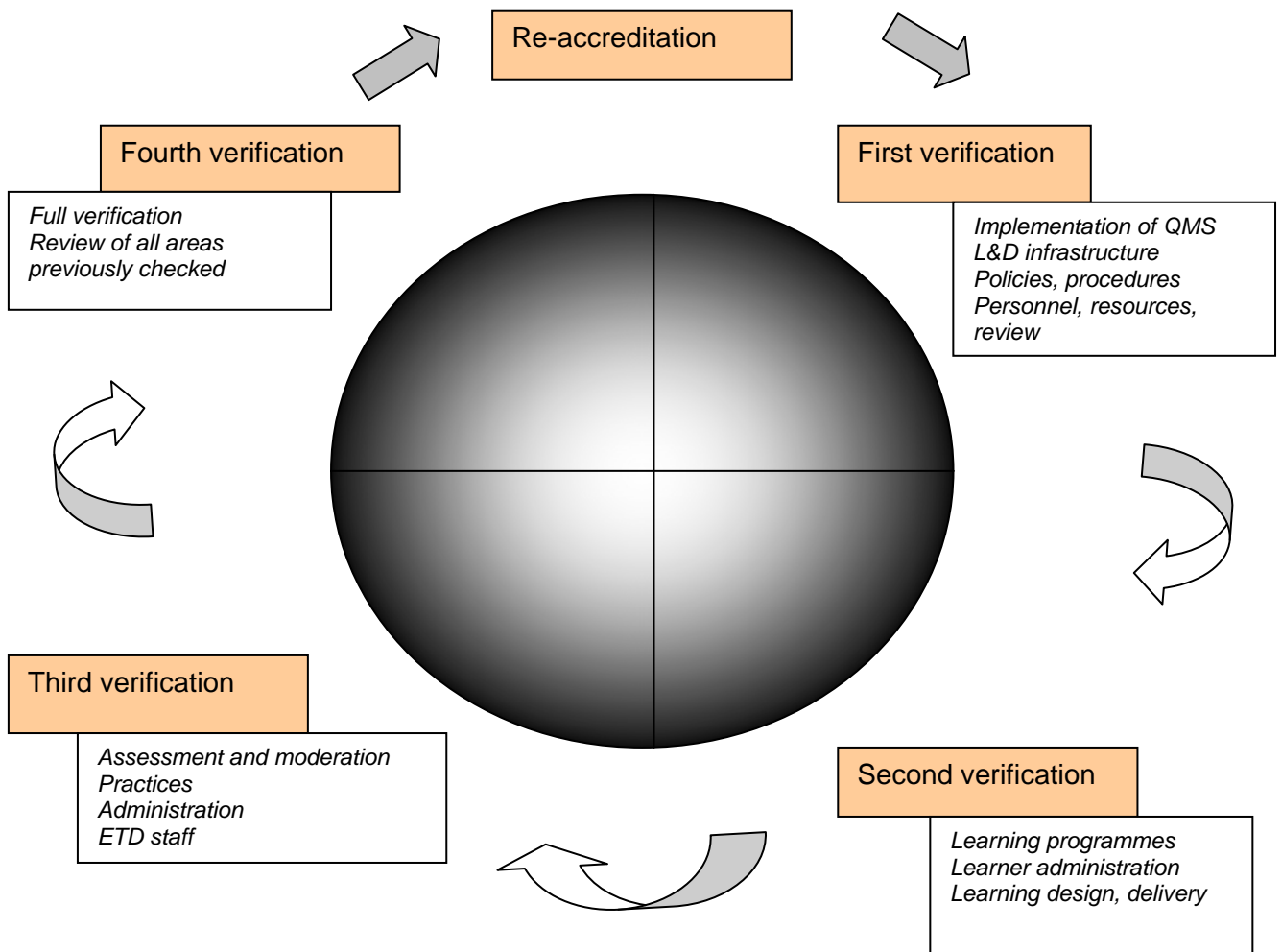
Accreditation, monitoring and audit activities, including site visits, may include the following components in addition to the checklist criteria:

1. a sample review of records,
2. interviews with staff responsible for the administration and provision of education and training services,
3. review of status of accreditation, certification, or registration,
4. review of organizational structure and staffing patterns,
5. a review of compliance with the SAQA Act and regulations and BANKSETA criteria for accreditation,
6. a review of internal quality assurance procedures,
7. review of information or gathering of information about learner experiences and satisfaction with education and training delivery;
8. Where applicable, a review of the status of any corrective action plans for any previously identified deficiencies.
9. All accreditation, monitoring and audit interventions will be based upon the criteria as contained in the BANKSETA checklist, policies and procedures and other applicable regulations and NQF principles.

5. Outline of process of intervention schedule

One day will be scheduled per provider where review and forward planning will take place at each site visit or intervention.

The monitoring and evaluation schedule forms part of the re-accreditation process. Accreditation is initially granted for a four-year period, linked to the monitoring and evaluation schedule, which informs or supports re-accreditation.



6. Method of monitoring and evaluation

6.1 The monitoring and evaluation system involves

1. Preparing for the monitoring and evaluation process
2. Development of instruments that are required to establish the monitoring and evaluation system;
3. Collecting the actual information from different sources, such as providers, learners, employers, etc;



4. Processing the information that has been collected;
5. Generating a series of domain reports; and
6. Feeding back information analysed in the reports into the next strategic planning and targeting exercise within the SETA.

6.2 Preparing for the monitoring and evaluation process

The preparation phase includes the activities that are required to establish the monitoring and evaluation system so that it is able to effectively fulfil the requisite functions. It therefore concentrates on:

1. **The identification of the sources for data collection.** This step lists the role players in the system, as these role players will be a critical source of information for the monitoring and evaluation system. This step also involves establishing what existing mechanisms the BANKSETA has for collecting information from these role players, as these existing systems will be vital sources of information for the monitoring and evaluation system.
2. **The development of instruments that are required to gather the requisite information.** This step will involve the development of a provider manual that will guide the provider about the monitoring and evaluation process, and will provide templates to support the provider to both comply with the BANKSETA monitoring requirements, and to develop their own monitoring and evaluation systems. This section also lists the tools that will be developed to support the process of gathering data that is specifically required within the monitoring and evaluation system.
3. **Informing providers of monitoring schedule and required tools for information gathering.**

6.3 Develop tools/instruments for data collection



This step involves the development or revision of a provider manual that guides the provider about the monitoring and evaluation process, and provides templates to support the provider to both comply with the BANKSETA monitoring requirements, and to develop their own monitoring and evaluation systems. This section also lists the tools that will be developed to support the process of gathering data that is specifically required within the monitoring and evaluation system.

6.4 Collecting information from source

This phase includes obtaining information from providers for desktop review. This is then followed up with a site visit during which additional information is gathered.

6.5 Processing information collected

This phase highlights the activities involved in capturing the data, and then analysing this data against the indicators and the quality criteria. The reports are to be generated in terms of the domain areas to allow for an analysis of the performance of each of these domain areas, and the manner that they are supporting the overall objectives of the NQF.

The process is concluded with the generation of reports that are communicated to role players.

7. Presentation of results to ETQA subcommittee

The BANKSETA will be following up the accreditation, monitoring and audit interventions with in depth discussions with the ETQA subcommittee. The discussions will focus on information on performance of providers within the sector, areas of concern and best practice examples. A summary report may be available to providers



8. Conclusion

The analysis of results between the interventions should confirm that the BANKSETA intervention with providers has a methodology that is sensitive enough to pick up improvements in standards of quality and therefore demonstrate positive impact on learner achievements and retention rates. The analysis should also usefully identify where further improvements are needed in the sector.