

## **MANAGEMENT, DEVELOPMENT, ASSESSMENT, MODERATION OF EXPERIENTIAL AND WORKPLACE BASED LEARNING**

### **a. Purpose**

The purpose of this document is to describe the policy and practices by **KHANIMAMBA TRAINING AND RESOURCE CENTRE** to manage off-site practical or work-site components of learning.

### **b. Scope**

The scope of this policy covers the management of off-site practical or work-site components of learning which does not happen under the direct management of **KTRC**.

### **c. References**

- South African Qualification Authority Criteria and Guidelines for Providers, 2001.

### **d. Definitions**

None.

### **e. Policy- Management of off-site or work-site learning**

Learning programme delivery may entail theoretical on-site as well as practical or experiential off-site or work-site learning. There is therefore a need for a well co-coordinated and well managed process of managing off-site or work-site learning.

Off-site or Work-site Learning Agreement

A learner must enter into a learning agreement with **KHANIMAMBA TRAINING AND RESOURCE CENTRE** which must include the following:

- Learner details.
- Assessor details.
- Learner understanding of assessment process, appeals rights and access to the organizational requirements.

Organizational requirements must be communicated to the learner including the environment where assessment will be conducted.

Arrangements should be made and communicated to learners on the following issues:

- Needs for people with physical disabilities.
- Work shifts.
- Communication difficulties.

#### **Board of Directors**



- Mentoring and coaching.
- Working conditions.
- Occupational health and safety.

Learners are required to keep a log of the experiential or practical tasks performed in the workplace.

Learners may do several of the practical or experiential tasks on any day even simultaneously. These tasks should be completed as assigned by the Experiential or Workplace Facilitator/ Mentor/ Coach or Assessor.

The workplace or experiential Facilitator/Assessor should check the logged activities recorded by the learner. Regular feedback must be given to the learner and on-the-job coaching or mentoring should be conducted as when required.

If the Workplace or Experiential Facilitators/Assessor is satisfied with the experiential or workplace skills demonstrated, comments must be provided in the feedback section and the log must then be signed off.

If the Workplace or Experiential Facilitators/Assessor is not satisfied with the experiential or workplace skills demonstrated, and sign off the log indication should be provided on action to be taken to correct the gaps identified.

### **Off-site or Work-site Assessment**

The workplace assessment of unit standards should be as streamlined and user-friendly as possible for assessors, learners and moderators while remaining true to the letter and spirit of the relevant regulations. Workplace assessment is the workplace equivalent of practices in educational institutions whereby competence is evaluated, and on the basis of which qualifications are awarded.

It is imperative to recognize the centrality of workplace assessment and seek to promote its effective implementation.

Assessment must be conducted by competent and qualified assessor who must meet the following criteria:

- Must have been credited against the unit standards "Conduct outcome based assessment, level 5, 15 credits, NLRD ID Number 115753".
- Registered as an assessor with the relevant ETQA.
- Have experience as an assessor.
- Must have subject matter expertise in the area where assessment is to be conducted.

#### **Board of Directors**

KMr Bila S (Chairperson), Mrs Baloyi RM (Deputy Chairperson), Mr Hlungwani TS (Secretary) Mr Maluleke KP (Deputy Secretary, Mr Chauke KD (Treasurer) Ms Baloyi TQ Managing Director



### Off-site or Work-site Moderation

Moderation must be conducted by competent and qualified assessor who must meet the following criteria:

- Must have been credited against the unit standard "Conduct moderation of outcome based assessment, level 6, 10 credits, NLRD ID Number 115755,
- Must have been credited against the unit standards "Conduct outcome based assessments, level 5, 15 credits, NLRD ID Number 115753".
- Registered as an assessor with the relevant ETQA.
- Must have experience as an assessor.

### Monitoring of On and Off-site Learning

Monitoring should be viewed as a process to improve quality of provision for workplace related learning. KTRC will appoint internal and external monitors at its discretion that will carry out the monitoring of learning conducted at workplaces or off-site as well as on-site. Monitoring of on-site theoretical learning and off-site practical or experiential learning will be conducted once a month.

Monitoring officers will conduct monitoring using approved monitoring tools. Feedback from a monitoring process should include recommendations that will assist enhancement of quality improvement within the organization.

Monitoring should be conducted ethically in-line with the principles of the NQF on assessment include among other issues the following:

- Fairness
- Validness
- Authenticity
- Credibility
- Transparency
- Reliability etc.

A preliminary monitoring report should be produced within seven days after the monitoring process has been carried out. The report should be circulated and one copy should be sent to the workplace or off-site and on-site provider.

The workplaces or a learner in the workplace have the right to appeals against the outcome of a monitoring if there are disputes arising from the monitoring report. Such appeals should be done in writing within three days after receipt of the monitoring report.

Disputes should be lodged directly with the Monitoring Officer of KTRC stating the reasons or grounds of such an appeal.

#### Board of Directors

KMr Bila S (Chairperson), Mrs Baloyi RM (Deputy Chairperson), Mr Hlungwani TS (Secretary) Mr Maluleke KP (Deputy Secretary, Mr Chauke KD (Treasurer) Ms Baloyi TQ Managing Director



## Monitoring Procedure

**Step 1:** Appeal lodged with the monitoring official

**Step 2:** Monitoring Official acknowledge receipt of appeal within 24 hours after receipt.

**Step 3:** Monitoring Official responds to the appeal within 72 hours. If the dispute resolved, the matter is closed.

**Step 4:** If the matter is unresolved, the Monitoring Official refers the matter to the

Facilitator or Assessor or moderator depending on the nature of the dispute.

The Facilitator or Assessor or Moderator attends to the dispute within 48 hours

After referral of the matter and the matter is resolved.

**Step 5:** if the matter is unresolved, the Facilitator or Assessor or Moderator refers the

Matter to the Managing Director.

The Managing Director resolves and closes matter. Should the Managing Member fail to resolve the matter, ETDP SETA? May intervene, however, it should be noted that every effort will be made to ensure that the matter is resolved internally.

Signed at: \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 2025

\_\_\_\_\_  
Management signature

\_\_\_\_\_  
Board of Director's Representative Signature

### Board of Directors

KMr Bila S (Chairperson), Mrs Baloyi RM (Deputy Chairperson), Mr Hlungwani TS (Secretary) Mr Maluleke KP (Deputy Secretary, Mr Chauke KD (Treasurer) Ms Baloyi TQ Managing Director