

MINING QUALIFICATIONS AUTHORITY (MQA)

Appeal Procedure for Training Providers against Accreditation or Programme Approval outcomes

Submission by the

Education, Training and Quality Assurance

ETQA - Appeal Procedure for Training Providers against the Accreditation or Programme Approval outcomes of the MQA

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PURPOSE OF THIS DOCUMENT

This document serves to formalize the Mining Qualifications Authority (MQA) position on the Appeal Procedure to be followed by training providers with regards to the outcome of the accreditation or programme approval audits.

1. INTRODUCTION

The MQA is a Sector Education and Training Authority (SETA) for the Mining and Minerals Sector in terms of the Skills Development Act of 1998. The Mining Qualifications Authority (MQA) was accredited by the South African Qualifications Authority (SAQA) as an Education Training and Quality Assurer (ETQA) in February 2000. The MQA was 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”

The MQA appeal procedure refers only to those institutions or individuals who applied for accreditation or programme approval with the MQA and are not satisfied with the processes or outcome of decisions taken by the Quality Assurance Sub-Committee of the ETQA of the MQA.

2. PURPOSE

The purpose of this procedure is to provide guidance to training provider that wish to appeal against the outcomes of the accreditation or programme approval audits conducted by the MQA.

3. SCOPE

This appeal procedure covers all accredited providers who are within the Mining and Minerals Sector and those who received programme approval from the MQA.

4. APPEAL PROCEDURE

The MQA adopts the following procedure for the resolution of disputes that may arise out of accreditation or programme approval outcomes from the Quality Assurance Sub-Committee of the ETQA of the MQA.

4.1 Appeal against the decision of the QA Sub-Committee.

- 4.1.1** A training provider must submit a written appeal for the attention of the ETQA Manager of the MQA within ten working days after the receipt of the accreditation of programme approval Audit Report.

- 4.1.2 The ETQA Manager will acknowledge receipt of the appeal in writing within seven working days.
- 4.1.3 The ETQA Manager will inform the ETQA Committee of the appeal against an accreditation or programme approval outcome and the ETQA committee will evaluate the appeal and make decision based on the evidence provided by the provider (appellant) and Quality Assurance Sub – committee.
- 4.1.4 The ETQA Manager will log the written decision of the ETQA committee and inform the Training Provider (appellant) in writing within 7 working days after receiving the decision from the ETQA Committee.
- 4.1.5 Should the training provider not agree with the outcome of the ETQA Committee, then the training provider may submit a written appeal for the attention of the Chief Executive Officer (CEO) of the MQA within 10 working days of receiving the outcome of the ETQA Committee.

4.2 Appeal against the decision of the ETQA Committee of the MQA.

- 4.2.1 The CEO will forward the appeal for consideration to the Executive Committee Meeting (EXCO) and if required to the MQA Board.
- 4.2.2 The ETQA representatives (Chairperson, ETQA Manager and QA Subcommittee Chairperson) will justify the reason for the ETQA Committee decision at a EXCO/Board meeting.
- 4.2.3 The MQA EXCO/Board will make the final decision on behalf of the MQA on evidence provided by the provider (applicant) and ETQA Committee representatives.
- 4.2.4 The ETQA will log the MQA EXCO/Board written decision and change the accreditation or programme approval status if required.

4.2.5 Should the provider not agree with the outcome of the decision made by the MQA EXCO/Board, the training provider may forward their written appeal to the South African Qualifications Authority (SAQA) within 10 working days after receiving the written decision of the MQA Board.

4.3 Appeal against the decision of the EXCO/Board of the MQA.

4.3.1 SAQA will consider the appeal of the provider and the decision of the MQA against their policies, procedures and criteria.

4.3.2 The outcome of the SAQA written decision must be forwarded to the MQA and provider (appellant).

4.3.3 The ETQA of the MQA will log the decision outcome change accreditation or programme approval status if required.

5. CONCLUSION

This appeal procedure will ensure that a structured process is followed to resolve disputes emanating from the accreditation or programme approval outcomes by the MQA. It is therefore important and advisable that providers follow the correct procedure to resolve accreditation or programme approval disputes.

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