



Training, Quality Assurance and Accreditation Policy and Procedures

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The Protection of Personal Information (POPI) Act requires us to inform you how we use, disclose and destroy personal information we obtain from you. We are committed to protecting your privacy and will ensure that your personal information is used appropriately, transparently, securely and according to applicable law.

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RATIONALE

Our world is fast changing, and many phases of the Emergency Services and related industries are technical and complex. Emergency services training must be utilized and applied to its maximum potential. Any overlap, fragmentation, or lack of basic structure must be eliminated in so far as is possible and to complement this, standardization is necessary. Standardization must ensure portability and lifelong learning.

PREAMBLE

The purpose of these Training, Quality Assurance and Accreditation Policy and Procedures of the Southern African Emergency Services Institute, is to provide guidance and standards on the management, training and assessment of NFPA Standards at SAESI Accredited Training Provider Centers.

GENERAL

In the Republic of South Africa SAESI has been accredited as certifying entity by IFSAC. All training providers wishing to conduct training under this certification shall comply with the prescripts of this policy and procedures document.

Within the organizational structure of SAESI, the oversight mandate with accompanying responsibilities and accountability of key performance areas are delegated to SAESI Head Office, and the MOI aligned Working Groups and Committees or Ad-hoc structures. The Key Performance Area of IFSAC Accreditation, and Certification is the mandate of the SAESI Head Office and/or the Quality Assurance Working Group of the Southern African Emergency Services Institute.

SAESI is a non-racial, non-sexual, a-political company that stands for equal opportunity and access irrespective of socio-economic, cultural, religious, gender or any other identifying demographic indicators.

PURPOSE AND FUNCTION

The principal functions are;

- To implement the Institute's strategic vision to actively advance the objectives of SAESI as set out in the Memorandum of Incorporation (MOI);
 - to promote emergency services for the citizens in Southern Africa through advocacy, support and participation in the development of professional standards, policy and legislation within the field of emergency services;
 - to facilitate training and development of its members, the community and other relevant structures in the field of emergency services by sharing and publishing relevant research and training materials and facilitating forums for discussion and dissemination of emergency services techniques, methodologies, information and trends;
 - to serve as an organizational aid to promote the interests of its members as a whole, and the emergency services, in pursuance of the objectives of the emergency services;
 - to act independently in so far as their actions do not affect the general policy of emergency services;
 - to do all such other things as are incidental to, or conducive to the attainment of all or any of the above objectives.
- The Chief Executive Officer shall manage and implement the Ad-hoc structures Delegation of Authority

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RESPONSIBILITIES OF SAESI AND/OR THE QUALITY ASSURANCE WORK GROUP

The main responsibility will be to implement and promote the Institute's objectives and values.

- The listed responsibilities are as follows and can be amended from time to time as the need arises.
 - SAESI has elected to use the NFPA standards and corresponding IFSTA manuals or other approved reference manuals, IFSAC five and three-year rules as guides for development, implementation and quality assurance of certification standards.
 - The Working Group will recommend applying for different levels of IFSAC Accreditation.
 - Ensure compliance with all administrative processes, rules and bylaws to meet IFSAC requirements for the different course levels (Initial Accreditation and 5 yearly Re-Accreditation).
 - Assess all applications and evidentiary forms received from entities who want to receive accreditation by SAESI to be able to present accredited courses.
 - Assess all applications received from current Training Providers who applied for extension of scope.
 - Accredite all Training Providers (new and extension of scope applicants) if all requirements are met.
 - SAESI has the authority to conduct quality assurance visits at any time and date.
 - All Training Providers will be accredited for a period of 5 years.
 - Ensure that the SAESI Training, Quality Assurance and Accreditation Policy and Procedures are adhered to at all times.
 - Collaborate with the applicable Quality Councils and SETA's on the following;
 - Professional Body involvement in the development of relevant qualifications on different NQF Levels,
 - Serve as CEP's (Community of Expert Practitioner) on Development Committees, Steering Groups, Scoping Meetings and Advisory Committees of relevant training authorities, quality councils, legislatures and applicable SETA's,
 - Ensure that all MOU's entered into between Quality Councils, Sector Training and Education Authorities (SETA's) and SAESI are upheld and adhered to.
- Adhere to the roles and responsibilities of a recognized South African Professional Body, namely;
 - to advance the objectives of the NQF,
 - promote public understanding of, and trust in, professions through the establishment of a nationally regulated system for the recognition of professional bodies and the registration of professional designations,
 - encourage social responsibility and accountability within the professions relating to professional services, communities and individuals,
 - encourage the setting of professional standards by professional bodies,
 - promote pride in association for all professions, including traditional trades and occupations,
 - encourage the sustainability of professional bodies in terms of financial and human resource capacity,
 - promote the protection of the public from malpractice related to the non-fulfilment of the professional duties and responsibilities of professional bodies and their members,
 - encourage international leading practice and the raising of esteem for all professions in South Africa,
 - facilitate access to, and analysis of, data related to professions, including traditional trades and occupations, for the purposes and use as prescribed by the NQF Act,
 - encourage the provision of alternative access routes into professional designations through Recognition of Prior Learning (RPL),
 - support the development of a national career advice system, and
 - encourage the development and implementation of Continuing Professional Development (CPD).

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- The Working Group should liaise directly with the CEO;
- The Chairperson is responsible to ensure member compliance with the vision and mission of SAESI, the code of ethics and conduct and protection of SAESI intellectual property;
- The Chairperson is responsible to ensure members conduct are in line with their mandated authority as prescribed officers of SAESI;
- Report to the Chief Executive Officer and/or other relevant structures of the Institute as prescribed by the MOI;
- Conduct Training Provided Workshops, Continuous Professional Development activities and any other relevant development workshops on a regular basis, to train and develop all instructors, assessors, administrators and other relevant persons and to ensure currency of skills and knowledge levels. Workshops can be presented in person or on a digital platform. In the event of changes to the standards or procedures all instructors shall undergo mandatory orientation in order to practice as an instructor, and ensure transitioning to the current NFPA Standards and editions;
- Promote the awarding and maintaining of the related professional designation for fire service instructors;
- Monitor all instructors and award CPD points accordingly;
- Ensure that the process of assessment, moderation and certification shall at all times be objective and not subject to the influence of an individual or entity and adhere fully to assessment standards and criteria ensuring validity, reliability, sufficiency, currency, authenticity and consistency;
- The Quality Assurance Working Group to operate independently of any political or economic influences either within or outside the organization.

A-DEFINITIONS

Authority Having Jurisdiction (AHJ).	An organization, office, or individual responsible for enforcing the requirements of a code or standard, or for approving equipment, materials, an installation, or a procedure
Life Long Learning	The provision or use of both formal and informal learning opportunities throughout people's lives in order to foster the continuous development and improvement of the knowledge and skills needed for employment and personal fulfilment
Re-enter the training process	The attendance of a registered programme at a SAESI Accredited Training Centre, by applicants who were not competent after three (3) successive assessment attempts or failure to prove competence within one year from date of course registration. These learners shall re-enter training at the same training provider he/she was enrolled in originally.
Safety officer	A person responsible for ensuring safety regulations are adhered to, and for assessing unsafe situations or hazards in a place or at an event, etc.
Board	means the Board of Directors of the Company as constituted from time to time;
Business day	has the meaning referred to in Section 5(3) of the Act and includes any day other than Saturday, Sunday or South African Public Holidays as gazetted from time to time and shall be calculated by excluding the first day and including the last day; "Commission" means the Companies and Intellectual Property Commission established in accordance with Section 185 of the Act;
Company	means The South African Emergency Services Institute NPC, duly incorporated under registration number 2014/162285/08;

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Company Rules and Regulations	means any rules and regulations made by the Board, Working Groups, Executive Committee and Legislative Committees in respect of the governance of the Company as contemplated in Sections 15(3) to 15(5) of the Act and reviewed by the Council as contemplated in the MOI;
Members	means and include those persons as described in the MOI;
MOI	means Memorandum of Incorporation as contemplated in Section 15 of the Act;
Person	means the natural person and includes a juristic person;
Prescribed Officer	means a person who, within a company, performs any function that has been designated by the Minister of Cabinet responsible for companies in terms of Section 66(10);
Working Group	Is a group of Members and/or Council Members who will consider and debate issues that impact on business, to develop policy decisions for SAESI, and to initiate appropriate action in respect of related business matters when required.
Internal moderator	Person responsible for the coordinating of instructor/assessor meetings as well as liaising with external moderators
External moderator	Person responsible for ensuring that all registered accredited providers delivering programs to the same NFPA standard and assess consistently
Quality Assurance	means the process of ensuring that the degree of excellence specified is achieved;
Audit	means the process of examining the indicators which show the degree of excellence achieved

B-PROCEDURES

B-1 GUIDELINE STANDARDS

B-1.1 The Southern African Emergency Services Institute have been accredited as certifying entity for the following NFPA Standards and have approved the use of corresponding manuals that meet the NFPA Standard outcomes.

B-1.1.1 NFPA Standards

- NFPA 470- Standard for Hazardous Materials/Weapons of Mass Destruction Emergency Response Personnel Professional Qualifications.
- NFPA 1001 - Standard for Fire Fighter Professional Qualifications
- NFPA 1002 - Standard for Apparatus Driver/Operator Professional Qualifications
- NFPA 1003 - Standard for Airport Fire Fighter Professional Qualifications
- NFPA 1006 - Standard for Technical Rescue Personnel Professional Qualifications
- NFPA 1021 - Standard for Fire Officer Professional Qualifications
- NFPA 1026 - Standard for Incident Management Personnel Professional Qualifications
- NFPA 1031 - Standard for Professional Qualifications for Fire Inspector and Plan Examiner
- NFPA 1033 - Standard for Professional Qualifications for Fire Investigators
- NFPA 1035 - Standard on Fire and Life Safety Educator, Public Information Officer.
- NFPA 1041 - Standard for Fire Services Instructor Professional Qualifications
- NFPA 1140 - Standard for Wildland Firefighter Personnel Professional Qualifications
- NFPA 1081 - Standard for Facility Fire Brigade Member Professional Qualification

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B-2 QUALITY ASSURANCE

- B-2.1 SAESI Head Office and/or the Quality Assurance Working Group as mandated agent of the South African Emergency Services Institute, are responsible to ensure Training, Assessment, Moderation and Administration in accordance with IFSAC rules and regulations and SAESI Training Quality Assurance and Accreditation Policy and Procedures, as related to accredited NFPA Standards the Training Provider are accredited for.
- B-2.2 SAESI Head Office and/or the Quality Assurance Working Group shall conduct quality assurance audits from time to time during the cycle (5 year) of the Accredited Provider, which shall be at least once in person and on site, once impromptu and in addition continuous digital or electronic evaluation of evidence in support of compliance and accredited standard.
- B-2.3 SAESI Head Officer and/or the Quality Assurance Working Group having conducted quality assurance visits and or audits of Accredited Training Providers (Centre's) having found that a Provider did not abide by the Training, Quality Assurance and Accreditation Policies and Procedures of the Southern African Emergency Services Institute shall have their accreditation status as an accredited SAESI training provider revoked.
Any one, a combination of or all of the following will constitute the revoking of accreditation as a SAESI accredited training provider:
- Inadequate resources, this includes but is not limited to:
 - Human Capital, administrative, managerial, instructors, moderators, assessors;
 - Firefighting, Hazmat, Rescue, etc., equipment - where applicable;
 - Building or structural equipment - if applicable;
 - Digital, electronic equipment, software and hardware - where applicable;
 - Financial Capital;
 - Juristic Authority and applicable mandated registration/compliance to Country/Regional legislation as relating to training, accreditation and or quality assurance;
 - Compromise of health & safety legislation and or regulations;
 - Compromise of the reputation and integrity of the Institute and the training policy and procedures;
 - Fraudulent, dishonesty and false practices;
 - Administration issues, inadequacies, malpractices or misrepresentation;
 - Inadequate resources, training facilities or equipment;
 - Inadequate staff. Not only as related to having sufficient staff but appropriately qualified, registered or accredited and certified staff;
 - Assessment irregularities including Instruction/Facilitation, Testing methods and Moderation;
 - Any non-compliance of the SAESI Training, Quality Assurance and Accreditation Policy and Procedure;
 - Non-compliance of the NFPA standard for which the training provider is accredited;
- B-2.4 Accredited Providers shall be expected to have all legislative certificates in place and at inspection display namely the following but not limited to;
- POPIA Compliance
 - Occupational Health and Safety
 - Basic Conditions of Employment
- B-2.5 Re-registration after revocation of any accreditation status will be deemed as a new application.

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B-2.6 Any SAESI Accredited Training Provider may at any time apply for voluntary deregistration as a provider or for a specific accredited program.

B-2.7 A member of the Southern African Emergency Services Institute, a duly mandated authority or its Quality Assurance Working Group shall visit the training centers periodically to ensure the policies are being adhered to, and to institute corrective measures where there are deviations. Similarly, Quality Assurance Audits on the Accredited Providers' digital portal and submitted minimum requirements shall be evaluated and vetted from time to time for compliance and instituting corrective measures where applicable. These digital audits will support and be deemed where applicable to be equivalent to a site visit or part thereof.

At least one, in person site visit will take place of an Accredited Provider within its 5-year cycle. A Quality Assurance Audit, in person and or hybrid with digital/electronic or hardcopy evidence provided with regards to NFPA Standards, updates and changes relating to the Three-Year Rule will take place within 6 months of the required transitioning for the Three-Year Rule Accredited Entity Update.

B-2.8 The Southern African Emergency Services Institute and the Quality Assurance Working Group will ensure that the process of assessment, moderation and certification shall at all times be objective and not subject to the influence of an individual or entity.

B-3 REQUISITE KNOWLEDGE ASSESSMENT (FISA)

B-3.1 Learners shall attempt a Final Integrated Summative Assessments (FISA), in the form of an online assessment, and shall be conducted for all levels the learner seeks accreditation. All FISA's shall be hosted by SAESI and invigilated by the Accredited Training Provider.

3.1.1 Multiple levels tested in one assessment shall be scored separately.

3.1.2 FISA's are deemed certification assessments after successful completion of the requisite skills.

- Learners shall only be able to access a FISA, after being found competent in all aspects of the Requisite Skills, of the Job performance Requirements as set out in the NFPA Standard.
- Learners shall be given three (3) attempts to meet the requisite knowledge requirement of a level seeking accreditation. Should a learner be deemed not yet competent on the first knowledge assessment, he/she may be permitted to be assessed for a second time. The second assessment may not be conducted on the same working day as the first assessment attempt. If they are deemed not yet competent on the second assessment attempt, a third assessment attempt may be scheduled, also not on the same working day as the second assessment attempt.
- Knowledge Assessments shall be conducted on the current/latest NFPA Standard editions.

NOTE: A learner who has been found not yet component, on a specific level, by the third assessment attempt shall re-enter the training process at the same training provider he/she was enrolled in originally.

B-3.2 Only certified Fire Instructor I assessors, approved by the training center where the assessments are conducted shall invigilate requisite knowledge assessments.

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- B-3.3 FISA's shall only be conducted at venues that have been verified by SAESI, as suitable for the intended purpose. This is to ensure that the credibility and integrity of the assessment and of the process is maintained.
- B-3.4 Prior to conducting a FISA, invigilators / assessors shall abide by all required rules and regulations of this document.
- B-3.5 Online FISA's shall be protected learners having to log into a digital platform by using an username and password to access the respective level for assessment.
- B-3.6 Minimum requirement for the requisite knowledge assessment (FISA) shall be 70% in order to be certified as competent.
NOTE: Hazmat Awareness ERG assessment (Requisite Skill) is 100%.
- B-3.7 SAESI may approve oral assessments (for learning disabilities where applicable) subject to a written request with supporting documentation. If approved by SAESI, these assessments must be conducted in the presence of the Moderator.
- B-3.8 All assessments shall be conducted at the Accredited Training Centre where the applicant attended the training, unless otherwise specified.
- B-3.9 Irregularities Involving Learners for Requisite Knowledge Assessments
- Assessment irregularities could have legal implications and therefore a detailed procedure is essential to deal with irregularities in an appropriate and consistent manner.
 - The procedure to be followed when dealing with irregularities involving learners would depend on when the irregularity is identified, and the nature of the irregularity.
- B-3.9.1 Before the online requisite knowledge assessment
This will apply to learners obtaining information of the assessment prior to attempting the test or undergoing the assessment. The first step is to verify the leakage of the assessment and the extent of the leakage. The assessors/evaluators may then halt the assessment and request SAESI to substitute with a new knowledge assessment. The issue of the leakage may then be pursued.
- B-3.9.2 During the online requisite knowledge assessment
The following procedure must be followed when irregularity is suspected by an invigilator:
- In case of an online (Summative) assessment, the Invigilator shall immediately remove the learner from the device used for the assessment and notify SAESI Head Office to suspend the account of the learner with immediate effect. Should the irregularity be found on the 1st or 2nd attempt, the learner shall pay for a 2nd or 3rd attempt. Should the irregularity be found on the 3rd attempt, the learner shall be deemed Not Yet Competent and shall re-enter training at the same training provider he/she was enrolled in originally.
- Written Assessments
- In case of a knowledge (Formative) assessment, the invigilator must remove the learner's script and write the word 'IRREGULARITY' on the cover, noting the time of the removal. The learner should then be handed another assessment and answer book. The second assessment and answer book must be endorsed with the words "NEW ASSESSMENT / NEW ANSWER BOOK" and the time.
 - The invigilator must also take possession of any unauthorized material which the learner may have in his/her possession. Such material and the assessment script and or answer book become the property of the Institute and the candidate shall not have the right to demand the return thereof.

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- The learner should be informed of the fact that his/her proceeding with the assessment is not a condonation of his/her contravention of the assessment rules and that the incident shall be investigated.
- Immediately after the assessment the invigilator must complete a full report and an investigation must be commenced within 7 days of the alleged transgression.

B-3.10 Online Assessment Procedure for Invigilators

B-3.10.1 Responsibilities of Invigilators.

The invigilator(s) ensures that the following instructions are strictly and scrupulously adhered to;

Applicable to Online Assessments (FISA)

- Invigilators shall insure that all learners are logged into the LMS used, for the FISA, before any attempts shall be permitted.

B-3.10.2 Prevention and Removal of possible ways and means of help.

Before a learner is admitted to the assessment room the invigilators must see to it that all drawings, notes and any other material(s) relating to the subject being assessed, is removed from the assessment room. He/she must ensure that no material such as textbooks or other material or objects are available in the assessment room. This includes wall charts etc., which must be removed prior to the learners entering the room.

B-3.10.3 Placing of learners

- Learners must be seated in such a way to eliminate all possible opportunities of copying. Every learner should be in view of the invigilator.
- Learners writing different subjects simultaneously in the same room must be interspaced.

B-3.10.4 Date and time of assessments

- The appointed time and date of assessments must be strictly adhered to. No deviation from the assessment timetable, specified times or subjects are allowed.
- Where time and date of assessments were not adhered to, full disclosure, reasoning and mitigating circumstances shall be tabled to SAESI.
- Measures taken to ensure integrity and security of the assessment must be included and disclosed.
- Evaluation of the circumstances and report by SAESI reserves the right to negate the assessment, where circumstances and evidence of aggravating circumstances are identified

B-3.10.5 Admission to and exit from assessment facility

- Learners must be in their seats at least fifteen minutes before the commencement of the examination. The approved/assigned invigilators must be present from the time that the assessment room is opened for the learners.
- Only under exceptional circumstances may a learner be admitted to the assessment facility after the commencement of an assessment, but in no circumstance after a half hour (30 minutes) has elapsed since commencement of the examination.
- Learners may not leave the facility before an hour has elapsed from the start of the assessment. This rule is also applicable to learners preferring not to continue with the knowledge assessment. Should the assessment be less than one hour, learners may not leave before a half hour has lapsed.

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- Every learner must produce proof of identity on admission to the assessment facility. Identify documents must be examined for any unlawful items or notes. Any such findings must be confiscated. Invigilators must enforce this requirement rigorously in order to ensure that learners do not attempt to get other persons to attempt the assessment on their behalf.
- Only a learner who has entered for the assessment, the approved/assigned invigilator, his assistant/s, or a mandated representative of the Institute may be present during an assessment.
- All persons not officially concerned with the assessment must leave the assessment facility before the learners are allowed to log in, and such persons may not enter the assessment facility again, until all actions pertaining to the assessment have been, accounted for and completed.
- Leaving the assessment facility during an assessment will not be permitted. All personal needs and attentions (smoke breaks, bathroom breaks etcetera) must be conducted before the start of the assessment.
- A learner may temporarily leave the assessment facility in an emergency only but only under constant supervision of an assistant invigilator. All materials must be handed in to the lead invigilator when the assessment facility is exited during an assessment.
- More than one learner exiting the assessment facility at a time is not allowed. Only in emergency circumstances could permission be granted.
- Smoke breaks including loitering, talking to assistant invigilators, or any other person, in and around the assessment facility while an assessment is being conducted is strictly forbidden.
- Candidates must leave the area of the assessment facility both inside and outside once they have completed their assessment.

B-3.10.6 Reading of assessment instructions to learners

- The following instructions must be read aloud to the learners by the invigilator:
 - (The invigilator must announce the actual subjects.) For example; Assessment of NFPA 1001 Fire Fighter One, Edition 2019, First Attempt will now be conducted at Building Three, Room Sixteen of Bravo Academy. Learners who have not entered for these subjects must now leave the room.
 - No explanation of assessment questions may be asked for, or given.
 - As soon as you have submitted your assessment you must leave the assessment room and area surrounding the assessment facility, but you are not allowed to leave the assessment facility within one (1) hour from commencement of the assessment even if you no longer want to continue with the assessment.
 - Any and all instructions appearing in your online assessment, must be complied with.
 - You are not allowed to assist any other learner or receive assistance from, or communicate with, any other person during the assessment.
 - You may not create any form of disturbance or disruption in the assessment facility, or behave in an improper or unseemly manner.
 - Unless otherwise stipulated for an assessment, you may not have a book, memorandum, notes, photo or other document or paper (including a smart watch) or other material which can be, or may be perceived to be, of help in the assessment module, other than those which you have been provided with by an assigned/approved invigilator and your admission permit (identify document), in your possession while you are in the assessment facility. Therefore, if you still have anything not allowed in your possession, you must hand it in to the invigilator(s) before the question papers are distributed. No excuse that you have forgotten that you had it in your possession will be accepted. Learners may use mini calculators, except in cases where these are indicated on your assessment as prohibited. Under no instance will any programmable calculators be permitted. All calculators MUST be switched on, and then off, in the presence of the lead invigilator.

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- If cellular phones/devices are permitted to be used, such devices will be inspected by the invigilator(s) and will remain open and visible at all times next to you during the assessment. (The lead invigilator will indicate before commencement of the assessment if such instruments are allowed)
- If you do not obey these instructions, you render yourself liable to suspension from this and or future SAESI assessment/s, subject to the ruling of a SAESI tribunal finding, and the certifying entity (SAESI) may in such case refuse to give credit for your answer/s.

B-3.10.7 Commencement of the assessment/s

- The invigilator must personally, ensure that all learners open the digital platform link to their assessment
- All learners to log in and give the instruction to start the assessment.

B-3.10.8 Constant supervision and vigilance

- During an assessment the invigilator must devote his/her undivided attention to the supervision of the assessment, and take particular care to see the learner/s obey the instructions of the assessment invigilators. He/she must not remain seated all the time, but must move around in the assessment facility. It is important that no impression be created that learners have an opportunity to disobey the instructions due to a lack of vigilance on the part of the invigilator. This also applies to assistant invigilators.
- The invigilator may only leave the venue under exceptional circumstances, and then only if relieved by the assistant invigilator or some other nominated responsible person.
- An invigilator may not be relieved during an assessment session. Only in case of an emergency may an invigilator be relieved with an approved replacement.
- No refreshment for either invigilators or learners are allowed during the assessment and in the assessment facility other than water, supplied and cleared by the facility. No items brought by invigilators or learner themselves will be allowed.
- Refreshments or medication for emergencies, such as candidates with a medical condition requiring timed application or administering will be permitted provided that such items have been thoroughly reviewed and cleared with written confirmation if and where required from medical practitioners.

B-3.10.9 Conduct of invigilator(s)

- An invigilator may not:
 - Answer any question by a learner in any way that may result in an explanation of and or provision of the answer of an assessment question.
 - Make any change to any assessment, or part thereof, without the prior approval of the Institute
 - Act in any way that may disturb or impede the learner's assessment execution.

B-3.10.10 Procedure by invigilator in case of irregularities

- If an invigilator has satisfied him/herself that a learner has infringed any of the instructions, he/she must:
 - Inform SAESI of the irregularity,
 - Suspend the learners digital platform and assessment,
 - inform the learner that the incident will be reported to the Institute and request him/her to make a written statement on the matter after conclusion of the assessment. (If the learner refuses to make a statement the invigilator must make a note to this effect to the administration at SAESI Head Office.)

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- An invigilator may request the suspension of a learner from the assessment if, after a warning, he/she persists in creating a disturbance or if he/she persists in disobeying another assessment instruction.
- The invigilator shall submit to the Institute a detailed report with the evidence, confiscations and learner documents to SAESI Head Office within 10 working days.

B-3.10.11 Duties of the invigilator after the conclusion of the assessment/s

- The invigilator must ensure that the learners click on the finish and submit button upon completion of the assessment and also ensure that they check that all the answers are completed before selecting the submit button.

B-3.10.12 Use of calculators

- Must be without additional/extra discs or plug-ins.
- Must have its own source of power supply.
- Must be soundless when in use for calculations.
- The register/display panel must not be visible to other learners.
- Calculators must not change hands. or be shared among learners during the assessment
- No instruction books or learning materials are allowed in assessment facilities during assessments.

B-4 REQUISITE SKILL ASSESSMENTS

B-4.1 Only certified and current, Fire Instructor I assessors, selected by the training center where the assessments are conducted, and approved by SAESI, shall administer requisite skill assessments.

B-4.2 A pre-assessment briefing shall be conducted prior to the assessment process. This will include review of acceptable assessment performance criteria, proper completion of any documentation used in the assessment, procedures for handling questions or problems which may arise during an assessment as well as reinforcement of safety guidelines.

B-4.3 Requisite skill assessments shall be conducted for appropriate certification levels on individual grading sheets and;

- shall be conducted on the latest approved edition NFPA Standard(s)
- only skill sheets approved by SAESI will be used;
- photos and videos can be used as supporting evidence.

B-4.4 The certifying entity, namely the Southern African Emergency Services Institute representatives may administer random requisite skill assessments to ensure quality assurance at equal standards and the current and approved NFPA Standards.

B-4.5 Designated, approved and qualified safety officer(s) shall be provided by the training provider to provide for learner safety during requisite skill assessments.

B-4.6 Learners shall be found competent in all requisite skills of each JPR for the level(s) seeking accreditation.

B-4.7 Learners must be informed about the appeals process prior to the assessment being conducted.

B-4.8 The assessment form (skill sheet) must be signed by the Instructor, Assessor, Learner and Moderator.

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B-4.9 Training interventions and requisite skill assessments shall not have more than fifteen learners per certified Instructor.

B-4.10 Learners waiting to be assessed must not be able to witness the requisite skill assessments of other learners and, once a requisite skill assessment has been completed, the learner who has completed the assessment must not be allowed to communicate with learners awaiting requisite skill assessment.

B-4.11 Exceptions to the above include Standards such as NFPA 1035, NFPA 1041, NFPA 1006 or assessments requiring team participation to perform or satisfy the NFPA Standard Outcome, Scenario Requirements or Assessment Competency Testing. This will be a specification on the relevant Test and or Skill Sheet.

B-4.12 The following are general guidelines for assessing learner performance:

- The instructor/assessor shall state the skill/objective and assessment criteria to be tested, the time limit, and the PPE to be worn, in accordance with the NFPA Standard requirements being assessed and for optimum safety compliance.
- Instructors/Assessors may not assist or coach learners in any skill once the certification assessment process has begun.
- Instructors/Assessors are to ensure that no assistance from other candidates or unwanted/unlawful persons on the terrain during the assessment are provided in any way. (Consider the safety officers and other personnel in this regard, observers, representatives' etcetera)
- Before the learners' assessment begins, instructors/assessors may answer specific questions on equipment, props or tools, that is different than that of their local jurisdiction. Instructors/assessors may not answer any questions once a learner has begun performing a skill.
- Instructors/assessors must ensure the learner to complete the skill uninterrupted, unless the safety of the learner, the assessor, or other personnel or candidates is in question.
- Where/when team skills or scenarios are to be assessed, the instructor/assessor shall ensure that competent individuals are not prejudiced by being deemed not yet competent due to the poor performance of team members.

B-5 MODERATION OF REQUISITE SKILLS

Moderation broadly means that the process which ensures and confirms that an assessment of outcomes prescribed in a standard or qualification was conducted fairly, valid and reliable.

Moderation ensures that people who are being assessed are assessed in a consistent, accurate and well-designed manner. It ensures that all assessors who assess a particular accredited training program, are using comparable assessment methods and are making similar and consistent judgements about learners' performance.

Moderation of Requisite Skill assessments occurs at the level of the provider.

Moderation is also a means for professional interaction and up skilling of practitioners so as to continuously improve the quality of assessment, moderation covers assessment instruments, assessment design and methodology, assessment records, assessment decisions, reporting and feedback mechanisms.

A Moderator shall:

- Have at least three years' experience as an NFPA 1041 Instructor, to be recognized and operate as a moderator. A high level of personal and interpersonal skills is also required for internal moderators.

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- Be experienced, know the learning environment and standard well, and have credibility among assessors and moderators, and within their area of knowledge and expertise. A high level of personal and interpersonal skills is also required for external moderators.

B-5.1 The main functions of moderation process and methodology are:

- To verify that assessments are fair, valid, reliable and practicable (done in accordance with assessment best practices);
- To identify the need to redesign assessments if required;
- To evaluate the performance and competencies of assessors;
- To recommend and or provide procedures for the de-registration of unsatisfactory assessors;
- To recommend and or provide procedures for the upskilling of assessors where applicable;
- To provide feedback to SAESI, on assessment standards and implementation at accredited providers on training programs and any inconsistencies, shortfalls, developmental needs, corrective requirements and even disciplinary action if applicable;
- To ensure access to an appeals procedure for dissatisfied learners, and that it is implemented fairly and unbiased.

Moderation processes and methodology, combine external and internal moderation. Both external and internal moderation process and methodologies must ensure that all assessors produce assessments that are in accordance with the principles of assessment/moderation best practices.

B-5.2 Internal Moderation

Internal moderation ensures that assessments conducted in a single learning program, are consistent, accurate and well-designed. The three main stages to internal moderation are:

Design:

The choice and design of assessment methods and instruments are appropriate to the accredited program, qualifications or skills program being assessed. Adherence to the IFSAC Correlation Sheets, Skill Sheets and Approved Test Banks in line with the Three-Year Rule and or any other stipulations from IFSAC regarding the latest or required standard/edition will be required.

Implementation:

The assessment is appropriately conducted and matches the specifications of the accredited program, qualifications or skills program. This includes ensuring that the appropriate arrangements have been made and that there are regular discussions among assessors.

Review:

Any lessons learnt from the two previous stages are considered and the necessary changes are made

Accredited providers should have individuals that manage their internal moderation systems. These internal moderators should:

- Establish processes and systems to standardize assessment, including the plans for internal moderation;
- Monitor consistency of assessment records;
- Through sampling, check the design of assessment materials for appropriateness before they are used, monitor assessment processes, check candidates' evidence, check the results and decisions of assessor for consistency;
- Co-ordinate assessor meetings;
- Liaise with external moderators of SAESI;
- Provide appropriate and necessary support, advice and guidance to assessors.

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Providers will have to show that they have the capacity to implement an internal moderation system that will facilitate and ensure that these activities will be carried out effectively and efficiently in order to gain accreditation.

The roles of the internal moderators who are designated in such learning institutions/sites should be experienced assessors who other assessors have confidence in. They should also have undergone training in internal moderation and have knowledge of the learning area.

The Moderator's report will only be accepted by the Southern African Emergency Services Institute if it has been submitted on the prescribed form or format, signed by the internal moderator and training manager/head, indicating that he/she supports the outcome reached by the assessor, where he/she does not support the outcome reached by the assessor, the prescribe form/format submission should indicate such and indicate the interventions required to address the short fall/s and the way forward. A copy of the original moderator's report form/format submission must be forwarded to the Southern African Emergency Services Institute by the internal moderator, and the original form must be kept securely at the Training Centre. All entries made or comments recorded by the moderator must be done in green indelible ink.

B-5.3 External Moderation

- External moderation should follow a robust process after Internal Moderation.
- A sample of assessment items must be reviewed by the External Moderator.
- The role of the External Moderator is to provide an objective, external engagement with the assessment items to ensure that they have been graded reliably and reflect the required standards set by the SAESI, Accredited Provider in line with sector expectations.
- External moderation is the process through which internal moderation is monitored to ensure that it meets required standards and through which adjustments to marks are made where required to compensate for any differences in standards that are encountered. Also, that assessing is done consistently to the same standard, and in a well-designed manner.
- External moderation systems processes are managed by the SAESI Quality Assurance Working Group and or SAESI Head Office.

External Moderator scrutiny should occur as follows:

- The sample size within a module will be at least 20%, but preferably 25% from each assessment item. Where a cohort comprises eight learners or fewer, all items will have been moderated.
- The sample should be taken from all modules in those levels which contribute to the final award classification.
- Attention should focus on those items that have been awarded:
 - A fail/not yet competent,
 - A borderline pass/fail, competent/not yet competent
 - A mark at an interface between grades
 - Extremes of grade boundaries
- The sample will contain items that were chosen for internal moderation and those that we're not.
- A copy of the Assessment/Internal Moderation records are available to all External Moderators where applicable.
- External Moderators can view other pieces of learners' assessed work, beyond that which is included in the sample, if they wish, such as POE evidence etcetera.
- External Moderators may not be asked to adjudicate in cases of disagreement between internal assessors/moderators. Such disagreements will be referred to the Accredited Provider for internal policy and criteria application and resolve.

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External moderation involves:

- Quality assuring the systems required to support the provision of learning programs across the providers of training sites are appropriate and working effectively;
- Providing advice and guidance to providers;
- Maintaining an overview of provision across providers;
- Quality assuring all the staff involved in assessment are appropriately qualified and experienced;
- Quality assuring the credibility of assessment methods and instruments;
- Quality assuring internal moderation systems;
- Quality Assurance through sampling, monitoring and observing assessment processes and learners' evidence to ensure consistency across providers;
- Quality assuring assessors' decisions.

B-6 LEARNER FEEDBACK and SUPPORT

- B-6.1 All learners must be familiarized with policies and procedures that concern themselves. Prior to commencement of training, at enrollment, all learners must be made aware of the relevant policies, rules and regulations, minimum requirements and certification prerequisites, by the provider. Learning programs that are of a long duration should include an "Orientation" module whereby learners are made aware of relevant policies and procedures. Short Courses must include a briefing session. It is compulsory to have learners sign a document confirming that the policies / procedures were communicated and disclosed.
- B-6.2 Learner support must be sensitive to differing socio-cultural and economic backgrounds, diversity, and education and skills levels. Due to these differing backgrounds learners may occasionally not adapt quickly. Programs must therefore be flexible and structured in such a way as to accommodate all learners. Although the content and outcome must always be the same, the duration, methodology, assistance needed may vary.
- B-6.3 Accredited Training Centers shall publish written material regarding assessment descriptions, preparation, types of questions used in knowledge assessments, study references, and skills test criteria. These will be according to SAESI requirements. The material will be available on the relevant providers' website and a soft copy will be available for emailing. This will be made available at least two weeks before training commences.
- B-6.4 An appropriate time and place to give feedback shall be chosen and shall be recorded.
- B-6.5 All instructors shall make sure the feedback is confidential and shall give it to the candidate in private. Consideration and adherence to the POPI Act. (Protection of Personal Information Act No 4 of 2013). This will apply to all personal information handling of candidates and records.
- B-6.6 Learner skill sheets will be made available, as required, to the learners and SAESI as prove of competency in the skills requirements as set out in the Job Performance Requirements of the NFPA Standards.
- B-6.7 Explanations shall be given to the candidate on how to go about obtaining the skills and knowledge to become competent.
- B-6.8 Accredited Providers shall ensure a pre assessment meeting for all candidates scheduled for assessment in which the rights of learners including the appeals procedures will be explained.

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B-7 REVOCATION/ SUSPENSION/ ANNULMENT/ DENIAL OF CERTIFICATION

- B-7.1 The Chairperson of the Quality Assurance Working Group or other mandated authority assigned by the Southern African Emergency Services Institute, will establish a task team to investigate suspected or reported violations as stipulated in this document. Such task team shall consist of at least one member of the Quality Assurance Working Group, at least two other nominated members and at least one SAESI Head Office representative/employee.
- B-7.2 After the investigation the Task Team must report back to the Chairperson of the Quality Assurance Working Group or other mandated authority assigned by the Southern African Emergency Services Institute. Where required the Chairperson of the Quality Assurance Working Group or other mandated authority assigned by the Southern African Emergency Services Institute can request evidence. Formal notification through either electronic means, courier or postage or hand delivery, shall be issued to the involved party or parties/organization/entity and lead investigator.
- The written notification shall include the time, date, location, and basis for the hearing;
 - Once the need for disciplinary procedure has been confirmed written notification shall be sent as soon as possible through either electronic means, courier or per registered mail or hand delivery, to the alleged transgressor at the last email and physical or postal address furnished to the Accredited Provider and Quality Assurance Working Group by the accredited center;
 - The Quality Assurance Working Group and or mandated authority may conduct hearings in absentia where notification have been conducted but the alleged transgressor did not present him/herself.
- B-7.3 Any individual that may have lost, had been removed and/or been denied certification pursuant in this document may re-apply for certification one (1) year after the date of the disciplinary hearing and evidence in favor of such action, unless otherwise specified by the Working Group, and or mandated authority.
- B-7.4 Upon revoking, suspending, annulling, or denying the certification of any individual, the individual shall be required to return all certificates issued (if any) by Southern African Emergency Services Institute for said certification level(s) being revoked, suspended, annulled, or denied, to the SAESI Head Office administration.
- B-7.5 Training providers that do not satisfy or fail to maintain current requirements shall have their accreditation revoked.
- B-7.6 Any appeal must be submitted to the office of the Chief Executive Officer of SAESI, in writing within fourteen days of revocation notification.
- B-7.7 All issued certifications being revoked, suspended, annulled shall be reported to IFSAC and cancelled on the seals records database.

B-8 RECOGNITION OF PRIOR LEARNING [RPL]

B-8.1 Definition and Scope of RPL

Recognition of Prior Learning (RPL) refers to the principles and processes through which the prior knowledge and skills of a person are made visible, mediated and rigorously assessed and moderated for the purposes of alternative access and admission, recognition and certification, or further learning and development.

Any appropriate assessment methodology may be used in the Recognition of Prior Learning Process, provided that the assessment requirements of the specific NFPA JPR have been met.

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Any evidence submitted for Recognition of Prior Learning must be;

- Valid
- Reliable
- Current
- Authentic
- Sufficient

B-8.2 RPL Procedure

The Southern African Emergency Services Institute shall recognize prior learning and recommend certification to applicants on the basis stated above provided:

- The submission for recognition of prior learning is on the prescribed application form and or electronic format;
- The minimum criteria have been satisfied and or any remediation determined through the assessment process;
- The required fees have been paid, including screening (evaluation), administration, assessment and or moderation, remediation, which ever apply;
- The application information has been verified by the Training Manager and Head of Organization/Department.
- A detailed Portfolio of Evidence that meets the requisite skills of the NFPA JPR be submitted,
- The candidate meets the requisite knowledge of the NFPA JPR by virtue of a knowledge assessment.
- Should a candidate fail to achieve the recognition after three remedial attempts, he/she is not an RPL candidate and return to classroom training and assessments for the specific level seeking accreditation.

B-8.3 RPL assessments will be conducted by approved Subject Matter Experts, Administrators and or approved interview panels whichever is applicable and required to follow due process. Evidence collection and recording will be done on the digital platform used at the time.

B-9 FEES

NOTE: Fees are determined from time to time through the financial operations of the SAESI Head Office in conjunction with Budgetary Processes, Annual Performance Reviews and Strategies, Project Plans and its 3 to 5-year plan(s) and are approved/endorsed by the Board of Directors of the Institute.

Fees are structured according to the following services:

B-9.1 Certification

- This refers to individual candidates who have successfully undergone training at a SAESI accredited training provider, achieving a pass/competent on the relevant NFPA Standard Knowledge and Skills competencies;
- It includes administration and certification/seals cost;
- Personal Protection of Information.
 - ❖ The application is submitted on Form ACC5.

B-9.2 Certification Re-Print and or Re-Issue

- This refers to the reprinting and or re-issuing of a previously issued certificate due to lost, damaged or upskilled advanced achievement on a more current NFPA standard.
 - ❖ The GAP application form applies.

B-9.3 RPL Application Fee

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- This refers to the application for recognition of prior learning on any SAESI accredited NFPA Standard;
- Administration and Registration cost, that includes pre-evaluative and determination of probability and relevance in accordance to NFPA Standard certification;
- Evaluation cost for Assessment and Moderation of the assessments and or POE by Subject Matter Experts, Administrators and or approved interview panels whichever are applicable;
- Requisite Knowledge Assessment cost [FISA];
- Personal Protection of Information;
- Full evaluation, Remediation and validation of evidence submissions.

NB! This fee **excludes certification. Certification only applies once RPL has been achieved.**

B-9.4 Accreditation as Training Provider

- This is applicable to entities wishing to be registered and recognized as an accredited training provider - training, assessing, moderating on SAESI accredited NFPA Standards in lieu of individual/candidate certification;
- The fee/cost is a once off payment for a subject matter expert site team to visit the proposed training and assessment facility to ensure and validate training capability, compliance, NFPA Standard requirements regarding equipment, tools, learner materials, assessments, skill sheets, legislative authority, personnel, viability etcetera in accordance with IFSAC requirements and NFPA Standard requirements of best practice as mandated through SAESI as a certifying entity. (For a full standards requirement refer to ACC 125);
- As at 2023 the fee/cost was approved at R 25 000-00;
- The cost includes the first years, or part thereof, License Fee of an Accredited Provider if application is successful.
 - ❖ ACC 125, with Application Specific Documents apply.

B-9.5 Extension of Scope per Training Program

- This applies to accredited providers wishing to extend their already accredited scope in applying for additional accredited standards;
- An administration evaluation by subject matter experts and quality assurance procedure validation of evidence will apply.
 - ❖ ACC 125, with Application Specific Documents apply.

B-9.6 Annual License fees for Accredited Providers

Once Accreditation as a SAESI Training Provider has been achieved, an annual license fee will apply for continued recognition. (This is in alignment with SAESI license fees annually payable to IFSAC for its membership.)

This includes:

- Access to Current NFPA Standards; Correlation Sheets, Skill Sheets, FISA Assessments, Upskill and or CPD compliance.
- Profile generation and maintenance on the digital LMS platform.
 - ❖ Providers will be invoiced at the end of the SAESI financial year between August and September. Payment is due for the new financial year in October.

NB. Providers who fail to pay their Annual License fee could be deregistered as an Accredited Provider.

B-9.7 Offsite Training

An Accredited Provider may apply for Offsite Training, Assessment and Moderation to a facility that meets the minimum training and assessment requirements, and

- Fees as per ACC 125 will apply.
 - ❖ ACC 125, with Application Specific Documents apply.

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B-9.8 General Payments and Fees

- Any and all of the above must be paid subject to notification, disclosure, invoicing and approval by SAESI Head Office Administration.
- An Invoice, quote and or relevant financial reference documentation will be supplied upon registration of relevant request by the provider/entity/individual.
- Payments must be made according to said financial documentation and referenced accordingly.
- Payments are accepted into the official current account of the Institute only as reflected on all application forms and financial documents.

B-10 RECORD KEEPING

B-10.1 All training records must be kept securely locked away to ensure security and learner confidentiality.

B-10.2 Access to the records shall be limited to the nominated responsible individuals. Records and copies shall be maintained in hard or electronic versions for a period of thirty years and or as prescribed by legislation such as the POPI Act.

B-10.3 All documentation such as question papers that are no longer needed must be disposed of by use of a paper shredder so that it may not be accessed by any individuals. Under no circumstances whatsoever must examination scripts etc., be left accessible for misuse. The same applies to electronically stored information which shall be password protected. Passwords should be changed regularly by an identified senior member of the entity.

B-10.4 Information on Portable Drives must be deleted once the information is captured onto the computer.

B-10.5 The test bank must be password protected, older versions of computerized testing materials must be kept protected, and Portable Drives must be kept locked in cabinets or drawers.

B-10.6 The following records must be kept:

- Form ACC 2 Training Course Registration
- Form ACC 3 Final Results (Requisite Skills)
- Form ACC 4 Moderators Report
- All knowledge assessments (Class tests; assignments & final assessments)
- Requisite skill assessments (proof of all Practical Performance Competencies – Skill sheets & final assessments)
- Course programs/rosters and reference documentation used to present the training
- Proof of the assessment plan/schedule
- Proof that the learners were made aware of the assessment procedure.
- Proof that the learners were made aware of the appeals procedure.
- Outcome/s of appeal/s
- Proof of feedback to learners if applicable
- Proof that learner received his / her Portfolio of Evidence, where electronic versions are kept.

B-10.7 SAESI Head Office Administration shall record and report to IFSAC, (at least annually/based on the entity's billing cycle) in accordance with IFSAC Certification and IFSAC Seal Report Guidelines:

- Candidate's full name
- Date of birth

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- Certification level record(s)
- IFSAC seal number issued for each certification
- Date of certification
- Level and Edition of achievement
- any other information as requested by IFSAC.

B-11 IMPACT OF ACCREDITATION

B-11.1 Accreditation of SAESI by IFSAC will entail strict adherence to the Policies and Procedures/Bylaws as prescribed by IFSAC.

B-11.2 Funding to ensure sustainability. An annual budget for accreditation procedures will be compiled and provided.

B-11.3 Ordering of seals and recordkeeping shall be in line with current IFSAC Requirements/Rules

B-11.4 Reporting to IFSAC will be ongoing.

B-11.5 Communication with IFSAC will take place via electronic media and attending of IFSAC meetings will occur with permission from SAESI Board of Directors, in accordance with budget approvals.

B-11.6 The Quality Assurance Working Group or mandated authority by the Board of Directors will continuously quality assure the certification process.

B-11.7 All Training Providers shall ensure that Instructors / facilitators / assessors / moderators abide by the latest version of the SAESI - Training, Quality Assurance and Accreditation Policy and Procedures (ACC128).

B-11.8 All instructors shall sign an acknowledgement of any changes to the SAESI - Training, Quality Assurance and Accreditation Policy and Procedures (ACC128).

B-11.9 SAESI may continue to certify to previous editions of the recognized standard (including alternative standards) for a period of three (3) calendar years from the official date of adoption of the newest version as per the IFSAC three (3) year Compliance Procedure, or as otherwise agreed and specified.

B-12 ALLEGED MISCONDUCT

B-12.1 The Working Group/Board of Directors Mandated Authority, investigates any alleged violations of administration, assessment instructions, rules & regulations and learner records. If evidence of any such violation is found, the Working Group/Board of Directors Mandated Authority will notify the alleged transgressor that a charge of alleged misconduct has been instituted against him/her and he/she has the opportunity to address the Working Group/Investigator/Mandated Authority in this regard.

B-12.2 The Chairperson of the Quality Assurance Working Group/Board of Directors mandated Authority, appoints a disciplinary committee to hold a hearing and conclude the matter.

B-12.3 A confidential and detailed report is made to the Board of Directors by the Chairperson of the Quality Assurance Working Group.

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B-12.4 Depending on the violation/seriousness of the misconduct (and a guilty finding through the disciplinary process) the Institute will consider appropriate punitive measures such as but not limited to:

Learner(s)

- Revocation of Results
- Dismissal from campus and suspension of training
- Reattempting of Requisite Knowledge and or Skills Assessments

Staff (Instructors, Facilitators, Administrators etcetera)

- Revocation of Instructor Certificate
- Dismissal
- Suspension of Membership/Designation (or applicable)
- Specified ban for a period from accessing or receiving membership benefits

B-13 ACCREDITATION OF PROVIDERS

B-13.1 Procedures to be followed for becoming accredited providers;

B-13.1.1 A letter of intent must be submitted by the applying entity to the SAESI Head Office Administration.

B-13.1.2 SAESI Head Office will forward a Pre-site visit application form (ACC125) to the applying entity's representative, to complete.

B-13.1.3 Completed application forms must then be submitted by the entity to the SAESI Head Office. The entity must provide supporting documentation which will include all documents listed in the Pre-site Visit Application Form (ACC125).

B-13.1.4 SAESI will review the documents to ensure compliance with the criteria for accreditation certification and training. SAESI will notify the entity of its opinion formed from the review of the submitted document.

B-13.1.5 Submitting entities shall only submit pre-visit documentation for review when they are of the opinion that all criteria, facilities, materials and related procedures and similar are in place. The applying entity shall bear the onus for non-compliance. All costs associated with subsequent visits shall be for the account of the applying entity.

B-13.1.6 An application fee as determined by the budgetary process of the Institute and Board of Directors approved from time to time, for accreditation will then be invoiced to the applying entity which must be paid before the site visit will be scheduled with the applying entity. This fee is to cover on-site inspection costs and if successful include the first year's licensing fees.

B-13.1.7 Payment of the invoiced amount does not infer an Accredited/Provisional status.

B-13.2 Procedures for SAESI Accreditation site visit;

B-13.2.1 The Site Team will be officially appointed/mandated by the Chairperson of the Quality Assurance Working Group/CEO/Board of Directors to do official accreditation site visit.
All site teams shall include a Head Office administrator.

B-13.2.2 Site Team leader will be appointed in writing and will take full responsibility for conducting all communication with the applying entity during the site visit.

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B-13.2.3 The Site Team will officially finalize accreditation site team visit dates and times with the applying entity (letter with dates and times to be sent from Head Office). The dates and times must be confirmed in writing by the applying entity that indicates that they are ready for the site visit.

B-13.2.4 SAESI need to ensure that accreditation fees have been paid before the site visit.

B-13.2.5 A pre-site visit meeting will be conducted with the applying entity.

B-13.2.6 All documentation, Policies, Facilities, Materials, Video's and Equipment need to be evaluated, verified and need to be in order.

B-13.2.7 Conduct an exit site visit meeting with the applying entity.

B-13.2.8 After the Site Visit, all outstanding items identified need to be submitted within one (1) calendar month, from receipt of the outcomes letter.

B-13.2.9 A letter in this regard will be sent to the applying entity.

B-13.2.10 Findings of accreditation site visit team will be presented to the SAESI Head Office, in writing within 30 days of completion of the site visit by the Team Leader.

B-13.2.11 A SAESI Accredited Training Provider certificate will be issued to the approved training provider. Validity of the Accreditation and all accredited levels will be reflected on the Certificate.

B-13.2.12 The SAESI Website will be updated.

Note: All the above actions need to be dealt with by Head Office and Copies of all documentation need to be kept in electronic format.

B-13.3 Record keeping of all documents as described in B-11;

B-13.3.1 SAESI Head Office is the legislative point of record and all Quality Assurance, Accreditation, Site Visit, Meeting, Reports and any other documentation/evidence or equipment acted on or actioned by the Institute shall be submitted and recorded at its domicilium citandi et executandi at the time so recorded.

B-13.4 Head Office keeps record of the following (but not limited to);

B-13.4.1 All records of current accredited training providers

B-13.4.2 All records of letters of intent from entities seeking Accreditation

B-13.4.3 Record of dates and times of the following;

- Information of letter of intent sent to SAESI
- When Pre-site Visit documentation was sent to entity seeking accreditation.
- Letter from entity indicating readiness for Official Site Visit.
- Letter to indicate dates and times of Official Site Visit.

B-13.4.4 Copy of receipt as proof of payment for official site visit

B-13.4.5 After completion of Official Site Visit, records of the following need to be kept;

- Official findings of site team (Site Visit Documentation)

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- Final Approval to be issued with clear indication of levels accredited for, in the form of a Certificate.
- Copy of letter from training academy that they did receive a copy of the ACC128 and that they will at all times adhere to the policy.

B-13.4.6 Copies of all documentation sent out to Training Providers to be placed on Training Provider Personal File.

B-14 IMPROMPTU SAESI TRAINING PROVIDER SITE VISIT(S)

B-14.1 SAESI may schedule impromptu Site Visit(s) for any and all SAESI Training Providers within their five (5) year re-accreditation period.

B-14.2 The Site Team will officially be appointed/mandated by the Chairperson of the Quality Assurance Working Group/CEO/Board of Directors to do an official impromptu accreditation site visit.

All site teams shall include a Head Office administrator.

B-14.3 Any and all SAESI Training Providers who denies the appointed/mandated Site Team to do an impromptu accreditation site visit, or denies them access to the property/premises of the Training Provider, shall be suspended of their accreditation license and be held liable for all cost implications.

B-14.4 Any and all SAESI Training Providers who do not adhere to the SAESI Training Quality Assurance and Accreditation Policy and Procedures, shall be suspended, with immediate effect, and subsequently be deregistered, pending investigation and outcome finding(s).

B-15 OFFSITE TRAINING

Financial constraints and employers within the fraternity being unable to afford both financial expenses towards employer, fulltime studies as well as leave of absence from duty for, extended period of times, was a reality before the worldwide lockdowns, this situation further put a spotlight on the need for a different approach towards sustainability, attainability and business continuity. It is one of the main reasons that SAESI accredits local providers to enable quality, international and high standard training 'on site' or 'in service'. However, even this option is at a very high cost for services and not attainable all round.

In light of the above the SAESI will allow offsite training by training providers within the borders of the Republic of South Africa and across border if there is no provider in the region or if express request from the local authority/empowering agency has been received, the following conditions will be considered:

B-15.1 Procedures to be followed for approval:

- A letter of intent must be submitted by the applying provider to SAESI, with a portfolio of evidence prior to the training taking place which includes the following:

NOTE: It is recommended that the intent be submitted at least 90 days prior to the training but no less than 30 days prior. However, consideration will be given to any application with a detailed motivation/explanation and supporting evidence for the timeline of the request.

- Reasons for offsite training
- Programs to be conducted (can only be within the scope of the levels which the Training Provider is accredited for)
- Location of where training will be conducted

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- Contact information of requester and venue to be utilized, including website and social media links.
- ACC125 for review by SAESI.
- The portfolio of evidence will be reviewed by SAESI to ensure compliance with the criteria is met and that there is sufficient evidence to present the training and assessments in an accredited and safe manner.
- The CEO/Quality Assurance Working Group Chairperson will notify the entity of its opinion formed from the review of the submitted document.
- SAESI shall conduct a site visit in which case the applying entity shall bear all the costs associated with the visits.
- SAESI will notify the entity of its opinion formed from the review of the submitted documents once concluded.
- An application fee for offsite training will then be invoiced to the applying entity, payable before the site visit will be scheduled.
- Offsite Training accreditation is valid for a period of 12 months from approval and should the need arise, it will be renewed on an annual basis as cost to the applying entity.

B-15.2 Assessments

- All Requisite Knowledge & Requisite Skill assessments will be conducted by a SAESI accredited Instructor with the relevant NFPA 1041 and applicable Level of Training Certification, i.e., FF1 - NFPA 1001 etc.
- Assessments will be provided by SAESI in accordance with this document.
- Moderation will take place in accordance with this document.

B-15.3 Record Keeping

All Record Keeping will be conducted at the SAESI training provider having provided the offsite training, as per the SAESI Training, Quality Assurance and Accreditation Policy and Procedures.

B-15.4 Certification

- Certification will be conducted as per this document.

B-15.5 Other Considerations

- The offsite training described herein refers only to training for the end purpose of SAESI certification.
- Training for purposes other than certification does not apply.
- The cost of the training is for the express purpose of ensuring Training, Assessment, Moderation and Certification is on the SAESI standards and requirements described in this policy document.
- Costs for travel, accommodation and other incidentals are not included in the fee sighted above.
- The fee above is for administration, profile creation of candidates on an online platform, recordkeeping, assessments compilation, marking, skills scenario evaluation and validation, moderation etc.

B-16 COURSE REGISTRATIONS

B-16.1 A course registration application on the appropriate form/format (ACC 2) to present an accredited course must be submitted two weeks prior to course commencement.

Digitization of administration processes on an online platform affords for course registration digitally with all learner requirements, registrations, documentation to be uploaded as part of the course registration application as well as course roster/schedule.

Course registrations will be positively considered if at least 100% of all required documentation has been received/uploaded by the start of the course.

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Outstanding/Remaining Learner details may be received/uploaded no more than two working days after the course has started only in instances beyond the control of the training center. Evidence of this circumstances must be supplied.

Training courses shall not have more than thirty (30) learners, for knowledge (in-class training), per certified Instructor and not more than fifteen (15) learners, for skills assessment and evaluation, per certified Instructor. Course approvers as registered by SAESI and reflected on the online platform will evaluate the submission and approve/reject the application with appropriate feedback and required remediation requirements on each Accredited Providers profile per course.

B-16.2 Registration and presentation for certification of courses with SAESI is subject to the Accredited Provider being in good standing, including annual license fees, this policy document and other legislative/prescribed requirements as determined from time to time. Training Providers failing to abide by this document, may have said course subjected to quality assurance processes at the cost of the registered provider.

B-16.3 For quality assurance purposes, signed authorization forms (signature samples) must be submitted every year in January; any changes in the intervening period must be brought to the attention of SAESI.

B-16.4 A training provider that has scheduled training program/s shall contact SAESI Head Office and forward the following details on the prescribed form ACC 2 Course Registration, at least two weeks prior to commencement of the training program:

- The registered name of the accredited Training Centre,
- The title of the training program e.g., Fire-fighter I, NFPA 1001, the edition of the standard being trained on namely 2019 etc.,
- The names of the Fire Service Instructors who will be conducting the training, their Instructor I certificate as well as proof of certification of the NFPA programs they will be training on, CV of the Instructor(s), Employment Contract (Permanent, Temporary or Contractual), letter from the Instructor accepting to position as instructor for the duration of a/the course.
- The names of the Fire Service Instructors who will be conducting the assessment, their Instructor I certificate as well as proof of certification for the NFPA programs they will be assessing, CV of the assessor, a letter from the assessor accepting to position as assessor for the learning program.
- The full names and identity numbers of learners who will be on the training program,
- The Fire Station/s and/or premises at which the training will be conducted.

B-16.5 The above information shall be verified and signed off by a Senior Management Official from the applicable Training Provider.

B-17 REQUISITE KNOWLEDGE APPEALS PROCEDURE

B-17.1 A learner who wishes to appeal against a perceived unfair requisite knowledge assessment may:

- Raise the issue with the SAESI FISA Administrator. If still dissatisfied, thereafter; make an appointment, in writing, to see the SAESI FISA Administrator, in the presence of a neutral senior member of staff, within five (5) working days of the assessment having been conducted.

B-17.2 The SAESI FISA Administrator will review the result and provide feedback within three (3) working days of the appeal being heard:

- Feedback will be provided in writing, to all parties present during the appeal process. Record of the written outcome shall be retained on file at SAESI, in terms of the

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requirements of the Archive Act, Act 36 of 2001, POPI Act No. 4 of 2013 or domestic requirements, whichever is applicable.

B-17.3 In the case of a successful appeal, the SAESI FISA Administrator is obliged to set a date for a re-assessment and advise the learner of the arrangements. This is to be included in the written outcome. If necessary, consultation between the SAESI FISA Administrator and learner may be required to determine agreed dates/times/venues.

B-17.4 The SAESI FISA Administrator will conduct a second assessment where necessary.

B-17.5 Should the learner dispute the outcome of the appeal or, the results of the second assessment, the SAESI CEO or the Chairperson of the Quality Assurance Working Group must intervene to resolve the dispute.

B-17.6 A written record of the proceedings must be attached to the learner's assessment and a copy filed in an "Appeals Register".

B-17.7 In the event of a deadlock the disciplinary route may be followed and/or a grievance lodged.

B-17.8 In all instances of appeals and/or disputes, SAESI as Certifying entity and the Quality Assurance Working Group shall be informed of the circumstances, proceedings and outcomes.

B-18 REQUISITE SKILLS APPEALS PROCEDURE

B-18.1 A learner who wishes to appeal against a perceived unfair requisite skills assessment may:

- Raise the issue with the instructor at the respective Training Provider. If still dissatisfied, thereafter; make an appointment, in writing, to see the Head of Training at the respective Training Provider, in the presence of a neutral senior member of staff, within five (5) working days of the assessment having been conducted.

B-18.2 The Head of Training will review the results and provide feedback within three (3) working days of the appeal being heard.

- Feedback will be provided in writing, to all parties present during the appeal process. A record of the written outcome shall be retained on file at the respective Accredited Training Provider, in terms of the requirements of the Archive Act, Act 36 of 2001, POPI Act No. 4 of 2013 or domestic requirements, whichever is applicable.

B-18.3 In the case of a successful appeal, the Head of Training is obliged to set a date for a re-assessment and advise the learner of the arrangements. This is to be included in the written outcome. If necessary, consultation between the Head of Training, the instructor and learner may be required to determine agreed dates/times/venues.

B-18.4 The respective Training Provider will conduct a second assessment where necessary.

B-18.5 Should the learner dispute the outcome of the appeal, or, the results of the second assessment, the SAESI CEO or the Chairperson of the Quality Assurance Working Group must intervene to resolve the dispute.

B-18.6 A written record of the proceedings must be attached to the learner's assessment and a copy filed in an "Appeals Register".

B-18.7 In the event of a deadlock the disciplinary route may be followed and/or a grievance lodged.

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B-18.8 In all instances of appeals and/or disputes, SAESI as Certifying entity and the Quality Assurance Working Group shall be informed of the circumstances, proceedings and outcomes.

This procedure must be communicated to all learners after successful registration and prior to an assessment taking place.

B-19 ANALYSIS OF TESTING METHODOLOGY FOR RELIABILITY AND VALIDITY

B-19.1 Emergence of new trends and practices.

B-19.2 Conduct research and development of testing methodology.

B-19.3 Draft proposed amendments where applicable and circulate for comment.

B-19.4 Receive and evaluate all inputs

B-19.5 Finalize and approve amendments.

B-19.6 Notify all stakeholders and implement amendments.

B-20 CERTIFICATION REQUIREMENTS

B-20.1 Providers for certification, and their learners shall follow the established and approved certification Policies and Procedures/Rules and Regulations.

B-20.2 Each participating organization is assumed to have subscribed to meet the NFPA 1582 and 1583 for their learners in terms of best practice as the institute has no direct participation to medical and physical fitness requirements and SAESI accepts no liability.

B-20.3 Learners shall be at least eighteen years of age at the onset of the instruction process.

B-20.4 The minimum education requirement/s for enrolling for all proficiency training programs will be the highest school leaving educational certificate currently a National Senior Certificate; NQF 4 or Vocational Certificate with two South African Languages of which one should be English and preferably mathematics. This will be applicable from 1 January 2014.

B-20.5 If foreign national - proof of the following shall be required upon course registration and subsequent application for certificates;

- A valid Student VISA from his/her country of origin,
- A valid Passport from his/her country of origin,
- A Qualification Evaluation Report, confirming equivalency to the South African National Senior Certificate or Vocational Certificate on NQF Level 4 (South African Grade 12 or Matric).

B-20.6 All learners must meet established relevant NFPA knowledge and skill performance objectives, prior to certification.

B-20.7 Applicants may enter the certification process at any level, providing all prerequisite requirements for that level are met, prior to certification.

B-20.8 Certificates shall remain valid for an indefinite period except if the curriculum changes, the NFPA Standard is updated (Three Year Rule) requiring upskilling due to a significant change

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or addition to content, or clearly indicated in the NFPA Standards (such as but not limited to NFPA 1041) and additional programs may be required for new or higher levels of certification.

- A candidate wishing to update his/her certification to the current edition having completed such upskilling will be able to do so at the certification cost at the time provided that the previous issued certificate will be deregistered and replaced.

B-21 SAFETY

In all instances, the requirements of applicable legislation and codes of practice/guidelines (e.g., OHS (Occupational Health and Safety Act 85 of 1993), NFPA 1500/1521) must be demonstrated to have been observed and applied.

The safety of learners, assessors/evaluators, and support staff is of primary importance and all efforts shall be taken to ensure that assessments are conducted in a safe manner. Any Emergency Service member shall halt an operation that places personnel in jeopardy.

All personnel, including learners, assessors/evaluators, moderators and support staff, shall wear (NFPA compliant/equivalent) PPE when involved in requisite skill assessments and where applicable.

The following guidelines, although not extensive shall be adhered to and the competency and proficiency of an accredited instructor is of utmost importance to ensure continued safe training, skills assessment and practices at all times during the training and assessment processes;

- B-21.1 Facial hair, jewelry or head pieces/main head hair in contact with SCBA prohibited where individuals with these identifiable that could interfere with the seal of the SCBA face piece will not be allowed to participate in an assessment that could require the use of SCBA.
- B-21.2 Live fire training shall be conducted in accordance with Best Practice and/or Health and Safety requirements (as applicable). In all instances, the operation must be seen and practiced as a safe act.
- B-21.3 Facilities and equipment at the assessment site shall be safe and adequate for specific purposes. The certified NFPA 1041 Instructor shall halt any assessment process that does not satisfy the facilities and equipment minimum standard.
- B-21.4 Personal clothing and attire worn with or under bunker gear, fire fighter PPE shall be of appropriate materials, safe in accordance with standards.

B-22 INVIGILATORS

- B-22.1 Invigilators for administering requisite knowledge assessments must be selected from Emergency Services and must be a valid Fire Service Instructor I (NFPA) or so mandated and approved by SAESI.
- B-22.2 All requisite knowledge assessment invigilators are required to comply with all rules, guidelines, policies and procedures for proctoring requisite knowledge assessments.
- B-22.3 All invigilators with the training manager's oversight have the responsibility for ensuring the objectivity and integrity of the assessment process.
- B-22.4 All assessors and invigilators are required to attend regular instructor workshops and or any other workshops for CPD benefits, up-skilling, development or recognition.

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B-22.5 Any invigilator or assessors who fails to follow established and approved policy and procedure, rules and regulations, guidelines or code of ethics and conduct could have their name removed from the list of eligible invigilators or assessors, after following of due process.

B-23 LEARNER RULES & REGULATIONS [Additional]

By signing the application, registration and or declaration form(s), candidates commit themselves to all rules and regulations of SAESI as set out in the SAESI - Training, Quality Assurance and Accreditation Policy and Procedures.

B-23.1 Compliance to rules;

- The SAESI and its mandated authority through the CEO/Board of Directors and Quality Assurance Working Group will have investigations and disciplinary hearings whereby the member involved, or his/her representative, may be present in person.
- Formal disciplinary measures will be ensured during hearings and the result will be directed to the candidate/alleged transgressor and to his/her respective Chief Fire Officer/City Manager, in writing.

B-23.2 Behavior and Conduct;

- A learner must at all times behave in such a manner that he/she does not discredit or do damage to SAESI, or the name of the Institute / Employer or Fire and Emergency Fraternity.
- To restrain himself / herself from undisciplined behaviour towards the academy and administrative personnel where assessments are being conducted.
- To adhere to SAESI's rules as certifying entity, as set out in the policies & Procedures and rules & regulations.
- It is required of all learners that they keep themselves up-to-date with procedures, rules and disciplinary committee rules of the Accredited Provider and SAESI and it is expected of every learner to follow these rules to the fullest, especially rules that apply to: Instructions to learners that are to participate in assessments and learner rules & regulations.
- It is expected that the Provider will ensure due diligence through transparency and inclusivity to provide the above to all learner at entering the training process.
- Ignorance of and or willful disregard for procedures, rules, disciplinary hearings or discipline will not be accepted as an excuse.

B-23.3 Misconduct;

A learner will be guilty of misconduct and shall be dealt with in accordance with this section should he/she:

- Deliberate and calculated violation of any SAESI procedure or rule, or attempts to undermine such rules after having been appraised of said.
- Organise or takes part in a gathering that discredits the academic work of other learners, or the functioning of SAESI.
- Refuses any lawful order or request, from any of the organisation or qualified member, which pertains to the participation in assessments.
- Maliciously, negligently or in conduct unbecoming fashion destroys, damages, pre-empts, estranges or removes property belonging to SAESI, the accredited provider, or a fellow colleague i.e., intellectual property legislatively the ownership of SAESI and its Providers.
- Violates any of the regulations and / or rules applicable to the control of assessments.

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- Wilfully and purposefully make false accusations/statements unfounded and untested/verified about or against SAESI or one of its Accredited Providers.
- Knowingly make false or unjust and malicious statements or declarations to any entity, public member, qualified member or official of SAESI.
- Assist or attempts to help or obtains help from a fellow learner in an assessment, except where the invigilator gives specific instruction to do so.

B-23.4 Procedure to be followed in the event of misconduct;

- A charge of misconduct must be made, in writing, to the SAESI which will mandate a Working Group after the completion of a preliminary investigation where applicable.
- SAESI will notify all relevant persons/parties, that need to attend the hearing on a date and time as specified.
- A learner so charged shall be entitled to have representation. Any cost thereof will be for the account of said learner.

B-23.5 Corrective action;

SAESI could-

- Reprimand the learner, and/or
- Recommend that the learner be temporarily or permanently suspended from SAESI and/or
- Remove the learners right to register for an examination applied for and/or detract a credit obtained in an examination, and/or
- Impose any other corrective action that SAESI deems to be befitting of the circumstances.

B-23.6 Appeal;

- A learner/alleged transgressor may lodge an appeal against any judgement and/or sanction, with the Administration of SAESI at SAESI Head Office/Office of the CEO in writing, within 10 working days.
- Should such an appeal be lodged against any such decision of SAESI, SAESI may through consultation, revoke any such sanction laid down by the entity until such time as a final decision regarding the appeal has been made.

B-23.7 General;

- When the decision has been made/outcome have been reached and a learner has lost a privilege, there shall be no reduction in cost for, re-imburement of, cancellation of fees paid or owed to SAESI.
- Should a learner refuse to not attend, the proceedings may continue in his/her absence, in accordance with standard disciplinary procedures
- In accordance with bullet 2 above, corrective and or punitive action may be decided upon, and actioned, in the absence of the learner.

C- DOCUMENT REFERENCES

- C-1 Code of Conduct
- C-2 ACC 2 – Training Course Registration Form
- C-3 ACC 3 – Requisite Skills Class Final Results Form
- C-4 ACC 4 – Moderators Report Form
- C-5 ACC 5 – Certificate Application Form
- C-6 ACC 6 – RPL Application Form
- C-7 ACC 7 – FISA Application Form
- C-8 ACC 8 – Course Durations
- C-9 ACC 9 – Certification Requirements

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- C-10 ACC 125 – Application for Accreditation/Re-accreditation/Extension of Scope/Offsite Training
- C-11 ACC 128 – Training, Quality Assurance and Accreditation Policy and Procedures (*This Document*)

D- GLOSSARY

ACC	Accreditation
AGM	Annual General Meeting
APP	Annual Performance Plan
AQP	Assessment Quality Partner
BAA	Basic Ambulance Assistance
BOD	Board of Directors
CEO	Chief Executive Officer
CEP	Community of Expert Practitioner
CPD	Continued Professional Development
EISA	External Integrated Summative Assessment
ERG	Emergency Response Guide
ETDP	Education Training and Development Practitioner
FISA	Final Integrated Summative Assessment
HPCSA	Health Professions Council of South Africa
IFE	Institute of Fire Engineers
IFSAC	International Fire Service Accreditation Congress
IFSTA	International Fire Services Training Association
JPR	Job Performance Requirement
LGSETA	Local Government Sector Education and Training Authority
LMS	Learning Management System
MOI	Memorandum of Incorporation
MOU	Memorandum of Understanding
NFPA	National Fire Protection Association
NQF	National Qualifications Framework
NYC	Not Yet Competent
OHS	Occupational Health and Safety
POE	Portfolio of Evidence
POPIA	Protection of Personal Information Act
PPE	Personal Protective Clothing
QCTO	Quality Council for Trades and Occupations
RPL	Recognition of Prior Learning
SAESI	Southern African Emergency Services Institute
SCBA	Self Contained Breathing Apparatus
SADC	Southern African Developing Community
SAQA	South African Qualifications Authority
SETA	Sector Education and Training Authority
TOR	Terms of Reference

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