The Services SETA (Sector Education & Training Authority)
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SERVICES SETA ONLINE LEARNING EVALUATION REPORT

Registered Name of Skills Development Provider	KLM Empowered Human Solutions Specialists (Pty) LTD
Company Registration No.	2004/029096/07
Accreditation No.	1154
Contact Person	Lyn Mansour
Contact Details	Tel: 011 856 4700 — Cell: 082 330 5160
	Email: lyn.mansour@klmempowered.com
Physical Address	H Santos Building, 2nd Floor West Wing 30 Arena Close Bruma
Postal Code	2198
Province	Gauteng
Accreditation End Date	Last date of Enrolment per Learning Programme
Services SETA Project Reference Number	N/A
Report Date	15 June 2020

Scope of Evaluation:

The scope of the following evaluation only includes the evaluation of the accredited Training Provider's **online mode of training delivery, that is intended to replace the classroom face to face training during the COVID-19 lockdown period.**

1. **Type of Application:**

First time	✓
Remedial	
Extension of Scope	

2. **Outcome of Evaluation:**

Learning Programme	Online Learning Delivery Recommended	Online Learning Delivery Not Yet Recommended
Further Education and Training Certificate: Project Management SAQA ID: 50080	✓	
Further Education and Training Certificate: Generic Management SAQA ID: 57712 LP 74630	✓	
National Certificate: Business Administration Services SAQA ID:67465 LP 23655	✓	
General Education and Training Certificate: Hygiene and Cleaning SAQA I.D. 57937	✓	
National Certificate: Generic Management SAQA I.D. 59201 LP 60269	✓	
Further Education and Training Certificate: Business Administration Services SAQA I.D. 61595 LP 35928	✓	
Further Education and Training Certificate: New Venture Creation SAQA I.D. 66249	✓	
National Certificate: Management SAQA I.D. 83946 LP 23654	✓	
National Certificate: New Venture Creation (SMME) SAQA I.D. 49648	✓	
Further Education and Training Certificate: Contact Centre Operations SAQA I.D. 93996 LP 71489	✓	
National Diploma: Marketing Management SAQA I.D. 61593 LP 20900	✓	
National Certificate: Specialist Hygiene and Cleaning Services SAQA I.D. 36233	✓	
National Certificate: Business Consulting Practice (Enterprise Resource Planning) SAQA I.D. 48874	✓	
National Diploma: Customer Management SAQA I.D. 20908	✓	

National Diploma: Project Management SAQA I.D. 58309	✓	
Further Education and Training Certificate: Marketing SAQA I.D. 67464 LP 59276	✓	
General Education and Training Certificate: Business Practice SAQA I.D. 61755	✓	

3. Online Learning Mode of Delivery

Description	
Name and description of the online learning mode of delivery.	KLM Empowered will be utilising an online / technology based approach which blends the flipped classroom methodology (self-directed learning followed by virtual group learning) with one-on-one telephonic coaching and online assessment by means of an e-Portfolio on the KLM Empowered learning management system.
Has the Training Provider made arrangements for all learners to gain access to the online learning mode of delivery? Explain.	All learners will be given FREE access to the KLM Empowered learning management system. The Training will be provided to clients, faculty members and learners using online meeting platforms and via telephone calls and text messages. Data has been arranged for learners in consultation with their sponsor and/or host organisations. A computer lab has been established to allow learners without access to tablets or laptop computers to access the technology they need for the mode of delivery. Where possible, learners have been provided with tablets or laptop computers to enable them to access the platforms and materials necessary.

4. Evaluation of Supporting documents

Criteria	Comments			
Quality Management System	**Is there is an Online Learning Policy that clearly indicates that the following procedures in place and are adequate?**			
		Y	**N**	**Comments**
	Online facilitation procedures	x		KLM Empowered has committed into ensuring that learning programme development, delivery and assessment ensures, to the greatest extent possible, that learners achieve the outcomes of their selected standards and qualifications.
	Online learner, guidance and support procedures	x		
	Online assessment procedures	x		
	Online moderation procedures	x		
	Online assessment appeal procedures	x		
	Quality assurance of learner achievements (QALA) procedures	x		
	Confidentiality	x		
	Online special needs access	x		

Learning Programme Delivery	**Online Facilitation - the following detailed information/procedures are available and adequate:**			
		Y	**N**	**Comments**
	Learning pathway	x		All qualifications have been broken up into learning blocks and topics to facilitate the online mode of delivery. Learners will be expected to complete their formative assessments on the KLM Empowered Learning Management System, after which their facilitator will assess their responses and provide feedback. The facilitator reporting system was verified and found compliant.
	How the attendance register will be documented	x		
	Facilitator role, responsibilities and procedures that will be followed	x		
	Facilitator guidelines / delivery structure aligned to outcomes and notional hours	x		
	Learner's access to learning material including assessments	x		
	How assessments will be conducted (formative, summative & FISA)	x		
	Appeals and disputes	x		
	Facilitator reporting	x		
	Online Assessment and Moderation - the following detailed procedures are in place and adequate:			
		Y	**N**	**Comments**
	Planning of assessment	x		All learning and assessment materials have been uploaded to the learning management system as an e-Portfolio The guidelines to assist learners to become familiar with the mode of delivery have been prepared and sent out to learners. Moderators will sign relevant **e-Portfolio** documents electronically. The Monthly faculty excellence workshops will be facilitated over Zoom to quality assure all the work done. Internal Moderation reporting templates were in place.
	Preparation of the learner before assessment	x		
	Procedures followed during assessment	x		
	Feedback to the learner and third parties after the assessment	x		
	Re-assessment strategy	x		
	Internal moderation	x		
	Internal moderation report template that includes: • Moderation plan/scope • Template for complete list of learners and indication of moderated portfolios • Moderation review • Post-moderation	x		
	Online Learner Portfolio of Evidence - detailed information on how the following will be presented is available and adequate:			
		Y	**N**	**Comments**

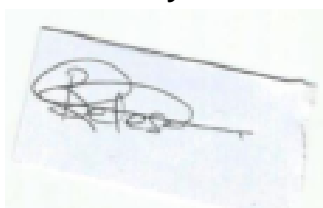|		x		The provider will make use of an e-Portfolio housed on the KLM Empowered learning management system for purposes of external moderation. This will allow for online external moderation and reduce the need for verifiers to visit the KLM Empowered campus. The learning and assessment materials have been uploaded to the learning management system as an e-Portfolio. The online portfolio of evidence procedure was verified and found compliant.
	Learner preparation and assessment preparation declarations, declaration of authenticity, assessor declaration	x		
	Learner CV, ID, Matric Certificate, other related certificates	x		
	All required learner documentary evidence for activities, summative and workplace application.	x		
	Learner review of the assessment process	x		
	Learner re-assessment plan	x		
	Learner feedback report	x		
	Learner assessment appeal	x		
	Internal moderation	x		
	Provision for learner, assessor and moderator authentication (signature) and dates after each summative assessment task/activity	x		
	External Moderation: How will the electronic online Learner's PoE be made available individually as an e-portfolio.	x		

General Comments:
The provider has satisfied the online approval requirements.

5. **Conditions/ Conclusion**

I.   **KLM Empowered Human Solutions Specialists (Pty) LTD** is hereby **Approved for online training delivery using blended learning as the mode of delivery,** for the learning programmes as detailed in the report above.
II. All conditions met in the report above will need to be maintained and improved in order to meet the requirements for **online training delivery**.
III. A Monitoring Site Visit will be conducted at least once during your period of accreditation, and you will be contacted prior to the visit.

Finally, **Services SETA** congratulates **KLM Empowered Human Solutions Specialists (Pty) LTD** on their achievement.

Name of Evaluator: Buyiselwa Gelese

Signature:
Date: 15 June 2020

Executive Manager: Andile Sipengane

Signature:

Date: 17 June 2020

Chief Executive Officer: Amanda Buzo-Gqoboka

Signature:

Date: 29.06.2020

Should you require any further information do not hesitate to contact the Services SETA.

Name of SSETA Staff member:
Position:
E-mail Address: