



The Services Sector Education
and Training Authority
ETQA Department
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Website www.serviceseta.org.za

Date : 13 February 2007
Fax : 011 802 1658
Email : trudi@congruence.co.za

Dear **Trudi du Toit**,

Re: Notification of application for registration as a constituent Assessor

This serves to confirm the **Trudi du Toit, ID 6301160059081** has been registered as a constituent Assessor with the S.SETA ETQA to assess against the following list of S.SETA registered qualifications/unit standards:

NLRD Number	Name of Unit Standards	NQF Level	Credits	Recommended Status
23654	National Certificate: Management	Level 3	120	Registration awarded
23656	FETC: Management	Level 4	140	Registration awarded
24493	National Certificate: Management	Level 5	120	Registration awarded
35928	National Certificate: Business Administration Services	Level 4	140	Registration awarded
21793	National Certificate: Contact Centre Support	Level 2	128	Registration awarded
21791	National Certificate: Contact Centre Operations	Level 4	135	Registration awarded
21792	National Diploma: Contact Centre Management	Level 5	241	Registration awarded
20907	National Certificate: Customer Management	Level 4	134	Registration awarded
114226	Interpret and manage conflicts within the workplace	Level 5	8	Registration awarded
EXTENSION OF Scope December 2006				
114226	Interpret and manage conflicts within	Level 5	8	Registration

ISO 9001:2000 QUALITY MANAGEMENT SYSTEM
Services SETA Document Numbering System

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ACC-F 087

DOC REVISION STATUS
1st Issue

NEXT REVIEW DATE
25 Oct '08

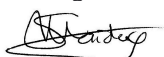
	the workplace			awarded
113924	Apply basic business ethics in a work environment	Level 2	2	Registration awarded
8416	Understand and apply personal values and ethics	Level 2	4	Registration awarded

Please note that registration period as a constituent Assessor is valid until **31 March 2010** and the registration certificate will be issued in due course.

Finally the Services SETA wishes to congratulate **Trudi du Toit** on this achievement and is looking forward to working with you.

Should there be any further enquires please do not hesitate to contact the Services Seta.

Kind Regards



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