



The Services Sector Education
and Training Authority
ETQA Department
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Date : 12 February 2007
Fax : **011 802 1658**
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Dear Trudi du Toit,

Re: Notification of application for registration as a constituent Moderator

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

NLRD Number	Name of Qualification	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				

ISO 9001:2000 QUALITY MANAGEMENT SYSTEM

Services SETA Document Numbering System

ISO DOC Nr.
ACC-F 087

DOC REVISION STATUS
1st Issue

NEXT REVIEW DATE
25 Oct '08

Scope December 2006				
114226	Interpret and manage conflicts within the workplace	Level 5	8	Registration 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

General Comments

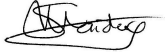
Full Registration	Full registration as a constituent moderator is recommended against S.SETA scope Qualifications and a unit standard sourced from the qualification (National Certificate: Labour Relations Practice; all listed in the table above.
Registration Not Yet Recommended – Chamber Criteria not met	Registration for Trudi du Toit as a constituent moderator against the qualifications: National Diploma: Customer Management (20908); National Diploma: Marketing Communications(20904) is currently not yet recommended; The applicant is required to have a minimum of three years relevant practical, occupational experience and a Marketing qualification that is one level above what is being assessed; the applicant is required to supply SETQAA with certified proof of these documents before registration can be awarded./ or the applicant can apply for RPL assessment and supply the results of competence in this focus area
ETQA Status	Registration against the qualification: Labour Recruitment cannot be recommended by SETQAA because SAQA has not awarded SETQAA, ETQA status to conduct quality assurance on this qualification. The applicant will be notified by SETQAA once a decision around ETQA status is made by SAQA
Non S.SETA Unit standards	The following unit standards 13925; 9506 do not fall within the scope of S.SETA and the applicant is advised to contact the primary focus ETQA/s who will conduct evaluation against these unit standards

Please note that registration period as a constituent Moderator 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



Samantha Naidoo (Miss)

Services Seta ETQA

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