

The Services SETA (Sector Education & Training Authority)
 15 Sherborne Road, Parktown, Gauteng, 2193,
 P O Box 3322, Houghton, 2041
 Email: customercare@serviceseta.org.za,
 Website: www.serviceseta.org.za
 Tel: 011 276 9600, Fax: 011 276 9623



Date: 11 March 2024

Skillset SAPty) Ltd
 Unit FF07 Park Square
 Cnr Centenary Boulevard and Park Avenue
 Umlanga Ridge
 Umhlanga
 4319

Tel No: 039 314 4331
Email: renee@setaservices.co.za

Dear Renee McGibbon

Services SETA Recommendation No: 15016

RE - Accreditation of Provider : Skillset SAPty) Ltd – 2020/599073/07

As per the delegation from the Quality Council for Trades and Occupations in terms of the NQF Act (Act No.67 of 2008) and Skill Development Act, 1998 (Act No. 97 of 1998, as amended), this letter serves to confirm that **Skillset SA (Pty) Ltd** has been **Recommended for Provisional Accreditation** as a skills development provider until **30 June 2024** in line with the SAQA qualification's last date for Enrolment for the following:

Name of Learning programme/Skills programme	NQF level	Number of Credits	Expiry Date	Unit Standards / Qualification aligned to Learning programme		Qualification to which the learning program and unit standards are linked / contextualized
				Qualification/US ID	US/Qualification Title	
Further Education and Training Certificate: Contact Centre Operations	NQF Level 04	132	2023-06-30	93996 LP: 71489	Further Education and Training Certificate: Contact Centre Operations	Further Education and Training Certificate: Contact Centre Operations SAQA I.D. 93996 LP: 71489 NQF Level: 04 Credits: 132 Registration start date: 2021-07-01 Registration end date: 2023-06-30 Last date for enrolment: 2024-06-30

						Last date for achievement: 2027-06-30
National Certificate: Contact Centre and Business Process Outsourcing Support	NQF Level 03	124	2023-06-30	93997 LP: 80566	National Certificate: Contact Centre and Business Process Outsourcing Support	National Certificate: Contact Centre and Business Process Outsourcing Support SAQA I.D. 93997 LP: 80566 NQF Level: 03 Credits: 124 Registration start date: 2021-07-07 Registration end date: 2023-07-30 Last date for enrolment: 2024-07-30 Last date for achievement: 2027-07-30
National Certificate: Contact Centre Support	NQF Level 02	128	2023-06-30	71490 LP: 73269	National Certificate: Contact Centre Support	National Certificate: Contact Centre Support SAQA I.D. 71490 LP: 73269 NQF Level: 02 Credits: 128 Registration start date: 2021-07-07 Registration end date: 2023-06-30 Last date for enrolment: 2024-06-30 Last date for achievement: 2027-06-30

A comprehensive report in terms of the evaluation of your application for accreditation is sent to you. Where there are any recommendations and requirements stipulated please ensure that you provide **SSETA- Services Sector Education Training Authority** with the required information as per the stipulations.

Your Recommendation number must be utilised by **Skillset SA (Pty) Ltd** only and may not be used by any other Skills Development Provider.

As an accredited Skills Development Provider you are required to:

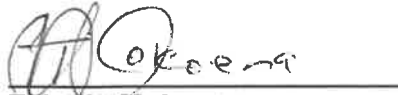
1. Complete and submit the attached code of conduct to Services SETA within 7 working days of receipt of this accreditation letter.
2. Submit learner enrolments to Services SETA as soon as learners have been enrolled onto the learning intervention within 21 days of the commencement of the approved training intervention.
3. Conduct training, assessment and moderation on the approved learning intervention.
4. Upload learner achievements to Services SETA in order to complete Services SETA's quality assurance learner achievements process for external moderation to be conducted by the Services SETA.

Skills Development Provider monitoring site visits will continue to be scheduled in accordance with quality assurance standards and practice.

Finally Services SETA wishes to congratulate **Skillset SA (Pty) Ltd** on this achievement and is looking forward to a long association.

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

Yours sincerely,



Tebello Mokoena
Senior Manager: Core Business

Date: 11/03/24