

STUDENT REPRESENTATIVE COUNCILS (SRCs) INFORMATION

The purpose of this document is to provide awareness to Student Representative Councils on the services offered by the Botswana Qualifications Authority under the Department of Quality Assurance. The services include:

1. Registration and Accreditation of Education and Training Providers
2. Accreditation of Learning Programmes
3. Legacy System and Learning Programmes statuses
4. The Post Registration and Accreditation Services
5. Learner Protection Guidelines

REGISTRATION AND ACCREDITATION

“Registration” means the process by which the Authority ascertains that the education and training provider has the requisite human and material resources, systemic structures, policies and processes to operate as an education and training provider.

“Registration and Accreditation of an Education and Training Provider” means a process that an education and training provider shall undertake with the Authority, as a prerequisite for accreditation to ascertain the education and training provider’s capacity to provide for a defined scope of education and training, in accordance with the Act.

Registration and Accreditation of an ETP aims to:

1. Ensure the quality of education and training.
2. Promote coherence in qualifications.
3. Enable access, mobility and progression.
4. Ensure that education and training standards are continuously maintained across the ETP
5. Contribute towards the credibility and marketability of the ETP locally, regionally and internationally.

CRITERIA FOR EVALUATION

BQA evaluates and verifies the following:

1. **Legal Standing:** Name and Legally Registered
2. **Leadership:** Governance, Management.
3. **Performance:** Strategic planning

4. **Resource:** Physical, Human, Financial
5. **Systems:** Records, Quality Systems
6. **Conducive Environment;** Safety Health Environment
7. **Curriculum:** Learning Programme P Delivery, Assessment& Moderation
8. **Learner Support Services:** Admissions, Counselling, Amenities, ICT support, Re-Assessments, Appeals Procedure
9. **Partnerships & Accreditation:** e.g. Professional Bodies

ACCREDITATION OF LEARNING PROGRAMMES

“**Learning Programme**” means the sequential learning activities, associated with curriculum implementation, leading to the achievement of a particular qualification;

“**Accredited Learning Programme**” means a quality assured, structured learning programme that leads to a qualification.

“**Qualification**” means a formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards.

ACCREDITATION OF LEARNING PROGRAMMES

Accreditation of the Learning Programmes aims to:

1. Ensure quality teaching and learning provision
2. Promote coherence in qualifications
3. Enable access, equity, relevancy, mobility and progression
4. Ensure that education and training standards are continuously maintained; and
5. Contribute towards the credibility and marketability education and training system

ACCREDITATION OF AND LEARNING PROGRAMMES CRITERIA

BQA evaluates and verifies the following:

1. **General Information:** Name of Learning Programme, Qualification Type, Credit Value, duration
2. **Structure:** Components, Modules, units
3. **Resources:** Physical, Human Financial
4. **Systems:** Records, Quality Systems for the LP
5. **Curriculum:** LP Delivery, Assessment & Moderation
6. **Learner Support Services:** Tutorials, Re-Assessments

7. **Learning Programme Endorsement** e.g. Professional Bodies, Registration
8. **Awards and Certificates:** Qualifications, Learning Programme and Certification.

POST REGISTRATION AND ACCREDITATION SERVICES

BQA monitors ETPs by doing the following:

1. Investigations – Conducting investigations prompted by allegations or complaints
2. Conducting Monitoring Audits – to continuously check compliance and maintenance of standards
3. Conducting Statutory Audits (1/2 way through Registration and Accreditation Status)
4. Evaluation of Annual Reports of the annual Performance of ETPs
5. Compliance Check – CIPA Registration, Payment of Annual Fees
6. Complaints: Attending to Student Institutional Complaints

LEGACY LEARNING SYSTEM

The Legacy Education System was used in the country before the establishment of the Botswana Qualifications Authority. The subsystems were arranged in the following manner

1. Tertiary Education Council. (TEC) - Responsible for Tertiary Education now commonly known as Higher Education
2. Botswana Training Authority. (BOTA) - Responsible for Technical Vocational Education and Training and the learning programmes were up to certificate

The Legacy Learning Programmes had different quality assurance statuses.

LEGACY LEARNING PROGRAMMES STATUSES EXPLAINED

Accreditation Status	Status Description
Registered	This status is given to a learning programme in Public Institutions in Higher Education because they have quality assurance systems that evaluated the quality of the learning programmes.
Full accreditation	This status is given after validation has identified no gaps in the learning programme. The programme can be offered and will be subjected to normal monitoring by BQA.

Provisional accreditation

This status is given after the validation process has identified some gaps that the ETP must close within 6 months. Meanwhile, the ETP can enrol learners in the learning programme.

LEGACY LEARNING PROGRAMMES STATUSES EXPLAINED

Deferred statuses

The validation process identified gaps that would need at least 1 year to close. Learners already enrolled on the learning programme in this status attained would complete their studies. During this period, monitoring conducted by BQA was to ensure learner protection.

The ETP was not allowed to enrol new learners until the status changed to either Provisional or Full Accreditation.

Approved

The programme is validated against set standards by experts after which the ETP is given permission to offer the programme.

Accredited

This is an accreditation status for TVET learning programmes up to certificate level that met requirements under the Botswana Training Authority.

ENDORSEMENT OF THE LEARNING PROGRAMME

Endorsement of Learning Programmes – A due diligence exercise that BQA use to ascertain with the relevant regulatory/professional bodies that the learning programme are of the required standard for the profession/trade.

Examples: Engineers Registration Board (ERB), Botswana Health Professions Council (BHPC), Botswana Law Society

Aim: To ensure registration and absorption of graduates into the relevant industry/profession after completion and attainment of the qualification.

NB: Answers about the problems that were encountered in the legacy system

PROTECTION OF ENROLLED LEARNERS

The Botswana Qualifications Authority views the protection of enrolled learners critical to the achievement of the Vision 2036 to produce a globally competitive workforce.

The Authority has an obligation to ensure that Education and Training Providers have the best interest of enrolled learners in their operations and that learners complete their learning programmes to obtain the intended award or qualification.

PROTECTION OF ENROLLED LEARNERS

The Protection of Enrolled Learners aims to:

1. Ensure that learners are provided with adequate and accurate information about learning programmes and the qualification (award).
2. Ensure that learners are protected in case the learning programme ceases to be offered by the ETP, or when the learner withdraws from the learning programme.
3. Assure learners of an opportunity to complete a learning programme leading to the qualification that they enrolled into.
4. Ensures that learners are protected, guided and counselled during the process of transfers and refunds when the PEL is implemented.

PROTECTION OF ENROLLED LEARNERS - LEGAL FRAMEWORK

Instrument	Details	Status
ACT No 24 of 2013	Section 4 sub-section 2 (s) the Authority must “design procedures and rules for the protection of enrolled learners (PEL).”	The Authority has provided Guidelines but currently developing a policy to solidify the procedures and rules required.
Regulations of Accreditation of Learning Programmes) Regulations, 2016, Regulation 14(1)	“An education and training provider shall put arrangements in place for the protection of enrolled learners, who have begun but not completed the learning programme, where the provider ceases to provide the learning programme for any reason.”	All Education and Training Providers must have PEL arrangements – these were required by BQA during the Registration & Accreditation Process.

PROTECTION OF ENROLLED LEARNERS (PEL) – TRIGGERS

The PEL arrangement in the ETP must clearly stipulate actions to be taken when:

1. The learner withdraws or is no longer interested in the learning programme
2. The ETP ceases to operate while learners are enrolled in any of its Learning Programme
3. The ETP ceases to offer a specific learning programme while learners are enrolled in the Learning Programme
4. The Authority (BQA) revokes the Registration and Accreditation status of the ETP
5. The Authority revokes the learning programme accreditation status while learners are enrolled in the ETP

EDUCATION AND TRAINING PROVIDERS CONDITIONS FOR ENABLING THE PEL

Conditions	Explanation
Transfer Arrangements	Alternative ETP transfer agreements (with the same LP for the aligned qualification).
Information Sharing Arrangements	Learners are provided with adequate and accurate information about the programme that they wish to pursue and about the protection in place for them in event that the programme ceases prior to their completion.
Refund arrangements	The ETP must have refund arrangements for learners who may not complete their studies/ or refund the sponsor if the money had been paid in advance.
Learner Support Arrangements	The ETP must provide guidance and counselling services during the process of refunds and transfers i.e. when the PEL arrangements are implemented.

THE PEL– ROLES & RESPONSIBILITIES

Botswana Qualifications Authority	Guides ETPs on specific PEL arrangements to be agreed upon with the Authority through accreditation of learning programmes process before the advertisement delivery of each learning programme.
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STUDENT REPRESENTATIVE COUNCILS (SRCs)

Education and Training Providers	Ensure that learners are provided with adequate and accurate information about learning programmes that they wish to pursue and about the protection arrangements in place for them if the learning programme ceases.
Learners	Learners must ensure that they have information and documents they need on protection of enrolled learners' arrangements. (before & after enrollment)

TIPS FOR LEARNERS

Learners are tipped to check the following:

1. BQA Information – Check website/call for information
2. The BQA certificate – must be displayed (ask BQA)
3. Changes: Location, Fees, Duration, Assessment
4. Policies: Read Policies and Procedures (Appeals Procedure)
5. Structures: SRC and Student Body place in structures
6. Legislative Requirements: SHE, Observe protocols
7. Academic Staff: Check qualifications, insist on evaluation of delivery
8. Learner Support Services: Request for support, check the policies; Student Welfare, disciplinary, ICT policies
9. Partnerships & Accreditation: Registrations after award
10. Quality Statement – Check the level of quality