



Health and Welfare Sector
Education and Training Authority

HWSETA

www.hwseta.org.za

**THE STANDARD OPERATING
PROCEDURES FOR CUSTOMER SERVICE
AND STAKEHOLDER ENGAGEMENT**

1. INTRODUCTION

The Health and Welfare Sector Education and Training Authority (HWSETA) is committed to build and maintain relationships with our stakeholders by providing excellent service informed by the Vision, Mission, Philosophy and Values of the HWSETA. The Stakeholder Support Office provides services in accordance with

the HWSETA Service Delivery Charter. HWSETA is a public entity serving the sectors of health and social development of South Africa. Walk-Ins are attended to and addressed as per their specific needs, while other stakeholders approach the HWSETA office through various platforms of communication.

Stakeholders with an Appointment

- COVID -19 regulations to be adhered to.
- Welcoming
- The reason for the visit.
- Official visited is informed.
- Telephone conversation with the Official visited if necessary.
- Check-in using an electronic register.
- Advised to the reception waiting room.
- Should the visited Official not be available, the stakeholder is attended to, by Stakeholder Relationship office and designated official.
- Stakeholders Support attend to stakeholders seeking information.
- The Stakeholder exit the HWSETA offices.

Stakeholders without an appointment

- COVID -19 regulations to be adhered to.
- Welcoming.
- The reason for the visit.
- Official visited is informed.
- Check-in using an electronic register.
- Advised to proceed to the Boardroom or waiting area.
- Follow- up done to ensure that the stakeholder is informed of any delays.
- If any delays/adverse situation arises, Stakeholder Support is informed to assist the stakeholder.

2. MESSAGES COMMUNICATED TO STAKEHOLDERS

The HWSETA stakeholders contacting HWSETA require the following information;

- Accredited Skills Development Providers offering HWSETA Learning Programmes, Qualifications and Skills Programmes.
- Access to discretionary grant funding.
- Confirmation of discretionary funding.
- Access to Learnerships funding by Learners in public universities and TVET Colleges.
- Annual Performance Plan.
- Annual Reporting by the HWSETA.
- Accreditation requirements including compliance matters.
- Assessor / Moderator registration requirements.
- Career Guidance.
- Certification process, Re-print and confirming the authenticity of the certificates issued to learners by the Skills Development Providers.
- HWSETA policies affecting stakeholders.
- HWSETA Research.
- HWSETA Strategy and focus areas.
- General messages affecting stakeholders and skills development.
- Login details and Passwords to ERP System.
- Registered and Approved Skills Programmes linked to HWSETA's scope.
- Recognition of Prior Learning (RPL) enquiries.
- Stakeholder Interactive session.
- Skills Development Facilitator registration requirements and platform.
- WSP process, requirements, and submissions.
- Performance of the HWSETA.
- Appeals process.
- General complaints/enquires.



3. CHANNELS OF COMMUNICATION

Messages are communicated through the following platforms:

- Email
- Telephone
- HWSETA Helpdesk
- Wordpress
- Website
- Social Media
- Face-to-Face Interaction
- Stakeholder Capacity Sessions
- AGM

REQUEST / ENQUIRIES / QUERIES / COMPLAINTS	CHANNELS					
	 Email	 Tel.	 Website	 Helpdesk	 Newspapers	 Social Media
Accreditation requirements	✓		✓	✓		
Accredited Skills Development Provider offering Assessor or Moderator course stakeholders referred to ETDP SETA	✓	✓		✓		
Access to discretionary grant funding	✓	✓	✓		✓	
Confirmation of discretionary grant funding	✓					
Access to funding or Learnerships by learners in public universities and TVET Colleges	✓	✓		✓		
Assessor / moderators registration guidelines and requirements	✓	✓	✓	✓		
Confirmation of accreditation status of HWSETA Accredited Skills Development Providers (SDP)'s	✓	✓	✓	✓		
Confirmation of Learning Programmes / Qualifications linked to HWSETA	✓	✓	✓	✓		
Confirmation and verification of certificates of achievement	✓					
Certification re-print requirements	✓	✓		✓		
Confirmation of venues for workshops	✓	✓	✓	✓		
Career Guidance	✓	✓	✓	✓		✓
Complaints for payments	✓	✓		✓		
General complaints/enquiries	✓	✓	✓	✓		
HWSETA policies affecting stakeholders	✓	✓	✓	✓		
Funding Opportunities to NGO's / NPO's / Learners	✓	✓	✓		✓	
Login details and Passwords	✓		✓	✓		
Pending Accreditation and Assessor registration Complaints	✓	✓		✓		
Recognition of Prior Learning (RPL) enquiries	✓	✓	✓	✓		
Skills Development Facilitator (SDF) registration requirements and platform	✓	✓	✓	✓		
WSP process, requirements, and submissions	✓		✓	✓		
Performance of HWSETA	✓		✓			✓
Appeals Process	✓	✓	✓	✓		

TIMELINES: 48 Hours



4. CONSULTATIONS WITH OPERATIONAL DIVISIONS

- The Stakeholder Support service office constantly seek current updates, revised policies and new developments from the operational divisions within HWSETA to inform stakeholders accordingly.
- Complaints are coordinated to the relevant divisions for a resolution, the consultations include meetings with learners, employers and internal stakeholders depending on the nature of the complaints.
- Complaints with fraud or legal elements are coordinated through the HWSETA legal office, CEO or referred to the HWSETA anonymous tip-offs hot line.
- MEDIA related queries are coordinated through the Marketing and Communication sub-division of the Corporate Services division of the HWSETA.



5. PROVIDING FEEDBACK TO STAKEHOLDERS

- Formal written communication is used to convey feedback to stakeholders, in the form of e-mail, Letter, memo, notice and national media.
- On the occasion, verbal communication may be engaged in with stakeholders.

