

20 October 2023

Dear Stakeholder,

**RE: UPDATE ON LEARNER REGISTRATION PROCESSES**

SASSETA is in the process of improving its services and customer experience. We started a digitisation process in October 2022 and have been piloting with over 60 providers to date, this has significantly reduced the turnaround times of learner enrolments. We will now be rolling this out to all the SASSETA accredited Skills Development Providers (SDP's) from **01 November 2023**.

**1. LEARNER REGISTRATION**

Kindly ensure that learners are captured on the system and that the required documents (Certified ID copy, Highest qualification certified, contract /confirmation of employment and learner registration for unemployed) are attached on the system **prior to submitting hard copies**. The hard copy of the duly completed forms and certified documents must be submitted along with a list of all captured learners to SASSETA as proof of learner's status pending to be enrolled.

**2. SDP ACCESS AND TRAINING ON SELF-CAPTURING OF LEARNERS**

Over 60 active SDP's have already been trained and have been using this method since October 2022. SDP's who do not yet have access to capture their own registrations may request access from the Learner Registrations, Ms Brenda Letoaba per [BLEtoaba@sasseta.org.za](mailto:BLEtoaba@sasseta.org.za). Training will continue to be provided weekly virtually, until further notice. To assist with planning for all parties, these will be held on Thursdays. Please send a mail to Ms. Letoaba to book your space and get the link for the Thursday best suited to your organisation.

**3. REGISTRATION DATES**

SDP's are reminded that learner registration documents must be submitted to SASSETA **within 7 days of the start of the training**, and **not** at the when the training has been completed or convenient for the parties. Where possible to do this prior to the commencement of training, SDP's are encouraged to submit ahead of time, ensuring that the start date is correct. SASSETA issues confirmation of registration once the process has been completed.

**4. RECEIVING OF SELF-FUNDED REGISTRATIONS**

Skills Development Providers wishing to hand-deliver the hard copies should send a meeting request to [registrations@sasseta.org.za](mailto:registrations@sasseta.org.za) (use the Scheduling Assistant on MS Outlook to check slot has not already been booked). SDP's are required to attach the list of learners captured on Excel to the meeting request. Each SDP will be allocated **up to an hour** for submissions, starting at the top of the hour to maximise the number of submissions received daily.

As such, clients are required to package the documents in the required format (registration form stapled to all the supporting documents for each learner) and these to be packaged in alphabetic order by surname, as per the list attached to the meeting request. Please request a checklist if unsure.

Clients visiting our offices without an appointment will only be assisted after all the clients with appointment are dealt with. We will continue receiving submissions via courier for those who prefer to do so.

## **5. RECEIVING OF SETA-FUNDED (PROJECT) REGISTRATIONS**

Skills Development Providers / Employers submitting learner registrations for PIVOTAL programmes funded by SASSETA should also capture the learners on the system prior and then submit the hard copies to the designated Learning Programmes Administrator for each of the projects. Please ensure SETA-Funded learner is selected for each learner and that the Project Code (found on the Funding Agreement) is correctly captured so that the learners are allocated correctly.

These are the learners that the Learning Programmes department will recommend for payment, if the rest of the tranche requirements have been met.

## **6. REGISTRATION FOLLOW-UPS**

Where registrations submitted as per above have not been registered after 30 days from date of submission (having captured them prior), please direct your enquiries for self-fund projects Learner registrations to Ms. Letoaba per [BLetoaba@sasseta.org.za](mailto:BLetoaba@sasseta.org.za). Should this remain unresolved after 5 working days of such enquiry being sent, please escalate to [LNxumalo@sasseta.org.za](mailto:LNxumalo@sasseta.org.za).

For SASSETA Funded / Project learners on PIVOTAL please continue to deal with the assigned official from the Learning Programmes department.

## **7. VERIFICATION REQUESTS**

With effect from 01 November 2023, verification requests will only be considered for enrolled learners. The list of captured learners must be attached to the verification request (QALA). Learners that are on the system at the time of the request should not be part of the verification request.

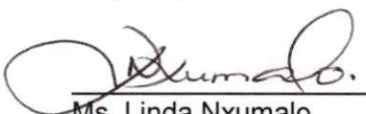
Where the learner documents were submitted prior to this change and have not been registered after 90 days of submission, please send the list of learners and the Acknowledgement of Receipt to [BLetoaba@sasseta.org.za](mailto:BLetoaba@sasseta.org.za) for assistance.

## **8. TERMINATION OF LEARNERS**

SDP's are reminded that all learners who cease to train for reasons other successful completion of the programme (whether due to abscondment, termination of employment for whatever reason or death) must be formally terminated by completing and submitting the relevant documents to SASSETA within 5 days of such termination or such period as prescribed in the funding agreement, where applicable.

Thank you for your co-operation in this regard.

Regards,



Ms. Linda Nxumalo  
Manager: Grants & Project Management