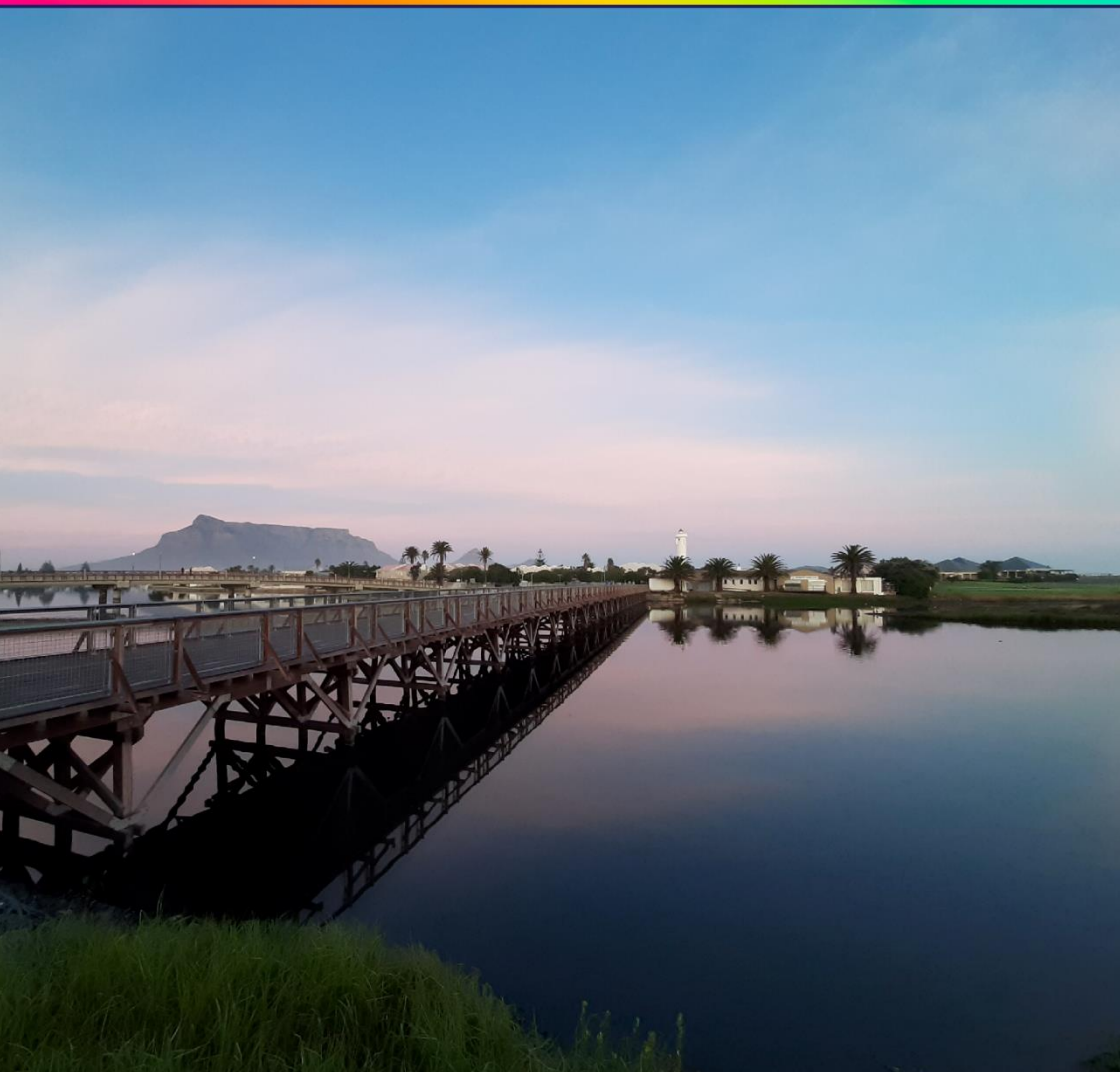
LIME GREEN TRAINING.co.za

Creators of fine learning material

Guide for the newly accredited (Start here)



WHAT'S IN THE BOX?

This guide is focused on private training providers delivering skills program training. This means they test through FISAs and not EISAs. More on that in the guide.

- LGTPAG050 - Guide for the newly accredited (Start here)
- LGTPAG100 - Guide for the newly accredited (FISA documents explained)
- LGTPAG110 - Guide for the newly accredited (Contacting QCTO & Getting Responses)
- LGTPAG120 - Guide for the newly accredited (FISA Pre-approval)
- LGTPAG130 - Guide for the newly accredited (Operational Guidance)
- LGTPAG140 - Guide for the newly accredited (Register Temp Venues)
- LGTPAG150 - Guide for the newly accredited (Enrolments & Results Submissions)
- LGTPAG160 - Guide for the newly accredited (QA Monitoring)
- LGTPAG500 - Guide for the newly accredited (Enrolment Form with Guidance)
- LGTPAG505 - Guide for the newly accredited (Enrolment Form Blank)
- LGTPAG510 - Guide for the newly accredited (Templates QCTO Pre-moderator Report)
- LGTPAG520 - Guide for the newly accredited (Templates QCTO FISA Developer report)
- LGTPAG530 - Guide for the newly accredited (Templates QCTO FISA Examiner Report)
- LGTPAG550 - Guide for the newly accredited (Templates QCTO FISA Confidentiality)
- LGTPAG560 - Guide for the newly accredited (QCTO QA Monitoring audit form & guidance)

THIS REVISION CHANGES DELIVERY METHOD TO DOCUMENT-BASED

This guide has been changed to a primarily document-suite delivery method from the previous format, which was a mostly web-based guide.

Web links are still given in the text, but primary support comes through the document suite, not the web links which simply help with further info and reading**.**

Hyperlinks point to additional helpful info, not central and crucial info. E.g.:

> **You do not need to pre-register facilitators or assessors or moderators with QCTO** like you did with the SETAs. More on that here (clickable hyperlink).

DOCUMENT REGISTER

DOCUMENT	DESCRIPTION
Start Here	Introduces the suite and its benefits, with a detailed guide to the documents and how to use them.
FISA Documents Explained	**Explains each FISA-related document individually**, with images, practical guidance, and advice on completing it correctly.
Contacting QCTO & Getting Responses	Provides QCTO staff names, email addresses, cell phone numbers, and also guidance on how to get responses or escalate if needed.
FISA Pre-approval	QCTO requires that you pre-approve your FISA. This document shows you how to do it, step by step, with guidance and images.
Operational Guidance	Practical guidance on planning, coordinating, and pricing your training, as well as some insight into your competition.
Register Temp Venues	QCTO requires that any venue other than your primary venue must be safe and registered. This guide shows you how to do it.
Enrolments & Results Submissions	Crucial advice on how to properly enrol learners with QCTO, and then submit results afterwards. Folder names, files, everything.
QA Monitoring	Once you train your first cohort of learners QCTO wants to do an additional audit. How to trigger, prepare, and execute that audit.
Enrolment Form with Guidance	QCTO's learner enrolment workbook has complex codes entry requirements. I've provided comments in place to demystify it all.
Enrolment Form Blank	The same document as above, with all the commentary, guidance, example data, and help removed (clean template if you want it).
Templates QCTO FISA Pre-moderator Report	This is a template with guidance / example data filled in for you so you know how to fill it in.
Templates QCTO FISA Developer Report	This is a template with guidance / example data filled in for you so you know how to fill it in.
Templates QCTO FISA Examiner Report	This is a template with guidance / example data filled in for you so you know how to fill it in.
Templates QCTO FISA Confidentiality	This is a template. It is a self-explanatory document, and just requires user sign it.
QCTO QA Monitoring Audit Form & Guidance	The full cheat sheet. QCTO audits you by this document. I have added guidance, example data, and indexed it to the QMS too.
+ Clickable Hyperlinks	The documents provide the primary guidance, but additional information is linked to the Lime Green QCTO Knowledge Hub

MAPPING THE PROCESS

I've placed an indicator on this table in each document to show you which part of the process you are navigating. See maps with red arrow.



Apply for QCTO accreditation	• This free guide helps you do that **(click here)** • After site audit start with FISA pre-approval
Apply for FISA pre-approval	• Start this process as soon as possible • This is about the approval of your FISA tool
Accreditation and FISA appoval done	• Get your accreditation letter & SDP number • Get your FISA approval report from QCTO
Prepare to train your first class	• Operational preparation • Administrative preparation for FISA
Submission 1: Learner enrolment	• Create folders, fill in files, populate folder • Submit enrolment to QCTO
Actual training happens	• Train and assess according to the curriculum • Learners are declared C/NYC via FISA
Submission 2: Learner results	• Create folders, fill in files, populate folder • Submit learner results to QCTO
QCTO QA verification audit	• QCTO requires an additional audit • OFten takes six months to book
Learner finally gets QCTO certificate	• Information about certificate**s (click here)** • **NB:** Certificate is permanent and never expires

1 FISA DOCUMENTS EXPLAINED

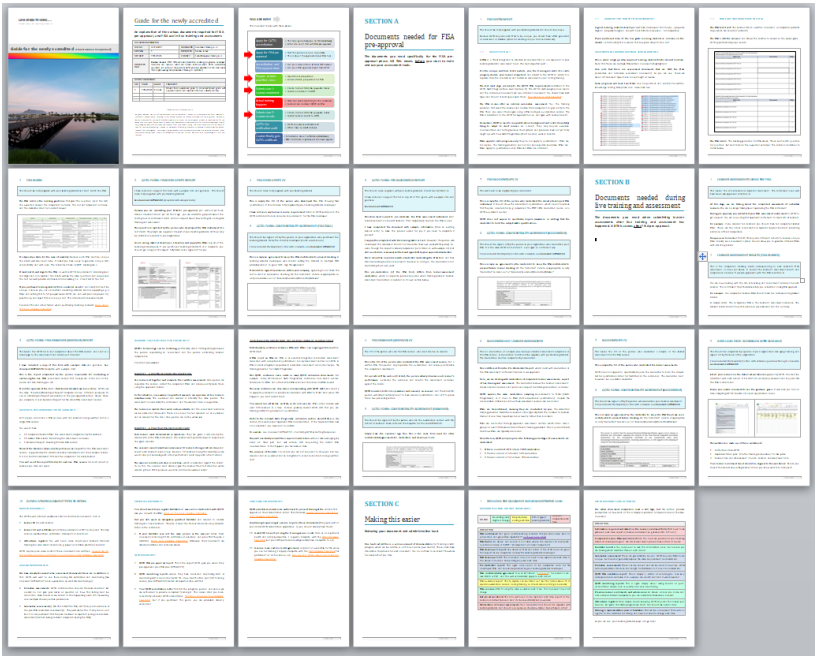
This document explains each FISA-related document individually, with images, practical guidance, and advice on completing and using it correctly.

It includes three sections:

A. Documents needed for FISA pre-approval, with guidance on each document and references to the supplied templates and examples.

B. Documents needed during live training and assessment, with practical guidance on their purpose, completion and use.

C. Ways to reduce the overall document and administrative workload, including which documents can be reused and which need to be completed or updated for each cohort.



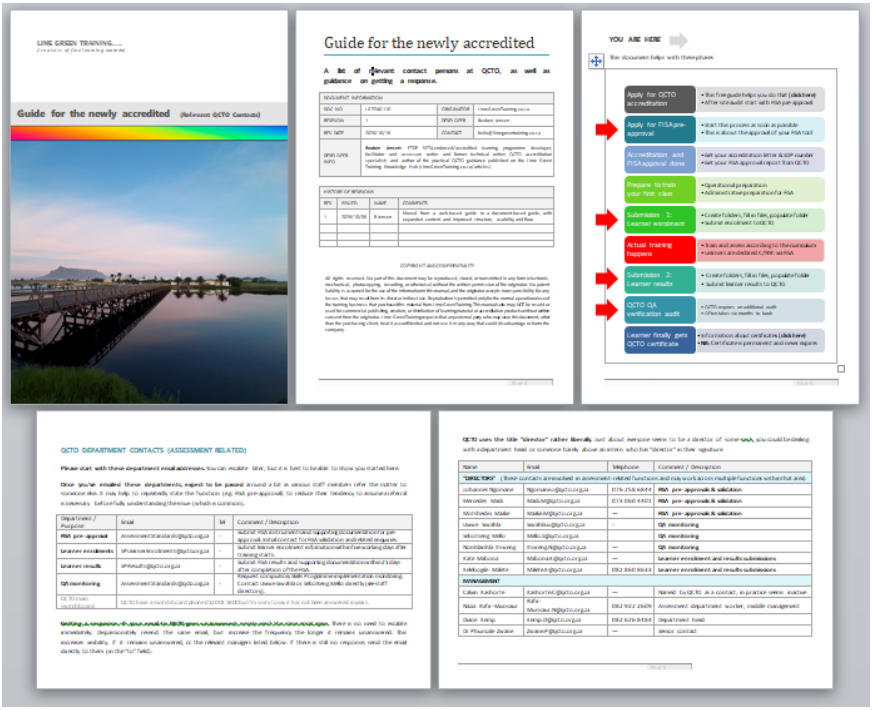
2 CONTACTING QCTO AND GETTING A RESPONSE

This document helps you contact the right people at QCTO for FISA, monitoring and assessment verification purposes. It is a targeted contact list.

It provides department email addresses, but also direct contact info for staff members. That includes names, what they do, cellphone numbers, and email addresses.

It also provides practical advice on following up and escalation including when it is appropriate, and when it is not.

It also provides insight into how to make your emails to QCTO more visible to increase chances of getting a response.



3 FISA PRE-APPROVAL

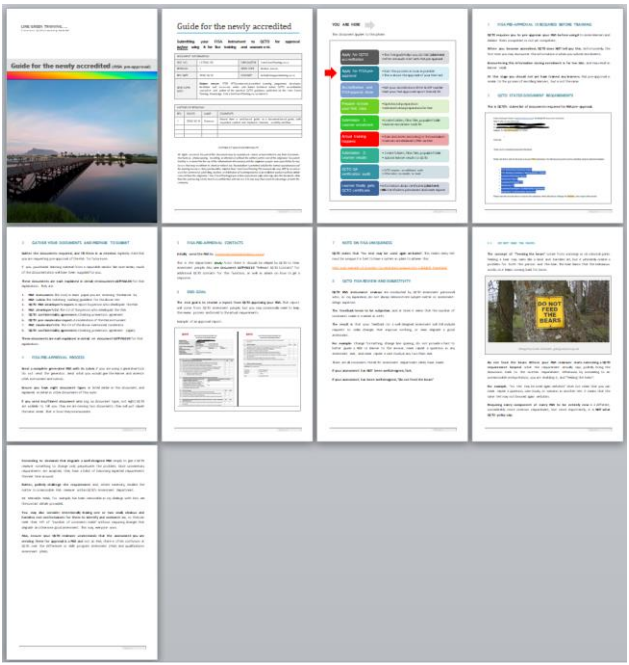
This document explains how to submit your FISA to QCTO for approval *before* using it to assess learners (which is a QCTO compliance requirement).

Documents required: A list of the supporting documents needed for your submission, **with references to LGTPAG100** for detailed explanations of each one.

The submission process: Guidance on what to send, where to send it, and what you should receive from QCTO to confirm approval.

FISA uniqueness: An explanation of the requirement for unique tests, with a link to an example of a system for generating them.

Handling reviewer feedback: Practical advice on responding to requests for changes, keeping the review focused on written QCTO requirements, and escalating unreasonable interpretations when necessary.



4 OPERATIONAL GUIDANCE

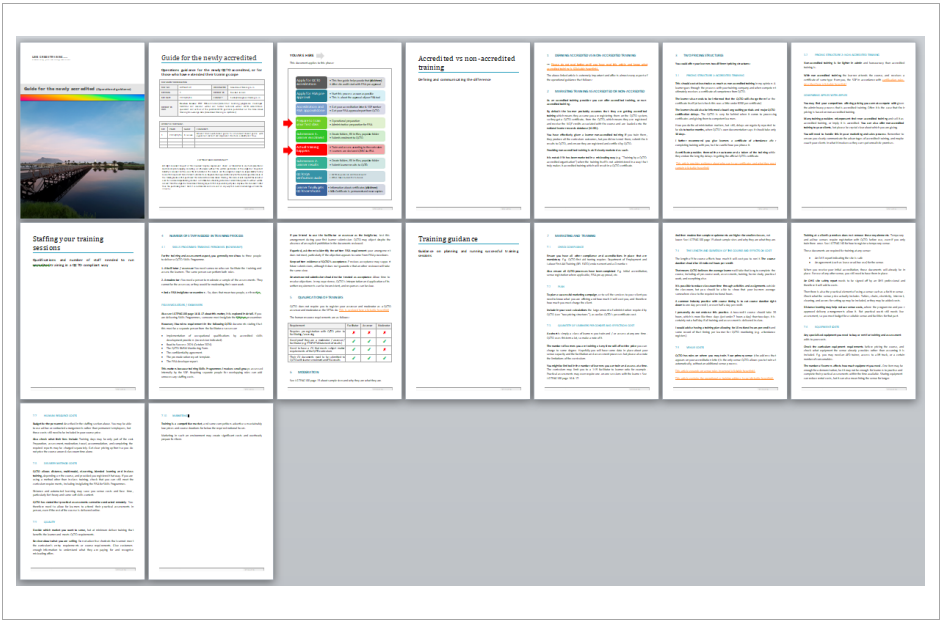
This document provides practical guidance on planning, pricing and running training after QCTO accreditation, with a focus on Skills Programmes.

Accredited and non-accredited training: The difference between the two, how to market each honestly, and why their pricing needs to account for different administrative burdens.

Staffing your training sessions: The personnel and qualifications needed for facilitation, assessment, moderation and FISA invigilation for training.

Planning and costing your courses: How learner numbers, course duration, venues, equipment, personnel, delivery methods and marketing affect your costs and course price.

Compliance and quality: What to have in place before offering training, and how to ensure your offering meets curriculum requirements and delivers value to learners.



5 LEARNER ENROLMENTS AND RESULTS SUBMISSIONS

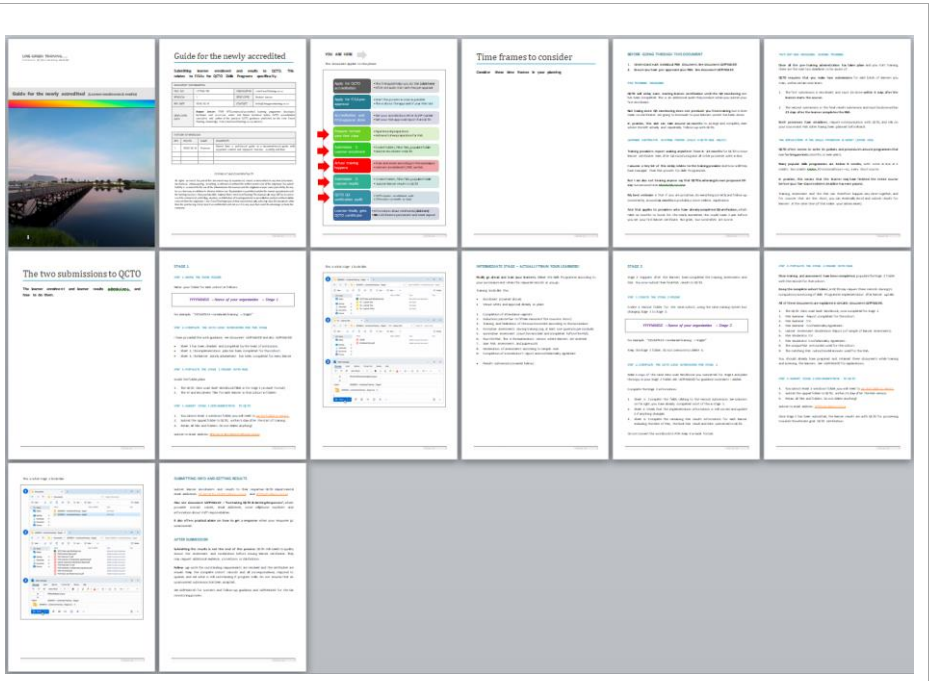
This document explains how to submit learner enrolments and FISA results to QCTO for Skills Programmes.

It provides comprehensive step-by-step guidance on preparing, organising and sending both submissions, with templates, example file and folder names, and graphics showing how to put everything together.

Deadlines and waiting periods: The submission deadlines to plan around, how they affect short courses, and the impact of QA monitoring and certification delays.

Stage 1: Learner enrolment: How to name your cohort folder, complete the Data Load Workbook, gather learner documents and submit the enrolment information.

Stage 2: Learner results: How to update the workbook, organise the assessment and moderation records, and submit the completed cohort's FISA results.



6 QA VERIFICATION AND MONITORING

6.1 MONITORING GUIDANCE

This document explains how to prepare for, arrange and complete QCTO's **compulsory QA monitoring** visit after your first learner cohort.

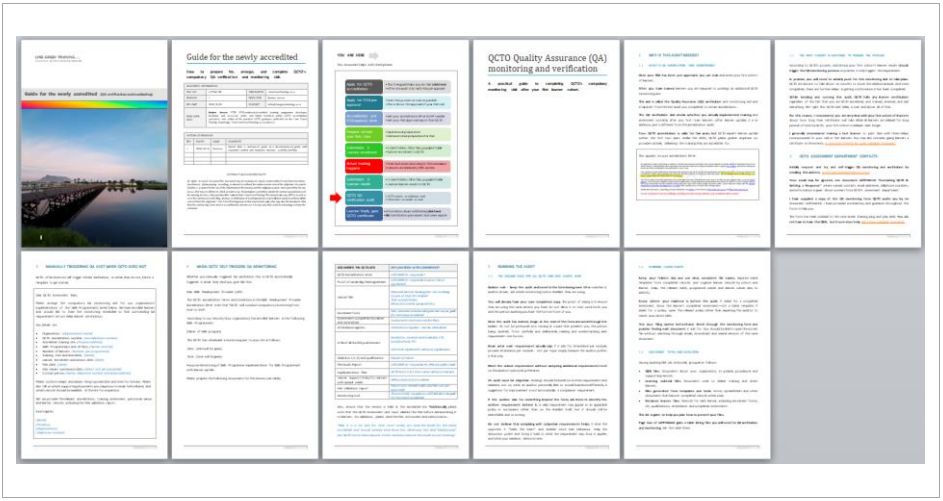
I also provide QCTO's monitoring audit form, with guidance, document references and explanations throughout. A cheat sheet, if you will…

Purpose and waiting periods: How this visit differs from your accreditation audit, why it affects learner certification, and the delays to plan around.

Getting the visit scheduled: Who to contact and what to send when QCTO does not automatically arrange the visit.

Preparing your documents: QCTO's document list, with explanations and references to the relevant QMS files, learning material and retained learner records.

Running the audit: How to organise and present your evidence, work through the monitoring form, and keep findings focused on written requirements.



6.2 QCTO QA MONITORING AUDIT FORM AND GUIDANCE

A cheat sheet, if you will! This is the monitoring form QCTO uses to audit your Skills Programme implementation, with my guidance added in blue throughout.

The purpose of this document is to ensure you have guidance during your audit, and are not alone!

Use it to prepare for the visit and follow the audit as it happens. Work through the requirements, locate your evidence, and keep your completed copy available. My comments also explain where QCTO's requirements are often misunderstood.

I explain the requirements and identify the documents to prepare, with references to the relevant Lime Green QMS sections and appendices, learning material, learner records and other supporting documents.

You do not need the Lime Green QMS or learning material to use this guidance, but they make it easier to locate the documents, understand what they should look like, and close gaps in your own systems.

You can refer to the QMS "plug and play" and container system to see how documents are organised, and view the extensive learning material samples to understand what a complete suite should contain.

