

● Frequently Asked Questions: Transitional arrangements for City & Guilds hairdressing qualifications

Date: 3 November 2017

1. Generic questions

1.1 Can you explain the changes you are making?

There have been some changes in the regulations within the South African education system. Moving forward, all training providers are required to offer national occupational qualifications as their main provision. We therefore needed to find a way in which providers can continue to deliver City & Guilds **hairdressing** qualifications. So we have worked with the QCTO to agree a new approach.

Under this new approach, the City & Guilds qualifications can be delivered alongside the national occupational qualifications, as optional certification (added value).

So as a training provider, you can be compliant with national regulations and still continue to deliver the City & Guilds **hairdressing** qualifications.

Relevant points to highlight, from our November 2017 centre update, are the following:

- Moving forward, you will only be able to offer a City & Guilds **hairdressing** qualification if you are also delivering the corresponding (similar) national occupational qualification.
- Your centre needs to be accredited by the QCTO and registered by the DHET to offer the national qualification.
- Your learners in South Africa will need to use their national certificate for progression in the country. The City & Guilds certificate can be used outside South Africa.

1.2 Why are you making these changes?

So that City & Guilds **hairdressing** qualifications can continue to be available in South Africa. Without taking actions, our centres would not have been able to continue to offer our qualifications.

1.3 Has the QCTO agreed to the new approach?

Yes, the new approach has been established with the QCTO.

1.4 What do I need to do now?

As an immediate measure, you need to do two things, by 30 November 2017:

- Apply to the QCTO for accreditation, by 30 November 2017.
- Apply to the DHET to confirm your intention to seek registration as soon as you have submitted your QCTO application (even if you haven't yet achieved QCTO accreditation).



● 1.5 Can I deliver City & Guilds qualifications only?

Moving forward, under the dual certification approach, you will not be able to offer City & Guilds **hairdressing** qualifications only.

1.6 Will you introduce dual certification for all City & Guilds qualifications in South Africa?

No, we won't. Dual certification is only being introduced for two industries: hospitality and hairdressing.

1.7 What is going to happen between me and City & Guilds?

There is no change to the relationship between your centre and City & Guilds. The main change is around the requirement for your centre to be accredited by the QCTO and registered by the DHET.

2. QCTO accreditation and DHET registration

2.1 Which national qualification do I need to seek accreditation for?

Please refer to Table 1 in the November 2017 centre update for details.

2.2 Can I continue to offer the City & Guilds hairdressing qualifications while I am in the process of applying for QCTO accreditation?

Yes, you can continue to offer the City & Guilds **hairdressing** qualifications, as long as you have applied for QCTO accreditation and DHET registration by 30 November 2017.

2.3 Will the QCTO process my application on time?

The interim arrangements for the dual certification have been agreed with the QCTO to ensure that there is sufficient time for them to process applications from City & Guilds **hairdressing** centres, without our centres and learners being disadvantaged.

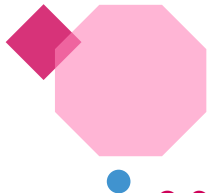
For information on the progress of your application, please contact the QCTO.

2.4 When do I need to apply for DHET registration?

City & Guilds **hairdressing** centres are advised to apply to the DHET as soon as they have submitted their application to the QCTO. They should send a letter of intent so that the DHET has a record to confirm that they have started the registration process.

2.5 I have heard that the deadline for DHET registration applications has been extended until 30 November 2018. Is this true?

This is our understanding, according to information our providers have shared with us. However, to confirm, please contact the DHET directly.



2.6 If the DHET has extended the deadline, why are we told to apply now?

It is each centre's choice when they apply for DHET registration. We are advising our providers to apply to the DHET as soon as their QCTO accreditation is also under way to help them formalise their provider registration process as soon as possible.

2.7 We operate a consortium model. Do we have to obtain QCTO accreditation as a group or as individual centres?

Please contact the QCTO to discuss the circumstances around your centre set-up and to agree the correct process for you to follow.

2.8 Will all of our qualifications have to be accredited by QCTO moving forward?

The accreditation requirements for your centres will depend on the qualification(s) you offer. According to current legislation and regulatory requirements, providers must be accredited by one of the three quality councils. The QCTO is one of the quality councils. The City & Guilds **hairdressing** qualifications have been aligned to qualifications registered by the QCTO.

Your centre may however also offer programmes which fall under the remit of the other two quality councils (CHE and Umalusi).

2.9 My centre already has QCTO accreditation, but for a different national occupational qualification. Do I still need to apply to the QCTO?

Yes, you do. In order to continue to offer any of the City & Guilds **hairdressing** qualifications, your centre needs to be accredited for the corresponding national qualification.

3. New enrolments

3.1 Do my learners need to complete the national qualification first, before they can be enrolled on a City & Guilds qualification?

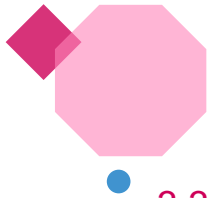
No, you can deliver a City & Guilds **hairdressing** qualification and the national qualification at the same time and enrol a learner for both qualifications.

Please remember that it is your responsibility, as a centre, to ensure that the training programme covers the requirements of both qualifications.

You will also need to ensure that learners only receive their City & Guilds certificate once they have achieved the corresponding national qualification.

3.2 How do I enrol learners onto the City & Guilds qualification?

The City & Guilds enrolment (registration) process hasn't changed.



3.3 Do I need to wait until I have QCTO accreditation and DHET registration before I enrol new learners?

No. Provided that you have applied for QCTO accreditation by 30 November 2017, you can continue to enrol new learners.

4. Quality assurance and qualification delivery

4.1 Are you changing your quality assurance criteria, as you are introducing the dual certification approach?

We are not changing the existing City & Guilds quality assurance criteria. We will however introduce additional measures to ensure compliance with the current regulatory requirements. These additional measures will include:

- QCTO accreditation
- DHET registration
- City & Guilds qualification(s) delivered alongside the national qualification.

4.2 When will you communicate these additional measures to centres?

We will issue separate communication on the additional quality assurance requirements before the end of November 2017.

4.3 Does my centre need to be approved by both the QCTO and City & Guilds now?

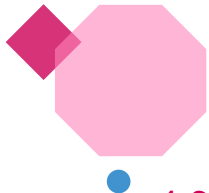
Yes. These are two separate processes. Moving forward, you will need to be accredited by the QCTO in order to maintain City & Guilds approval.

4.4 What about DHET registration? Is there a deadline by when my centre must be registered with the DHET?

Our quality assurance requirements will follow requirements published by the relevant government authorities. Based on information we have seen, our understanding is that providers are required to submit their registration application to the DHET before 30 November 2018.

4.5 What will happen to the approval of centres whose City & Guilds approval is still valid in 2018 yet their registration with the QCTO and DHET is either pending and/or not completed?

Existing City & Guilds centres need to make their accreditation application to the QCTO by 30 November 2017 and their registration application to the DHET by 30 November 2018. If centres have submitted their application to the relevant authorities by these dates, their City & Guilds approval will not be impacted.



4.6 What happens if a centre does not apply for QCTO accreditation by the deadline (30 November 2017)?

Your City & Guilds approval status may be suspended. We will investigate each case on the individual basis, in accordance with the terms and conditions set out in our centre contract and our quality assurance processes.

4.7 What happens to learners within a centre which is found non-compliant because they haven't applied for QCTO accreditation?

City & Guilds will always work with the centre and the QCTO to ensure that learners are not disadvantaged in cases of centre non-compliance. Measures taken will depend on each individual case.

4.8 Will centres need to change their training programme(s) moving forward?

Not necessarily. It depends on the content of each individual training programme. Centres will need to cover all the requirements of the national qualification as well as the City & Guilds qualification.

5. Certification

5.1 Will learners still receive a City & Guilds certificate?

Yes, City & Guilds will continue to issue its own certificates. However, a City & Guilds certificate can only be issued to learners who have already achieved a QCTO certificate for the corresponding national qualification.

5.2 Will the City & Guilds certificate layout change?

No, the layout of the City & Guilds certificate will not change.

5.3 Will learners also receive a QCTO certificate?

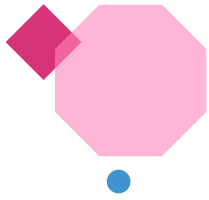
Yes. Learners will receive their QCTO certificate first, upon completion of their programme. Then, provided that they have also met all the requirements for the City & Guilds qualification, they can be issued with a City & Guilds certificate.

It is important to remember that for progression in South Africa, learners will need to use their national certificate.

5.4 What will City & Guilds do to ensure that all learners will be certified before the certification end date?

It is the responsibility of every centre to ensure that learners they enrol have a realistic chance to complete the qualification by the dates outlined in the November 2017 centre update.

It is also the centre's responsibility to ensure that learners are allowed sufficient time for re-sit(s).



5.5 Are previously issued City & Guilds certificates still valid and recognised in South Africa?

City & Guilds certificates issued in the past remain valid. The recognition of individual certificates will always depend on the rules and regulations set by the relevant national and/or industry authorities. To find out how a City & Guilds certificate can be accepted, please contact the organisation that you would like to seek recognition from.

5.6 Will City & Guilds certificated be recognised in South Africa?

Moving forward, learners will need to use the national certification (QCTO certification) for progression in the country. The City & Guilds certificate will continue to be available for use outside South Africa.

5.7 Will City & Guilds qualifications still be recognised internationally?

City & Guilds qualifications continue to be used to enable or facilitate progression into jobs, on the job or onto the next job around the world. The recognition of individual qualifications will depend on a number of factors including, but not necessarily limited to, rules and regulations set by the relevant national and/or industry authorities.

6. Communication and marketing

6.1 How can I promote the City & Guilds qualifications now?

City & Guilds and the QCTO will issue guidelines for centres on how to describe and/or promote City & Guilds qualifications moving forward.

These guidelines will help your centre explain to learners that they will need to achieve and use the national (QCTO) certificates for progression and articulation into employment or higher level studies in South Africa. They can use their City & Guilds certificate outside South Africa.

6.2 When will you issue these communication guidelines?

The guidelines will be issued before the end of November 2017.

6.3 Will there be a separate learner information sheet for centres to use?

City & Guilds and the QCTO will issue guidelines for centres to follow on how to describing and promotion City & Guilds certification. It will then be the centres' responsibility to ensure that learners have a clear understanding of what they will receive at the end of their training programme.

7. Further information

7.1 Who do I contact if my questions are not answered here?

Please refer to the November 2017 centre update for information on how to get in touch with us.