



The Services SETA (Sector Education & Training Authority)

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Dear Colleagues

It appears that there is a huge amount of consternation circulating in relation to the Estate Agency Affairs Board and the validity of the NQF 4 level qualification offered by Services SETA accredited training providers. This communication is intended to put your minds at ease. As long as you have obtained your qualification from a training provider accredited by the Services SETA, that qualification is a SAQA approved national qualification at NQF level 4. It is issued under the auspices of SAQA which is a formal and official organ, both of the Department of Labour and of Education. No other organisation including any statutory body such as the Estate Agency Affairs Board has any legal right to cast aspersions, either on the process used by SAQA (the South African Qualification Authority) to accredit training providers or the learning programme offered by those training providers. We are aware that in certain instances the Estate Agency Affairs Board have incorrectly informed you that qualifications issued by particular Services SETA accredited providers are not valid in the opinion of the Estate Agency Affairs Board. This Board does not have the authority or the credibility to attack official SAQA or SETA processes used in the accreditation of providers and of learning programmes. Therefore, I can confirm that all qualifications obtained in terms of the SAQA processes from Services SETA accredited training providers and RPL and Assessment centres, are absolutely current and absolutely valid.

Where DTI regulation refer to specific NQF qualifications as a prerequisite for registration with the Estate Agency Affairs Board, training providers accredited to offer these qualifications are completely entitled to offer their services in terms of their conditions of accreditation to the industry and their credentials cannot be questioned by the Estate Agency Affairs Board.

It has additionally been brought to our attention that the Estate Agency Affairs Board are making the purchase of their 800 page text book a prerequisite for your qualification to be accepted by the EAAB. Please take note that they are not legally entitled to do this and that this text book has not been accredited as formal learning material by the Services SETA which is the officially delegated authority in this instance of the South African Qualifications Authority. We have encouraged the EAAB to offer their text book to our accredited training providers as an additional resource in their training activity. The EAAB however are not entitled to make the use of this text book compulsory for any of the training providers, many of whom have spent fortunes on the preparation and submission of their material during the accreditation process. We have suggested that as the EAAB need to create an income stream for their education activities and have chosen this text book as one of the mechanisms to do this, it could be used for preparation purposes for members who are required to go through the Professional Designation process. To date this has been a suggestion to which we have had no response from the EAAB.

In summary therefore, please disregard any and all indications from the EAAB that qualifications legitimately obtained from Services SETA accredited training providers will not satisfy DTI regulations for EAAB registration. Not only is this a misleading interpretation by the EAAB of these regulations, but it is dangerous in creating the impression that all of the hard work which you as participants in the industry and the training providers have put in over the last 2 years to satisfy these DTI regulations, is worthless. The EAAB are simply not entitled to make these assertions. Please disregard and ignore them. We suggest rather that the EAAB devotes its considerable resources instead to attending to the shortcomings of its core business, specifically protecting the interest of the consumers by properly managing the timeous issuing of fidelity fund certificates and in general, the effective management of those principals and non-principals currently active in the industry.

Yours sincerely

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