

“Information itself is power”

Sir Francis Bacon

Editors

Trevor Moatlhodi
Tshireletso Baloi

tmoatlhodi@bqa.org.bw
tbaloj@bqa.org.bw

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This bulletin is the first edition of Volume 10 of the BQA Statistical Bulletin. The Authority has new updates to share with our valued stakeholders and customers as part of information dissemination and continuous improvement.

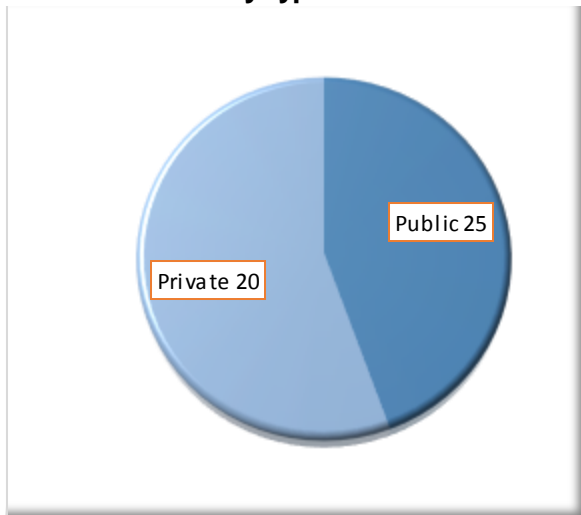
The text in this bulletin is meant to explain the tables and graphs. Further analysis, clarification and interpretation of the trends in the data and the conclusions that can be drawn from this may be referred to the editors or the Educational Records Division.

1. Registration and Accreditation of Institutions (Higher Education)

1.1 Number of Registered Institutions

By the end of quarter 1, one (1) new institution was registered bringing the total to 45. These are institutions offering diploma and degree programmes. Figure 1.1 shows the registered institutions by type.

Figure 1.1 Number of registered institutions by type



1.2 Review of Programmes

One hundred and two (102) programmes were received for review. Three (3) programs were approved and ninety nine (99) will be reviewed in the next quarter.

1.3 Programme Accreditation

Fifty six (56) programmes were received for accreditation and only one (1) was accredited.

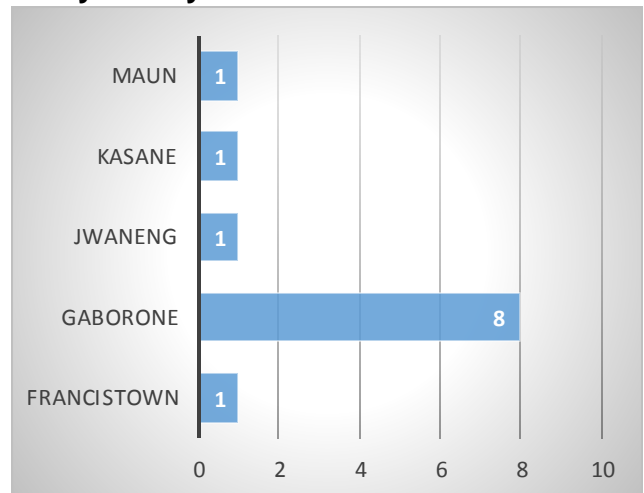
2. Registration and Accreditation of Institutions (Technical and Vocational Education & Training- TVET)

A total of 13 education and training providers were accredited, twelve (12) being consultancies and one (1) a public institution.

2.1 Accredited Institutions by Locality

Eight (8) of these consultancies are based in Gaborone, Maun (1), Kasane (1), Francistown (1) and Jwaneng (1). The accredited public institution is based in Mahalapye.

Figure 2.1 Accredited institutions by locality



2.2 Registration and Accreditation of Programs

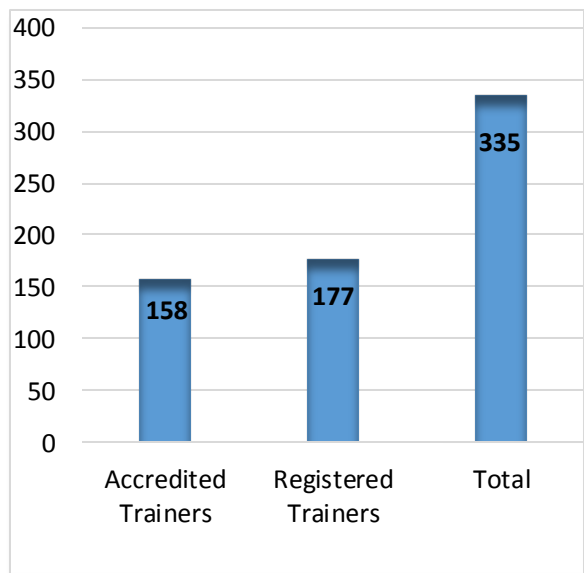
Nine (9) new programs were accredited in quarter 1.

3 Registration and Accreditation of Trainers

3.1 Number of Registered & Accredited Trainers

In quarter 1, BQA registered 177 trainers and accredited 158, as shown in figure 3.1. The total of both accredited and registered trainers for quarter 1 is three hundred and thirty five (335).

Figure 3.1 Number of registered and accredited trainers



3.2 Registered & Accredited Trainers by Gender

For both registered and accredited trainers, the number of males is higher than that of females. Table 3.2 shows trainers by gender.

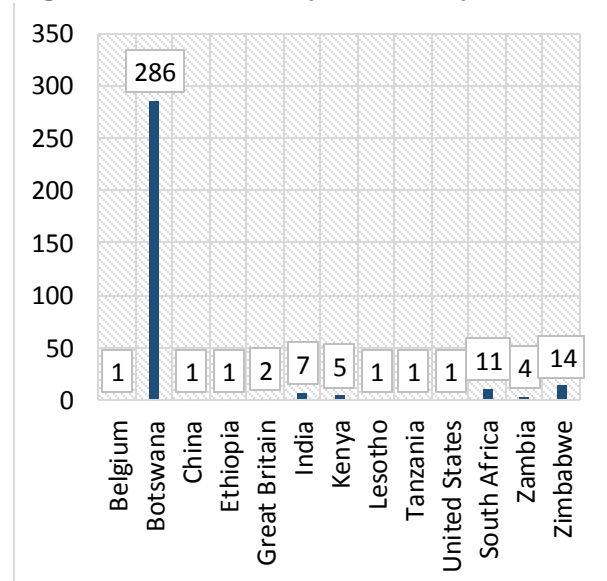
Table 3.2 Trainers by gender

| Trainer Category | Female | Male | Total |
|------------------|------------|------------|------------|
| Registered | 70 | 107 | 177 |
| Accredited | 63 | 95 | 158 |
| Total | 133 | 202 | 335 |

3.3 Registered & Accredited Trainers by Nationality

The highest number of accredited and registered trainers are Batswana at 286, followed by Zimbabweans at 14 then South Africans at 11.

Figure 3.3 Trainers by nationality

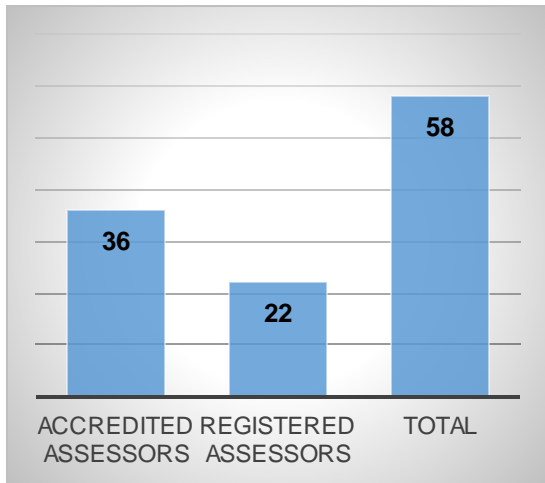


4. Registration and Accreditation of Assessors

4.1 Number of Registered & Accredited Assessors

Fifty eight (58) assessors were registered and accredited during this quarter compared to thirty three (33) in the previous quarter.

Figure 4.1 Number of registered & accredited assessors



4.2 Registered & Accredited Assessors by Gender

As it was the case with trainers, the number of registered and accredited male assessors outweigh that of females.

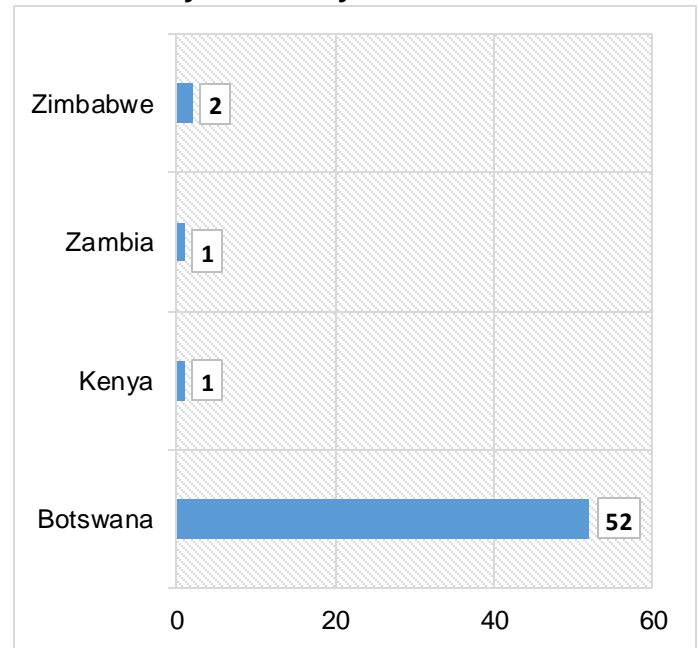
Table 4.2 Registered & accredited assessors by gender

| Assessor Category | Female | Male | Total |
|-------------------|-----------|-----------|-----------|
| Registered | 9 | 13 | 22 |
| Accredited | 13 | 23 | 36 |
| Total | 22 | 36 | 58 |

4.3 Registered & Accredited Assessors by Nationality

Almost all of the assessors registered and accredited in quarter 1 are Botswana as evidenced by the graph below.

Figure 4.3 Registered & accredited assessors by nationality



5. Evaluation Of Qualifications

The Authority has been mandated to evaluate local and external qualifications to ensure quality in the education and training system in Botswana. A total of 284 qualifications were evaluated. The qualifications evaluated range from certificate level up to doctoral degree.

Table 5.1 Evaluation of qualifications by gender, level and country of origin

| Gender | Number |
|--|---------------|
| Male | 166 |
| Female | 118 |
| Total | 284 |
| Qualification Level | Number |
| Foundation Certificate | 2 |
| Intermediate Certificate | 9 |
| Certificate | 62 |
| Above Certificate | 13 |
| Diploma | 66 |
| Advanced Diploma | 3 |
| Degree | 117 |
| Doctoral Degree | 1 |
| Master's Degree | 10 |
| Part award | 1 |
| Total | 284 |
| Country of Qualification Origin | |
| Belgium | 1 |
| Botswana | 245 |
| Germany | 1 |
| India | 1 |
| Kenya | 2 |
| South Africa | 12 |
| Tanzania | 1 |
| Uganda | 2 |
| United States of America | 1 |
| Zambia | 4 |
| Zimbabwe | 14 |
| Total | 284 |

6. Compliance Monitoring

BQA monitors TVET and HE institutions to ensure compliance with regulatory requirements. This is achieved through scheduled and unscheduled audits of these institutions.

6.1 Number of Audited Institutions (HE)

No audits were conducted in the period under review.

6.2 Number of Audited Institutions (TVET)

Eighteen (18) institutions were audited, six (6) had their accreditation renewed and 12 are still being processed.

6.3 Complaints on Education & Training Providers (ETPs)

From May-June 2015 the Authority received 19 complaints. Five (5) of these complaints have been officially closed whilst 14 are pending investigation.

7. Qualifications Development

BQA coordinates the development of training unit standards and packaging of qualifications.

7.1 Awards Registered

There were no unit standards or qualifications registered this quarter.

7.2 Standard-Based Assessment (SBA)

No candidate assessment materials were developed this quarter and no candidates were assessed.

8. Stakeholder Relations

8.1 Enquiries from Customers

In quarter 1, 1065 enquiries were received.

8.2 Method of Enquiry

These enquiries were made mostly through the telephone and walk-ins. The sms/WhatsApp was new hence had low traffic. May was the busiest month with 374 enquiries.

Table 8.2 Enquiries by mode and month

| Mode of enquiry | April | May | June | TOTAL |
|-----------------|------------|------------|------------|-------------|
| Telephone | 123 | 137 | 110 | 370 |
| Walk-in | 114 | 129 | 125 | 368 |
| E-mail | 30 | 58 | 52 | 140 |
| SMS | 23 | 34 | 40 | 97 |
| Facebook | 39 | 7 | 14 | 60 |
| WhatsApp | 12 | 9 | 9 | 30 |
| TOTAL | 341 | 374 | 350 | 1065 |

8.3 Types of Enquiries

Table 8.3 shows a breakdown of the nature of these enquiries. Requests for information on accreditation requirements for trainers/assessors and institutions (pre-conferencing) constitute majority of the enquiries. Potential learners also continue to enquire on accreditation status of institutions and learning programmes.

Table 8.3 Types of Enquiries

| Activity | Customers Received |
|--|--------------------|
| Pre- Conferencing- Trainers | 244 |
| Pre- Conferencing- Institutions | 208 |
| Confirmation of Accreditation of Institutions/Programs | 159 |
| Tracking of Applications | 111 |
| List of Accredited Institutions | 96 |
| Evaluation of Qualifications | 95 |
| Requests for Certificates | 45 |
| Guides License | 23 |
| Complaints | 22 |
| HRD Fund | 20 |
| DTEF Issues | 10 |
| Information on the Mandate of BQA | 10 |
| Request for LOGO | 9 |
| Proof of Payment for Applications | 7 |
| RPL | 3 |
| Renewal of Accreditation | 3 |
| TOTAL | 1065 |

The stakeholder relations office still receive enquiries about the Human Resource Development Fund (formerly known as the Vocational Training Fund) despite it now being housed at HRDC. Few enquiries were on renewal of accreditation and also on recognition of prior learning. By June 30th, the level of customer satisfaction was 87%, which was 3% below the strategic plan target.