

“Information itself is power”

Sir Francis Bacon

Editors

Boipelo F. Nthawe
Tshireletso Baloi

bnthawe@bqa.org.bw
tbaloi@bqa.org.bw

Contents	Page
1. Registration and Accreditation of Institutions (HE)	2
2. Accreditation of Institutions & Programmes (TVET)	2
3. Registration of Trainers	3
4. Registration of Assessors	3
5. Evaluation of Qualifications	4
6. Compliance Monitoring	5
7. Stakeholder Relations	5

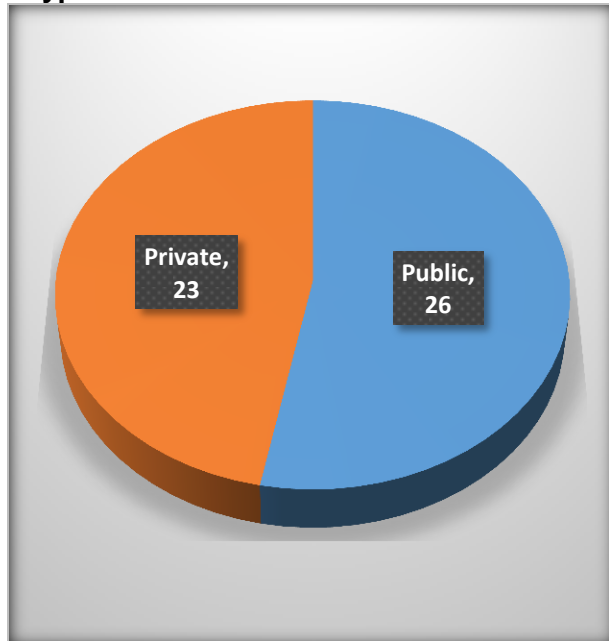
List of Figures	Page
1.1 Registered institutions by type (HE)	2
2.1 Accredited institutions by locality (TVET)	3
3.1 Number of registered trainers	3
4.1 Number of registered assessors	4
List of Tables	Page
Table 5.1: Evaluated qualifications (Number, Level and Country)	4
Table 7.2: Method of enquiry	5
Table 7.3: Type of enquiry	5

1. Registration and Accreditation of Institutions (Higher Education-HE)

1.1 Number of Registered Institutions

Three (3) new institutions were received in this quarter for registration and are still being processed, therefore the number of registered institutions offering diploma and degree programmes remained unchanged from last quarter's 49. Figure 1.1 shows the registered institutions by type.

Figure 1.1 Registered Institutions by Type



1.2 Review of Programs

In quarter 4, seven (7) programs were received for review and they were all processed.

1.3 Program Accreditation

Nine (9) programs were received for accreditation and they were all accredited.

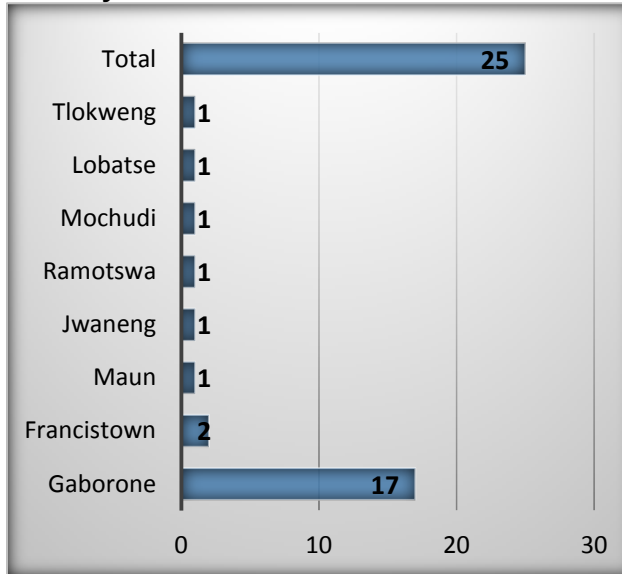
2. Registration and Accreditation of Institutions (Technical and Vocational Education & Training- TVET)

A total 25 new education and training providers were accredited. Twenty (20) of which are consulting firms, four (4) are private institutions and one (1) a work-based training center. Out of this 25, one (1) was accredited conditionally.

2.1 Accredited Institutions by Locality

Majority of the institutions accredited this quarter are based in Gaborone while two (2) are based in Francistown and one (1) each is based in the following areas; Maun, Jwaneng, Ramotswa, Lobatse, Mochudi and Tloweng.

Figure 2.1 Accredited Institutions by Locality



2.2 Registration and Accreditation of Programs

A total of one hundred and seventy eight (178) programs were accredited in quarter 4. Eighty five (85) were from newly accredited institutions, three (3) from the conditionally accredited institution and ninety (90) as additional programs.

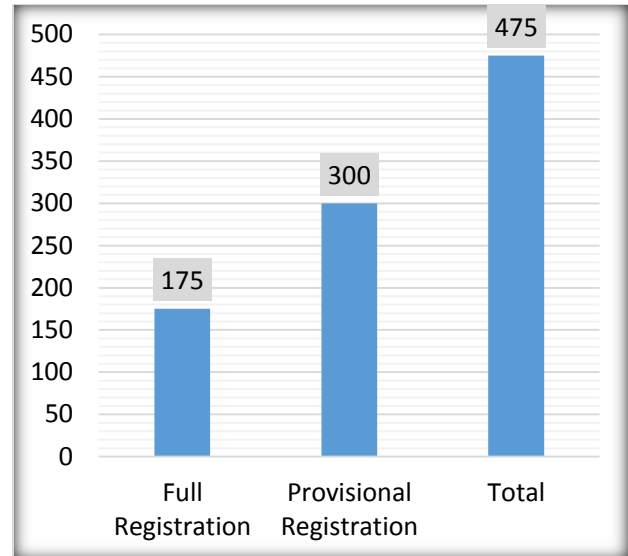
3. Registration of Trainers

3.1 Number of Registered Trainers

In quarter 4, BQA registered 475 trainers as shown in figure 3.1. One hundred and

seventy five (175) of these trainers were registered as full trainers and three hundred (300) as provisional trainers.

Figure 3.1 Number of Trainers

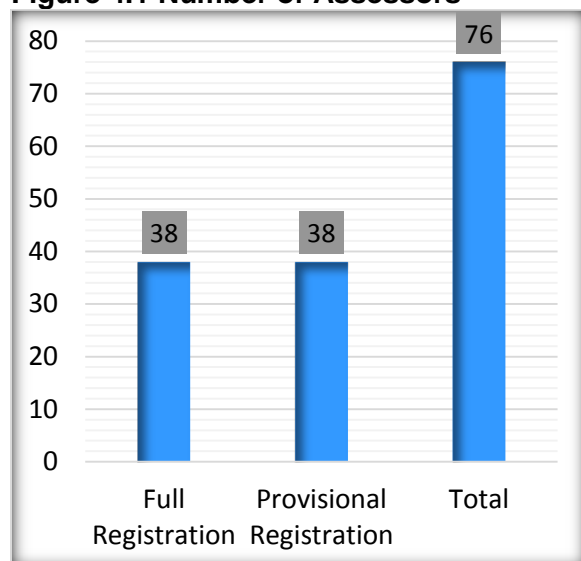


4. Registration of Assessors

4.1 Number of Registered Assessors

Seventy six (76) assessors were registered in this quarter compared to forty three (43) in the previous quarter.

Figure 4.1 Number of Assessors



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. In quarter 4 a total of 513 qualifications were evaluated. The qualifications evaluated range from foundation certificate up to doctoral degree. Twenty four (24) requests were received from employers who wanted their employees' qualifications evaluated.

Table 5.1 Evaluated Qualifications

Gender	Number of qualifications evaluated
Female	207
Male	306
Total number qualifications evaluated	513
Qualification Level	
Foundation Certificate	8
Intermediate Certificate	9

Certificate	76
Above Certificate	14
Diploma	78
Advanced Diploma	5
Bachelor's Degree	228
Master's Degree	90
Doctoral Degree	5
Total number qualifications evaluated	513
Country of Qualification Origin	
Botswana	292
South Africa	66
United Kingdom	48
Zimbabwe	32
India	18
China	11
Australia	10
United States of America	9
Malawi	4
Kenya	3
Namibia	2
Nigeria	2
Tanzania	2
Zambia	2
Bulgaria	1
Canada	1
Finland	1
France	1
Ireland	1
Ghana	1
Mauritius	1
Netherlands	1
Russia	1
Suriname	1
Swaziland	1
Ukraine	1
Total number qualifications evaluated	513

6. Compliance Monitoring

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

6.1 Number of Audited Institutions (TVET)

Thirty four (34) institutions were audited in quarter 4 and accreditation was renewed for all them. Two (2) of the audited institutions were re-accredited after having had their accreditation expire.

7. Stakeholder Relations

7.1 Enquiries/Requests from Customers

In quarter 4, 1683 enquiries were received compared to 896 in the last quarter.

7.2 Method of Enquiry

These enquiries were made mostly through the telephone and walk-ins. Fewer enquiries were made through the BQA customer service email and by SMS. The month of February registered 589 enquiries which was the highest number of the quarter.

Table 7.2 Method of Enquiry

Method of enquiry	Jan	Feb	Mar	TOTAL
Telephone	280	296	248	824
Walk-in	161	167	171	499
E-mail	41	47	28	116
Facebook	27	48	75	150
SMS	10	31	53	94
TOTAL	519	589	575	1683

7.3 Types of Enquiries

Table 7.3 shows a breakdown of the enquiries/requests. Requests for information on the accreditation requirements for trainers/assessors constitute majority of these enquiries. Following these, are requests for confirmation on whether certain programs and/or institutions are accredited.

Table 7.3 Types of Enquiries

Enquiry/Request	Customers Received
Pre- Conferencing- Trainers	597
Confirmation of Accreditation of Institutions/Programs	279
Pre- Conferencing- Institutions	269
List of Accredited Institutions	186
HRD Fund	136
Evaluation of Qualifications	97
Tracking of Applications	91
Complaints	9
Certificate Follow-ups	7
ICM Programs	4
Sponsorship	4
Career Guidance	4
Total	1683