

15 Sherborne Road, Parktown, Gauteng, 2193
 P O Box 3322, Houghton, 2041
 Tel: (011) 276 9600, Fax: (011) 276 9623
 E-mail: customercare@serviceseta.org.za
 Website: www.serviceseta.org.za



Date: 18 January 2017

Name of Provider: IFUNDI CUSTOMER SOLUTIONS

Address: 2nd Floor, Regenesys Campus, 4 Pybus Road (cnr. Katherine Street) Sandton

Tel: +27 11 290 5900 (Office)

Fax: +27 11 784 6842 (Fax)

Cell: +27 81 556 1346

Email: kevin.heydenrych@gmail.com or kevin@i-fundi.com

Dear Kevin

Services SETA Accreditation No: 0435

RE - Accreditation of Provider – IFUNDI CUSTOMER SOLUTIONS

This serves as confirmation that IFUNDI CUSTOMER SOLUTIONS accreditation no. 0435 has been awarded **Provisional Accreditation until 31 March 2018**, as a Provider of Education and Training for the delivery of the following learning programme/s:

Name of Learning / Skills Programme	NQF Level	Number of Credits	Expiry Date	Unit Standards / Qualification aligned to Learning programme		Qualification to which the learning program and unit standards are linked / contextualized
				US ID/QUAL	Title	
Further Education and Training Certificate: Business Administration Services	4	140	2018-06-30	61595 LP 35928	Further Education and Training Certificate: Business Administration Services	Qualification ID: 61595 LP 35928 Qualification Title: Further Education and Training Certificate: Business Administration Services Credits: 140 Level: 4 Registration start date: 2015-07-01 Registration end date 2018-06-30 Last Date for Enrolment: 2019-06-30

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							Last Date for Achievement: 2022-06-30
National Certificate: Contact Centre Support		2	128	2018/06/30	71490 LP 73269	National Certificate: Contact Centre Support	Qualification ID: 71490 LP 73269 Qualification Title: National Certificate: Contact Centre Support NQF Level: 2 Credits: 150 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30
Further Education and Training Certificate: Project Management		4	136	2018/06/30	50080	Further Education and Training Certificate: Project Management	Qualification ID: 50080 Qualification Title: Further Education and Training Certificate: Project Management NQF Level: 4 Credits: 136 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30

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Further Education and Training Certificate: New Venture Creation	4	149	2018/06/30	66249	Further Education and Training Certificate: New Venture Creation	Qualification ID: 66249 Qualification Title: Further Education and Training Certificate: New Venture Creation NQF Level: 4 Credits: 149 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30
Further Education and Training Certificate: Generic Management	4	150	2018/06/30	57712 LP 58344	Further Education and Training Certificate:	Qualification ID: 57712 LP 58344 Qualification Title: Further Education and Training Certificate: Generic Management NQF Level: 4 Credits: 149 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30
National Certificate: Contact Centre and Business Process Outsourcing Support	3	124	2018/06/30	93997 LP 80566	Contact Centre and Business Process Outsourcing Support	Qualification ID: 93997 LP 80566 Qualification Title: Further Education and Training Certificate: Contact Centre and Business Process Outsourcing Support NQF Level: 3 Credits: 124 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30

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							Last date of achievement: 2022/06/30
General Education and Training Certificate: Business Practice		1	121	2018/06/30	61755	General Education and Training Certificate: Business Practice	Qualification ID: 61755 Qualification Title: General Education and Training Certificate: Business Practice NQF Level: 1 Credits: 121 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30
Further Education and Training Certificate: Marketing		4	139	2018/06/30	67464	Further Education and Training Certificate: Marketing	Qualification ID: 67464 Qualification Title: Further Education and Training Certificate: Marketing NQF Level: 4 Credits: 139 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30

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<p>Further Education and Training Certificate: Contact Centre Operations</p>		4	132	2018/06/30	93996 LP 71489	<p>Further Education and Training Certificate: Contact Centre Operations</p>	<p>Qualification ID: 93996 LP 71489 Qualification Title: Further Education and Training Certificate: Contact Centre Operations NQF Level: 4 Credits: 132 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30</p>
<p>Further Education and Training Certificate: Real Estate</p>		4	150	2018/06/30	59097	<p>Further Education and Training Certificate: Real Estate</p>	<p>Qualification ID: 59097 Qualification Title: Further Education and Training Certificate: Real Estate NQF Level: 4 Credits: 150 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30</p>
<p>Apply basic human resources practices</p>		6	8	2018/06/30	48967	<p>Apply basic human resources practices</p>	<p>Qualification ID: 48967 Qualification Title: National Certificate: Business Advising Operations NQF Level: 6 Credits: 138 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30</p>

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Apply the principles of change management in the workplace		5	10	2018/06/30	115407	Apply the principles of change management in the workplace	Qualification ID: 49075 Qualification Title: National Certificate: Organisational Transformation and Change Management NQF Level: 5 Credits: 127 Registration start date: 2015/07/01 Registration end date: 2018/06/30 Last date of enrolment: 2019/06/30 Last date of achievement: 2022/06/30
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A comprehensive report in terms of the evaluation of your application for accreditation will be sent to you. Where there are any recommendations and requirements stipulated please ensure that you provide the **SSETA- Services Sector Education Training Authority** with the required information as per the stipulations.

Your accreditation number must be utilised by **IFUNDI CUSTOMER SOLUTIONS** only and may not be used by any other Skills Development Provider.

As an accredited Skills Development Provider you are required to:

1. Complete and submit the attached code of conduct to Services Seta within 7 working days of receipt of this accreditation letter.
2. Submit learner enrolments to Services Seta as soon as learners have been enrolled onto the learning intervention within 21 days of the commencement of the approved training intervention.
3. Conduct training, assessment and moderation on the approved learning intervention.
4. Upload learner achievements to Services Seta in order to complete Services Seta's quality assurance learner achievements process for external moderation to be conducted by the Services Seta.

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Finally the Services SETA wishes to congratulate **IFUNDI CUSTOMER SOLUTIONS** on this achievement and is looking forward to a long association.

Should you require any further information do not hesitate to contact the Services SETA.

Yours sincerely

A handwritten signature in black ink, appearing to read "Nozipho Zondo".

Nozipho Zondo

Manager: QMD

(Pre-Accreditation and Qualifications)

E-mail: noziz@serviceseta.org.za