



## **MAGNUM SHOOTING ACADEMY CC**

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## **SASSETA / Compliant**

**26/10/2012**

**Att: Mr. Bruce Mohamed**

Good day Mr. Mohamed, I would like to put forward a few problems that I the owner of **Magnum Shooting Academy** have and continue to encounter with **SASSETA** and hoping we can work together to correct these issues.

First and foremost, the F.C.A -001/002 documents and uploading of learners on the Edudex system is a complete failure, whether it is been done electronically or manually, we are not receiving any certificates from you. Our last delivery form **SASSETA** was in 2008. The issue is that our learners want their **SASSETA** Certificates as they need it to apply for the SAPS Competence and Firearm license.

For those that are seeking work or need their SASSETA Certificate to apply for work within the industry, they are complaining about our service as they say we are not do not have SASSETA Accreditation, demanding a training refund, and marking our academy as offering bad service or bad quality of training as we cannot offer them this certificate.

We cannot find the reason as to why we need to fill out quarterly reports to **SASSETA** as our information remains the same, apart from the learner data base. **The figures of how many learners are found competent should be picked up by SASSETA** as and when you certify our learners with your **SASSETA** certificate.

**Magnum Shooting Academy** has just been verified by your independent contractor who verified my company for 6 hours at an exuberant cost to **SASSETA**, with what we believe had no real impact; this might be the case of my company being in line with the **SASSETA ETQA / I.T.A. /SAPS/ SAQA** best practices.

I was promised feedback on numerous items on the agenda from previous meetings and email correspondence. As discussed, we have put in place all the adjustments and we are always willing to improve in our quality of programme delivery.

I would like to know when will we EVER get some kind of newsletter / email or stakeholder (Business owner / Management) meeting that keeps the Firearm training industry abreast with new developments and news from **SASSETA**.

I would like to know when the "Edudex system" will be up and running again, we now have to complete all the documents manually and deliver them to your mail room. It's hard to believe that **SASSETA** that has a budget to spend cannot implement a system that all providers can use that does not become redundant within two years in operation.

If we hand in our large learner register book to **SASSETA**, what will my current learners sign and register to enter into our programmes and sign an indemnify them, also when will we get it back?

It's almost impossible to give you figures of our learners that are **C /NYC or NOT YET COMPLETE**, as we are dealing with the general public and security business, we have to constantly deal with learners not completing courses are moving to different companies. As for the **Not Yet competent learners**, well we always allow for repeat assessment as its quite nerve wrecking to perform and pass an assessment with a firearm if you have never shot a firearm before.

We have to deal with many learners that are disabled with learning needs and barriers for learning to take place, some women learners have been raped by gun point and break down in the class and on the shooting range. We then have to console the learners and ultimately become a counselor to reassure the learner. This process takes some time.

It's still sad to hear that there are training providers out there letting their learners through the assessment process without completing qualification shoots as to save cost. They always seem to get these fantastic contracts with large companies and making sure that the quality of training is **far below the unit standard criteria**.

What has **SASSETA** done to punish these assessors / Moderators and to extreme circumstances close them down, does **SASSETA** have these figures as to how many training providers out there and how many have been audited / verified and who has been de-accredited.

It's ultimately the assessor that allows this kind of malpractice at the training provider, what has been done to punish the assessor.

Are these figures available to the training providers?

We are proud of our company and we wish to have our credentials on the **SASSETA and SAPS Website...** why do you have such old and outdated information on your website.

We advise our clients who wish to visit the SASSETA/ SAPS Website to confirm our accreditation details. All they see is old and stale information that is not up dated, maybe the information on the report can be used to update your website.

Being part and a signed MOU with **International Firearm Training Academy** to utilize their training material and conform to their QMS as requested and stipulated by **SASSETA** in my original accreditation some years ago, I trust that they would be my lead provider and deal with new developments regarding **SAQA, SAPS, NCRS and SASSETA**.

We have built a relationship over the years with I.T.A. and we wish to continue this as they have been the best business model I have ever come across, as they have always been there to represent training and many other aspects within the Firearms Industry and to change this process would prove detrimental to our business.

Lastly I would like to properly understand why is it that I have to register my business with **PSIRA** so that I may offer the General Security Practices NQF3. If this qualification is a registered qualification at **SASSETA**, what does PSIRA have to do with this equation? My business has to fund R6000.00 to register with PSIRA and then pay them R300.00 per month. When I originally registered my business with **POSLEC SETA**, they said it was free; this gave us the potential to become a South African business owner.

The issue I have is that I was awarded some of the Close Protection unit standards but not the whole qualification. When I reapplied to the **ETQA** they said I should register with **PSIRA to get the rest of the unit standards**.

I would like to ask that if a government institution like the **NPA (Witness protection unit) ICD or Hawks** wish to open an in house training academy to facilitate Close Protection, do they also have to register at **PSIRA**, I ask this because I have done work for these institutions and they have approached me to consult to for them and I would need to be able to offer valid answers.

Thanking you in advance, hope to resolve these issues with you and the ETQA ASAP.

Regards

James Bristow

Owner

Magnum Shooting Academy - 051940000146

Att: James Bristow

Dear Sir

**Ref. No.17James Bristow -29 Nov 2012**

The ETQA is committed to excellent service delivery and quality customer care. We find it totally unacceptable when any undue delays or unnecessary inconvenience to providers are as a direct result of SASSETA's failure to keep to its commitment as expressed above.

Your comments regarding poor service delivery and lack of quality customer care from the SASSETA ETQA are very important to us. We want our providers to enjoy excellent service delivery and quality customer care. Thus your reporting of issues that have been left unresolved is a serious concern for us, as an ETQA.

The following is a summary of the issues reported:

1. Communication between SASSETA and Providers within the Firearms sector, including challenges experienced with the SASSETA website and the SETA Management System.
2. The SETA Management System which presents challenges with respect to information about provider accreditation status, details of registration of assessors / moderators.
3. Information about Policies and Guidelines with respect to re-accreditation, quarterly reports, verification is either not available or not clear or is not communicated to providers.
4. Stakeholder participation
5. Quality Assurance and Training Standards
6. Service Commitment

The HOD: ETQA will draft an Action Plan that would address the issues as identified above.

We trust that, through the actions we propose to implement, it could contribute towards the improvement, maintenance and consolidation of a mutually beneficial relationship between SASSETA and its providers in the future.

Though it is indeed unfortunate that the complainants chose not to report the issues to the current HOD: ETQA first, before escalating such to the QCTO, the ETQA sees this as an opportunity to improve our service delivery and customer care. SASSETA, on the other hand, takes the opportunity to thank those providers which chose to make contact with the HOD: ETQA first in order to seek resolution to some of the issues referred to above.

SASSETA seeks to build bridges – bridges that would last. Such bridges, we believe, are supported by a relationship that is built on not only mutual trust but also reciprocal respect for each other.

Yours faithfully / Bruce Mohamed /

**HOD: ETQA at SASSETA**

## 1. Introduction

Discussions were held between the **Safety and Security Sector Education & Training Authority (SASSETA)** the **Quality Council for Trades and Occupations (QCTO)** and the **Professional Firearm Trainers Council (PFTC)** over a period of 4 months resulting in the agreement by the SASSETA to relinquish its quality assurance functions of qualification ID 50480 Further Education and Training Certificate: Firearm Training and the associated unit standards listed in 2.1 below, which are registered on the National Qualifications Framework (NQF).

## 2. Notification

The **Safety and Security Sector Education & Training Authority (SASSETA)** is notified that the Chief Executive Officer has removed the qualification listed in 2.1 from its Accreditation scope. The **Safety and Security Sector Education & Training Authority (SASSETA)** is further notified that a transition period will be applied as follows:

- a. The SASSETA to accept learner achievement uploads from accredited training providers for a period of 60 (sixty) days ending 31 May 2013
- b. The SASSETA to accept South African Police Service (SAPS) firearm unit standards submissions for a period of 90 (ninety) days ending 30 June 2013

### 2.1 Qualification

No	Title of Qualification	NQF Level	NLRD Number
1	Further Education and Training Certificate: Firearm Training	Level 4	50480



**MARGARET BARRETTO**

Deputy Director: Quality Assurance: Current Qualifications Specialist

05 April 2013

Mr Andre Pretorius  
President  
South African Professional Firearm Trainers Council (PFTC)  
31 Voortrekker Road  
Minalore  
**KRUGERSDORP**

email [president@pftc.co.za](mailto:president@pftc.co.za)

Dear Mr Pretorius

**RE DELEGATION OF QUALITY ASSURANCE FUNCTIONS FOR A CURRENTLY REGISTERED NQF QUALIFICATION**

In terms of Section 32 of the NQF Act 67 of 2008 read with section 26I of the SDA (2) 37 of 2008, SAQA and the Quality Councils (QCs) have the power to delegate any of their functions to a committee, any other body capable of performing the function or an employee.

The Quality Council for Trades and Occupations (QCTO) has agreed to delegate certain quality assurance functions to the South African Professional Firearm Trainers Council (PFTC). The delegation will be governed by terms and conditions which form part of the delegation.

It must be noted that should the PFTC find itself unable to perform its delegated functions; the QCTO will be left with no other recourse than to find a replacement for which the quality assurance partner will have to assume the financial responsibility. This process is in line with the procedure used where a training provider fails to execute its functions, but remains accountable for ensuring service delivery.

Attached please find the delegation document (reference number CEO/13/04/005) for your signature.

Yours sincerely



**MS JOYCE MASHABELA**  
**CHIEF EXECUTIVE OFFICER**

cc Mr T N Lata – Chief Director: Occupational Qualifications Management

# Magnum Shooting Academy's Statement -2016

***It is there-fore with all this non-delivery of SASSETA Certificates and non quality assurance from SASSETA that it's in the positive interest of the firearms industry that we have aligned ourselves with the Professional Firearm Trainers Council (P.F.T.C) and get our accreditation from P.F.T.C. as our firearms quality assurance body.***

***We would also like to extend our sincere apologies to you the learner and our client for not receiving SASSETA Certificates and causing inconvenience to you.***

**We have implemented terms and conditions to prevent any further confusion**

## **LOST/ BURNT/ STOLEN CERTIFICATES /NON- Delivery of SASSETA CERTIFICATES /P.F.T.C -SOR**

- In The case that a learner has attended a course with M.S.A in the past and has lost their certificates or certificates have been stolen or they have given the certificates to the SAPS, then the following will apply.
  - M.S.A. can only re-issue certificates if you're original **(FILE- P.O.E) Portfolio of Evidence** is in our archives which will be held at **M.S.A** for 6 years.
  - M.S.A can only re-issue certificates if you produce proof that you have attended the course with M.SA.
  - M.S.A can only re-issue certificates if you produce an avadavat from SAPS that you have lost your certificates or whatever reason.
  - Produce a copy of your ID Book.
  - M.S.A. charges an admin fee of R250.00 per **M.S.A Certificate** includes a **P.F.T.C. Statement of Results** for this service.
  - M.S.A. cannot be held responsible for ***SASSETA's non delivery of certificates*** for training which you attended in the past. We cannot get any certificates or copies of certificates from **SASSETA** as they no longer hold the accreditation for the firearm unit standards.
  - We recommend attending training and complete the unit standards under the new Professional Firearm Trainers Council, **(P.F.T.C.)**. You will then receive a M.S.A. Certificate and a P.F.T.C Statement of Results included, this is part of your training package. This is what is needed when applying for SAPS Competence and firearm license.
  - If the new **P.F.T.C Statement of Results** which replaces **SASSETA Certificates** is needed to renew a **SAPS Competence or firearm license**, and **M.S.A** has your P.O.E, then we can register you at **P.F.T.C** and print you a statement of results, we charge an admin fee of R250.00.