QualServ I.T.

Brochure 2014

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About Us

Based on our considerable experience with major Training Providers, QualServ I.T. provides a packaged service for Training Providers and divisions, aligning I.T., QMS, Assessment and Learning processes to relative Quality Assurance body requirements, for the purposes of achieving and maintaining accreditation. We provide solutions that target quality, efficiency and safety of the clients' business through up to date products and services, which use a sharp sense of professionalism, a keen eye to detail and a unique blend of skills.

Mission

The design and implementation of products and services relative to I.T., Learning Programmes, QMS and Assessment which correspond to prevailing accreditation requirements.

Vision

To be the national provider of choice for Training Providers/divisions and the promotion of consistent and proven I.T., QMS, Assessment and Learning Management Systems. This service will provide state of the art solutions appropriate to the Training Providers' efforts to achieve and maintain their accreditation status.

Introduction To Services

The accreditation of Training Providers is a time consuming and often frustrating process that takes the Training Providers focus away from their core business of training. QualServ I.T. was established specifically for this purpose, providing a service that allows the Training Provider to remain focused on their training business while the necessary accreditation processes are in place.

QualServ I.T. has a wealth of experience in the field of training and accreditation services, having dealt with major training provider operations over the last 20 years. Our processes have been refined during this time, and along with our knowledge of training and the relationships developed with key persons in the Quality Assurance bodies, our services are a value-add to any Training Provider embarking on the accreditation journey.

In addition to the standard accreditation offerings, QualServ I.T. offers unique I.T. solutions that are becoming essential to Training Provider operations. The need for appropriate databases when dealing with Quality Assurance bodies and the value of electronic communication tools is becoming critical to effective Training Provider operations.

Our services may be utilized as a full package or in individual elements according to the needs of each Training Provider. Our purpose is to provide Training Providers with support services in achieving accreditation and enabling Training Providers to then maintain their accreditation status. To this end, all services are based on the requirements of each Training Provider, which is established through a thorough analysis of existing resources and processes and measured against the requirements of the appropriate Quality Assurance body.

Accreditation need no longer be an issue! Services are listed on the following pages:

I.T. Services

Maintenance/design of network infrastructure according to network infrastructure analysis.

This includes:

- Hardware inventory
- Software inventory
- Network
- LMS (Database)
- Data recovery
- Cellphone contracts
- Website/web hosting

Graphic Design Services

- Using Suitable Applications / Programmes for Requirements:
  Photoshop, Corel Draw, Flash, Dreamweaver, Notepad ++, Word Press, Microsoft Office
- Website Development
- Search Engine Optimisation
- Corporate Branding
- Logo Design
- Banners, Posters, Calendars, Brochures,
  Business Cards and Company Portfolios

Accreditation Services

- Accreditation for Training Providers / Divisions
- Accrediting of Learning Materials
- Learning Material Development
- Registration of Assessors, Moderators, Facilitators with SAQA
- Q.C.T.O.

Quality Management System as per ISO 9000:2008 requirements. Based on provider evaluation analysis.

- ISO 9001:2008 Quality Management System Consulting
- ISO 9001:2008 Quality Management System Implementation
- ISO 9001:2008 Quality Management System Audit
- ISO 9001:2008 Quality Management System ISO Certification Audit Preparation
- ISO 9001:2008 Quality Management System Training

Quality Management System as per SAQA requirements. Based on provider evaluation analysis.

The following Policies and Procedures are considered, based on the unique requirements and resources of each provider and the relative Quality Assurance body:

- Quality Management
- Administration Management
- Human resources Management
- Training Management
- Assessment/Moderation Management
- Marketing Management
- OHS Management
- Learning programme Management
- Customer services Management
- Documentation and records Management
- Management review

Additional services:

The following services can be coordinated on behalf of Training Providers through QualServ I.T.:

- Marketing services
- Financial services
- Training and assessment services

QualServ I.T.

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