

**8 April 2020**

**To ensure continuity of service to Stakeholders, the INSETA has developed Frequently Asked Questions (FAQs) to assist Stakeholders during the COVID-19 Lockdown period.**

## **1. Extension of Programmes**

**Q1.1: Will INSETA extend the learning programmes suspended due to the impact of lockdown?**

**Response:** Yes, a maximum of 3-month extension will be provided (to accommodate programmes that were suspended prior to lockdown). A motivation must be submitted to the relevant INSETA Learning division manager, detailing the period of closure and requesting the specific extension period for consideration and approval.

**Q1.2: Will INSETA extend the contracts for special and catalytic projects due to the impact of lockdown?**

**Response:** INSETA will provide extensions based on an analysis of the impact on each project as it relates to progress covered in the project. A motivation must be submitted to the INSETA project manager, detailing the impact of the revised project plan and related risk matrix for consideration and approval of the extension.

## **2. Payment of Stipends**

**Q2.1: Must the employer continue paying the stipends to learners and interns during this period?**

**Response:** Yes. If the programme has commenced prior to lockdown then Host employers must continue with the payment of stipends. INSETA is in the process of contracting with employers whose contracts were pending so that tranche payments can be made to host-employers, which will cover learners' stipends.

**Q2.2: Will INSETA increase the stipend funding to cover the extended months?**

**Response:** Yes, INSETA will allocate the necessary additional stipends to a maximum of 3 months in line with the approved extension period for each learner/intern. Note that stipends

will be allocated in terms of the INSETA DG Grant Policy and any top-ups provided by the employer will not be covered.

**Q2.3: As an employer, what do I need to do in order to get the extension funding of stipends?**

**Response:** Employers must request additional stipends from INSETA in writing. This may be done in the same motivation requesting extension detailed in Q1.1 above.

### 3. Training

**Q3.1: Training that was planned for the delivery of learning programmes was suspended during the last two weeks of March 2020 due to the Lockdown. Can I have an extension for the Learning Programmes to be run after the lockdown period is concluded?**

**Response:** Yes. Employers and Skills Development Providers must request for an extension from INSETA as detailed in Q1.1 above.

**Q3.2: The institution that I obtain Bursary results from is closed. Can I have an extension to submit the results when the institution has reopened?**

**Response:** Yes, Employers will be granted extensions for submission of results in cases where the institution had not released results before the Lockdown commenced.

**Q3.3: INSETA has awarded funding for a proposal I submitted for Reskilling and/or Top up Skilling. When does the training need to start?**

**Response:** INSETA will draft the contracts with each awardee; taking into consideration the impact of the Lockdown period. Training delivery dates, project plans and deliverables scheduling will be agreed with each stakeholder.

### 4. Verification of Learning

**Q4.1: Verification was cancelled due to Lockdown. Will verification be rescheduled?**

**Response:** Yes, cancelled verifications will be prioritized after lockdown. Unfortunately, no on-site verifications are possible for obvious reasons.

**Q4.2: When will verification bookings be possible and will alternate methods of verification be considered during social distancing?**

**Response:** Bookings for Verifications must be made as before the Lockdown as these will be allocated on First-come-first-served basis once the Lockdown period is over. Virtual verification is being considered and will be communicated should an approval be obtained.

**NB.** *Verifications booking MUST be made through the Verifications mailbox; i.e. [Verifications@inseta.org.za](mailto:Verifications@inseta.org.za). Not through any INSETA employees or Verifiers.*

## 5. Payment of Invoices

**Q5.1: Will INSETA make payments for invoices submitted to during the Lockdown period?**

**Response:** INSETA will continue to make payments for invoices received, provided it was submitted to the correct official, all deliverables relating to the invoice are met and all details required by Finance, e.g. Confirmation of banking details or CIPC documents are submitted.

**NB.** *Please allow for 30 days from date of invoice for payment to be made before following up with INSETA.*

**Q5.2: We are unable to submit evidence required by INSETA for learning programmes due to being unable to access hard copy documents stored at the office. Will the evidence be accepted after Lockdown?**

**Response:** Employers must inform INSETA about the evidence that they are unable to submit and ensure that submission is received by INSETA within 5 working days of return to office after the lockdown period.

## 6. WSP & ATR Submissions

**Q6.1 : Will there be an extension to the WSP & ATR submission deadline?**

**Response:** Yes, until 31 May 2020. However, companies will need to request extension of the WSP/ATR with comprehensive motivation why the submission cannot be made prior to midnight on 30 April 2020. Companies are also reminded that submission of WSP is a requirement in order to access Discretionary Grants (DG) for learning programmes in the 2020/21 financial year (1 April 2020 to 31 March 2021). The DG Grant application process is

currently open and will close on 31 May 2020. Companies are therefore urged to submit by 30 April 2020.

**Finally, remember that INSETA offices will re-open at 8h30 on Friday 17 April 2020 unless otherwise instructed by our Executive Authority, the Department of Higher Education and Training.**

**We hope that you find the above information helpful. Should you have further questions, please send an email to: [Recommendations@inseta.org.za](mailto:Recommendations@inseta.org.za)**