

256 Glyn Street, Hatfield, Pretoria, 0083
Private Bag X278, Pretoria, 0001
+27 12 003 1800
Enquiries: Makopi.B@qcto.org.za
Tel: 012 003 1843 / 5626 / 0103

Accreditation Number: 07-QCTO/SDP040625080413

Head of Institution
Organisation Unique ID: 2023/532300/07
Accreditation Unique ID: SDP040625080413
Swift (Pty) Ltd
Contact Number: 0649749918; 0110180266
20068 Heald Street; Daveyton
Johannesburg
Gauteng
1559

E-mail: admin@swift.org.za swift.academy@gmail.com

Dear Sir/Madam Hetrage Zulu,

Accreditation of Swift (Pty) Ltd Trading as Swift as a Skills Development Provider (SDP)

The subject above refers:

The Quality Council for Trades and Occupations (QCTO) has set [policies](#) to accredit Skills Development Providers (SDPs). This ensures that education and training in occupations and trades offered in the country are credible and valid. This is in accordance with the [Skills Development Act \(SDA\), \(Act No 97 of 1998\)](#) Chapter 6C as well as the [Continuing Education and Training Act 16 of 2006](#).

The QCTO, after receiving your application, conducted a site inspection of the above institution premises, and we hereby Accredit **Swift** to offer the following qualifications/programmes at the above accredited physical address for a period of 5 Years starting from 2025-05-30T00:00Z to the 2030-05-29T22:00Z:, or until the expiry of the qualification or de-accreditation whichever comes first.

Qualification / Programme Title	NQF Level	ID or OFO Code	Minimum Credits
Occupational Certificate: Contact Centre Manager	NQF Level 05	99687	285

Yours sincerely



Mr Emmanuel R Mbuwe
Chief Director: OQA

Date: 2025-05-30T00:00Z

Accreditation Number: 07-QCTO/SDP040625080413

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Annexure A:

Accreditation Number: 07-QCTO/SDP040625080413

Sweift is hereby Accredited to offer the following qualifications / Programmes at the accreditation address given below:

Qualification / Programme Title	NQF Level	ID or OFO Code	Minimum Credits
Occupational Certificate: Contact Centre Manager	NQF Level 05	99687	285

Accredited Address:

Sweift (Pty) Ltd
Organisation Unique ID: 2023/532300/07
20068 Heald Street; Daveyton
Johannesburg
Gauteng
1559

An application to effect any change of address or location that warrants movement of the current domicile to another should be forwarded to the QCTO before moving. Training learners after relocating to new premises without the revised accreditation letter is against [QCTO policy](#), and learner training and results will not be considered for the qualification in such a case.

Your institution should submit learner information data quarterly to the QCTO per the load specifications provided by the QCTO. Ensure you reference the accreditation number when submitting your electronic data files to the QCTO during your data load cycles. The accreditation will be revoked if there is no learners uptake within the first two years of accreditation.

The QCTO quality assurance department will occasionally send forms and documents that need to be filled out and complied with, as per the [QCTO policies](#). Ensure that your institution complies with all requirements. Quality Assurance representatives from the QCTO, SETA's or QCTO Quality Partners (QP) may occasionally visit the institution without any prior notice and conduct quality assurance audits. Ensure that you comply with the [National Qualification Framework Amendment Act 12 of 2019](#), with a specific focus on section 32B, amongst others.

Qualification documents, supporting curriculum documents, and [policies](#) can be found at: <https://www.qcto.org.za/> and <https://www.saqa.org.za/>.

You are not allowed to issue any certificates. Should you be found issuing certificates, your accreditation will be revoked.

Period of Accreditation: 5 Years, or until the expiry of the qualification or de-accreditation, whichever comes first.

Accreditation Start Date: 2025-05-30T00:00Z

Accreditation End Date: 2030-05-29T22:00Z

Yours sincerely



Mr Emmanuel R Mbuwe
Chief Director: OQA

Date: 2025-05-30T00:00Z

Accreditation Number: 07-QCTO/SDP040625080413