



In partnership with

GATEWAY Program

Learning Policies

January 19, 2026

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REVIEW CYCLE:	Annually from the date of the last effective date
	<i>or earlier if required by regulatory or operational risk changes, or donor requirements</i>

ASSESSMENT POLICY AND PROCEDURE

Introduction

This policy shall be reviewed annually, and any updates shall be published on the GATEWAY Learning Portal. For significant updates, stakeholders shall be notified through appropriate communication channels.

This policy establishes the framework for conducting all assessment and moderation processes within the GATEWAY Program (the “**Program**”). It applies to all learning pathways and programs under the Program and ensures that assessments are fair, inclusive, transparent, and aligned with the Program’s mission to promote quality learning, employability, and lifelong skills development.

This policy applies to:

- All learners enrolled in any GATEWAY learning program.
- All facilitators, trainers, and instructors responsible for delivering and assessing learning content.
- Administrative personnel responsible for managing assessment systems.
- Partner organizations and external stakeholders engaged in Learner evaluation or certification.

Who We Are

The GATEWAY Program is an inclusive learning and skills development initiative designed to equip youth, women, and persons with disabilities with practical, employability, and entrepreneurial competencies.

The Program operates through accredited training centers, qualified facilitators, and standardized assessment procedures to ensure that Learner achievements are valid, measurable, and recognized.

Purpose and Scope

The purpose of this policy is to ensure quality, consistency, and fairness across all assessment and moderation processes implemented under GATEWAY.

Specifically, the policy:

- Promotes transparent and equitable assessment practices;
- Aligns assessment design and delivery with recognized quality assurance standards.
- Defines roles and responsibilities for assessors, moderators, and administrators.
- Supports inclusivity and equitable access to assessment opportunities.
- Encourages continuous improvement through monitoring and learner feedback.

This policy applies to all programs, training activities, and delivery modes (synchronous and asynchronous).

Assessment Principles in the GATEWAY Program

Assessment within the GATEWAY Program is guided by the following core principles:

- **Fairness:** Every learner has an equal opportunity to demonstrate competence.
- **Transparency:** Assessment criteria, expectations, and outcomes are clearly communicated to every learner.
- **Validity:** Assessments accurately measure intended learning outcomes.
- **Reliability:** Results are consistent and dependable under similar conditions.
- **Accountability:** Roles and responsibilities are clearly defined and documented.
- **Confidentiality:** Learners' information and results are protected.
- **Inclusivity:** Reasonable accommodations are made for learners with special needs.
- **Integrity:** All assessment activities are conducted ethically and honestly.
- **Continuous Improvement:** Assessment methods and tools are regularly reviewed and enhanced.
- **Alignment with Learning Outcomes:** Assessments directly reflect required competencies.

Definitions

Assessment Strategy: A structured plan outlining the approach, tools, and methods used to measure learners' skills and knowledge.

Principles of Assessment: Standards ensuring that assessments are fair, transparent, systematic, and unbiased.

Moderation: The process of reviewing and verifying assessments to ensure consistency and fairness in grading.

Special Needs: Conditions that require reasonable adjustments or accommodations to ensure equitable participation in learning and assessment.

Types of Assessment

Assessment methods are competency-based and selected according to learning outcomes, course content, and required skill levels.

Principles of Assessment:

Systematic: Conducted through clearly defined stages.

Transparent: Learners understand how they shall be evaluated.

Consistent: Assessors apply similar judgments under comparable conditions.

Bias-Free: No learner is unfairly advantaged or disadvantaged.

Accountable: All roles and decisions are recorded and justified.

Reliable: Results are dependable and reproducible.

Ethical: Conducted with honesty and professionalism.

Evidence Principles (VACS):

Validity: Evidence aligns directly with learning outcomes.

Authenticity: The submitted work must be the learner's own.

Currency: Evidence reflects current knowledge and ability.

Sufficiency: Enough evidence must be provided to make a fair judgment.

Types of Assessment:

- Diagnostic Assessment: Conducted at the beginning of a program to identify the learners' prior knowledge, skills, and learning needs.
- Formative Assessment: Ongoing assessments such as quizzes, reflections, and class tasks that track progress and guide learners' improvement.
- Summative Assessment: Conducted at the end of a course or module to evaluate the learners' mastery of learning outcomes.

Inclusivity and Support

The GATEWAY Program is committed to providing equal access to assessment opportunities for all learners, including those with disabilities or other learning challenges.

Accommodation Measures:

Where required, and upon request, reasonable accommodations may be provided, including:

Extended time for written assessments.

Modified formats, such as oral or visual presentations.

Assistive technologies (e.g., screen readers, speech-to-text tools).

Monitoring and Review:

Training providers, learning coordinators and facilitators shall regularly review and assess the effectiveness of approved accommodations and make necessary adjustments based on learners' feedback and observed outcomes.

Equity Principle:

Accommodations are designed to remove barriers to participation and assessment and not designed to provide unfair advantage ensuring that all learners have a fair and equitable opportunity to succeed.

Grading, Feedback, and Records**Grading:**

Assessments shall be graded using approved rubrics that are aligned with the relevant learning outcomes.

Passing Standard:

The minimum passing mark for all quizzes is 70% obtainable within three attempts.

Feedback:

Overall feedback shall be provided digitally on the LMS. Summative feedback shall be provided by training providers on the course forums on the LMS.

Record keeping:

All assessment data shall be stored securely in the GATEWAY Learning Management System (LMS) to maintain traceability and ensure data protection compliance.

Academic Integrity:

Proctoring systems and plagiarism-detection tools may be used to uphold fairness and integrity, especially in online or remote assessments.

Continuous Improvement and Appeals

Learners may appeal an assessment decision through the formal GATEWAY Appeals Procedure.

The assessment process and tools shall be reviewed annually to ensure relevance, effectiveness, and compliance with current standards and policies.

LEARNER SAFETY AND WELLNESS POLICY

This policy shall be reviewed annually and any updates shall be published on the GATEWAY website, effective upon posting. For significant changes, learners may also be notified directly or the update may be highlighted prominently.

The GATEWAY Safety and Wellness Policy outlines our commitment to ensuring that all learners can engage in learning activities in a safe and secure environment. The GATEWAY Program Team is dedicated to minimizing risks to health, safety, and welfare, and fostering a culture of awareness and responsibility regarding health and safety.

Who We Are

The GATEWAY Program Team (“we” or “us”) oversees and coordinates learning programs designed to empower learners across multiple communities.

We are responsible for maintaining a safe, inclusive, and supportive environment for all learners, facilitators, and partners participating in GATEWAY learning activities.

Purpose and Scope

This policy is designed to ensure that all learners are provided with a safe, supportive, and secure environment throughout their learning journey. It aims to minimize health and safety risks, promote overall well-being, and ensure compliance with applicable health and safety regulations.

Definitions

Safe Learning Environment: A physical and emotional space that complies with health and safety regulations, designed to minimize risks, protect learners from harm, and promote well-being during learning activities.

Key Health and Safety Measures

- **Safe Learning Environment:** All training venues and online spaces shall comply with safety standards and minimize risks to learners and staff.
- **Emergency Procedures:** Clear evacuation procedures and emergency protocols shall be communicated at the start of each course.
- **Awareness:** Learners shall receive orientation on identifying hazards, following safety procedures, and responding to emergencies.
- **Accident Reporting:** Any accidents, incidents, or near-misses must be reported immediately to a designated GATEWAY program staff or safety representative.
- **Health and Safety Information:** Important safety information, including first aid contacts, emergency numbers, and safety signs, shall be visible and accessible at all learning locations.

Responsibilities of Learners

- Adhering to Safety Practices: Learners must follow all health and safety guidelines shared by facilitators and staff;
- Responsible Behavior: Learners must act in ways that do not endanger themselves or others;
- Reporting Hazards: Learners should report unsafe conditions or incidents promptly; Cooperation: Learners must comply with safety protocols, including using safety equipment and participating in drills; and
- Personal Health and Safety: Learners should take responsibility for their well-being and attend all safety briefings and training sessions.

Facilities and Learning Environment

- First Aid and Emergency Equipment: First aid kits, fire extinguishers, and clearly marked exits shall be maintained at all venues.
- Health and Safety Compliance: Venues shall be inspected regularly to ensure compliance with national occupational health and safety laws.
- Venues: All venues must hold valid compliance certificates confirming safety readiness.

Continual Improvement

We are committed to continually improving our health and safety measures through regular reviews, feedback from learners, and alignment with best practices.

Learners with Special Health Needs

Learners with disabilities or special health needs shall disclose during registration for the program to enable necessary support and accommodations.

Supportive: Learners shall receive continuous guidance and progress support throughout their learning experience.

LEARNER CODE OF CONDUCT

This Code of Conduct shall be reviewed annually. Any updates shall be published on official GATEWAY platforms and take effect upon publication. Where significant changes are made, learners and partners shall be notified directly.

Purpose and Scope

GATEWAY is committed to fostering a safe, respectful, and inclusive environment where every learner can grow, contribute, and thrive. The Learners Code of Conduct set out the standards of behavior, responsibility, and integrity expected from all participants to maintain a safe, respectful, and empowering learning community. This code outlines the responsibilities of learners and emphasizes the importance of conduct aligned with GATEWAY's values of inclusivity, accountability, and excellence. It applies to all learners participating in any GATEWAY learning experience, whether online, at partner hubs, or in the wider community network. By enrolling in the GATEWAY Program or participating in any GATEWAY related activities, learners agree to uphold this Code of Conduct.

Failure to comply with this Code of Conduct may result in disciplinary action, which may include warnings, temporary suspension or removal from the program and associated learning opportunities.

Our Commitment and Pledge

GATEWAY is dedicated to maintaining a secure, inclusive, and respectful learning environment—free from harassment, discrimination, and intimidation. As members of the GATEWAY community, we pledge to create and sustain an environment where everyone feels seen, heard, and valued. We recognize that personal growth and community success go hand in hand. We therefore commit to embodying the following GATEWAY Core Values:

- Growth: I embrace learning, feedback, and continuous improvement.
- Accountability: I take responsibility for my actions and commitments.
- Team Spirit: I collaborate with respect, empathy, and honesty.
- Empowerment: I use my voice and skills to uplift others.
- Work Ethic: I show up, stay consistent, and deliver quality results.

By living these values, every learner becomes part of GATEWAY's vision, to equip and empower a new generation of changemakers who shall lead with integrity and innovation in their communities and beyond.

Expected Conduct

All Learners are expected to:

- Treat peers, facilitators, and staff with courtesy and respect.
- Use inclusive and professional language in all communications.
- Respect confidentiality, intellectual property, and the rights of others.
- Contribute positively to group work, discussions, and learning platforms.
- Report any behavior that violates this Code to the program support team promptly and respectfully.

Unacceptable Behavior

The following actions are prohibited and may result in disciplinary measures

- Harassment, bullying, discrimination, or intimidation of any kind.
- Disruptive or disrespectful behavior in sessions or community spaces.
- Sharing false information or misrepresenting program affiliation.
- Misuse of GATEWAY platforms or resources.
- Plagiarism, cheating, or dishonesty in assignments or assessments.

Accountability and Enforcement

Reports of misconduct shall be reviewed promptly and fairly. Learners found to be in violation of this Code may face:

- A formal warning;
- Temporary suspension from learning activities; or
- Removal from the program.

Decisions shall prioritize fairness, confidentiality, and the integrity of the GATEWAY learning community.

Continuous Improvement

This Code reflects GATEWAY's commitment to cultivating ethical, capable, and community-minded learners.

CERTIFICATION POLICY AND PROCEDURE

Introduction

This Certification Policy outlines clear and fair guidelines for awarding certificates to learners who successfully complete learning activities at GATEWAY. It applies to learners, training providers, GATEWAY Team and administrative Staff, and anyone else involved in the certification process.

Scope and Application

This policy is relevant to:

All learners enrolled in certification programs.

GATEWAY Team who manage the program's courses and learning activities

Training providers who assess, validate, and issue certificates.

Administrative staff responsible for managing certificate records, and distribution

Anyone involved in certification-related activities.

Purpose

The goal of this policy is to:

Ensure fairness and transparency throughout the certification process.

Provide clear guidelines for awarding certificates.

Safeguard the integrity, security, and authenticity of certificates.

Organizational Information

GATEWAY Program is an educational program committed to providing quality training and awarding credentials upon successful completion through partner training providers. We operate as a 'data controller' for all personal data collected via our platform and services.

Certification Process Overview

Awarding Certificates

Certificates are awarded when the following program requirements are met:

- **Assessment Completion:** Achieving the required marks in each program module.
- **Program-Specific Requirements:** Completing any practical components or meeting attendance standards.
- **Submission Timelines:** Adhering to program timelines for assignments, assessments, and other requirements.
- Depending on the nature of the program, GATEWAY issues certificates to all eligible learners.

Certification Criteria

To earn a certificate, Learners must:

- Complete all required modules and assessments.
- Meet any specific attendance or participation requirements.
- Submit all assignments and assessments by the established timelines.

Recording and Verifying Results

Results Management

Learners' results shall be accurately recorded in GATEWAY's Learning Management System (LMS).

Academic staff shall verify each learner's performance, and records shall be securely stored. Results are automated for accuracy before any certificates are issued.

Issuing Certificates:

Learner's full name as listed in official records.

The qualification awarded.

Date of issuance.

Relevant program details. Such as course completions or special achievements.

Distribution

Digital Certificates: Delivered will be delivered electronically or accessible through a secure portal.

Learners shall be notified when their certificates are ready for download.

Security and Authenticity

Certificate Security:

All certificates shall be designed with security features (e.g., watermarks, QR codes) to help prevent counterfeiting.

Digital certificates shall be encrypted and delivered through secure channels to protect against unauthorized access.

Fraud Prevention

GATEWAY has stringent measures in place to prevent fraud or unauthorized duplication of certificates, including:

Tracking and monitoring of certificates issued.

Secure methods for certificate distribution.

Verification processes for digital certificates.

In the event of suspected fraud, an investigation shall be conducted, and legal action may be pursued if necessary.

Maintaining Integrity

To protect the integrity of certification process:

All certificates shall be securely stored and thoroughly verified before issuance.

Requests for duplicate certificates shall undergo a strict identity verification process.

A system shall be in place to track and verify issued certificates, allowing easy third-party verification.

Contact Information

For inquiries or issues regarding certificates, please contact GATEWAY at:

support@gateway.cchub.africa

Policy Updates and Continuous Improvement

GATEWAY reserves the right to update this policy at any time. Learners shall be notified of any significant changes, and the policy shall be reviewed regularly to maintain transparency, fairness, and security in the certification process.