



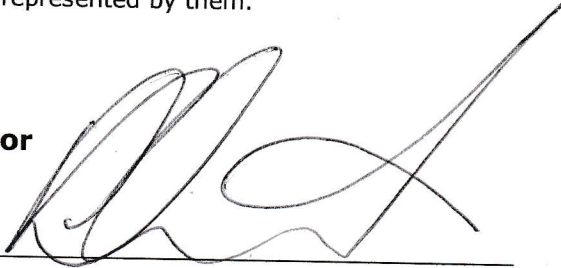
A D V E N T U R E
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A S S O C I A T I O N

LOTC Service Provider Verification: Language and Structure Pack

Approval page

The signatories hereof, being duly authorised thereto, by their signatures hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.

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Table of contents

1	What Service Provider Verification is.....	6
2	What Service Provider Verification is not	6
3	Why SA AIA is doing this.....	6
4	Two-track clarity.....	7
4.1	Training and Competency (Technical Competency Framework)	7
4.2	Service Provider Verification.....	7
5	Structure:	7
5.1	Document 1: Verification Policy	7
5.2	Document 2: Verification Toolkit.....	7
6	Guiding design principle for the Toolkit	8
7	Tiered approach.....	8
7.1	Level 1: Verified Provider (minimum baseline).....	8
7.2	Level 2: Quality Assured Provider (deeper audit + continuous improvement)	8
8	Outcomes and decision types.....	9
9	Governance controls.....	9
10	Supporting resources	9
11	Public language	10
12	Pilot alignment.....	10

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1 What Service Provider Verification is

Service Provider Verification is a structured process to confirm that an LOTC/ABL programme provider meets minimum standards for programme provision at an organisational/service level.

It is designed to:

- a. Protect learners / participants and support safe, responsible programme delivery
- b. Provide transparent minimum expectations across a diverse sector
- c. Enable consistent decision-making and governance
- d. Support schools, parents, and partners who need confidence in providers.

Verification does not certify or replace individual technical competency training and does not form part of the SA AIA Technical Competency Framework training pipeline.

2 What Service Provider Verification is not

Service Provider Verification is not:

- a. A training programme
- b. An accreditation of training providers or qualifications
- c. A guarantee of outcomes beyond what is verified
- d. A replacement for legal compliance requirements that may apply elsewhere
- e. A “rubber stamp” – providers must show evidence and demonstrate reflective practice.

3 Why SA AIA is doing this

The LOTC/ABL sector spans a wide continuum of providers: from robust, theory-informed programme design and strong risk systems to informal programme delivery with uneven safeguards.

SA AIA’s role is to:

- a. Establish a credible minimum baseline
- b. Support sector development through shared resources and guidance
- c. Apply processes fairly and transparently to protect both learners and the industry

4 Two-track clarity

SA AIA manages two distinct but complementary areas:

4.1 Training and Competency (Technical Competency Framework)

Focus: individual competence (curriculum, assessment requirements, competency scopes / levels, recognition / RPL rules).

4.2 Service Provider Verification

Focus: organisational / service provision standards (minimum programme provision, safeguarding protocols where applicable, risk management practices, governance expectations).

These must not be confused or blended.

5 Structure:

5.1 Document 1: Verification Policy

The Verification Policy sets out:

- a. Purpose, scope, definitions
- b. Verification levels and what they mean
- c. Governance, conflicts of interest, and decision-making
- d. Application process, validity period, renewal, and review cycles
- e. Appeals / complaints handling
- f. Confidentiality and information management
- g. Use of the SA AIA marks / badges and communication rules

5.2 Document 2: Verification Toolkit

The Toolkit is the practical instrument used to conduct verification. It is intentionally open-ended and reflective to encourage providers to demonstrate thinking, systems, and evidence.

The Toolkit should be built around:

- a. Open prompts (not tick-box compliance)
- b. Evidence prompts (what you can show to support your answer)
- c. "what good looks like" guidance notes
- d. Links to supporting resources / templates

6 Guiding design principle for the Toolkit

The toolkit must:

- a. Encourage providers to do the work (reflect, document, improve)
- b. Avoid becoming a superficial checklist
- c. Still allow SA AIA to make consistent decisions (through evidence, not opinions)

7 Tiered approach

7.1 Level 1: Verified Provider (minimum baseline)

A verified Provider demonstrates they meet minimum standards in:

- a. Programme provision (structured planning, clarity of outcomes / intent)
- b. Safeguarding protocols where applicable
- c. Risk management practices appropriate to the environment and participant group
- d. Basic operational governance (document control, incident reporting readiness, staff role clarity)

Assessment approach: primary desktop verification with structured interview.

Outcome: Verified Provider mark (time-bound), with conditions if required.

7.2 Level 2: Quality Assured Provider (deeper audit + continuous improvement)

A Quality Assured Provider demonstrates:

- a. Stronger programme quality assurance (review cycles, evidence of learning design, theory-informed approach where relevant)
- b. Deeper risk systems and continuous improvement culture
- c. Commitment to sector contribution (sharing practice, SME participation, hosting pilots, etc.)
- d. CPD alignment and development over time (where relevant to their model)

Assessment approach: full audit, and may include on-site verification / observation.

Outcome: Quality Assured mark (time-bound), with a clear review cycle.

Note: “Quality Assured” is a chapter / SA AIA quality marker, not a legal accreditation term.

8 Outcomes and decision types

For either tier, decisions should be recorded as one of:

- a. Verified / Quality Assured (as applicable)
- b. Verified with Conditions (actions required by a specified date)
- c. Not Verified Yet (clear reasons and pathway to reapply)

All outcomes must be:

- a. Documented
- b. Linked to evidence
- c. Communicated clearly and consistently

9 Governance controls

Verification must include:

- a. Conflict of interest declarations for assessors / reviewers
- b. Consistent documentation and version control
- c. Decision logs (reasons, evidence, conditions)
- d. Transparency in the process and communication of what the mark does / does not mean

10 Supporting resources

To support providers (especially those developing), SA AIA may maintain a resource library:

- a. Templates (programme plan, risk register, incident form, safeguarding outline, etc.)
- b. Guides (how to develop outcomes, how to evidence risk planning, etc.)
- c. Examples (non-proprietary sample formats)
- d. Recommended learning resources and CPD pathways

This supports sector upliftment while still holding the minimum line.

11 Public language

Use this short, consistent wording publicly:

"SA AIA Service Provider Verification confirms that a provider meets minimum standards for programme provision. Verification is not training and does not replace individual competency requirements or legal obligations. Providers may be Verified (baseline) or Quality Assured (deeper audit and continuous improvement), based on evidence and a transparent governance process."

12 Pilot alignment

The first pilot will validate:

- a. Clarity of language
- b. Appropriateness of tiers
- c. Feasibility of evidence requests
- d. Fairness and consistency of decision-making
- e. What the provider experience feels like

Pilot outputs:

- a. Improvements to Policy v0.x
- b. Refinements to Toolkit prompts
- c. Clearer resource support needs