

FREQUENTLY ASKED QUESTIONS (FAQs)

2026/27 DISCRETIONARY GRANT WINDOW

1. When should I begin to apply?

You should only start your application once you have all the required documents ready as incomplete applications will be disqualified.

2. Can I save my application and finish it later?

No. Once you begin the application process, complete it in one session. Avoid saving or returning later, as this may cause errors or incomplete submissions.

3. Can I submit more than one application?

No. each applicant may only submit one application per funding window. Multiple applications will lead to disqualification.

4. What reference letters are required?

Reference letters must be completed by the organization or entity that you previously worked with or implemented training projects for.

If you are applying for Internships, provide internship-related references. If you are applying for Learnerships and Internships, you must provide separate references for each programme.

5. Do I need to submit certified documents?

Yes. All certified documents must be certified within 6 months of the DG window opening date as out-of-date certifications will not be accepted.

6. Do my documents need to be signed?

Yes. Where signature is required, ensure it is included. Unsigned documents will be considered invalid and treated as not submitted.

7. What should the Host Employer Letter contain?

The Host Letter must clearly indicate:

- The number of learners they can host
- The qualification or Occupational areas (e.g., Beauty, commercial cleaning, project management)
- The duration of the hosting

8. What documents are required per programme type?

- Internships- host letter
- Learnerships- host letter and accreditation certificate
- Artisans- host letter and accreditation certificate
- Skills Programme- Accreditation certificate
- Adult Education and Training (AET)- Accreditation certificate
- Artisan Recognition of Prior Learning (ARPL)- Accreditation certificate
- Recognition of Prior Learning (RPL)- Accreditation certificate

9. Does my accreditation need to match the programme I applied for?

Yes. Accreditation must be specific to the programme applied for (e.g., if you are applying for New Venture Creation, the accreditation certificate must state New Venture Creation) and Accreditation must be valid at the time of the application.

10. Do I (as the applicant) need to be accredited?

Not necessarily. The applicant can submit an application using the accreditation of an accredited training provider, provided that they have a valid partnership accreditation certificate.

11. Can I apply if I am still waiting for the outcome of my accreditation?

If your accreditation is still pending or under review, your application will not be considered. Only applicants with approved and valid accreditation at the time of submission are eligible to apply

12. What happens if my documents are too large to upload

Ensure all documents are in PDF format and under the maximum file size limit (as specified on the portal). If necessary, compress your files before uploading.

13. What if I experience technical issues while submitting my application?

Take a screenshot of the error message and immediately contact the support team through the provided email or helpline before the closing date. Late submissions due to unresolved technical issues will not be accepted.

14. How will I know if my application was successfully submitted?

Once your application has been submitted, you will receive an automated email and reference number.

15. Can I make changes after I submit my application?

No. Once submitted, applications cannot be edited. Ensure all information and documents are correct before final submission.

16. Who can I contact for assistance?

If you have any questions or need assistance, please contact the support team via dgenquiries@serviceseta.org.za.

17. What document should I upload under the financial statements?

You need to upload documents that clearly demonstrate the Annual Turnover and Total Asset Value.

18. What supporting documents should I upload when applying for a learning programme as evidence for previous experience

You should upload contracts that are aligned with the learning programme you are applying for. For example, if you are applying for a learnership, the uploaded contract should specifically refer to a learnership that you have participated in

Additionally, your reference letter should align with the contracts you have uploaded.

19. Do I (as the applicant) need to submit a workplace skills plan?

Applicants that are required to submit workplace skills plans are SETA levy paying employers. Levy payers who have submitted Workplace Skills Plan for 2025

20. What documents should I upload under Shareholder or Director Details?

You are required to upload documents that clearly show the details of all shareholders and directors in your company. Please include the following:

- A complete list of all shareholders and directors, indicating their full names, ID numbers, and shareholding percentages.
- A minimum of two (2) certified copies of ID documents for shareholders and directors.

21. Which browser should I use when applying?

It is recommended that you use Google Chrome when submitting your Discretionary Grant application for the best experience and system compatibility.

22. What should I do if I forget my password?

If you forget your password, simply click on the “Forgot Password” link on the login page and follow the prompts to create a new one.

23. The portal is not allowing me to select qualifications for LP: Candidacy. What should I do?

If the system does not allow you to select a qualification, please manually type the qualification associated with any Professional Designation that falls within the Services SETA scope.