MICTSETA

Media, Information And
Communication Technologies
Sector Education And Training Authority

SHAPING SKILLS, PIONEERING INDUSTRIES, EMPOWERING FUTURES

Quality Assurance

VISION

A global leader in the development and delivery of revolutionary ICT skills.
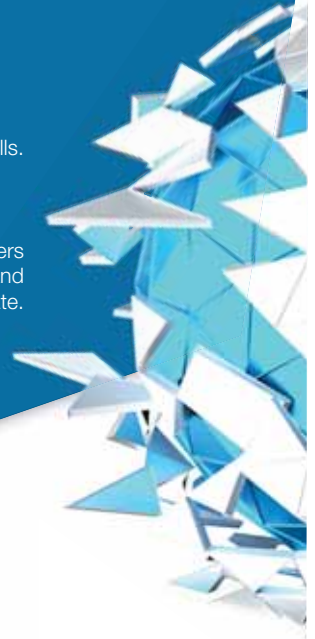
MISSION

We provide skills development funding opportunities for our stakeholders to participate in the economy through meaningful employment and entrepreneurship in building a capable, creative and developmental state.

VALUES

- Honesty
- Integrity
- Excellence
- Meritocracy
- Accountability
- Customer-centricity

CONTENTS

1. INTRODUCTION

The Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA) was established in terms of the Skills Development Act, 1998 (Act No. 97 of 1998). The MICT is dedicated to supporting the transformation imperatives of the nation and promoting the objectives of the National Qualifications Framework (NQF)

The MICT SETA is currently carrying out the Quality Assurance duties under the auspices of the QCTO. The QCTO conferred on the MICT SETA to undertake the following quality assurance functions from 1 October 2012:

a) Accredit skills development providers for the qualification and skills programmes in terms of criteria determined by the QCTO
b) Monitor the provision by skills development providers of learning programmes leading to qualifications, or part qualifications, in order to ensure that the criteria for accreditation are being complied with
c) Evaluate learner assessment and the facilitation of moderation of learner assessment by providers in terms of criteria determined by the QCTO
d) Register assessors and moderators to undertake assessment for specified qualifications and part qualifications in terms of criteria determined by the QCTO
e) Certify qualified learners in accordance with the policy determined by the QCTO
f)   Maintain a comprehensive learner information management system
g) Upload learner data to the NLRD according to the NLRD load specifications
h) Perform other such functions consistent with the NQF Act and the SDA as the QCTO may, from time to time, allocate to the SETAs and Professional Bodies in writing

2. What is the QCTO?

The Quality Council for Trades and Occupations (QCTO) is a Quality Council established in 2010 in terms of the Skills Development Act. Its role is to oversee the design, implementation, assessment and certification of occupational qualifications on the Occupational Qualifications Sub-Framework (OQSF). Another important role for the QCTO is to offer guidance to service providers, who must be accredited by the QCTO, to offer occupational qualifications.

The QCTO is one of three Quality Councils (QCs) responsible for a part of the National Qualifications Framework (NQF). Collectively, the Quality Councils and the South African Qualifications Authority, whose role is to advance the objectives of the NQF and oversee its development and implementation, all work for the good of both learners and employers. South Africa has three Quality Councils: Umalusi, The Council on Higher Education (CHE) and the Quality Council for Trades and Occupations (QCTO).
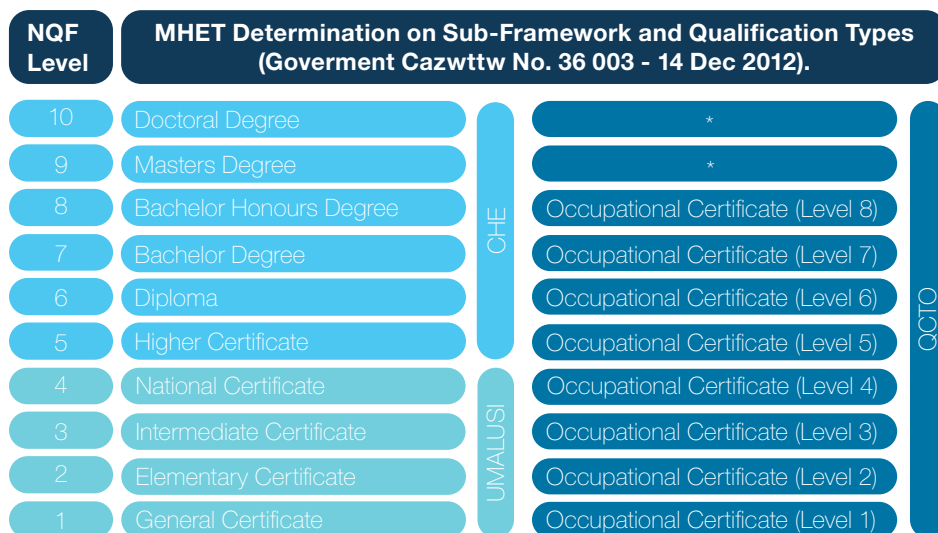
3. What is the NQF?

The National Qualifications Framework (NQF) is a comprehensive system, approved by the Minister of Higher Education, Science and Technology, for the classification, coordination, registration and publication of articulated and quality assured national qualifications.

3.1 NQF levels

There are 10 NQF levels. Occupational qualifications occupy 8 levels, namely levels 1 – 8 of the NQF.

NQF Level	MHET Determination on Sub-Framework and Qualification Types (Goverment Cazwttw No. 36 003 - 14 Dec 2012).			
10	Doctoral Degree	CHE	*	QCTO
9	Masters Degree		*	
8	Bachelor Honours Degree		Occupational Certificate (Level 8)	
7	Bachelor Degree		Occupational Certificate (Level 7)	
6	Diploma		Occupational Certificate (Level 6)	
5	Higher Certificate		Occupational Certificate (Level 5)	
4	National Certificate	UMALUSI	Occupational Certificate (Level 4)	
3	Intermediate Certificate		Occupational Certificate (Level 3)	
2	Elementary Certificate		Occupational Certificate (Level 2)	
1	General Certificate		Occupational Certificate (Level 1)	

4. What is a Qualification?

A planned combination of learning outcomes which has a defined purpose or purposes, intended to provide qualifying learners with applied competence and the basis for further learning which has been assessed in terms of exit level outcomes, registered and certified on the NQF and awarded by a recognised body.

4.1 What is an Occupational Qualification?

A qualification that consists of a minimum of 25 credits associated with a trade, occupation or profession. It results from work-based learning consisting of three components namely, knowledge, practical skills and work experience, and has an external collective assessment.

5. What is RPL?

Recognition of Prior Learning (RPL) means the principles and processes through which the prior knowledge and skills of a person are made visible, mediated and assessed for the purposes of alternative access and admission, recognition and certification or further learning and development.

RPL entails that the learner is assessed to prove his/her competence against a chosen qualification.

5.1 Who performs RPL?

Due to RPL invariably being referred to as an assessment, it is normally performed by the following:

• Institutions/skills development providers/workplaces in conjunction with skills development providers/ employment centres
• These organisations will have differing strategies to implement RPL
• Registered assessors/moderators etc

5.2 Resources required for RPL?

In terms of the resources required for the successful completion of the RPL program, the following should be in place:

• Accredited skills development provider or an approved workplace centre
• Administrative and support staff
• Assessor/moderator guides
• Relevant training infrastructure to support the candidates
• Roll out plans
• Cost implications
• Industry experts

6. What is Accreditation?

Accreditation is the certification, usually for a particular time frame, of an institution having the capacity to fulfil a particular function in the quality assurance system which is set up by the South African Qualifications Authority.

Accreditation is awarded to skills development providers who offer outcome-based learning programmes aligned to the NQF registered unit standards and qualifications. It is awarded to a skills development provider for a period that is determined by the MICT SETA.

6.1 What are the benefits of accreditation?

• Assurance that the skills development provider complies with the required national standards for quality learning and assessments
• Assurance that learners are receiving quality, lifelong learning experiences from an accredited skills development provider
• Assurance of knowing that:
  - The skills development provider is delivering on NQF registered qualifications and/ or unit standards
  - Credits obtained from an accredited skills development provider will be nationally recognised. This also ensures accessibility, portability, progression and articulation of a learner with other registered qualifications and unit standards
  - Credible registered assessors and moderators are used to ensure adherence to quality standards of assessments and moderations
• Constant monitoring and auditing by the ETQA to ensure maintenance of quality education and training by an accredited skills development provider

6.2 What does the accreditation process entail?

Any skills development provider wishing to be accredited by the MICT SETA should apply via the online information systems:

Legislative Requirements

a)   Registration as a legal entity
b)   Tax clearance certificate/ Tax Compliance Status (TCS)
c)   Confirmation of financial resources (Bank statement). New skills development provider must submit a bank letter from their respective bank which is not older than 3 months)
d)   Occupational health and safety certificate and/report
e)   Appointed occupational health and safety representative
f)   Appointed first aider
g)   Bond registration document/ valid lease agreement
h)   Business insurance (SMME's exempted from this clause)
i)   Public liability insurance (SMME's are exempted from this clause for one year as part of the development plan. However, the Accounting Officer has the authority to extend the exemption, based on the prevailing circumstances)

Quality Management System

a)   Business plan / constitution for non-profit organisations (NPO's)
b)   Quality assurance policy and procedure
c)   Quality management committee documents
d)   Financial management policy and procedure
e)   Document and records management policy and procedure
f)   Management system review policy and procedure
g)   Resource management policy and procedure
h)   E-learning policy and procedure
i)   Occupational health and safety policy and procedure

HR Policies and Procedures

a)   Staff recruitment, selection and appointment policies and procedures
b)   Staff performance management policy and procedure
c)   Staff development policy and procedure

Management of ETD Staff

a) **Facilitators:** CV, certified copies of ID, qualifications and signed SLA/ employment contract, if different to the assessor
b) **Assessor:** MICT SETA assessor registration letter and signed SLA/ employment contract
c) **Moderator:** MICT SETA moderator registration letter and signed SLA/ employment contract

Learner Management

a) Learner recruitment policy and procedure
b) Learner entry and admission policy and procedure
c) Cancellation policy and procedure
d) Guidance and support policy and procedure
e) Learner code of conduct
f) Worksite delivery policy and procedure
g) Offsite delivery policy and procedure
h) Learning programme development and evaluation policy and procedure
i) Grievance and disciplinary policy and procedure

Assessment Management

a) RPL policy and procedure
b) Assessment policy and procedure
c) Moderation policy and procedure
d) Appeals policy and procedure.
e) Certification policy and procedure
f) Credit accumulation and transfer policy and procedure

Learning Material

a) Learner guide
b) Learner POE / workbook
c) Assessment guide with memorandum
d) Facilitator guide
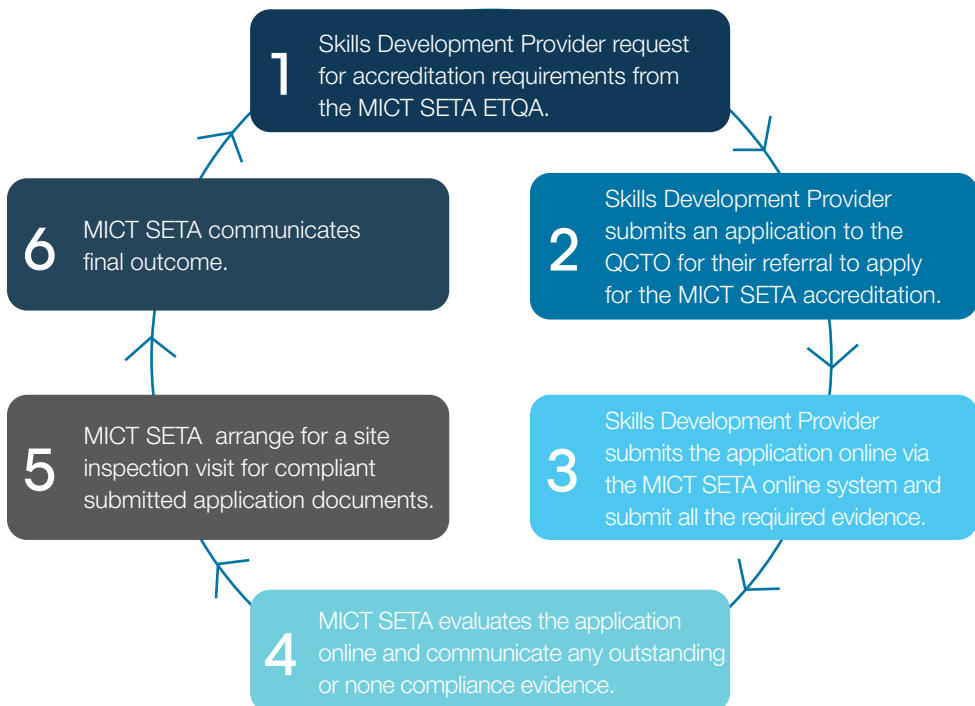e) Moderator guide
f) Moderator guide

7. Who should apply for accreditation with the MICT SETA?

Skills development providers (SDPs) who qualify for accreditation with MICT SETA include those who primarily offer programmes based on the qualifications and/or unit standards in the primary focus areas of MICT SETA. The primary focus areas of the MICT SETA include:

• Advertising
• Electronic media and film
• Electronics
• Information Technology and
• Telecommunications

SDPs that are accredited by another ETQA but wish to offer unit standards and/or qualifications belonging to MICT SETA will be required to apply through their primary ETQA to have their programmes evaluated.

8. The Accreditation Process Flow (summary)

1 Skills Development Provider request for accreditation requirements from the MICT SETA ETQA.

2 Skills Development Provider submits an application to the QCTO for their referral to apply for the MICT SETA accreditation.

3 Skills Development Provider submits the application online via the MICT SETA online system and submit all the reqiuired evidence.

4 MICT SETA evaluates the application online and communicate any outstanding or none compliance evidence.

5 MICT SETA arrange for a site inspection visit for compliant submitted application documents.

6 MICT SETA communicates final outcome.

8.1 What is an Assessor?

An assessor is a person who is registered by the relevant Education and Training Quality Assurance Body (ETQA) in accordance with criteria established for this purpose by a Standards Generating Body to measure the achievement of specified National Qualifications Framework standards or qualifications. An assessor conducts assessments to determine learner competency

8.2 What is a Moderator?

A moderator is a person that engages in a process which ensures that assessment of the outcomes described in National Qualifications Framework standards or qualifications, are fair, valid and reliable. A moderator moderates' learner assessments

8.3 Assessor and Moderator Registration Process?

Submits an application on the MICT SETA online system with all the supporting documents.

MICT SETA evaluates the application online.

Evaluation outcome is communicated to the applicant

MICTSETA