



INTERNAL / EXTERNAL ADVERTISEMENT DIVISION: EDUCATION AND TRAINING QUALITY ASSURANCE 04 July 2023		
REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
ETQA: 17/2023	ADMINISTRATOR: EDUCATION AND TRAINING QUALITY ASSURANCE ALL INCLUSIVE REMUNERATION: TCTC (PER ANNUM) R268 700.00 – R354 300.00	1

MICT SETA seeks to employ a suitably qualified and competent **Administrator ETQA** to provide administrative support to the ETQA Division to ensure that all learner records and achievements are quality assured on the Learner Management Database according to laid down policies and procedures.

The successful incumbent will be based at Head Office, in Midrand and will report to the **Senior Manager ETQA**.

MINIMUM REQUIREMENTS:

- Matric/Grade 12 plus National Diploma (NQF 6) in Administration, Human Resources Development, Public Management, Project Management, Business Management or equivalent
- 1-3 Years in Administration or another relevant field
- A minimum of 3 year' experience in Skills Development
- Previous SETA experience
- Knowledge of the Skills Development and National Qualifications Framework Act
- Knowledge of the QCTO processes and procedures
- Knowledge of Skills Development policy and regulation
- Knowledge of legislations governing SETAs is advantageous

ROLES AND RESPONSIBILITIES

Accreditation administration

- Ensure that all Assessor and Moderator applications and registrations meet QCTO requirements prior to submission to Advisor for verification.
- Provide support on the ETQA administrative system to all stakeholders.
- Receive, record, distribute and track all incoming and outgoing correspondence / submissions to improve response time of stakeholder correspondence.
- Enhance stakeholder responsiveness by liaising with Assessors and Moderators in regard to results of applications and expiring registrations.
- Provide documentation upon request to stakeholders.
- Monitor Service Provider's adherence to accreditation requirements.
- Accurately capture Assessor / Moderator application results or re-registrations and provider accreditations on Management Information System (MIS).
- Capture learner achievements immediately following project completion to ensure an accurate and current database.
- Print and issue certificates within stipulated time period.

- Ensure that Service Providers understand and adhere to certification policies and procedures.
- Maintain the Service Provider details on the Management Information System to ensure accurate and current information.
- Represent MICT SETA at ETQA forums as and when required.

Quality Assurance

- Receive exit moderation from Training Provider after MICT SETA's external moderation.
- Verify each learner against the signed spreadsheet received from Advisor: LPD.
- Validate qualifications by checking individual learners against signed verification report.
- Check information on Management Information System (MIS) further verify correctness of information.
- Print certificates and statements of results, embosses and couples the correct certificates and statements of results.
- Submit certificates for signing and scans and uploads onto system for record purposes.
- Contact Training Providers to advise that certificates are being couriered.
- Courier's certificates to relevant Training Providers within stipulated time periods.
- Receive adhoc hard copies of Declaration of Results (DOR) and verifies against results on system uploaded by Service Provider.
- Update the database of certificates and learner records.
- Liaise with Providers and maintains up-to-date learner information.
- Produce reports on a monthly and quarterly basis.

Registration of Assessors / Moderators and Verification of Learner Results

- Guide applicants on the registration process and completion of required documentation.
- Receives applications and follows up on outstanding documentation in order to complete registration.
- Evaluate and verify level of experience in line with South African Qualifications Authority (SAQA) requirements for Assessor and Moderator appointments.
- Check to see that courses offered by MICT SETA have been completed.
- Submit applications to advisor for approval upon completion of site visits.
- Capture approved Assessor and Moderation registrations on Management Information System (MIS).
- Check that Assessor and Moderation registrations are linked to the correct Service Providers.
- Send registration letter created by system to applicants.
- Ensure registrations / re - registrations takes place within stipulated time period.
- File and scan all documentation on ETQA drive for access by colleagues.
- Induct Assessors and Moderators by demonstrating how to upload learners on system.
- Receive Declaration of Results (DOR) and checks against results on system uploaded by Service Provider.
- Check that results have been moderated and forwards to Advisor to compare to verification report before final approval.

Risk and Compliance

- Assist in identifying and adhering to fraud controls, risk prevention principles, sound governance and compliance processes, and tools to identify and manage risks.
- Support and provide evidence to all internal and external audit requirements.
- Prepare sample for audit purposes for current financial year by printing documentation off the system.
- Prepare samples for audit purposes for previous financial years by tracing documents on the system or physically retrieving CDs from the storeroom.

- Ensure that all documentation is contained in sample as per audit requirements.
- Follow up with stakeholders on outstanding information and submits to the line manager for verification before inclusion into samples.
- Implement audit findings within stipulated timeframe are reported and supported by evidence.
- Maintain quality risk management standards in line with relevant requirements.
- Maintain and enforce all related Service Level Agreements to minimise business risk and ensure business continuity.
- Adhere to all relevant laws, policies and Standard Operating Procedures throughout the organisation.

Client Support and Relations

- Assist stakeholders on an adhoc basis in relation to requests for certificates.
- Respond to enquiries relating to certificates by liaising with other internal divisions, if necessary to resolve issues.
- Respond to routine queries and escalate higher-level requests to the relevant staff in the business unit as required.
- Provide support the stakeholders on the submission of relevant documents as per the MICT SETA Standard Operating Procedures.
- Receive queries from SDP and Learners via email, telephone calls and walk ins.
- Resolve the queries which need not be escalated.
- Escalate queries which are more complex to the Advisor.
- Once feedback is received back from Advisor, replying to response to learner or SDP is provided
- Log specific issues on database provider system.
- Feedback from addressed back to learner or SDP.
- Promptly attentively respond to customer requests within established parameters and time frames.

General Administration

- Assist with planning and execution of External Integrated Summative Assessments.
- Support the implementation of occupational qualifications.
- File and store departmental documentation in terms of the ETQA Policies and procedure for the SDP's in the portfolio.
- Provide administrative support to the Department.
- Ad hoc venue bookings and minutes taking for ETQA Department.
- Ad hoc travel and accommodation arrangements may be required

SYSTEM SKILLS:

- Microsoft Office Suite – Intermediate
- Quality Management Systems – Intermediate

VALUES:

- Customer Centricity
- Ethical
- Innovative
- Committed
- Meritocracy
- Collaboration
- Responsiveness

BEHAVIOURAL:

- Organisational and planning
- Decision making
- Problem solving and analysis
- Results Driven
- Professional
- Interpersonal relations
- Work under pressure
- Listening Skills
- Team Player
- Attentive to detail and accuracy

FUNCTIONAL:

- Legislation Compliance
- Administration and organizational skills
- Quality Management
- Interpersonal skills
- Communication skills (verbal and written)
- Data Management
- Listening skills
- Report Writing
- Time management

Application:

CVs and qualifications of suitably qualified persons must be forwarded to the Human Resources Division for the attention of: Mr. Bassanio Gilbert (Recruitment@mict.org.za) by no later than **08 July 2023**. Queries may be directed to 011-207-2600.

Should candidates not hear from us 30 days after the closing date of applications, they should consider their application unsuccessful. Please note this is an open position.



White, Indian, Coloured and people with disabilities are highly encouraged to apply for this position in-line with the MICT SETA Employment Equity Targets.

POPIA DISCLAIMER- By applying for MICT SETA's vacancy, you hereby expressly give MICT SETA consent to process your personal information in accordance with the relevant provisions of the Protection of Personal Information Act 4 of 2013 ("POPIA").

Further, the MICT SETA shall retain personal information as per the regulations set out by the National Archives and Records Service of South African Act (NARSSA), Act. 43 of 1996, as amended.

Please refer to the MICT SETA POPIA Disclaimer for further information (<https://www.mict.org.za/popia-disclaimer/>)