## Welcome to the 2024 Stakeholder Engagement Roadshow

08 May 2024 | Durban

#MictStakeholderEngagement2024













## **PROGRAMME**

TIME	ITEM	PERSON RESPONSIBLE
08:00 - 09:15	ARRIVALS AND REGISTRATION	
09:30 - 09:40	Opening and Welcome	
09:40 - 10:00	Key Address:	Chairperson of the Board
	2024 Stakeholder	Mr Simphiwe Thobela
	Engagement Roadshows	
10:00 - 10:20	CEO Overview	Chief Executive Officer
		Mr Matome Madibana
10: 20 - 10:40	SSP Overview	Senior Manager: Sector
	WSP/ATR Submission Overview	Skills Planning
	Mandatory Grants	Ms Bontle Mokoena
	Tracer Study Findings	
10:45 - 11:00	TEA BREAK	
11:05 - 11:25	Learning Programmes Overview	Senior Manager: Learning
	Learning Programmes Mandate	Programmes
	and Implementation Process	Mr Ernest Nemugavhini
	2024/25 Predetermined Objectives	
	Discretionary Grants Application	
	Process and Updates	
11:30 - 12:00	Engagement Session	All
12:00 - 13:00	LUNCH	

TIME	ITEM	PERSON RESPONSIBLE
13:00 - 13:20	Quality Assurance Update	Senior Manager: Education,
	Transitional Arrangements -	Training and Quality
	Navigating the Change	Assurance
		Ms Natalie Nelson
13:20 - 13:40	4IR Division Update	Senior Manager: 4IR
	4IR Roadmap	Ms Gugu Sema
	4IR Advisory Committees	
	Integrated Digital Skills Strategy	
	Qualification Development	
	Research Chairs	
	Partnerships and Key Initiatives	
13:40 - 14:10	Engagement Session	All
14:15 - 14:30	Closing Remarks	Chairperson of the Board
		Mr Simphiwe Thobela

# KEY ADDRESS BY CHAIRPERSON OF THE BOARD

Mr Simphiwe Thobela



Media, Information And Communication Technologies Sector Education And Training Authority



## **OVERVIEW BY CEO**

Mr Matome Madibana



Media, Information And Communication Technologies Sector Education And Training Authority



## SECTOR SKILLS PLANNING

Presentation by: Ms Bontle Mokoena





### ABOUT SSP

The Sector Skills Planning is a unit within the MICT SETA that conducts research, develops a credible Sector Skills Plan that reflects an accurate (triangulated) list of scarce and critical skills, serving as the basis for the SETA's Strategic Plan



Manage the Workplace Skills Plans and Annual Training Reports processes

B

**Mandatory Grants processes** 



Manage the OFO Code Framework for all occupations that fall within the MICT sector



Conduct research and develop a credible
Sector Skills Plan that reflects an accurate list
of scarce and critical skills



Develop or update the SETA's Strategic (SP) and Annual Performance Plan (APP)



## **CONTENTS**

- 1 OFO Codes 2021
- 2 WSP/ATR Submissions
- 3 Mandatory Grants
- Summary of the 2024/25 SSP Findings
- Administration Expenditure
- 6 Measuring Impact



## OFO CODES 2021

#### Understanding the OFO Codes for WSP/ATR submission

- The Organising framework for Occupations (OFO) is a coded system.
- It is intended to enable the SETAs and DHET to achieve consistency in reporting, monitoring the supply and demand of skills.
- It will help both the SETA and DHET to assess the impact of skills development interventions.
- The frame work is updated and published every two years by DHET, the SETAs being the coordinators.

**NB:** The version that will be used for the 2024/25 submission is the '2021 OFO Code version'





## WSP/ATR SUBMISSIONS

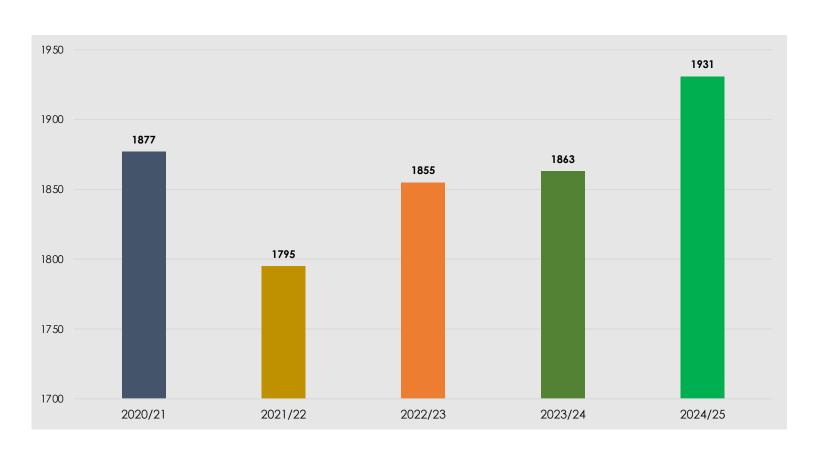
	Workplace Skills Plan (WSP) :
_	This is a Plan that documents the skills needs of a company.
_	Its purpose is to outline how organisations will address their training and skills development requirements.
_	It supports employers in the recognition and implementation of various skills development programmes such as learnerships and internships to deal with skills gaps within a company.
	Annual Training Report (ATR): This is a report on the education and training interventions that were delivered the past year.
	<b>Pivotal Training Plan (PTP)</b> – A Plan to address Professional, Vocational, Technical and Academic learning programmes in the workplace which meet critical needs for economic growth and social development.
	Pivotal Training Report (PTR) – A Report on Professional, Vocational, Technical and Academic learning programmes that were delivered the past year.
	NB: The aforementioned documents should be submitted to the sector-specific SETA on or before 30 April each year.
	NB: All submitting companies need to appoint a suitably qualified Skills Development Facilitator (SDF) to facilitate the training needs within the

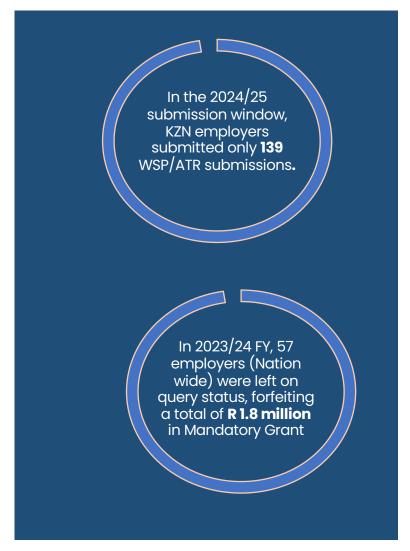


organisation and liaise with the SETA.

## WSP/ATR SUBMISSIONS

#### WSP and ATR Submissions over the years

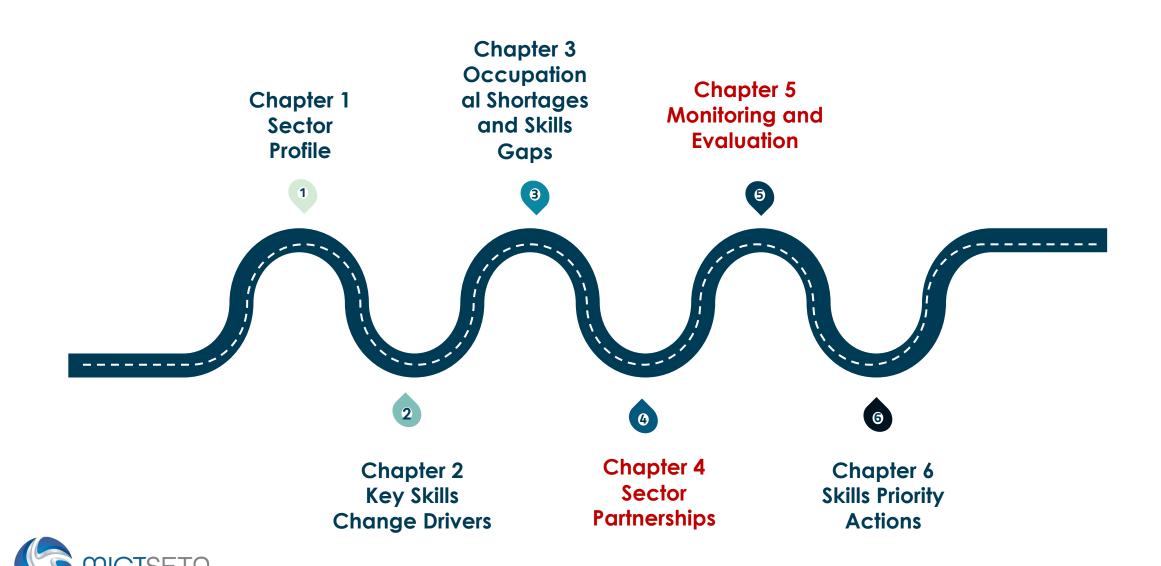








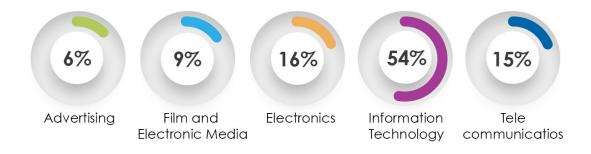
### SECTOR SKILLS PLAN STRUCTURE



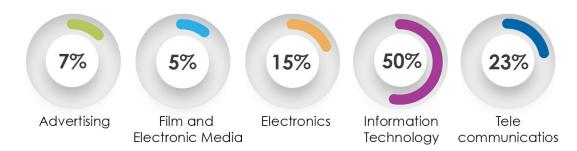
#### **CHAPTER 1: SECTOR PROFILE**

#### **Employers in MICT sector: Levies and Non-Levy paying**

#### Employers (Levy & Non-levy)



#### **Employers: Levy Paying**



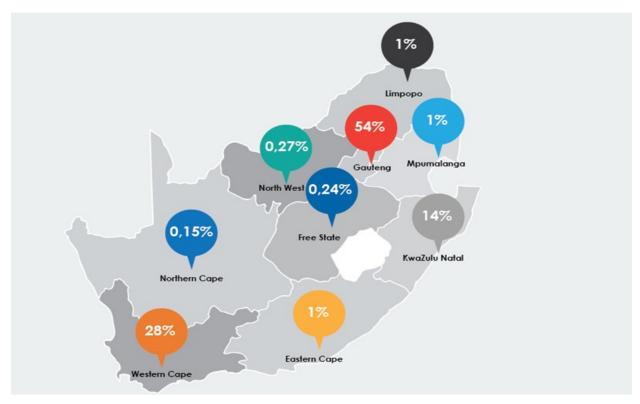
The MICT Sector is made up of 30 866 employers, which are spread across five Sub-sectors.

This represents a 6% decrease from the 32 985 in the previous financial year.



## **Employers by Province**

#### Percentage distribution of employers by province

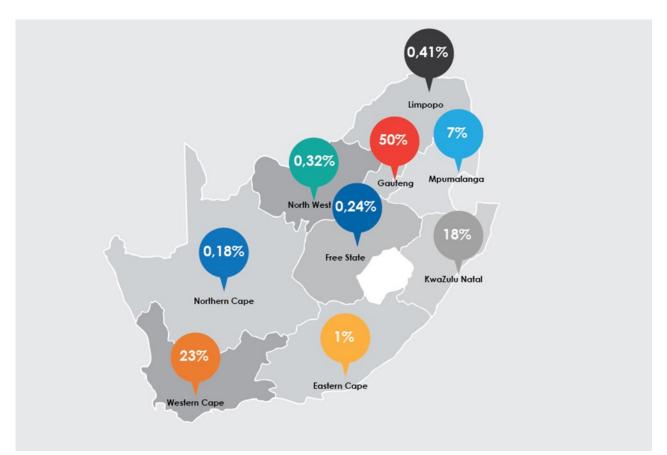


- The vast majority of employers are located in the industrialized provinces.
- Gauteng hosts the largest proportion of employers across the five sub-sectors (54%)
- Followed by the Western accounting 28%. About 14% of employers are based in Kwa Zulu Natal.



## **Employment in the MICT sector**

#### Percentage (%) Distribution of Employees by Province



- The province with the largest number of employees is Gauteng (50%), followed by the Western Cape (23%) and KwaZulu-Natal (18%). These three provinces account for the majority of employees in the sector.
- Moreover, Mpumalanga with (7%), the Free State accounting (1%).
- Provinces with least number of employees are Northern Cape, Northwest, and Limpopo each having a (0%) representation.



## **Employment in the MICT sector**

Below is representation of national employment and the MICT Sector total employment. The province of KwaZulu Natal represented by about 31 005 employees which is only 14% of employment in the MICT sector employment.

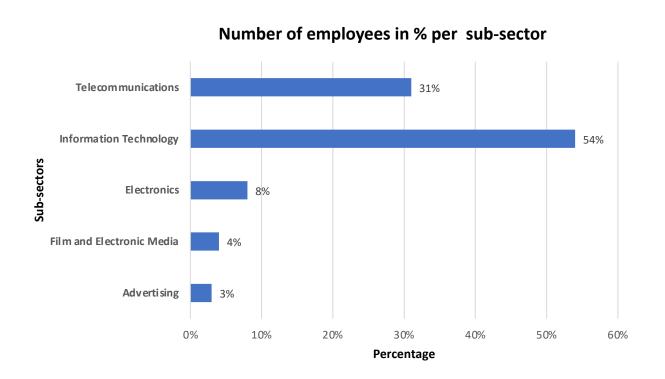




## Sub-sector distribution of employees

The largest proportion (54%) of employees are working in the Information and Technology sub-sector, followed by 31% working in the Telecommunications, 8% in the electronics subsector.

#### Sub-sector distribution of employees



Sub-Sector	Number of employees	Number of employees in %
Advertising	7 129	3%
Film and Electronic Media	8 024	4%
Electronics	18 522	8%
Information Technology	119 692	54%
Telecommunications	68 371	31%

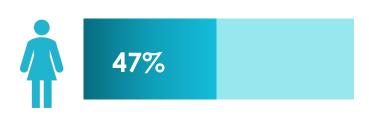


## Sector Profile of Employees

- There are more male employees (53%) in the sector than females. These results have remained similar over the past 3 years.
- Majority of White dominate managerial and professional levels in the sector.

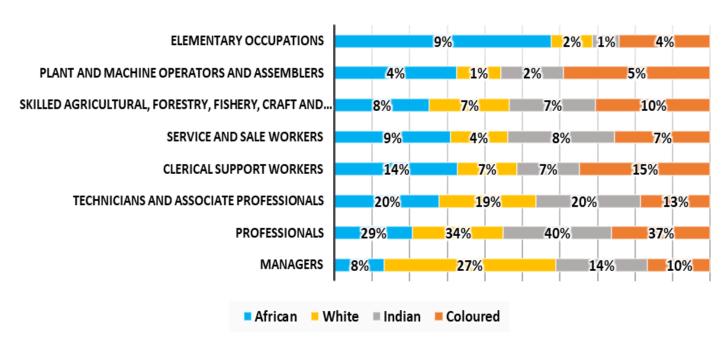
#### Distribution of employees by gender and race







#### Occupational levels distribution by race

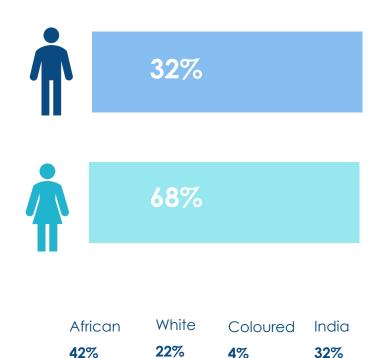


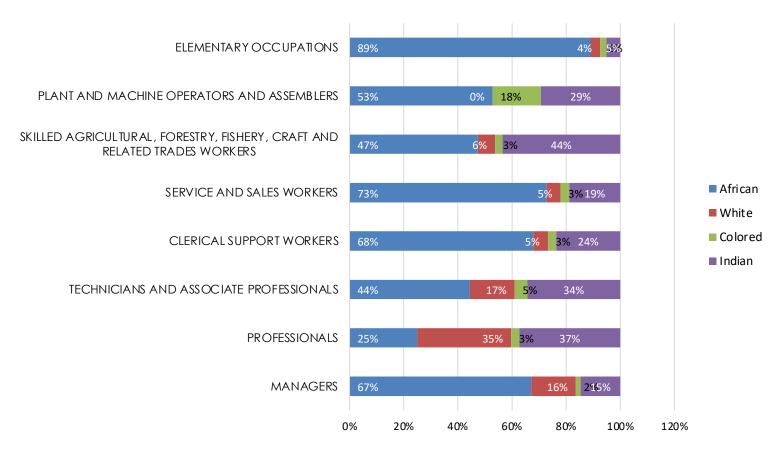


## **KZN Profile of Employees**

#### Distribution of employees by gender and race

#### Occupational levels distribution by race



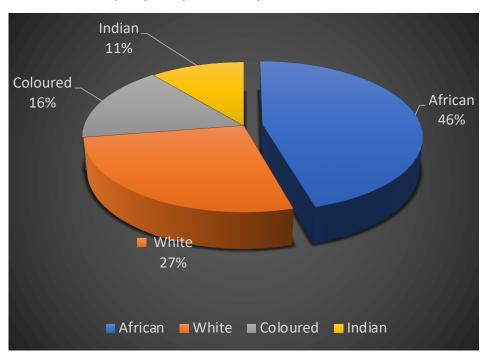




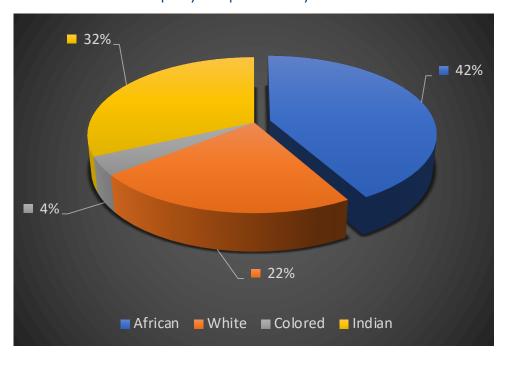
## Race Profiles of Employees

- At a national level, the highest proportion of people employed in the sector are African (46%), followed by White (27%)
- The picture is a little different at provincial level, African (42%), Indians (32%), lastly white account 22%

Employee profile by race



KZN Employee profile by race





## **CHAPTER 2: KEY SKILLS ISSUES**





#### CHANGE DRIVERS IN THE SECTOR

The diagram below demonstrates the presence and influence of 4IR technologies in the MICT sector, ranked by "Change Driver", the percentage of stakeholders who view the technology as a change driver. The list below should not be viewed as exclusive, but rather, a condensed view of the key drivers of change within the sector.



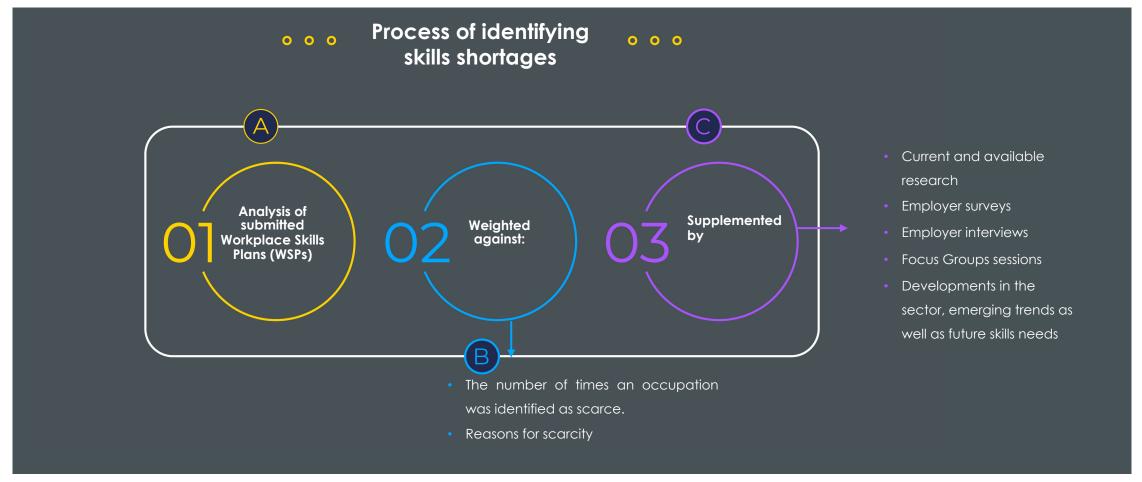


## CHAPTER 3: SKILLS DEMAND AND SUPPLY





## SECTORAL OCCUPATIONAL DEMAND METHODOLOGY





## SECTORAL PRIORITY OCCUPATIONS LIST

OFO Code	Occupation
2021-251201	Software Developer
2021-252301	Computer Network and Systems Engineer
2021-251101	ICT Systems Analyst
2021-242101	Management Consultant (Business Analyst)
2021-252901	ICT Security Specialist
2021-251301	Multimedia Specialist
2021-243403	ICT Sales Representative
2021-251202	Programmer Analyst
2021-251203	Developer Programmer
2021-133102	ICT Project Manager

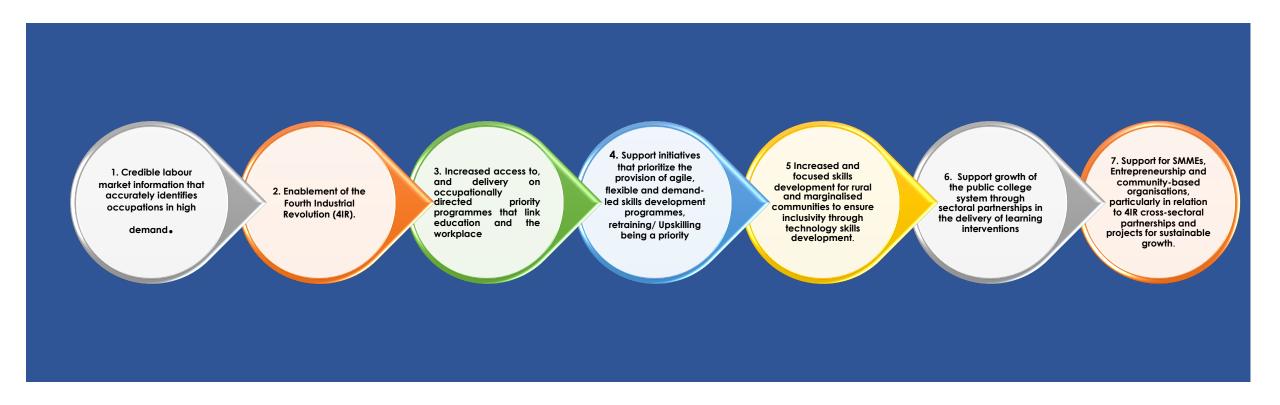


## CHAPTER 6: STRATEGIC SKILLS PRIORITY ACTIONS





#### STRATEGIC SKILLS PRIORITY ACTIONS



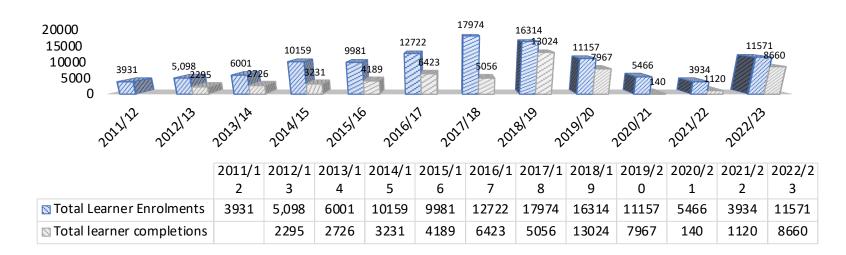


## LEARNER ENROLMENTS AND COMPLETIONS



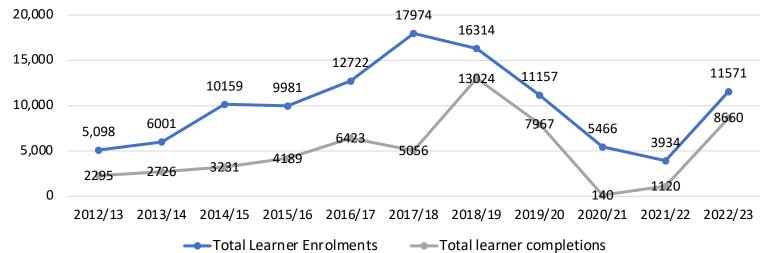


#### LEARNER ENROLMENTS AND COMPLETIONS



110 377

Learners were enrolled in learning programme between 2012/13 to 2022/23

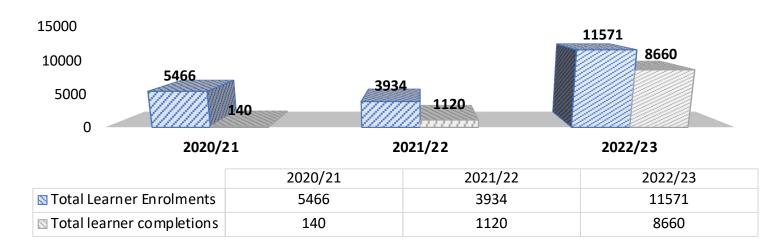


54 831

Learners completed learning programmes between 2012/13 to 2022/23



#### LEARNER ENROLMENTS AND COMPLETIONS

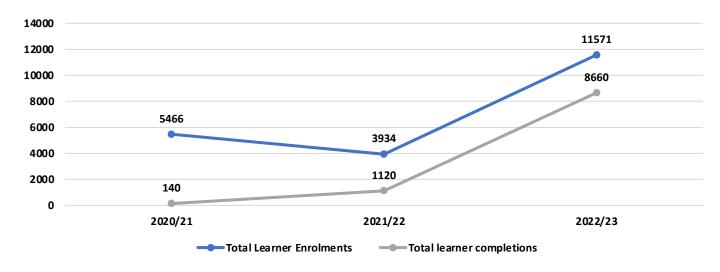




Learners were enrolled in learning programme between 2020/21 to 2022/23



Learners completed learning programmes between 2020/21 to 2022/23



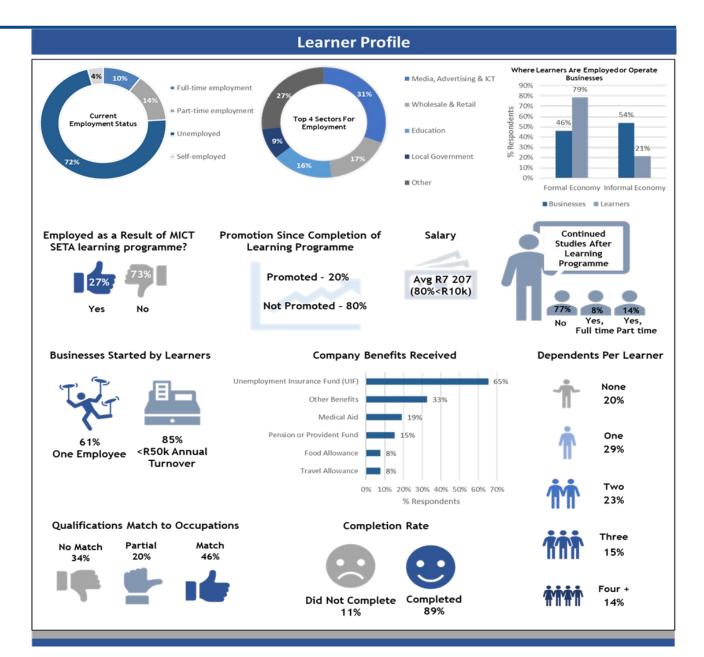


## **MEASURING IMPACT**





#### **EVALUATIONS FINDINGS**



#### **Learner Outcomes**

- The 2022 tracer study based on learners who completed in 2020/21 reflected a 72% unemployment.
- 27% have obtained employment as a result of the MICT SETA learning programmes.
- The top 4 sectors where learners are employed are Media, Advertising and ICT (accounting for 31% of employed learners), followed by Wholesale and Retail (17%), Education (16%), and Local Government (9%).



## LEARNING PROGRAMMES

Presentation by: Mr Ernest Nemugavhini



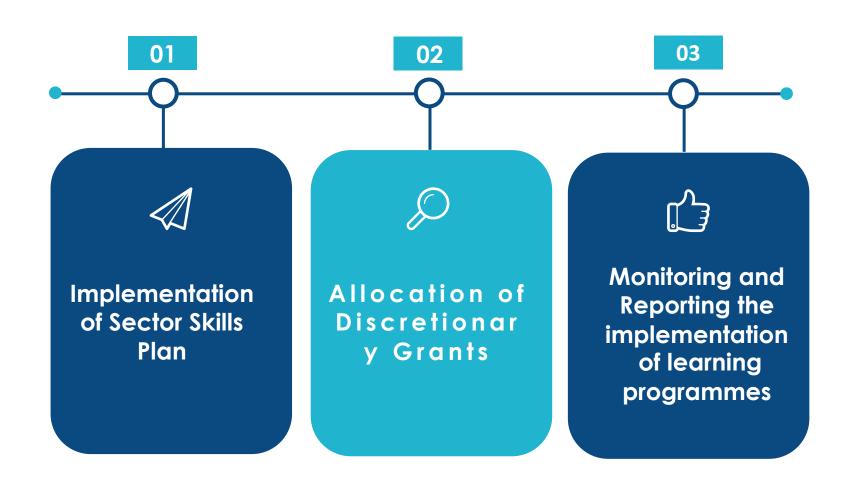


### THE KEY POINTS

Implementation of Sector Skills Plan ,4IR and Future Skills

80% Budget =Pivotal Programmes
20% Budget =Non-Pivotal programmes

6,4% Budget =Developing high level skills
92,6% Budget =Developing intermediate skills
1% Budget =Developing elementary skills





## LEARNING PROGRAMMES MANDATE

Implementation of Sector Skills Plan ,4IR and Future Skills

80% Budget =Pivotal Programmes20% Budget =Non Pivotal programmes

6.4% Budget =Developing high level skills92.6% Budget =Developing intermediate skills1% Budget =Developing elementary skills

A

Implementation of Sector Skills Plan

B

**Allocation of Discretionary Grants** 

C

Monitoring and
Reporting the implementation of learning programmes



## SWOT ANALYSIS



#### Highly experienced and dedicated Team

- A resource dedicated to DHET QMR reporting
- A team dedicated to the LOI response handling process
- A full complement of Advisors dedicated to each Project for the various Learning Programme Indicators
- An Admin Team with each one looking after specific Learning Programme Indicators
- Most vacant positions have been filled
- A fair number of projects being implemented in rural, township and underdeveloped areas
- Physical offices in 5 Provinces for improved accessibility
- Ongoing upskilling of Staff

- High manual component of some of our processes/slow transition to automation
- Some Learning Programmes
   run longer than the allocated
   period, with an adverse
   impact on our commitments
   register
- Under Reporting



# PPORTUNITIE

## SWOT ANALYSIS cont.



#### 4IR related training programmes (3D Printing, Drone piloting, Robotics/AI)

- Growing interest in Cybersecurity and other emerging skills
- There is an overall growth in the ICT sector due to growing demand for ICT services
- Improved partnerships with TVET Colleges, Employers and HEIs, including establishment of offices at TVET Colleges countrywide
- Attendance at career days/expos to improve interest in ICT/Media/Telecoms Careers
- Inclusion of entrepreneurship/new venture creation in a number of our Learning Programmes for job creation & strengthening of SMMEs
- Stakeholder capacity building
- High Appetite by the industry to implement learning programmes

- Some stakeholders defaulting on payment of Learner stipends
- Low stipend amount on Learnerships
   leading to some Learners dropping out
- Some employers not placing Learners for the workplace component or workplace component in some programmes not aligned to the qualification Learners are undertaking
- Social ills such as high levels of crime, unemployment, inequality and poverty in society.





Learnership /Skills Programme
 (18.1 and 18.2) Pivotal Programmes –

- Is a work-based learning programme that leads to a nationally recognised qualification that is directly related to an occupation, for example an Broadcast Engineering.

Graduate Internship programme (18.2) Non Pivotal programmes

- Interns are exposed to the workplace experience and eventually employed by respective workplaces.





- Work Integrated Learning
  - (University Placement and TVET Placement)
- Bursary (Pivotal)
  - Contributes towards education of PDI's;
- Short /Vendor Specific programmes (Pivotal)
  - MCSE, VENDOR SEPCIFIC PROGRAMMES





#### Recognition of Prior Learning (18.1) Pivotal

 Is a work-based learning programme that involves assessment an individual's relevant prior learning to determine the credit outcomes of an individual application for credit..

#### TVET and CET Skills Development programmes (18.1) Pivotal

- AET Programmes
- TVET Lecturers exposed to industry through a skills programme
- TVET Managers receiving training on curriculum-related studies





- Skills Developed support for SMMEs, entrepreneurship,
   Cooperatives development and Community-based organisation
- Skills Development for federation and union members within the MICT sector





OUTPUT INDICATOR	Annual Target 2024/2025
Number of Unemployed Learners enrolled for Work Integrated Learning (WIL) programmes from TVETs on an annual basis.	1864 R70,000 per learner Total projected budget = R130 480 000
Number of Unemployed Learners completed for Work Integrated Learning (WIL) programmes from TVETs on an annual basis.	932
Number of Unemployed Learners enrolled for Work Integrated Learning (WIL) programmes from HETs on an annual basis.	700 R70,000 Per Learner Total Project Budget = R49 000 000



OUTPUT INDICATOR	Annual Target 2024/2025
Number of Unemployed learners completed for work integrated learning (WIL) programmes from HETs on an annual basis.	350
Number of Unemployed Learners enrolled for Workplace Experience/Internships on an annual basis.	1650 R73600 Per Learner Total Project Budge t= R121 440 000
Number of Unemployed Learners completed Workplace Experience/Internships on an annual basis.	630
Number of Unemployed Learners enrolled for Learnership programmes on an annual basis.	4050 R65 000 Per Learner Total Project Budget = R263 250 000



OUTPUT INDICATOR	Annual Target 2024/2024
Number of Unemployed Learners completed Learnership Programmes on an annual basis.	2025
Number of Unemployed Learners enrolled for Candidacy Programmes on an annual basis.	90 R70 000 Per Learner Total Project Budget = R6 300 000
Number of Unemployed Learners completed Candidacy Programmes on an annual basis.	53



OUTPUT INDICATOR	Annual Target 2024/2025
Number of Unemployed Learners enrolled for Skills Programmes on an annual basis.	1000 R40 400 Per Learner Total Project Budget = R40 4000 000
Number of Unemployed Learners completed Skills Programmes on an annual basis.	494
Number of Unemployed Learners enrolled for Short Programmes on an annual basis	950 R40 400 Per Learner Total Project Budget = R47 880 000



OUTPUT INDICATOR	Annual Target 2024/25
Number of Unemployed Learners completed Short Programmes on an annual basis	499
Number of Rural development projects initiated on an annual basis	60



OUTPUT INDICATOR	Annual Target 2024/25
Number of Workers Enrolled for Bursary programmes (new entries) on an annual basis	77 R90 000 Per Learner Total Project Budget = R6 930 000
Number of Workers Enrolled for Bursary programmes (continuing) on an annual basis	33 R90,000 Per Learner Total Project Budget = R2 310 000
Number of Workers Completed Bursary programmes on annual basis	21
Number of Workers Enrolled for Skills Programmes on an annual basis.	198 R35 000 Per Learner Total Project Budget = R6 930 000



OUTPUT INDICATOR	Annual Target 2024/25
Number of Unemployed Bursary learners enrolled (new enrolments) on an annual basis.	310 R90 000 Per Learner Total Project Budget = R27 900 000
Number of Unemployed Learners granted bursaries (Continuing)	210 R90000 Per Learner Total Project Budget = R18 900 000
Number of Unemployed Bursary learners completed on an annual basis.	142
Number of TVET Partnerships established on an annual basis.	14
Number of HET Partnerships established on an annual basis.	25



OUTPUT INDICATOR	Annual Target 2024/25
Number of Centre of Specialisation supported on annual basis	15
Number of TVET Lecturers Exposed to the industry through Skills programmes on an annual basis.	75 R35 000 Per Learner Total Project Budget = R2 625 000



OUTPUT INDICATOR	Annual Target 2024/25
Number of TVET Lecturers Awarded Bursaries on an annual basis.	75 R90000 Per Learner Total Project Budget = R6 750 000
Number of CET College Lectures Awarded Skills Development Programmes on an annual basis.	75 R35 000 Per Learner Total Project Budget = R2 625 000
Number of CET Learners Accessing AET Programmes	70 R35 000 Per Learner Total Project Budget = R2 450 000



OUTPUT INDICATOR	Annual Target 2024/25
Number of Cooperatives Supported with Training Interventions or funded on an annual basis.  TDI definition(Provide entrepreneurship programmes to Cooperatives (Learners) to assist them to acquire targeted business skills)	150
Number of Small Businesses Supported with Training Interventions or funded on an annual basis.	250
Number of People Trained on Entrepreneurships Supported to start their business on an annual basis.	150
Number of NGOs/NPOs Supported with Training Interventions on an annual basis. TDI definition (Provide training programmes to CBOS, NGOs, NPOs (learners) to assist them to acquire targeted skills).	150



OUTPUT INDICATOR	Annual Target 2024/2025
Number of (federations or trade unions) Supported through Skills-related programmes on an annual basis.  Skills Programme  TDI Definition( Provide skills programmes to federation/union/Seta Initiated training to their beneficiaries/members to assist them to acquire targeted skills)	210
Number of Workers enrolled on RPL on annual basis	110
Number of Workers completed RPL on annual basis	45
Number of CET Partnerships established on annual basis	9



## DG APPLICATION PROCESS









**Letter of Intent** 

- Verification of compliance documents
- Evaluation by DG Committee
- Vetting by Advisors
- Vetting Outcome Approval/disapproval

## Issuing of Service Level Agreement (SLA)

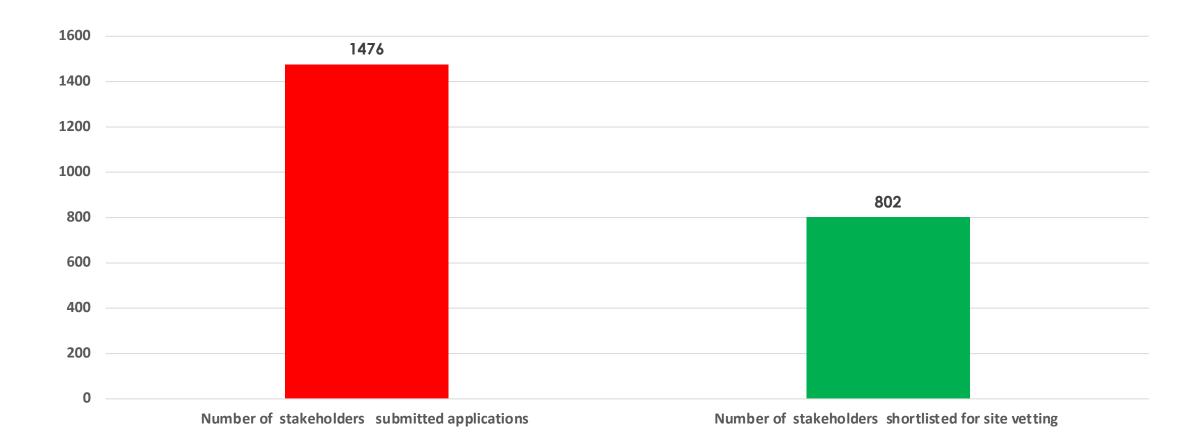
 SLA Signed by both parties (MICT SETA & Stakeholder)

#### Programme Implementation

- Online Submission of Learners Agreements
- ID copies, Qualification,
- List of Learners
- Disbursement of payments as per Annexure A Schedule.
- Submission of quarterly progress reports.
- Site visits by LPD Advisors.

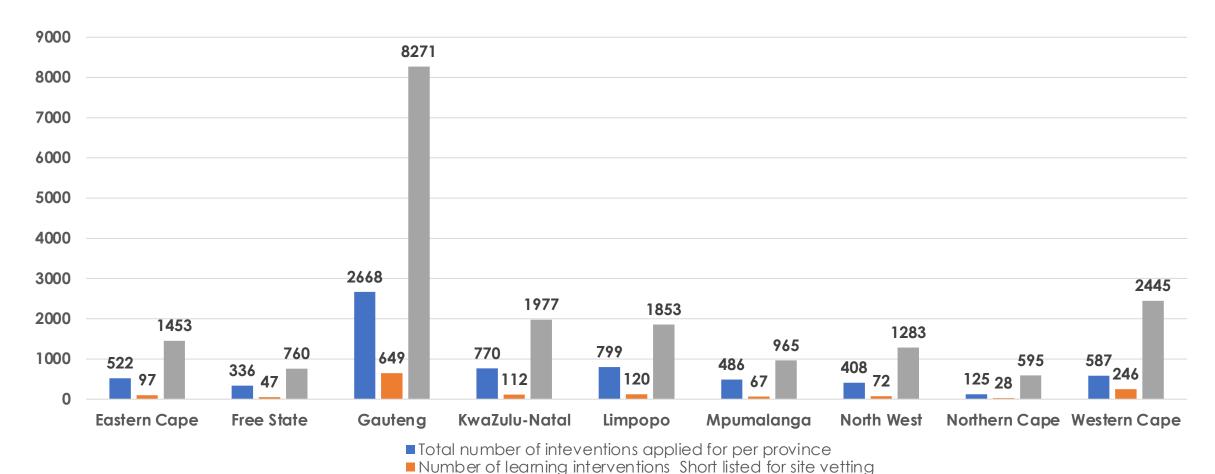


#### DG WINDOW 2024/25 UPDATES





#### DG WINDOW 2024/25 UPDATES



■ Number of learners





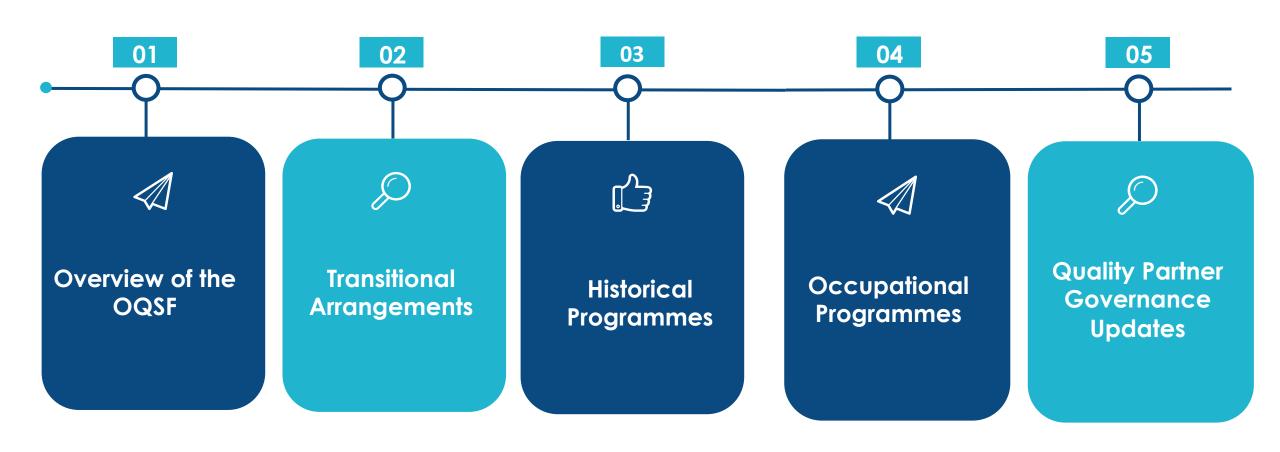
## EDUCATION, TRAINING AND QUALITY ASSURANCE

Presentation by: Ms Natalie Nelson





## THE KEY POINTS





#### **OVERVIEW OF THE OQSF**

- The purpose of the Occupational Qualification Sub-Framework is to facilitate the development and registration of quality assured occupational (including trade-related) qualifications, part-qualifications and skills programmes from NQF Level 1 to 8.
- The OQSF makes available occupational qualifications and part-qualifications that give people access to occupations, trades and/or relevant professions.
- ☐ The OQSF gives effect to the Ministerial determination of the Sub-frameworks published in Gazette No. 44031 of 24 December 2020.
- It meets the needs of existing and emerging sectors by ensuring that all learners, professionals, workers, unemployed and those classified as NEET (not in employment, education or training), are equipped with relevant and portable competencies that support lifelong employability.



#### **OVERVIEW OF THE OQSF**

NQF Sub- Framework/ Quality Council	NQF Level	NQF Sub-Framework and Qualification Type		NQF Sub- Framework/ Quality Council
db- gher	10	Doctoral Degree Doctoral Degree (Professional)		
	9	Master's Degree Master's Degree (Professional)		
ucation Qualifica (HEQSF) Counc Education (CHE)	8	Bachelor Honours Degree Post Graduate Diploma Bachelor's Degree	Specialised Occupational Diploma	
cation C HEQSF ducatio	7	Bachelor's Degree Advanced Diploma	Advanced Occupational Diploma	Occul (Oc
ther Edu Tework (	6	Diploma Advanced Certificate	Occupational Diploma Advanced Occupational Certificate	Occupational Qualifications (OQSF) Quality Council f Occupations (Q
Hig	5	Higher Certificate	Higher Occupational Certificate	Qualific: lality Co
er ing nework isi	4	National Certificate	National Occupational Certificate	
General and Further Education and Training Ilifications Sub-Framework (GFETQSF) Umalusi	3	Intermediate Certificate	Intermediate Occupational Certificate	nal Qualifications Sub-Framework Quality Council for Trades and Occupations (QCTO)
	2	Elementary Certificate	Elementary Occupational Certificate	nework
General and Education Qualifications (GFETQ)	1	General Certificate	General Occupational Certificate	



#### OCCUPATIONAL PROGRAMMES

QUALIFICATION TYPE	NQF LEVEL	MINIMUM CREDIT VALUE
GENERAL OCCUPATIONAL CERTIFICATE	□ LEVEL 1	□ 120 CREDITS
■ ELEMENTARY OCCUPATIONAL CERTIFICATE	□ LEVEL 2	□ 120 CREDITS
□ INTERMEDIATE OCCUPATIONAL CERTIFICATE	LEVEL 3	□ 120 CREDITS
■ NATIONAL OCCUPATIONAL CERTIFICATE	□ LEVEL 4	□ 120 CREDITS



#### OCCUPATIONAL PROGRAMMES

QUALIFICATION TYPE	NQF LEVEL	LEVEL MINIMUM CREDIT VALUE	
☐ HIGHER OCCUPATIONAL CERTIFICATE	□ LEVEL 5	□ 120 CREDITS	
■ ADVANCED OCCUPATIONAL CERTIFICATE	□ LEVEL 6	□ 120 CREDITS	
□ OCCUPATIONAL DIPLOMA	□ LEVEL 6	□ 360 CREDITS	
□ ADVANCED OCCUPATIONAL DIPLOMA	□ LEVEL 7	□ 120 CREDITS	
□ SPECIALISED OCCUPATIONAL DIPLOMA	□ LEVEL 8	□ 120 CREDITS	



#### THE TRANSITIONAL ARRANGEMENTS

PROVISION	IMPLICATION
The registration end date for Pre-2009 qualifications and unit standards registered on the OQSF shall be 30 June 2023.	All historical qualifications have expired and the SETA can no longer award accreditation to new Skills Development Providers on these qualifiations.
The last date of first-time learners enrolling for Pre-2009 qualifications and unit standard registered on the OQSF shall be 30 June 2024.	Skills Development Providers must ensure that learners are enrolled on the relevant programmes, with the SETA by 30 June 2024. Enrolment received after this date will not be eligible for exit verification.
The last date of achievement for learners enrolled for Pre- 2009 qualifications and unit standards on the OQSF shall be 30 June 2027.	This is known to be the "teach-out" period, Skills Development Providers must ensure that learners are assessed, moderated and that exit verification has been facilitated by the SETA.



#### HISTORICAL PROGRAMMES

#### LEARNER ENROLMENT

- The MICT SETA are the final stages of testing on the ETQA Module of the Learner Management System.
- ☐ The system provisions for all of the sub-functions for both historical and occupational processes.
- The current process of learner enrolment is as follows:
  - Access the MICT SETA Website using the following link:

    https://www.mict.org.za/certification/
  - □ Download the MICT Learner Enrolment Form and complete it for all learners enrolled in programmes prior to 30 June 2024.
  - □ Submit the form to <a href="mailto:certification@mict.org,za">certification@mict.org,za</a>
  - You will receive a letter confirmation learner enrolment within 21 working days of submission of the Learner Enrolment form.
  - NB: All enrolment received after 30 June 2024 will not be eligible for exit verification.



#### HISTORICAL PROGRAMMES

#### **ETD PRACTITIONER REGISTRATION**

The requirements for **ASSESSOR AND MODERATOR** registration are as follows:

- Assessor must have completed the Conduct Outcomes-based assessment (115753) unit standard and have the statement of results validating their registration with the ETDP SETA.
- Assessor: Must have subject matter experience in the field in which they will be assessing.
- Moderator must have completed the Conduct moderation of Outcomesbased assessment (115759) unit standard and have the statement of results validating their registration with the ETDP SETA.
- Moderator: Must have subject matter experience in the field of assessment and moderation



#### HISTORICAL PROGRAMMES

#### **ETD PRACTITIONER REGISTRATION**

- ☐ The documents required at registration includes:
  - Certified copy of ID and/or passport (must be certified no later than 6 months prior to submission)
  - Certified copy of Work permit for Foreign Nationals (must be certified no later than 6 months prior to submission).
  - In the instances where the individual has access to an exemption certificate, this requirement will be waived in line with the Home Affairs Ministerial Determination of December 2023 which extensions this exemption up to and including December 2024.
  - Comprehensive CV which must outline experience and expertise in the subject matter for which you seek registration.
  - ☐ For re-registration, an assessment reports are required.



#### ETD PRACTITIONER GOVERNANCE PROCESS



**PLANNED TIMEFRAME - 30 DAYS** 

FINALISATION DEPENDANT ON COMPLETENESS OF APPLICATION AND TURN-AROUND TIMES FOR GAP-CLOSURE



#### **VERIFICATION**

#### TYPES OF VERIFICATION

- ☐ Induction: conducted prior to the commencement of training to ensure SDP readiness for implementation.
- ☐ Interval: conducted at 50% implementation of full qualifications and learnerships.
- **Exit:** conducted at 100% completion as a precursor to certification

#### WHY IS VERIFICATION REQUIRED

- Ensure that learners have been enrolled against the learning programme and that assessment and moderation have taken place according to the assessment policy and schedule and moderation policy and schedule.
- Ensure that Learner progress has been tracked and achievements have been recorded.
- Learners have been granted the opportunity for re-assessment as per the assessment policy and the principles of assessment.



#### VERIFICATION GOVERNANCE PROCESS



Online Application

Submission of assessment and moderation report & toolkit

Vetting of Application & allocation

Conducting verification, gap closure of approval of report

Issuance of signed report to Certification unit for generation of certificates & SORs

**PLANNED TIMEFRAME - 60 DAYS** 

FINALISATION DEPENDANT ON COMPLETENESS OF APPLICATION AND TURN-AROUND TIMES FOR GAP-CLOSURE



#### **CERTIFICATION**

- Certification is two-fold and dependent on the scope of the verification:
  - Issuing of certificates to learners who have completed their full qualifications; and
  - □ Issuing of **statements of results** to learners who have completed a skills programme or unit standard.
- SDPs must document which learners are eligible for full certificates and those that only qualify for SORS.
- ☐ In terms of timelines, the process should not exceed 40 working days.



#### CERTIFICATION GOVERNANCE PROCESS



Issuance of approved verification report to certification unit

Validation of Learner achievement details with SDP

Generation of certificates and SORs

Issuance of Certificates & SORs to SDP

Issuance of Certificates & SORs by SDP to learner

PLANNED TIMEFRAME – 40 DAYS

FINALISATION DEPENDANT ON COMPLETENESS OF APPLICATION AND TURN-AROUND TIMES FOR GAP-CLOSURE



# OCCUPATIONAL PROGRAMMES – REGISTERED QUALIFICATIONS

No.	Qualification ID	Qualification Title	Level	Credits	Curriculum Code	SAQA Link
1	119458	Occupational Certificate: Software Engineer	NQF Level 6	240	251201-001-00-00	https://allqs.saqa.org.za/showQ ualification.php?id=119458
2	119438	Occupational Certificate: Software Tester	NQF Level 5	70	251201-001-00-01	https://allqs.saqa.org.za/showQ ualification.php?id=119438
3	120748	Higher Occupational Certificate: Sound Operator	NQF Level 5	168	352103-001-00-00	https://allqs.saqa.org.za/showQ ualification.php?id=120748
4	120749	Higher Occupational Certificate: ICT Business Development Consultant	NQF Level 5	120	243402-000-00-00	https://allqs.saqa.org.za/showQ ualification.php?id=120749
5	121157	Advanced Occupational Certificate:  Media/Programme Content Production  Manager	NQF Level 6	241	265410-001-00-00	https://allqs.saqa.org.za/showQ ualification.php?id=121157
6	121447	Higher Occupational Certificate :Advertiser	NQF Level 5	120	243101-000-00-00	https://allqs.saqa.org.za/showQ ualification.php?id=121447
7	121587	Occupational Certificate: Telecommunications Specialist	NQF Level 5	161	215303-001-00-00	https://allqs.saqa.org.za/showQ ualification.php?id=121587



# OCCUPATIONAL PROGRAMMES – REGISTERED SKILLS PROGRAMMES

	APPROVED END USER COMPUTING SKILLS PROGRAMMES									
NO	SP ID	Skills Programme Descriptor	NQF Level	Credits	Curriculum Code					
1	SP-240201	Basic End User Computing	Level 3	30	900238-000-00-00					
2	SP-240202	Intermediate End User Computing	Level 4	20	900239-000-00-00					
3	SP-240203	Advanced End User Computing	Level 5	20	900240-000-00-00					



# OCCUPATIONAL PROGRAMMES – IN EVALUATION WITH QCTO

	Qual /		Min		
No.	Prog ID	Qualification Title / Learning Programme Title	_Credits_	Sub Sector	Occupational Title
1	21799	Certificate in Telecommunications for Customer Premises Equipment	135		
2	78963	National Certificate: Telecommunications for Customer Premises Equipment	120		Telecommunications Network
3	59057	Further Education and Training Certificate: Telecommunication Network Operations	132	Telecommunications	
4	65874	Further Education and Training Certificate: Telecommunication Systems	132		Operation Technical Officer
5	65876	Certificate: Telecommunication Systems	120		
				Media -	
6	62069	National Certificate: Radio Production	159	Communication	Radio and Multimedia Practitioner
7	71869	Certificate: Information Technology: Database Administration	120		Database Administrator
8	71850	Certificate: Information Technology: Database Development	120		Content covered in other
9	73391	Further Education and Training Certificate: Website Development	136		qualifications. Entry level
10	73429	Further Education and Training Certificate: Computer Programming	136		qualification titled Software
11	48573	National Certificate: Information Technology: Systems Support	147	Information	Development Officer developed
		Further Education and Training Certificate: Information Technology: Systems		Technology	
12	78965	Development	165		Computer Systems Administrator
13	78964	Further Education and Training Certificate: Information Technology: Technical Support	163		Computer Network Operator
		National Certificate: Information and Communications Technology (ICT) Software			Computer Quality Assurance
14	83026	Testing	138		Practitioner



# OCCUPATIONAL PROGRAMMES - IN EVALUATION WITH QCTO

	Qual /		Min		
No.	Prog ID_	Qualification Title / Learning Programme Title	Credits	Sub Sector	Occupational Title
15	63849	Further Education and Training Certificate: Electronics	122		Electronics Engineering
16	59569	National Certificate: Electronics	120		
17	83446	National Certificate: Electronics	135	Electronics	Mechanician
		Further Education and Training Certificate: Film and Television Production			
18	61450	Operations	157		Video, Film and Multimedia
19	58394	National Certificate: Film and Television Production	122	Film and Television	Practitioner
21	49127	Further Education and Training Certificate: Design Foundation	141		Four Qualifications under this
22	57611	National Certificate: 2D Animation	136		Media and Animation Cluster will
23	57607	National Certificate: 3D Animation and Visual Effects	149		be devoped. The qualifications
24	60509	National Certificate: Design Techniques	121	Interactive Media,	
25	49121	National Certificate: Interactive Media	130	Animation	are: 1. Creative Media Designer,
				7 dimination	2. Interactive Media Designer, 3.
		Further Education and Training Certificate: Graphic Web Design and			Motion Designer and 4.
26	73390	Multimedia	136		Animation Artist.
				Broadcasting/Teleco	Wireless Telecommunications
27	48792	Certificate: Broadcast Engineering	120	mmunications	Technical Officer



# OCCUPATIONAL PROGRAMMES – IN REALIGNMENT

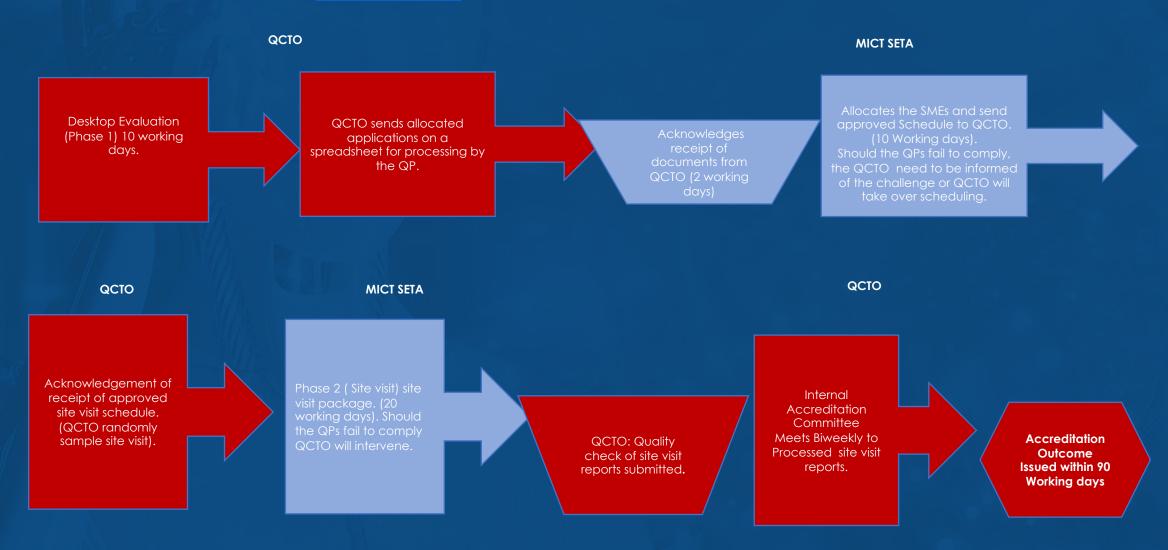
Qual / Prog ID	Qualification Title / Learning Programme Title	Min Credits	Sub Sector	Occupational Title
73298	Further Education and Training Certificate: Photography	128		Photographer
101872	Occupational Certificate: Journalist	193	Media -	Journalist
49317	National Certificate: Scriptwriting	147	Photography	Author
49138	National Diploma: Copywriting	240		Copywriter
101408	Occupational Certificate: Computer Technician	282	Information Technology	Computer Technician



# OCCUPATIONAL ACCREDITATION & THE ROLE OF THE MICT SETA

THE QCTO HAVE A 5 PHASE ACCREDITATION PROCESS WHICH INCLUDES THE FOLLOWING PHASES AND STAKEHOLDERS AT EACH STAGE OF THE PROCES. FOR MORE

INFORMATION VISIT THE QCTO WEBSITE ON WWW.QCTO.ORG.ZA



# OCCUPATIONAL PROGRAMMES – EXTERNAL INTEGRATED SUMMATIVE

## **ASSESSMENT CENTRES**



The QCTO will manage and coordinate the qualifications in the occupational qualifications framework in terms of their development, provision, assessment and impact. Its scope will be the development and quality assurance of fit-for-purpose occupational qualifications and unit standards as required by the labour market for work and employment purposes



Assessment Quality Partner (AQP)

A centre accredited by the QCTO for the purpose of conducting external integrated summative assessments for specified NQF registered occupational qualifications and part qualifications.



A body delegated by the QCTO to develop assessment instruments and manage the external integrated summative assessments of specific NQF registered occupational qualifications and part qualifications.



## OCCUPATIONAL PROGRAMMES – EISA CENTRE RESPONSIBILITIES

A	n	asses	sment	centre	must;
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- Assess the occupational qualification or part qualification in accordance with the standards set by the delegated AQP;
- Comply with the QCTO and AQP assessment policies and procedures;
- Conduct integrated external summative assessments in accordance with the AQP requirements;
- Adhere to standards set by the AQP in order to maintain accreditation;
- Enter into a formal agreement with the relevant AQP;
- Only allow candidates registered for assessment and assessment practitioners conducting the assessment into the assessment area;
- Ensure that candidates are not assessed or moderated by the facilitator responsible for their training; and
- ☐ Have appropriately qualified human resources to conduct assessments as specified by the AQP.



### OCCUPATIONAL PROGRAMMES – EISA CENTRE RESPONSIBILITIES

The QCTO will accredit an entity as an assessment centre for a specified occupational qualification or part qualification if recommended by an AQP and if that entity satisfies the criteria listed below.

#### The entity must:

- Be a juristic person registered or established in terms of South African law;
- ☐ Have a valid tax clearance certificate issued by the South African Revenue Service if applicable;
- Have a suitable and compliant MIS in accordance with QCTO specifications;
- Be safe, secure and accessible to candidates;
- Meet the relevant standards for occupational health and safety;
- Have the required physical resources (e.g.; venue; equipment, machinery or protective clothing), specified by the AQP to assess learners' competence regarding the occupational qualification or part qualification;
- Have appropriately qualified human resources as specified by the AQP; and
- ☐ Make provision for any other requirements specified for the relevant trade, occupational qualification or part qualification.



## OCCUPATIONAL PROGRAMMES – SCOPE OF ACCREDITATION

- An accredited assessment centre may increase its scope by applying to one or more QPs for conducting integrated external summative assessments for additional occupational qualifications or part qualifications.
- ☐ The QP will recommend the amendment of scope to the QCTO.

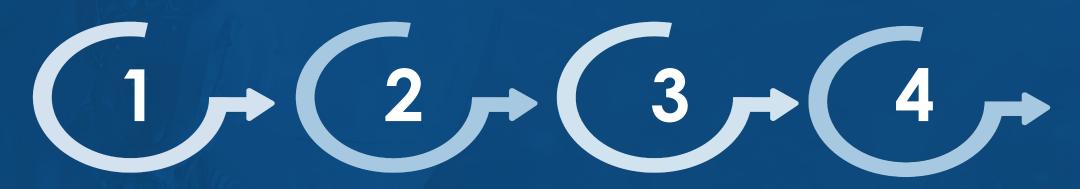
#### The QCTO may amend the scope, if:

- the QP recommends the assessment centre to conduct assessment for one or more additional occupational qualifications.

  In such a case the generic requirements will be deemed to be met, and the extension of scope application will be restricted to the additional curriculum components; and
- the QCTO determines that an accredited assessment Centre no longer has the capacity to conduct the external summative assessments for which it has been accredited.
- ☐ In all cases of an amendment to scope, the QCTO will inform the QP and fulfil all its responsibilities



# EISA ACCREDITATION APPLICATION PROCESS



Online Application

Submission of supporting evidence

Desktop compliance Vetting of Application & allocation by QCTO Conducting of site visit, report generation, committee sitting & accreditation

**PLANNED TIMEFRAME - 40 DAYS** 

FINALISATION DEPENDANT ON COMPLETENESS OF APPLICATION AND TURN-AROUND TIMES FOR GAP-CLOSURE



## QUALITY PARTNER GOVERNANCE UPDATES

- While the policies have served the SETA well, there have been several shifts in the skills development landscape which have required the review of the policies.
- The changes include but are not limited to:
  - The Occupational Qualification Sub-Framework which includes the expiry of historical qualifications and by default, the governance aspects around the acceditation of skills development providers, the enrolment of learners into these qualifications and learner achievements.
  - The MICT SETA QCTO SLA and the additional delegated functions of Occupational accreditation, subject matter expert registration, External Integrated Summative Assessment Centre registration and occupational provider monitoring.



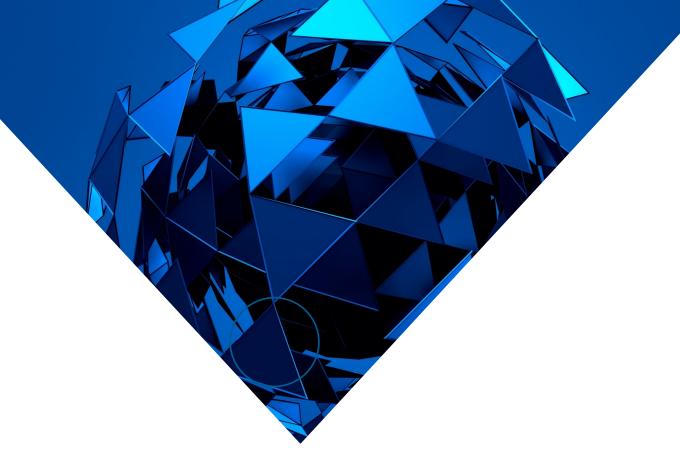
## QUALITY PARTNER GOVERNANCE UPDATES

The policy	updates	thus so	eek to	respond	to t	the	noted	changes	and	ensure	that	they	provisio	n for
these. The	updated	policie	es inclu	de:										

- ☐ Accreditation Policy
- eLearning Policy
- ☐ Verification & Certification Policy
- Workplace Approval Policy
- Assessment and Moderation Policy

☐ The policies can be accessed as follows: www.mict.org.za : Stakeholder Information Tab







#### CONTACT

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#### CONTACT

ETQA MANAGER

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Verification: Mokgadi.Masekela@mict.org.za

ETD Practitioners: <a href="mailto:suzan.ramphore@mict.org.za">suzan.ramphore@mict.org.za</a>

Qualifications realignment: <a href="mailto:gugulethu.jiyane@mict.org.za">gugulethu.jiyane@mict.org.za</a>



#### CONTENT

All content available on the website <a href="https://www.mict.org.za">www.mict.org.za</a> under the quality Assurance Tab.





# 4IR DIVSION

Presentation by: Ms Gugu Sema





# **CONTENTS**

- 1. 4IR Division Roadmap
- 2. Background of the 4IR Division
- 3. 4IR Advisory Committees
- 4. IDSS
- 5. 4IR Qualifications developed
- 6. Established 4IR Research Chairs
- 7. 4IR Learning Programmes
- 8. 4IR Learning Labs
- 9. 4IR Skills Competitions/Hackathons





# 4IR DIVISION ROADMAP

Establishment of 4IR Advisory Committees

2020

Establishment of 4IR Division

2019

Development of Integrated Digital Skills Strategy

2020

Development of 4IR
Occupational
Qualifications
Establishment of 4IR
Research Chairs

2020

Implementation of 4IR Learning Programmes

2022 - ∞ ●

# ADVENT OF 4IR IN SA GOVERNMENT 2018





# 4IR SA NATIONAL LEVEL

- Appointment of Presidential Commission on 4IR in 2018.
- In 2019, the Department of Higher Education and Training (DHET) approved the establishment of a standalone 4IR Department at the MICT SETA, to be placed under sub programme 3.
- Mandate of the Division:
- Drive 4IR skills development initiatives and interventions in South Africa;
- 2. Creating a skilled workforce to respond to the demands presented by 4IR through learning programmes
- 3. Support the expansion of 4IR in various industries in South Africa;
- 4. Support Innovation and entrepreneurial initiatives around 4IR.







# ESTABLISHMENT OF ADVISORY COMMITTEES

To provide input and guidance on the major technological shifts, innovation and workforce strategies that will impact skills planning and implementation.

#### Four Workstreams

- 1. Education
- 2. Labour
- 3. Research
- 4. Policy



# ROLES OF ADVISORY COMMITTEES

- Develop an integrated MICT SETA strategy and plan to respond to the 4IR.
- Advise on strategies to enhance MICT subsector's global competitiveness;
- Advise on a research programme to advance 4IR;
- Advise on the skills development and future of work;
- Make recommendations on enabling relevant infrastructure for South Africa to participate in the digital economy





# INTEGRATED DIGITAL SKILLS STRATEGY (IDSS)

## Vision

A sector that benefit from enhanced digital skills realigned workforce, redesigned ecosystem and research.

## Mission

To realign the labour workforce with 4IR skills demands to focus on industry specific research agenda in support of the redesigned education ecosystem, digital skills interventions and innovation



# INTEGRATED DIGITAL SKILLS STRATEGY (IDSS)

		4IR DI	VISION						
4IR INTEGRATED DIGITAL SKILLS	Activity	EXPECTED RESULTS							
STRATEGY	,	Short term	Mid-long	Impact					
	4IR Advisory Committees	4 Stream: Education, Policy, Research and Labour	Diverse industry participation	Supported industry with relevant skills					
	Established Research Chairs	Responsive research agenda	Contribute to the body of knowledge	Expanded Science Technology & Innovation					
	4IR qualifications	QCTO approval and SAQA registration	Implementation of 4IR learning programmes	Skilled youth and Labour workforce					
	Strategic Partnerships	Sign MoUs Strategy implementation	Strategic goals achieved	Business and job opportunities					



# 4IR QUALIFICATIONS DEVELOPED IN 2020/21

Occupational Qualifications Developed	Occupational Code	Occupational Title	NQF
1.Artificial Intelligence	251201	Al Developer	5
2. Cyber Security	252901	Cyber Security Analyst	5
3. Cloud computing	252301	Cloud Administrator	4
4. Design thinking	242102	DT Lead	4
5. Design thinking Practitioner	251102	DS Practitioner	5
6. Data science	251102	DS Practitioner	5
7. Internet of Things	251201	IOT Developer	4
8. Systems development	251201	Software Developer	5
9. Robotic Processing Automation	251201	RPA Developer	5
10.Quality Engineering Automation	251901	Quality Test Automator	5
11. eWaste	311906	eWaste Operation	4



# 4IR QUALIFICATIONS DEVELOPED IN 2021/22

Occupational  Qualifications Developed	Occupational  Code	Occupational Title	NQF
12.Mobile Computing Technician Devices	672205	Mobile Computing Technician Devices	4
13. Laptop Repairer	672205	Mobile Computing Technician Laptop Repairer	4
14. Wearables	672205	Mobile Computing Technician Wearables	4
15. Accessories	672205	Mobile Computing Technician Accessories	4
16. Peripherals Repairer	672205	Mobile Computing Technician Peripheral	4
17. Drone Technician	311401	Drone Technician	4
18. Remote Piloting Aircraft (RPAS)	733211	Remotely Piloted Aircraft Systems Pilot	4
19.Remote Piloting Aircraft (RPAS) Technician	311401	(RPAS) Technician	4



# 4IR QUALIFICATIONS DEVELOPED IN 2021/22

Occupational Qualifications Developed	Occupational Code	Occupational Title	NQF
20. Blockchain	251201-000-00-00	Advanced Occupational Certificate: Blockchain Developer	6
21.3D Printing	713201-000-00-00	Advanced Occupational Certificate: 3D Printing Technical Administrator	6
22. Extended Reality (AR &VR)	251301-000-00-00	Advanced Occupational Certificate: Extended Reality Developer (XR)	6
23. Optical Fibre Network	672202-001-00-00	Higher Occupational Certificate: Fibre Optic Technician	5



# 4IR SKILLS PROGRAMMES DEVELOPED IN 2021/22

Skills Programme Descriptor	NQF Level	Credits	
24. Fifth Generation (5G)	4	16	
25. Technopreneur	4	60	
26. Java Programmer 4 53	4	53	
27. Cybersecurity Defender	4	60	
28. Python Programmer	4	60	
29. HTML Programmer	4	60	
30. Java Programmer	4	60	
31.Java script Programmer	4	60	
32. C++ Programmer	4	60	



4IR FULL OCCUPATIONAL QUALIFICATIONS DEVELOPED IN 2023/24

Skills Programme Descriptor	NQF Level	Credits
33. PCB fabrication	4	169
34. Digital and Analog Electronics	4	137
35. Smart Grids Communication	5	
36. Substation Automation	5	
37. Embedded Systems Developer	5	183
38. Quantum Computing	6	
39. Data science engineering	5	165
40. Encryption	5	
41. Automative ethernet	5	125



# 4IR SKILLS PROGRAMMES DEVELOPED IN 2023/24

Skills Programme Descriptor	NQF Level	Credits
42. Scrum	5	36
43. Agile	5	33
44. UI/UX	5	43
45. Reactive Native	5	40
46. Go Groovy	5	59
47. Ruby	5	59
48.Digital Terrestrial TV Decoder Installer	5	42
49.Digital Literacy Trainer	5	39
50. Information Technology Trainer	4	46



# 2024 New 4IR Qualifications approved for development by QCTO

Database Security Expert

**Creative & Critical Thinking** 

**Business Intelligence Analyst** 

Machine Learning Specialist

# New 4IR Skills programmes in development with the QCTO

Low Code Developer Skills programme

No Code Developer Skills Programme





# ESTABLISHMENT OF RESEARCH CHAIRS

# NSDP objective:

- Produce more than 100 doctoral graduates per year
- Expand science, technology and innovation outputs by increasing research and development spending
- MICT SETA established Research Chairs under 4IR
- Adopted a different approach from traditional approach
- Fund Masters and PhD Students













we empower people





















UNIVERSITEIT





UNIVERSITY of the WESTERN CAPE



Total Number of Beneficiaries: 425



#### 4IR RESEARCH CHAIR PILLARS

 Research Innovation Capacity Building



#### 4IR RESEARCH CHAIR PROJECTS

• ICT Projects adopted by the 4IR Research Chairs:

	Name of University	ICT Project
1.	Tshwane University of Technology	Learner Management System (LMS)
2.	University of Limpopo	DHET College & SETA Times website
3.	University of Johannesburg	MICT SETA Intranet
4.	Durban University of Technology	Knowledge and Information Management Plan
5.	Cape Peninsula University of Technology	Cybersecurity Plan and MICT SETA enterprise architecture and ICT master plan



#### 4IR RESEARCH CHAIR PROJECTS

• ICT Projects adopted by the 4IR Research Chairs:

	Name of University	ICT Project
6.	Tshwane University of Technology	Career Hub
7.	Vaal University of Technology	e-Recruitment Solution
8.	Tshwane University of Technology	e-Learning Platform
9.	University of Kwa-Zulu Natal	Management Information System (MIS/DSS)
10.	Northwest University	GIS





### 4IR LEARNING PROGRAMMES

Province	Strategic Focus Area	Type of Programme	Number of Learners
Mpumalanga	Artificial Intelligence/Machine Learning	Short Programme	10
Mpumalanga	Software Development	Internship	15
Mpumalanga	5G	Short Programme	25
Kwa-Zulu Natal	e-Waste	TVET Placement	25
Mpumalanga	Data Science	Learnership	22
East London	Optic Fibre	Short Programme	20
Northwest	3D Printing	Short Programme	25
Northwest	Mobile Repairs	Short Programme	45
Port Elizabeth	Data Science	Learnership	22



### 4IR LEARNING PROGRAMMES

Province	Strategic Focus Area	Type of Programme	Number of Learners
Northern Cape	IoT	Short Programme	55
Mpumalanga	Design Thinking	Internship	25
Gauteng	Data Science; Artificial Intelligence, Machine Learning, VR and Gaming	Internship	15
Gauteng	Software Development	Internship	15
Gauteng	Robotic Processing Automation (RPA)	Internship	25
Gauteng	Design Thinking	Internship	15
Gauteng	Optic Fibre	Short Programme	25
Free state	3D Printing	Short Programme	25
Gauteng	Data Science	Internship	15



#### REACH AND IMPACT

Females - 40%

Rural & Townships



Male - 60%

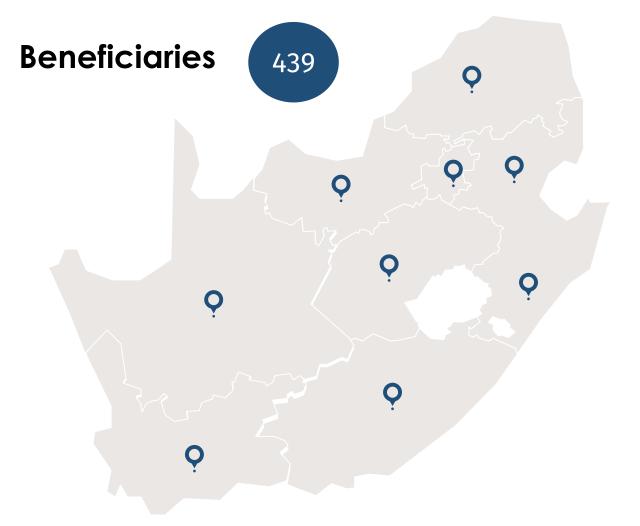
Rural & Townships



Disabilities - 5%

Rural & Townships





#### PARTNERSHIPS: SUCCESS STORIES

#### Output/Results:

- 68 jobs have been created from the above programmes.
- 27 Companies have been registered specialising in various 4IR general purpose technologies (Optic Fibre, 5G and Cloud Computing, Artificial Intelligence, Software Development, Internet of Things etc.)
- 10 Registered Digital Cooperatives (3D Printing, 5G & Cloud computing, Optic Fibre, IoT, Software Development; Cell phone and Laptop repairs)
- 5 Digital Incubation programmes (3 Artificial Intelligence; 2 Optic Fibre)





## ESTABLISHMENT OF THE MICT SETA 4IR LEARNING LABS

- Partner with Key stakeholders (Industry, Academic Institutions, Government departments and entities) to establish 4IR Learning Labs.
- Roll out 4IR Learning programmes focusing on innovation, entrepreneurship, and starts-ups among youth within the ICT Sector.
- Fund and implement 4IR learning and incubation programmes in the Learning Labs.
- Partner with strategic partners to donate appropriate infrastructure, equipment, devices and resources needed for training in the Learning Labs.
- Target: TVET Colleges, IDZs, Community Centres.
- Signed MoUs with about 20 TVET Colleges





#### MICT SETA 4IR HACKATHONS

- In fostering an innovation culture and digital entrepreneurship in South Africa, the MICT SETA hosts hackathons in collaboration with various industry stakeholders to allow young people to come up with innovative solutions that will address various government, business and societal challenges.
- Hackathons allow young developers and digital practitioners to innovate and create digital solutions that help governments, businesses, and communities address some of their challenges.
- MICT SETA has hosted hackathons with the following institutions:
- State Information Technology Agency (SITA) Improving Government Digital Systems, Geekulcha Cyber Security Solutions, Mlab Internet of Things, Youth ICT Council Infrastructure Security in Local Government, Forge Academy Using 5G and AWS to develop security solutions, Phumelela Consulting Artificial Intelligence for Local Economic Development and improving service delivery.





# CLOSING REMARKS BY CHAIRPERSON OF THE BOARD

Mr Simphiwe Thobela



Media, Information And Communication Technologies Sector Education And Training Authority



