



<b>INTERNAL / EXTERNAL ADVERTISEMENT</b> <b>DIVISION: EDUCATION AND TRAINING QUALITY ASSURANCE</b> <b>10 June 2025</b>		
<b>REFERENCE NUMBER</b>	<b>POSITION: PERMANENT</b>	<b>NUMBER OF VACANCIES AVAILABLE</b>
<b>ETQA: 16/2025</b>	<b>ADMINISTRATOR: EDUCATION AND TRAINING QUALITY ASSURANCE</b>  <b>ALL INCLUSIVE REMUNERATION: TCTC (PER ANNUM) R317 778.00 – R419 013.00</b>	<b>1</b>

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 **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

#### Other Requirements:

- Familiar with High paced environment
- Be able to work long hours as and when required to do so
- A fast-paced working environment which requires agility with time management
- May be required to travel
- Driver's License and vehicle

#### ROLES AND RESPONSIBILITIES

##### Accreditation administration

- Ensures that all Assessor and Moderator applications and registrations meet QCTO requirements prior to submission to Advisor for verification.
- Provides support on the ETQA administrative system to all stakeholders.
- Receives, records, distributes and tracks all incoming and outgoing correspondence / submissions to improve response time of stakeholder correspondence.

- Enhances stakeholder responsiveness by liaising with Assessors and Moderators in regard to results of applications and expiring registrations.
- Provides documentation upon request to stakeholders.
- Monitors Service Provider's adherence to accreditation requirements.
- Accurately captures Assessor / Moderator application results or re-registrations and provider accreditations on Management Information System (MIS).
- Captures learner achievements immediately following project completion to ensure an accurate and current database.
- Prints and issues certificates within stipulated time period.
- Ensures that Service Providers understand and adhere to certification policies and procedures.
- Maintains the Service Provider details on the Management Information System to ensure accurate and current information.
- Represents MICT SETA at ETQA forums as and when required.

### **Quality Assurance**

- Receives exit moderation from Training Provider after MICT SETA's external moderation.
- Verifies each learner against the signed spreadsheet received from Advisor: LPD.
- Validates qualifications by checking individual learners against signed verification report.
- Checks information on Management Information System (MIS) further verifies correctness of information.
- Prints certificates and statements of results, embosses and couples the correct certificates and statements of results.
- Submits certificates for signing and scans and uploads onto system for record purposes.
- Contacts Training Providers to advise that certificates are being couriered.
- Courier's certificates to relevant Training Providers within stipulated time periods.
- Receives ad hoc hard copies of Declaration of Results (DOR) and verifies against results on system uploaded by Service Provider.
- Updates the database of certificates and learner records.
- Liaises with Providers and maintains up-to-date learner information.
- Assists stakeholders on an ad hoc basis in relation to requests for certificates.
- Responds to enquiries relating to certificates by liaising with other internal divisions, if necessary to resolve issues.
- Produces reports on a monthly and quarterly basis.

### **Registration of Assessors / Moderators and Verification of Learner Results**

- Guides applicants on the registration process and completion of required documentation.
- Receives applications and follows up on outstanding documentation in order to complete registration.
- Evaluates and verifies level of experience in line with South African Qualifications Authority (SAQA) requirements for Assessor and Moderator appointments.
- Checks to see that courses offered by MICTSETA have been completed.
- Submits applications to advisor for approval upon completion of site visits.
- Captures approved Assessor and Moderation registrations on Management Information System (MIS).
- Checks that Assessor and Moderation registrations are linked to the correct Service Providers.
- Sends registration letter created by system to applicants.
- Ensures registrations / re - registrations takes place within stipulated time period.
- Files and scans all documentation on ETQA drive for access by colleagues.
- Induct Assessors and Moderators by demonstrating how to upload learners on system.
- Receives Declaration of Results (DOR) and checks against results on system uploaded by Service Provider.

- Checks that results have been moderated and forwards to Advisor to compare to verification report before final approval.

### **Client Support and Relations**

- Assists stakeholders on an ad hoc basis in relation to requests for certificates.
- Responds 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 SDPs 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
- Communication

### **FUNCTIONAL COMPETENCIES:**

- Legislation Compliance
- Administration and organizational skills

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

#### BEHAVIOURAL COMPETENCIES:

- 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

#### **Application:**

Please click the link to apply <https://forms.office.com/r/cEdSEzbu3W> by no later than **15 June 2025**.

Queries may be directed to 010-055-7930.

Should candidates not hear from us within 30 days after the closing date of applications, they should consider their applications unsuccessful. Please note that 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/>)