INTERNAL / EXTERNAL ADVERTISEMENT
DIVISION: EDUCATION AND TRAINING QUALITY ASSURANCE
08 December 2025

REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
ETQA: 36/2025	ADMINISTRATOR: EDUCATION AND TRAINING QUALITY ASSURANC ALL INCLUSIVE REMUNERATION: TCTC (PER ANNUM) R317 778.00 – R419 013.00	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 **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

ROLES AND RESPONSIBILITIES

Accreditation Administration

- Vetting of stakeholder applications for accreditation
- Quality assurance of compliance documents related to accreditation applications.
- Scheduling of site visits.
- Maintaining a database of accredited training providers and assessment centres.
- Perform the function of secretariate to the accreditation committee.

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- Attend to accreditation – related stakeholder queries.

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 verify 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 adhoc 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 adhoc 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.
- 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 adhoc 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 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
- 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

MICTSETA | Media, Information And Communication Technologies Sector Education And Training Authority
SHAPING SKILLS, PIONEERING INDUSTRIES, EMPOWERING FUTURES

- 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.cloud.microsoft/r/PwkNFT0Ukz by no later than **12 December 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/*)*

Verification and Vetting Disclaimer

MICT SETA reserves the right to conduct comprehensive background checks, which may include verification of Matric and other qualifications, Employment history, Credit reports, Criminal records, Social media activity, References, Citizenship status, as well as Psychometric Assessments etc. Employment offers are contingent upon successful completion of these vetting procedures.