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INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY

ETQA - Certification

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CERTIFICATION - PROCESS OVERVIEW

IMPORTANT PROCESSES

VERIFICATION REQUEST

(Verification Request, NLRD, Ass/Mod Report/Learner List)

ASSESSMENTS UPLOAD:

Upload of learner assessments on MIS after verification has been endorsed

QUALITY ASSURANCE:

Quality Assurance of learner credits by QA Administrators –
(Receipt of endorsed verification report)

CERTIFICATE ISSUE:

Certificate is generated once learner has been achieved and issued within 90 days

CHALLENGES – PHASE 1:LEARNER REGISTRATION

- ✓ Registration process not completed on the system, learner cannot be validated
- ✓ POPI Act and ID not uploaded
- ✓ Insufficient information captured
- ✓ Learners not linked to correct programme
- ✓ Funded learners (Learnerships/Bursaries/Skills Programmes) validated by Learning Division
- ✓ Learners not captured on MIS 7 days after programme has commenced
- ✓ Incorrect financial year/commencement and completion dates
- ✓ Where BI Tool is required, should be completed correctly

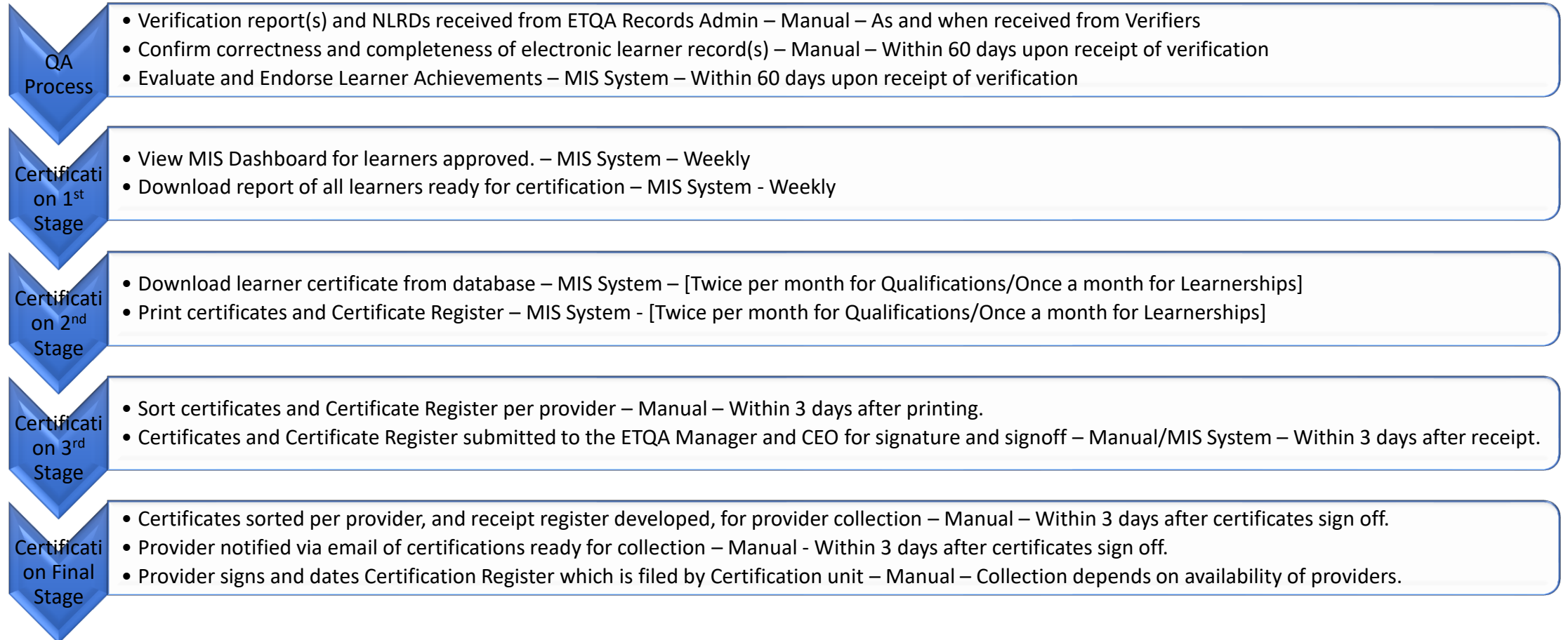
CHALLENGES – PHASE 2: LEARNER ACHIEVEMENTS

- ✓ Assessments not uploaded for learner achievements – (should be uploaded after verification is endorsed)
- ✓ Providers/employers requesting SoRs a day after verification was conducted (30 days after verification)
- ✓ Learner list to be downloaded on MIS – serves as proof that learners exist on the MIS system
- ✓ Learners not captured on MIS on QA stage
- ✓ NLRD uploaded doesn't match with what is captured on the system (Learner ID/credits/assessor/moderator details, etc)
- ✓ Errors picked on QA stage, delayed responses from providers
- ✓ Low throughput rate (NB! Learnerships)

CHALLENGES – PHASE 2: LEARNER CERTIFICATION

- ✓ SDPs referring learners to INSETA for certificates (INSETA only liaise with SDPs)
- ✓ Historical learners previously enrolled providers who have closed down, insufficient documents submitted to ETQA for QA assurance of the learner (sometimes verification never conducted)
- ✓ Assumption that certificate can be issued immediately after QA, only SoRs can be issued, certification process get completed in 60 days

Certification Process Flow





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The End -Thank You