

QUALITY ASSURANCE OFFICER: LEARNER ACHIEVEMENTS & CERTIFICATION

Salary: R464 847,12 per annum plus benefits

Please Note: This is a fixed term position until 31 March 2030

The Public Service Sector Education and Training Authority needs to employ a suitably qualified Quality Assurance (QA) Learner Achievements and Certification Officer. The successful candidate will be based in PSETA Offices in Hillcrest, Pretoria.

Job profile:

To provide guidance and support to training providers in the public service sector; handle ETD Practitioners registration applications; monitor training provision and verify learner achievements and certify qualifying learners; assist the QA Specialist and keep QA records in line with QCTO and SAQA requirements.

Duties and responsibilities:

- To coordinate and conduct monitoring and verifications site visits.
- To guide and support prospective and accredited training providers, including constituent ETD Practitioners.
- Conduct evaluations of Assessor and Moderator applications.
- Assist the QA Specialist in the execution of the DQP & AQP related functions.
- Maintain management information system in line with QCTO and SAQA requirements.
- Maintain and manage learner achievements reporting systems
- Assist the SDPs with linkage of learners to providers, assessors, and moderators.

- Quality assuring learners and providers details for external moderation requests.
- Issuing of assessors and moderators' registration letters
- Recommend learner assessments / achievements and generate statement of results and certification
- Coordinate the printing of certificates in line with the PSETA Certification Policy.
- Keep, maintain and update certificate registers, collection registers and certificate log registers.
- Maintain and update certification reconciliation records for audit purposes.
- Attend to system related queries
- Coordinate and implement office procedures and ensure adherence to procedure and applicable service standards.
- Coordinate data retrieval and provide assistance during audits of the department.
- Assist in the analysis of data and records to drive continual improvement.
- Assist with the review and revision of support documentation being used in processes which directly affect the office of the manager.
- Control documentation to ensure easy access, traceability, and comprehensive record keeping of all documentation for manager's office.
- Recommend and incorporate cost saving initiatives into budgets and controls expenditure within approved parameters.
- Obtains costing information for events to assist department in budgeting and forecasting.
- Follows up to ensure that invoices are paid timeously and communicates with Finance on processing of invoices.
- Assist QA Specialist on stakeholder engagements.
- Addresses basic queries from stakeholders and channels specific / complex queries to QA Specialist and Manager.
- Establish and maintain good relations between the manager, staff and external parties.

Requirements:

- A minimum National Diploma in Office Administration, Public Administration or Social Science at NQF 6 or equivalent.
- Experience and knowledge in the Sector Education and Training Authority environment is essential.
- Experience and knowledge in QA processes.
- Experience and knowledge of the South African Qualifications Authority (SAQA) Framework.
- Experience and knowledge of QCTO requirements.
- Excellent and proven communication skills (written and verbal) at all levels within the business and with stakeholders.
- Integrity, high ethical standards and conduct.
- Excellent telephone etiquette.
- Analytical, meticulous, accurate and pay attention to detail.
- Ability to multi-task, work under pressure and at times extended hours to meet deadlines (proven and advanced time management skills).

If you meet the above requirements, please submit a detailed CV, certified copies of educational qualifications and motivation to the Human Resource Department via e-mail to pseta@miltonresourcing.co.za

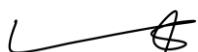
PLEASE NOTE: Closing Date: 12 July 2023

Enquiries: Ms Phuti Phosa / Ms Matsatsi Mphahlele - **Call: 012 423 5700**

Designated groups are encouraged to apply (Youth, Women and People with disabilities)

PSETA is a listed public entity, and all appointments are in line with employment equity legislation and practices. If you have not heard from us within two months after closing date, kindly accept that your application was unsuccessful.

PSETA reserves the right not to make an appointment.



01 June 2023