

Advertisement

Senior Specialist: Quality Assurance Reporting

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) seeks to employ a **Senior Quality Assurance Reporting**, who will report directly to the Chief Operations Officer and be based at the **Head Office: Centurion**.

Grading: (Role Band: D1)

Salary: R807 094 (Total Cost to Company per annum)

The role of this position is to:

Develop and design the Quality Assurance framework, policies and procedures and standards for the SETA ensuring alignment with the Annual Performance Plan and optimal delivery on quality standards and requirements. Responsible for consolidating W&RSETA Quality Assurance reports and submit to relevant structures as required.

Key Performance Areas will include but not limited to the following:

- Develop and design the Quality Assurance framework, policies and procedures for the SETA ensuring alignment with the annual performance plan, SETA standards and requirements.
- Consolidate all Quality Assurance reports on a monthly, quarterly, six monthly and annual basis ensuring the report is an accurate reflection of SETA's Quality Assurance performance nationally.
- Subject matter expert on quality assurance for the SETA and proactively provide advice at all levels of operations.
- Monitor the overall performance and status of Quality Assurance nationally and propose strategies, actions and recommendations to improve Quality Assurance for the SETA.
- Close working relationship with the Senior Regional Managers and Provincial Managers to ensure Quality Assurance standards are maintained in all provinces.
- Ensure enough pool of external moderators in support of skills development programmes in the wholesale and retail sector.
- Sign off on accreditation letters / recommendation for accreditation to QCTO.
- Guide and support the Quality Assurors on quality assurance related matters including compliance with WBLP regulations on workplace approval processes.
- Develop and analyze quality assurance related reports for the COO.
- Update ETQA Policies, SOPs and templates with the assistance of QAs and PMs.
- On request of provincial managers assist with amiable resolution of quality assurance challenges or problems.
- Facilitate ETQA website updates through marketing and communication.

- Liaise with Qualification Development Coordinator on QCTO and other SETA related queries with regards to unit standard based qualifications.
- Facilitate resolution of appeals related to external moderation / accreditation / learning programme evaluation / assessor and moderator registration.
- Monitor QAP function in line with the QCTO delegation for unit standard based qualifications, skills programmes and unit standards.
- Provide required record reports for performance reporting purposes as required monthly, quarterly, six monthly and annually, to support overall consolidated SETA reporting.
- Manage the certification of learner and accredited providers as well as issuing of records of achievements to learners who complete registered qualifications as per SAQA and QCTO guidelines and quality assurance requirements.
- Manage the effective certification of learner processes, as per WRSETA MIS (LMS) system, as well as issuing of records of achievements to learners who complete registered unit standard as per SAQA qualification criteria and guidelines and all quality assurance requirements.
- Assist the COO with the achievement of APP completion targets on a quarterly basis.
- Manage accreditation and monitoring of skills development providers as per SAQA guidelines and all quality assurance requirements.
- Validation and final approval of batch reports and certificates.
- Validation and issue of all W&RSETA full award certificates as per the SETA's MIS requirements.
- Keep COO informed of the status of Quality Assurance nationally and Continuously assess and investigate opportunities to improve performance delivery on certification and training provider accreditation performance and provide innovative smart solutions to existing challenges.
- Inform COO of project progress of learning interventions and the monitoring of learning i.e. accreditation of delivery as per LMS requirements is carried out and information is accurate and consistent.
- Liaison between provinces and Senior Regional Managers with information, reporting, queries on certification, extension of scope with regards provider accreditation and liaison with other SETA(s) cross SETA extension of scope.
- Central monitoring of provincial adherence to accreditation, programme approvals and extensions to QA processes and policies, as set out by SETA.
- Supervise, guide, motivate, performance manage and inspire team.
- Ensure a close working relationship between the different divisions to ensure the continuous delivery on SETA's performance targets.
- Ensure that the synergy between the different divisions is utilized to continuously support SETA's performance and delivery against set objectives.
- Ensure adherence to W&RSETA policies, procedures and relevant legislation.
- Maintain professional and technical knowledge and best practices.
- Communicate effectively and professionally with all Stakeholders.
- Effectively plan, coordinate, manage and execute ad hoc projects.

Minimum Qualifications and Experience

- National Diploma/Bachelor's Degree in Public Management/Public Administration/Human Resource
- 5 Years' experience of which at least 3 in a Quality Assurance and reporting
- Excellent knowledge and understanding of National Skills Development Plan (NSDP)
- Thorough understanding of the South African landscape including the challenges faced by learners in general
- Knowledge, understanding and appreciation of regulatory and legislative framework within the SETA landscape

Instructions to applicants

- All applications must be accompanied by certified copies of the ID and all educational qualifications, and they should not be older than 6 months.
- Applications received after the closing date will not be considered.
- The Wholesale and Retail SETA reserve the right not to make appointment(s) to the advertised post(s).
- The organisation will give preference to candidates in line with the Employment Equity goals.

NB: Please include the name of the position on the email subject line.

Only applicants who meet the minimum requirements of this position should apply, by forwarding their CVs for attention: Libokanyo Khumalo (Senior Manager: HR) at recruitment2@wrseta.org.za. The closing date for applications is: **17 November 2025**