



inseta
INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY

Working together for a skilled tomorrow

Quality Policy

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ACRONYMS AND DEFINITIONS OF TERMS	
Accreditation	means the certification, for a specified period of time, of a person, a body or an institution as having the capacity to fulfil a particular function in the quality assurance system contemplated in sections 5(3)(c) and 27 (j) of the NQF Act and section 26F(1)(b) of the Skills Development Act.
Constituent	means a person or institution falling under the scope of a SETA as specified in Government Notice number 33756 of 11 November 2010)
Education and Training Quality Assurance Body	is a Body accredited by SAQA in terms of Regulation 1127 of the SAQA Act, responsible for quality assurance of national standards or qualifications, and to which specific functions relating to the monitoring and auditing of national standards or qualifications have been assigned in terms of section 5 (1)(b)(i) of the Act; Please note that this function existed within the SAQA framework and the QCTO has delegated this authority back to the SETA's (but ETQA's per se no longer exist).
INSQA	is the Quality Assurance department within the INSETA;
Learning programme	means the approved combination of courses, modules or units of learning (learning materials and methodology) by which learners can achieve the learning outcomes for a qualification;
NQF	means the National Qualifications Framework
NQF Act	means the National Qualifications Framework Act, 2008 (Act 67 of 2008)
Primary focus	means that activity or objective within the sector upon which an organisation or body concentrates its efforts;
Primary Provider	means a body which is accredited with the INSETA to deliver learning programmes which culminate in specified National Qualifications Framework standards or qualifications and manages the assessment thereof;
Quality Assurance	means the process of ensuring that the degree of excellence specified is met;
Quality Council for Trades and Occupations (QCTO)	Is the Quality Council responsible for the development and quality assurance of occupationally directed qualifications
Quality Management System (QMS)	means the combination of policies, procedures, systems and review mechanisms used to ensure that the degree of excellence specified is achieved;
Recognition of prior learning (RPL)	means the comparison of the previous learning and experience of a learner howsoever obtained against the learning outcomes required for a specified qualification and the acceptance for purposes of a qualification of that which meets the requirements;
SAQA	Refers to the South African Qualifications Authority established by the SAQA Act (no. 58 of 1995)
SDA	means the Skills Development Act, 1998 (Act 97 of 2008);
Secondary Provider	means a body which is accredited with another SETA and is registered with the INSETA to deliver learning programmes which culminate in specified National Qualifications Framework standards or qualifications and manages the assessment thereof; For purposes of clarity this is called a MoU Programme Approval Provider.
Training Provider (Skills Development Provider)	Means an appropriately registered entity that delivers learning programmes which culminate in specified NQF registered standards and qualifications and who manages the internal assessment thereof.

1. INTRODUCTION

INSQA (The Insurance Sector Quality Authority) is dedicated to supporting the transformation imperatives of the nation and promoting the objectives of the National Qualifications Framework (NQF).

INSETA, as delegated by the Quality Council for Trades and Occupations (QCTO), is responsible for the quality assurance of Training Providers implementing learning provision against Insurance and related financial services qualifications and unit standards, registered on the National Qualifications Framework (NQF).

2. PURPOSE

The purpose of the Quality policy is to guide consistency of provision and assessment within the Insurance sector through the development of INSQA quality assurance policies and guidelines against which credit bearing provision of learning is evaluated.

3. OBJECTIVES OF THE INSETA QUALITY ASSURANCE AUTHORITY

Quality as defined by INSQA is the development and implementation of a quality assurance framework that will ensure the adoption of standardised processes and procedures, in order to establish a platform of quality provision across the Insurance sector.

The specific goals in support of this objective are to;

- Have developed a quality management system to meet and improve organisational needs and standards, industry and regulatory bodies requirements through development of policies and guidelines, engagement with stakeholders and review to ensure currency;
- Have a strategic approach to continuous improvement through documented processes and procedures for monitoring of INSQA functions and its appropriate review/s;
- To ensure that all accredited providers are delivering the quality of provisioning for which they are accredited, through a comprehensive, accreditation, monitoring and evaluation, verification and certification processes.
- To uphold and promote the aims, objectives, strategic goals, vision and mission of the National Skills Development Strategy (NSDS) and of the INSETA and all related legislation and structures

4. ELEMENTS THAT IMPACT ON THE QUALITY OF LEARNING

4.1 ACCREDITATION OF EDUCATION AND TRAINING PROVIDERS

Through the accreditation process INSQA has adopted a set of core criteria that pertain to the area of teaching and learning and serve as key factors in transforming the education and training system and establishing a platform of quality provision across the insurance sector.

4.2 MONITORING OF ACCREDITED PROVIDERS

In order to ensure that INSQA accredited providers are adhering to accreditation requirements INSQA conducts on-going monitoring against accreditation criteria to ensure that the quality of learning delivery is maintained. This is done through a formal process that validates provider submissions for continued accreditation, re-accreditation, withdrawal or de-accreditation purposes.

4.3 VERIFICATION OF LEARNER ACHIEVEMENTS

The purpose of verification (external moderation) is to ensure consistency and quality among different providers delivering learning and assessment. INSQA prescribes that providers implement a verification of learner achievements process as part of the provider accreditation function. Verification is conducted in 6- 12-monthly cycles (or more regularly as required) to verify learning achievements and recommend certification. The accredited provider is obliged to submit to verification by the QA body.

4.4 REGISTRATION OF ASSESSORS AND MODERATORS

The INSQA prescribes criteria for the registration of constituent assessors and moderators that is guided by SAQA (2001)¹ and requires competence (qualifications and experience), at a level above that which is being assessed or moderated, in order to ensure that the quality of training provided in the financial services sector is appropriate for the market it serves.

4.5 DATA ADMINISTRATION AND REPORTING

All learning achievements and related information is uploaded by the duly appointed representative of the accredited provider. The data uploaded to the Student Management System (SMS) is quality assured by the INSQA, validated by the Department of Higher Education and Training (DHET) and uploaded bi-annually to the National Learner Records Database (NLRD) and as such, accurate and complete uploads are a requirement of

¹ SAQA (2001) Criteria and Guidelines for the registration of assessors, Pretoria: 8

accreditation. Any provider found to have uploaded fraudulent data to the SMS will be in breach of the INSQA Code of Conduct and will face disciplinary processes.

4.6 CERTIFICATION

The INSQA is responsible for the valid and timeous certification of learning achievements, provider accreditation and assessor and moderator registration. Certification will only be recommended through an endorsed quality assurance activity i.e. accreditation evaluation, verification and assessor/ moderator registration.

5. QMS MANAGEMENT: RESPONSIBILITY AND AUTHORITY

- The Inseta Accounting Authority will have the overall responsibility for the INSQA policies and procedure that form part of the organisation's Quality Management System (QMS).
- This will include accountability for the documenting, maintenance and on-going monitoring of the Inseta Quality Management System.
- The Inseta management will have the responsibility of operationalizing the approved QMS through the development and review of guidelines and procedures.

6. CONFIDENTIALITY

- INSQA will ensure that all information to which it is privy will be treated with the utmost confidence as relevant.
- Such information will not be relayed to any third party without the appropriate prior consent being obtained.

7. NON-CONFORMANCE

- Any non-conformance or deviations from the prescribed policies will be dealt with in terms of the applicable policy relating to such deviation.

8. QMS MONITORING AND AUDIT

- Inseta will be responsible for the planning and undertaking of scheduled audits of the documented INSQA Quality Assurance policies and guidelines that form part of the organisation's approved Quality Management System and report on the outcome of such interventions.

- Any recommendations for changes to applicable INSQA policies and procedure will be addressed to the designated QMS custodian and will be established through discussion and agreement.
- Changes to approved INSQA policies and procedure will be subject to approval initially by the INSETA management for recommendation to the Accounting Authority.

9. REVIEW

An annual review will be undertaken by INSQA to verify the on-going suitability of divisional policies and procedures.