Contents

- QCTO and its Vision
- The NQF
- Legislation
- Verification
- Digitisation
- The QCTO online verification process
- Covid-19 impact

The QCTO and its Vision

The **QCTO** is established through the Skills Development Act (SDA)
Its mandate is derived from the SDA and the National Qualifications Framework Act (NQF Act)
SAQA oversees the implementation of the NQF and work collectively with the three Quality Councils

VISION

VISION

The QCTO's vision is to **qualify** a skilled and capable workforce.

The NQF and the three Quality councils and it sub frameworks

NQF Level	GFETQSF Umalusi	OQSF QCTO	HEQSF CHE
10			Doctorate
9			Masters
8		Specialised Occupational Diploma	Honours and Postgraduate Diploma
7		Advanced Occupational Diploma	Bachelor's Degree
6		Occupational Diploma	Advanced Certificate/ Diploma
5		Higher Occupational Certificate	Higher Certificate
4	National Senior Certificate National Certificate Vocational National Senior Certificate Technical	National Occupational Certificate	
3	Intermediate Certificate	Intermediate Occupational Certificate	
2	Elementary Certificate	Elementary Occupational Certificate	

Legislative Framework

- Skills Development Act (SDA), 1998 (Act No. 97 of 1998) as amended

- National Qualifications Framework (NQF) Act, 2008 (Act No. 67 of 2008), as amended

- Occupational Qualifications Sub Framework (OQSF) Policy

- The Protection of Personal Information Act

- Promotion of Administrative Justice Act

- Promotion of Access to Information Act

- And the following QCTO policies:

- Policy for the certification of learner achievements for trades and occupational qualifications on the Occupational Qualifications Sub-framework (OQSF)

- Policy for Verification of Trades and Occupational Qualifications, on the OQSF

Verification

- To verify something means:
    - being able to provide convincing evidence that it is true. There is some doubt as to whether it is true or not.

- In the South African context:
    - SAQA – through the NQF Act
    - QCTO – issuing authority and its certification mandate (Skill Development Act)

Verification

- The QCTO verifies all certificates it issues against its certification database. Certificate paper have adequate security features and tracking of all base stock against issued certificates are crucial in its certification process.

- As part of the historical data - Not all records are available in electronic format and will require a manual search through archived paper based records to confirm the issuing of a certificate in such a case.

- The challenge in many instances is that the printed copies are fragile and in some instances damaged and not easily readable or records are lost over the years and interpretation of data for the final result outcome is complex.

Digitisation of paper based records

- The QCTO commenced with a funded digitisation project (National Skills Fund) in March 2019 to get as many of the paper based certification records digitised and available for verification. This project will be completed in June 2022.

- The actual scanning of records commenced during the Level 4 lockdown in June 2020 on the QCTO premises.

Digitisation of paper based records

- The QCTO has scanned just over 3 million pages from records in hard copy and also scanned 181 000 pages from various record books where multiple learner records are recorded to indicate achievement of a qualification and its certification status which are only available in such books. The plan is to finalise all scanning by end of November 2021.

- The double data capturing process ensures that each image is supported with a digital record to allow for the replacement of a lost certificate and verification of a certificate without consulting a paper document.

- All data will be migrated to the QCTO certification database and records with a qualification achievement will be submitted to the National Records Database maintained by SAQA.

The QCTO online verification system

- The QCTO developed a new Certification and Verification system in 2019 and was just in time to ensure that as a result of the extended lockdown when personnel could not go to offices to attend to manual verification requests, the QCTO could implement its online verification platform.

- The online platform links to all QCTO certification databases and was implemented on 1 July 2020 to allow for all verification requests to be completed using the new format.

The QCTO online verification system

- Audit trails on all transaction on the system

- Service Level Agreements with all clients

- Registered users on the online system.

- A lost cost fee charged

- The client captures the information from the copy of the certificate to be verified directly onto the online platform

- Online process comparing data on all records on the QCTO certification databases for an outcome

- Instant feedback as 'Confirmed' should the information as captured by the client correspond in all aspects with the certified information on the QCTO certification database

- Notifications through email

The QCTO online verification system

- The QCTO Verification client is required to upload a copy of the certificate verified to every request.

- Where the information differs the feedback will be 'Unconfirmed' in such an instance with a reason supplied.

- This record is verified for accuracy three times, i.e.

  ✓ The first QCTO staff member who determines where the error is and what the reasons may be;

  ✓ Peer validation should the error be a spelling error in name and/or surname and all other information are confirmed - the feedback is overturned to 'Confirmed'; and

  ✓ Supervisor validation where records are 'Unconfirmed' by the QCTO staff member and a reason is provided to assist the client in understanding the feedback and possibility of a misrepresented record

The QCTO online verification system

- Regular workshops with its clients and training for all user on the system

- Feedback from clients on the online process indicated that the clients are satisfied – feedback on confirmed records are done in real time and generally feedback is done on the same day even where manual intervention is required.

- Records where paper copies must be consulted is done within a maximum of

  5 days turnaround time.

- The online service provides 'instant' feedback even over weekends, public holidays and after hours on all confirmed verification outcomes.

The QCTO online verification system

- The switch from paper-based verification to online has, however, had its teething issues in the roll-out as not all clients were initially prepared for remote working and/or online operations but this has improved.

- This also require good internet access and tools of trade for all clients to work remotely.

- Data submitted for verification rely on the verification client accuracy in capturing data from the physical certificate presented

- The certificate attached to the online request for verification assist the QCTO to determine possibly reason for misrepresentation in an unconfirmed record

- Submits data with regard to misrepresentation to SAQA's who reports such data to the Minister of Higher Education, Science and Innovation

QR codes: real-time verification – printed on certificates

| Surname	GW███████
First Names	THAN███████LE PEARL
ID Number	00011206████
Date of birth	2000/01/12
Qualification Title	Occupational Certificate: Health Promotion Officer
NQF Level	3
Qualification ID	94597
Date Assessed	2019/10/17
Date Certificate	2021/02/04
CertificateNo	2000011200138H

The impact of COVID-19

- The impact of COVID-19 Comparing overall number or records received for verifications in Q1:2019; Q1:2020 and Q1:2021; as well as the number of Misrepresented records for the same period.

- In the early days of Lockdown (Q1:2021) where everyone was trying to adapt to the changes and the new way of working the number of records shown are very low compared to Q1:2019 when conditions improved and more appointments and job opportunities are now avaialble.

- For Q1:2021, though there is still lockdown it seems that there is an increase in the requests for verification of the authenticity of certificate and confirming qualifications for job opportunities
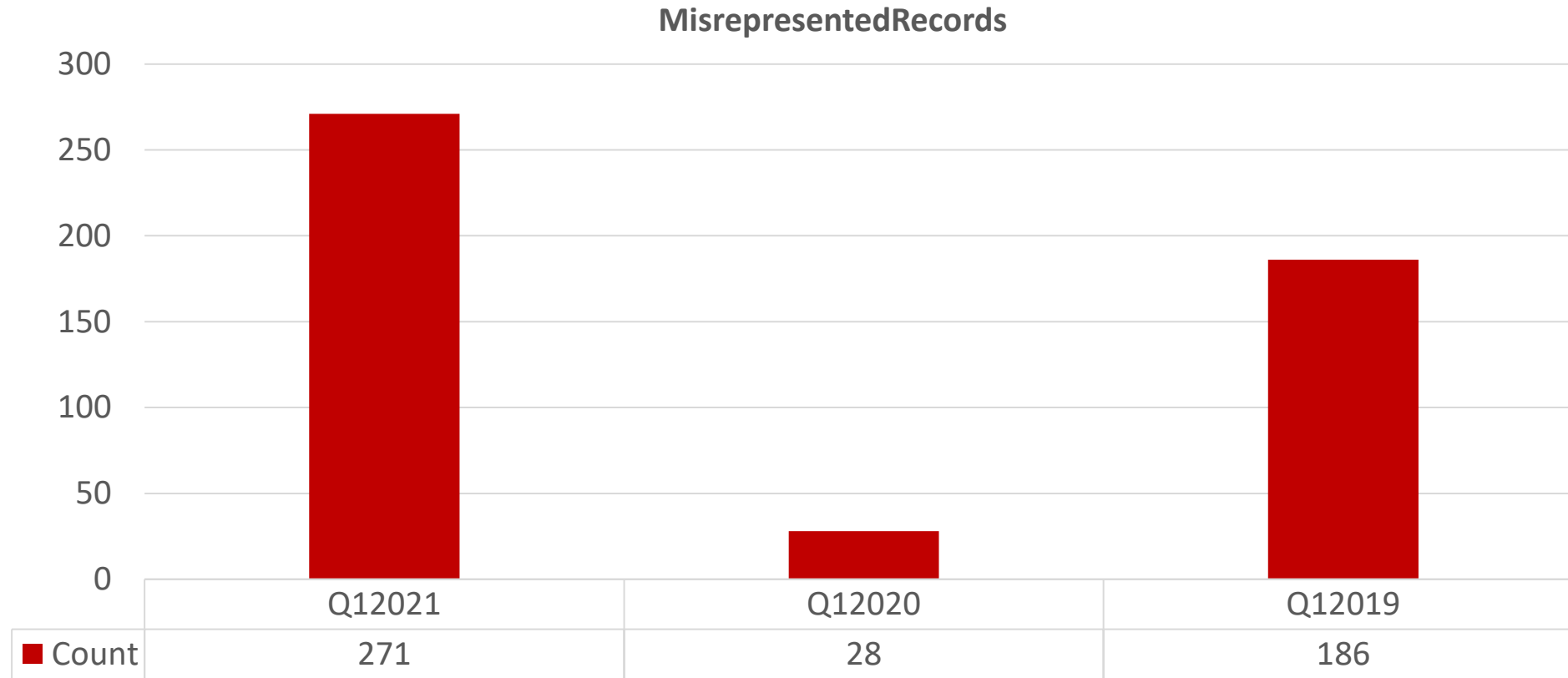
1st quarter comparison for 2019, 2020 and 2021 on verification requests received

TotalVerifiedRecords

	Q12021	Q12020	Q12019
■ Count	3169	577	3309
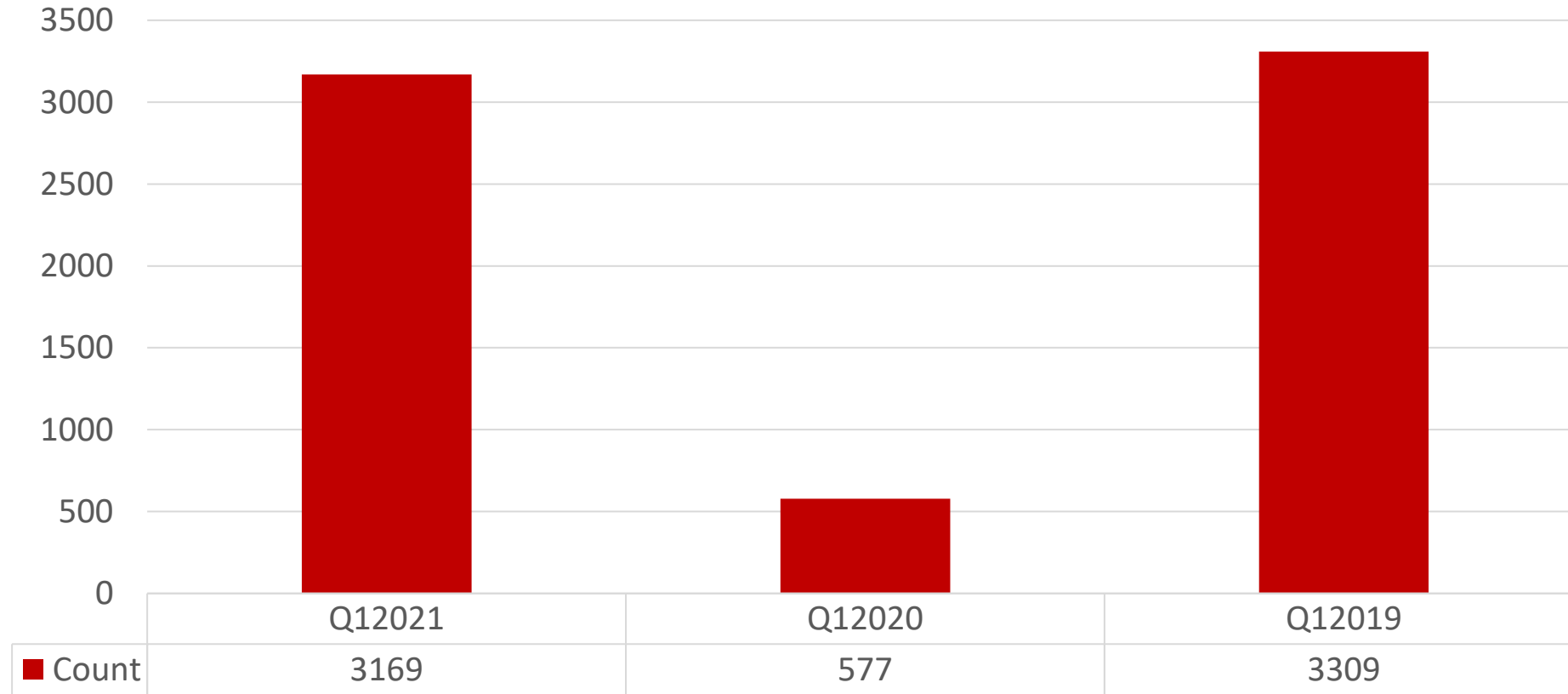
Comparison on Misrepresented certificates

MisrepresentedRecords

	Q12021	Q12020	Q12019
■ Count	271	28	186

As the unemployment rate increase as a result of the Lockdown and impact on the growth in Economy and job opportunities - more people are desperate to find jobs with misrepresented certificates.

Thank You

Stay in touch with the QCTO

www.qcto.org.za

QCTO Page

info@qcto.org.za