

## 42. MAURITIUS QUALIFICATIONS AUTHORITY

- 42.1 The Mauritius Qualifications Authority Act No 42 of 2001 has provided for the establishment of the Mauritius Qualifications Authority (MQA) as a body corporate which, at present operates under the purview of the Ministry of Education and Human Resources, Tertiary Education and Scientific Research, with a view to promoting valued qualifications for employability and lifelong learning. Its mission is to continuously enhance good practices and relevant expertise to safeguard public interest in quality education and training.
- 42.2 The MQA is the guardian of the National Qualifications Framework and is responsible for accrediting training programmes in the Technical and Vocational Education and Training Sector (TVET).
- 42.3 With a view to attaining its objectives as set out in the Act, the main functions of the MQA are, among others, to register and accredit training institutions in Mauritius; recognise and validate competencies for purposes of certification obtained outside the formal education and training system; recognise and evaluate qualifications, other than those obtained in the primary, secondary and post-secondary educational sectors, for the purpose of establishing their equivalence; keep a database of learning accounts in Mauritius; publish an annual list of registered unit standards, qualifications and training institutions; and advise on matters pertaining to the National Qualifications Framework (NQF).
- 42.4 The National Qualifications Framework has been developed and implemented by the Authority to promote valued qualifications for employability and lifelong learning.
- 42.5 At present, there are five divisions under which the operational activities of the MQA devolve, namely: Corporate Services, Quality Assurance Services, Framework Services, Qualification Evaluation Services, and Learner Attainment and Information Services. The Corporate Services Division which encompasses both Administration and Finance is under the responsibility of a Manager, Corporate Services whereas the other Divisions are each headed by a Manager. The grade of Manager is a polyvalent one and, therefore, incumbents are transferable to any other Division of the MQA, except Corporate Services.
- 42.6 The MQA is managed by a Board and headed by a Director, who is the Chief Executive Officer responsible for the execution of the policy of the Board and control and management of the day-to-day administration of the MQA.
- 42.7 In the context of the present review exercise, the Management has apprised the Bureau that since its inception, there has been no change in the organisational set up of the Mauritius Qualifications Authority. In view of the present

operational exigencies of the MQA locally and internationally, re-engineering of the present structure and conditions is, therefore, required to meet the new direction set for the organisation.

- 42.8 In this Report, we are, therefore, making provision for the creation of a few additional grades and restyling the grade of Library Officer to a more appropriate job appellation commensurate with the nature of duties and level of responsibilities that would be devolving upon the incumbent.

#### **Legal Officer (New Grade)**

- 42.9 In view of the increasing number of legal issues usually arising at the MQA, there is need for an officer having a legal background to assist in handling all matters having legal implications and assist in the preparation of legislations. We are recommending, accordingly.

#### **Recommendation 1**

- 42.10 We recommend the creation of the grade of Legal Officer on the establishment of the Mauritius Qualifications Authority. Appointment thereto, should be made from among holders of a Degree in Law and reckoning at least two years' post qualification experience in the legal field.**

- 42.11 Incumbent would, among others, be required to keep a record of all legal advice sought and received; advise on all legal issues pertaining to the functions of the Authority; follow up on any legal dispute or litigation in which the MQA may be involved; keep track of all legal developments in the field of Technical and Vocational Education and Training in Mauritius; and prepare documents with relevant persons or bodies.

#### **Human Resource Management Officer (New Grade)**

- 42.12 The Management has submitted that in the 2013 PRB Report, a grade of Human Resource Officer was created but the post could not be filled in view of the fact that the MQA felt the need to have an officer at a higher level, with experience in Human Resource procedures prevailing in the Civil Service, and who is well versed in Industrial Relations and Labour Laws, and could deal with complex Human Resource issues, in general. We are providing for same.

#### **Recommendation 2**

- 42.13 We recommend the creation of the grade of Human Resource Management Officer on the establishment of the Mauritius Qualifications Authority. Appointment thereto, should be made from among holders of a Degree in Human Resource Management or Management with specialisation in Human Resource Management and reckoning at least three years proven post-qualification experience in the field of Human Resource Management.**

42.14 Incumbent would, *inter-alia*, provide advice and assistance in the design and implementation of human resource strategies, policies and practices; deal with matters pertaining to recruitment, selection of employees, appointments, promotions, transfer, advertisements, interviews, retirement, and review of scheme of service; carry out training needs analysis and assist in the formulation and implementation of Staff Training and Development Strategies; implement and monitor a Performance Management System. He would also be required to deal with industrial relations and disciplinary issues, employees complaints and grievances, and represent the Authority in industrial tribunals and courts; keep abreast of all developments and changes in the field of Employment and Industrial Laws and advise Management on appropriate actions to be taken thereon; assist in the establishment, implementation, monitoring and maintenance of the Quality Management System; and assist in carrying out the Authority's statutory objectives and regulatory functions.

### **Receptionist/Telephone Operator (New Grade)**

42.15 At present, the duties of Receptionist/Telephone Operator is performed by officers in the grade of Clerk/Word Processing Operator/Receptionist on a rotational basis. During consultations, Management informed the Bureau that this arrangement is impeding service delivery. As such, it was requested that the grade of Receptionist/Telephone Operator which existed at the MQA prior to the 2008 PRB Report, be reinstated. We are providing remedial actions.

### **Recommendation 3**

**42.16 We recommend the creation of the grade of Receptionist/Telephone Operator on the establishment of the MQA. Appointment, thereto, should be made from among holders of a Cambridge School Certificate with credit in English Language and French obtained on one sitting or passes in at least five subjects with at least grade C in English Language and French on one certificate at the General Certificate of Education "Ordinary level".**

42.17 Incumbent would, among others, be required to operate the telephone switchboard (PABX) and the reception desk; maintain a register of all visitors and control access to offices; ensure that calls and messages are properly noted and communicated to officers concerned inside and outside the organisation; and perform simple clerical duties.

**42.18 We also recommend that officers in the grade of Clerk/Word Processing Operator/Receptionist should continue to perform the receptionist duties as per the existing arrangement within the organisation, pending the filling of the vacancies in the grade of Receptionist/Telephone Operator.**

## 42. MAURITIUS QUALIFICATIONS AUTHORITY

### SALARY SCHEDULE

- MQA 1 : Rs 12750 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200**  
Driver/Office Attendant
- MQA 2 : Rs 12490 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 25525**  
Receptionist/Telephone Operator (New Grade)
- MQA 3 : Rs 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 30175**  
Clerk/Word Processing Operator/Receptionist  
Clerical Officer (New Grade)
- MQA 4 : Rs 16400 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500**  
Management Support Officer (New Grade)
- MQA 5 : Rs 17375 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500**  
Accounts Clerk  
Executive Officer (Personal to officer in post as at 31.12.15)
- MQA 6 : Rs 19200 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 38350**  
Confidential Secretary
- MQA 7 : Rs 22575 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 38350**  
Higher Executive Officer  
Human Resource Officer  
Procurement and Supply Officer
- MQA 8 : Rs 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 42325**  
ICT Technician  
Information and Documentation Officer  
*formerly Library Officer*  
Public Relations Officer

**42. MAURITIUS QUALIFICATIONS AUTHORITY (Contd)**

- MQA 9 : Rs 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 45375**  
Accounting Technician
- MQA 10 : Rs 26300 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 56450**  
Legal Officer (New Grade)
- MQA 11 : Rs 28625 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 56450**  
Human Resource Management Officer (New Grade)  
Internal Auditor
- MQA 12 : Rs 27850 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950**  
Systems Administrator
- MQA 13 : Rs 28625 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950**  
Accreditation Officer  
Administrative Officer
- MQA 14 : Rs 38350 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950**  
Accountant/Senior Accountant  
*formerly Accountant*
- MQA 15 : Rs 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000 x 3000 – 86000**  
Manager  
Manager, Corporate Services
- MQA 16 : Rs 95000**  
Deputy Director and Registrar (Personal)
- MQA 17 : Rs 89000 x 3000 – 95000**  
Deputy Director and Registrar (Future Holder)
- MQA 18 : Rs 110000**  
Director

