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07 November 2021

Dear Valued Stakeholder,

This communicate serves as an update on progress made thus far on the enhancement and modernization efforts of the National Skills Development Management System (NSDMS).

Following an in-depth analysis of the NSDMS, our technical team has identified the Education and Training Quality Assurance (ETQA) module to be inherent of many errors that contribute to the NSDMS being dysfunctional. It is for this reason that a decision has been taken to temporarily suspend the use of the ETQA module for transacting ETQA module-related data and information. This means that certain ETQA functionalities will not be available in order to attend to the issues causing the system to be dysfunctional. The work planned will reduce and ultimately eradicate challenges experienced on the system and enable the ETQA module to effectively produce quality data and performance information in alignment with best practice as well as improve system functionality for all users. All users will have no access to this module on NSDMS whilst the period of suspending transactions is in place.

**Please note that the system will remain accessible for mandatory and discretionary grant applications**

**The functionality/processes that will be impacted are as follows:**

- Learner Management, particularly learner agreement/learner registration;
- Skills Development Providers Management processes which include accreditation services, updating of learner assessments;
- Workplace approval services; and
- Assessor and Moderator Registration services.

This effort will follow a phased approach where once the relevant enhancements are done, and tested, it will be reinstated for use. In cases where the component is linked to other processes, the technical team will do enhancements on the end-to-end functionality and then relaunch a complete process at the end of the enhancement process. In the absence of access to the ETQA module on NSDMS during the period of suspension, a Capturing Tool with a document upload capability will be availed for use by our training delivery partners for the above listed processes to ensure business continuity. When the system is ready to be enlivened, the



migration of data captured on the Capturing Tool will follow a standardised process to ensure data security and accuracy.

Our technical team which has developed the Capturing Tool and document upload capability will be testing and piloting it with both internal and external stakeholders during a two-week period commencing 13 December 2021. The purpose of the pilot process is to test the Tool with a smaller number of stakeholders in the live environment as an extra quality assurance before the suspension of the ETQA module.

As soon as the Tool is finalised, user guides will be developed to assist with the Tool navigation and usage. These will be made available on our website. In addition to this, there will be a ring-fenced support team in place to support stakeholders with their daily operations. A link to the Capturing Tool will be provided.

The NSDMS Programme team continues to work tirelessly to support all stakeholders during the period of suspension to ensure business continuity while work on the NSDMS is being undertaken.

The merSETA will be sending out regular communication to update all stakeholders through-out the process.

Thank you in advance.

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WAYNE ADAMS (MR)  
CHIEF EXECUTIVE OFFICER