

Botswana Qualifications Authority (BQA) is a parastatal under the Ministry of Tertiary Education Research Science and Technology. It draws its mandate from the BQA Act No.24 of 2013. Its main objectives are to provide for and maintain a National Credit and Qualifications Framework (NCQF) and to coordinate the Education, Training and Skills Development Quality Assurance System.

BQA invites applications from qualified candidates to fill the following temporary positions:

TEMPORARY FRAMEWORK DEVELOPMENT AND MAINTENANCE OFFICER

Job Summary

Undertake all administrative and technical duties required to support the development, review, update and maintenance of the NCQF.

Main Duties

- a) Undertake the work of the division in accordance with set criteria, standards, procedures and guidelines.
- b) Provide other BQA staff members with any clarifications or advice on NCQF, as and when required.
- c) Respond in a timely manner to external stakeholders' queries and requests for information on the NCQF.
- d) Coordinate with and facilitate the work of sector expert panels for development, review and update of qualifications as and when required; organise logistics for panel meetings and minute panel meetings (findings, proposals, decisions).
- e) Closely monitor and evaluate the sector experts' deliverables to ensure that these are in line with their terms of reference.
- f) Check and verify that developed materials are of 'registrable' quality as stipulated by the registration requirements of the NCQF.
- g) Provide support and assistance, as and when required, to sector experts / consultants engaged in the: (a) development of levels, learning outcomes and descriptors in the qualifications framework, (b) ongoing review of the NCQF objectives and operation, and (c) periodic long term impact assessments of the NCQF against its objectives.
- h) Regularly engage dialogue, discuss and consult with education and training providers and learners in order to gauge their experience with the NCQF implementation
- i) Research and keep abreast of international developments on national qualifications frameworks.
- j) Link up with and communicate with the Business Development Department on a day to day basis regarding the conduct of research projects that are relevant to the NCQF.
- k) Keep accurate and up to date records (physical and electronic) related to work carried out in the development, review, update and maintenance of the NCQF

Position Requirements:

Education

At least a Degree in Education from a recognised institution or any other relevant qualification acceptable to BQA.

Experience

At least **2 years** of experience in qualifications development and maintenance or similar functions within an Education and Training environment.

Competencies

- Creativity, innovation, flexibility and analytical thinking
- Results oriented and performance driven
- Decisiveness and assertiveness
- Communication, influence, impact
- Service oriented and client focus
- Teamwork and interpersonal skills

TEMPORARY REGISTRATION AND ACCREDITATION OFFICER (TVET)

Job Summary:

To register and accredit Education and Training Providers (ETPs), accredit Learning Programmes to promote the delivery of quality education and training in Technical Vocational Education and Training (TVET).

Main Duties

- Undertake the registration and accreditation process in accordance with the set procedures and guidelines.
- Liaise with National Credit and Qualifications Framework (NCQF) Services on any aspects of registration and accreditation that require their clarification or advice, and ensure compliance with the NCQF.
- Advise and guide applicants on any matters regarding registration and accreditation.
- Select and set up registration and accreditation Panels, with external subject matter specialists as members, to evaluate applications.
- Accompany the Panels on site visits to validate and seek any further information deemed appropriate.
- Participate in the Quality Assurance Committee of the Board, if required, for vetting and approval of registration and accreditation decisions based on Panels' findings and recommendations.
- Keep accurate and up-to-date records, physical and electronic, of registered ETPs and accredited learning programmes
- Prepare regular registration and accreditation reports and submit to Head of Registration and Accreditation for review.
- Conduct research on best practice to improve registration and accreditation.

Position Requirements:

Education

At least a Degree in Education from a recognised institution or any other relevant qualification acceptable to BQA

Experience

A minimum of **2 years'** experience quality assurance or similar functions within an education and training environment (General Education, TVET and/or Higher Education).

Required Competencies

- Creativity, innovation, flexibility and analytical thinking.
- Results oriented and performance driven.
- Decisiveness and assertiveness.
- Communication, influence, impact.
- Service oriented and client focus.
- Teamwork and interpersonal skills.

TEMPORARY REGISTRATION AND ACCREDITATION OFFICER (Higher Education)

Job Summary:

To register Education and Training providers (ETPs), accredit Learning Programmes to promote the delivery of quality education and training in Higher Education (HE).

Main Duties

- Undertake the registration and accreditation process in accordance with set procedures and guidelines.
- Liaise with National Credit and Qualifications Framework (NCQF) Services on any aspects of registration and accreditation that require their clarification or advice, and ensure compliance with the NCQF.
- Advise and guide applicants on any matters regarding registration and accreditation.
- Select and set up registration and accreditation Panels, with external subject matter specialists as members, to evaluate applications.
- Accompany the Panels on site visits to validate and seek any further information deemed appropriate.
- Participate in the Quality Assurance Committee of the Board, if required, for vetting and approval of registration and accreditation decisions based on Panels' findings and recommendations.
- Keep accurate and up-to-date records, physical and electronic, of registered ETPs and accredited learning programmes
- Prepare regular registration and accreditation reports and submit to Head of Registration and Accreditation for review.
- Conduct research on best practice to improve registration and accreditation.

Position Requirements:

Education

At least a Degree in Education from a recognised institution or any other relevant qualification acceptable to BQA.

Experience:

A minimum of 2 years' experience in quality assurance or similar functions within an education and training environment (General Education, Technical Vocational Education and Training and/or HE).

Required Competencies:

- Creativity, innovation, flexibility and analytical thinking.
- Results oriented and performance driven.
- Decisiveness and assertiveness.
- Communication, influence, impact.
- Service oriented and client focus.
- Teamwork and interpersonal skills.

TEMPORARY EVALUATION OF QUALIFICATIONS OFFICER**Job Summary:**

To undertake all administrative and technical duties required to support the evaluation of qualifications and their registration onto the National Credit and Qualifications Framework (NCQF).

Main Duties

- Undertake the work of the division in accordance with set criteria, standards, procedures and guidelines.
- Coordinate and facilitate the work of sector expert panels for the evaluation of local and external qualifications as and when required.
- Organize logistics for evaluation of qualifications sector expert panel meetings and minute findings, proposals and decisions.
- Closely monitor and evaluate the sector experts' deliverables to ensure that these are in line with their terms of reference.
- Provide support and assistance, as and when required, to sector experts / consultants engaged in the evaluation and quality assurance of qualifications.
- Register qualifications and part qualifications, after consultations with sector experts, against registration criteria to confirm placement on the NCQF.
- Provide any advice, guidance and assistance with respect to the development of qualifications by education and training providers.
- Coordinate the publication of registered qualifications and part qualifications.
- Keep accurate and up-to-date records, physical and electronic, related to work carried out in the evaluation and registration of qualifications.

Position Requirements:**Education**

At least a Degree in Education from a recognised institution or any other relevant qualification acceptable to BQA.

Experience

At least **2 years'** experience in an evaluation of qualifications role or similar functions within an Education and Training environment.

Required Competencies:

- Creativity, innovation, flexibility and analytical thinking.
- Results oriented and performance driven.
- Decisiveness and assertiveness.
- Communication, influence and impact.
- Service oriented and client focus.
- Teamwork and interpersonal skills.

TEMPORARY CUSTOMER SERVICE OFFICER

Job Summary:

Provide an efficient stakeholder relations service in terms of responding to queries and information requests, assisting stakeholders to understand BQA services, and escalating complaints. Ensure that the above are done expeditiously to optimize stakeholder satisfaction

Main Duties

- a) Provide assistance to customers as and when required.
- b) Answer customer queries regarding BQA services (by phone, email, fax or in person).
- c) Address complaints and / or escalate them to the concerned departments.
- d) Liaise with the concerned departments to ensure expeditious response to complaints, and keep stakeholders informed on progress / status.
- e) Provide other departments and divisions with feedback on client service and offer guidance to staff on how to provide quality service to stakeholders.
- f) Commission research or visit stakeholders on an ad hoc basis to obtain independent feedback on BQA client service and recommend improvements where appropriate.
- g) Administer a stakeholder feedback and suggestion forms.
- h) Record and monitor queries and complaints, report on trends and recommend improvements where appropriate.
- i) Constantly monitor service delivery levels to improve service.
- j) Liaise with core business departments to assist them in simplifying their procedures and designing user friendly documentation and guidelines for customers.
- k) Provide inputs (from the client perspective) to the work of the Quality Management Officer responsible for quality assuring the internal processes of BQA.
- l) Develop and review the client service charter for BQA procedures and designing user friendly documentation and guidelines for customers.

Position Requirements:

Education

At least a Degree in a Customer or Stakeholder Relationship Management from a recognised institution or any other relevant qualification acceptable to BQA.

Experience:

A minimum of **2 years'** experience in a customer relationship management or related role.

Required competencies:

- Creativity, innovation, flexibility and analytical thinking
- Results oriented and performance driven
- Decisiveness and assertiveness
- Communication, influence, impact
- Service oriented and client focus
- Teamwork and interpersonal skills

TEMPORARY MONITORING AND EVALUATION OFFICER

Job Summary:

Monitoring and evaluation of all BQA strategic and enterprise level projects.

Main Duties

- a) Monitor and evaluate the implementation of projects, and report on project status and progress.
- b) Liaise directly with the cross functional project teams to ensure that the projects being undertaken by the Human Resource Development Council, BQA and Botswana Examination Council are properly integrated
- c) Execute project management implementation plans.
- d) Share lessons learned and best practices across projects.
- e) Build relationships with project teams at all levels.
- f) Handle logistics issues including, compiling and distributing reports, coordinating and scheduling meetings, workshops and other events as and when required.
- g) Maintain an overall electronic and physical project management document repository and reporting system and ensure that it is regularly updated.

Position Requirements:

Education

At least a Degree in a Business related field or Project Management from a recognised institution or any other relevant qualification acceptable to BQA. Professional certification in project management will be an added advantage.

Experience

At least **2 years** of experience in project management or similar function.

Required competencies

- Creativity, innovation, flexibility and analytical thinking
- Results oriented and performance driven
- Decisiveness and assertiveness
- Communication, influence, impact
- Service oriented and client focus
- Teamwork and interpersonal skills

TEMPORARY ASSISTANT BOARD SECRETARY

Job Summary:

Assist the Board Secretary in serving the Board and Board Committees and ensuring compliance with relevant legislations and regulations governing BQA.

Main Duties

- Assist with preparation for Board and Board Committee meetings.
- Assist with compilation and delivery of the Board packs.
- Assist with processing of Appeals against BQA.
- Assist with maintaining Appeals' Register and adherence to Appeals' procedure.
- Reviews correspondence between the Authority and other stakeholders.
- Take minutes at Management Quality Assurance Committee meetings.
- Provide legal assistance in drafting of contracts and other legal documents.
- Update and monitor the Authority's contracts register.
- Update pending matters for the Board and Management.
- Ensure proper filing of minutes for the Board and Board Committees.
- Assist in legal research and legal opinion as may be required by BQA.
- Assist in maintaining copies of formal contractual agreements to which BQA is a party
- Ensure that official records of the Board and Board Committees are well maintained.

Position Requirements:

Education

At least a Degree in Law from a recognized institution or any other relevant qualification acceptable to BQA.

Experience

At least **2 years'** experience in a law firm or similar work environment.

Required competencies

- Creativity, innovation, flexibility and analytical thinking
- Results oriented and performance driven
- Decisiveness and assertiveness
- Communication, influence, impact
- Service oriented and client focus
- Teamwork and interpersonal skills

The following information applies to all positions:

Remuneration

BQA offers a competitive remuneration package commensurate with the responsibilities and challenges of the job.

Terms of employment

The above positions are on Temporary basis for a period of 6 months

Application procedure

Please access application forms through the links below:

- **Temporary Framework Development and Maintenance Officer;** <https://top-talent-solutions.worketc.com/forms?409>
- **Temporary Registration and Accreditation Officer (TVET);** <https://top-talent-solutions.worketc.com/forms?411>
- **Temporary Registration and Accreditation Officer (Higher Education);** <https://top-talent-solutions.worketc.com/forms?410>
- **Temporary Evaluation of Qualifications Officer;** <https://top-talent-solutions.worketc.com/forms?412>
- **Temporary Customer Service Officer;** <https://top-talent-solutions.worketc.com/forms?413>
- **Temporary Monitoring and Evaluation Officer;** <https://top-talent-solutions.worketc.com/forms?415>
- **Temporary Assistant Board Secretary;** <https://top-talent-solutions.worketc.com/forms?414>

Please note that only applications submitted through the Application Link will be considered.

Closing date for applications is **Friday 13 July 2018**