

49. MAURITIUS QUALIFICATIONS AUTHORITY

- 49.1 The Mauritius Qualifications Authority (MQA) is a body corporate, established under Act No. 42 of 2001, as subsequently amended by the Education and Training (Miscellaneous Provisions) Act 2005, and Business Facilitation (Miscellaneous Provisions) Act 2019. It operates under the *aegis* of the Vice-Prime Minister's Office, Ministry of Education, Tertiary Education, Science and Technology.
- 49.2 It regulates training providers in the Technical Vocational Education and Training (TVET) sector in Mauritius with the core mandate to develop, implement and maintain the National Qualifications Framework (NQF) of Mauritius. It is also the responsible body for the evaluation of local and foreign qualifications (General Education, Vocational Education and Training and Tertiary) with a view to determine the level of comparability on the NQF. In this respect, the MQA develops and reviews national qualifications in different sectors of the economy in collaboration with industry stakeholders and ensures that these qualifications are internationally comparable.
- 49.3 In addition, to enhance access to valued NQF qualifications, mobility and progression of lifelong learners, the Authority has implemented the Recognition of Prior Learning (RPL) mechanism in key economic sectors. RPL is now an integral part of the National Human Resource Development policies as a means to formalise on the job training and learning. With the recent reforms of the education and training system and new developments in the field of training, the Authority is now called upon to re-engineer its system processes and procedures as well as engage in a new policy direction.
- 49.4 A Director is at the apex of the Authority and is responsible for the control and management of the day-to-day administration and for the execution of the policy of the Board. Further to the amendments brought in the Business Facilitation (Miscellaneous Provisions) Act 2019, the Director has been entrusted the legal responsibility to grant registration and accreditation of training institutions. The activities of the MQA are organised under five Divisions, namely, Corporate Services, Quality Assurance Services, Framework Services, Qualification Evaluation Services and Learner Attainment and Information Services.
- 49.5 In the context of this Report, the Union focused their proposals on an overall review of the structure, mainly in the form of creating additional levels and at the same time provide an avenue of promotion for the Accreditation Officers posted in other divisions; Senior Accreditation Officer; and IT Manager. The Union further requested, among others, for the restyling and upgrading of a few positions and provision of enhanced conditions of service to Technical Officers.
- 49.6 Management made several proposals, among which some were not approved by its Board. The other requests pertained to: upgrading of the salary of certain grades; creating additional levels; upgrading the qualifications requirement of a few positions; abolishing the grade of Clerk/Word Processing Operator/Receptionist; and granting enhanced travelling benefits to Accreditation Officers.

- 49.7 After examining the representations made by both the Union and Management, the Bureau considers that: request for creation of grades should be made on account of genuine functional needs; an increase in workload is not a justification for creating a higher level and same may best be addressed by increasing the establishment size of the grade concerned or in some cases, of the subordinate level; job appellations should be in consonance with the level of responsibilities and duties set for the grade; after taking into account the provisions made in the Business Facilitation (Miscellaneous Provisions) Act 2019, the Bureau holds that there is not enough strong justification for an upgrading in salaries; and a few issues relate to implementation, which should be dealt with administratively. For want of additional information, some proposals could not be considered.
- 49.8 We are, in this Report, reviewing the job title of the grade of Clerk/Word Processing Operator/Receptionist, whilst amending its qualifications requirement; reviewing the appellation of Deputy Director and Registrar; and advising Management to initiate action regarding the sponsoring of Higher Executive Officers to follow an award course.

Deputy Director
formerly Deputy Director and Registrar

- 49.9 During the consultative meeting, Management apprised that the Board has restyled the grade of Deputy Director and Registrar to Deputy Director, with the approval of the parent Ministry. Consequently, the duties devolving upon a Registrar have been incorporated in the scheme of service of the restyled grade of Deputy Director. Accordingly, the Bureau has been requested to review the appellation. In this regard, the attention of Management is being drawn to provisions made relating to restyling of grades in the Introductory Chapter of this Volume.

Recommendation 1

- 49.10 We recommend that the grade of Deputy Director and Registrar be restyled Deputy Director.**

Clerk/Word Processing Operator
formerly Clerk/Word Processing Operator/Receptionist

- 49.11 We have been informed that following the filling of the post of Receptionist/Telephone Operator, created in 2016 PRB Report, the Clerk/Word Processing Operator/Receptionist is no longer performing the duties of a Receptionist. In this respect, proposal has been made to restyle the grade as Clerk/Word Processing Operator.
- 49.12 Moreover, whilst examining the request, the Bureau noted that there was need to review the qualifications requirement of the restyled grade of Clerk/Word Processing Operator, in line with what obtains in the public sector. We are reflecting these two changes.

Recommendation 2

49.13 We recommend that:

- (i) **the grade of Clerk/Word Processing Operator/Receptionist be restyled Clerk/Word Processing Operator and its scheme of service be reviewed to reflect the duties of the restyled grade; and**
- (ii) **appointment to the restyled grade of Clerk/Word Processing Operator be made by selection from among candidates who possess:**
 - (a) **a Cambridge School Certificate with credit in at least five subjects including English Language, French and Mathematics or Principles of Accounts;**
 - (b) **a Cambridge Higher School Certificate or passes in at least two subjects obtained on one Certificate at General Certificate of Education "Advanced Level" or an equivalent qualification;**
 - (c) **a Certificate in Typewriting or Keyboarding with a speed of at least 25 words a minute from a recognised institution; and**
 - (d) **a Certificate in Word Processing or Data Processing from a recognised institution.**

Advanced Course for Higher Executive Officers

49.14 Both Management and Union made representation to create a grade of Office Management Executive as a promotional route for the Higher Executive Officers. In this respect, during the consultative meetings, the Bureau informed both parties that higher levels are not created for the mere sake of giving promotion to incumbents, but should be according to the functional needs of the organisation.

49.15 In addition, we apprised parties concerned that the possibility for Higher Executive Officers to move beyond the top salary exists as per the general recommendation providing for these officers to follow a course on Effective Office Management and Supervision and upon successful completion of same, be eligible for additional increments. In this regard, our attention was drawn to the fact that the MPSAIR, in collaboration with the Civil Service College, Mauritius, has not mounted any course in this field. Given that we have addressed this issue in this Report, we are providing for the Higher Executive Officers to be sponsored to follow the course.

Recommendation 3

49.16 We recommend that Management should consider the advisability of sponsoring the Higher Executive Officers to follow the Advanced Course in Effective Office Management and Supervision as per recommendations made in the Introductory Chapter of this Volume.

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SALARY SCHEDULE

**MQA 1 : Rs 15485 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375
- 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400**

Driver/Office Attendant

Driver/Office Attendant (Ex-SMEDA) (Personal)

**MQA 2 : Rs 15225 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375
- 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 29875**

Receptionist/Telephone Operator

**MQA 3 : Rs 16785 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375
- 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 34825**

Clerical Officer

Clerk/Word Processing Operator

formerly Clerk/Word Processing Operator/Receptionist

**MQA 4 : Rs 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525
- 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450**

Management Support Officer

**MQA 5 : Rs 19850 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675
- 27400 x 825 - 35650 x 900 - 37450**

Accounts Clerk

**MQA 6 : Rs 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825
- 35650 x 900 - 37450 x 950 - 42200 x 1300 - 43500**

Confidential Secretary

**MQA 7 : Rs 24475 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950
- 42200 x 1300 - 43500**

Higher Executive Officer

Human Resource Officer

Procurement and Supply Officer

**MQA 8 : Rs 21850 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825
- 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 47675**

ICT Technician

Information and Documentation Officer

Public Relations Officer

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**MQA 9 : Rs 23950 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950
- 41250 QB 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 50900**

Accounting Technician

**MQA 10 : Rs 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x
1575 - 49250 x 1650 - 54200 x 1700 - 62700**

Legal Officer

**MQA 11 : Rs 30700 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x
1575 - 49250 x 1650 - 54200 x 1700 - 62700**

Human Resource Management Officer
Internal Auditor

**MQA 12 : Rs 30700 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x
1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800**

Accountant/Senior Accountant
Accreditation Officer
Administrative Officer

**MQA 13 : Rs 31525 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x
1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800**

Systems Administrator

**MQA 14 : Rs 68000 x 1800 - 69800 x 2000 - 75800 x 2150 - 82250 x 3000 - 88250
x 3125 - 94500**

Manager
Manager, Corporate Services

MQA 15 : Rs 94500 x 3125 - 103875

Deputy Director
formerly Deputy Director and Registrar

MQA 16 : Rs 119500

Director



