

## 6. How does ICT relate to quality assurance?

One of the requirements for accreditation as a training provider is the availability of a management system. The regulations do not specify that it needs to be a computerised system but, if an organization has more than a few learners, a software system should prove more cost-effective than keeping manual files. The Information Management System an organisation uses will be a fundamental part of its management and quality systems.

The information system stores on learners and their achievements is a valuable information asset. It must be used as part of a Quality Management System (QMS) and it should serve as a major source of business information. The facts and figures from an administration system should assist in policy development.

Data from this system must be transmitted electronically to the relevant ETQA database for quality assurance and certification. This may include transmission of information to provincial education departments where relevant. ETQAs in turn transmit data to the Department of Education or the Department of Labour as required.

[Answer to FAQ 6 The NQF, Information Systems and the NLRD]