

Nozipho Mercy Magagula

ETQA Administrator
and Coordinator

CONTACT

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4239 Nyembezi street
Ackerville
Emalahleni
Mpumalanga
South Africa
1039
(Willing to relocate)

EDUCATION

Marketing (National Diploma)

Tshwane University of Technology
2015-2021

Grade 12

Cefups Academy
2014

EXPERTISE

- Presentation skills
- Time Management
- Computer Literacy
- Quality Assurance
- Data capturing
- Attention to detail
- Invoicing skills
- Telephone Etiquette and Communication skills
- General Admin
- Reception Services

PROFILE SUMMARY

Responsible ETQA Administrator and Coordinator, passionate about delivering outstanding quality and service. Motivated, professional and works proactively and responsively to meet administrative demand. Collaborative team player with good communicative skills and time management abilities.

WORK EXPERIENCE

ETQA Administrator and Coordinator

Signa Academy, Randburg, Johannesburg

February 2023 - October 2023

Duties

- Ensure that correct contact details are provided to stakeholders, as requested
- Direct any calls to the relevant divisions and relay messages to respective employees via email.
- Ensure that the Front Desk is always attended to during the working hours from 08h00 until 16h30.
- Capture and keep an accurate record of incoming and outgoing documentation, such as, parcels and documents.
- Manage the organisation's visitor register and direct such visitors and service providers according to AgriSETA's guidelines and protocols, which will be set by the Head: Marketing & Communications.
- Support the educational team in daily administrative tasks.
- Printing learner material, providing prepopulated attendance registers, LDS and Roll Out Plans to the Facilitators.
- Quality assuring learner documents and submitting to NQC for SETA submission.
- Learner progress monitoring and working with learner POE's.
- Store, administer and manage the storage of POE's.
- Maintaining an orderly, clean and tidy POE Room.
- Creating learner profile on Learner Management System and ensuring all parties constantly update the LMS.
- Updating learners details on the WIDM spreadsheet.
- Welcoming learners and directing them to their classes and introducing them to their Facilitators on the first day of attending class.
- Quality assuring learners files.
- Capturing learner attendance and POE results on LMS and updating the assessment trackers.
- Assist with other department administrative duties.
- Updating the campus asset register monthly and reporting any damaged or missing assets to the Campus Manager

- Reporting all learner attendance concerns to the ETQA Manager to initiate stop stipends and terminations.
- Receiving weekly attendance trackers from Facilitators and communicating any deviations to the Campus Manager before sending the weekly attendance trackers to the respective Key Account Managers.
- Coordinating remediation between all parties(Learner/ Facilitator/ Assessor/ Moderator)

Groceries & Supply orders

Digital Marketing Egoli Textile Designs

May 2022 - January 2023

Duties

- Assist in the creation of written, video, and image content for marketing channels.
- Managing all Social Media platforms and creating daily content.
- Sending emails to customers.
- Providing Sales, Marketing and Customer Service Processes support.
- Preparing and presenting presentations.
- Handling back office activities.
- Handling general customer interactions and service improvement.
- Participating in brainstorming

Skills

- Good administration skills.
- Friendly demeanor.
- Excellent telephone etiquette.
- Good verbal and written communication skills
- Attention to detail and high level of accuracy in data capturing.
- Interpersonal skills and ability to relate to staff clients and learner at all levels.
- Computer Literacy (MS Office, Google Mail, LMS).
- Effective filing experience.
- Understanding of Quality Assurance.
- Self-starter with ability to work independently as well as in teams.
- Comfortable with multitasking in a deadline-driven environment.
- Teamwork and collaboration skills
- Ability to engage diplomatically with learners with special needs.
- Ethical and trustworthy – able to work with sensitive and confidential information.
- Organised and professional
- Proactive and able to use own initiative with sound ability to prioritize workload.
- Ability to work with strict deadlines and turn-around time.

References

Janet Maungandze - Signa Academy
Campus Manager
janet@signa.co.za
084 415 3832

Boitumelo Hasani - Signa Academy
Academic and ETQA Coordinator
Tumi@signa.co.za
086 112 4668

Nicolas Magagula
Sales Consultant/ Mentor
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