

22 July 2022

Dear INSETA Stakeholders

**RE: INSETA MIS SYSTEM DEVELOPMENT AND IMPLEMENTATION**

The Insurance Sector Education and Training Authority (INSETA) would like to inform all stakeholders that we are currently addressing system issues and that communication will be provided on a regular basis on the system status. Please see detailed progress on the items below:

No	Item	Description	Mitigation	Status
<b>General</b>				
1	Data Migration	Migration of documents from legacy system to the new Management Information System	<p>INSETA is working with the service provider to ensure that correct data and documents are migrated onto the new system.</p> <p>Documents will be migrated in batches and will be grouped by financial year starting with the FY 2022/2023 and then preceding years to accelerate the migration process.</p>	In Progress Due Date: 31/08/2022
2	Communication and Training	No consistent communication and updates for all impacted stakeholders	<p>As communicated at the CEO Stakeholder Engagement sessions, INSETA is committed to provide clear and consistent communication to all stakeholders on current system issues.</p> <p>The training dates for outstanding modules (i.e., Discretionary Grants) will be communicated in due course. Training material for Skills and ETQA modules is also available on the INSETA website.</p>	Ongoing

No	Item	Description	Mitigation	Status
3	Linked Child Companies	Linked child companies and rules related to the linked child companies	The functionality has been successfully deployed to the LIVE system on 11 July 2022.	Completed
4	Provider Multiple Users	Multiple users linked to one provider	All the data for existing users on the legacy system has been migrated to allow multiple users to be linked and perform transactions for one provider.	Completed
5	Statement of Results	Viewing and printing Learner Statement of Results	The developer and the migration specialist are working on ensuring that correct credits are pulled on the SORs and alignment of the template. The functionality to view and print the SORs will be made available to all stakeholders once this is resolved.	In Progress Due Date: 31/07/2022
6	Learner Certification	Learner Certification	Certificate template to align with INSETA standards	In Progress Due Date: 31/07/2022
7	Learner Programme registration queries (Provider role)	Qualification and Learning Skills Programme for learner not showing.  SDL number not populating when trying to link a learner to a qualification	IT has logged the call to the QI Solutions team. The developer is working on permanent resolution for all provider roles.	In Progress Due Date: 31/07/2022

Please send emails to [missupport@inseta.org.za](mailto:missupport@inseta.org.za) for assistance