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ISI2025

## INSURANCE SKILLS INDABA 2025

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## Newsletter

January - March 2025 Edition

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## CEO Foreword

By Ms. Gugu Mkhize, CEO of INSETA



As we step in our new financial year, I am once again reminded of just how quickly time flies. It feels like only yesterday that we were ushering in the new year, setting goals and laying the foundation for what we hoped would be a year of innovation, impact, and transformation. Today, I look back at the first quarter of 2025 with immense pride and gratitude—for the milestones we've achieved together, and for the incredible partnerships that continue to shape our journey.

This past month, INSETA had the distinct honour of hosting the first-ever Insurance Skills Indaba (ISI2025) under the theme “A Responsive Disruption Through Skills Innovation.” Held at the Gallagher Convention Centre, this ground-breaking event brought together over 600 delegates and featured dynamic speakers, thought leaders, and innovators from across the insurance and education landscape.

From tackling the 4IR skills gap to exploring the power of drone technology in disaster management, from redefining credentials to strengthening industry-academic collaboration – the Indaba served as a platform for bold ideas, transformative strategies, and meaningful conversations. We also ended the evening with INSETA's inaugural Excellence Recognition Awards, celebrating the trailblazers and changemakers advancing skills development in our sector.

I want to extend my heartfelt gratitude to our sponsors, partners, and stakeholders – the Department of Higher Education and Training—for their unwavering support and vision. Without your commitment, the success of ISI2025 would not have been possible.

In March, we also celebrated the graduation of our second cohort of the Retiree Repurposing Programme (RRP) – a shining example of how mentorship and skills transfer are building the next generation of leaders. Our gratitude goes to the 10 mentors and the 16 dedicated mentees who completed this transformative journey.

INSETA's footprint continued to grow with impactful events across the country:

- We hosted face-to-face Mandatory Grant and ATR workshops in Johannesburg, Durban, Cape Town, and Port Elizabeth to guide and support our stakeholders in compliance and reporting to submit their WSPs/ATRs
- We partnered with Yalina to conduct a Teacher Career Capacitation Workshop and Career Guidance session in Jozini, KZN, reaching over 300 learners and 30 educators in the rural Mkhanyakude district.
- I personally had the opportunity to visit Fair Score and 3PV, two innovative Cape Town-based startups supported by INSETA and the Technology Innovation Agency, as part of our ongoing commitment to fostering technological transformation in the sector.
- March also brought personal honour as I received the Africa Rising Stars Leadership Award, coinciding with our celebration of International Women's Month. I was humbled to be recognised during a month dedicated to the power and resilience of women.

As we look forward to the rest of the year, we do so with renewed energy and focus. INSETA remains committed to shaping a more inclusive, skilled, and innovative insurance sector.

Wishing you and your families a blessed Easter filled with peace, rest, and reflection.

Warm regards,

*Ms. Gugu Mkhize*

Chief Executive Officer, INSETA



# INSETA Events



**WSP Face to Face Workshops**  
(05 February - 26 February)



**Inseta CEO visits Innovative Start Ups** (06 February)



**Inseta partnered with Yalina for Implementation of Teacher Career development and Career guidance in Vuwani** (28 February)



**SETA Collaboration Orange Farm Career Guidance** (01 March)



**INSETA, Rand Mutual Assurance (RMA) and the Mining Qualifications Authority, Memorandum of Understanding (MoU) signing ceremony** (05 March)



**Teacher Career Capacitation Workshop and Career guidance** (13 March)



## Celebrating the Success of the 2024 Retiree Repurposing Programme Graduates



On 26 March 2024, INSETA proudly celebrated the graduation of the second cohort of mentees in the **Retiree Repurposing Programme (RRP)**. This event marked a significant milestone in shaping the future of the insurance industry by honouring a programme that went beyond mentorship—it became a bridge between generations, transferring invaluable technical expertise to the next wave of professionals.

The RRP addressed a critical challenge: the shortage of specialised skills within the sector. As the insurance landscape continued to evolve rapidly, the demand for expert knowledge in areas such as Agriculture, Engineering, Marine, Reinsurance, and General Lines grew. The RRP provided a strategic solution, designed to ensure sustainability through effective technical skills transfer.

This impactful initiative was made possible through the collaborative efforts of INSETA, the Insurance Institute of South Africa (IISA), the Financial Intermediaries Association (FIA), and the South African Insurance Association (SAIA). Their shared vision and partnership were instrumental in driving the success of this initiative.

With funding provided by INSETA over two intakes, the programme empowered mentees with both technical and leadership capabilities. Sixteen mentees—guided by ten seasoned mentors—successfully completed the programme, representing a rich mix of expertise across the insurance, reinsurance, and brokerage sectors.

*“This event marked a significant milestone in shaping the future of the insurance industry by honouring a programme that went beyond mentorship”*



SAIA played a crucial role in implementing the programme, ensuring its operational success. Backed by a R2.9 million investment from INSETA, the RRP delivered a meaningful return—evident in the mentees' career advancement and growing contributions to their organisations.

This celebration underscored an important lesson: when mentorship integrates leadership, management, and technical development, the result is a sustainable and transformative pathway for sector growth. We congratulated our graduates for achieving this milestone and extended heartfelt thanks to the mentors and partners whose dedication made this journey possible.





# Empowering Educators and Learners in Mkhanyakude, KZN



On 11 March 2025, INSETA partnered with Yalina to host a Teacher Career Capacitation Workshop and Career Guidance Session at the Cezwana Youth Center in Jozini, Mkhanyakude District. The event attracted over **300 high school learners** and **30 Life Orientation educators**, offering valuable insights into educational and career pathways.

The initiative provided a platform for learners and educators to explore diverse career opportunities and strengthened INSETA's commitment to educational development in rural communities. The overwhelmingly positive feedback from participants highlighted the importance of such initiatives in shaping South Africa's future talent pipeline.





# Mandatory Grant & ATR Workshops Held Across Major Cities



INSETA recently concluded a nationwide series of **face-to-face Mandatory Grant and Annual Training Report (ATR) workshops** in key cities – **Johannesburg, Cape Town, Durban, and Port Elizabeth**. These sessions were aimed at assisting stakeholders in understanding and complying with the Skills Development Levies Act.

Participants gained valuable insights into the submission process, enhancing their ability to access funding and ensure accurate reporting. Attendees welcomed the opportunity to interact directly with INSETA representatives, reinforcing the authority's role in supporting skills development and sector compliance.



**Durban**



**Johannesburg**



**Cape Town**



**Port Elizabeth**



# Fostering Innovation: INSETA CEO Visits Cape Town Startups



In support of innovation and entrepreneurship, INSETA CEO **Ms. Gugu Mkhize** visited two Cape Town-based startups, **Fair Score** and **3PV**, both supported by INSETA and the Technology Innovation Agency (TIA). The visit reinforced INSETA's dedication to fostering digital transformation and supporting game-changing ideas in the insurance and financial services sectors.

Ms. Mkhize commended the startups for their contributions to advancing technology-driven solutions, reiterating that innovation is vital to driving industry growth and transformation.



Fair Score



3PV



# INSURANCE SKILLS INDABA 2025



**Hon. Panyaza Lesufi**  
**Keynote Address**

Premier of Gauteng Province

**ISI2025**

*A Responsive Disruption through Skills Innovation*

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## Insurance Skills Indaba 2025: A Groundbreaking Sector Event

INSETA successfully hosted the **Insurance Skills Indaba (ISI2025)** on **19-20 March 2025** at the Gallagher Convention Centre, Johannesburg, under the theme: "A Responsive Disruption Through Skills Innovation."

We were equally excited when the Premier of Gauteng Mr Panyaza Lesufi gave the keynote address.

The Indaba brought together industry leaders, educators, policymakers, and professionals to explore future-forward strategies that align with the realities of the Fourth Industrial Revolution. Discussions tackled pressing topics including; AI and the relevance of formal education - John Wessel (MiWay Insurance), Systems thinking and empathy in leadership - Linda Barclay (Henley Africa), Drone tech for risk management - Queen Slovo (QP Drone Tech), Agile curriculum development and ethical AI - Dr. Tom Mkwazani - WRSETA CEO as well as Sustainability and reinsurance - Thokozile Mahlangu by the IISA CEO.





# Inseta Excellence Recognition Awards

The Indaba culminated in the inaugural **Excellence Recognition Awards** and Gala Dinner, in the evening celebrating individuals and organisations that are driving innovation and transformation within the insurance sector. INSETA recognised the following categories of winners:



## Award Categories

1. Best Implementing Partner Award: Employer (Large Companies, Medium Companies, Small Companies)
2. Overall Best Implementing Partner Award: Employer
3. Best Implementing Partner Award: Professional Body
4. Best Implementing Partner Award: Trade Association
5. Best Implementing Partner Award: Higher Education Institution
6. Best Implementing Partner Award: Technical and Vocational Education and Training College
7. Best Implementing Partner Awards: Skills Development Provider (Legacy Qualification)
8. Best Implementing Partner Award: Skills Development Provider (Occupational Qualifications)
9. Best Implementing Partner Award: Professional Body
10. Innovator's Award
11. Change Makers Award









## Minister Champions Skills Innovation to Harness Disruption in the Insurance Sector

On the second day of the INSETA Insurance Skills Indaba 2025, the Honourable Minister delivered an inspiring keynote address, urging stakeholders to embrace disruption not as a threat, but as a catalyst for innovation and transformation. “What excites me most is your focus on responsive disruption through skills innovation in the insurance sector,” he stated. “As we navigate the transformative waves of the Fourth Industrial Revolution (4IR), we must align our strategies to harness opportunities and mitigate challenges—especially in a post-COVID-19 world.”



### Understanding 4IR and the Insurance Sector's Role

The Minister emphasized that the 4IR, defined by the convergence of digital, physical, and biological technologies, is reshaping industries globally—and insurance is no exception. The sector is experiencing rapid changes in how value is created and delivered, which calls for a more agile and proactive approach to skills development. “Our skills development system must evolve to meet the demands of this new reality,” he explained. “This means reimagining education models, embracing lifelong learning, and aligning programs with labour market needs.”

### Key Strategies for Responsive Skills Innovation

In a clear call to action, the Minister outlined a bold vision for transforming the post-school system to meet future demands:

- **Embedding digital transformation** into skills development, enabling workers to harness technologies like AI and data analytics.
- **Strengthening public-private partnerships** to ensure training remains relevant and market-driven.
- **Promoting inclusivity and accessibility**, creating opportunities for youth, women, and persons with disabilities to thrive in the sector.
- **Developing demand-led curricula** informed by real-time labour market data.
- **Enabling flexible learning pathways**, including micro-credentials for immediate workplace application.
- **Tackling the digital divide** by ensuring access to digital tools and connectivity for all learners.

### INSETA's Role in Sector Transformation

The Minister praised INSETA's ongoing commitment to meaningful transformation through initiatives such as the Insurance Sector Student Fund (ISSF), the Women in Insurance Leadership Development Programme, and its recently launched Excellence Model. “These initiatives are shining examples of how SETAs can implement national objectives in a sector-focused and impactful manner,” he said. “The exhibition component of this Indaba is particularly commendable—it brings together learners and industry leaders to inspire the next generation of insurance professionals.”

### A Call for Collective Action

With key stakeholders in attendance, the Minister urged the sector to commit to:

- Investing in lifelong learning
- Leveraging digital innovation in training and service delivery
- Expanding mentorship and workplace-based learning
- Strengthening collaboration between academia, government, and industry.

### Conclusion: Turning Disruption into Opportunity

In his closing remarks, the Minister reaffirmed his department's commitment to working with INSETA and all sector stakeholders to drive economic growth and social progress through targeted skills development.

“The future of South Africa's insurance sector depends on our ability to disrupt the status quo with foresight and action,” he concluded. “Let us shape a future where disruption is not a challenge to be feared—but an opportunity to be harnessed.”



## Leadership Recognised: INSETA CEO Wins Prestigious Africa rising Stars awards

Capping Off a Remarkable Month: INSETA CEO Honoured with Africa Rising Stars Leadership Award

Capping off a remarkable month, INSETA CEO Ms Gugu Mkhize was honoured with the prestigious Africa Rising Stars Leadership Award. This recognition came just days after she led INSETA's highly successful inaugural Insurance Skills Indaba.

Ms Mkhize also delivered a powerful keynote address during the two-day event, focusing on The Power of Women. In her speech, she encouraged everyone present to recognise their ability to make a difference—whether in big or small ways—and to take meaningful action. "Meaningful change begins with us," she stated. "Every step we take to uplift another woman strengthens the foundation of our collective success."

Her keynote theme, **Call to Action: Empowering the Next Generation**, underscored the importance of intentional leadership and inclusion. She emphasized:

- Advocating for gender parity in leadership and decision-making roles.
- Equipping young women with the skills, knowledge, and confidence to step into leadership boldly.
- Holding organizations accountable for fostering inclusive workplaces that recognize and reward the contributions of women equally.

"It starts with one woman making a difference—one spark that can light the path for another. Let your light shine brightly, but never dim the light of another woman. Instead, lift her up," Ms Mkhize urged.

At the close of the successful conference, Ms Mkhize's leadership was widely applauded for her contributions toward driving inclusive growth, skills innovation, and female empowerment in the insurance sector.





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