



inseta

INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY

EMPOWERED TO **INFLUENCE** AND **INSPIRE!**



CEO Stakeholder Engagement Sessions – 2025

INSETA CEO: Ms Gugu Mkhize

www.inseta.org.za



INSURANCESETA



INSURANCESETA



INSURANCESETA



INSETA-Insurance Sector



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- INSETA PROGRAMME HIGHLIGHTS
- BRAND MANAGEMENT

PURPOSE OF THE CEO STAKEHOLDER ENGAGEMENT ROADSHOWS



**Communicate
Strategic
Direction**

**Strengthen
Stakeholder
Relations**

**Strengthen
Accountability
&
Collaboration**

**Share Priority
Programmes
aligned to
Strategy**

INSETA EXECUTIVES



Leslie Kwapeng
Executive Manager
Operation



Zanele Malaza
Chief Financial Office



Farzana Safla
Executive Manager Risk
Management



Jacoline Lerato Mabitsela
Executive Manager Corporate
Services

ORGANISATIONAL MANDATE



Purpose

INSETA's purpose is to grow the pool and quality of scarce and critical skills in the insurance sector, enhancing the sector and supporting the country's transformation



Vision

Empowered to influence and inspire



Values



Excellence

High Impact Organisation



Respect

Diversity, Inclusivity, and Trust



Innovation

Agile and Impactful Solutions



Collaboration

Unity and Partnerships



Accountability

Ethical Conduct



Courageous leadership

Compassionate and Empowering

SETA LANDSCAPE – 2025 Strategic Overview



In line with NSDP2030, INSETA strategic focus for 2025 includes:



More robust Skills Planning



Increased Research



Youth Programmes –
Including entrepreneurship programmes



Worker Programmes –
including re-skilling at risk employees

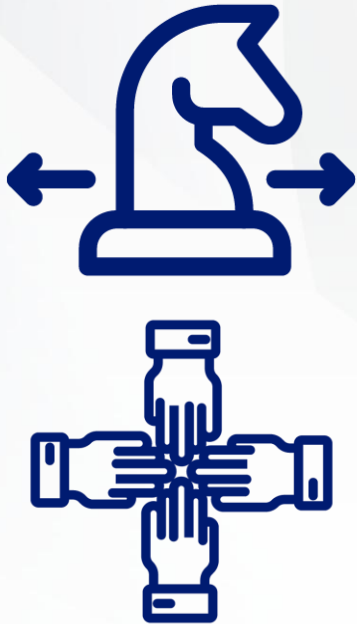


SME and entrepreneurship programmes



Improved Career Guidance and Career Pathing

STRATEGIC FOCUS AREAS



KEY CONSIDERATIONS FOR INDUSTRY SKILLING



**DEMAND FOR
SKILLS
EXCEEDS
RESOURCES**

**EMPLOYABILITY
OF
BENEFICIARIES**

**CO-FUNDING
OF CRITICAL &
SCARCE
SKILLS**

INSETA VALUE CHAIN ANALYSIS



SKILLS PLANNING, RESEARCH AND INNOVATION

(Skills Supply and Demand,
Sector Research, Top 10
Skills, WSPs and ATRS)



EDUCATION AND TRAINING QUALITY ASSURANCE

(Accreditation,
Qualifications, Certification,
Registration)



STRATEGIC LEARNING PROGRAMMES

(PIVOTAL Programmes, Catalytic
Projects, TVETS And HEIS, Project
Management, Monitoring and Evaluation,
Reporting and Compliance)



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INSETA EXCELLENCE MODEL

FOUNDING MODEL

Impact Pillar:

The ultimate goal of the Founding Model is to generate value for money and alignment into skills supply in demand, making a meaningful and lasting impact within the insurance sector.

Mandate Pillar:

INSETA rooted in its mission, vision, and core values, establishes it as an authority in skills innovation and digitization.

FOUNDING MODEL

Systems Pillar:

Amplifies INSETA's operational prowess through the optimisation of organisational systems and approaches.

People Pillar:

Cultivating a culture of excellence through staff skill enhancement, a conducive working environment, and stringent service standards.

A woman with dark hair is wearing a VR headset and reaching out with her hands towards a large, glowing blue globe. The globe is surrounded by smaller, similar globes and a complex network of blue lines and dots, suggesting a global or digital theme. The background is dark blue with abstract network patterns.

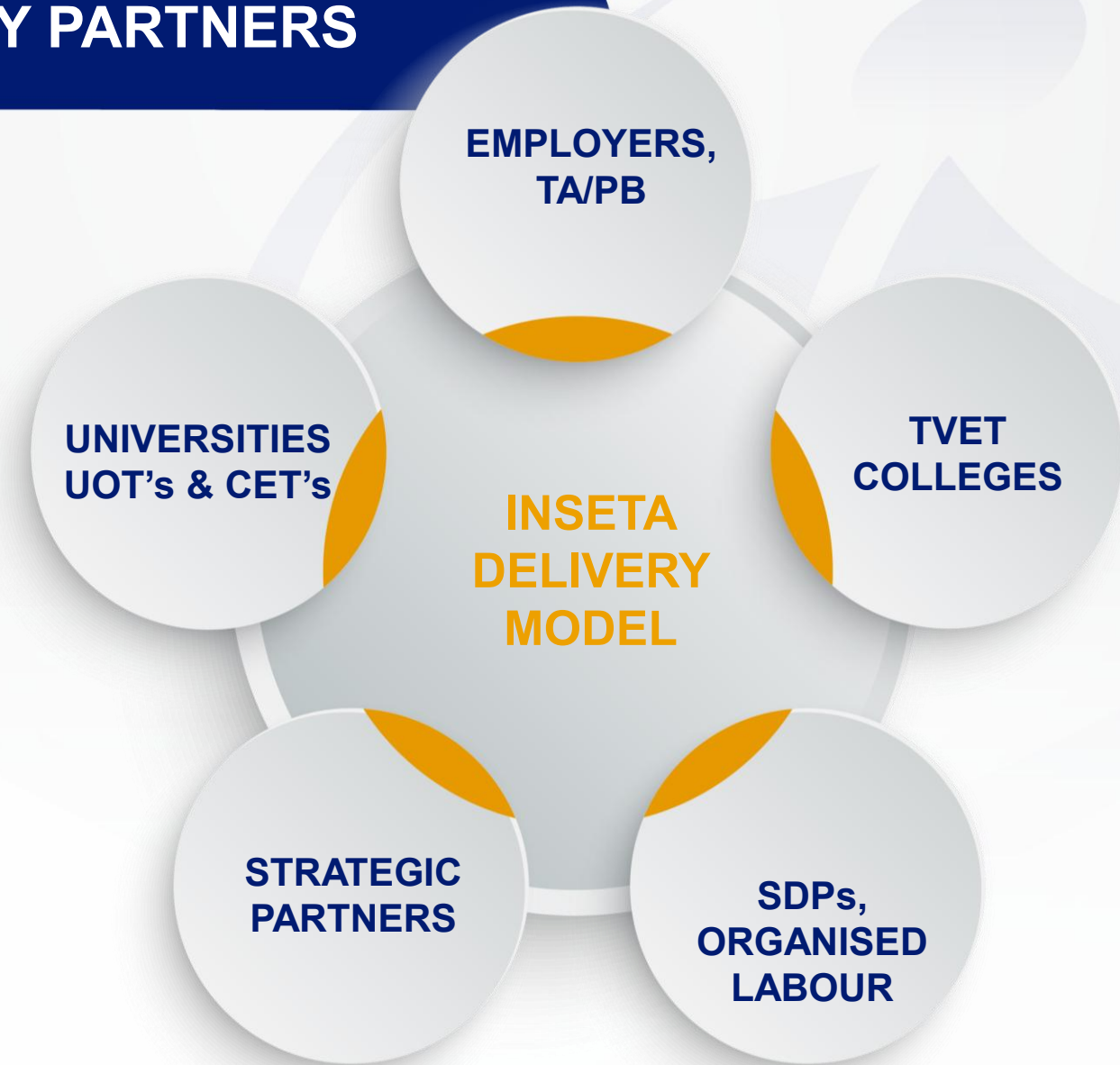
ORGANISATIONAL OVERVIEW

Journey to Excellence

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INSETA SERVICE DELIVERY PARTNERS



TOP 10 SECTORAL PRIORITY OCCUPATIONS



NO	OCCUPATION
1.	INSURANCE BROKER
2.	INSURANCE AGENT
3.	ACTUARY
4.	FINANCIAL INVESTMENT ADVISOR
5.	INSURANCE CLAIMS ADMINISTRATOR
6.	INSURANCE ADMINISTRATOR
7.	FINANCE MANAGER
8.	INSURANCE POLICY ADMINISTRATION MANAGER
9.	INSURANCE LOSS ADJUSTER
10.	SALES & MARKETING MANAGER

Sectoral Priority Occupations and Interventions (SPOI) List

SETA Name	Period	OFO Code	Occupation	Specialisation/ Alternative Title	Intervention Planned by SETA	NQF Level
INSETA	2026/27	2021-332102	Sales – Insurance Broker (third party/independent)	Short Term Insurance Consultant	Learnership	4&5
					Internship	8
					Professional qualifications/ certifications: short programmes towards professional designation	4,5&7
INSETA	2026/27	2021-332101	Sales – Insurance Consultant/ Agent (in-house)	<ul style="list-style-type: none"> - Insurance Sales Consultant - Insurance Representative/ Salesman/ Advisor 	Learnership	4&5
					Internship	8
					Professional qualifications/ certifications: short programmes towards professional designation	4,5&7
INSETA	2026/27	2021-241301	Financial Advisor	Financial Planner	Learnership	4&5
					Internship	8
					Professional qualifications/ certifications: short programmes towards professional designation	4,5&7
INSETA	2026/27	2021-122102	Sales Manager	<ul style="list-style-type: none"> - Sales Executive - Sales Director 	Bursaries toward diplomas and bachelor's degrees	6,7&8
					Internship	6,7&8
					Short Programme	6,7&8
INSETA	2026/27	2021-431204	Insurance Claims Administrator	<ul style="list-style-type: none"> - Insurance Claims Clerk - Claims Analyst 	Learnership	4&5
INSETA	2026/27	2021-332101	Insurance Underwriter	Commercial Underwriter	Learnership	4&5
					Internship	8
					Professional qualifications/ certifications: short programmes towards professional designation	4,5,7&8
INSETA	2026/27	2021-242207	Regulatory Compliance Officer	n/a	Bursaries toward diplomas and bachelor's degrees	6,7&8
					Internship	6,7&8
					Short programme	6,7&8
INSETA	2026/27	2021-331502	Insurance Case Manager	<ul style="list-style-type: none"> - Claims Manager - Insurance Claims Investigator 	Learnership	4&5
					Internship	8
					Professional qualifications/ certifications: short programmes towards professional designation	4,5&7

¹ The quantity to be supported is preliminary and subject to change in the final submission as INSETA is currently finalising its DG funding process.

PROJECT HIGHLIGHTS



Teacher Career Capacitation Workshop And Career Guidance



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A woman with dark hair is wearing a VR headset and reaching out with her hands towards a large, glowing blue globe. The globe is surrounded by smaller, similar globes and a complex network of white lines connecting various points. The background is a dark blue with a network of glowing blue lines and nodes. The overall theme is technology, innovation, and global connectivity.

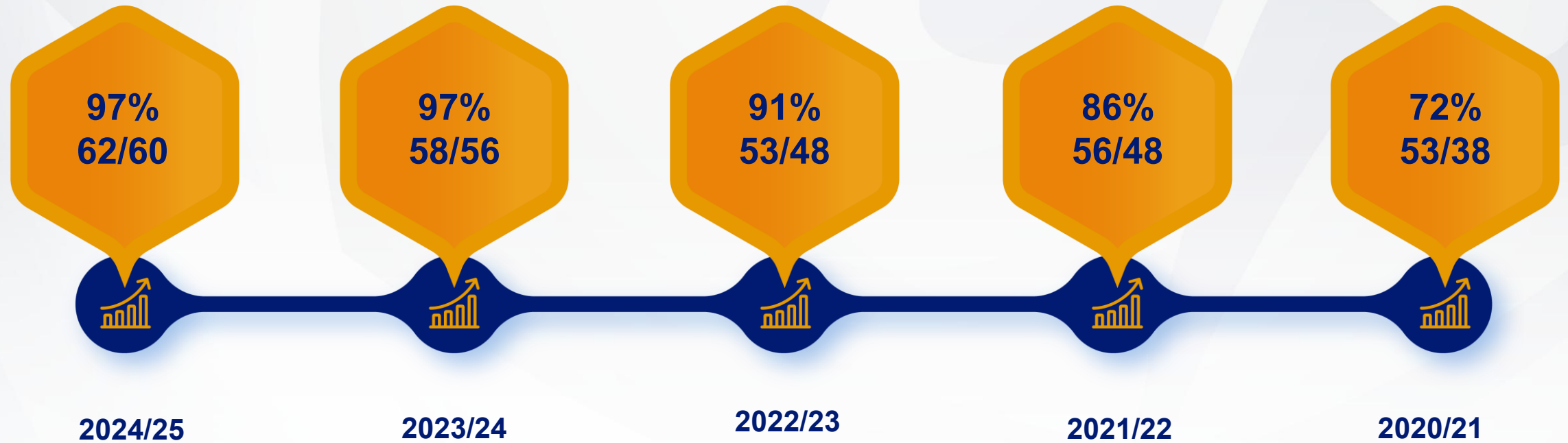
ORGANISATIONAL PERFORMANCE

Journey to Excellence

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INSETA FIVE YEAR TRAJECTORY



5 – YEAR REVIEW – 2020 /2025



2020/21

Appointment of
new CEO –
Dec 2020

COVID-19

72%
Performance
Achievement

2021/22

Appointment of
the CFO and
EMO

Launch of ISSF

86%
Performance
achievement

2022/23

Appointment of
EMRM

Review of
Organisational
Structure

Insourcing of
functions

91%
performance
achievement

2023/24

Development
of the
Excellence
Model

Insurance
Colloquium

Multiple
Leadership and
Organisational
awards

97%
performance
achievement

2024/25

Insurance
Indaba

Launch of the
Excellence
Model

SETA
Collaborations

ISSF/NSF
Partnership

97%
Performance
Achievement

PERFORMANCE AGAINST INDICATORS

97%



Programme	Outcomes	Number of indicators	Number of indicators achieved	Achievement
Administration	Effective Corporate Governance	7	4	Partially Achieved
Skills planning	Occupations in high demand	10	10	Fully achieved
Learning Programme	Education and Workplace linked	10	10	Fully Achieved
	The levels of skills in the South African workforce improved	9	9	Fully Achieved
	Access to occupationally directed programmes increased	11	11	Fully Achieved
	Skills development for entrepreneurship and cooperative dev	3	3	Fully Achieved
	Worker-initiated training supported	1	1	Fully Achieved
	Career Development services	5	5	Fully Achieved
	Rural Development supported	1	1	Fully Achieved
Quality Assurance	Access to occupationally directed programmes increased	1	1	Fully Achieved
	Growth of the public college system supported	4	4	Fully Achieved
		62	59	97%

KEY PROGRAMMES



Bursaries



Learnerships



Skills
Programmes



Digital
Programmes



Entrepreneurship
Programmes



SMME
Programmes



Leadership
Programmes



Insure Career
Advocacy
Programmes

PROJECT HIGHLIGHTS



SANTAM Leadership Development Programmes



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A woman with dark hair, wearing a white lab coat and a VR headset, is shown in profile. She is reaching out with her hands towards a large, glowing blue globe that is surrounded by smaller, similar globes and connected by a network of lines. The background is dark blue with a network of glowing blue lines and nodes. The overall theme is technology, innovation, and research.

SKILLS PLANNING RESEARCH & INNOVATION

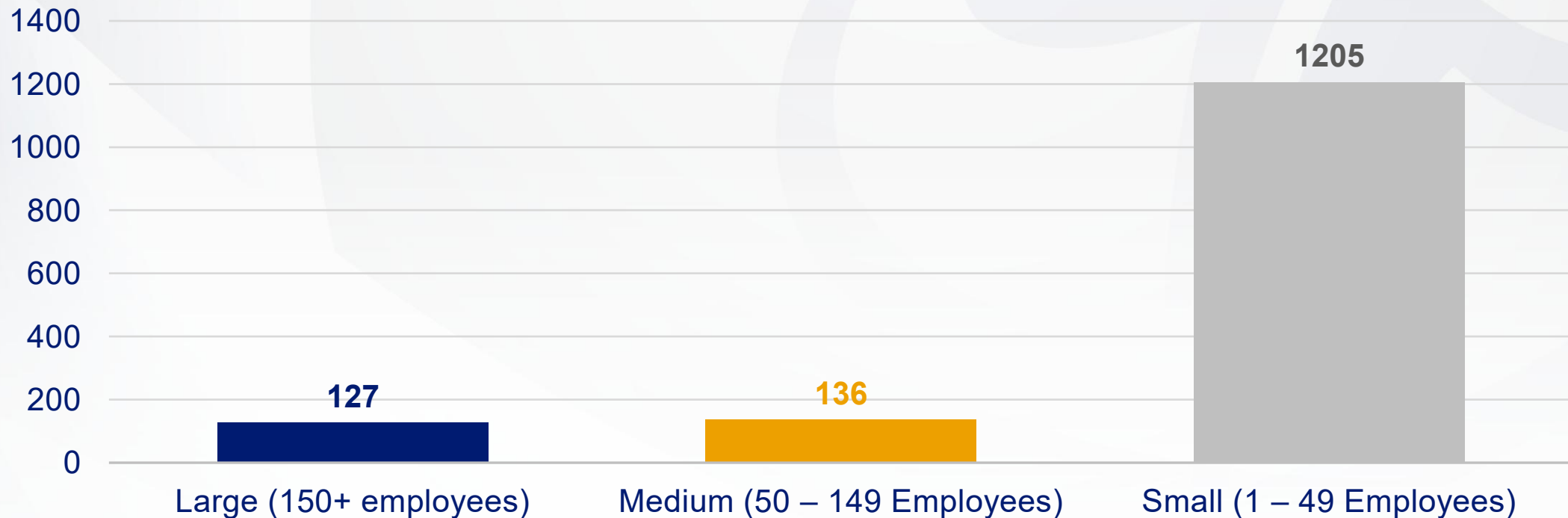
Journey to Excellence

EMPOWERED TO **INFLUENCE** AND **INSPIRE!**

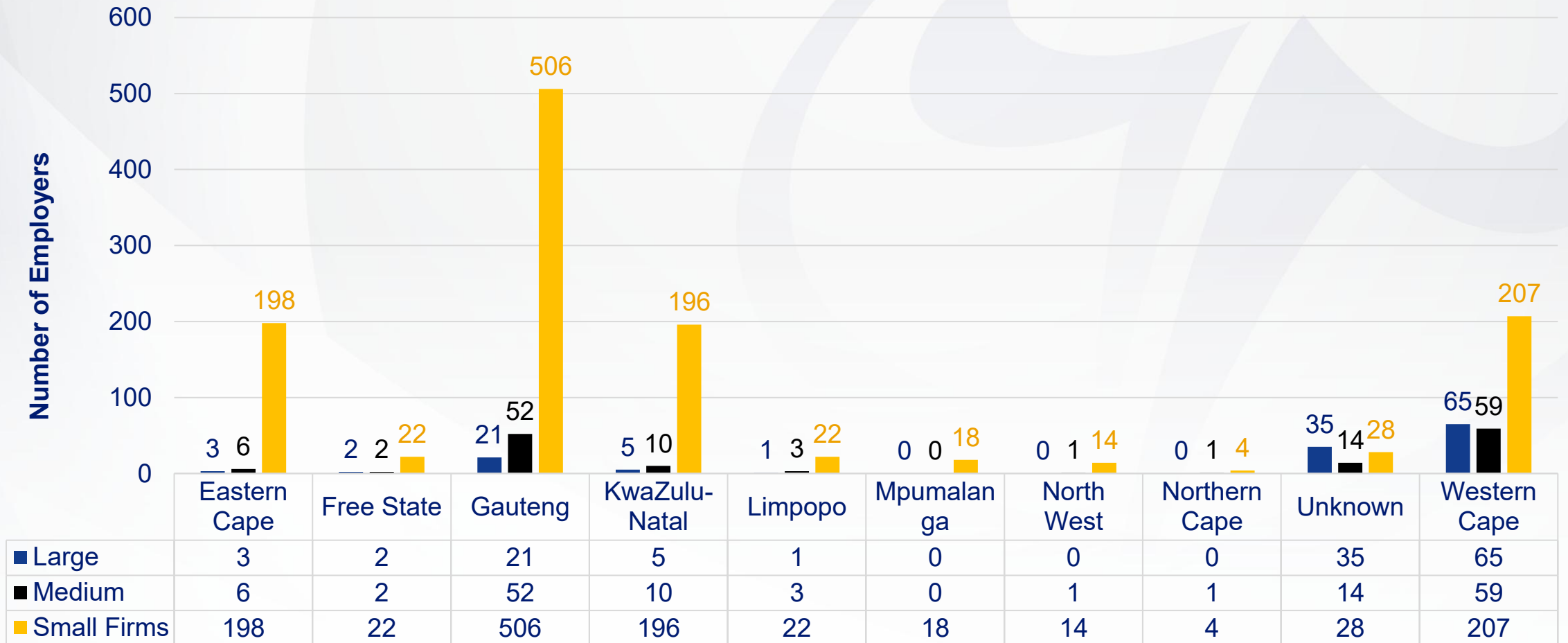


INDUSTRY PARTICIPATION & PROFILE

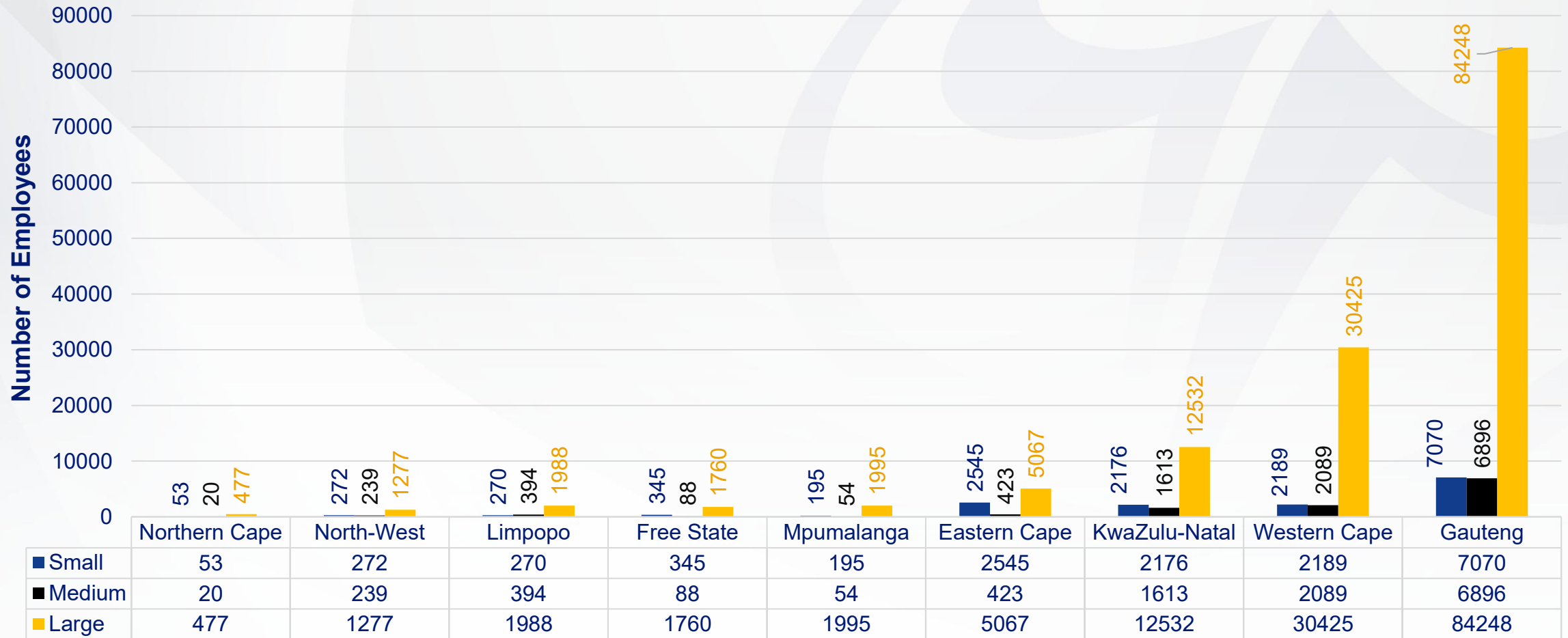
2025 WSP/ATR submissions



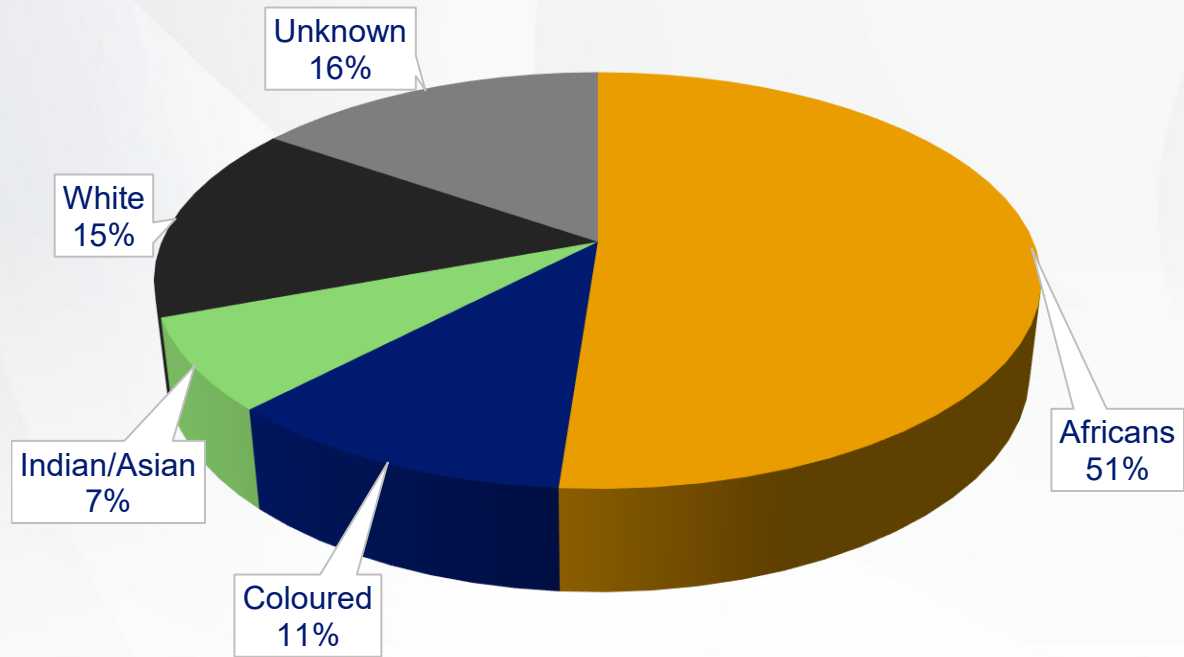
PROVINCIAL DISTRIBUTION OF EMPLOYERS - 2025



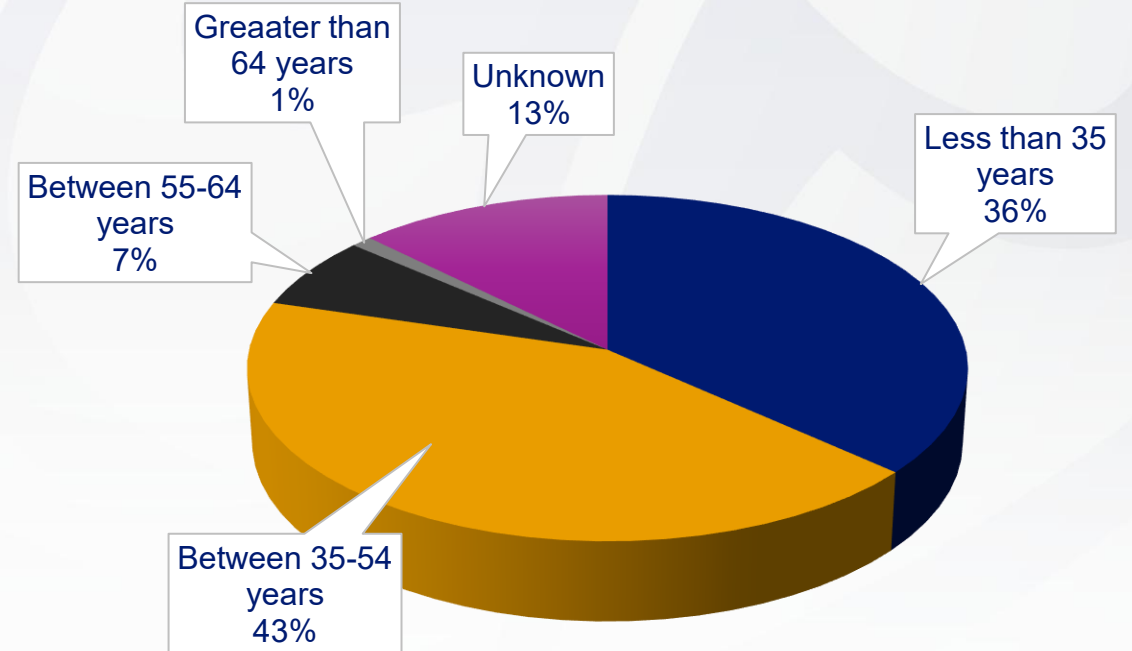
PROVINCIAL DISTRIBUTION OF EMPLOYEES - 2025



EMPLOYMENT BY RACE AND AGE - 2025

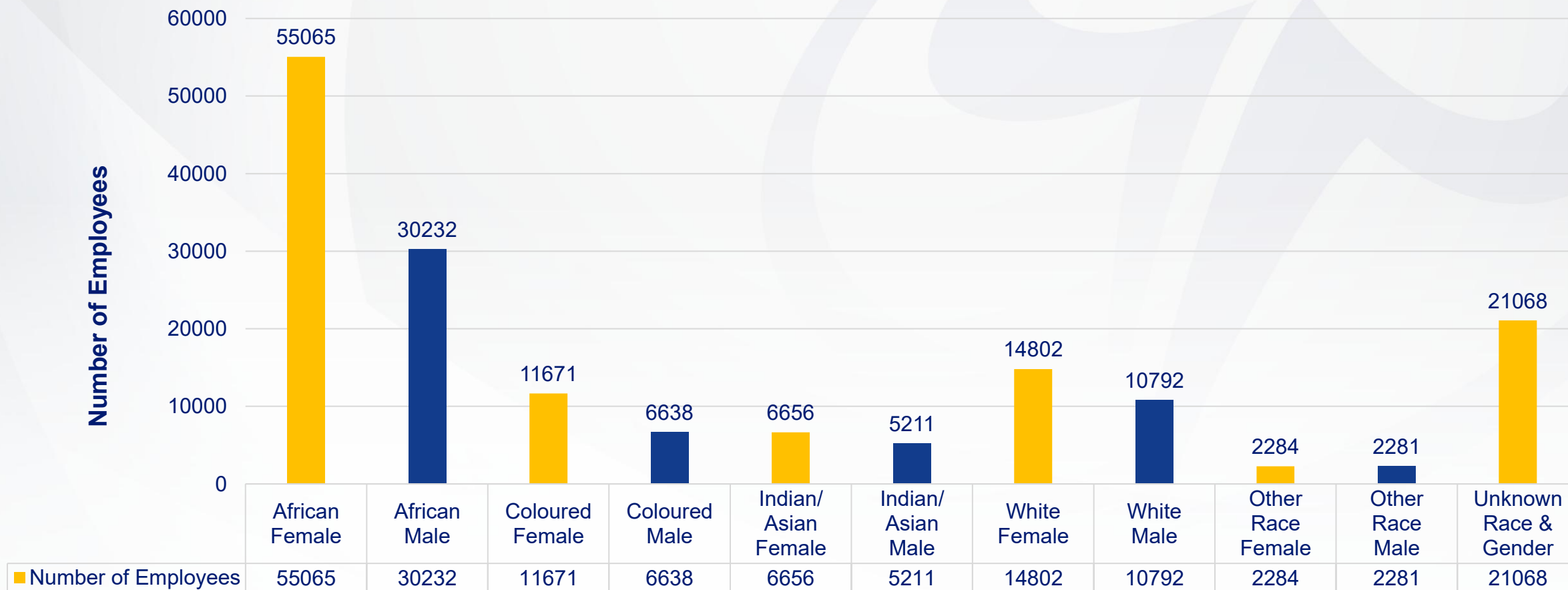


Employment by Race



Employment by Age

EMPLOYMENT BY GENDER - 2025



INSETA RESEARCH CHAIRS

1. UNIVERSITY OF KZN	2. UNIVERSITY OF WITWATERSTAND
Developing Critical and Scarce Skills.	Impact Assessment of INSETA Learning Programmes.
Enhancing Skills Development for Insurance Professionals in the Face of Climate Change.	Produced the Insurance Body of Knowledge Vols. 1.2.3 & 4.
Improving the Effectiveness of Community Education and Training Colleges: Financial Literacy Programmes, Lecturer Professional Development Developing a Post Graduate qualification: Risk Management	Research Themes Generative AI Opportunities CET College research and development Transformation in the Insurance Sector Impact Assessment & Programme Evaluations

WSP/ATR WORKSHOPS 2025



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INSURANCE SECTOR STUDENT FUND



INSURANCE SECTOR STUDENT FUND

- The Insurance Sector Student Fund (ISSF) is a co-funded Bursary Scheme that aims to cater for the entire insurance value chain.
- The ISSF is co-funded by business entities in both the private and public sector who intend to skill, upskill, reskill and multi-skill students, graduates, and workers across the Insurance Sector.
- The ISSF has funded more than 1200 learners (both employed and unemployed) in the past three years and currently funding an increasing number of over 1100 learners in the 2025 academic year.



**Momentum
Metropolitan**



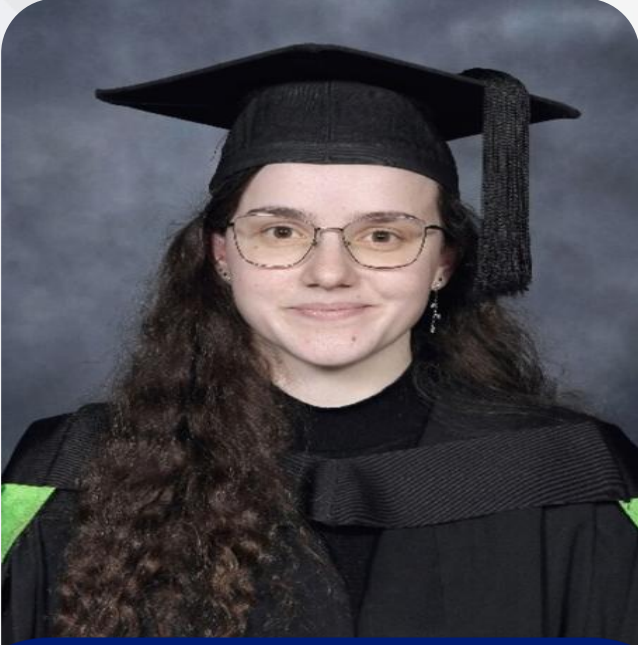
Standard Bank



africanbank

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ISSF BENEFICIARIES



Stefany Bam

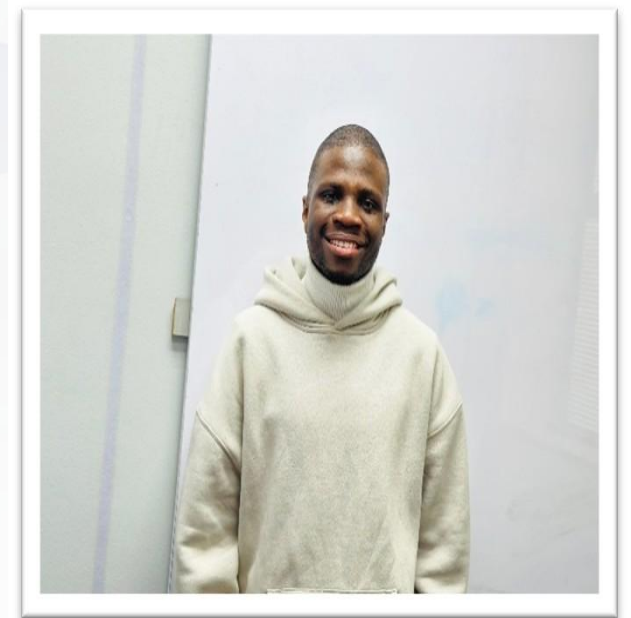
Qualification: MSc in Computer
Science

Institution: North-West University



Karabo Motsheyoa

Qualification: BCom Accounting
Institution: University of Johannesburg

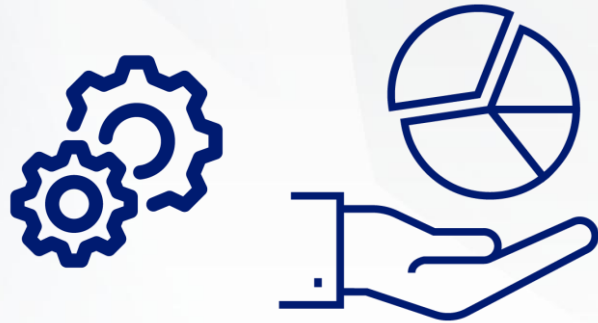


Tabiso Madau

Qualification: BCom Accounting
Institution: University of the
Witwatersrand

DG APPLICATIONS 2024/25

MG BUDGET 2024/25
R168 946 869



97 634
Applications
Value:
R4.7 Billion

**423
Million
Budget**

Intermediate
Skills
65%

High Level
Skills
33.60%

Elementary
Skills
1.05%

A woman with dark hair is wearing a VR headset and reaching out towards a large, glowing digital globe. The background is dark blue with a network of white lines and nodes, and several smaller glowing globes are floating around. A large white banner with a yellow border is positioned in the center-left.

TRANSITIONAL ARRANGEMENTS

Journey to Excellence

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THE QCTO & SETA SERVICE LEVEL AGREEMENTS (CHANGES)

Delegation of Authority Assumed by SETA – Transitional Arrangements

PLANNING



- Facilitation of strategic planning sessions
- Development of strategic plans
- Development of balanced scorecards
- Development of business plans

BUDGET FINANCE



RESEARCH

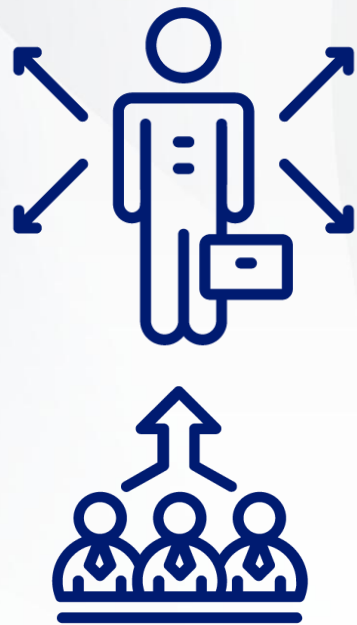


STRATEGY & POLICY REVIEWS



CHANGES

DELEGATED ACTIVITIES (ROLES) PER The OQSF



QUALIFICATION
DEVELOPMENT

STAKEHOLDER
ACCREDITATION

QUALITY
ASSURANCE
(TRAINING
IMPLEMENTATION)

ASSESSMENT

CERTIFICATION






ADVOCACY

IMPLEMENTING THE OQSF – INSETA IN NUMBERS

2020

2024

BEYOND
2025/6

ACHIEVEMENTS	YEAR PILOT	YEAR	+YEAR
QUALIFICATIONS DEVELOPED	2 	12	+16
SDPs ACCREDITATED	5 	133	150
ASSESSMENT CENTRES	6 	88	100
LEARNERS REGISTERED	52 	1 120	3 000
CERTIFICATES ISSUED	46 	249	2 750

*Funding
Dependent*

(NEW) QUALIFICATIONS - INSETA



Revised ETA – 30th Aug 2025 CURRICULUM SUBMISSION TO QCTO

1. Financial Service Agent NQF L04
2. Financial Service Practitioner NQF L05
3. Financial Services Adviser NQF L06

ETA = 30th Sept 2025 CURRICULUM SUBMISSION TO QCTO

1. Insurance Administrator NQF L04
2. Insurance Claims Handler NQF L05
3. Insurance Practitioner NQF L05



ETA = 30th Jan 2026 CURRICULUM SUBMISSION TO QCTO

1. Trustee Administrator NQF L04 (New)
2. PPO (Trustee) Review NQFL L06.
3. PPO Review NQF L07

**UKZN: Post Graduate Diploma in
Risk & Insurance Qualification NQF
L08 (INSETA Bursary)**

OCCUPATIONAL SHORT-SKILLS
4 x Short-Skills Qualifications
ETA = October 2025

PROJECT HIGHLIGHTS



GIBS Leadership Development Launch



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BRAND MANAGEMENT

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STREAMLINING OUR COMMUNICATION

***Want career tips,
bursaries, learnerships
& more?***

***We're LIVE
where you are!***



INSURANCESETA



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INSETA-Insurance Sector



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Excellente

***Say hello to Excellente, your
pocket-sized genius! Ready
to chat, help, and provide
instant answers...***

***All just a thumb
away!***



082 647 9634

CRM - DIRECT MAIL

*Missing out on our
Programmes or Events ?*



Are your
CONTACT DETAILS
up to date?



TIME TO UPDATE



To register on CRM:

<https://inseta.recadibiz.co.za/crm/authentication/login>



Email: CRM@inseta.org.za



SOCIAL MEDIA PLATFORMS



Total number of followers = **46 871**

STAKEHOLDER COMMUNICATION

Invitation

INSETA CEO Stakeholder Engagement Sessions

The Insurance Sector Education and Training Authority (INSETA) invites you to attend the CEO Stakeholder Engagement Sessions in the following regions:



Polokwane:
19 August 2025
10h00 to 15h00



Johannesburg:
21 August 2025
10h00 to 15h00



Cape Town:
29 August 2025
10h00 to 15h00



East London:
04 September 2025
10h00 to 15h00



Durban:
12 September 2025
10h00 to 15h00



Visit www.inseta.org.za to RSVP

www.inseta.org.za



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PROJECT HIGHLIGHTS



Retiree Repurposing Programme



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5-YEAR OUTLOOK (100 000 BENEFICIARIES)



Investment in
technical
insurance
industry skills



Industry focus
on the digital
skills



Stretch targets
with co-funding



Intensify
advocacy
campaigns



Leadership
Programmes for
transformation



Ensuring
inclusion &
access

IMPACT OF OUR PROGRAMMES



Rorisang Matlawe

Participated in the Women in Leadership Development Programme with INSETA/GIBS and is now promoted to Legal Portfolio Manager



Nokwanda Boarato

Group Head Learning & Development at RMA graduated from the INSETA/Henley Management cohort in July 2025

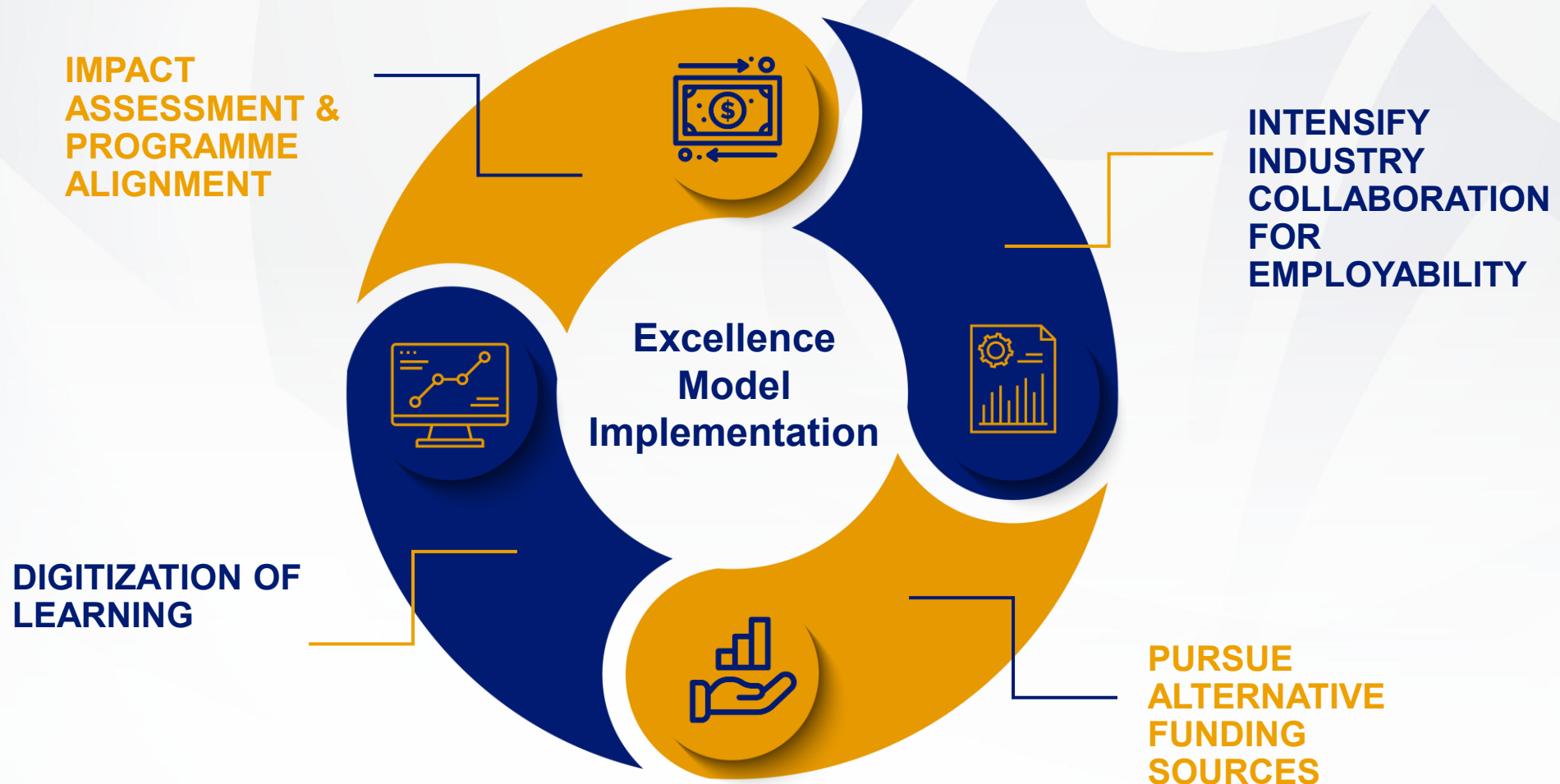


Alistaire Samuels

I completed a Postgraduate Diploma in International Management Practices sponsored by INSETA/HENLEY and after completing got promoted as the Head of Operations at TBFS.

INSETA has empowered over 1500 Leaders through their Leadership Development Programmes

LOOKING FORWARD



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PROJECT HIGHLIGHTS



Career Guidance Day at Blue Hills



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2025 INSURANCE INDABA (VIDEO)



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CONTACT US

DEPARTMENT	MANAGER	EMAIL
Learning Programmes: Youth	Akhona Wotshela	AkhonaW@inseta.org.za
Learning Programmes: Workers	Kgothatso Modise	KgothatsoM@inseta.org.za
Learning Programmes: Strategic Projects	Bonginkosi Mthombeni	BongiM@inseta.org.za
Skills Planning & Research	Osborne Mkhize	OsborneM@inseta.org.za
Quality Assurance: ETQA	Sibusiso Zulu	SibusisoZ@inseta.org.za
Finance	Pfarelo Netshikulwe	PfareloN@inseta.org.za
Stakeholder Relations	Saloshnee Govender	Saloshneeg@inseta.org.za
Office of the CEO	Lynn Mafeking	LynnT@inseta.org.za
Supply Chain Management	Clement Makhari	ClementM@inseta.org.za
IT	Tshembani Maluleke	TshembaniM@inseta.org.za
ISSF/Organisational Planning	Serurubele Mutinhima	SerurubeleM@inseta.org.za

Thank you

End of presentation



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