



inseta

INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY



Career Guide

HEAD IN THE
RIGHT DIRECTION



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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SOUTH AFRICA'S

INSURANCE SECTOR



THE INSURANCE SECTOR IS
DIVIDED INTO THREE DISTINCT
SUB-SECTORS:



LONG TERM INSURANCE

This covers life-changing events, such as death, retirement and disability. The types of cover offered include life, disability, dread disease, funeral and credit life cover.



SHORT TERM INSURANCE

This encompasses all types of insurance policies other than life insurance. It includes vehicle, property, household, medical, personal liability, travel and business insurance.



COLLECTIVE INVESTMENTS

A collective investment scheme involves members of the public investing in a portfolio. This category was formerly known as unit trusts.



SOUTH AFRICA'S
INSURANCE SECTOR HAS
GROWN STEADILY IN
THE LAST DECADE AND
CURRENTLY EMPLOYS
ALMOST 200 000
PEOPLE IN
THE COUNTRY.



THE ROLE OF INSETA IN THE INSURANCE SECTOR

South Africa's 21 Sector Education and Training Authorities (SETAs) are responsible for driving skills development for all of the country's sectors and industries.

The primary purpose of the Insurance Sector Education and Training Authority (INSETA) is to grow the pool and quality of critical and scarce skills within the insurance sector. These skills enhance the sector while supporting transformation in South Africa.

INSETA operates within a highly regulated environment that is governed by various legislations that include the National Skills Development Plan 2030; the Skills Development Act; the Skills Development Levies (SDL) Act; the Public Finance Management Act; as well as the INSETA constitution.

INSETA reports to the Department of Higher Education, Science and Innovation.



IN SHORT, INSETA IS RESPONSIBLE FOR:

- Working with employers to develop skills for individuals already employed in the insurance sector and unemployed youth.
- Managing and funding learning programmes, placement for practical learning and driving entrepreneurial initiatives.
- Quality assurance of insurance related qualifications and training.
- Conducting research to determine skills needs in the insurance industry.
- Reporting performance to the Department of Higher Education and Training of performance of skills development programmes.



INSETA MISSION

Harness technology and strategic partnerships in pursuit of excellence to enable relevant, inclusive and impactful skills development; and be the bridge between education and the world of work by identifying skills in demand and providing agile and appropriate responses.



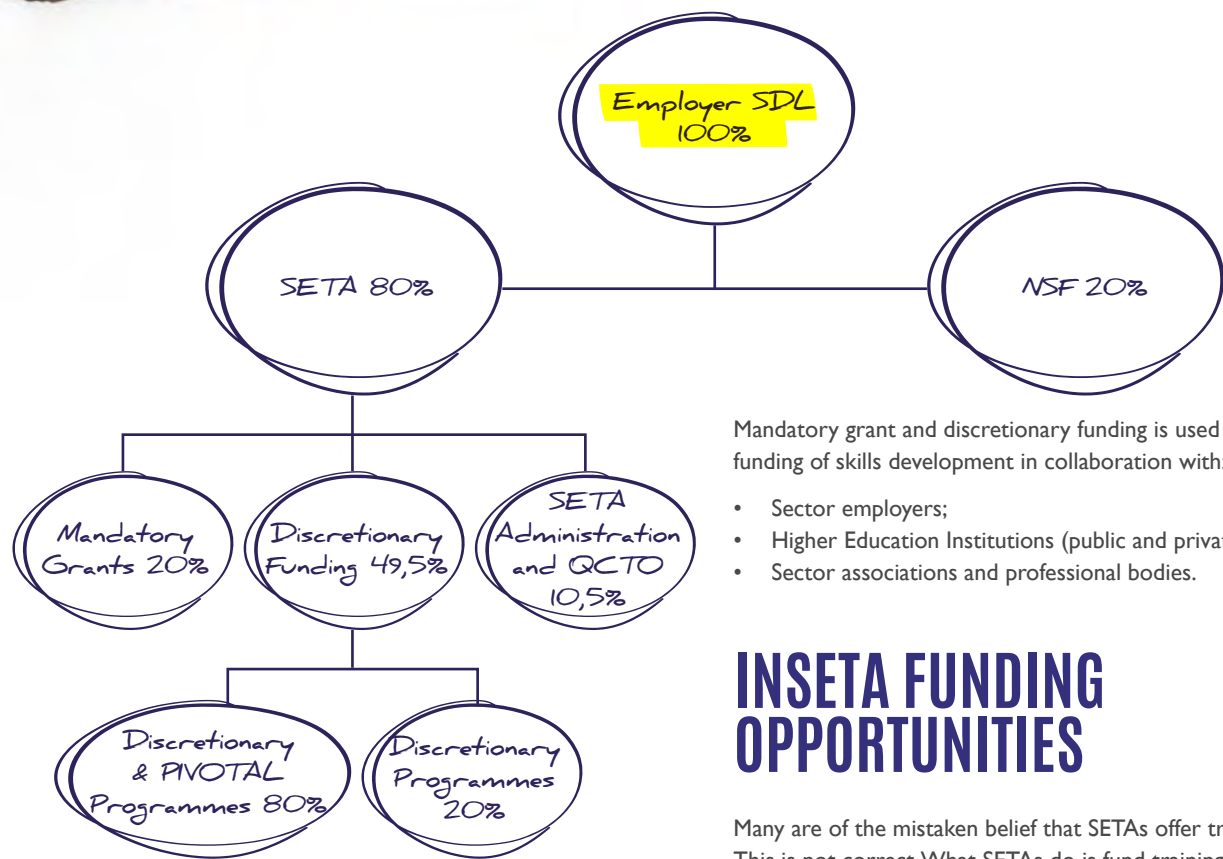
INSETA VISION

Empowered to Influence and Inspire



HOW ARE SETAs FUNDED?

Many people ask where a SETA receives its funding from. In terms of the Skills Development Levies Act, all employers in South Africa with a salary bill of R500 000 and above are required to pay 1% of this salary bill as a skills development levy. This money is paid to the South African Revenue Services (SARS) that in turn distributes the money as detailed in the diagram below.



Mandatory grant and discretionary funding is used directly for the funding of skills development in collaboration with:

- Sector employers;
- Higher Education Institutions (public and private); and
- Sector associations and professional bodies.

INSETA FUNDING OPPORTUNITIES

Many are of the mistaken belief that SETAs offer training directly. This is not correct. What SETAs do is fund training interventions to develop the skills base in any specific sector.

The INSETA therefore works with employers, higher education institutions, private training providers and industry bodies to drive skills in the insurance sector. The funding programmes are aligned to the insurance sector's scarce and critical skills list identified through intensive research undertaken annually by the INSETA.

The INSETA funds the following 'types' of training interventions.

WORK INTEGRATED LEARNING

Work Integrated Learning (WIL) is the term given to educational activities that integrate academic learning of a discipline with its practical application in the workplace. The aim is to ensure that students develop the ability to integrate their learning through a combination of academic and work-related activities.

A key focus for INSETA is the funding of TVET College WIL that will see a young learner undergo 18 months of theoretical, 'classroom based' learning and a further 18 months of practical learning in the workplace. This theoretical component requires that employers open up their places of work as places of training for young learners. It is for this reason that INSETA and educational institutions work closely with sector employers to identify workplaces for practical training.

BURSARIES

Bursaries are awarded to both employed and unemployed learners to increase professionalism within the sector. INSETA does not supply bursaries directly to learners, but rather partners with employers in the sector, as well as higher education training institutions. This supports the point made in the section on funding your studies that highlights the importance of research on bursary opportunities available with employers and higher education institutions.





The South African Qualifications Authority (SAQA) is the oversight body of the National Qualifications Framework (NQF).

SAQA is responsible for oversight of NQF implementation and collaboration with the Quality Councils; development and implementation of NQF policies and criteria; registration of qualifications and part-qualifications; recognition of professional bodies and registration of professional designations; research and collaboration with international counterparts; maintenance of a National Learners' Records Database; evaluation and advisory services with respect to foreign qualifications; and to provide advice to the Minister of Higher Education and Training.

WHAT EXACTLY IS THE NQF?

The NQF is a set of principles and guidelines by which records of learner achievement are registered to enable national recognition of acquired skills and knowledge, thereby ensuring an integrated system that encourages lifelong learning.



The Quality Council for Trades and Occupations (QCTO) was established in terms of the Skills Development Act and is responsible for standards and qualifications for trades and occupations. One of the key responsibilities of the QCTO is to issue occupational and trade certificates to learners who have successfully completed qualifications.

LEARNERSHIPS

A learnership is a structured learning programme that consists of a theoretical and practical component and that leads to a qualification registered on the National Qualifications Framework (NQF). A learnership provides a learner with an excellent opportunity to gain experience in the labour market while studying towards a qualification. Learnerships are regulated by a formal contract (learnership agreement) between an employer, a learner and a training provider.

A learnership offers some key advantages:

- You have a fixed-term employment contract for the duration of the learnership;
- You may have better employment opportunities after completing a learnership;
- Learnerships improve on the job performance so you are able to do things relevant to the job;
- You obtain a nationally-recognised qualification that is relevant to the sector;
- You earn a learner allowance for the duration of the occupational qualification; and
- An occupational qualification is associated with a specific trade, occupation or profession and has been approved by the South African Qualifications Authority (SAQA).

Successful completion of an INSETA occupational qualification will include:

- Knowledge (obtained from an accredited training provider);
- Practical skills; and
- Work experience.

An external integrated summative assessment (final exam) determines an individual's competence in a specific trade, occupation or profession.

INSETA REGISTERED OCCUPATIONAL QUALIFICATIONS

SAQA ID Code	Qualification Title	NQF Level	Credits
91784	Occupational Certificate: Insurance Agent – Insurance Underwriter	Level 05	156
99668	Occupational Certificate: Claims Administration – Claims Assessor	Level 04	131
105026	Occupational Certificate: Financial Advisor	Level 06	515
105030	Occupational Certificate: Health Care Benefits Advisor	Level 05	102
105022	Occupational Certificate: Long-Term Insurance Advisor	Level 05	180
105025	Occupational Certificate: Employee and Pension Fund Benefits Advisor	Level 05	110
105021	Occupational Certificate: Investment Advisor	Level 06	213
99574	Occupational Certificate: Professional Principal Executive Officer.	Level 05	120

One can access these occupational qualifications via a university, TVET College or private training provider in collaboration with a suitable employer.

- Does not require a workplace component;
- Contains a minimum of 8 Credits; and
- Is generally implemented over a minimum of 10 days.

INTERNSHIP

The purpose of an internship is to provide workplace experience that is directly related to the qualification that was obtained by the graduate. The graduate could have either completed a learnership, diploma or a three-year degree.

INSETA funds internships for learners who have completed identified degree and diploma studies that are aligned to scarce and critical skills in the insurance sector.

SHORT SKILLS PROGRAMMES

These are recognised programmes that are delivered by TVET Colleges and private training providers to unemployed youth to enable them to gain a specific skill or knowledge of the sector. A short skills programme is unique in that it:

- Is registered on the National Learner Resource database;
- Does not have more than 120 credits;

ENTREPRENEURSHIP ADVOCACY PROGRAMMES

South Africa's National Development Plan (NDP) and National Skills Development Plan (NSDP) 2030 places extensive emphasis on the role that entrepreneurship must play in addressing not only skills needs in the country, but also the rampant unemployment rate.

INSETA identifies and funds entrepreneurship training and workshops that will assist an unemployed young person to gain the entrepreneurship skills required to commence and sustain a business with a focus on solution businesses within the insurance and financial services industry.

INSETA's entrepreneurship training programmes seek to:

- Provide training to beneficiaries in entrepreneurship skills;
- Link potential entrepreneurs with a mentor;
- Introduce beneficiaries to potential funding opportunities; and
- Assist beneficiaries to commence businesses.



Knowing yourself and what interests you will assist in making the correct subject choice at the end of Grade 9. This is an important first step in making a suitable career choice. Choose your subjects wisely!

PLANNING FOR YOUR FUTURE CAREER

Planning for your career is something that needs to start from the very beginning of your high school career and, if, by the time you have completed your high schooling you do not have a clear direction – don't panic! You have time. What is important is making the right choice.

When deciding on a career path, there is a lot of research to be done, but it is very important to take a critical look at 'yourself' because what you choose to do in the future needs to suit who you are as an individual.

✓ WHAT INTERESTS YOU?

There is no point in pursuing a career path if what you do in a specific career does not interest you. With interest comes passion, and with passion comes success.

✓ WHAT ARE YOU GOOD AT?

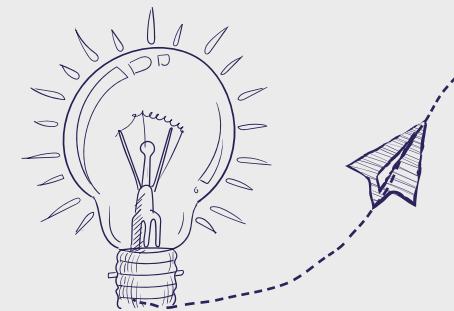
Are you a technical person? Maybe you are very creative? Or good with people? You need to be good at whatever you choose to do as this will assist in career success.

✓ YOUR PERSONALITY?

Are you an introvert? Or maybe someone who is very outgoing and enjoys interacting with people. An introvert would not be well suited to a career that requires extensive interaction with people. Or an extrovert would go insane if they are stuck in a career that offers little to no interaction with people.

✓ YOUR VALUES?

What is important to you in life. If you are someone who has strong values on a specific subject, these values need to align with the career you choose.



CHOOSING A CAREER IS ONE OF THE MOST IMPORTANT DECISIONS THAT YOU WILL MAKE IN YOUR LIFE. IT WILL DETERMINE THE DIRECTION IN WHICH YOU WILL DEVELOP SKILLS, THE TYPE OF ORGANISATION WHERE YOU WILL START WORKING AND THE INCOME YOU WILL EARN.



THE ROLE OF RESEARCH

THERE ARE MANY CAREER OPTIONS AVAILABLE AND DECIDING WHAT IS THE BEST DIRECTION TO TAKE CAN BE VERY OVERWHELMING.

RESEARCH IS IMPORTANT!

The website for the Department of Higher Education and Training is a valuable source. Here you will find complete lists for:

- Technical Vocational Education and Training (TVET) Colleges in South Africa;
- South African Universities and Universities of Technology;
- Community Education and Training (CET) Colleges;
- Registered Private Colleges; and
- Registered Private Higher Education Institutions.

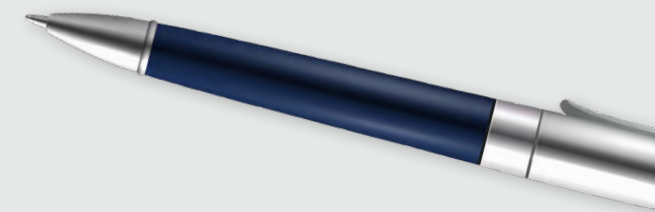


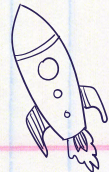
www.dhet.gov.za

On pages 33 to 40 of this brochure, you will find contact information for South Africa's Universities, Universities of Technology and TVET Colleges.

CAREER RESEARCH CHECKLIST

- ✓ Self-assessment to determine strengths, interests and aptitude;
- ✓ If possible, undertake an aptitude test by a suitably qualified individual or organisation;
- ✓ Read up as much as possible about the career/s that interest you;
- ✓ If possible, try and speak to adults who are employed in the career that interests you. Even better, try and spend time at a company where you can experience first-hand what your preferred career is all about (job shadowing);
- ✓ Where can you study what you are interested in;
- ✓ Is the institution accredited;
- ✓ What are the entrance requirements?
 - Subjects required
 - APS Score (see page 16)
 - Is there an entrance exam?
 - Closing date for applications
- ✓ Communicate openly with your parents and educators in your school about your career aspirations.





RESOURCES AVAILABLE FOR RESEARCH



INTERNET



YOUR SCHOOL

(LO teachers – the Principal – your teachers)



LIBRARIES



CONTACT YOUR LOCAL TVET COLLEGE

– they often have people available to assist



SETAs

(see page 40 - 42 for details on all of South Africa's SETAs)



KHETA (DHET CAREER GUIDANCE ARM)

(see page 16 for KHETA information)



CAREER GUIDANCE EVENTS

(there is no 'standard' event list but keep an eye on the social media platforms for the Department of Higher Education and Training (DHET) and Khetha (DHET's career guidance arm for details on career guidance events taking place)

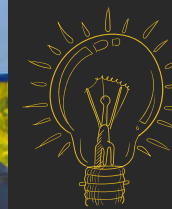


INDIVIDUALS IN THE COMMUNITY ALREADY IN VARIOUS CAREERS



When doing your research, don't fall into the trap of choosing a career based on:

- Doing what everyone else is doing;
- Doing what is cool or trendy;
- Peer pressure;
- Parent pressure; and
- Media influence.



REMEMBER – IF YOU CHOOSE SOMETHING THAT DOES NOT SUIT YOUR INTERESTS AND ABILITIES, THIS WILL LEAD TO DISSATISFACTION IN THE LONG RUN.

FIND A MENTOR

A mentor is a person with specialised knowledge who can help to educate and motivate you, and who has the skills, knowledge and wisdom to guide a younger more inexperienced individual and by doing this, helping the person to make the right choices and decisions.

DON'T BE AFRAID TO APPROACH SOMEONE YOU RESPECT FOR HELP AND GUIDANCE.

WHY YOUR APS SCORE IS IMPORTANT

APS stands for **Admission Points Score** and is the converted average of your matric marks. Each mark is converted to a mark out of ten. These marks are then all added together to give you an Admission Point Score, or an APS.

Your APS determines if you are eligible for a specific tertiary education course. Some courses may require a higher APS than others.

Matric Subject Symbol/Mark received in Matric Exam	
(80% - 100%)	7
(70% - 79%)	6
(60% - 69%)	5
(50% - 59%)	4
(40% - 49%)	3
(30% - 39%)	2
(0% - 29%)	1

Universities use your total admission point score point to see if you qualify to study for the specific course that you are applying for.

TAKE NOTE: Each university allocates the amount of APS points needed to study a course differently. This means that a course at one university won't need the same APS points as the same course at another university. This once again highlights the importance of thorough research.



TIP: Work hard at your studies every day from **DAY ONE!** Many courses have limits on the number of students that can study and in this case the bare minimum may not be enough.

KHETHA

Khetha is DHET's career guidance arm that exists to assist young people and unemployed individuals with career information, advice, guidance and counselling. KHETHA is an extremely valuable service and highly recommended during the research phase when planning for your career.



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072 204 5056

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086 458 8172

Physical
National Khetha Walk-in 123 Francis Baard Street
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0002
Email: careerhelp@dhet.gov.za

OPERATING HOURS

Monday to Friday from 08:00 to 16:30
Closed on weekends and public holidays.



FUNDING YOUR STUDIES

A STARK REALITY FACING MANY YOUNG SOUTH AFRICANS IS THE COST ASSOCIATED WITH STUDYING. SADLY, TOO MANY YOUNG PEOPLE ABANDON THEIR CAREER ASPIRATIONS BECAUSE THEY DO NOT HAVE THE REQUIRED FUNDING.

There are options!

- Many companies offer bursaries for study in the sector/industry in which they operate. Bursaries are generally awarded to young people who have worked hard at school and have achieved good results. This is another important reason to work hard at school. If you are looking for a bursary to study an insurance related career, be sure to visit the websites for South Africa's insurance companies to see what they may be able to offer you.
- If you have identified a course of study and the institution you would like to study at, contact their bursary and student support department to see if you qualify for financial assistance.
- Apply to the National Student Financial Aid Scheme (NSFAS) for funding if your guardian or parents' combined annual household income is not more than R350 000 per annum.
- The INSETA works closely with employers in the sector to fund studies for young South Africans. It is important to note that the INSETA does not fund learners directly, but rather provides funding to employers that host various learning programmes or directly to universities and TVET Colleges for specific courses of study. It is important that you keep an eye on the social media pages and websites of tertiary institutions and employers in the insurance sector.
- All SETAs fund bursaries, however they use different funding models, therefore contact them directly for further assistance if you fall within the 'missing middle' bracket (R350 000 - R650 000).
- All South African banks offer student loans and funding, but ideally this should be your last resort as these loans attract high interest rates and many young people battle to pay the loans back once they have completed their studies.



National Student Financial Aid Scheme

The National Student Financial Aid Scheme (NSFAS) is the government student bursary and loan scheme that receives its funding budget from, and reports to, the Department of Higher Education and Training.

NSFAS provides financial assistance in the form of bursaries and loans to eligible students at public universities and Technical and Vocational Education and Training (TVET) Colleges in South Africa. Bursaries issued are recovered from students after the completion of their studies.



www.nsfas.org.za



08000 67327



info@nsfas.org.za



National Student Financial Aid Scheme



@myNSFAS



@myNSFAS



SET ON A CAREER, BUT WHO WILL FUND ME?

HOW ABOUT THE INSURANCE SECTOR STUDENT FUND (ISSF)

The Insurance Sector Student Fund (ISSF) is a co-funded Bursary Scheme that aims to cater for the entire insurance and related services sectors including the financial, banking and information technology. The ISSF is co-funded by business entities in both the private - public sector who intend to skill, upskill, reskill, multi-skill students, graduates and workers across a multitude of economic sectors in different fields of study including Humanities, Economics and Management sciences, Medical and Health Sciences, Engineering and many more.

1. WHO CAN APPLY FOR THE ISSF?

- Unemployed youth (from rural communities);
- Unemployed youth (from urban communities);
- Employed Workers within the Insurance Sector; and
- Small Business Professional Development, e.g., small, medium micro-enterprises (SMMEs).

2. QUALIFYING CRITERIA FOR ISSF

- Financially disadvantaged Individuals;
- Missing middle and non-missing middle (employed);
- The South African Public;
- New and continuing students; and
- Academically excelling youth.

3. WHAT DOES THE ISSF COVER?

The ISSF has different types of packages tailored to suit the unique needs of each beneficiary as outlined below:

Tuition Fees	Course Textbooks	Technological devices- Laptops and data	Career Advisors/Coaches
Accommodation and Meals	Standard stipend	Physical, Emotional and Mental Wellness Support	Subject Tutors – for one-on-one sessions

4. HOW TO APPLY FOR THE ISSF BURSARY

Visit **INSETA's website** www.inseta.org.za/issf

- Download the Student Information Form
- Prepare all the supporting documents
- Sending through your application to issfstudent@inseta.org.za

5. REMEMBER THAT SUPPORTING DOCUMENTS ARE VITAL WHEN APPLYING FOR A BURSARY SO ENSURE THAT YOU PREPARE THE RELEVANT OFFICIAL DOCUMENTS AND LABEL THEM CORRECTLY.

Documentation must include:

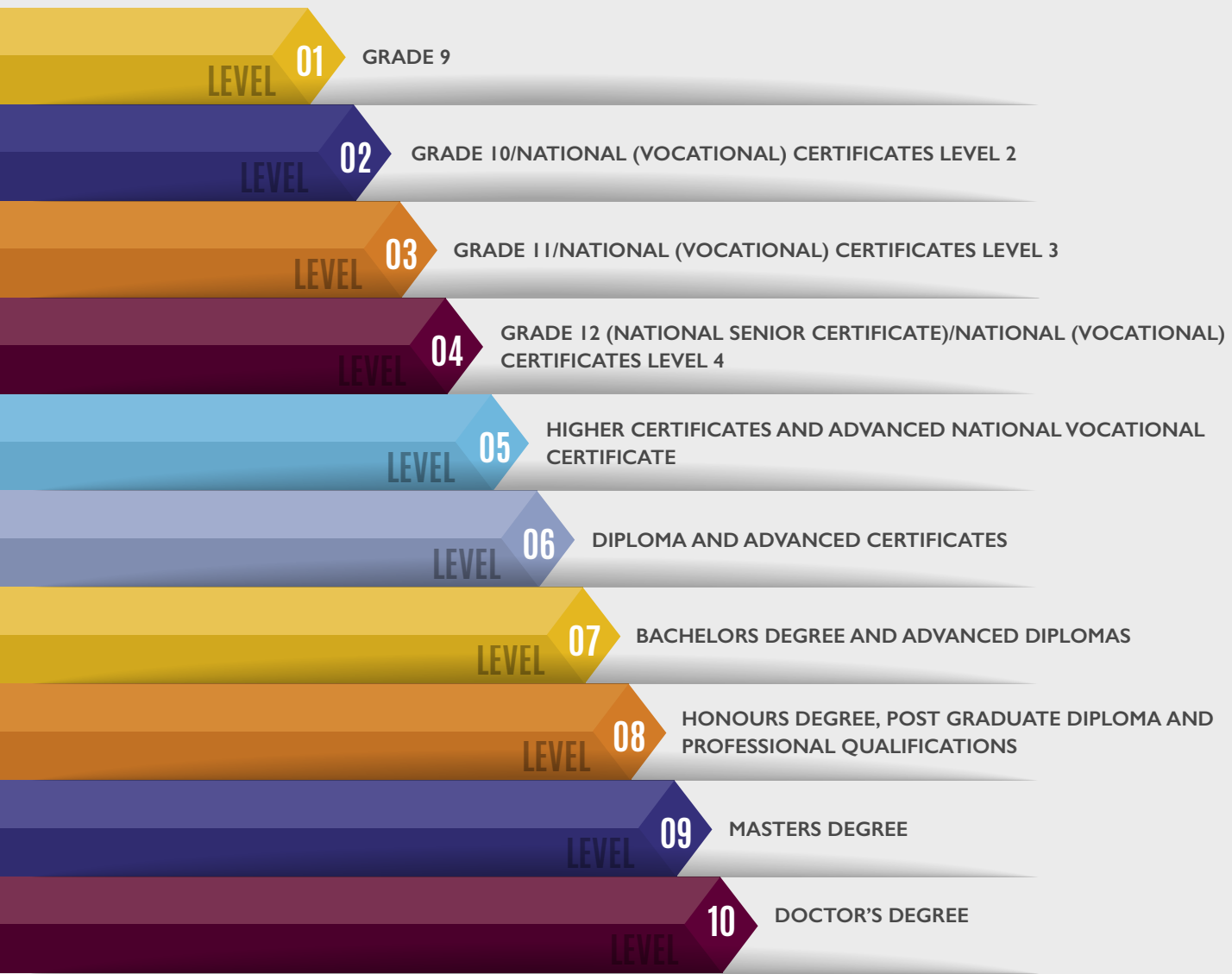
- Certified ID copy
- Matric Results
- Most recent academic record if you are already enrolled in a programme.
- Financial Statement/ Course or Fee Quotation
- Admission/ Acceptance Letter
- Parents' proof of income or affidavit if they are unemployed.

Window period for applications is updated on the INSETA website and INSETA social media pages:



NATIONAL QUALIFICATIONS FRAMEWORK LEVELS

The NQF consist of 10 levels divided into three bands; Levels 1 to 4 equate to high school grades 9 to 12 or vocational training, 5 to 7 are college diplomas and technical qualifications, 7 to 10 are university degrees.



THE ROLE OF PROFESSIONAL BODIES

Every sector and industry in South Africa is represented by one or more professional bodies or associations. They are classified as either statutory or voluntary.

Statutory bodies are established as a result of an Act of Parliament and govern the practice of specific occupations in South Africa.

Voluntary (or non-statutory) bodies create an enabling environment for professional development in a discipline, and growing the maturity of that discipline by contributing to its body of knowledge, its relevance, governing principles and accessibility to new and existing practitioners. A professional body serves as the impartial, autonomous representative of its various stakeholders in matters related to the discipline.

Many professional bodies offer student registration categories to enable those who are still studying towards a qualification in the field, to join and receive specific benefits such as training, development and networking opportunities. The professional bodies websites are also valuable sources of information should you wish to do research related to specific occupations. Many professional websites also list practitioners or organisations in the field and allow you to identify individuals who you could contact for further conversations about your career.

- Financial Sector Conduct Authority (FSCA) - a market conduct regulator for the South African financial services sector
www.fsc.co.za
- Prudential Authority (PA) - regulates financial soundness of financial institutions
www.resbank.co.za
- Institute of Loss Adjustors (ILA) - controls the professional standards and conduct of Loss Adjusters through a code of conduct and a disciplinary procedure
www.ilasa.co.za

- Financial Planning Institute (FPI) - a South African Qualifications Authority recognised professional association for financial planners in South Africa
www.fpi.co.za
- Council of Retirement Funds for South Africa (BATSETA) - a non-profit organisation, managed by a Board of Directors, that looks after the interests of Principal Officers, trustees and fund fiduciaries in the retirement industry
www.batseta.org.za
- Insurance Institute of South Africa (IISA) - a professional membership institute for the South African short-term insurance industry
www.iisa.co.za
- The South African Insurance Association (SAIA) - representative body of the short-term insurance industry
www.saia.org.za
- Financial Intermediaries Association (FIA) - represents South Africa's independent brokers, including large and medium-sized brokerages and individual financial intermediaries
www.fia.org.za
- Association for Savings and Investment South Africa (ASISA) - represents the majority of the country's asset managers, collective investment scheme management companies, linked investment service providers, multi-managers and life insurance companies
www.asisa.org.za

- The Black Brokers Forum (BBF) - representative body for black financial advisers
- Black Insurance Advisors Council (BIAC) - provides the insurance industry with skilled, informed, fit and proper financial services providers
- South African Underwriting Managers Association (SAUMA) - protects the rights of the underwriter within their relevant industry
www.sauma.org.za
- Board of Healthcare Funders (BHF) - representative body of the healthcare funding industry
www.bhfglobal.com
- South African Federation of Burial Societies (SAFOBS) - oversees the coordination, training and education of burial societies and their staff.
www.safobs.org.za
- Burial Society of South Africa (BUSOSA) assists the Burial Society business to create sustainability and to provide education and training for entry into the industry



OCCUPATIONS ALIGNED TO THE TOP 10 SCARCE AND CRITICAL SKILLS IN THE INSURANCE SECTOR

Scarce skills are those skills that are hard to find, whereas **critical skills** are skill that are needed for the functioning of the organisation.

WHY ARE SCARCE AND CRITICAL SKILLS IMPORTANT?

- They are needed to help companies function. Without these skills many businesses will struggle or be unable to function.
- One becomes more 'employable' and will struggle less to find suitable employment.
- A scarce or critical skill will attract better salaries.
- There is less chance that your job will be taken over by 'artificial intelligence'.

The information provided on the next 6 pages outlines the scarce and critical skills in the insurance sector.

ACTUARY

An actuary is a professional who applies analytical, statistical and mathematical skills to financial and business problems. This is especially valuable when facing real-world problems that involve uncertain future events.

AN ACTUARY...

- ▶ analyses and manages risk and uncertainty;
- ▶ evaluates potential financial consequences of an action; and
- ▶ applies mathematical and scientific principles to financial management.

ARE YOU:

MATHEMATICALLY MINDED?

CLEAR THINKING?

ANALYTICAL?

A HARD WORKER?

DETERMINED?

AMBITIOUS?

ABLE TO COPE UNDER PRESSURE?

A GOOD COMMUNICATOR?

COMPUTER LITERATE?

IT TAKES 8 – 10 YEARS TO BECOME AN ACTUARY (SO YOU WOULD BE IN THIS FOR THE LONG HAUL) BUT IF YOU ARE THE RIGHT SORT OF PERSON FOR THIS CAREER, IT IS AN EXTREMELY REWARDING CAREER

One can only study actuarial sciences at a university that has been accredited by the Actuarial Society of South Africa. Accredited universities include:

- University of Cape Town;
- University of Pretoria;
- University of Johannesburg;
- Stellenbosch University;
- University of the Witwatersrand; and
- North-West University (Potchefstroom Campus).

See pages 33 - 35 for contact details for these universities

To access actuarial studies, you are required to achieve the following:

- APS score of 42 (see page 16 for more info on APS scores);
- A 7 in English (home language or first additional language);
- A 7 in Mathematics; and
- A 7 in Physical Science.



NOTE: the information provided is a guide and it is very important that you contact the university you are interested in attending for details on any specific requirements as these can change from place to place.



For more information:
Actuarial Society of South Africa
www.actuarialsociety.org.za

INSURANCE AGENT

Insurance Agents are responsible for identifying sales opportunities for insurance plans and overseeing a portfolio of clients. Also known as Insurance Sales Agents, these professionals are responsible for

identifying risk management strategies, handling policy renewals, and tracking claims.

THEY ARE RESPONSIBLE FOR:

- Establishing and maintaining customer relationships.
- Identifying and analysing the customer's financial, insurance and risk needs.
- Recommending and implementing insurance and financial solutions.

YOU NEED TO BE:

- Good at maths;
- Analytical; and
- A people person.

STUDY PATHWAYS

- Learnership
- Certification in Financial Planning plus workplace experience
- Bachelor of Financial Planning and Management Degree

The study route you follow will determine how long it takes you to become a qualified insurance agent



For more information
Insurance Institute of South Africa www.iisa.co.za

SOFTWARE DEVELOPER

Software developers (also known as computer programmers) design, build, install, test and maintain software systems that help businesses and equipment work effectively and efficiently. Software developers are responsible for:

- reviewing current systems;
- presenting ideas for system improvements, including cost proposals;
- producing detailed specifications and writing of programme codes;
- testing the product in controlled, real situations before going live;
- preparation of training manuals for users; and
- maintaining the systems once they are up and running.

RECOMMENDED SUBJECTS AT SCHOOL

Contact each institution for their specific requirements, but these subjects are recommended:

- Mathematics
- Computer Science
- Information Technology
- Computer Applications

LEARNING PATHWAYS

- Certificate in Information Systems + workplace experience
- Diploma in Information Technology
- Bachelor of Information Technology
- BTech in Information Technology

SALES AND MARKETING MANAGER

A sales and marketing manager is responsible for researching and developing marketing opportunities and planning and implementing new sales plans. The sales and marketing manager will also manage both the marketing and sales staff and will perform managerial duties to meet the company's operational goals.

RESPONSIBILITIES INCLUDE

- generating sales plans
- creating engaging marketing activities
- meeting organisational sales objectives

YOU NEED TO HAVE ...

- strong interpersonal skills
- a customer focused mindset
- leadership ability
- excellent communication skills
- a creative mind
- ability to work under pressure

LEARNING PATHWAYS

- Diploma in Marketing
- Bachelor of Marketing
- Honours in Marketing



For more information
The Marketing Institute of South Africa
<https://www.tmi-sa.co.za/>

INSURANCE BROKER

As an insurance broker, you will work as either an independent or an insurance agent to sell various types of short-term or long-term insurance cover. Your clients might be individuals, businesses or other small to large organisations. It is your job to “be the middle man”, determining the most suitable insurance products and services for your clients.

Although this area of work is open to graduates and diplomates of any discipline, tertiary qualifications in Risk insurance, Business management, Finance or related areas of study may improve your chances.

You need to obtain a qualification that is recognised by the Financial Service Board (FSB) as either being generally or specifically relevant to the category of Financial Service Practitioner (FSP) you wish to be registered in.

YOU NEED TO HAVE ...

- A keen interest in financial services
- Strong interpersonal skills
- A customer focused mindset

LEARNING PATHWAYS

- Learnership plus accreditation by the Financial Services Board (FSB)

- Certificate in Wealth Management (Level 4 and Level 5) plus FSB accreditation
- Bachelor Degree in Financial Planning and Management plus FSB accreditation



For more information
Insurance Institute of South Africa www.iisa.co.za
Financial Services Board www.fsca.co.za

INSURANCE LOSS ADJUSTER

This job involves looking at regulations and legislation and how they affect claims. You will be responsible for checking on all the circumstances surrounding a claim and then assess any damages and determining whether its covered by the policyholder's insurance policy. Specialist claims and high-risk claims would also be part of this portfolio.

DO YOU HAVE ...

- a curious mind?
- ability to solve complex problems?
- negotiation skills?

Mathematics and accounting at school will help you access this career path

LEARNING PATHWAYS

- Learnership and accreditation by the Insurance Institute of South Arica (IISA).
- Certificate in short-term assurance and accreditation with the IISA.



For more information
Insurance Institute of South Africa www.iisa.co.za

FINANCIAL INVESTMENT ADVISER

As a Financial Advisor, your focus will be ensuring the sound financial position of clients. You will do this by offering expert advice on how clients can best manage their money. There are several different types of Financial Advisors but all must have a professional qualification and follow strict finance and insurance industry rules.

A recognised qualification in commerce, finance, accounting or financial planning would be required for professional status. Financial advisers are also required to pass regulatory exams to obtain an operating license. Thereafter, advisors must ensure they are compliant with the Financial Advisory and Intermediary (FAIS) Act on an ongoing basis and may apply for the designation of certified Financial Planner with the Financial Planning Institute (FPI).

YOU NEED TO ...

- Be analytical
- Have an interest in finances and economics
- Mathematically minded
- Have interpersonal skills

LEARNING PATHWAYS

- BTech in Economic Management Analysis
- Bachelor of Economics
- Postgraduate Diploma in Financial Planning

The Financial Advisory and Intermediary Services Act (FAIS), is legislation that impacts the financial services industry and aims to regulate the giving of advice and rendering of intermediary services to clients, as well as certain other issues. The Act impacts most financial institutions, financial service providers and their representatives.



For more information
Financial Planning Institute www.fpi.co.za

COMPLIANCE OFFICER

Risk and compliance is one of the fastest growing-areas of employment in the finance sector and a popular choice for those with an eye for detail. The main focus of a Compliance Officer is to stay up to date with the policy and procedures of the company they are working with and to stay up to date with current market trends and new and existing legislation.

As a compliance officer, you're responsible for ensuring a company complies with its outside regulatory requirements and internal policies. In short, you are responsible for making sure that your employer plays by the rules.

YOU'LL NEED TO HAVE ...

- critical problem-solving ability
- an ability to analyse and interpret information quickly
- a keen interest in the financial services
- project management skills

LEARNING PATHWAYS

- Diploma/Higher Diploma in Accounting (NQF level 6)
- BTech in Accounting and Finance
- Bachelor of Accounting Degree

Once you have completed your studies, you can complete courses with the Compliance Institute of Southern Africa to be recognised as a Compliance Practitioner

 For more information
Compliance Institute of Southern Africa
www.compliancesa.com

ICT SYSTEMS ANALYST

ICT system analysts specify the system needs to meet the end user requirements. They analyse system functions in order to define their goals or purposes and to discover operations and procedures for accomplishing them most efficiently. They also design new IT solutions to improve business efficiency and productivity, produce outline designs and estimate costs of new systems, specify the operations the system will perform, and the way data will be viewed by the end user. They present the design to the users and work closely with the users to implement the solution.

YOU'LL NEED TO HAVE ...

- Interest in financial services industry (if this is your chosen path)
- Analytical ability
- Technical ability and knowledge
- Ability to solve complex problems
- Effective communication skills
- Creativity

LEARNING PATHWAYS

- Certificate in Information Systems
- Diploma in IT
- BTech in IT
- Bachelor of IT

INSURANCE CLAIM ADMINISTRATOR

A claims administrator is an individual who manages claims in the insurance industry. These professionals act as third parties between customers, businesses, and insurance companies and play an important role in class action lawsuits and in cases where customers seek compensation for injuries or damages. A claims administrator collaborates with insurance companies and researches claims to determine if the company is liable in conditions where clients seek damages.

SKILLS REQUIRED

- Communication
- Analytical
- Customer service
- Organisational
- Computer literacy

 For more information
Insurance Institute of South Africa www.iisa.co.za





UNIVERSITIES IN SOUTH AFRICA

A university is an institution of higher education and research, that grants academic degrees in a variety of subjects. A university is a corporation that provides both undergraduate education and postgraduate education.

QUALIFICATIONS OFFERED AT UNIVERSITIES

Under-graduate qualifications: These are the first qualifications that you can achieve at a university or other training institution after completing your schooling.

- Higher Certificate
- Advanced Certificate
- Diploma
- Advanced Diploma
- Bachelor's Degree

Post-graduate qualifications: These are qualifications for which you can enrol after you have obtained your first post-school qualification.

- Postgraduate Diploma
- Bachelor Honours Degree
- Master's Degree
- Doctoral Degree

GAUTENG

University of Johannesburg

Web : <https://www.uj.ac.za/>

Call Centre : +27 11 559 4555

University of Pretoria

Web : <https://www.up.ac.za/>

Switchboard: +27 (0)12 420 3111

info@up.ac.za

University of the Witwatersrand

Web : <https://www.wits.ac.za/>
General enquiries : +27 (0)11 717 1000
Admission enquiries: +27 (0)11 717 1888

University of South Africa

Web : <https://www.unisap.ac.za/>
Switchboard: 012 441 5888 | study-info@unisa.ac.za

Sefako Makgatho Health Sciences University

Web : <https://www.smu.ac.za/>
Call Centre : (012) 521-4111

NORTH-WEST

North-West University

Web : <https://www.nwu.ac.za/>
Call Centre : 0860 169698

WESTERN CAPE

University of Cape Town

Web : <https://www.uct.ac.za/>
UCT switchboard: +27 (0)21 650 9111

University of the Western Cape

Web : <https://www.uwc.ac.za/>
Call Centre : +27 21 959 2911

Stellenbosch University

Web : <https://www.sun.ac.za/>
Call Centre : +27 21 808 911

EASTERN CAPE

University of Fort Hare

Web : <https://www.ufh.ac.za/>
East London: 043 704 7000
Bhisho Campus : 040 608 3407
Alice Campus: 040 602 2011

Nelson Mandela University

Web : <https://www.mandela.ac.za/>
Call Centre : 041-504 1111

Rhodes University

Web : <https://www.ru.ac.za/>
Call Centre : +27 46 603 8111

Walter Sisulu University

Web : <https://www.wsu.ac.za/>
Mthatha Campus : 047 502 2844

MPUMALANGA

University of Mpumalanga

Web : <https://www.ump.ac.za/>
Switchboard: (013) 002 0001 | info@ump.ac.za

NORTHERN CAPE

Sol Plaatje University

Web : <https://www.spu.ac.za/>
Call Centre : 053 491 0000

KWA-ZULU NATAL

University of KwaZulu-Natal

Web : <https://www.ukzn.ac.za/>
DBN: +27 31 260 1111
PMB: +27 33 260 5111

University of Zululand

Web : <https://www.unizulu.ac.za/>
Switchboard : +27 (0)35 902 6000

LIMPOPO

University of Limpopo

Web : <https://www.ul.ac.za/>
Switchboard: (015) 268 9111 / (015) 268 3332 / (015) 268 3276

FREE-STATE

University of the Free State

Web : <https://www.ufs.ac.za/>
Bloemfontein Campus: +27 51 401 9111
Qwaqwa Campus: +27 58 718 5000
South Campus: +27 51 401 9111

UNIVERSITIES OF TECHNOLOGY

A University of Technology offers technological career directed educational programmes, that focus on innovative problem solving.

The types of qualifications offered by universities of technology

- Higher Certificate.
- National Certificate.
- National Higher Certificate.
- Advanced Certificate.
- Diploma, Higher Diploma, National Diploma & Advanced Diploma.
- Baccalaureus Technologiae (B Tech) and Bachelor's Degree.

WESTERN CAPE

Cape Peninsula University of Technology

Web : <https://www.cput.ac.za/>
Call Centre: +27 21 959 6767

FREE STATE

Central University of Technology, Free State

Web : <https://www.cut.ac.za/>
Bloemfontein Campus +27 (0)51 507 3911
Welkom Campus +27 (0)57 910 3500

KWA-ZULU NATAL

Durban University of Technology

Web : <https://www.dut.ac.za/>
Switchboard: 031 373 2000

Mangosuthu University of Technology

Web : <https://www.mut.ac.za/>
Call Centre : 031 907 7111

GAUTENG

Tshwane University of Technology

Web : <https://www.tut.ac.za/>
Call Centre : +27 21 808 911

Vaal University of Technology

Web : <https://www.vut.ac.za/>
Call Centre : +27 (0)861 861 888 | Admission enquiries: +27 (0)16 950 9356

TVET COLLEGES

Technical Vocational Education and Training (TVET) Colleges offer a wide range of courses and training programmes that have been developed to respond to scarce skills needed by employers.

While all TVET colleges are funded and supported by government they differ in the amount and variety of training programmes they offer. Some colleges may offer up to 300 different courses.

Study options vary from short courses to formal training programmes of up to three years.

While universities specialise in theoretical training, TVET Colleges are a good choice for students who want practical training.

South Africa has 50 TVET Colleges, each one with multiple campuses spread across the country to meet the study needs of rural and urban learners.

LIMPOPO

Capricorn TVET College – Polokwane

(015) 230 1800
enquiries@capricorncollege.edu.za
www.capricorncollege.edu.za

Lephalale TVET College

(014) 763 2252
campusmanager@lepfet.edu.za
www.lephalalefetcollege.co.za

Letaba TVET College

(015) 307 5440
centraloffice@letabafet.co.za
www.letabafet.co.za

Mopani South East TVET College

(015) 781 5721
svdc@mopanicollege.edu.za
www.mopanicollege.edu.za

Sekhukhune TVET College

(013) 269 0278
sekfet@sekfet.col.za
www.sekfetcol.org

Vhembe TVET College

Tel: (015) 963 3156
info@vhembefet.co.za
www.vhembefet.co.za

Waterberg TVET College - Mokopane

015 491 8581
hq@waterbergcollege.co.za
www.waterbergcollege.co.za

MPUMALANGA

Ehlanzeni TVET College - Mbombela

013 752 7105
info@ehlanzenicollege.co.za
www.ehlanzenicollege.co.za

Gert Sibande TVET College - Standerton

017 712 9040
www.gscollege.edu.za

Nkangala TVET College

013 690 1430
info@nkangalafet.edu.za
www.nkangalafet.edu.za

NORTH-WEST

Orbit TVET College

014 592 7014
info@orbitcollege.co.za
www.orbitcollege.co.za

Taletso TVET College - Mmabatho

018 384 2346
info@taletsofetcollege.co.za
www.taletso.edu.za

Vuselela TVET College

018 406 7800
enquiries@vuselelacollege.co.za
www.vuselelacollege.co.za

GAUTENG

Central Johannesburg TVET College - Johannesburg
011 484 1388
info@cjc.co.za
www.cjc.co.za

Ekurhuleni East TVET College
011 730 6600
info@eec.edu.za
www.eec.edu.za

Ekurhuleni West TVET College
011 876 6958
info@ewc.edu.za
www.ewc.edu.za

Sedibeng TVET College - Vereeniging
016 422 6645
info@sedcol.co.za
www.sedcol.co.za

South West TVET College - Soweto
011 894 1260
callcentre@swgc.co.za
www.swgc.co.za

Tshwane North TVET College
012 401 1950 / 012 000 0135
info@tnc.edu.za
www.tnc.edu.za

Tshwane South TVET College
012 660 8581
info@tsc.edu.za
www.tsc.edu.za

Western TVET College – West Rand
011 693 3608
info@westcol.co.za
www.westcol.co.za

NORTHERN CAPE

Northern Cape Rural TVET College
054 331 3836
www.ncrtvet.com

Northern Cape Urban TVET College - Kimberley
053 839 2000
www.ncuttvet.edu.za

FREE STATE

Flavius Mareka TVET College
016 976 0815/29
www.faviusmareka.net

Goldfields TVET College
057 392 1027
admin@gfc.za.net
www.gfc.za.net

Maluti TVET College
058 713 3048/6100
www.malutifet.org

Motheo TVET College
051 406 9300
marketing@motheotvet.co.za
www.motheotvet.co.za

KWA-ZULU NATAL

Coastal TVET College
031 905 7000
www.coastalkzn.co.za

Elangeni TVET College
031 716 6700
info.elangeni@efet.gov.za
www.efet.co.za

Esayidi TVET College
039 318 1433
info@esayidifet.co.za
www.esayidifet.co.za

Majuba TVET College
034 318 2021
www.majuba.edu.za

Mnambithi TVET College – Ladysmith
036 638 3800
www.mnambithicollege.co.za

Mthashana TVET College – Vryheid
034 980 1010
www.mthashanacollege.co.za

Thekwini TVET College
031 2508400
www.thekwinicollege.co.za

Umfolozi TVET College
035 902 9503
www.umfolozicollege.co.za

Umgungundlovu TVET College
033 341 2100
www.ufetc.edu.za

WESTERN CAPE

Boland TVET College
021 886 7111/2
hq@bolandcollege.com
www.bolandcollege.com

College of Cape Town
0860 103 682
info@cct.edu.za
www.cct.edu.za

False Bay TVET College
021 787 0800
info@falsebay.org.za
www.falsebaycollege.co.za

Northlink TVET College
0860 065 465
info@northlink.co.za
www.northlink.co.za

South Cape TVET College
044 884 0359
central@sccollege.co.za
www.sccollege.co.za

West Coast TVET College
022 482 1143
enquiries@westcoastcollege.co.za
www.westcoastcollege.co.za

EASTERN CAPE

Buffalo City TVET College
437 049 9201
information@bccollege.co.za
www.bccollege.co.za

Eastcape Midlands TVET College
041 995 2000
info@emcol.co.za
www.emcol.co.za

Ikhala TVET College
045 838 2593
www.ikhalacollege.co.za

Ingwe TVET College
039 255 0346/1204
ingwecollege.edu.za

King Hints TVET College
047 491 3722
www.kinghintsacollege.edu.za

King Sabata Dalinyebo TVET College
047 5360 923/4
www.ksdcollege.edu.za

Lovedale TVET College
043 642 1388
www.lovedalecollege.co.za

Port Elizabeth TVET College
041 585 7771
info@pecollege.edu.za
www.pecollege.edu.za

SETA CONTACT INFORMATION

AGRISETA
Agriculture sector education and training Authority
Tel: 012 301 5628 / 012 301 5651/05
www.agriseta.co.za

BANKSETA
Banking Sector Education and Training Authority
Address: Eco Origin Office Park, Entrance 1, Block C2, 349 Witch-
hazel Avenue, Eco Park Estate, Highveld, Centurion, 0144
Tel: 011 805 9661 / 011 564 5319
Website: www.bankseta.org.za

CATHSSETA
**Culture, Arts, Tourism, Hospitality and Sport Education
and Training Authority**
Address: 1 Newton Avenue, Killaney, Ground Floor, Johannesburg
Tel: 011 217 060
Website: www.cathsseta.org.za

CETA
Construction Education and Training Authority
Address: 183 Kerk Street (Cnr Old Pretoria Main Road), Halfway
House, Midrand, South Africa
Tel: 011 266 5900 / 011 2655912
Website: www.ceta.org.za

CHIETA
Chemical Industries Education and Training Authority
Address: 2 Clamart Road, Richmond, Johannesburg
Tel: 011 628 7000
Website: www.chieta.org.za

ETDP SETA
Education, Training and Development Practices
Address: 24 Johnson Road, Riverwoods Office Park, Bedfordview,
Johannesburg
Tel: 011 372 3300 / 011 372 3302
Website: www.etdpseta.org.za

EWSETA
**Energy and Water Sector Education and Training
Authority**
Address: 22 Wellington Road, Parktown, Johannesburg
Tel: 011 274 4700
Website: www.ewseta.org.za

FASSET
**Financial and Accounting Services Sector Education and
Training Authority**
Address: 1st Floor, 296 Kent Avenue, Ferndale, Randburg
Tel: 011 476 8570
Website: www.fasset.org.za

FOODBEV SETA
**Food and Beverages Manufacturing Industry Sector
Education and Authority**
Address: 13 Autumn Street, Rivonia
Tel: 011 253 7307
Website: www.foodbev.co.za

FP&M SETA
**Fibre Processing and Manufacturing Sector Education
and Training Authority**
Address: 1 Newtown Avenue, Killarney
Tel: 011 403 1700
Website: www.fpmseta.org.za

HWSETA
**Health and Welfare Sector Education and Training
Authority**
Address: 17 Bradford Road, Bedfordview
Tel: 011 607 6997
Website: www.hwseta.org.za

LGSETA
**Local Government Sector Education and Training
Authority**
Address: 47 Van Buuren Road, Bedfordview
Tel: 011 456 8579
Website: www.lgseta.org.za

MERSETA
**Manufacturing Engineering and Related Services Sector
Education and Training Authority**
Address: The Atrium, 95 7th Avenue, Corner Rustenburg Road,
Melville
Tel: 010 219 3338
Website: www.merseta.org.za

MICT SETA
**Media, Advertising, Information and Communication
Technologies Sector**
Education and Training Authority
Address: 19 Richards Drive, Gallagher Convention Centre
Gallagher House Block 2, West-Wing, Midrand
Tel: 011 207 2600 / 011 207 2622
Website: www.mict.org.za

MQA
Mining Qualifications Authority
Address: 7 Anerley Road, Parktown, Johannesburg
Tel: 011 630 3501 / 011 547 2602
Website: www.mqa.org.za

PSETA
Public Service Sector Education and Training Authority
Address: 353 Festival Street, Sanlam Building, Hatfield, 0028
Tel: 012 423 5730 / 012 423 5736
Website: www.pseta.org.za

SASSETA

Safety and Security Sector Education & Training Authority

Address: 74 Waterfall Drive, Waterval City, Midrand

Postal Address: P.O. Box 7612, Halfway House, 1685

Tel: 011 087 555

Website: www.sasseta.org.za

SERVICES SETA

Services Sector Education and Training Authority

Address: 15 Sherborne Road, Parktown

Tel: 011 276 9618

Website: www.serviceseta.org.za

TETA

Transport Education and Training Authority

Address: 2nd Floor Sonsona Building, 344 Corner Dover and Pretoria Street, Randburg

Tel: 011 781 1280 / 011 577 7106

Website: www.teta.org.za

W&RSETA

Wholesale and Retail Sector Education and Training Authority

Address: Riverside Office Park, Hennops House, c/o Lenchen and Heuwel Ave, Centurion

Tel: 0860 270 027

Website: www.wrseta.org.za

Tel: 011 381 8900

CHECK OUT INSETA'S 'AFTER SCHOOL' SERIES ON YOU TUBE

INSETA's animated 'After School' series on You Tube consists of 28 short, 'bite-sized' programmes, that provide extensive information on choosing a career, factors that contribute to career success and various careers in the insurance sector.

The series aims to reach out to learners and youth at all stages of development - whether it be choosing the right subjects, where to study, the challenges of obtaining experience and work, as well as the factors to consider once a learner leaves school and wants to get into the insurance sector.

The series is set in Johannesburg and viewers will be introduced to a number of characters who come from all sorts of different backgrounds.

The series is fun, informative and highly recommended.

The QR code included here will take you to INSETA's After School series You Tube channel.

Check it out! It is worth it!



A large sheet of white paper with horizontal ruling lines. In the bottom right corner, there is a small, stylized drawing of a paper airplane with dashed lines indicating its path.





inseta

INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY

FOR MORE INFORMATION, PLEASE CONTACT US:
INSURANCE SECTOR EDUCATION AND TRAINING AUTHORITY (INSETA)

37 EMPIRE ROAD, PARKTOWN, JOHANNESBURG

TEL: +27 (0) 11 381 8900

EMAIL: recommendations@inseta.org.za

www.inseta.org.za