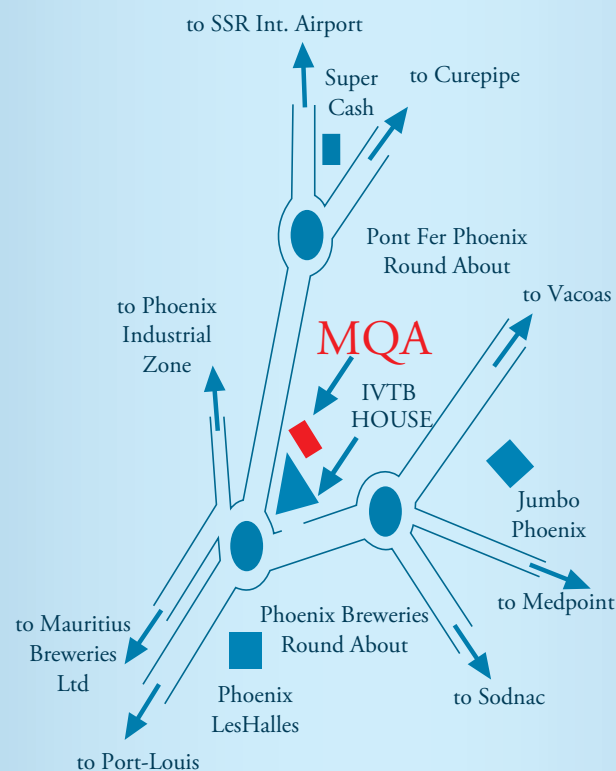


MQA Customer Charter

- We are committed to provide a very high level of quality customer service that takes account of changing needs and expectations.
- We will treat you with respect and courtesy at all times.
- We are committed to treat everyone properly, fairly and impartially in the delivery of our services.
- We will provide you with all necessary information and assistance whenever you call upon us.
- We undertake to answer your calls promptly.
- We will connect you to the voicemail of the required person if the latter is not available.
- We pledge to process all your applications promptly.
- We shall respond to your official query/correspondence in clear plain language within a week.
- We are committed to keep strict confidentiality of all the information you provide to us.
- We shall make every effort to take necessary actions whenever relevant suggestions for improvement are made.
- We shall keep our promises and be professional in our approach.

SITE PLAN



MAURITIUS QUALIFICATIONS AUTHORITY

IVTB Compound
Pont Fer, Phoenix
Mauritius

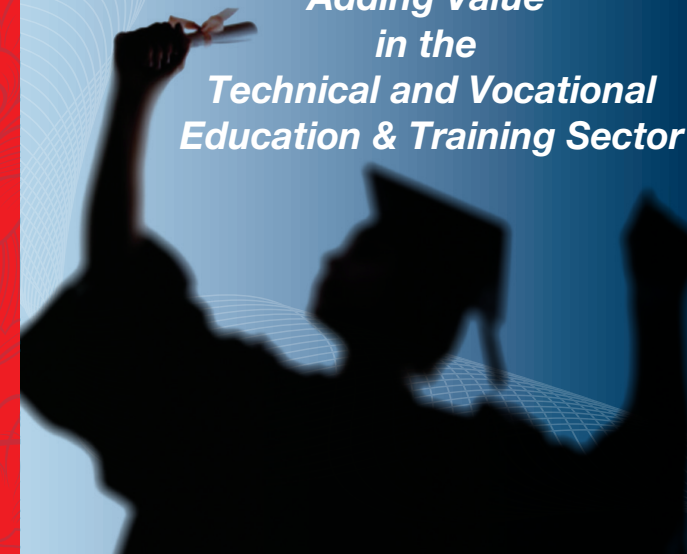
Phone: 686 1400 Fax: 686 1441
E-mail : office@mqa.mu Website : www.mqa.mu



MAURITIUS QUALIFICATIONS AUTHORITY

THE MAURITIUS QUALIFICATIONS AUTHORITY (MQA)

*Adding Value
in the
Technical and Vocational
Education & Training Sector*



MQA

The Mauritius Qualifications Authority (MQA) is a corporate body established under the Mauritius Qualifications Authority Act 2001. It operates under the aegis of the Ministry of Education, Culture and Human Resources.

VISION

Valued Qualifications for employability and life-long learning

MISSION

To continuously enhance good practices and relevant expertise to safeguard public interest in quality education and training

OBJECTIVES

MQA, inter alia, has to

- Maintain a National Qualifications Framework
- Ensure that Training Providers comply with Quality Assurance standards
- Ensure that qualifications meet international standards

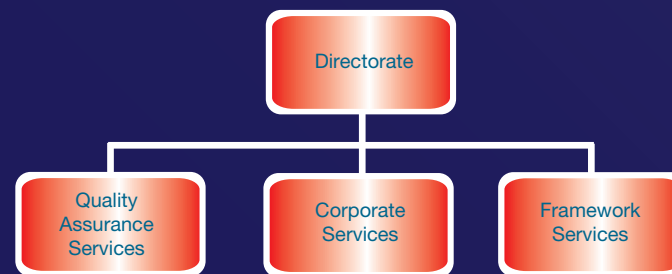
CURRENT ACTIVITIES

Key areas of development have so far been in:

- the maintenance of the National Qualifications Framework (NQF);
- the setting up of quality assurance standards for improved compliance by training institutions;

- the establishment of international linkages with other Qualifications Authorities;
- the recognition and equivalence of qualifications in the Technical and Vocational Education and Training (TVET) sector; and
- the recognition and validation of prior learning acquired outside the formal education and training systems.

MQA ORGANISATION STRUCTURE



CORPORATE SERVICES

The Corporate Services Division is responsible for:

- Human Resources
- Administration
- Information Systems
- Finance & Procurement
- Complaints
- Quality Management Systems
- Legal Matters

QUALITY ASSURANCE SERVICES

The Quality Assurance Services Division is responsible for:

- Registration and accreditation of Training Institutions -
 - Monitoring and evaluation of Training Institutions
 - Accreditation of award programmes
 - Approval of non-award courses
 - Conducting surveys for TVET sector
 - Policies in relation to regulation of training
- Registration of Managers
- Registration of Programme Officers
- Registration of Trainers

FRAMEWORK SERVICES

The Framework Services Division is responsible for:

- Maintaining the NQF -
 - Setting up Industry Training Advisory Committees (ITACs)
 - Developing and generating National Qualifications and Unit Standards in different sectors
- Promoting Recognition of Prior Learning (RPL) acquired outside the formal education system -
 - Training of RPL Facilitators and Assessors
 - Registration of RPL Facilitators
- Granting recognition and equivalence to qualifications on the NQF
- Establishing and maintaining a learning account for Mauritians