

Position Profile: CHE 019 (Senior Manager Qualifications Management)

PART A: JOB DESCRIPTION

Section A: Position Title and Information

- **Position Title:** Senior Manager Qualifications Management
- **Directorate:** Quality Assurance
- **Grade:** D4
- **Reports to:** Director Quality Assurance
- **Peer Relationship:** Senior Financial Accounting Manager, Senior Manager Research and M&E, Senior Manager Policy and Planning, Senior Manager Human Resources and Corporate Services
- **Direct Subordinates:** Quality Assurance Managers and relevant technical staff

Internal Liaison: Directorate of Quality Assurance & Standards;
Directorate of Policy, Strategy and Information;
Finance & Corporate Services

External Liaison: Higher education institutions, regulatory bodies,
professional bodies, regional and international
qualification frameworks, and other stakeholders

Section B: Job Purpose, Duties and Responsibilities

Purpose of the Job

The purpose of this position is to lead the development, implementation, and continuous improvement of quality assurance systems and qualifications framework processes, ensuring alignment with national, regional, continental, and international standards to support a competitive, transparent, and globally comparable higher education system.

Key Accountabilities

1. Strategy and Leadership

- Facilitate the development and implementation of the Directorate's business strategy and operational plans.
- Provide leadership in integrating quality assurance systems with qualifications framework objectives.
- Promote alignment between institutional quality assurance processes and national development priorities.

2. Reporting and Governance

- Develop and present operational and strategic reports for the Directorate.
- Identify risks, gaps, and areas requiring intervention and recommend corrective actions.
- Ensure compliance with CHE governance frameworks and reporting requirements.

3. Policy Development and Systems Strengthening

- Lead the review and enhancement of quality assurance processes, standards, and tools.
- Develop and oversee implementation of qualifications framework policies, including:
 - Credit Accumulation and Transfer (CAT)
 - Recognition of Prior Learning (RPL)
 - Recognition of Current Competencies (RCC)
- Review accreditation standards, registration procedures, and QA frameworks, and propose improvements for HEQAC and Council approval.
- Facilitate stakeholder engagement to ensure relevance, ownership, and adoption of QA and qualifications systems.

4. Quality Assurance and Accreditation

- Oversee programme accreditation, institutional audits, and registration processes.
- Define requirements and facilitate engagement of subject matter experts for QA activities.
- Ensure timely production, quality control, and dissemination of accreditation and audit reports.

- Work collaboratively across Directorates to align QA systems with national policy frameworks.

5. Qualifications Framework Management

- Lead the implementation and continuous improvement of the **Lesotho Qualifications Framework (LQF)**.
- Oversee registration of qualifications on the LQF and ensure public accessibility.
- Promote recognition of institutions and qualifications to facilitate learner and worker mobility.
- Support development and digitalisation of the national qualifications database.

6. Comparability and International Alignment

- Ensure comparability of foreign qualifications with those registered on the LQF.
- Promote alignment and referencing with regional (e.g., SADC), continental (e.g., African Continental Qualifications Framework), and international frameworks.
- Strengthen international cooperation and benchmarking to enhance system credibility.

7. Assessment and Recognition Systems

- Facilitate establishment and strengthening of National Qualifications Assessment Centres.
- Promote collaboration between academia, industry, and professional bodies in assessment processes.

8. Monitoring and Evaluation

- Work with the Planning and M&E Directorate to ensure QA and qualifications frameworks are supported by appropriate data, policies, and systems.
- Monitor implementation of programme accreditation decisions, audit recommendations, and qualification registrations.
- Track system performance and drive continuous quality improvement initiatives.

PART B: JOB SPECIFICATION

Essential Requirements

Qualifications

- Master's Degree in Education Management, Quality Assurance in Higher Education, Measurement & Evaluation, or an equivalent qualification

Experience

- At least five (5) years' relevant experience in:
 - Higher education quality assurance
 - Qualifications frameworks management
 - Accreditation, audits, or regulatory environments

Key Competencies

- Comprehensive knowledge of the Higher Education Act, 2004
- Strong understanding of:
 - Quality assurance systems and accreditation processes
 - Lesotho Qualifications Framework (LQF)
 - Regional and international qualifications frameworks
- Policy development and regulatory compliance expertise
- Data analysis, reporting, and monitoring skills
- Strategic thinking and system integration capability
- Strong analytical and critical thinking skills
- Ability to lead multi-stakeholder processes
- Decision-making and problem-solving ability