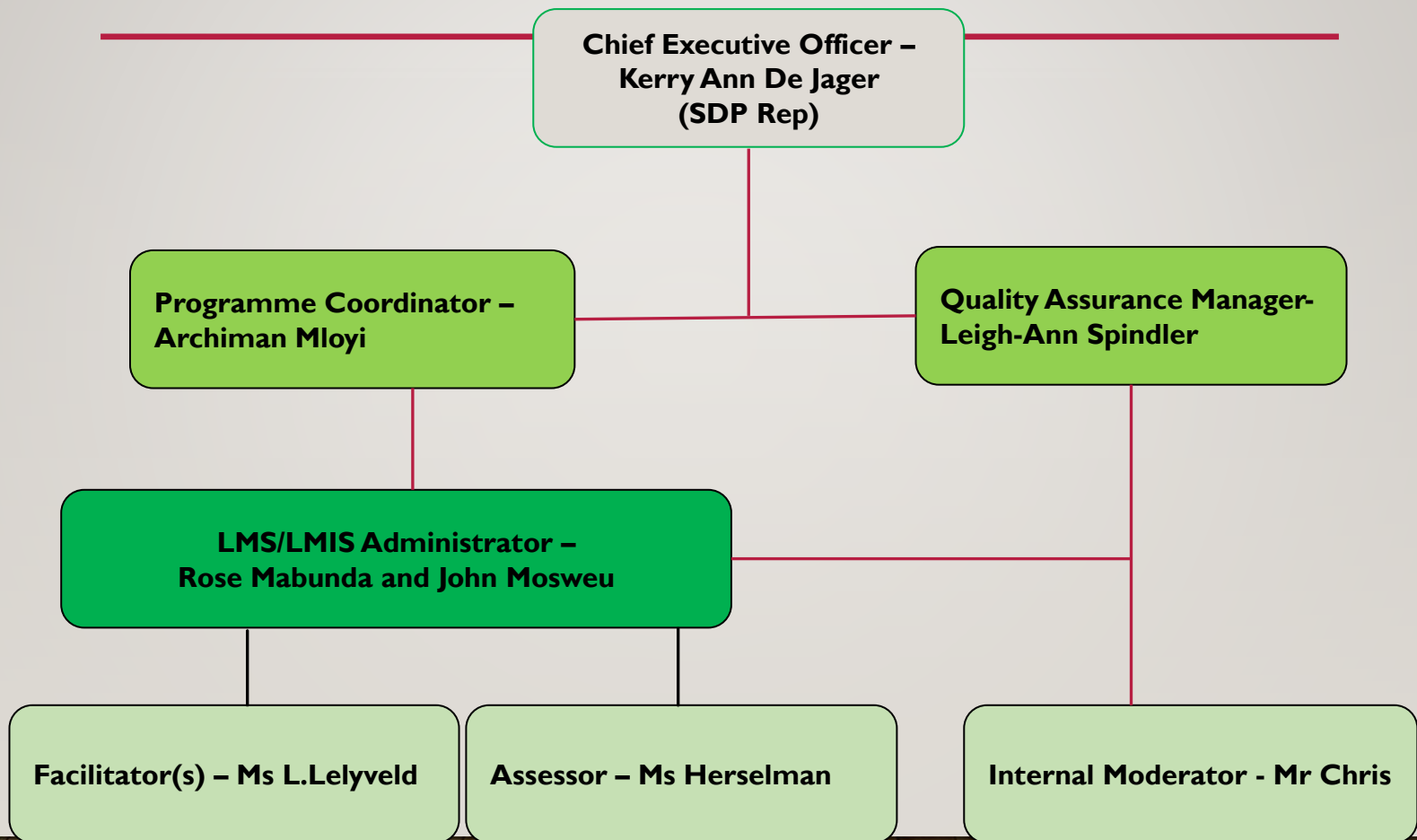


SAPSI ORGANOGRAM

QUALIFICATION DELIVERY STRUCTURE



ROLES & RESPONSIBILITIES

Breakdown of the key roles captured in the organogram:

Chief Executive Officer (CEO) – Overall accountability and strategic direction.

Quality Assurance Officer – Oversees QA systems, monitors compliance, reviews learner data, and ensures accreditation standards are met.

Training Coordinator – Manages facilitator assignments, scheduling, learner tracking and ensures execution of training delivery.

Moderators – Conduct internal moderation on $\geq 25\%$ of assessment instruments, report findings and enforce remediation where needed.

Assessors – Assess learner performance, record results, upload evidence and coordinate assessment logistics.

Facilitators – Deliver modules, support learners, engage in classroom/site-based training and are required to be present at the site .

LMS/LMIS Administrators – Manage learner data, system access controls, RPL inclusions, evidence storage, and support LMIS uptime and backups



Organizational Structure & Chain of Command

Chief Executive Officer (CEO)

- Strategic decisions, governance, accreditation liaison, site visits

↓ Direct Reports

- **Quality Assurance (QA) Officer** - Oversees QA systems, moderation, internal audits, reporting
 - **Moderators:** Internal moderation ($\geq 25\%$ of assessments), record outcomes, manage remediation
 - **LMS/LMIS Administrator:** Manages learner data, system access, security, backups, and compliance
- **Training Coordinator** - Coordinates qualification delivery, facilitator scheduling, learner support, assessment logistics
 - **Facilitators:** Deliver course content and learner support;
 - **Assessors:** Conduct assessments, record results, upload evidence

