



merSETA

MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

31 January 2025

Dr Amuzweni Ngoma
The Director
Gauteng City Region Academy
17 Simmonds Street
Johannesburg
2001

Dear Dr Ngoma,

RE: REQUEST FOR APPROVAL TO SUBMIT DIGITALLY SIGNED LEARNER CONTRACTS

Your letter dated the 27th January 2025 has reference. Thank you for your request regarding the use of digital signatures on learner agreements.

In order to consider this approach, we would require assurances that the digital signature validation process includes adequate authentication measures to verify the signer's identity and mitigate the risk of fraudulent signatures. These assurances should include:

- Identity Verification: Confirmation of the steps taken to authenticate the learner before signing (e.g., multi-factor authentication, email verification, or ID validation).
- Audit Trails & Documentation: Provision of a secure system that maintains a detailed log of signature activities, including timestamps, IP addresses, and identity verification records.
- Encryption & Tamper-Proof Security: Ensuring the digital signature is securely encrypted and cannot be altered once applied, preserving the integrity of the learner agreement.



- Additionally, we must assess the risks associated with fraudulent signatures, such as:
- Unauthorized Access & Signing: Measures must be in place to prevent unauthorized individuals from signing on behalf of learners.
- Forgery & Misrepresentation: Steps to ensure that signatures cannot be easily forged or misused.
- Legal & Compliance Requirements: Confirmation that the digital signature method complies with relevant legislation.

Please provide details, including exemplars, on how these assurances will be met so we can evaluate the feasibility of implementing digital signatures for learner agreements.

We appreciate your cooperation and look forward to your response.

Yours faithfully,

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MTHUNZI LUBANDO (MR.)

ACTING CHIEF OPERATIONS OFFICER

