

C/288/2023 - Alleged injustice towards trainees of the Mauritius Institute of Training and Development (MITD)

On 06th November 2023, this Office received an anonymous complaint from a ‘whistle-blower’, alleging that *“presently, the MITD is forcing all NC level 4 trainees who had been successful in the NC level 3 Exams for their respective trades to stop their NC4 courses.”* Moreover, it was reported that after review of examination results by the Mauritius Examination Syndicate (MES), some students who paid for the review, were granted better results. The complainant requested this Office to *“initiate an investigation by your own. It is hoped that you will bring justice to the trainees. You should ask MES to review the results of all the other trainees who failed even if they did not pay for the review. And ask MITD to re-instate the trainees they kicked out of the NC4 class to be allowed to complete their NC4 course. This must be done immediately so that the trainees can get ready for exam.”*

After taking up the matter with the Ministry of Labour, Human Resource Development and Training, this Office was apprised of the following reply from the MITD:

- (i) In November 2022, the MITD advertised courses at National Certificate (NC) Level 2, 3, 4, and 5 for intake of January 2023. In the advert, the Entry Requirement for NC4 courses was mentioned as “Age to be minimum of 17 years old; and Minimum NC3 in a related trade or any alternative qualification acceptable to the MITD.”
- (ii) Since the NC3 results were not yet declared by the MES in January 2023, the MITD provided conditional offers to trainees who had completed the NC3 course in 2022 and taken the NC3 examination to follow the NC4 course in the same field in year 2023 so as not to penalize them for one whole year. These trainees were made aware that they would have to discontinue the course if they did not pass the NC3 exam upon receipt of the results.
- (iii) The results of NC3 courses were declared in May 2023 and the MES allowed a period of two(2) weeks to appeal for review of scripts for candidates who were

not satisfied with their results. The outcome for review of scripts was expected to be declared in July 2023 (Note: In fact same was received from MES in October 2023). However, the MES had been taking entries for both NC3 and NC4 exams in June 2023. Further, trainees who were following NC4 course but had failed the NC3 semester exam were taking the re-sit, scheduled for July 2023, and results were expected in August 2023. Thus, in order not to penalize trainees, the MITD had no choice than to allow all NC4 trainees to enter for the NC4 exam for their respective course. This included trainees re-sitting the NC3 exam.

- (iv) The NC3 and NC4 Semester 1 exams were concluded in July 2023 and the results of both exams were declared in August 2023.
- (v) In September 2023, the MITD requested training centres to terminate the enrolment of NC4 trainees who were enrolled on conditional offer and had not passed the NC3 exams. For courses under apprenticeship contracts, the MES was provided with the list of trainees who have not passed the NC3 exam and was instructed to withdraw their names as candidates for NC4 exam.
- (vi) The trainees whose enrolment in an NC4 course had been terminated were requested to re-sit for the NC3 exam and once they pass same they would be allowed to proceed with the NC4 course.

In the circumstances explained, this Office was satisfied that there was no maladministration on the part of the MITD and decided not to pursue its investigation any further. However, it is observed that had the MES provided the results in good time, this situation might not have arisen.