PSETA NEWS

OCTOBER 2021

CREDIBLE RESEARCH DELIVERY THROUGH PARTNERSHIPS IN THE PUBLIC SERVICE SECTOR

05

INSIDE

PSETA
Public Service Sector Education & Training Authority

Editor's Note

Lavhelesani Mainganye

It has been an eventful past three months filled with activities for the sector and commemorative events, namely Nelson Mandela Day in July, Women's month in August, Public Service Month and Heritage Day in September. Spring is upon us, the Jacaranda's are in full bloom in the Capital city, there is no greater sign that the year is slowly nearing the end.

This public service month PSETA, in partnership with Gauteng City Region Academy (GCRA), launched a first of webinar series to come on the new working normal aimed at uncovering the challenges and opportunities. PSETA is excited to announce the launch of our newly revamped website as well as the new Microsoft Dynamic 365 (D365) system which will replace the Indicium effective 1 November 2021. Be sure not to miss the planned workshops for the new system starting in October 2021.

We wish to hear your feedback on this publication, and if you wish to have your skills development related activities featured in this publication, please send an email to communications@pseta.org.za

Lavhelesani Mainganye
Communication Officer (CPRP)

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Spring is Here!

> "Education is the most powerful weapon which you can use to change the world."
>
> ~Nelson Mandela

VISION

To be the heart of developing a capable, skilled and innovative public service sector workforce.

MISSION

To develop a capable, skilled and innovative public service workforce through:

Understanding and communicating the skills demand and supply in the sector;

Effective coordination of skills development interventions based on occupationally-directed qualifications;

Promotion, monitoring and evaluation of the implementation of Education, Training and skills development in the sector.

CEO's desk –
Hybrid work… let's get real about it

Ms Bontle Lerumo
Chief Executive Officer

The global pandemic has seen many shifting from the normal way of doing things and the public service sector is no exception to this. An abrupt shift has occurred from teams working in proximity in offices to teams working in different variations to remote and office work. It can be said that a shift has occurred from proximate work, remote work, to hybrid work. Hybrid teams are teams with members working from home, and in the office, and that may rotate. These shifts, even if temporary or permanent, impacts institutions, teams, leaders, and individuals. The "hybrid model" affects everyone.

There are indeed challenges emanating from this shift and PSETA in partnership with Gauteng City Region Academy (GCRA) launched, during the public service month, a series of conversations around a new normal in the form of a hybrid team working model. The series of webinars is aimed to uncover challenges being experienced, share points of view about possibilities, culminating with imagining what hybrid teamwork can be like at its best.

This shift presented stresses to managers and teams alike. The model of working as hybrid teams requires different outlooks and behaviours from teams, leaders, and individuals. Typical challenges, as examples, are experiences as to how do we best communicate now, and how do we keep everyone involved? What is the best way to balance work plans given that the team and its members are dispersed? How do we as a team uphold team member commitment to work, standards and productivity?

The only way to address all these is to be real about the issues and challenges posed by the new way of doing things.

In his presentation on leading and managing the transition from remote work to hybrid work model, Mr Mothiba CEO of Productivity SA, cited that, it is important to "reconsider office-space needs, work-allocation and work-execution processes, and various health and safety aspects. To understand the fluid nature of business processes and the effect on organizational structure, critical questions about the nature and effects of hybrid work environments on organizational structures should be answered. We should identify the hybrid work practices with regards to the changes to job and work designs, and the effects, if any, of these changes on business processes and, thus, on organizational structure. The purpose is to understand the influence of the fluid nature of the hybrid work processes on organizational structure for an organisation. Work processes should be streamlined to enable employees to work seamlessly between workplace and home, and there needs to be ease of connectivity between people in the office and those working remotely".

Now well into the pandemic, the limitations and benefits of remote work are becoming clearer. In this series of webinars, we aim to gradually provoke thought about this new normal and to better understand the future staying power of remote work.
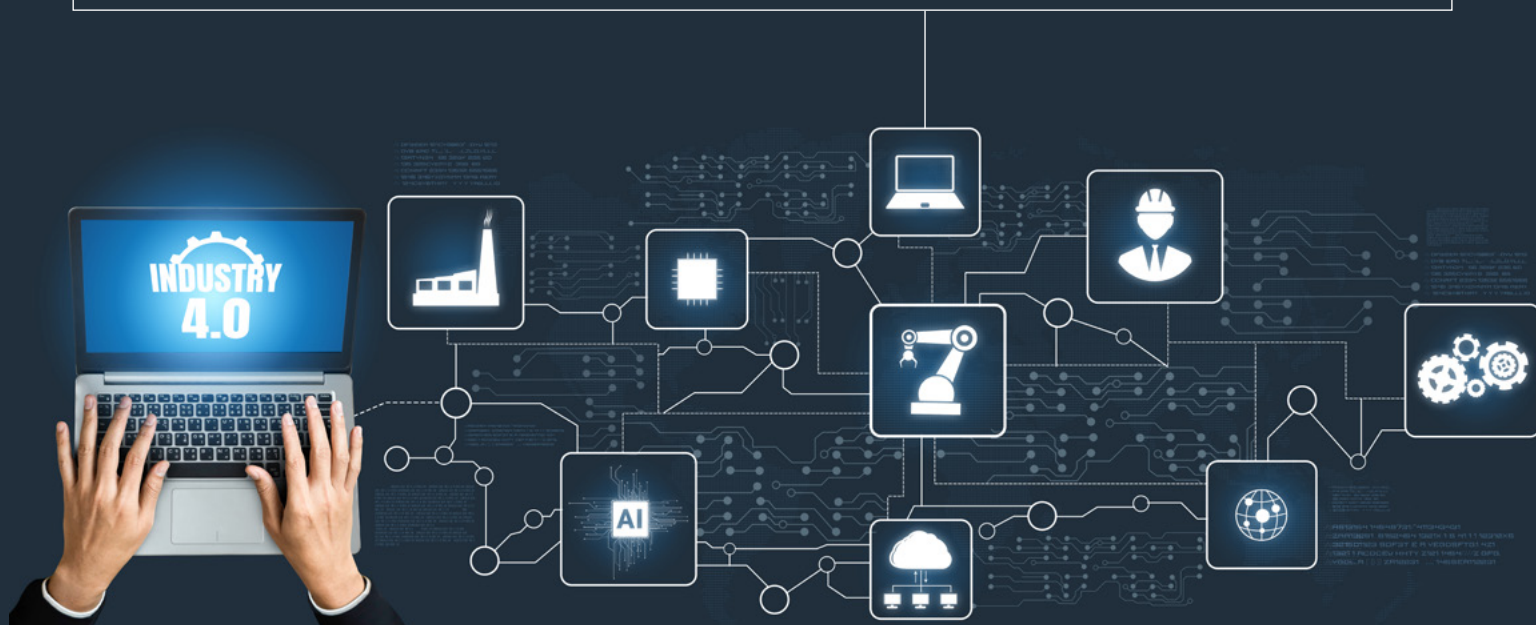

Celebrating the value and virtue of service to the community and also celebrating those public servants envisaged in the Batho Pele principles, frontline public servants who worked tirelessly in the fight of the global pandemic.

PUBLIC SERVICE MONTH
1–30 SEPT

WE care

Credible Research delivery through partnerships in the Public Service sector

On the 27th of July PSETA held its Research Colloquium with stakeholders under the theme, credible research delivery through partnerships in the public service sector. The colloquium aimed to share research findings with stakeholders in the sector and to reflect on what the organisation is trying to accomplish through research, assess the progress towards responding to the SETA mandate and plan the direction of PSETA informed by the research findings and outcomes.

The Research Colloquium comprised presentations from key research speakers on identified research topics namely, Emerging Technologies in the Public Service sector and COVID-19 effects presented by RedFlank Solutions which highlighted among others the need for more Public/Private partnerships; the need for infrastructure/ tools of trades (laptops, modems); Business

Continuity processes: COVID-19 exposed weaknesses within business continuity models with wide-ranging disparities across Provinces, especially for those that had previous socio-economic issues (rural provinces); COVID-19: effects revealed that Departments are not well capacitated and rethinking training.... Basic digital skills, soft skills, RPL, Emotional Intelligence.

The University of the Witwatersrand's REAL Centre, PSETA's Research Partner, delivered a presentation on Sector Skills Planning in the Public Service Sector which identified the following: Role of Public Sector is crucial; levy payment issues remain in the Sector; different Role players in the sector with different tools and templates used; coordination across the sector is an issue (HRDC role)/ NSA); approach towards centralised skills planning (LMIP); focus on Skills Delivery/Supply; bottom-up approach to occupational classifications

focused on analysing jobs and identifying similarities in terms of skills and tasks.

Urban-Econ Development Economists presentation on OFO Mapping of Transversal Occupations on the Public Service sector highlighted the following recommendations on the OFO mapping of transversal occupations.

- OFO Mapping Tool & Handbook should be updated when the 2019 OFO version is updated.
- The changing world of work means new transversal occupations may be added or required.
- Training for SDFs and other targeted users should be done annually to improve the quality of reporting.

Microsoft Global Skills Initiative South Africa
Launch in the Western Cape

On the 25th of August Afrika Tikkun in partnership with PSETA, One Ball College and Ikamva youth organisation in the Western Cape, launched the Microsoft Global Skills Initiative South Africa programme. Over a hundred candidates will benefit from this initiative with learners placed in various locations namely, Mfuleni, Nyanga and Makhaza on various GSISA learning pathways.

Given the increasing role of ICT across the economy and the disruptions that will be brought about by the fourth industrial revolution (4IR), we as a country need to be responsive and plan the world of work. Up-skilling and re-skilling are two important concepts that should form part of preparing any individual to adapt to the changing working environment.

The National Digital and Future Skills Strategy calls for the entire education sector to build a strong focus and invest in digital skills as well as invest in the development of digital innovation skills. PSETA GSISA Project Manager, Mr Ndaba said, "when young people are not able to enter the labour market or find opportunities for further education or training, we are losing the potential of these youth. Their potential to contribute to our economy, productivity, and growth". Since the launch of the PSETA-Microsoft GSISA programme in the public sector the number of learners enrolled is in the region of 3000.

Accessing higher education through Recognition of Prior Learning (RPL)

On the 8th of September, the University of South Africa hosted a webinar to reflect on access to Post School Education and Training through Recognition of Prior Learning (RPL). The Recognition of Prior Learning (RPL) is a process through which formal, non-formal and informal learning are measured, mediated for recognition across different contexts and certified against the requirements for credit, access, inclusion or advancement in the formal education and training system or workplace. (Source: National Policy for the Implementation of RPL: par 30).

The webinar aimed to reflect on the state of RPL in South Africa, SADC, and the world, what institutions of learning are doing to advocate for recognition of prior learning. This is due to reasons that few people are using RPL in the country. In her presentation on the state of RPL, Dr Heidi Bolton indicated that the NQF field with the highest number of RPL qualifications is the Services; field, Business, Commerce, and management studies; Manufacturing, Engineering & Technology; Agriculture and Nature; with Law, Military, Science and Security with low intake. In terms of the state of RPL in the world and regionally, all SADC countries have RPL and policies in place as well as RPL guidelines specifically for SADC countries to provide principles and criteria for RPL training.

PSETA weighed in the discussion and in her presentation PSETA COO Ms Shivanthini cited the use of organisational performance as the lens to thematise skills needs. A priority skill is one that will make the biggest difference in linking skills planning to skills development. Because, "Skills development in isolation will not yield a more capable state, skills development must be integrated with wider organisational development initiatives if it is to be effective".

Strategic skills priority to bridge demand and supply will foster dialogue and partnership; address sector skills needs and priority; address scarce and critical skills and facilitate easy access and different entry points for articulation and RPL.

Recognition of Prior Learning in the public service is identified as a capacity development tool to fast-track post school' acquisition of formal qualifications by recognising workplace learning and informal learning which match the requirements of the qualification and/or the job profile. RPL Strategic Framework aims to promote the National Skills Development agenda; ensure a continuous supply of qualified people & promote their absorption into the post-school and enable RPL within the post-school most effectively and efficiently.

Women's Month

1 – 31 August

"Investing in women is not only the right thing to do. It is the smart thing to do. I am deeply convinced that, in women, the world has at its disposal, the most significant and yet largely untapped potential for development and peace."

- Ban Ki-moon, UN Secretary-General

Roll-out of our new Microsoft Dynamics 365 (D365) system

PSETA is excited to announce the roll-out of our new Microsoft Dynamics 365 (D365) system. PSETA is hopeful that D365 will help us engage with you, our external stakeholders, better while optimizing how we interface and communicate.
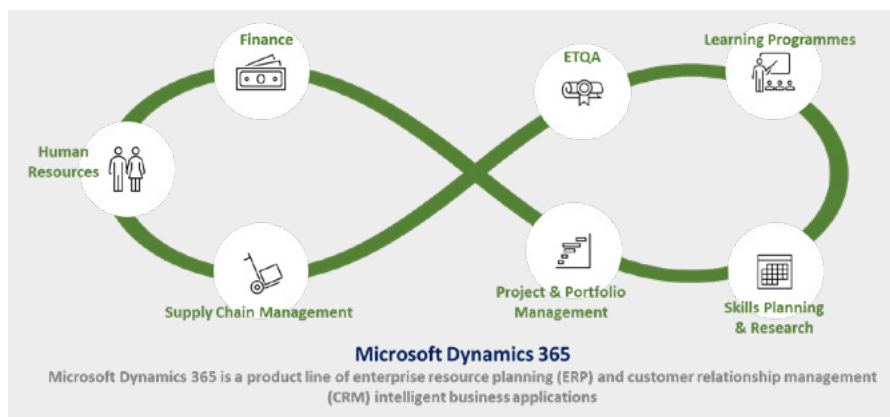
How Does This Change Impact You?

In terms of the external facing modules of our new system, the Indicium System will be replaced by D365 which will cater for:

- Learning Programmes and Projects
- Skills Planning and Research
- ETQA

The D365 portal will allow you to engage with PSETA at a click of a button. You will be able to register a user account and create your profile on the portal.

You will have the ability to update your organisation's information, complete and submit your WSP/ATR, apply for discretionary grants and apply and manage your ETQA requirements and learning programmes on the portal.

The portal will offer the ability to register for any of the PSETA offerings, monitor the progress/status and facilitate dynamic engagement with PSETA. It is essential to note that the

Microsoft Dynamics 365

Microsoft Dynamics 365 is a product line of enterprise resource planning (ERP) and customer relationship management (CRM) intelligent business applications

D365 portal will not replace the PSETA website, they will both be in operation as they serve different purposes.

What Support Will PSETA Provide?

PSETA expects to Go Live with D365 on 01 November 2021.

We have also made provision for SDF capacity building incorporated in the planned WSP and SSP Capacity Building Sessions commencing in October 2021. We have made provision for user demonstrations during those sessions, and additional information in this respect will be communicated closer to the event. See schedule for more details:

Linking required scarce skills to curriculum & pedagogical approaches for the employed

The National School of Government (NSG) held a webinar on 3 June to explore curriculum and pedagogical approaches between the NSG and higher education institutions. The dialogue focus was to appreciate and grapple with the core pedagogical, curriculum and delivery expectations, challenges and innovations that

pertain to the implementation of ETD interventions for the public sector.

The PSETA COO, Ms Nagalingam-Potter presented at the webinar on the required and critical skills needs based on the Public Service Sector Skills Plan. Sector skills planning is premised on the fact

that within the Public Service sector, skills development priorities must be identified using organisational performance as the lens to thematise skills needs where a priority skill is one that will make the biggest difference to the performance of the Public Service sector. Accordingly, the analysis of key drivers of change,

Ms Nagalingam-Potter
Chief Operating Officer

as well as the direction of national strategies and plans impacting on skills demand and supply form the basis for the identification of sectoral priority occupations and skills. Current labour market shortages and skills gaps across organisations in the Public Service sector provide a secondary base to identifying priority skills and the required skills development interventions.

The emergence of the fourth industrial revolution (4IR) has a profound effect on the Public Service sector and has been identified as a key change driver which is impacting skills demand and supply in the sector. Information and Communications Technology (ICT) advances impact the nature of work profoundly by shaping the types of skills required, and the modes of service delivery in the Public Service. The world of work has moved towards more technology-based platforms. This brings about a requirement to ensure that employees are equipped with skills and knowledge on the use of such tools and platforms, digital literacy, technology remote working skills and soft skills. Remote working and learning during a time of lockdown has shown that access to technology is more than a choice, it is a necessity. ICT requires employees to be skilled in technology related skills, big data analytics, related fields and other forms of information relevant to the fourth industrial revolution. There is thus a need for constant skilling and re-skilling and the development of appropriate human resources to integrate emerging ICTs in the Public Service.

The priority training needs for the sector are informed by the key strategic objectives of departments and public entities. Priority occupations continue to be contained in the middle and senior management levels. It is however important to note that the occupations identified does not adequately cover the needs of the sector and thus should not be regarded as a prescriptive list of skills, but rather as a heuristic guide. PSETA aims to significantly improve economy and efficiency in skills efforts and lead in directing of skills efforts towards building state capabilities to deliver the NDP.

PSETA funded learnership yields results

The National Treasury (NT) together with the Limpopo Office of the Premier held a graduation ceremony for the learners that were funded by PSETA during 2018/19 financial year to undertake the Certificate: Accounting Technician Learnership SAQA ID 73130, NQF level 3. The qualification is quality assured by the Accounting Technicians of South Africa (ATSA) under SAICA. The certification ceremony for the successful candidates was held on the 10th of September 2021 at the Polokwane Royal Elephant Hotel.

The learnership programme had an enrolment of 50 unemployed learners in August 2018 and concluded with 43 learners by the 20th of March 2020 following the necessary conducted reassessments and remediations. Tipp Academy was the service provider appointed by the National Treasury to conduct training and assessment of the learners. The Limpopo Office of the Premier hosted the learners for the duration of their Learnership Programme.

Upcoming events

PSETA 11th ANNUAL GENERAL MEETING
10 November 2021

Virtual WSP And SSP Capacity Building Workshops

Province	Area	Date
National Departments	Virtual meeting	04/10/2021
Gauteng	Virtual meeting	07/10/2021
Eastern Cape	Virtual meeting	11/10/2021
KwaZulu-Natal	Virtual meeting	13/10/2021
Northern Cape	Virtual meeting	26/10/2021
Mpumalanga	Virtual meeting	19/10/2021
Limpopo	Virtual meeting	20/10/2021
National Parliament and Provincial Legislature	Virtual meeting	22/10/2021
Western Cape	Virtual meeting	25/10/2021
Free State	Virtual meeting	28/10/2021
Public Entities	Virtual meeting	03/11/2021
North West	Virtual meeting	05/11/2021

HEADS UP!

PSETA has a new website

Visit **www.pseta.org.za** to navigate the new and exciting website.

A regular feature:

Root out fraud and corruption, blow the whistle

by Godfrey Chooka-Manager: Strategic Support, Risk and Compliance

Blowing the whistle on suspected unlawful and unethical behaviour in the workplace may seem very daunting and overwhelming. Whistle-blowers fear possible retaliation or isolation in the workplace. However, internal and external stakeholders play an important role in rooting out fraud and corruption in the organisation. Blowing the whistle is vital for the following reasons:

1. Reporting fraudulent and corrupt behaviour can put an end to it

Transparency International compiles an annual Corruption Perception Index, which measures the perceived level of corruption in each country. In 2019, South Africa received a score of 44/100, indicating a high level of perceived corruption, and ranked 70 out of 180 countries. Furthermore, according to the PWC Global Economic Crime and Fraud Survey 2018, 77% of South African companies reported experiencing a form of fraud or economic crime within the last 24 months. This is in comparison to the global average of 49% of companies.

Although fraud and corruption are global problems, South Africa seems to be even more prone thereto.

Reporting this kind of behaviour can help bring the crimes to light and put an end to them.

2. Fraud and corruption can cause an organisation serious damage

Organisations that are victims of fraud and corruption can suffer serious harm, including the cost of the actual crime; investigative costs; legal costs; and reputational damage. Over and above the cost of the actual crime, in 30% of cases, the cost of investigating the crime is more than the cost of the actual crime. Should an organisation decide to take legal action after an investigation, it will also incur further legal costs. Apart from the financial loss, an organisation can also suffer extensive reputational damage, which is incredibly difficult to recover from.

The longer fraud and corruption crimes go unnoticed, the higher the cost of these crimes. One of the biggest problems with fraud and corruption is that in most cases it is impossible to recover the losses. Therefore, it is essential to report any suspected wrongdoing, to minimise the potential loss.

3. Whistleblowing is crucial for the detection

Organisations must have proper corporate controls specifically designed to detect fraudulent and corrupt behaviour and this is no exception for PSETA. However, even in organisations with good corporate controls, at least 30% of fraud and corruption is detected by way of tip-offs. Research also shows that in most cases, fraud and corruption are reported by employees, as opposed to clients or vendors.

One of the most valuable sources of information to an organisation is its employees and they play a crucial role in identifying and alleviating fraud and corruption. Blowing the whistle can be a very intimidating experience for employees. It is however a vital part of identifying and addressing fraud and corruption in organisations. Employees are thus encouraged to report any suspected wrongdoing in their organisations and should also keep in mind that they are protected from any form of retaliation by the Protected Disclosures Act.