

PSETA NEWS

APRIL 2022



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THE PUBLIC SERVICE

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Editor's Note



Lavhelesani Mainganye

As the financial year ends, it gives me pleasure to meet with you once again in this platform to share the activities that occurred between January 2022 to date. One cannot capture everything in detail but hope that the extracts of those will be beneficial and informative enough. PSETA was honoured to take part in the Future of Work Indaba hosted by the DPSA. More details regarding the Indaba may be accessible on the @NationalDPSA twitter page. The WSP submission is currently open until 31 May 2022.

Follow us on twitter @OfficialPSETA, Facebook Page Public Service Sector Education & Training Authority as well as the website www.pseta.org.za to get updates. 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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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.

Happy Easter

It's such a hopeful time of the year, and I wish you every good thing at Easter and always.

Bontle Lerumo, PSETA CEO



CEO's desk – Skills Required in the public service



Ms Bontle Lerumo
Chief Executive Officer

PSETA conducted research to identify skills required in the sector, focussing on emerging technologies in the public service as well as the impact thereof. The research was clustered in four areas namely learning & training focusing on e-learning, skills shortages, training & change management, generational gap, digital divide to ensure all have access

to technology to adapt to the new way of working, regional disparities, and public private partnerships. The second area looked at the creation of an enabling environment to ensure the use of technologies and this will require availability of digital trade of tools for all, broadband connectivity and high bandwidth, POPIA & compliance, infrastructure, and again private and public partnerships, which assist in bridging the financial resources gaps where usually the sector faces financial constraints. For example, PSETA has partnered with Microsoft, it is an opportunity that will enable public servants to improve their digital skills at no cost to them.

It is also crucial that as the sector we embrace the new ways of work such as an e-government and this can be successful if workers have the necessary digital skills training. It is also important that business processes are automated to limit paper usage and remove inefficiencies and promote. The last focus area was on technologies required which are cloud document

management and filing, big data. Though some use and training on emerging technologies have commenced the numbers remain low. For example, big data use is 41% while training is still at 35% thus training interventions must align with the emerging technologies. Basic digital platforms use is at 69% and training at 56% and there is nothing stopping us from reaching 100%.

The findings on emerging technologies impact on skills looking at which functional areas require emerging technologies i.e administrative functions need basic digital skills, cloud computing& cybersecurity. Occupational groups in the elementary level identified three key skills needed for emerging technologies i.e computer literacy, customer service and numeracy. Batho Pele Digital skills intervention in partnership with Microsoft SA is identified to respond to these findings. Other skills required for senior employees include financial management, leadership, and strategic management.



PSETA Batho Pele Digital Skills Programme for public service employees

The Public Service Sector Education and Training Authority (PSETA) has partnered with Microsoft South Africa to provide digital skills programmes to public sector employees. Courses available will ensure government employees are upskilled to increase digital and technical literacy.

The programmes on the platform are available to the entire public sector, from local, provincial, and national government to the legislative sector, public entities and state-owned entities.

The courses offered are basic digital skills and digital literacy, Microsoft office programmes most used in the workplace such as Teams, Outlook, Word, Excel, Powerpoint, etc. as well as advanced digital skills for more technical individuals.

The platform will be continually updated with new courses, ensuring workforces are skilled, competitive, and tech-savvy; and upskilling government employees to increase digital and technical literacy.

Access the PSETA Batho Pele Digital Skills Programmes available to all public sector employees.

Sign up and develop your skills for free for both technical and non-technical learning, and enable ongoing learning to be successful in the digital economy.

Follow this link to access the free learning opportunities:
<https://psetadigitalskills.azurewebsites.net/>



The Public Service Sector Education and Training Authority (PSETA) and Microsoft South Africa offer digital skills programmes to public sector employees. Batho Pele Digital Skills enabled by Microsoft Community Training, gives public servants free access to learning content ranging from entry-level digital literacy skills to advanced skills for technical roles. Courses available will ensure government employees are upskilled to increase digital and technical literacy.

Future world of work for the public service sector

On the 14th and 15th March 2022 the Department of Public Service & Administration held an Indaba discussing the future of work in the public service as well as review of the public service regulations of 2016 under the theme “growing South Africa together for a capable and ethical public service”. The event was attended by senior government officials in the human resources space, representing national departments as well as provincial government. Topics covered in the Indaba discussions include trends on the future of work in the public service globally, new work models for an enabling future, embracing digital transformation in the public service, skills required in the public service, bringing and sustaining new millennials in the public service.

In her keynote address Honourable Minister for the DPSA Ms Ayanda Dlodlo emphasised the importance “to ensure that the regulations for fair management and practices and standards for the workshop segment are clearly defined. That it is important that the public service of the future should care about the complete wellbeing of the employee and the government employee medical scheme should continue to document lessons presented by the Covid-19 pandemic and by other illnesses including what people go through with the scourge of gender-based violence against women and children, in their homes, workplace and society in general. The worker wellbeing should therefore be a priority today and in the future. I do believe that many departments are still missing the biggest opportunity for wellbeing to drive performance by integrating wellbeing into the design of work itself.

The public service is there to ensure that human development as the great interest of humanity on earth is delivered. I call on you to join the DPSA in creating the future we want. I'm afraid that failure to do this will result in us finding ourselves living a world



Ms Ayanda Dlodlo
Honourable Minister for the DPSA

that does no longer exist like the dodo, we want to be the Nokia of today and our government should perform even better like those organisations that have moved and embraced change”

On the first day of the Indaba, speakers shared current trends and ways to enable the public service to adapt to the future of work. This is precisely because the digital era is compelling people to use more technology and tap into its advantages to promote socio-economic development. The proliferation of e-services is advancing the need to use technology and improving the way daily activities are conducted. With all these it

is imperative that the sector tap from key trends

The future of work and the implication on public service

“The world has never changed this fast, and it will never again be this slow” For South Africa to have sustainable economic growth and be globally competitive there is a need to aggressively pursue the construction of the building blocks – such as digital infrastructure as a necessary component to enhance the country's creativity as well as the potential to expand the digital economy.

In global trends universities are already collaborating with industry to better prepare for their students for the world of work through agile ways of work. For example, a large long-term product undergoes enhancement over several teaching periods. Here industry representatives bring a non-academic perspective to the project. A modern employee experience should be a worker who is location free, mobile, who has control over purpose, work life balance.

Review of the regulations is necessitated by the need to deal with administrative bureaucracy; compliance burden where there is an overburden of reporting templates to comply with. With hope that once the systems are integrated and improved it will enable prioritization of activities and not report everything all at once.



Messages of support

We commend the proximity between the DPSA and PSETA which is growing in strength not through ideas but through implementation of practical programmes that contribute towards developing the capacity of the state. The strategic direction that PSETA has taken is that of aligning its skills development trajectory to priority number 1 of the medium term strategic framework which is that of building a capable ethical and a developmental state. Our plans focus on building public sector skills to drive economic reconstruction & recovery plan.

Mr Thulani Tshefuta
PSETA Chairperson

The PSCBC which coordinates bargaining in the sector, during its summit in 2018 expressly deliberated on the importance of decent work and its connection to the fourth industrial revolution as a catalyst to enhance employment conditions of the public servants.

Ms Ingrid Dimo - PSCBC Chairperson

We must reflect on the skills needed and skills gaps. We must reflect on the fact that our workforce is becoming more youthful, and therefore we must take that into account on changing the environment. We must begin to reimagine the public sector to say what do we need performance assessment to be in a hybrid environment or when working remotely.

Prof. Somadoda Fikeni-Acting Chairperson PSC



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



It has been just over 2 months since PSETA went live with the Phase 1 modules of the new Microsoft Dynamics 365 (D365) system. With that milestone, PSETA was able to activate:

- Finance
 - o SCM
 - o HR
- Learning Programmes
- Skills Planning & Research
- ETDQA

Some outstanding components to the above that are still being worked on with the intension to complete before 31 April 2022. These outstanding items are receiving focused attention to ensure that everything is properly wrapped up.

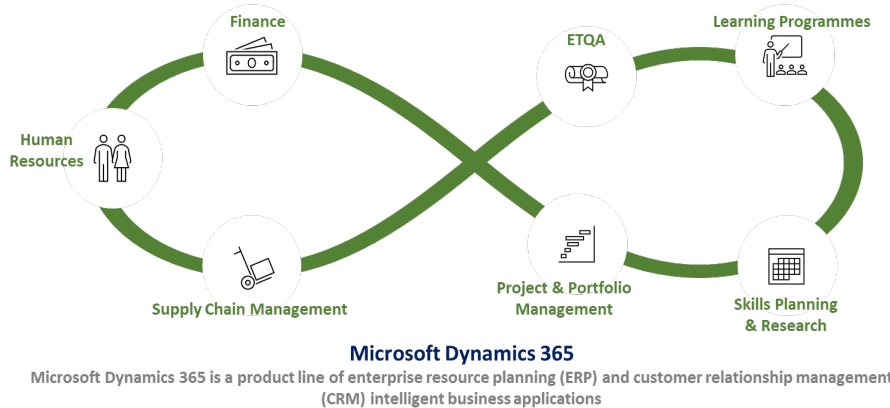
With Respect to Phase 2, PSETA is working to activate this functionality by

31 April 2022. The modules that you can look forward to in this respect are:

- e-Tendering
- Executive Office
- ICT
- Board Secretariat
- Risk and Audit
- Communication and Marketing

With respect to the above, ICT as well as Communication and Marketing are complete. Further updates will be provided as we get closer to 31 April 2022, so do look out for communication in this regard.

Your continued support for Microsoft Dynamics 365 is truly appreciated



Garden route learning programme



Garden Route District (GRDM), the Cape Peninsula University of Technology (CPUT) and the Public Sector Education Training Authority (PSETA) have a Memorandum of Understanding in place to have learners trained at Local Government level in the Garden Route. On the 18th of March CPUT and PSETA visited the GRDM to learn about the progress students have made to date. This is part of the MOU in place to ensure monitoring of the programme implementation. Last year, a total of fourteen students were placed at the Municipality after CPUT received funding from PSETA to place students at various local municipalities in the district.

During the gathering, a very excited group of students individually shared their work-based experienced gained to date and thanked the role players involved for granting them this opportunity. PSETA representative during the engagement, said, "After

listening to the testimonies of young people, I can attest that we invested correctly; you did well by using students for the purpose which we developed the program for."

The learners were placed across the municipal offices as follows:
Bitou Municipality - 3 learners

Knysna Municipality - 3 learners
George Municipality - 3 learners
Mosselbay Municipality - 3 learners
Kannaland Municipality - 3 learners
Oudtshoorn Municipality - 3 learners
Hessequa Municipality - 3 learners
Garden Route District Municipality – 3 learners



Cell C Take a Girl Child to Work Day

PSETA hosted six girl learners (Grade 10 to 12) from Mothotlung Secondary School on Friday, 26th of March 2022 at our offices. The purpose of the session was to afford the learners an opportunity to be exposed to the working world for a half-day as well as to provide an opportunity for them to consider how the career choices they make today will shape their future.

The Cell C Take a Girl Child to Work Day® Online programme is created to help learners develop useful skills and learn important concepts they will need on their educational and career journey. The learners had an opportunity to watch videos, get access to resources and complete quizzes and exercises along the way. The programme aims to remind girl

learners that they have the power to make their greatest dreams come true by believing in themselves.

The session was attended by the PSETA female management team including the CEO and COO. The young scholars were encouraged to believe in themselves and realise their dreams.



WSP SUBMISSION EXTENSION NOTICE 2022

PSETA has granted one month's extension to all registered stakeholders (employers) for the submission of WSPs until **31 May 2022** due to migration to a new Management Information System (MIS), **Microsoft Dynamics 365**. The new system is envisaged to be fully available from **15 February 2022**. Click on the link below for more details or visit our website www.pseta.org.za/skillsplanning&research

<http://pseta.org.za/wp-content/uploads/2020/07/WSP-Circular-SPR01-2022.pdf>

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2nd World skills Africa competition a huge success

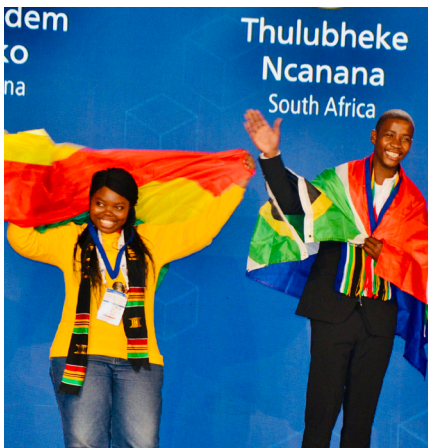


The second WorldSkills Africa Competition, which took place in Namibia from 28 March to 2 April, came to an end with an emotional Closing Ceremony. African policymakers, members from international organisations, Partners, WorldSkills Experts, and Champions gathered to celebrate not only the winners but the success of a Competition that will become a landmark event for skills development in the continent. About 70 Competitors from nine African countries, plus Team Refugees, competed to win medals in 16 skills.


South Africa topped the medal table with five golds, two silvers, and one bronze. Out of the 16 Skills Areas, Team South Africa competed in 14 Skills. They were followed closely by the host team, Namibia, who achieved three golds, one silver, and two bronze, and the Democratic Republic of the Congo who received two golds, three silvers, and one bronze. Other medal-winning teams included Rwanda (3), Ghana (4), Kenya (2), Madagascar (1), and Uganda (1). The Best of Africa Award, presented to the Competitor with the highest points, was won by Elizabeth P T Isai from Namibia, who

competed in Cooking. After two years of virtual capacity building workshops, WorldSkills International Chief Experts delivered the first face-to-face training in the week before WorldSkills Africa Swakopmund 2022.

National Experts learned training methods and how to run skill competitions. During the event, Chief Experts oversaw each skill competition, supporting National Experts and Workshop Managers. The success of WorldSkills Africa Swakopmund 2022 is part of a wider development of skills training across the continent. The African Union Commissioner of Education, Science, Technology and Innovation, Mohammed Belhocine, spent three days in Swakopmund and offered his full support in co-signing an addendum to renew the Memorandum of Understanding (MOU) between WorldSkills International and the African Union. Speaking after the event, Chris Humphries, WorldSkills International President, said: "Stand by and watch Africa become the powerhouse of the future, as the youth of Africa drive the economy for the next ten years. It will be an exciting decade and I really challenge the whole world to participate and support Africa to become that powerhouse."



Source: World Skills Swakopmund 2022 website



PSETA Anti-Fraud and Corruption Hotline Frequently Asked Question

What is the purpose of this hotline?

The PSETA Fraud Hotline, which is independently operated by KPMG, has been established to enhance an honest work ethic and simultaneously provide employees with a mechanism to bring any unethical business practices to the attention of management.

This hotline operates 24 hours a day, 7 days a week, 365 days per year.

Is the hotline number toll-free?

The number is toll-free if you call from a Telkom phone (including public phones) within South Africa.

It is as simple as dialling 0800 202 586 (within the borders of South Africa).

Calls made from cellular telephones will be charged at standard service provider rates. Calls made from outside South Africa will be charged at the applicable international call rates.

Can I call the hotline to query general internal matters or to seek advice on internal issues?

This hotline is available to you to report unethical behaviour, theft, fraud, or related activities within PSETA.

If you have any queries on these matters you may contact the hotline, where one of our friendly and experienced agents will assist you.

KPMG cannot provide advice or details regarding internal employee grievances. Such queries should be referred to your HR Department.

Are the calls recorded (why)?

Yes, our calls are recorded to ensure the accuracy of the reports we send to PSETA for investigation. These recordings are used for our internal purposes only.

Do I have to give my name?

No, you do not have to reveal your name or any of your details. It is important to

remember though that in some cases (for example where you are personally affected) you may be encouraged to provide your details.

These are your options:

- Provide your details which will be passed on to PSETA;
- Provide your details to KPMG FairCall, but request that these are not passed on to PSETA; or
- Remain anonymous (do not give the call centre agent any of your details).

Why do the agents not give their names?

Instead of giving you a name, the agent WILL give you a reference number which can be used to make follow-up reports or obtain feedback on the matter reported. Our agents do not provide their details for the following reasons:

- The same agent that took your initial report will not always be available to assist you;

- This is another way in which we protect our agents.

Why do the agents ask me questions?

Agents sometimes ask questions to ensure that we obtain all the information necessary for PSETA to investigate your report.

Callers often have valuable information of which they are not aware, and our agents are trained to guide you as the caller through the reporting process.

If I give my name, will my details be revealed to PSETA or any of the persons I reported?

No, your details will not be revealed to PSETA if you request that your report be submitted anonymously (even though you give Ethics Line your name).

Should you ask that your details be revealed in the report; PSETA will not divulge these details to those individuals that you reported.

Remember: If you are hesitant about giving your details, it is better to remain anonymous.

Can I personally meet with someone to give my report?

If you wish to personally meet with someone at PSETA, you will be requested to provide your name and contact details along with your request, which will then be passed on to PSETA for consideration.

What happens to the report that I make to the PSETA Fraud Hotline?

The information that you provide to the agent is typed into a report, which is sent to senior management at PSETA for further investigation.

Will my report be investigated?

Yes, PSETA is committed to acting pro-actively in addressing unethical behaviour, theft, fraud, or related activity and has thus joined forces with KPMG to introduce an independent reporting channel for all PSETA employees.

How long will the investigation take?

Investigation periods differ, as each report is treated individually. The hotline operator will give you a reference number and advise you when to call back for feedback.

Remember you can use your reference number at any time to call the hotline and provide additional information.

Will I receive feedback?

Yes, except in instances where PSETA is prohibited (by law or internal policy) to provide certain confidential information.

Will someone call me with feedback?

This will depend on whether you choose to make your report anonymously.

Feedback will either be provided through the hotline (where you call the hotline back and request feedback by quoting your reference number) or directly by PSETA (if you gave your name and contact details in the report).

Why do I receive a reference number?

You will receive a reference number for every new report you make with the hotline.

This reference number is yours alone - do not give it to someone else to follow up on your behalf.

The reference number also helps you to add information to your original report and to obtain feedback (where applicable).

Are there any other ways of reporting to the hotline (besides using the telephone)?

Yes, you may also report to the hotline via:

- Hotfax (a fax number that is toll-free in South Africa);
- Hotpost (a postal address that is toll-free in South Africa);
- Hotmail (a secure email address that is operated by KPMG, so your report can be made anonymously); and
- Hotlink (a secure web-link that is operated by KPMG) – this is also available to smartphone users

Simply call the hotline, where one of our agents will provide you with a reference number and guidance on how to use one of our alternative ways of reporting.

Important

Always remember to get a reference number when you make a report with the hotline and keep your reference number safe for future use.

For your protection, also remember to keep this reference number to yourself!

The Public Service Education and Training Authority is appealing to you to use the hotline. Do not be a silent observer of practices that erode the values we wish to uphold!





Message from PSETA CEO following devastating KZN floods

The last few days have been devastating to many and there are still many challenges ahead. Our hearts go out to the communities who continue to struggle and come to grips with the devastation caused by the recent floods in KwaZulu-Natal. PSETA expects that some learners may be impacted by this disaster and commits to supporting our learners and institutions during this difficult time. PSETA is standing with you now and as the recovery efforts continue.

PSETA CEO - Ms Bontle Lerumo



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 & 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 a global problem, 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 detection of fraudulent and corrupt behaviour (no complete)
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.



Shine the light on fraudulent activity

**Report any incidents
of fraud, corruption or
unethical behaviour to
KPMG FairCall
0800 202 586**