

# PSETA NEWS

DECEMBER 2021



 **BATHO PELE**  
DIGITAL SKILLS

LAUNCH OF THE PSETA  
BATHO PELE DIGITAL  
SKILLS PROGRAMME  
FOR PUBLIC SERVICE  
EMPLOYEES

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# Editor's Note



Lavhelesani Mainganye

December holidays are upon us and Covid 19 statistics are increasing by the day. You will agree with me that the pandemic has become a part of our lives and strides have been made to manage and continue to work under the circumstances. With so many changes and adjusting to the new working normal many organisations still achieved their set targets and this is no exception to PSETA. The recently held Annual General meeting was not short of encouraging as positive feedback was received from stakeholders commending PSETA for a job well done even under challenging times.

At this stage it is important that we all pause and reflect on the year that was, firstly remembering all public service front line workers who succumbed to the pandemic while on duty. Secondly, to pat yourselves on the back for making it this far in an uncertain period.

While we miss interacting with you face to face, virtual seemed to be the right thing to do and hope that soon we will all be able to go back to normal and have rooms full of laughter and engagements with yourselves. Follow us on Twitter @OfficialPSETA as well as the website [www.pseta.org.za](http://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](mailto:communications@pseta.org.za)

**Lavhelesani Mainganye**  
Communication Officer (CPRP)



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# Season's Greetings

It is hard to believe that the year is already coming to an end and the festive season is fully upon us.

I want to extend our sincere appreciation and gratitude to all our stakeholders for their contribution and commitment. We look forward to continuing our relationship throughout 2022 and beyond.

On behalf of the PSETA Accounting Authority I wish you and those close to you a safe and very happy Christmas and a New Year filled with productivity and prosperity.

PSETA Offices will close for business on **23 December 2021** at **12:00** and reopen on **3 January 2022**

**HAPPY HOLIDAYS TO YOU ALL!**

**Mr Thulani Tshefuta – Accounting Authority Chairperson**

## 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.



# Annual General Meeting reflecting on the 2020/21 financial year

On 10 November 2021 stakeholders gathered to attend the 11th Annual General Meeting of the Public Service Sector Education and Training Authority (PSETA) virtually and in person. The AGM is held in terms of Section 15 (1) (c)-(d) (i) - (iv) of the PSETA Constitution, for the stakeholders to adopt the 2021/22 audited Annual Report, Annual Financial Statements as well as adopt the 2022/23 Annual Performance Plan, Budget, and Strategic Plan.

*PSETA has achieved a clean audit opinion from the office of the Auditor-General for the 3rd time in a row.*

Reflecting on the past year the Accounting Authority Chairperson Mr Thulani Tshefuta, presented the Annual Report and Financial Statements of the PSETA for the year ended 31 March 2021. "This report provides us with an opportunity to account for the achievements against set targets that have been

committed to during the year under review. Furthermore, it allows us to set out and examine opportunities and challenges for the future" he said.

PSETA has achieved a clean audit opinion from the office of the Auditor-General for the 3rd time in a row. This achievement motivates all of us to take the organisation to another level in terms of pursuing its mandate and has put a challenge to PSETA to work even harder to sustain this achievement. During the period under review, the 2020/21 PSETA APP contained 31 performance targets from the four programmes, namely, (i) Administration, (ii) Skills Planning and Research, (iii)(a) Learning Programmes and Projects (b) Special Projects and Partnerships, and (iv) Quality Assurance.

In the 2020/21 financial year, an overall performance achievement of 84% was recorded, compared to 81% achieved in the 2019/20 financial year. Some of the planned interventions could not be fully

achieved due to implementation challenges arising from COVID-19 related restrictions. These interventions continue to be implemented and will be reported in subsequent financial years.

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The work done by PSETA is guided by a Service Level Agreement (SLA) entered with the Director-General of the Department of Higher Education and Training (DHET), in terms of Section 10 of the Skills Development Act 1998 as amended and implemented programmes in this regard. The SLA targets were 27, and 25 of these were achieved, representing a 93% achievement, compared to 87% in the 2019/20 financial year.





# Launch of the 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. The online platform, 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. 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.

Information and Communications Technology (ICT) advances impact the nature of work and the modes of service delivery in the public sector. This provides the opportunity for greater government efficiency and effectiveness in providing services to its citizens. This initiative is a key contributor to the government's priority of building a capable state and aims to empower employees with the requisite skills to thrive in the digital economy.

The programmes on the platform will be available to the entire public sector, from local, provincial, and national government to the legislative sector, public entities, and state-owned entities. This is what public servants can expect from ***The Batho Pele Digital Skills Programme Platform:***

- This is a cloud-based solution that enables the delivery of large-scale, far-spread training programmes with high quality and efficiency.
- Clean and visual interfaces provide an intuitive and engaging learning experience for individuals of all backgrounds.
- Supports learning in low bandwidth networks and even offline. Individuals can access courses anytime, anywhere from their choice of device
- 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 establishment of partnerships with key stakeholders enables the PSETA to achieve its mission effectively and efficiently. Partnerships, with Microsoft South Africa, is one of the core approaches of the SETA aimed at providing a means for strengthening and enhancing the effectiveness of PSETA's work, enabling collaboration in strategic and operational matters affecting the sector, advocacy, and engagement with the sector. This partnership, focusing on building digital skills capabilities in South Africa, brings together the distinct and collective capabilities of each of the partners. PSETA will support public sector officials to access this opportunity and promote the initiative through its networks to ensure that as many officials as possible have free access to the best resources, to improve knowledge and capabilities. As PSETA we call upon employers within the public sector to open access for employees to participate in and complete the training and certifications that will help them to thrive in the workplace by bringing them into the digital economy.



# Batho Pele Digital Skills Programme get thumbs up from the DPSA



Mr Nyiko Mabunda  
DPSA

In support of the programme launch, Mr Nyiko Mabunda on behalf of Ms Y Makhasi, DPSA Director-General accentuated that Batho Pele is a philosophy that is designed to get public servants committed to serving the people of South Africa and to find ways to improve service delivery. This philosophy requires the involvement of the public in holding the Public Service accountable for the quality of services provided. "We are hopeful that the decision of the PSETA to name the programme we are launching here today the PSETA Batho Pele Digital Skills Programme will assist in entrenching the Batho Pele Principles. This should assist in moving the Public Service from a rules-bound approach that hinders the delivery of services to an approach that encourages innovation and is results-driven. It is for this reason that as the DPSA we are excited and look forward to the development of skills and attitudes that will eliminate reasons why the government cannot do something and provide innovative means to find better ways to deliver what people need".

"We are also hopeful that the programme will equip both staff and managers to create an environment for staff to become effective in the way they interact with the public as their customers. This requires that the public service is staffed by motivated staff, equipped with the right skills and tools to do their work especially at times when staff is under pressure and stress due to the current COVID-19 Pandemic and new working realities", he said. The programme is launched at the most opportune time when the DPSA is spearheading the moving of popular government services to be accessible online. Services such as municipal billings, Home Affairs services such as applying for death certificates, IDs and travel documents, application for vehicle registrations, and driver's licensing amongst others. These are the most popular services and should easily be accessible for everyone at a click of a button.

"We are looking forward to this Programme as it will assist the Public Service to gear itself to vigorously support the effective implementation of the National Digital and Future Skills Strategy. This strategy presents a vision of a South Africa in which all its people can benefit from enhanced digital skills. We are convinced that the Batho Pele Digital Skills Programme will assist

to reskill those workers displaced by digital technologies, as well as providing ongoing up-skilling in the workplace, including in government itself where the transition to digital government requires such up-skilling".

*"We are looking forward to this Programme as it will assist the Public Service to gear itself to vigorously support the effective implementation of the National Digital and Future Skills Strategy."*

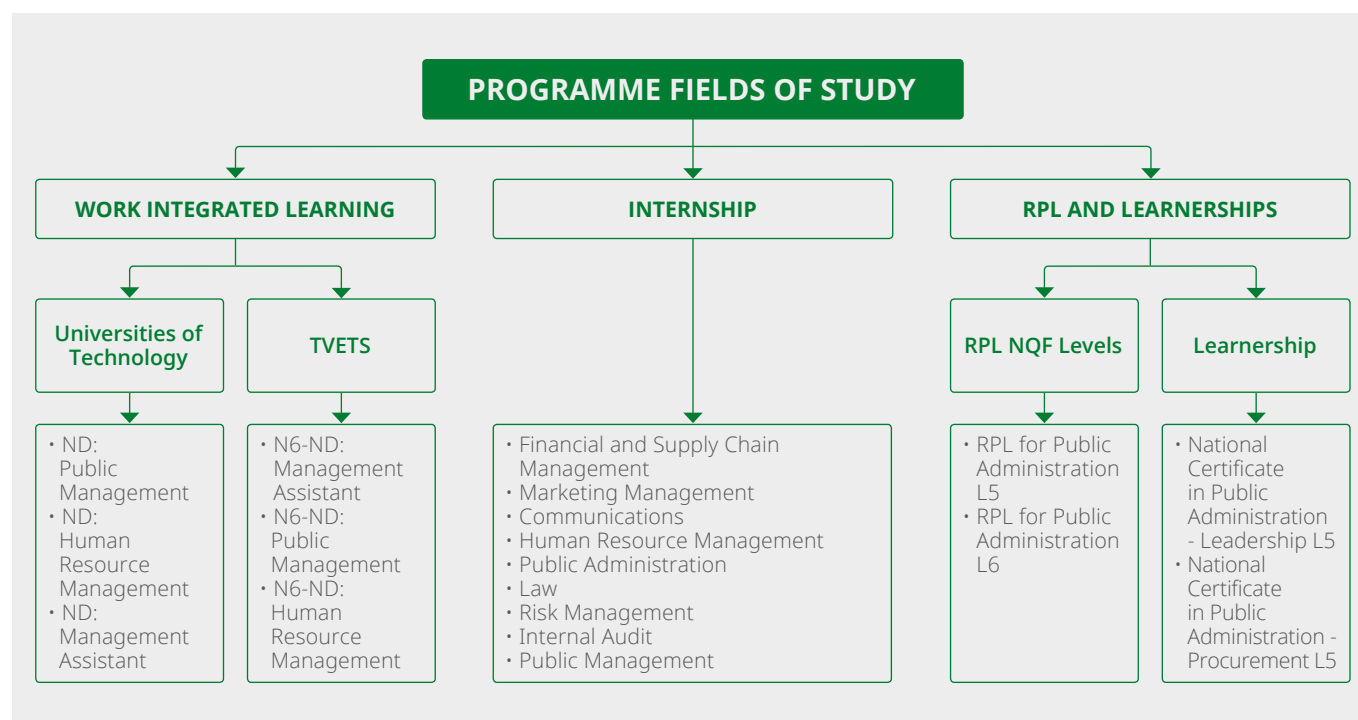
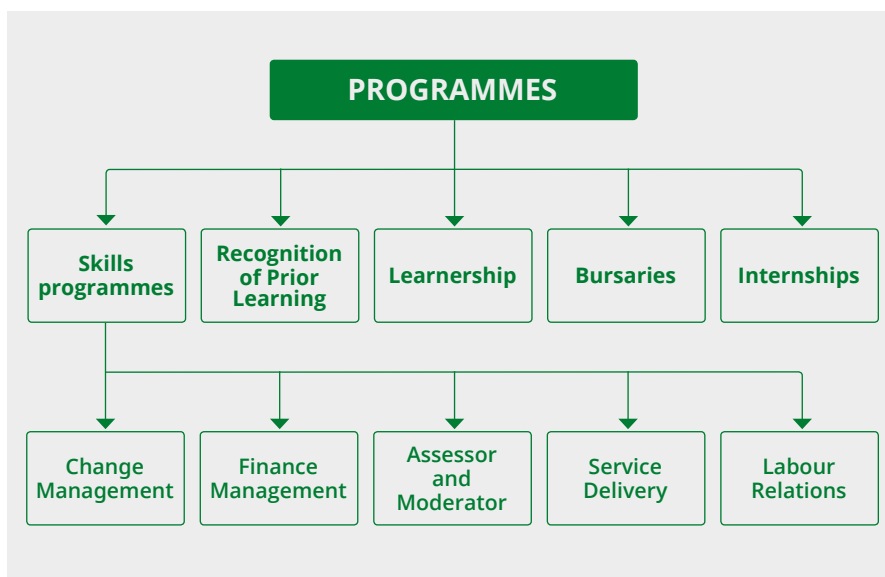
The public service is made up of those employees of the state in national and provincial departments who play an indispensable role in the sustainable development and good governance of the nation. Given these crucial roles, a country expects its public service to demonstrate high standards of professionalism, ethics, and projections. This further place a demand on the competence and readiness of the public service workforce to identify, develop and apply modern methodologies which will enable the public service institutions to meet the demands of citizens effectively and efficiently.



# DISCRETIONARY GRANTS 2022/23

The Public Service Sector Education and Training Authority (PSETA) invited qualifying organisations to apply for available Discretionary Grants. The grants are targeted to address national priorities as set out in the National Skills Development Plan (NSDP) and sectoral priorities as identified in the PSETA Sector Skills Plan (SSP) and the Annual Performance Plan (APP).

To implement programmes that address skills identified in the SSP and occupationally directed programme and to impactfully contribute towards sufficient technical and professional skills in the Public Service Sector. The grants are allocated per constituency for various learning programmes.



Learning programmes, the targeted number of beneficiaries and constituency are as per the table below.

Programme	Targeted number of beneficiaries	Constituency
Bursaries (Unemployed)	50	Public Universities and Universities of Technology
TVET WIL	100	Public TVET Colleges
HET WIL	200	Public Universities of Technology
Internships	50	Government Departments/ Public Entities with an MoU with PSETA
Learnerships (Employed)	100	PSETA Accredited Skills Development Providers
Recognition of Prior Learning	300	PSETA Accredited Skills Development Providers
Skills Programmes	1 100	Accredited Skills Development Providers



# Garden Route district municipality embraces occupational based learning



Ms Anelisa Myeki and Trishke Roodman, CPUT Students.

The Public Service Sector Education and Training Authority (PSETA), the Cape Peninsula University of Technology (CPUT) and various Municipalities in the Garden Route have partnered to implement an occupationally based course for Public Office Administrators.

An Occupational Certificate is a combination of theory and on-the-job learning that is delivered in an integrated manner to give a person knowledge and practical skills too, rather than only a theoretical background. This means that students will acquire the work experience needed to enter the job market far earlier. Once enrolled, most of the learning will take place at a workplace and not at an educational institution.

These occupational qualifications are destined to become the new way of learning in South Africa as the country moves towards a more demand-led system that develops young people

with the skills needed in the labour market.

As aspiring Public Office Administrators, those enrolling for this CPUT Occupational Certificate, learn core skills such as managing, organising, and analysing the effects of government policies and using business and statistical tools to solve public sector challenges in an ethical way. Added to this, learners will also learn skills in planning, organising, staffing, directing, coordinating, reporting, and budgeting.

The eight (8) Batho Pele principles of “people first” guide the implementation of public service delivery and is core to the values taught during this course. The duration of the certificate is over a period of six (6) months and students from various towns in the Garden Route to take part in it. Once selected, each student is placed at a municipality within their hometown

and given tools of the trade such as a laptop and data bundles.

An example of this is the two learners who work with the rest of the Garden Route Skills Mecca Team. Both assist with skills development processes across the country, whilst getting to know all the sections and their main functions within GRDM. They work 40 hours a week and report to a supervisor who mentors them under strict supervision and signs their work experience records (logbooks). A percentage of the marks scored during this period counts towards their final marks.

The outcome of the course is to ensure that each learner is qualified and fit to be employed by the public sector with the newly acquired skillsets and valuable work experience they gained during the time.

*Source: Garden Route district municipality website*

# Careers advocacy for the public service sector

Central to the role of the SETAs is to effectively contribute towards the realisation of the outcomes as laid out in the NSDP, throughout their functions is to focus on building relationships with workplaces and education and training authorities. PSETA's Career Awareness Campaign is in line with NSDP Outcome Goal 8 to Support Career Development Services as well as the request that SETAs have a presence in different provinces. It is imperative for SETAs to promote career awareness in the critical areas of the economy and to conduct career awareness at the learner level.

Career exhibitions are targeted to all learners, students, unemployed youth, career practitioners, workers, entrepreneurs, parents, and job seekers. In terms of geographical spread, PSETA participates in at least three career exhibitions across various districts per province, with more focus on rural areas. With the pandemic, most exhibitions are held virtually which usually posed a disadvantage to those with limited access to the internet. The Department of Higher Education & Training Career Development Services (CDS) has come up with a collaborative approach to ensure that no one is left out.

CDS has been set up to coordinate and lead the establishment of all age, national and comprehensive career development services for South Africa.

The method of communication used during exhibitions is face to face, career guides distribution, PowerPoint presentation, community radio stations and virtual meetings, online social media platforms. Each method identified is aimed at accommodating various learners, some will have access to technology, and some will not. For the 2021/22 financial year, PSETA had a target of 6 number of Career Development Events in urban areas on occupations in high demand

and 22 in rural areas on occupations in high demand. The core message of awareness at exhibitions conducted by the PSETA include areas such as:

- **Hard to fill vacancies:** Refers to a vacancy (occupation) that an employer was unable to fill within 12 months, or it took longer than 12 months for the employer to find a suitably qualified and experienced candidate.
- **Skills gaps:** Refers to skills deficiencies in employees or lack of specific competencies by employees to undertake job tasks successfully to required industry standards. Skills gaps may arise due to lack of training, new job tasks, technological changes, or new production processes, etc.
- **Critical skills:** Refers to the specific enabling skills within an occupation – co genitive skills such as decision making, problem-solving and language and literacy, analytical thinking, numeracy, working in teams, planning, and leadership, among others). Critical skills can be used across occupations and are not occupation specific. Critical skills needed by Public Service Sector employees.



PSETA COO Ms Shivanthi Nagalingam at an exhibition hosted by Fachs International School of Business & Technology



Hostel Career Expo hosted by Gauteng Legislature at Mohlakeng, West Rand Municipality.



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 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.

A black spotlight on a tripod is positioned on the left side of the image, casting a bright beam of light onto a white brick wall. The beam of light is centered on the text.

# **Shine the light on fraudulent activity**

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