

PSETA NEWS

MARCH 2021



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DEVELOPMENT
PROVIDERS POST
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Editor's Note



Lavhelesani Mainganye

It feels like yesterday when the first positive case of Covid-19 was reported in March 2020. Many of us had to readjust our lives in terms of how we do things in the workplace, strengthening Occupational Health & Safety protocols as well as our private life-limiting social life. There are heart throbbing testimonies from those who survived the pandemic, as well as the sad passing of those who succumbed to the pandemic complications.

Amid all these shake-ups, work had to go on and as PSETA we are pleased to give you an update on some of the activities that took place between January and March 2021. Make sure you do not miss out on the Global Skills Initiative by Microsoft offering free online training in various fields until June 2021. More details on page to be added when page numbering is available.

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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PSETA CONGRATULATES THE MATRIC CLASS OF 2020

AND WISH YOU ALL THE BEST IN
YOUR FUTURE ENDEAVOURS!



FAREWELL TO THE PSETA CFO

It is with regret and sadness that we announce that Mr. Farhaan Shamsodeen has resigned as Chief Financial Officer of the PSETA. He joined PSETA in November 2017 and contributed to the turnaround of the organisation which resulted in PSETA acquiring clean audits and his last month with PSETA was February. We would like to express our appreciation to Mr. Shamsodeen for his contributions to the organisation during his tenure and wish him well in his future endeavours.

VISION

To be the heart of developing a capable, skilled and innovative Public 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.

CEOs desk



Ms Bontle Lerumo
Chief Executive Officer

In 2020 PSETA appointed Urban-Econ Development Economists for a commissioned research study on mapping the transversal Occupational Classification System (OCS) occupations currently used by the Public Service within the Department of Public Service and Administration (DPSA) into Organising Framework for Occupations (OFO) used for skills planning purposes in the sector. The

occupational classification system (OCS) plays a key role in providing statistics by classifying jobs and persons into occupations, which allows statistics to be collected for various aspects, including the occupational distribution of the employed and unemployed; salaries; and working conditions to name a few.

PSETA is delighted to have embarked on this mapping exercise to usher into the public service sector a clear distinction between an occupation and a job. The mapping and classification of occupations will:-

- Assist with estimating demand and supply of skills
- Decision-making tool for education and training
- Guide organisations on job classifications
- Allows for international reporting and standardisation

It is also important to note that in some instances, jobs and occupations are used interchangeably or considered

to be the same thing, however, there are several key differences between a job and an occupation. For skills planning purposes, it is important to differentiate between the two, as the use of occupational classification systems relies on the fact that job titles have been assigned to the major occupation groups, thus reporting will not be accurate if the concept of jobs and occupations are used interchangeably.

The occupational classification plays a key role locally and internationally for skills planning, monitoring, and reporting purposes. I am pleased to announce that during the recently held stakeholders' roadshows, the OCS mapping was consulted with stakeholders in the sector. I wish to extend my sincere appreciation to the Department of Higher Education Training & Innovation for championing these necessary, social partners and strategic partners. A full report on the outcome of the OFO mapping process will be made available through our different platforms.



OCCUPATIONAL CLASSIFICATION AS A SKILLS PLANNING TOOL

The OCS system used by the Public Sector and the OFOs used by the 21 SETAs in South Africa is both considered as skills planning tools. The OFO is an important skills planning and implementation tool as it:

- Provides a common language for occupations
- Captures jobs in the form of occupations
- Groups occupations into categories and hierarchical levels based on the similarity of tasks, skills, and knowledge (DHET, 2013).

PSETA – MICROSOFT Afrika Tikkun Global Skills Initiative South Africa

PSETA partnered with Microsoft South Africa in their commitment to help people in South Africa, and across the world, who have lost their job due to COVID-19. In this initiative Microsoft brings together its resources to support this recovery, including using data to understand the most in-demand roles, offering learning through LinkedIn Learning, Microsoft Learn and GitHub platforms and certifications for those roles, thus equipping job seekers with tools to help them get hired.

The Global Skills Initiative by Microsoft aims to empower 25 million people globally, with in-demand skills that are critical for the digital economy. Through the end of June 2021, job seekers will have free access to learning content across LinkedIn Learning, Microsoft Learn, and GitHub, ranging from entry-level digital literacy skills to advanced skills for technical

roles. To achieve this Microsoft is offering free access to courses (also known as learning paths) to help people develop the skills the most in-demand jobs require; and low-cost certifications and free job-seeking tools to help people develop skills to pursue new jobs.

Afrika Tikkun Services is the official implementation partner to Microsoft SA on the Global Skills Initiative South Africa (GSISA). PSETA, has identified this opportunity to work with Microsoft and its implementing partner, Afrika Tikkun, to collectively work together to facilitate the achievement of the following key performance indicators:

- 50 000 unemployed South African citizens recruited into the GSISA Programme;
- 20 000 unemployed South African citizens assessed to determine best learning pathway for them within

the GSISA programme;

- 20 000 unemployed South African citizens to access and complete at least one GSISA Learning pathway;
- 1500 unemployed South African citizens to enroll for formal certification upon completion of Microsoft Learn Courses;
- 750 unemployed South African citizens to be formally certified;
- 2500 unemployed South African citizens landing a job/work experience/economic opportunity; and
- 50 Unemployed South African citizens going into entrepreneurship.

These opportunities are open to everyone who is interested in upskilling themselves at no cost. All you need to do is click on this link to register <https://afrikatikkunservices.com/gsis-registration/> ensure you click the PSETA icon as a partner.

ACCREDITATION OF SKILLS DEVELOPMENT PROVIDERS POST 31 MARCH 2021

In February 2020, PSETA granted a one-year extension of accreditation until 31 March 2021 to all SDPs accredited on Historically Registered Qualifications (HRQs) within the PSETA scope. PSETA is working together with the QCTO to develop Occupational Qualifications, Part Qualifications, and National Skills Programmes to replace all HRQs before the 1st April 2023, including the development of associated learning materials.

The PSETA is working together with the QCTO to develop Occupational Qualifications, Part Qualifications, and National Skills Programmes to

replace all HRQ before the 1st April 2023, including the development of associated learning materials. Following this, the QCTO has subsequently approved an accreditation extension for SDPs accredited by PSETA as an interim measure to allow SDPs to continue operating, as there are not enough Occupational Qualifications, Part Qualifications, or National Skills Programmes to replace all HRQs.

The maximum accreditation period for Historical Qualifications shall not exceed March 2023, as all historical qualifications shall either be realigned or deregistered by this date. A two (2)

year teaching period will be allowed for SDPs with learners enrolled in these qualifications.

PSETA has thus decided to grant all accredited SDPs a further extension of the accreditation period until 31 March 2023. SDPs with no learner uptake will only be extended where necessary as per PSETA discretion.

For further clarity or assistance please contact Ms. Neo Lesaoane at neol@pseta.org.za or Ms. Kgabo Mpembe at KgaboM@pseta.org.za

DEDICATED EMAIL ADDRESSES FOR THE ETQA



Dear Stakeholders,

Please take note of the dedicated email addresses for the ETQA functions:

Accreditations: accreditation@pseta.org.za

Verifications: verification@pseta.org.za

Assessor: assessor@pseta.org.za

Moderator: moderator@pseta.org.za



Process for Skills Development Providers to follow once they receive Letters of Recommendations relating to Letters of Intent from the QCTO



The recommendation letter(s) you received from the QCTO means you need to take the following steps for your organisations to be awarded accreditation:



We hope the above-outlined process will assist you in this endeavour. Please feel free to contact Mr. Thabo Matjabe on Matjabe.T@qcto.org.za or the SETA representatives if you require clarity and/or further information.



Weathering the storm by focusing on the good

Despite the global pandemic storm, On 23 February 47 employed learners who completed a learnership programme in National Certificate: Public Administration NQF Level 5 were certified in a graduation ceremony held at the Mpumalanga Department of Agriculture, Rural Development, Land and Environmental Affairs (DARDLEA). The learnership beneficiaries are on the Expanded Public Works Programme at DARDLEA. Together with the MEC for Agriculture, Rural Development, Land and Environmental Affairs, PSETA constituted the assembly as the official congregation

of the PSETA Qualifications awarding ceremony as for the services provided by the accredited training provider - Step Ahead Academy.

Speaking at the ceremony the Corporate Services Executive Officer Mr Sipho Ngomane emphasised that a critical component of the PSETA strategy is to deliver interventions that reach a significantly large number of individuals, with the aim of contributing towards building capacity for professional, responsive and meritocratic public servants that will deliver on key government priorities.

He further congratulated to all the graduates, their parents who gathered to celebrate with them who will cheer them on to their next steps. Congratulations to each of you and may you all succeed in the years ahead. It has been a long haul for you, but I am sure you will agree that it is all worth it in the end.

Step Ahead Academy expressed its sincere gratitude to PSETA for the opportunity awarded, the entire DARDLEA management, and the delegates for being part of this big milestone.



Stakeholder capacity building workshops

Between February and March 2021 PSETA conducted capacity-building workshops with stakeholders. The virtual workshops were conducted on different days, attended by officials from the National Departments, Legislatures, Public Entities, and provincial government coordinated by the offices of the premier in the provinces.

These annual workshops are necessitated by a requirement for the sector to submit an authorised Workplace Skills Plan (WSP)/ Annexure 2 to the PSETA before or by the 30th

of April each year. The Skills Planning and Research Department receives, analyses, and evaluates WSPs data to ensure that credible and reliable information is utilised to update PSETA Sector Skills Plan annually. Participants were acquainted with how to use the system when capturing this important information, amendments on the system, as well as the presentation of the amendment of the OFO codes for the public service sector.

The due date for ATR/WSP submission is on or before the 30th of April 2021.

Stakeholders requesting an extension for late WSP submission must submit such requests to PSETA on or before the 31st of March 2021, through a formal letter of request which must be signed-off by the organisation's DG/HOD/CEO. The formal letter of extension should be addressed to the PSETA Chief Executive Officer (CEO) Ms. Bontle Lerumo. Only submitting a letter to the CEO does not guarantee automatic approval, unless a formal response confirming such an extension is in place.

Thank you

PSETA wishes to thank all the stakeholders who participated and contributed to the WSP/ATR submission capacity-building virtual workshops conducted between February & March.

The submission deadline date is 30 April 2021.

Enquiries:

Mr. Mcebisi Mazwi on email address Mcebisim@pseta.org.za

Mr. Berned Molemane on email address BernedM@pseta.org.za

LEARNERSHIP IMPLEMENTATION GUIDELINES

The following guidelines on how to implement a Learnership programme have been put together to assist all Skills Development Providers (SDPs). For more information, you may contact the Learning Programmes Manager Mr. Makaepea on email address MokotoM@pseta.org.za

PHASE 1: REGISTRATION

- STEP 01** The Skills Development Provider (SDP) submits a Letter of Intent with the training schedule before the commencement of training (for Sector/Industry funded projects).
- STEP 02** The letter of intent should be on the SDP's letterhead and duly signed with the following information:
- Names of the SDP(s) and Employer(s) where the learners will be hosted for the Workplace component of the programme. Ensure you include the following;
 - Copy of SDP accreditation letter;
 - Names of Assessors and Moderators as well as their scope of training;
 - Proposed commencement and end date;
 - Total number of learners;
 - Details of the learning programme:
 - Title of learning programme;
 - Number of total credits;
 - SAQA ID or programme;
 - Learnership or Skills Programme Code;
 - SETA funded or Industry Funded.
- STEP 03** SDP, Employer, and learner complete learner agreement/skills programme /Qualification/RPL/Unit Standards forms. This applies to all stakeholders (SETA funded and/or Industry funded).
- STEP 04** SDP creates/captures learners on the PSETA Indicum system (Application Status on the system). The status on the system will indicate pending authorisation. This is a critical and very important phase as it informs the entire process up to the certification of learners. SDPs MUST ensure the following:
- Learner details are captured correctly as per learner identity document;
 - This means that the names must be in the same order as in the ID; and not in bold and Capital letters except for the first letters of the name;
 - The spelling must be correct (both names and surname);
 - ID number must be captured correctly;
 - Learners MUST be registered/enrolled on a correct learning programme;
 - Where learners are registered on a learnership or qualification, correct electives MUST be chosen and linked.

- STEP 05** SDP or employer submits one (1) original copy of the learner agreement to PSETA within 21 days of the commencement of training to the following PSETA Officials:
- Ms. Theshma Zitha (LearningProgrammes@pseta.org.za); for Learnerships, Full Qualifications and RPL Programmes; and
 - Ms. Sheila Legodi (LearningProgrammes@pseta.org.za); for Skills Programme and Single Unit Standard.
- STEP 06** The learner agreements must be accompanied by the following documents (minimum requirements for registration):
- Clear and legible certified copy of learner ID (not older than six months);
 - Clear and legible certified copies of relevant qualifications (SDP to ensure that learner meets the entry requirement as per qualification rules).
- STEP 07** PSETA LP Official acknowledges receipt of the learner agreements.
- STEP 08** PSETA LP Official links the learners to the SDP, employer, and programme. The status on the system is then changed to "Registered/Enrolled".
- STEP 09** PSETA LP Official writes the unique registration number on the learner agreement for registration of learners.
- STEP 10** PSETA LP Official sends a SETA Management System (SMS) report of registered learners to the SDP and/or employer immediately after authorizing on the PSETA MIS.
- STEP 11** The SDP checks the above report to ensure:
- That all learners have been registered as per the provided list of learners;
 - That learner details are correct as per learner Identity Document;
 - That learners are linked to the correct learning programme.
 - PSETA LP Official files the learner agreements per programme and SDP.

LEARNERSHIP IMPLEMENTATION GUIDELINES

PHASE 2: PROVISIONING

- STEP 01** SDP and/or the employer conducts induction in conjunction with the PSETA for the learners. The PSETA is involved with the induction where the project is PSETA funded.
- STEP 02** For industry-funded projects, the PSETA attends the induction upon request from the stakeholder and received a written request at least 2 weeks in advance.
- STEP 03** Learners attend the training as per the schedule and requirements of the learning programme.
- STEP 04** Learners are assessed as per the SDP's assessment policy.
- STEP 05** The assessor compiles a consolidated assessment report for the group and submits it to the internal moderator.
- STEP 06** Learner assessments are moderated as per the SDP's moderation policy.
- STEP 07** The moderator compiles a consolidated report.
- STEP 08** The SDP uploads learner assessments onto the PSETA MIS.

PHASE 3: LEARNER EXIT

- STEP 01** The SDP submits the signed copy of the internal moderation report to the PSETA ETQA department with a list of learners to be exited to request verification.
- STEP 02** The SDP first sends an email to the PSETA ETQA indicating their readiness for verification. PSETA ETQA sends the SDP a verification request form to be completed and submitted together with the moderator report and a complete list of learners drawn from the PSETA MIS. These are submitted via email.
- STEP 03** The PSETA ETQA confirms the learners' details on the PSETA MIS and then schedules a verification visit.
- STEP 04** Once the verification report has been endorsed, Learners are approved by the ETQA for certification. The learner status changes to "Achieved".
- STEP 05** The LP department makes ID copies available to ETQA.
- STEP 06** Certificates for Learnership/qualification and Skills Programmes are printed and prepared for approval by the ETQA Manager and the PSETA CEO.
- STEP 07** Qualification transcripts and certificates will be issued once approved by the PSETA CEO. For unit standards, the SDP will print the Statements of Results after the learners have been endorsed by the PSETA ETQA.
- STEP 08** PSETA ETQA makes copies of signed certificates for record-keeping. Copies are also made available to LP Department.
- STEP 09** Certificates are collected by the SDP to be distributed to learners. The SDP must sign the collection register for the certificates.
- STEP 10** The learners collect their certificates from the SDP and sign the certificate register.
- STEP 11** The SDP to report to the PSETA Learner Achievement Specialist quarterly on the distribution of certificates to the learners.
- STEP 12** PSETA will address issues of non-compliance in line with the SDP Code of Conduct.

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 the majority of 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 the majority of 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

PSETA'S NEW HOME IS AT:
**Woodpecker Building, 177 Dyer Road
Hillcrest Office Park, Hillcrest,
Pretoria Gauteng 0083**

**WE
HAVE
MOVED**



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!

