



## **Transformation: Secondary Industry Skills Development**

(PRJ-0067-2015)

### **SAMPRO (Training)**

**Quarter 4 2015** (October 2015 till December 2015)

#### **Project goals**

**Goal 1 - Goal 1, Strengthening of the Dairyman curriculum to full registration; Activity a: Render support to FoodBev SETA (FBS) as Development Quality Partner (DQP) of the Dairyman qualification to obtain final registration for the qualification (via Dairy Chamber; deploying subject matter expertise, discussions with both FBS targeted personnel and QCTO personnel). (first semester 2015)**

##### ***Achievements***

Attended clarification meeting with representative from QCTO with ETQA Manager in order to ascertain the format in which Dairyman will be registered. Assisted SETA in selecting Qualification Development Facilitator (QDF) and Learner QDF to capture decided on format of qualification for final submission to Evaluation Committee at SAQA. Both QDF and LQDF finally appointed by SETA. Capturing of curriculum on QCTO template completed end July 2015. All documents were submitted and a letter of acknowledgement was received from QCTO. See attached. NOTE. In conversation with Mr Schalk Walters (the involved official at QCTO) he reported positively that he personally was satisfied with the submissions made in respect of Dairyman and what remained was to have it approved by the evaluation committee at QCTO. The design of the curriculum (as ten part-qualifications amounting to the full, single qualification had been the model he had proposed in order to accommodate Dairyman).

##### ***Non-achievements / underperformance***

Qualification not yet registered.

##### ***Reasons for non-achievements / underperformance***

No feedback received from SETA or QCTO. Officials do not return calls or messages.

##### ***Planned remedies for non-achievements / underperformance***

Frequent follow-up by phone and visit if needed.

**Goal 2 - Goal 1, Strengthening of the Dairyman curriculum to full registration; Activity b: Finalization of the provisional Service Level Agreement (SLA) between SAMPRO and FBS in respect of devolved curriculum/qualification quality assurance activities. (first semester 2015)**

##### ***Achievements***

As reported in previous reports, the SLA has been finalized in December 2014. As output from

the SLA a Quality Management System was developed for Dairyman and submitted to the ETQA Manager for approval. For interim deployment of the training and assessment, provisional approval was obtained verbally but final written approval is in arrears. This fact was minuted in the Dairy Chamber meeting of October 2015. Response from SETA awaited. NOTE. There are a number of small further developments required such as the identification of names and registration of experts as external assessors and moderators. This has been attended to but awaits approval by the ETQA (AQP).

### ***No Non-achievements / underperformance has been reported***

**Goal 3 - Goal 1, Strengthening of the Dairyman curriculum to full registration; Activity c: Render support to FBS as Assessment Quality Partner (AQP) of the Dairyman qualification by finalization and promulgation of the Quality Management System (QMS) developed for Dairyman. (first semester 2015)**

#### ***Achievements***

Refer to Goal 2 - Goal 1. NOTE. The reason(s) for the delay in the final approval of the QMS is not known. There is a suspicion that the newest endeavour of the Minister to curtail the authority, powers and functions of the SETA and centralize the largest portion of the SD levy may have created justified fears and impotence at SETAs, with resulting lack of execution.

### ***No Non-achievements / underperformance has been reported***

**Goal 4 - Goal 1, Strengthening of the Dairyman curriculum to full registration; Activity d: Conducting joint industry-FBS public workshop(s) on the implementation of the Dairyman qualification (covering the curriculum, modus operandi and QMS). (first semester 2015)**

#### ***Achievements***

Not achievable prior to final approval of QMS. Then a joint venture with FoodBev SETA. Might happen in final quarter of 2015. NOTE. Unfortunately this did not realize in 2015 and will have to stand over until such time as the qualification is registered and the QMS approved. It is important to ensure that all private and workplace providers deploy the curriculum in a standardized manner.

#### ***Non-achievements / underperformance***

No achievements to report as yet.

#### ***Reasons for non-achievements / underperformance***

Lack of SETA response in approving QMS.

#### ***Planned remedies for non-achievements / underperformance***

Frequent follow-up by telephone and e-mail enquiries.

**Goal 5 - Goal 2: Completion of provision process to learners involved in the pilot study and 2014 round of provision in respect of the Dairyman**

**qualification; Activity a: Guide learners who did not successfully complete the theory phase to completion thereof (which may include a Recognition of Prior Learning – RPL – process). (first semester 2015)**

### ***Achievements***

Completed from the project's side. All nonperformers have been supplied with re-writes for tests in arrears. Some has responded, but not all. An initiative is to be launched early in 2016 to 'take stock' of all participants in the curriculum and devise strategies and plans to motivate learners to complete the learning process. Only a small percentage of learners REALLY exhibit the drive to complete the process; especially the compilation of the Portfolio of Evidence. It is again requested that employers support this process (and there is evidence of a myriad of opportunities given by employers, not taken up by learners). Perhaps a position that completion should happen by a specified date, where after non-completing learners will not be afforded any further support, could create the spark that is needed.

### ***Non-achievements / underperformance***

Approximately 30% of non-performers are either in arrears with test re-writes or have failed for the third time, implying retraining at factory level prior to re-assessment.

### ***Reasons for non-achievements / underperformance***

High production season (4th quarter) makes learners less available for training (reason presented upon enquiries).

### ***Planned remedies for non-achievements / underperformance***

Frequent follow-up.

**Goal 6 - Goal 2: Completion of provision process to learners involved in the pilot study and 2014 round of provision in respect of the Dairyman qualification; Activity b: Guide learners who did not successfully complete the practical and Workplace Experience phases, to completion thereof (which may include a Recognition of Prior Learning – RPL – process). (first semester 2015)**

### ***Achievements***

During the audit of Portfolios of Evidence it became very evident that a large proportion of learners worked very hard on the Workplace Experience (30 batches) component, but sidelined the single practical (internal) assessment totally. This was discussed with them and their supervisors. Many are still in arrears in this regard. Nevertheless the Portfolios of Evidence audited indicated very dedicated attempts at completion. NOTE. Note. The compilation of Portfolio's of Evidence is a time-consuming effort and not something that technically-minded people like to do. Where administrative support (from e.g.) Human Resources officials) were rendered, the products were very commendable. It was found that there was some confusion as to the 'Internal Practical Assessment' as learners reasoned that the production evidence from the required 30 batches of product made (Workplace Experience) would represent that evidence (whereas a discreet singular practical assessment is required prior to experience learning).

### ***Non-achievements / underperformance***

In contrast with good progress with Workplace Experience component, very poor response as to the internal Practical Assessment.

### ***Reasons for non-achievements / underperformance***

Current workload of engaged learners, as it is high production season (presented as reason on enquiry throughout).

### ***Planned remedies for non-achievements / underperformance***

**Goal 7 - Goal 2: Completion of provision process to learners involved in the pilot study and 2014 round of provision in respect of the Dairyman qualification; Activity c: Guide enterprise based mentors and learners in finalizing the prescribed Portfolio's of Evidence, containing all achievements required for exit moderation of the internal assessment phase, as prerequisite for engagement in the external assessment phase. (first semester 2015)**

### ***Achievements***

Full round of visits was executed by Project Manager and enterprise mentors were involved as far as they were available. FoodBev SETA representatives were taken on a field tour of one factory where they encountered (though did not perform an 'exit moderation') the construction of Portfolios of Evidence, with very positive feedback. This is, however, limited and much more needs to be achieved (but for the better part out of the hands of the Project Manager, except for continued motivation and advice). Note. It was discussed with one of the bigger participating enterprises that a specific learner's Portfolio of Evidence that has been completed and of exceptionally high standard be circulated to all branches with participating learners as an example.

### ***Non-achievements / underperformance***

From the project's side, no under-performance. The response from learners to date is below par.

### ***Reasons for non-achievements / underperformance***

Current workload at enterprises.

### ***Planned remedies for non-achievements / underperformance***

Continued motivation and enquiries with assistance as needed.

**Goal 8 - Goal 2: Completion of provision process to learners involved in the pilot study and 2014 round of provision in respect of the Dairyman qualification; Activity d: Conducting the external assessment phase for engaged learners in terms of the allocated activities captured in the SLA with FBS (may include assessments and/or moderations). (first semester 2015)**

### ***Achievements***

Eight assessments performed (four Ripened Cheese Makers and three Processed Cheese Makers) from a single enterprise and a single branch. Awaiting request from others, as well as one further assessment at another enterprise (Processed Cheese Maker). Together with seven from previous years, the total number is 15. Two of these people had left the industry in the mean time and five from the previous group still needs to complete the compilation (in a final state) of their Portfolios.

### ***Non-achievements / underperformance***

At least two-thirds to three-quarters of learners should have been assessed by now. Approximately 15% have been assessed.

### ***Reasons for non-achievements / underperformance***

Incomplete Portfolios of Evidence.

### ***Planned remedies for non-achievements / underperformance***

***underperformance***

Frequent follow up.

**Goal 9 - Goal 2: Completion of provision process to learners involved in the pilot study and 2014 round of provision in respect of the Dairyman qualification; Activity e: Reporting on the achievements of successful learners in terms of the QMS to FBS, so as to obtain final certification by QCTO. (first semester 2015)**

***Achievements***

All nine (9) scheduled workshops have been completed. As the qualification has not been registered yet, no reporting can be done in order to achieve certification from QCTO yet.

***Non-achievements / underperformance***

None. On track with schedule.

***Reasons for non-achievements / underperformance***

Not applicable

***Planned remedies for non-achievements / underperformance***

None

**Goal 10 - Goal 2: Completion of provision process to learners involved in the pilot study and 2014 round of provision in respect of the Dairyman qualification; Activity a: (first semester 2015)**

***Achievements***

Disregard. Duplication of previous goal.

***Non-achievements / underperformance***

Disregard

***Reasons for non-achievements / underperformance***

Disregard

***Planned remedies for non-achievements / underperformance***

Disregard

**Goal 11 - Goal 3: Provision of a round of theory provision for new learners (may include stragglers from pilot study or 2014); Activity a: Schedule and**

**conduct two rounds of workshops (6 in total) for theory subjects 1; 2 and 4 of which 3 is presented in the northern regions and the remainder in the southern regions of the country (30 learners in total envisaged). SAMPRO will budget for and supply learning materials and provision (including internal assessment). (first and second semester 2015)**

### ***Achievements***

Completed

***No Non-achievements / underperformance has been reported***

**Goal 12 - Goal 3: Provision of a round of theory provision for new learners (may include stragglers from pilot study or 2014); Activity b: Schedule and conduct one round of workshops in such specialization subjects (subject 3) as would be required for learners engaged (30 learners in total envisaged). SAMPRO will budget for and supply learning materials and provision (including internal assessment). (first and second semesters 2015)**

### ***Achievements***

Completed

***No Non-achievements / underperformance has been reported***

**Goal 13 - Goal 4: Making available subject matter expertise to redevelop the qualification for Milk Reception Operator as feeder qualification for Dairyman, as curriculum-based qualification, in support of FBS (the preferred DQP and AQP); Activity a: Assist FBS in mobilising the QCTO process prescribed for qualification development (such as nominating and gathering the Constituency Group; communicating with Communities of Expert Practitioners and conducting revision and approval meetings). (first and second semesters 2015)**

### ***Achievements***

Constituency Group assembled and two of four meetings held. Outcomes from meetings up to date. NOTE. The third and fourth meetings will have to stand over to early 2016, as the SETA could not arrange the meeting still in 2015. It will be assisted in the form of electronic communication and collection of evidence of consultation by the Constituency Group (who gathered twice for formal meetings). The fourth meeting will also be in early 2016 as conclusive meeting during which all outputs generated will be approved by the Qualification Development Facilitator, before submission to QCTO.

***No Non-achievements / underperformance has been reported***

**Goal 14 - Goal 4: Making available subject matter expertise to redevelop**

**the qualification for Milk Reception Operator as feeder qualification for Dairyman, as curriculum-based qualification, in support of FBS (the preferred DQP and AQP); Activity b: Develop the Curriculum Document; Qualification Document; Qualification Assessment Specifications and Process Report for Milk Reception Operator (deploying a consultant) for submission to QCTO via FBS to evaluate and approve for registration. (first and second semesters 2015)**

### ***Achievements***

Three of four required documents have been developed. The fourth is the Process Report and can only be compiled by the third meeting (electronic gathering of evidence of consultation) and approved by the fourth meeting, as explained above.

### ***Non-achievements / underperformance***

Final of four document (Process Report).

### ***Reasons for non-achievements / underperformance***

Only scheduled for last two meetings of Constituency Group.

### ***Planned remedies for non-achievements / underperformance***

Will conduct last two meetings via Learner Qualification Development Facilitator (LQDF) under supervision of SETA-appointed QDF in first quarter 2016.

**Goal 15 - Goal 4: Making available subject matter expertise to redevelop the qualification for Milk Reception Operator as feeder qualification for Dairyman, as curriculum-based qualification, in support of FBS (the preferred DQP and AQP); Activity c: Repackage the existing learning materials required, with Powerpoint presentations as learning aids to address the curriculum requirements for Milk Reception Operator (including theory modules and assessment questionnaires; practical modules and assessment observation checklists; workplace experience logbooks; finishing theory manual; final external theory questionnaires (3) and final practical observation checklist). (first and second semesters 2015)**

### ***Achievements***

Will not be achievable in 2015. Rescheduled for first semester 2016.

### ***Non-achievements / underperformance***

Progress is delayed due to the lack of final approval by the DQP and QDF of the four submission documents.

### ***Reasons for non-achievements / underperformance***

SETA (the Development Quality Partner appointed by the QCTO) did not have the capacity to schedule the CG meetings early enough in the year to have the curriculum submitted for registration. Thus the learning materials and assessment tools could not be developed in 2015.

***Planned remedies for non-achievements / underperformance***

Rescheduled in planning for 2016.

**Goal 16 - Goal 5: Support for training of unemployed school-leavers in dairy technical learnerships; Activity a: Contribute partial training fee per learner, disbursed according to the management model deployed in 2014 (three instalments; 50%; 25% and 25%). (year long)**

***Achievements***

On track and all due payments made, as well as all required learning materials printed and supplied on-site.

***Non-achievements / underperformance***

October 2015 report the last received. Learners to finish by February 2016.

***Reasons for non-achievements / underperformance***

System dysfunction at SETA made the capturing of data impossible. Thus up to date report not available. Seemingly the system dysfunction have been corrected. Some enterprises actually sent personnel to the SETA offices for a few days to help update records.

***Planned remedies for non-achievements / underperformance***

No remedie as this is a SETA problem.

**Goal 17 - Goal 5: Support for training of unemployed school-leavers in dairy technical learnerships; Activity b: Provide learning materials to recruited learners, on-site, in printed form and enclosed in lever arch files, surface-mailed/couriered. (year long)**

***Achievements***



Fully up to date as requested and required.

### **No Non-achievements / underperformance has been reported**

**Goal 18 - Goal 6: Support tertiary education and training in dairy/food-related studies; Activity a: Recruit, award and administrate bursaries for final year and honours-level students at selected tertiary education and training institutions, in accordance with the existing bursary scheme. (year long)**

#### **Achievements**

All bursaries as planned, recruited, awarded, all payments made, first semester reports (all positive) received. All final reports received and - as expected - positive.

### **No Non-achievements / underperformance has been reported**

**Goal 19 - Goal 6: Support tertiary education and training in dairy/food-related studies; Activity b: Support tertiary students to attend the annual SASDT symposium in terms of the existing model deployed, together with marketing activities for the projects conducted by SAMPRO (e.g. exhibition at SASDT symposium and biennial newsletters. (year long)**

#### **Achievements**

Performed as planned (already fully reported in second quarter).

### **No Non-achievements / underperformance has been reported**

**Goal 20 - Goal 7: Render subject matter expertise based services to industry by serving on selected forums (year long)**

**Achievements** a. *Advisory sub-committee: Transformation, secondary industry skills development.* b. *Advisory sub-committee: Transformation, primary industry skills development* c. *Advisory committee: Transformation (main committee)* d. *Advisory committee: Research and development* e. *Technical committee: SAMPRO* f. *Technical committee: Dairy Standards Agency* g. *Dairy Chamber of FoodBev SETA* h. *Constituency Group: Milk Reception Operator*

a. Advisory sub-committee: Transformation, secondary industry Skills Development. b. Advisory sub-committee: Transformation, primary industry skills development. c. Advisory Committee: Transformation (main committee). d. Advisory committee: Research and Development. e. Technical committee: SAMPRO. f. Technical committee: Dairy Standard Agency. g. Dairy Chamber of FoodBev SETA. h. Constituency Group: Milk Reception Operator. Attended all meetings as scheduled and invited when

#### **Non-achievements / underperformance**

None (with exceptions as indicated)

#### **Reasons for non-achievements / underperformance**

Not applicable

#### **Planned remedies for non-achievements / underperformance**

None

available (with exception of recuperation period in first quarter and when out of office during conduct of Dairyman workshops).

## Income and expenditure statement

Income and expenditure statement	<a href="#">Nov2015 fin Sec Ind Training.pdf</a>
Unnecessary spending during period	No

## Popular Report

No file has been uploaded

## Additional documentation

[October 2015 report on matriculants.doc](#)  
[Acknowledgement letter Dairyman.pdf](#)

## Statement

Levy funds were applied only for the purposes stated in the contract	Yes
Levy funds were applied in an appropriate and accountable manner	Yes
Sufficient management and internal control systems were in place to adequately control the project and accurately account for the project expenditure	Yes
The information provided in the report is correct	Yes