



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

(PRJ-0138-2017)

### **SAMPRO (Training)**

**Year 2017/2017** (January 2017 till December 2017)

#### **Project goals**

**Goal 1 - Design, development, and implementation of Laboratory Analyst as curriculum based qualification for the empowerment of industry with this strategically decided upon learning intervention. Sub-goal A: Design and develop the curriculum for Laboratory Analyst. Sub-goal B: Review + repackaging of learning materials for Lab Analyst to suit the curriculum based approach to learning. Sub-goal C: Development of assessment tools for Laboratory Analyst. Sub-goal D: Identify and approve skills programmes (employable skills sets) for Lab Analyst as required by QCTO. Sub-goal E: Develop (along the lines of that for Dairyman) a quality management system for Laboratory Analyst. Sub-goal F: Pilot provision for Laboratory Analyst (depending on workload).**

#### **Achievements**

The first step, being the design of the occupational profile, has been completed, BUT NEVER CONSIDERED BY THE APPOINTED CONSTITUENCY GROUP appointed by the Chamber, with the proviso that other Chambers would be invited to nominate members - which did not realize. A new approach from the SETA – as advised for consideration by QCTO – was to **either** perform a repackaging of the existing unit standards based Laboratory Analyst qualification, along the lines of a curriculum model, **or** perform the lengthy analysis and round-robin approval process.. A position (possible design) paper was submitted to the Chamber members and the relevant ETQA personnel at the SETA in pursuance of the former approach, but no feedback was received from the SETA, even following repeated enquiry. **Sub-goals B-E** has not commenced yet which was re-scheduled for the fourth quarter, should a curriculum design be approved - which did not happen as result of the SETA not providing feedback on the provisional design or 'stand-in' design, whilst the expansion of the existing quality management system (Dairyman) to include (both Milk Reception Operator and) Laboratory Analyst can only commence once the required documents depicting the curriculum is complete and will probably only happen in 2018. Sub-goal F (provision of pilot study) had to be cancelled for 2017 and has been

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

Sub-goal A is behind schedule, but with a possibility to fast-track the process with the approval of QCTO. Unfortunately, feedback from the SETA on the provisional design and 'stand-in' design submitted, are in arrears. Concurrently sub-goals B-E can only commence once the fast-tracking possibility is properly explored and approved. Sub-goal F had to be cancelled for 2017 and rescheduled for 2018.

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

Events at FoodBev SETA - who is the appointed Development and Assessment Quality Partner(s) (DQP & AQP) and who supplies the budget for these developments led to a delay in obtaining a budget and approval for development of any curriculum by a Qualification

rescheduled for 2018.

Development Practitioner that was not under the control of the project. This set the work of the appointed Constituency Group (CG) and Communities of Expert Practitioners (CEP) back by a full year. Alternative routes as proposed by QCTO and relayed to the Dairy Chamber by the SETA were initiated, but without a feasible outcome as yet.

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

QCTO considered the complaints of the SETA (formulated by the Dairy Chamber) in respect of reasons (being the non-registration of the Dairyman curriculum to date AND therefore the non-allowance of the appointment of the Qualification Development Practitioner who is preferred by the Dairy Chamber for developing the Laboratory Analyst curriculum) for the delay in developing the Laboratory Analyst curriculum and offered two alternative solutions: Either align with a Laboratory Analyst curriculum being developed by the Chemical Industry or repackage the existing unit standards based qualification towards a curriculum based model. The first was rejected by the Chamber and a position paper offering an initiative for the second option was submitted to the SETA's ETQA and Chamber members for consideration. The final outcome of this is still awaited and will be followed up in 2018 (first quarter).

**Goal 2 - Rounding off the developments and implementation of the Milk Reception qualification, to empower industry with this strategically decided upon learning intervention. Sub-goal A: Develop (along the lines of Dairyman) a quality management system for Milk Reception. Sub-goal B: Pilot provision (assessments per se, as tutorials and internal, formative assessments have been planned for 2016, but do not include external summative assessment, which was planned for 2017).**

### ***Achievements***

**Sub-goal A:** Expansion (and it is a lateral expansion only, as the principles of curriculum design are identical) of the quality management system (QMS) for Dairyman to include Milk Reception Operator has been initiated but can only be finalised when the qualification has been registered, should any amendments be recommended by QCTO via the SETA. Nevertheless, draft additions

to the QMS of Dairyman – where the provisos for Milk Reception and Lab Analyst will be inserted – have been developed. **Sub-goal B:** External assessment for at least one (of six who attended the workshops) learner which was envisaged for the 4th quarter did not realize, the reason given that extremely high milk flow volumes prohibited certain activities which form part of the assessment process.

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

**Goal 3 - Continuation of rounding off the pilot study for the Dairyman qualification (with aim to complete by March 2017). Sub-goal A: Performing the final exit moderation of Portfolios of Evidence and final external assessments of learners in the Dairyman pilot study. Sub-goal B: Reporting on results of final assessments to FoodBev SETA and obtaining QCTO certificates for learners in the Dairyman intervention.**

### ***Achievements***

The 6 scheduled learners were all fully assessed (theory and practical, external summative assessments) and passed the grade comfortably. Two more learners who were previously (recently) assessed for practical execution in Butter Making, were eventually also assessed for the theory (final external summative), and both made the grade comfortably. The learners (3 or 4) that could possibly be ready in the fourth quarter, could not be made available for assessment by the processing enterprise, for the stated reason of extremely high milk flow volume. This prohibited the performance of certain activities during assessment.

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

Too few learners were assessed in the final (summative) assessment. Even there is a drive in a number of participating enterprises to attempt to complete their learners' interventions, only approximately half the learners who started out have completed (another 20-25% have been disengaged and may never complete). This is unsatisfactory, as the completion of learners will have to move into the next cycle (4 years) of the scheme, which delays the planned completion and places undue pressure on both the project and leads to the payback of funds unused and the need to request re-allocation for (not only a next year but also) a new cycle. Special focus will be directed towards learners that have progressed significantly with their portfolios of evidence.

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

It is frustrating to not be able to complete objectives that could be completed even previously, but had to be delayed. The project can only attempt to motivate learners, and it is known that the employers support them, but it seems that some learners do not have the drive to complete. Perhaps this can be resolved once the qualifications are registered and become available commercially.

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

Records will be maintained for possible completion post the current scheme cycle, but to run concurrently with a commercial endeavour for new learners that are planned for at least Dairyman training in 2018. It is known that the private providers schedule the events in the training cycle and learners who do not keep up are de-registered - perhaps with a payback clause in the learning contract by the employer. This project does not have that leverage. However, it will be discussed with the Advisory sub-committee to set a final target date (e.g. mid-year) to complete all requirements for the curriculum (which include portfolios of evidence and summative assessment) and thus to get learners to finish or re-enroll for commercial re-training. Enterprises might think twice before engaging starters-but-non-finishers and such learners may not be eligible for acquiring the qualification.

**Goal 4 - Skills Development (SD) and Dairy Technical services rendering (including renewal of qualifications due to expire). Sub-goal A: Continued participation in sector skills development forums • Dairy Chamber of SETA • Milk SA sub-committee for Secondary Industry Skills Development • Milk SA sub-committee for Primary Industry Skills Development • Milk SA (main) Advisory Committee on Transformation • Monitoring and reporting on developments regarding relevant policies and procedures Sub-goal B: Continued participation in Dairy Technical advisory committees (e.g. CEP, DSA, SAMPRO and R&D committee of Milk SA). Sub-goal C: Full implementation of the Service Level Agreement (SLA) with FoodBev SETA for the Dairyman qualification (as already entered into but awaiting final registration of the curriculum). Sub-goal D: Promotion of Service Level Agreements (similar to that for Dairyman) with SETA in respect of the Milk Reception and Laboratory Analyst qualifications.**

### ***Achievements***

At the time of compiling this report, all scheduled meetings of advisory committees and forums of Milk SA to which the Project Manager had been nominated, has been attended if at all possible, as well as technical advisory committees (CEP) and Dairy Chamber meetings (SETA) in compliance with **sub-goals A & B**. The full implementation of the Service Level Agreement (SLA) for Dairyman can only happen once it is registered, but industry participants have been given provisional information as to what the SLA entails so as to prepare for their role. A draft of the intended SLA in respect of Milk Reception (**sub-goal D**) has been compiled but not completed as there is also a delay with its registration. Only an outline of insertions in respect of

Lab Analyst has been compiled.

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

**Goal 5 - Marketing of Skills Development. Sub-goal A: Total review and update of the dairy training website, to reflect newest learning materials and remove archaic contents. Sub-goal B: Continued conduct of exhibition and participation in SASDT annual symposium, to promote SD and the products developed by the project. Sub-goal C: Office based advice and guidance service, plus promotion of learning materials available for different learning interventions. Sub-goal D: Promotion of skills development in general and available formal learning materials, Coaching Manuals and its utility as orientation and job-readiness programmes in brief interventions and training aids by: • Presentations at SAMPRO meetings (3x/annum) • Newsletters via the e-mail system of Milk SA (2x/annum) • Articles in The Dairy Mail (quarterly) or Milk Essay (or both)**

### ***Achievements***

**Sub-goal A:** The Dairy Training website has been reviewed and a list of improvements was submitted to the Advisory sub-committee meeting. Old newsletters will be removed, unit standard numbers which have changed need to be inserted, and quite a comprehensive number of changes are to be effected. There is also the need for publishing used assessment theory questionnaires and answer sets in respect of final, external assessments for the curriculum based qualifications. It was approved by the advisory sub-committee at its meeting in the second quarter. There is a delay in effecting these changes as the owner of the IT business who also hosts the website has been killed in a hit-and-run accident, the company has been taken over by another party who seems unwilling to continue the service and the project is awaiting news as to the process from here on.

**Sub-goal B:** An exhibition was held at the SASDT symposium. It seems as if visitors to ALL the exhibitions have decreased significantly.

**Sub-goal C:** Ongoing. Enquiries of a technical nature are mostly received from DSA, the CEP of Milk SA and directly from processors.

**Sub-goal D:** As previously reported, a contribution on the design basis for the Laboratory Analyst qualification has been published in Milk Essay. Nothing further (as yet) has been planned. This will be discussed with the Editor and SAMPRO CEO for further direction.

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

## **Income and expenditure statement**

Income and expenditure statement	<a href="#">TrgSecFinDec2017.pdf</a>
Unnecessary spending during period	No

## **Popular Report**

[Popular annual report PRJ0138 2017.pdf](#)

## **Additional documentation**

## 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