



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

(PRJ-0138-2017)

### ***SAMPRO (Training)***

***Quarter 2 2017*** (April 2017 till June 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, AS REPORTED IN THE PREVIOUS QUARTER. This forms the basis for **sub-goal A** as the direct development based on the Occupational Profile is the Qualification Document as the overview of occupational knowledge, responsibility (skills) and context (experience). Further analyses have been done to present broad perspectives in terms of the generic knowledge (pertaining to all the other part-qualifications in this parent qualification equally); the dairy-specific knowledge requirements per occupational task; the practical skills required (as major outcomes) and the experience learning requirements broadly. This will inform the development of the Curriculum Document, which is highly detailed regarding all three learning components (theory, skills and experience) and is the subsequent step, but has not been commenced with as yet. Eventually the Qualification Assessment Specifications will be developed but has not been commenced with as yet. Finally the Process Report will be compiled, but can only commence once all three first steps are complete. **Sub-goals B-E** has not commenced yet and are re-scheduled for the third and fourth quarters, whilst the expansion of the existing quality management system (Dairyman) to include (both Milk Reception Operator and) Laboratory Analyst can only commence

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

As previously reported, sub-goal A is behind schedule. Concurrently sub-goals B-E can only commence once the performance by the SETA (in registering the Dairyman and Milk Reception Operator qualifications has been completed. Sub-goal F will have to be cancelled for 2017.

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

Unfortunately 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 that was not under the control of the project. This set the work of the appointed Constituency Group (CG) and Communities of

once the required documents depicting the curriculum is complete and will only happen in the fourth quarter. Sub-goal F (provision of pilot study) will have to be cancelled for 2017 and will probably not fit planning for the new cycle starting 2018.

Expert Practitioners (CEP) back by 6-9 months. It will impact on the rest of the sub-goals (repackaging of learning materials, development of assessment tools - internal and external - and conduct of the pilot study workshops' scheduling - the latter which will have to be cancelled for 2017).

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

Frequent contact is made and kept with the relevant functionaries (ETQA dept) of FoodBev SETA to monitor developments, which is now at a level between FoodBev, QCTO and SAQA. At the Dairy Chamber meeting an undertaking was minuted (by ETQA staff) that a series of meetings for the development of the Food Laboratory Analyst will be scheduled for the third quarter. A follow up of this undertaking will be made at the Combined Chamber meeting of 14 July 2017.

**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 of the quality management system (QMS) for Dairyman to include Milk Reception Operator has been initiated but can only be completed when the qualification has been registered. Nevertheless, draft additions to the QMS of Dairyman – where the same for Milk Reception and Lab Analyst will be inserted – have been developed. Sub-goal B: External assessments are only expected in the 3rd and 4th quarters.

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

None (though the expansion of the QMS to fully include Milk Reception Operator have been drafted, but same for Lab Analyst have just been developed as an outline to be inserted after full development). The delay in registration (FoodBev SETA mandate) is quite disruptive for the whole development flow.

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

None applicable to the project but the outcome is still unsatisfactory. The same reason as applicable to Dairyman is valid in that QCTO has

approved (preliminary in the case of Milk Reception Operator) the curriculum but the registration by SAQA has not happened owing to the incapacity of the registration system to record a parent qualification with part-qualifications that are actually full qualifications in their own right.

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

Frequent enquiries into the process and as frequent advice on possible remedies to alleviate the delay. An option exist (but is not favoured by either QCTO or SAQA) that submissions in the form of multiple qualifications will have to be made (instead of a parent qualification containing part-qualifications). An undertaking was made at the previous Dairy Chamber and Combined Chamber meetings to investigate the delay (and escalate it to management at QCTO by ETQA staff of FoodBev SETA) and report back at Combined Chamber meeting of 14 July 2017. This report is awaited.

**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.

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

There is a drive in a number of participating enterprises to attempt to complete their learners' interventions, but 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 of the scheme, which may not find acceptance in the planning.

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

## ***underperformance***

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 as a commercial endeavour. 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.

**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***

As for the previous report, at the time of compiling this report, all scheduled meetings of advisory committees and forums of Milk SA has been attended, as well as technical advisory committees (CEP) and Dairy Chamber meeting (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. 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 have been compiled.

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

As previously reported, **Sub-goal C** has not been implemented fully as result of the as yet non-registration of the curriculum, but some guidance have been given to participants in terms of the enrollment process (which is delayed until registration).

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

## ***underperformance***

Non-registration (although submitted) of the Milk Reception Operator (part-)qualification, as well as non-development of Lab Analyst as result of delay by SETA.

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

At the Dairy Chamber meeting scheduled for the second quarter (2 May) where all the non-performances (attributable to lack of developments at SETA and higher authority levels) were tabled for resolution, no positive report back by ETQA staff on all outstanding issues could be given. What was given is an undertaking to investigate (and escalate upwards if possible) these arrears at QCTO and SAQA, and that a report back would be given at the Dairy Chamber meeting of 10 July 2017, which was cancelled. We are awaiting feedback (as stated on the agenda) during the meeting (Combined Chamber) of 14 July 2017.

**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

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

None (as no specific output has been specified).

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

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 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.

Not applicable

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

Discussion with editor of Milk SA and CEO of SAMPRO as to the potential need for articles to which the project can contribute.

## **Income and expenditure statement**

Income and expenditure statement	<a href="#">Fin Trg May17.doc</a>
Unnecessary spending during period	No

## **Popular Report**

[POPULAR FORMAT 2ND QUARTERLY REPORT 2017.doc](#)

## **Additional documentation**

No file has been uploaded

## **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