



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

(PRJ-0138-2017)

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

***Quarter 4 2017/2017*** (October 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, AS REPORTED IN THE PREVIOUS TWO QUARTERS. A new approach from the SETA – as advised for consideration by QCTO – is 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 (attached to the previous quarterly report) was submitted to the Chamber members and the relevant ETQA personnel at the SETA in pursuance of the former approach. **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 , 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 rescheduled for 2018.

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

As previously reported, sub-goal A is behind schedule, but with a possibility to fast-track the process with the approval of QCTO. Unfortunately, feedback on the provisional design from the SETA is 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.

#### ***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 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 logical 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 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 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 assessment for at least one (of six) learner(s) which was envisaged for the 4th quarter did not realize.

### ***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).

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

None contributable to efforts by the Project Manager, 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 (10x Dairyman) will have to be made (instead of a parent qualification containing part-qualifications). The SETA declared itself ready to execute the latter option if it becomes reality.

**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 learner (3 or 4) that could be ready in the fourth quarter, could not be made available for assessment by the processing enterprise.

### ***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. Special focus will be directed towards learners that have progressed significantly with their portfolios of evidence.

### ***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 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.

**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

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

Covered in description of achievements.

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

Non-registration (although

there is also a delay with its registration. Only an outline of insertions in respect of Lab Analyst has been compiled.

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

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

At the Dairy Chamber meeting of 9 October 2017, all the non-performances (attributable to lack of developments at SETA and higher authority levels) were tabled for resolution, full 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.

**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="#">FinTrgSecNov17.pdf</a>
Unnecessary spending during period	No

## **Popular Report**

[POPULAR 4th QTR PRJ\\_0138 2017.pdf](#)

## **Additional documentation**

[NOTES ON THE POSSIBLE DESIGN OF A REPACKAGED FOOD LABORATORY ANALYST QUALIFICATION.doc](#)

## **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