



# **TRANSFORMATION: SECONDARY INDUSTRY SKILLS AND KNOWLEDGE DEVELOPMENT**

(PRJ-0189-2018)

## **SAMPRO (Training)**

**Year 2018/2018** (January 2018 till December 2018)

### **Project goals**

#### **Goal 1 - Finalization of a pilot study (before introducing it more widely) towards the registration of a "Dairyman" curriculum"**

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

All non-assessed (final, summative) learners engaged in the Dairyman pilot study, has been adjudicated to select those that have progressed the furthest so as to be eligible for final assessment. Not all remaining learners will qualify for this and the non-selected ones will most probably have to be retrained (some have not completed their internal assessments yet), if selected by their enterprises. It was estimated between 8 and 15 learners will qualify, but the rest have let their own internal processes fall behind to such an extent, that they will never finish. Lists of these learners have been despatched to the training manager or co-ordinator of participating enterprises and mutual planning was done to determine whether or not these learners will eventually be ready for assessment in 2018.

In total ten (10) learners were scheduled and have been assessed and performed successfully (competent). Any further developments in respect of Dairyman will be outside of the scope of this project.

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

#### **Goal 2 - Finalization of a pilot study towards the registration of a "Milk Reception" curriculum**

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

Six learners were engaged in this pilot study. Two learners have been indicated as actively constructing their portfolios and have already requested the Finishing Modules and sample questionnaires with model answers to prepare for final assessment. It was aimed for completing these two in the third quarter. Four of the six (4 of 6) learners engaged in the pilot study have been reactivated to round off their preparations for final assessment, whilst it has been established that the fifth and sixth are at this stage far from completion. The first of the four was assessed on 3 October, whilst the second

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

Five of six learners have not be assessed for final assessment.

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

Learner lack of motivation (and in some cases lack of support from enterprises).

and third – thought to be involved in retrenchment but fortunately not – have been supplied with the preparatory learning materials. They will most probably be assessed only early in 2019. The fourth learner has for quite some time kept contact with vague progress reports and will also stand over until early in 2019 for final assessment. This was followed up with the GM HR of the enterprise and good indications were received as to the preparations of this candidate for assessment early 2019.

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

Personal contact between Project Manager and learners and enterprises. Rescheduled for 2019.

## **Goal 3 - Finalization of a pilot study towards the registration of a "Laboratory Analyst" curriculum**

### ***Achievements***

There was an 18 month delay in developments (apart from the drafting of an Occupational Profile upon which the curriculum is based by the project). A QDF has been appointed by the SETA and a first meeting between the Project Manager and SETA staff and QDF took place, which gave new momentum to this endeavour.

Three formal workshops have been conducted by the QDF, all of which were attended by the Project Manager with appreciable inputs. The first of these were committed to clarification and updating of the Occupational Profile submitted by this Milk SA project. It can be reported that the rationale was accepted and (what was hoped for) realization that a sector wide qualification was unachievable, so that the QDF advised the SETA to reapply for the development mandate, but curtailed to a Dairy Laboratory Analyst curriculum only. The second and third workshops were used for determining the theory subjects and topics required, with a start to the practical skills analysis. A fourth workshop on the practical modules was conducted. Two further workshops were conducted during which the theory subjects and topics, the practical skills, the workplace experience requirements and the assessment specifications have been finalised. Thus the curriculum document was completed. A singular (but at most two) workshop remains as a joint meeting with QCTO and the sign-off by the community of expert practitioners. This has not been scheduled, but is expected early in 2019.

It is the view of the Project Manager that industry can be proud of the design and development product for this curriculum.

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

Qualification and curriculum not yet registered.

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

Nothing that is/was under the control of this project. Inefficient SETA support and lack of QCTO commitment.

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

Personal engagement of the ETQA department of the FoodBev SETA by the Project manager in 2019. This will not present guarantees, but at least ensure that the effort stays current.

## **Goal 4 - Maintenance of all learning material**

### ***Achievements***

Aimed for completion by the end of the second quarter, all existing unit standard based learning materials have been reviewed, as well as all Coaching Manuals, all Posters and all Power Point Presentations.

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

### **Goal 5 - Review existing and develop additional Coaching Manuals, aimed at potential new entrants and especially for employees with limited foundational education**

#### ***Achievements***

A (singular and one-sided) critical review of the existing Coaching Manuals by the Project Manager convinced him that no further developments in this regard ought to be necessary. The range of Coaching Manuals is such that from most menial tasks to highly advanced support tasks are covered in the existing manuals, which should cover 'emrbrionic' and advanced operations.

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

### **Goal 6 - Promotion of "part qualifications" when full learnerships is not an option; and guidance to industry on the implementation thereof**

#### ***Achievements***

Such part-qualifications were approved by both the advisory sub-committee and the Dairy Chamber. However, there seems to be a new direction at QCTO and SAQA with registration of curriculum based qualifications and it would be wise to await guidelines from them before finalising the existing (designed) part-qualifications. It is also at this stage uncertain whether or not QCTO (and SAQA) will still require such part-qualifications.

A comprehensive script on this subject has been compiled and forwarded to the CEO of the SETA. No dedicated answer has been forthcoming. It will be followed up at the Combined Chamber meeting on 16 July 2018. Nevertheless, it is deemed to be rather in the realm of providers, as the provision of learning depends on a contract between provider and user, which can be done over a period of choosing as mutually agreed upon. The problematic aspect is whether or not the SETA would allocate grants to a process that employs a longer learning time. As things stand there are prescribed times allocated to employed (18 months) and unemployed (13 months) learners in which to complete a qualification (most occupational qualifications, excluding apprenticeships).

The same question was reiterated and reposed to the SETA, but no comprehensive answer has been forthcoming apart from a spoken statement that skills sets within the curricula of qualifications are important. These are the so-called part-qualifications. Fortunately this project has given attention to such and when the time is right for implementation, these collections within both Dairyman and Milk Reception Operator which were designed by the project should form the base for such considerations, if not the actual final designs. It seems not to be a high priority currently.

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

### **Goal 7 - Quality assurance for curriculum based qualifications**

#### ***Achievements***

All preparatory work is completed, but implementation is reliant on registration and the current problem is the non-registration of both Dairyman and Milk Reception

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

Some developments with which to incorporate Dairy Product Analyst (Laboratory Analyst) considerations

Operator. As for other connected goals, we are awaiting developments in the seemingly new direction that QCTO might be embarking on in respect of the registration of Dairyman and Milk Reception (it is expected that they will request a resubmission as 10 separate qualifications (Dairyman), but no clarity has been given on Milk Reception (which is one of a 21-part parent qualification) yet.

Following the despatch of a strongly worded script from this project to the CEO of the SETA on the excessively long delay with the registration of the Dairyman curriculum, a letter was received from the CEO that seems to carry good news in this regard. The main message seems to be that QCTO itself has submitted Dairyman as 10 separate qualifications for registration by SAQA, and a 'hoped for' date (end July, though it was not stated which year) was mentioned.

A reminder of the questions posed to FoodBev SETA was despatched. The only feedback received was that one (1) of the ten (10) separate Dairyman qualifications was eventually registered (Dried Dairy Products Maker). No reason for this could be obtained from the SETA, even though the SETA immediately enquired about this from QCTO. Afterwards it was explained to the SETA by QCTO that Dried Dairy being the biggest (in terms of credits), the evaluation of this part would make the remaining nine easier and they are currently in process. The SETA further reported that the Milk Reception Operator (actually Liquid Dairy Raw Materials Reception Operator, or abbreviated LDRMRO) was ready for final submission to QCTO, but that some consideration is still being given to the generic component that will need to be attached. Lastly, the name change for the Laboratory qualification (from Food Laboratory Analyst to Dairy Laboratory Analyst) has been approved. However, the main qualification will still be registered as Food Laboratory Analyst and the certificate issued to learners will state Dairy Product Analyst, as the Dairy Laboratory version will be registered as specialization.

As the design of the curriculum has been provisionally agreed upon by the development team working with the QDF, but the formal process with QCTO which ought to entail both a 'kick-off' discussion in which QCTO and the Community of Expert Practitioners agree on the Occupational Profile (which guides the qualification design and curriculum development) and a conclusive discussion which confirms that the strategic goals in the Occupational Profile is fully covered by said design and development, has not happened. The 'first' and 'conclusive' meetings will now have to be held with QCTO as a single event and is dependent on their availability early in 2019. Then only can QMS additions be made to that which currently covers Dairyman and Milk Reception Operator, to prevent re-doing. This is part of development for 2019.

and particulars into the existing QMS system (currently developed for Dairyman and to which Milk Reception was added), have not been constructed.

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

Non-approved status (currently) of the Laboratory Analyst qualification.

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

Development of the required clauses in relation to the Laboratory qualification for incorporation into the QMS, after approval (registration is not required, as long as the design and development is approved by QCTO). No discreet time frame can be connected to this, unfortunately.

## **Goal 8 - Remote and on-site advice on skills and knowledge development**

### ***Achievements***

Ongoing with no real measurable objectives, but frequent enquiries are handled via e-mail as referred by DSA and CEP, as well as directly from enterprises.

The total dairy technical and training related enquiries recorded for the year amounted to 38. These are all e-mail based and kept in a separate e-mail folder for potential follow up as required. Telephonic queries are not always recorded as e-mails, as some people (enquirers) 'do not do' e-mails.

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

#### **Goal 9 - Participation in skills development work groups at FoodBev SETA**

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

The Project manager serves on the Dairy Chamber (with this primary mandate) and also attends the Combined Chamber meetings. He also champions the design and development of the Laboratory Analyst curriculum in close co-operation with the ETQA, Constituency Group and Community of Expert Practitioners and the newly appointed QDF for this curriculum.

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

#### **Goal 10 - Participation in authoritative bodies such as Foodbev Seta, QCTO and Milk SA Committees to develop and maintain skills development expertise**

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

The secondary dairy industry has representation on FoodBev SETA Board (Mr Richard Hutton, Woodlands Dairy) but no direct contact with QCTO. Assistance – on request – may be rendered to QCTO, via the FoodBev SETA, to elaborate on and help shape policies on quality assurance of training (as has happened in the case of Dairyman). This project is guided by an advisory sub-committee to which the Project Manager report at prescribed frequencies.

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

#### **Goal 11 - Uploading of learning materials onto a website**

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

The enterprise that has taken over the IT support of SAMPRO which includes the web site has eventually 'Come to the party' and decided to retain the website support.

Informal discussions by the internal Project Management Committee (Project Manager, CEO and Office Manager/Business Economist of SAMPRO), has led to a provisional decision that the training website ought to be combined with the SAMPRO web site. It is planned that a link on the SAMPRO web site should lead to the repository of learning materials (which is the future function of the training website), with a menu of available learning materials AND indices that explain the contents

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

New website under auspices of SAMPRO not yet created.

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

SAMPRO has not yet initiated the required developments.

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

of such learning materials. However, as the current policy deployed does not allow free access to the learning materials (and only to enterprises in good standing with Milk SA), users who would want to access the learning materials would still have to register for such and be allocated user names and pass words for such faculty. This needs to be cleared with the host. The menu and indices should be completed by end July.

It has been ascertained that the new SAMPRO website will only be constructed in 2019 and planning for training additions to same have been placed on hold and rescheduled for 2019. In the meantime the current website is functional and new requests for access registration are periodically received (and executed).

## ***underperformance***

Working intimately with SAMPRO towards this development.

## **Income and expenditure statement**

Income and expenditure statement	<a href="#">OPLfin_dec18.pdf</a> <a href="#">CORFIN078 Std Year(2018) Fin Rep for SecSD Projects.xls</a>
Unnecessary spending during period	No

## **Popular Report**

[POPULAR FORMAT ANNUAL REPORT 2018.pdf](#)

## **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