



# ***Maintenance of existing Skills Development dispensation*** (PRJ-0310-2022) **SAMPRO**

**Quarter 4 2022/2022** (October 2022 till December 2022)

## **Project goals**

**Goal 1 - Interactions in respect of acts, regulations, policies and procedures regarding knowledge and skills development in light of the needs of the dairy industry, with the authoritative bodies in the public sector**

### ***Achievements***

- First quarter:

A number of initiatives were launched with FoodBev SETA in 2021, some of which gained progress when a specific official took charge after the resignation and disengagement of some senior officials. It was, unfortunately, a temporary arrangement and when new incumbents were engaged, the arrangements were re-arranged, leading to some interruptions and replanning. Thus, a number of initiatives remained stagnant. The Project Manager conducted a 'stock-taking' of the status quo and identified endeavours for 2022 (and even onwards), which were thoroughly discussed by the members from industry serving on both the relevant Milk SA sub-committee and the Dairy Chamber of FoodBev SETA and approved. This will now be submitted in reworked format explaining industry requirements, milestones and required feedback, to the SETA. The first Chamber meeting is scheduled for May, in which it will be registered and discussed as the endeavours of industry on skills and knowledge development. Furthermore, with the engagement of new functionaries at the SETA and attending a workshop on the newly developed Chamber Management Framework compiled by the SETA, the members of the project team (actually prior to the SETA workshop) compiled and submitted preliminary comments of the framework (the only chamber of five chambers to do so), which is also on record for future discussion. Future report will elaborate on further development in both regards.

Second quarter:

Following the reasonable momentum built up in the first quarter, the project and all members of the assembled 'Task Team' can only report frustration at the end of the second quarter. The people at the SETA has obviously conducted the tactic of 'ghosting' (meaning that they ignore e-mails and even cell phone messages when matters are communicated with them that remain in arrears). Eventually, when our 'friendly contact' could be traced, he explained that he could not supply acceptable answers to our enquiries, as it was dependent on permissions or approvals by someone at QCTO (who, in a certain sense, control certain activities of the SETA), and the previous official had left the employment of QCTO, whilst the incumbent is still establishing his stronghold there. The Management document regarding the project's ENDEAVOURS submitted to the SETA and their undertaking to populate the columns requiring 'Primary Rapporteur' and 'Feedback Interval' was also not populated. There is no doubt that the SETA has taken note of our drive and requirements, but seemingly a number of non-activities (believed to be the result of under-staffing at the SETA and

the superiority approach by QCTO) has thus far led to 'nothing new' to report for the second quarter.

- Third quarter

In the third quarter a reasonable measure of regaining of the momentum referred to as built up in the first quarter was experienced. It was reported from the FoodBev SETA that the learnership funding policy has been finalised and the registration of qualifications as learnerships by QCTO had commenced. In this regard five of the ten Dairyman specialisation qualifications was reported as registered learnerships (unfortunately only three of the six active 'learnerships' were amongst those). Whilst the registration numbers were outstanding (which makes no sense, seemingly that a decision is made to register the programme, but the allocation of a number which makes it official, remains outstanding for months), it was noted that the remaining five specialisations have been submitted for registration. However, no decision outcome on the latter five have been communicated as yet. Also on other issues identified in our industry's 'endeavours' there have been promising progress. A personal visit as well as at least two virtual meetings with a targeted staff member at the SETA, has led to finding common ground on issues of the final external assessment model (for which the SETA as Assessment Quality Partner (AQP) is responsible). Note has been taken of the total assessment regime implemented in terms of the QCTO model and design considerations regarding assessment of the Theory and Practical components as well as the highly regarded value of the Portfolio of Evidence. This model under consideration would also be implemented for the learners in the pilot study who had submitted their portfolios to the SETA and not only current active learners. All in all some satisfaction is expressed as to the gains made in the third quarter (view of the Project Manager). Near the end of the quarter, a well-attended (in-person and virtual) meeting of the Advisory Sub-committee (SD) of Milk SA was held at the SAMPRO offices, in which a staff member of FBS (Mr Llewellyn van Zyl) made a well-received presentation of recent developments as contained in our 'endeavours' and matters discussed above. This was viewed as very positive.

**Fourth quarter:** With regards to this Goal the fourth quarter again did not deliver the goods as expected after the regaining of momentum in the third quarter, especially as pertains to Skills Development Provider (SDP) accreditation. The allocation of learnership grants rests almost exclusively on the accreditation of both SDP and sites as Training & Assessment Centres. The officials of the Quality department at FoodBev SETA (with one noted exception) and those at QCTO exhibit the uncanny ability to slow decisions down to almost reverse gear by continuously visiting and revisiting initiatives and undertakings. By way of example, we have had the request from QCTO to submit documents that had been submitted in February (2022) electronically and which the Project Manager had taken to their offices in hard copy format in person in January (2022). This is highly frustrating, especially after the special Secondary Industry Skills Development Advisory Sub-committee meeting held at the turn of the third and fourth quarters at SAMPRO's offices, in which we were led to believe things are happening and expediently.

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

**Goal 2 - Continuous evaluation so that, depending on factors like technology development, changing production and manufacturing procedures and requirements set by relevant bodies in the public sector, to determine whether amendment is necessary of, for example, the curriculum, learning materials, assessment tools and qualifications**

## ***Achievements***

First quarter:

A process of reviewing the Dairyman qualifications (10x) has been initiated in 2021, but the SETA appointed Qualification Development Facilitator (QDF) became dysfunctional for various reasons (including discord in QCTO, on processes), until just day prior to the end of the first quarter. Meetings with members of the project team has now been established and progress in this regard is expected within the second quarter. Some initiatives on the Milk Reception Operator qualification has also started, as second priority. So far, nothing regarding the Dairy Laboratory Analyst qualification has been initiated from the SETA, following two years and slightly longer ago workshops with industry experts to design the qualifications in co-operation with the QDF. Provisional learning materials has been developed prior to the end of 2019.

Second quarter:

Two meetings were held to gain inputs from all 'Task Team' members on changes required (titles of modules and the construct of Part-qualifications within the registered Dairyman specialization qualifications) and one in which the QCTO official would join (and the first of two which are compulsory to be attended by QCTO). In the two work meetings between the QDF and Task Team, exactly the same work was done (as led by the QDF, and as if the QDF had not prepared for the second meeting by implementing decisions from the first meeting), but it was tolerated by the Team (even though we made it clear that we are just confirming previous decisions). The meeting with the QCTO official was called to an end early by the QCTO official, as it seemed that the QDF did not follow some procedure or submitted inadequate reports. This will only be repeated in August. The project does not control these meetings and only attend them to supply subject matter expertise on the qualification design and content. This is extremely frustrating.

Third quarter

Two more meetings were held to gain inputs from all 'Task Team' members on changes required (titles of modules and the construct of Part-qualifications within the registered Dairyman specialization qualifications). In the two work meetings between the QDF and Task Team, finalisation of titles, part-qualification designs and limited review of credits were done. A workshop between the Project Manager and one of the Training Provider members of the Task Team, unearthed some original design problems with Dairyman, such as the requirement to manufacture different types of ripened cheese in the final practical assessment. This is problematic as factories, in recent times, have started specializing in singular cheese types and it is not attainable for learners to travel between factories for experience learning. Furthermore, it was not an unbridgeable endeavour for a learner having mastered e.g. Gouda to be converted to Cheddar making (in fact, facilities exist where both are made in the same automated equipment, with proper process control to be able to differentiate expertly). This delayed the final meetings with QCTO officials to the fourth quarter, but was deemed necessary, seeing that we are midst in a review and revision process. It is foreseen that these processes ought to be completed by year's end.

**Fourth quarter:** One meeting was held by the Qualification Development Facilitator which could only be attended by two Private Training Provider employees and two recently nominated Dairy Experts, but not the Project Manager (as result of Eskom load shedding, rendering wi-fi useless

and not being able to connect virtually). Nevertheless, the Project Manager was constantly informed of discussions during the meeting via social media and even offers of advice could be made in this way. At least an outcome was scheduled as meeting to confirm revision and part-qualification designs as composed by the Task Team, for February 2023, WITH QCTO to attend.

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

### **Goal 3 - Promotion of skills and knowledge development in the dairy industry and guidance in respect of it to members of the dairy industry**

#### **Achievements**

First quarter:

An elaborate newsletter was compiled by the Project Manager in 2021, which was distributed via the Milk SA communicate distribution system to all registered members of industry. The purpose is to promote the available learning opportunities and grants in the dispensation from FoodBev SETA. This was in a time of flux within the SETA as elaborated upon in Goal 1. Recently a revamp of SETA processes and engagement of new personnel (which is provisionally adjudicated by the project team members as 'promising' in respect of planning presented) indicates potential improvements in service delivery, processes and grant availability. QCTO has also been drawn into the fray and there seems to be direction. It is the view of the Project Manager that the next communicate to industry at large should await developments expected in May, as pre-emptive 'promises' may prove non-achieved. The end of the second quarter should be the aim for a next communication in this regard.

Second quarter:

There would be no sense in communicating the lack of progress (which the Project deemed to be looming) to the potential end-users. Goals 1 and 2 impact heavily on the message in Goal 3 regarding the effectiveness and efficiency of the system and products to which the project allocates resources. The second quarter has not delivered any useful results that can be communicated in good faith.

Third quarter

An information document reflecting industry's endeavours and activities was compiled and presented to Milk SA for distribution. It must also be taken into account that the truly active workplace training providers (that perform more than 80% of the training recorded by the SETA), are members of our Task Team, Dairy Chamber at FBS and of the Milk SA sub-committee on Secondary Industry skills development and the main Advisory Committee on Skills Development. Those that are outside the 'inner circle' are involved by the services rendered by the Training Provider who is part of the Task Team. The avenues that currently exist cover most, if not all, of the active training workplace providers.

**Fourth quarter:** *Following the above third quarter report in respect of this goal, nothing further has been achieved that could be reported on. There are topics which the project would dearly like to report such as:*

- a. *SDP accreditation*
- b. *Training and Assessment Centre accreditations (workplace sites)*
- c. *Learnership Grant Funding policy*
- d. *Recognition of Prior Learning moderations by the SETA and awarding of certificates*

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

## **Income and expenditure statement**

Income and expenditure statement	<a href="#">SecIndTrain.pdf</a> <a href="#">4th qtr short fin SD sec ind.xlsx</a>
Unnecessary spending during period	No

## Popular Report

[Popular format fourth quarter report 2022.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