



Maintenance of existing Skills Development dispensation

(PRJ-0376-2024)

SAMPRO

Year 2024 (January 2024 till December 2024)

Project goals

Goal 1 - Interactions in respect of acts, regulations, policies and procedures of bodies in the public sector regarding knowledge and skills development in light of the needs of the dairy industry, with the authoritative bodies in the public sector, tertiary education institutions and representatives of other industries

Achievements

In respect of Goal 1, the following abridged report is presented for quarter 1:

Description: Interactions in respect of acts, regulations, policies and procedures of bodies in the public sector regarding knowledge and skills development in light of the needs of the dairy industry, with the authoritative bodies in the public sector, tertiary education institutions and representatives of other industries.

Brief report: Many communications were shared with the Quality Assurance department of the SETA in respect of the QCTO policies on the final assessments for Dairyman learners and the SETA endeavours which were/are in contradiction to that of the QCTO, especially regarding whether or not a practical assessment ought to be incorporated in the EISA. A number of revisions were submitted by the Project Manager and the outcome is currently as follows:

The SETA has submitted (seemingly) an interim model based on its original design (which QCTO rejected in the first meeting they joined of the Task Team) that 'covers' the practical with 'scenario' questions.

The Milk SA questionnaires used in the trial run end last year, contains many such 'scenario' questions.

The model that the Project Manager designed and submitted seems to be the model that will be used in subsequent rounds

Non-achievements / underperformance

The non-achievements are exclusively due to under-performance by the FoodBev SETA and QCTO and not under the direct control of the project.

Reasons for non-achievements / underperformance

Assistance was offered not only in the form of expertise, but also scripts to simplify e.g. questions and answers for the 'National test', but not effectively (or at all) used.

Planned remedies for non-achievements / underperformance

Frequent engagement and enquiries, unfortunately not always fruitful.

for EISA, i.e. it contains separate theory questions as well as either a simulation practical (where many learners have to be assessed on one site) or a full practical (for single learners per site to be assessed).

The above is the only issue currently being 'driven' in respect of interactions on policies².

2 . In respect of Goal 1 the following abridged report is presented for quarter 2:

Description: Interactions in respect of acts, regulations, policies and procedures of bodies in the public sector regarding knowledge and skills development in light of the needs of the dairy industry, with the authoritative bodies in the public sector, tertiary education institutions and representatives of other industries.

Brief report: On 27 March 2024 an EISA (External Integrated Summative Assessment) were finally implemented by then SETA under auspices of the QCTO: The following reports are made in this respect:

- viii. The Project Manager undertook to obtain permission from the CEOs of both Milk SA and SAMPRO to make industry's existing questionnaires (3 per specialization) together with their respective answer sets, available to the SETA. This was done with permission so that then SETA could appoint an external expert to compile two questionnaires per involved specialization, with answer sets.

On the Thursday before the EISA (Tuesday following) the Project Manager was requested to attend an after hours MSTeams meeting to attempt to 'moderate' one of the compiled questionnaires (Butter Making) and answer set.

It would seem during the EISA writing that a similar problem occurred with at least one other questionnaire (Processed Cheese), which contained irrelevant questions from another specialization (Ripened Cheese).

QCTO intends to do an on-site investigation to determine what problems led to the poor performance (only 50% of the learners passed) and for that reason circulated questionnaires on the EISA experience for both the learners and the Facilitator.

3 . In respect of Goal 1 the following abridged report is presented for quarter 3:

Description: Interactions in respect of acts, regulations, policies and procedures of bodies in the public sector regarding knowledge and skills development in light of the needs of the dairy industry, with the authoritative bodies in the public sector, tertiary education institutions and representatives of other

industries.

Brief report: The major developments in respect of this goal are with regards to the EISA (External Integrated Summative Assessment). Following the – in the view of the Project Manager – disastrous effort which was finally implemented by the SETA under auspices of the QCTO in March 2024, the following reports are made in this respect:

- i. The SETA has undertaken to do a complete revision of the QAS Addendums which guide the development of assessment instruments.
- ii. This followed an audit of the private provider (SDP) which is the lead provider in SA in respect of Dairyman by QCTO, in which the Project Manager participated virtually by way of a 90-minute question and answer session. Especially the poor performance (again the view of the Project Manager) of the SETA in this regard (and to certain extent confirmed by a respected ex-employee of the industry with many years of both technical and training experience) was not withheld during the discussion.

The SETA then decided that it would not be proper for the Project Manager to further serve on the committee which would be tasked to assist in the revision of QAS Addendums for reason of proximity to the enrolled learners as Facilitator. The problem then arose as to who could represent the Dairy industry in this way.

The Project Manager then selected and 'recruited' known and respected dairy technologists to serve in this capacity, five of seven accepting and two declining (one only willing to serve in another related role). It must be taken into consideration that these people are not paid to fulfil this role. The Project Manager supplied them with all the questionnaires, answer sets and practical observation checklists, with some information to orientate themselves for the 'job at hand', perhaps overdone with warnings about the work methods conducted by the SETA.

In the end – as told to the Project Manager – an 'exemplar of potential questions and answers' and hopefully a practical assessment tool, will be made available to enrolled learners for use in preparation for the next EISA, which is only expected in February or March 2025. What is difficult to comprehend is that that is exactly where the Project went and executed since 2011 (first provision of Dairyman) and now the QCTO and SETA pretends that it represents their philosophy. The end-products are awaited with abated breath.

4. In respect of Goal 1 the following abridged report is presented for quarter 4:

Description: Interactions in respect of acts, regulations, policies and procedures of bodies in the public sector regarding knowledge and skills development in light of the needs of the dairy industry, with the authoritative bodies in the public sector, tertiary education institutions and representatives of other industries.

Brief report: The major developments in respect of this goal are with regards to the EISA (External Integrated Summative Assessment). Following the – in the view of the Project Manager – disastrous effort which was finally implemented by the SETA under auspices of the QCTO in March 2024, the following reports are made in this respect:

- ix. In a conversation with the Senior Manager: Quality (FoodBev SETA), he stated that an agreement was reached with QCTO that a practical component should be incorporated with the assessment during the EISA. That is applauded.

The criterion however, is that the theory and practical should be tested on the same day. THIS MIGHT PROVE TO BE PROBLEMATIC.

It would not be problematic if the SETA appoints a single on-site external assessor and a single learner is to be assessed.

Should there be multiple learners to be assessed, then the practical becomes a challenge, even though our (the project) assessment model for the practical can be conducted in a limited time frame ('show and tell').

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

In respect of Goal 2 the following abridged report is presented for quarter 1:

Description: 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.

Brief report:

Non-achievements / underperformance

Registration of the Dairy Laboratory Analyst qualification is in arrears.

Reasons for non-achievements / underperformance

Non-performance by FoodBev SETA, despite inputs by the Project Manager. The first submission for this qualification was soon after November 2018.

- i. During the recent revision of the Dairyman curricula together with the previous Qualification Development Facilitator (QDF), it was unanimously decided that the contents are still very valid.
- ii. Nothing was discussed regarding the Milk Reception Operator qualification, as it was not registered as a separate qualification and still being thought of as a part-qualification in a massive 13-part generalised qualification.
- iii. A side note was made regarding an addition to the 'future' Dairy Laboratory Analyst qualification on the required development of an additional 'chapter' for the Foodscan test which is currently widely in use. The status quo of the Dairy Lab Analyst is still 'fluid' at this stage.

2. In respect of Goal 2 the following abridged report is presented for quarter 2:

- a. **Description:** 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.
- b. **Brief report:** During the recent revision of the Dairyman curricula together with the previous Qualification Development Facilitator (QDF), it was unanimously decided that the contents are still very valid. In a social media discussion with Mr Llewelin van Zyl of FoodBev SETA, it was confirmed that the Dairyman design and contents was requested for re-registration for 3 years by FBS to QCTO, during which time a revision needs to be effected as deemed necessary.
 - i. Nothing further was discussed regarding the Milk Reception Operator qualification, which was registered as a separate qualification in January of 2024.
 - ii. The status quo of the Dairy Lab Analyst is still 'fluid' at this stage, but industry has – through its subject matter experts – informed the SETA of our expectations for this qualification. Reportedly the amendments recommended by SAQA and QCTO, which were accepted by the Project Manager, were now submitted to those authorities by the SETA appointed Qualification Development Facilitator.

3. In respect of Goal 2 the following abridged report is presented for quarter 3:

- a. **Description:** Continuous evaluation so that, depending

Planned remedies for non-achievements / underperformance

Frequent engagement and enquiries to FoodBev SETA in this regard.

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.

Brief report: Three qualifications namely Dairyman (which implies the suite of 10 discreet Dairyman qualifications); Milk Reception Operator – which was only registered in January of 2024 and The Dairy Laboratory Analyst, are the relevant topics for reporting on.

- i. It was reported by FoodBev SETA that Dairyman’s registration was extended by two (2) years. That will then afford time for a contents revision, whilst maintaining the qualification design and curriculum layout and assessment specifications as is. Apart from co-operation in implementing ‘new’ EISAs in 2025, this revision process would make up the brunt of the Project Manager’s activities.
- ii. The Milk Reception Operator should have another two (2) years of registration and revision is not immediately required (and it should be further reported that a second training provider has indicated its interest in this, but the route of site accreditation first needs to be followed for this to be mobilised).
- iii. It was reported that the Dairy Lab Analyst qualification was amended as recommended by SAQA and QCTO and agreed to by the Project Manager after discussion in the Advisory Subcommittee of Milk SA and subsequently re-submitted for registration. The outcome of that is awaited.

4. In respect of Goal 2 the following abridged report is presented for quarter 4:

- a. **Description:** 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.

Brief report: Three qualifications namely Dairyman (which implies the suite of 10 discreet Dairyman qualifications); Milk Reception Operator – which was only registered in January of 2024 and The Dairy Laboratory Analyst, are the relevant topics for reporting on.

- ii. The Milk Reception Operator should have another two

(2) years of registration and revision is not immediately required (and it should be further reported that a second training provider has indicated its interest in this, but the route of site accreditation first needs to be followed for this to be mobilised). This is the same report as for quarter 3.

It was reported that the Dairy Lab Analyst qualification was amended as recommended by SAQA and QCTO and agreed to by the Project Manager after discussion in the Advisory Subcommittee of Milk SA and subsequently re-submitted for registration. The outcome of that is awaited. Preliminary learning materials were developed by 2019 before retirement of the Project Manager, which could require finalization once the qualification is finally registered, as the layout specified in the Curriculum Document is not currently known to the project

Goal 3 - Guidance and promotion of skills and knowledge development in respect thereof to members of the dairy industry. It is of collective importance that guidance should be provided to the members of the dairy industry which is not influenced by commercial interest of any enterprise conducting training

Achievements

In respect of Goal 3 the following abridged report is presented for quarter 1:

- a. **Description:** Guidance and promotion of skills and knowledge development in respect thereof to members of the dairy industry. It is of collective importance that guidance should be provided to the members of the dairy industry which is not influenced by commercial interest of any enterprise conducting training.

Brief report: A draft Circular (1/24) has been circulated for scrutiny by the CEOs of Milk SA and SAMPRO, as well as the Chairman of the Dairy Chamber of FoodBev SETA. It is for despatch no later than end April 2024.

2. In respect of Goal 3 the following abridged report is presented for quarter 2:

- a. **Description:** Guidance and promotion of skills and knowledge development in respect thereof to members of the dairy industry. It is of collective importance that guidance should be provided to the members of the dairy industry which is not influenced by commercial interest of any enterprise conducting training.

Brief report: A draft Circular (1/24) has been circulated to and for scrutiny by the CEOs of Milk SA and SAMPRO, as well as the Chairman of the Dairy Chamber of FoodBev SETA. It is for despatch no later than end April 2024. A further Circular is being planned for November 2024 with at least news on:

- i. Skills Development Statistics
- ii. New direction for future EISAs
- iii. News (if available) on Milk Reception Operator implementation

iv. Dairy Laboratory Analyst status quo.

3. In respect of Goal 3 the following abridged report is presented for quarter 3:

- a. **Description:** Guidance and promotion of skills and knowledge development in respect thereof to members of the dairy industry. It is of collective importance that guidance should be provided to the members of the dairy industry which is not influenced by commercial interest of any enterprise conducting training.

Brief report: A draft Circular (2/24) will be circulated to and for scrutiny by the CEOs of Milk SA and SAMPRO, as well as the Chairman of the Dairy Chamber of FoodBev SETA. It is for despatch no later than end of 2024. The main news will report on:

- i. Skills Development Statistics
- ii. New direction for future EISAs
- iii. News (if available) on Milk Reception Operator implementation
- iv. Dairy Laboratory Analyst status quo.
- v. The intention and approach to the revision of the contents of Dairyman.

4. In respect of Goal 3 the following abridged report is presented for quarter 4:

- a. **Description:** Guidance and promotion of skills and knowledge development in respect thereof to members of the dairy industry. It is of collective importance that guidance should be provided to the members of the dairy industry which is not influenced by commercial interest of any enterprise conducting training.

b. **Brief report:**

- i. Two circulars will be planned before the end of quarter 1 in 2025 for scrutiny by the CEOs of Milk SA and SAMPRO, as well as the Chairman of the Dairy Chamber of FoodBev SETA.
- ii. A further development that requires mention is that the tenure of our industry's Board representative runs out in March 2025, after serving 2 terms. Fortunately, the SETA Constitution does not limit the number of terms. Mr Hutton has agreed to serve a next term as our representative on the Board and the CEO of SAMPRO had submitted a written nomination for this position (Mr Hutton).
- iii. What is troubling is that the SETA did not communicate this through the Project Manager and it is recommended that a counter-signed reminder (by both Milk SA and SAMPRO) should inform the SETA to ensure communication via the Project Manager (with no restriction on concurrently informing Milk SA, SAMPRO and the Chamber Chairman).

iv. In addition to the singular Skills Development Provider (FMCG Training Solutions) that is active in the secondary dairy industry, two further accreditations were awarded by QCTO and which can also be utilized by industry. The first is

- a. Optimum Learning, that has indicated its interest in providing training interventions for Milk Reception and the Fresh Dairy Products qualifications. The Project Manager ensured that Optimum understood the terms of usage of these learning materials and with the approval of the intending workplace provider (currently only singular and a SAMPRO member), provided the required learning materials to Optimum.

b. Secondly, Unique Dairies, which actually is more active in the frozen ice cream type products but also established an academy for – certainly amongst others – dairy training also in Fermented Products, were accredited and serve large processing enterprises in the northern parts of the RSA, which contribute appreciable numbers of learners in the dairy industry. This provider has

been handled in the same way and learning materials made available to them. Their bona fides seem in order.

- c. It needs to be mentioned that the process of accreditation deployed for these providers is unknown to the Project Manager. On enquiry with the SETA it was stated that they did not previously comprehend the process but that the first endeavour led by SAMPRO and Milk SA 'taught' them a good approach. QCTO is the final accrediting body and it would be difficult if not impossible to extract the process followed from them.

No Non-achievements / underperformance has been reported

Income and expenditure statement

Income and expenditure statement	Training sec.ind Dec24.pdf
Unnecessary spending during period	No

Popular Report

[Popular Annual Report SecInd SD.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