



**Minutes of the 1<sup>st</sup> ISOE Information Session  
Held at the Durban Provincial Offices of the Services SETA  
on Wednesday, 01 October 2008 at 09h00**

<b>Present:</b>	<b>(Abbreviations)</b>	<b>(Division or Designation)</b>
<b><u>KZN ISOE Committee</u></b>		
Ms. Ulita Kloke	<b>UK</b>	KZN ISOE Chairperson and National ISOE Chairperson
Mr. Harry Thompson	<b>HT</b>	
Mr. Praven Naidu	<b>PN</b>	KZN ISOE Committee Member
Mr. Important Mkhize	<b>IM</b>	KZN ISOE Committee Member
Mr. Roy Govender	<b>RG</b>	KZN ISOE Committee Member
<b><u>Office of the DCEO:Operations</u></b>		
Ms. Treaty Moshoeshoe	<b>TM</b>	SETA DCEO: Operations
Ms. Barbara Brookes	<b>BB</b>	National ISOE Coordinator
<b><u>Attending ISOE Members</u></b>		
Linda McKeone, Pravashnie Rajagopol, Joan Stanbridge, Jane Troughton, Jenny-Lyn van Niekerk, Eurika Scheepers, Tony Cunningham, Terence Leaver, Carmen Wilson-George, Nomsa Machika, Carrie-Anne Chapman, Marilyn Chetty, Paddy Padayachee, Clifford Crosson, Mxoliso Ngcobo, PN Mzimande, Cindy van Niekerk, KM Masondo, Letitia Houston, Vinay Merhoye		

<b>1. WELCOME / INTRODUCTION</b>	<b>ACTION</b>
1.1 Ms Kloke welcomed those present and thanked all for attending.	
<b>2. APOLOGIES</b>	
2.1 No apologies	
<b>3. ADOPTION OF AGENDA</b>	
3.1 Since this was an Informal Workshop and not a Formal Meeting, the Agenda was accepted by all.	
<b>4. MINUTES OF THE PREVIOUS MEETING</b>	
To verify and sign as a true record of proceedings.	
4.1 First Workshop. No previous Minutes	
<b>5. MATTERS ARISING</b>	
5.1 n.a	
<b>6. STANDING ITEMS</b>	



6.1 n.a	
<b>7. AGENDA ITEMS FOR DISCUSSION</b>	
<p><b>7.1 <u>Introduction of Office Bearers and the KZN Provincial ISOE COMMITTEE</u></b></p> <p>Office Bearers was introduced by UK as follows:</p> <ul style="list-style-type: none"> <li>➤ Ulita Kloke – ISOE Chairperson, KZN</li> <li>➤ Harry Thompson – ISOE Vice Chairperson, KZN</li> <li>➤ Praven Naidu – ISOE Committee Member, KZN</li> <li>➤ Thabile Makaula – ISOE Committee Member, KZN</li> <li>➤ Important Mkhize – ISOE Committee Member, KZN</li> <li>➤ Roy Govender – ISOE Committee Member, KZN</li> </ul> <p><b>7.2 <u>Overview of ISOE – presented by Treaty Moshoeshoe</u></b></p> <p>NSDS 2, 2005 – 2010, Objective 5, Indicator 5.1</p> <p><i>“All Sector Education and Training Authorities (SETA’s) are required, by March 2010, to have recognised and supported at least five Institutes of Sectoral or Occupational Excellence (ISOE) within public institutions and through Public Private Partnerships (PPP’s), where appropriate, spread as widely as possible geographically, for the development of people towards attaining identified critical occupational skills”</i></p> <p>Due to the diversity of the industries within the SSETA, the SSETA has adopted a different model for establishing the ISOE for the Services Sector. Provincial ISOE structures have been set up and/or are in the process of being set-up in all the provinces where there are SSETA Regional offices. Out of these structures a National ISOE Board has been established, comprising of all the Chairs and Vice-Chairs from the respective Regions. The reasoning behind this model is due to the fact that the SSETA represents a number of diverse industries (36 in total) whose skills needs cannot be satisfied by one training provider.</p> <p>These provincial structures are made up of all SSETA accredited training providers. At this time there is no exclusion of training providers, all are welcome whether fully, provisionally or recorded providers. The main objective of these structures being to ensure that the needs of training providers in the provinces are met and that training is implemented by local providers. The National ISOE structure, which consists of the provincial chairs and vice chairs will serve as the governance structure responsible for policy setting and other governance matters.</p> <p>To date the National ISOE Constitution has been distributed to all members for input, finalisation was agreed upon and the document was signed by the dedicated office bearers on the National Structure. The current status is the registration of the National ISOE as a Section 21 company, which should be self sustainable past 2010. A copy of the Constitution will be distributed to all present and will also be placed on the SSETA website shortly.</p> <p><b><i>What happens to the ISOE past 2010?</i></b></p> <p>As per NSDS, the ISOE structure should be in place by then thus meaning ISOE’s should be self sustainable.</p> <p><b><u>7.2.1 National Structure</u></b></p> <p>Consists of provincial ISOE Chair and Vice Chair people. This structure also nominates a Chair and Vice who represent the ISOE at EXCO.</p> <p><b><u>7.2.2 Provincial Structure</u></b></p> <p>ISOE Members - Consists of all providers in the province whether recorded, provisionally recorded, under remediation or fully accredited (terms apply per status).</p>	



Provincial ISOE Committee – ISOE Members nominate office bearers to make up the Provincial ISOE Committee. This Committee elects a Chair and Vice Chair for the province that makes up the National ISOE structure.

From the current 7 Regional Offices operating, 5 Provincial ISOE Committees (Gauteng, KZN, BFN, PE, EL) have been established with the objective of extending the number to 9 (Mpumalanga and Cape Town) by March 2009.

### **7.3 Vision and Mission Statement of the ISOE**

Self explanatory as per Membership Application form.

### **7.4 Discussion: Membership and Benefits**

Membership is open to all training providers and will be dependent on set criteria as per provider status (full details on Membership Application form distributed).

E.g. Recorded Training providers will only be allowed as members for a certain period where after full accreditation should be obtained in order to become a full member of the ISOE. This is currently a major concern where recorded providers operates for years without obtaining full accreditation and is a matter than should be addressed by the ISOE Committee.

#### **Attendee comment:**

One of the delegates made a comment stating that a negative picture has been portrayed to the general public of training providers that appear to be “dodging” accreditation whereas, in reality, there are cases where some of these recorded training providers are not accredited because of unit standards not being available for the qualification.

#### **Reply from Committee:**

The overall response was that such instances should not stop training providers from being pro-active in ensuring that the process for the development and registration of such unit standards begins.

#### **Discussion Continued:**

Some of the benefits of being members of the ISOE is that members are involved in input/participation on topics where training providers are playing key roles e.g. success on learnership deliverables. Training provider issues will also be addressed such as the development and capacitation activities of training providers.

All regional offices will also be provided with Regional customer service agents taking care of amongst others all ETQA related matters supporting the ISOE with training provider customer complaints/concerns e.g. Accreditation, Assessors/Moderators, ISOE, Learnerhips, etc.

The issue of research was discussed and the DCEO-Ops advised that should there be instances where the ISOE Committee sees it fit for research to be conducted on a specific topic e.g. partnerships between large training companies and small companies through private partnerships, a proposal can be forwarded to the Office of the DCEO: Ops for consideration.

Providers were advised that input is welcome that will serve as an extension to the current Aims and Objectives appearing on the Membership Application forms distributed



## **7.5 Workshop Gap Analysis and Current Structures**

### **7.5.1 Gap Analysis:**

*(In order of severity)*

- 7.5.1.1** Assessor/Moderators training provided specifically for training providers. Usually just for SSETA levy paying stakeholders.
- 7.5.1.2** Shortage in Constituent Registered Assessors and Moderators specifically in Hygiene and Cleaning, Payroll, Admin and Plant Hire
- 7.5.1.3** Providers who applied and are under remediation needs assistance in the way forward to full accreditation.
- 7.5.1.4** Recorded Providers not sure on the way forward to full accreditation. Sometimes not knowing how to develop implementation tools e.g. assessment tools, learner log books, how to develop RPL materials (if applicable),
- 7.5.1.5** Providers involved in Learnerships not sure on the QMS processes as well as policies and procedures governing training provider involvement e.g. Bursaries Training Plan.
- 7.5.1.6** Facilitators not always capacitated to perform at their best.
- 7.5.1.7** Information on the QCTO still very vague.
- 7.5.1.8** Workplace Mentors/Coaches not assisting learners and/or training providers as per requirements
- 7.5.1.9** No consistency between Evaluators conducting Site Visits/Vetting.

### **7.5.2 Current Structures:**

- 7.5.2.1** Details of Assessors/Moderators on website but no contact details.  
Can this be looked at?  
*Response by UK: This used to be on the website previously but apparently complaints were received from the Assessors/Moderators that they are being unnecessarily contacted by some stakeholders. The request will be put forward to the ETQA Department again.*
- 7.5.2.2** Extension of scope – Application online, yet still hard copies must be submitted. A detailed, streamlined Assessor/Moderator Extension of Scope Process Flow needs to be made available.
- 7.5.2.3** Clear clarification on the differences between a Assessor/Moderator, Constituent Assessor/Moderator and Registered Assessor/Moderator with clear process flows must be made available
- 7.5.2.4** Since the ISOE structure will be an institute of excellence, clear guidelines, policies and procedures should be in place governing this structure.
- 7.5.2.5** Application for Accreditation should have clear governing structures to assist training providers with clear indications of the Registration process, time frames, etc. Apparently a CD, highlighting aforementioned, was promised during the recent ETQA Workshop hosted, but to date nothing has been received. Follow up feedback is required from the Committee.
- 7.5.2.6** ETQA Speakers to ISOE Forums should be a Standing Item whenever ISOE Workshops is hosted.

## **7.6 Proposed Training Interventions for KZN Provincial ISOE Committee**

*(In order of priority and requirement. Local indicate availability of providers in the Region and national indicate providers required from other provinces. List with local contact details attached as Annexure "A")*

- 7.6.1** Assessor/Moderator Training: Specifically for training providers, since the SSETA always advertise the training for levy paying stakeholders (local).
- 7.6.2** Workshop on processes to follow in becoming Constituent Registered Assessor/Moderator specifically in Hygiene and Cleaning,



<p>Payroll, Admin and Plant Hire (<i>local</i>).</p> <p><b>7.6.3</b> 7.6.3 Workshops for Accredited Providers: Specifically for providers under remediation, assistance to the way forward for full accreditation status. Compulsory modules should include assessment tools, development tools, material development, RPL tools (if applicable) (<i>local</i>).</p> <p><b>7.6.4</b> Workshops for Recorded Providers: Way forward to full accreditation (<i>local</i>).</p> <p><b>7.6.5</b> Workshop for Learnership providers – Specifically on processes within the SSETA e.g. QMS, submission of evidence, Bursaries Training plan completion (<i>local</i>).</p> <p><b>7.6.6</b> Capacitating for Training Provider Facilitators (<i>local</i>).</p> <p><b>7.6.7</b> QCTO Workshops (<i>national</i>).</p> <p><b>7.6.8</b> Capacitating Workshops for Workplace Mentors/Coaches (<i>local</i>).</p> <p><b>7.6.9</b> Capacitating Workshops for Evaluators conducting Site Visits/Vetting to maintain consistency (<i>national</i>).</p> <p><b>7.7 <u>KZN Skills Expo</u></b>          Due to a successful Skills Expo conducted during the East London Provincial Conference, the SSETA CEO has agreed that apart from the upcoming Bloemfontein Skills Expo, KZN is also to host a Skills Expo. During this Skills Expo providers will be allocated stalls, free of charge, for exhibition. Sponsorships will also be requested from exhibiting providers and can range from bursaries, funding for training programmes e.g. computer skills, etc.</p> <p>No final date has been set yet but the preferred date would be mid - 24 November.          All training providers interested in exhibiting and delivering presentations should send an e-mail to BB by 15 October. BB to finalise exhibitors and speakers between 15-20 October for programme.          If anyone present is aware of schools that can be invited to the Skills Expo, please forward details to BB a.s.a.p.</p> <p><b>7.8 <u>Future Meetings</u></b>          Future meeting dates have been confirmed for the National ISOE and have been posted on the SSETA website. It is suggested that the Provincial ISOE Committees hold their meetings at least 2/3 weeks prior to the National ISOE Meeting in preparation of documents/info for the Chair and Vice Chair to present on behalf of the province.</p>	
<p><b>8. GENERAL</b></p>	
<p>8.1 It is speculated that the QCTO will be become active towards the end of March 2009. It is the suggestion that all providers should ensure that they become fully accredited before then, because changes might be inflicted at that stage, e.g. rules for accreditation, ISOE Membership registration fees, etc.</p> <p>8.2 The QCTO policy documents were distributed to all SSETA stakeholders a while ago. BB to forward to all present who completed and submitted membership applications forms.</p> <p>8.3 A request was received from one of the attendees, who also provide his services as an SDF to a SSETA levy paying stakeholder w.r.t Assessor/Moderator training for this company. The request would whether the SSETA will be able to arrange for Assessor training in Richardsbay specifically for aforementioned. They currently have 12 names listed.</p> <p>8.4 More information requested on unit standards for the QMS Qualification.</p>	<p>BB – collecting of all applications forms.</p> <p>BB – forward QCTO policy documents to applicants who submitted application forms.</p> <p>BB – forward details to KZN Regional Office.</p> <p>BB – forward contact details of enquirers to KZN ETQA</p>



<p>8.5 The KZN Training Provider Database used for invitations to this Workshop currently indicates 76 Accredited and 39 Recorded providers. From these invites 35 confirmations were received of whom 24 actually attended.</p> <p>8.4 ISOE Application forms were distributed during the Workshop, resulted in 19 ISOE Application forms received, who will be added to the current database.</p>	
<p><b>9. FUTURE MEETING DATES</b></p> <p>The future meeting dates are as follows:</p>	
<p><b>To be Announced</b></p>	
<p><b>10. CLOSURE</b></p>	
<p><b>10.1.</b> The Workshop was closed by TM at 12h:00</p>	

\_\_\_\_\_  
**Chairperson**

\_\_\_\_\_  
**DATE**