



**Minutes of the 1<sup>st</sup> ISOE Information Session  
held at the Port Elizabeth Provincial Offices of the Services SETA  
on Monday, 09 February 2009 at 09h00**

<b>Present:</b>	<b>(Abbreviations)</b>	<b>(Division or Designation)</b>
<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
Ms. Yvette Grobler	<b>YG</b>	Provincial Manager, Port Elizabeth
<b><u>Attending ISOE Members</u></b>		
Adrew van Wyk, Carl Liddle, Desiree Cornell, Dianne Rowe, Eric Strydom, Graham Nosworthy, Jean-Marie Roos, Leo Qupe, Michelle Kreutzer, Noelle Moore, Nosidima Maneli, Richard Findlay, Sabelo Rala, Sikhumbuzo Mnuna, Steven Raubenheimer, Sue Daya, Therina Pienaar, Tiaan Steynberg, Tony Pietersen, Noluvuyo Mpoyisa, Michelle Hearner, Patti Oakes, Mandy Berning, Varity Langeveld		

<b>1. WELCOME / INTRODUCTION</b>	<b>ACTION</b>
1.1 Ms Grobler welcomed those present and thanked all for attending with special mention to Mr Findlay, Chairperson of the PE Provincial Council.	
<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	



## 7. AGENDA ITEMS FOR DISCUSSION

### **7.1 Introduction of Office Bearers and the PE Provincial ISOE Committee – presented by Ms Oakes**

Ms Oakes introduced herself as the Chairperson and Mr Pietersen as the Vice Chairperson for the PE ISOE Committee. Ms Oakes and Mr Pietersen are currently the only Office Bearers on the Committee. Part of the Agenda today includes the nomination and election for the Office Bearer positions of 1 x Secretariat, 1 x Finance and 2 x Marketing/Advocacy/Recruitment. The PE ISOE Committee will then be ratified.

### **7.2 Overview of ISOE – presented by Ms Moshoeshoe**

NSDS 2, 2005 – 2010, Objective 5, Indicator 5.1

*“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”*

Due to the diversity of the industries within the Services SETA, a one size fits all approach was not an option for the Services SETA. Instead of acknowledging one big Training Provider / Institution as an ISOE, an all inclusive model was looked at. Provincial ISOE structures, where Services SETA Regional Offices are operating, have been established. These Provincial structures are inclusive of all training providers in a province, across all industries within the Services Sector. Duly Office Bearers have been elected for the provincial structures. These provincial structures are then governed by a National ISOE structure (NISOESS – National Institute of Sectoral and Occupational Excellence for the Services Sector), which consists of the Provincial Chairs and Vice Chairs. To date a National ISOE Constitution has been distributed to all members for input, finalisation was agreed upon and the document was signed by the duly authorised 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.

#### ***What happens to the ISOE past 2010?***

As per NSDS, the ISOE structure should be in place by then thus meaning ISOE’s should be self sustainable. However, the SSETA might still be assisting the ISOE structure until the end of 2011.

#### **7.2.1 National Structure**

Consists of provincial ISOE Chair and Vice Chair people. This structure also nominates a Chair and Vice Chair who will be representing the ISOE at the Services SETA National Council and ETQA Committee. They won’t have voting rights but will be full participants during discussions.

#### **7.2.2 Provincial Structure**

##### **ISOE Members**

##### **➤ Full Membership:**

Consists of all providers in the province whether recorded, provisionally recorded, under remediation or fully accredited (terms apply per recorded status).



- **Associate Membership:**  
To any emerging training provider (conditions apply) and no voting rights.
- **Honorary Membership:**  
Umalusi, Public FET's and any member admitted to membership by the NISOESS who does not fall under any specific category of membership.

#### **Provincial ISOE Committee**

Duly authorised ISOE Members nominate Office Bearers (Chair, Vice Chair, Secretariat, Finance and 2 x Marketing/Advocacy/Recruitment) to make up the Provincial ISOE Committee. The nominated Chair and Vice Chair for the province automatically become standing members of the National ISOE structure as well as the Provincial Council.

From the current 9 Regional Offices operating, 6 Provincial ISOE Committees (Gauteng, KZN, Bfn, PE, EL, Nelspruit) have been established with the objective of extending the number to 7 (Cape Town) by 31 March 2009.

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

Self explanatory as per Membership Application form.

#### **7.4 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.

Some of the benefits of being members of the ISOE are that members are involved in input/participation on topics where training providers are playing key roles e.g. success on learnership deliverables.

#### **Comment by the Chairperson:**

Although the SSETA are driven by stakeholder money, training providers have a voice for the first time in seven years and are recognised. This is a huge advantage for ISOE members and all should strive to maintain for service excellence.

#### **7.5 Roles of ISOE's in the Regions**

The Provincial ISOE Committee will be the voice of the training providers in the region, e.g. training provider issues will be addressed through the ISOE such as development and capacitating activities. ISOE Members need to identify problematic providers and forward information to the Provincial ISOE Committee. The Chair and Vice Chair will table all relevant information to the National ISOE and where applicable, de-accreditation can be activated.

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



**7.6.1 Gap Analysis/Current:**

- Assessor/Moderator training provided specifically for training providers. Usually just for SSETA levy paying stakeholders.
- Shortage in Constituent Registered Assessors and Moderators.
- Providers who applied for accreditation should be assisted throughout the entire process until fully accredited.
- Recorded Providers sometimes not knowing how to develop tools e.g. assessment tools, development tools, how to develop RPL materials, etc.
- 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.
- Facilitators not always capacitated to perform at their best.
- Information on the QCTO still very vague.
- Workplace Mentors/Coaches not assisting learners and/or training providers as per requirements
- No consistency between Evaluators conducting Site Visits/Vetting.

The Office of the DCEO: Operations is currently in the process of finalising a training calendar. The topics were identified from the gap analysis/training needs from the provinces through previous ISOE Meetings. More details in this regard will be disseminated in due course.

**7.6.2 Current Structures - Concerns:**

- Online Accreditation System – not user friendly, constant failures resulting in loss of information
- Website not updated on a regular basis, resulting in incorrect information been displayed. E.g. database of Assessors/Moderators outdated.
- Criteria/requirements for Assessor/Moderator competency should be clearly defined
- Criteria/requirements for Extension of Scope should be clearly defined and the current process can be streamlined e.g. desk top exercise
- Site visit reports – timeous notification of intended visits, delays in report outcomes, approach of conductor not always professional, reports tends to be very vague
- Online accreditation system – manual/hard copy applications should be reintroduced
- SSETA stakeholder training should be open to ISOE members as well

The SSETA is currently in the process of updating/upgrading the entire website.

**7.7 Proposed Training Interventions for PE Provincial ISOE**

- Assessor/Moderator Training: Specifically for training providers, since the SSETA always advertise the training for levy paying stakeholders. Training should also be linked to specific qualifications (*local*).
- Workshops on processes to follow in becoming Constituent Registered Assessor/Moderator (*local*).
- NQF Support Link training for new providers
- 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) (*local*).
- Workshops for Recorded Providers: Way forward to full accreditation (*local*).
- Workshop for Learnership providers – Specifically on processes within the SSETA e.g. QMS, submission of evidence, Bursaries Training plan completion (*local*).
- Capacitating for Training Provider Facilitators including workshop for Extension of Scope, PoE Development (framework, what, how?) (*local*).



- QCTO Workshops (*national*).
- OFO Workshops (*national*)
- Capacitating Workshops for Workplace Mentors/Coaches (*local*).
- Capacitating Workshops for Evaluators conducting Site Visits/Vetting to maintain consistency (*national*)
- Capacitating Workshop hosted by the SSETA Finance Department in order to capacitate training providers to ensure their financial planning is linked to strategic objectives

**7.8 The Link between ISOE and ETQA**

There will always be a communication link (operational versus technical) between the ISOE and ETQA and the two departments will work very closely in ensuring training providers receive optimal service and support. ETQA requirements will always have to be complied to. All Regional Offices will be appointing Regional Customer Service Agents. The appointed candidates will be taking care of, amongst others, all ETQA related matters, supporting the ISOE, Training Provider Customer Complaints/Concerns e.g. Accreditation, Assessors/Moderators, ISOE, Learnerhips, etc.

**7.9 Future Meetings**

Future meeting dates have been confirmed for the National ISOE and will be posted on the SSETA website. It is suggested that the Provincial ISOE Committee have an Informal Meeting 2/3 weeks prior to the National ISOE Meeting. During this meeting preparation of documents/info should be done. The Chair and Vice Chair will then present, on behalf of the Province at the National Meeting. The Chair and Vice Chair must then update the Committee on the National Meeting's discussions 2/3 weeks after the National Meeting.

**8.1 GENERAL**

**8.1 Nomination of Port Elizabeth ISOE Committee Members**

All members present have submitted application forms to be added to the database of ISOE Members.

**8.2 Nomination of PE ISOE Committee Office Bearers**

Nominations was submitted and Office Bearers have been elected and ratified as follow:

- Chair Person: Patti Oakes
- Vice Chair Person: Tony Pietersen
- Secretariat: Jean- Marie Roos
- Finance: Leo Qupe / Sabelo Rala
- Marketing/Advocacy/Recruitment: Andrew van Wyk, Therina Pienaar and Sikhumbuzo Mnuna.

The nominations have been ratified but will be preliminary until more accredited members can be nominated. The current accreditation status of the nominated candidates will be confirmed. In the case where there is no fully accredited providers to occupy the Office Bearing positions the current Office Bearers will have until 31 December 2009 to remediate ensuring full compliance, otherwise re-elections will be conducted again for members with full accreditation status.

8.3 It is speculated that the QCTO will be become active towards the end of March



<p>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. payment for accreditation, ISOE Membership registration fees, etc.</p> <p><b>8.4 <u>Attendee Comment:</u></b> One of the attendees made a comment stating that the SSETA does not contact them whenever there are activities relevant to training providers.</p> <p><b><u>Comment from the Chairperson:</u></b> In order for members to be reached at all times, it is the responsibility of such members to ensure that their contact details are always up to date at the SSETA.</p> <p>8.5A Code of Ethics in conjunction with the ETQA will be drawn up for the ISOE. Members wishing to give input can forward same to Ms Brookes. The information contained in the ISOE leaflet distributed will also assist in input giving.</p>	
<p><b>9. FUTURE MEETING DATE</b></p>	
<p><b>To be Announced</b></p>	
<p><b>10. CLOSURE</b></p>	
<p><b>10.1.</b> The Workshop was closed by Ms Brookes at 12h00</p>	

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**Chairperson**

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**Date**