



**Minutes of the 1<sup>st</sup> ISOE Information Session  
held at the Cape Town Provincial Offices of the Services SETA  
on Wednesday, 11 March 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. Priscilla David	<b>PD</b>	Provincial Manager, Cape Town
Mr. Ndiphe Ntusikazi	<b>NN</b>	Provincial Coordinator, Cape Town
<b><u>Attending ISOE Members</u></b>		
Cynthia Richter, Barry Fourie, Doreen van Rooyen, Chantal Bradshaw, Mahmood Naedee, Alison Jordan, Dave Ferguson, Deirdre Solomon, Callie Kruger, Pieter Bouwer, Steve Woods, Christel Lategan, Nicola Gorlei, Karin Vermeulen, A Africa, Thomas Bothma, Truida Piekel, Jaqui Farr, Themba Mandindi, Dewet Schoeman, Cherize Ross, Chantell Joe, Siphokazi Miungira, Mlerih Maniya, Christian Nayine, Toni van Eyssen, Ann Wium, Robyn Nefdt, Brenda Snyders, Shamillah Wilson, Christopher Mc Creanor, Tamsyn Warin, Brenda Maasdorp, Tilly Reddy, Matthew Newey, Adrian Johnson, Garth Durrell, H de Villers, Riana Stemmet, Sarah Roos, Nazeedah Ishmail, Wayne Randall, M Kubheka, M Lodewyk, Kerry Craig,		

<b>1. WELCOME / INTRODUCTION</b>	<b>ACTION</b>
1.1 Ms David welcomed those present and thanked all for attending.	
1.2 Ms David apologised for the late start as they had been problems with SAA and both Ms. Brookes and Ms. Moshoeshoe had been delayed. It was suggested that SSETA should look at flying people in the day before to avoid such incidents. Ms. Moshoeshoe advised that this was rather an exception.	
<b>APOLOGIES</b>	
1.3 No apologies	
<b>2. ADOPTION OF AGENDA</b>	
<b>2.1</b> Since this was an Informal Workshop and not a Formal Meeting, the Agenda was accepted by all.	



<p><b>3. MINUTES OF THE PREVIOUS MEETING</b> To verify and sign as a true record of proceedings.</p>	
<p><b>3.1</b> First Workshop. No previous Minutes</p>	
<p><b>4. MATTERS ARISING</b></p>	
<p>4.1 Not Applicable</p>	
<p><b>5. STANDING ITEMS</b></p>	
<p>6.1 Conflict of Interest Not Applicable</p>	
<p><b>6. AGENDA ITEMS FOR DISCUSSION</b></p>	
<p><b>6.1 <u>Overview of ISOE – presented by Ms Moshoeshoe</u></b> Ms Moshoeshoe advised that as per the NSDS 2, 2005 – 2010, Objective 5, Indicator 5.1 That reads as follows: <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> Each SETA by law is required to identify Sectoral Institutes of excellence as training providers of choice for their respective sectors.</p> <p>However due to the diversity of the industries within the Services SETA, the CEO had put forward a recommendation to the DoL for the SSETA to adopt an all inclusive model that will be fully representative of all industries that are within our sector. She informed all that this model has been welcomed and accepted by all training providers in the other provinces and that today’s meeting was about ratifying the Western Cape representation and appointing a functional committee for the Province.</p> <p>Ms Moshoeshoe went on to explain the structure of the provincial Committees and how they would lead into the National structure referred to as the National Institute of Sectoral and Occupational Excellence for the Services Sector (NISOESS). To date a National ISOE Constitution has been drafted and accepted by the National Structure and has been duly signed the 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.</p> <p>A question was raised as to why the SSETA was only engaging with the Western Cape at this late juncture when it appears as is significant in-roads have already been made. Ms Moshoeshoe responded by saying that the Western Cape had been included in the initial stages of the discussions however there had been lack of cooperation and as a result progress had gone ahead without the Province’s involvement and that today was about roping the training providers in the Western Cape back into the discussions.</p> <p><b><i>What happens to the ISOE past 2010?</i></b> As per NSDS, the ISOE structure should be in place by then and self sustainable by 2010 however as the SSETA is an enabling organisation, the ISOEs would continue to receive the assistance and support of the SSETA beyond this period.</p>	



## **Structures within the NISOESS Model:**

### **7.1.1 National Structure**

Consists of provincial ISOE Chairs and Vice Chairs. This structure also nominates a National Chair and Vice Chair who will be representing the interests of training providers at a national level at the Services SETA's National Council, ETQA Committee and any other committees of relevance in the SSETA. The Chair and Vice Chair may not have voting rights at these committees however they will be granted full participatory rights during discussions.

Official NISOESS meetings will be conducted four times a year including an AGM. The Services SETA will be responsible for the travel and accommodation of attending members to and from the meetings.

### **7.1.2 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 as follow:

##### **Chair/Vice Chair:**

Governance, automatic standing members of the Provincial Council and National ISOE Committee. If elected as National Chair/Vice Chair then Services SETA National Council, ETQA Committee.

##### **Secretariat:**

Minutes, Reports as required.

##### **Finance:**

Planning of allocations, Learnership enrolments, Finance Committee. Not very active at the moment, since the ISOE is not generating any income at this stage. The Services SETA is currently sponsoring all activities.

##### **2 x Marketing/Advocacy/Recruitment)**

Market the services of the Provincial ISOE to prospective members, ensure that editorials are submitted timeously to the National Coordinator, Ms Barbara Brookes, for printing in relevant publications.

Formal Meetings are conducted four times a year. Logistics, etc. will be arranged through the Office of the DCEO; Operations. Informal Meetings can be conducted on a regular basis and is decided upon and arranged by the Provincial ISOE Committee, the Regional Office will assist with a venue and might, in some cases assist with invites, Minutes, etc. Availability of a venue is dependent on the Regional Office's calendar.

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



**6.2 Vision and Mission Statement of the ISOE**

Self explanatory as per Membership Application form.

**6.3 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.

ISOE Membership fee are not applicable at this stage but would be enforced later. This will be in conjunction with ISOE Members.

**6.4 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, government department relationships, skills needs, assisting with the monitoring of Services SETA contracts issued to stakeholders/providers, etc. ISOE Members need to ensure that good practice is maintained and identify problematic providers. Information can then be forwarded 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.

**6.5 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, Learnerships, etc.

**6.6 Proposed Training Interventions for Provincial ISOE's**

- 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*).

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



- 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

Meetings. More details in this regard will be disseminated in due course.

**6.7 Workshop Gap Analysis and Current Structures**

**7.7.1 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.

**7.7.2 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.

**6.8 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 Cape Town ISOE Committee Members

With the previous WC ISOE Committee previously disbanded, the objective of today is to establish a new Committee for this province. Although the Western Cape was not left out on planned activities, etc. the ultimate would be to have proper presentation from the providers in the province. What has been done with success in the other regions where Committees have already been established was to have attending members complete a Nomination form on behalf of a nominee or in self nomination. Nominations are then counted, nominees do a short introduction, votes are casted by all present, nominations are ratified based on the outcomes of the votes and the new Office Bearers are then officially introduced. Office Bearing positions to be filled are Chair, Vice Chair, Secretariat, Finance, 2 x Marketing/Advocacy/Recruitment.

Concerns were raised by a few members that:

- They were not pre informed of this intention and are thus not prepared.
- They did not know much about the ISOE prior to today and would prefer more time.
- They are not in a position to vote on behalf of their companies

In light of the aforementioned it was requested by attendees and agreed upon by all present that the voting process for the WC would be conducted as followed:

- Ms Brookes will forward Nomination forms electronically to all present by noon, Thursday, 12 March 2009.
- All candidates interested in serving or nominating someone on the structure as Office Bearer will complete the Nomination form and forward same along with a copy of the nominee's CV via e-mail to Ms Brookes by noon, Friday, 13 March 2009.
- Ms Brookes will compile a summary of the nominations received and group them per Office Bearing position. This compilation will be forwarded to all present via e-mail by Ms Brookes.
- All present will vote for a candidate per Office Bearing position and forward same via e-mail to Ms Brookes.
- Ms Brookes will count the votes and forward the outcomes via e-mail to all present.
- Votes counted will be considered ratified and all will respect the final outcomes.

Ms Brookes will give exact deadlines during the first e-mail correspondence. The elected Chair and/or Vice Chair should preferably be available to attend the National ISOE Meeting in Johannesburg on 24 March 2009. All will adhere to the deadlines for the aforementioned process. No disputes into the above mentioned process will be entertained at a later stage, since this was the request from the candidates present and it was mutually agreed on by all present. This process will also be reflected in the Minutes to be distributed to all and is to be signed by the elected Chair and Vice Chair as a true reflection of the agreements and proceedings.

Further to the aforementioned, 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.



<p><b>8.2 <u>Attendee Comment:</u></b>  <i>Is this now meaning the Services SETA will be dictating to the people where they should be going for training?</i>          Ms Moshoeshoe responded that this would not be the case. This is an NSDS target that needs to be addressed as per DoL requirements. Hence the all inclusive model the Services SETA is using. When a training provider is using the Services SETA logo, it should be in line with the required accreditation status.</p> <p><b>8.3 <u>Attendee Comment</u></b>  <i>The Services SETA ISOE structure is a very creative approach towards the NSDS 2.</i></p> <p><b>8.4 <u>Attendee Comment</u></b>  <i>How do you deal with Conflict of Interest? What has happened in other provinces re Conflict of Interest?</i>          Ms Moshoeshoe responded that nothing major has happened. There was only one incident where a Chair was awarded a Tender. This award was purely on merit and the Chair was transparent about his involvement on a Services SETA structure.</p> <p><b>8.5 <u>Attendee Comment</u></b>  <i>What about remuneration for Office Bearers?</i>          Ms Moshoeshoe indicated that at this stage there are no set guidelines. However dedicated Office Bearers should be elected who is committed to the purpose of the ISOE. The ultimate would also be the free training activities, etc. that the Services SETA will be offering from time to time.</p> <p><b>8.6 <u>Attendee Comment</u></b>  <i>Being a member of the ISOE structure should be considered an advantage, because you are always pre informed about provincial matters, etc.</i></p> <p><b>8.7 <u>Attendee Comment:</u></b>  <i>Cape Town is becoming the moaning capital instead of working together in making this positive initiative from the Services SETA successful.</i></p> <p>8.8 Ms Moshoeshoe responded that the Aims and Objective on the ISOE leaflets refers to advancement and uplifting of all providers.</p> <p>8.9 Ms Brookes will forward the database of the Western Cape training providers, per accreditation status to the elected Chair and Vice Chair.</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**