



**Minutes of the 1<sup>st</sup> ISOE Information Session  
held at the Pyramid Conference and Venue Centre  
on Thursday, 19 March 2009 at 09h00**

<b>Present:</b>	<b>(Abbreviations)</b>	<b>(Division or Designation)</b>
<p><b><u>Office of the DCEO:Operations</u></b></p> <p>Ms. Treaty Moshoeshoe Ms. Barbara Brookes Mr. Sheldon Pillay Ms. Promise Masoga</p> <p><b><u>Attending ISOE Members</u></b></p> <p>C van Buuren, P Payne, A Brown, S Faku, A Barnardt, K Clark, L De La Rey, R De La Rey, A Swanepoel, A Daly, C Ndyamba, M Ndyamba, R Gill, K Masombuka, N Shaw, C Scheepers, A Mdluli, M Naiker, M Shilubane, S Lefkowitz, B Babarinde, B Jansen van Vuuren, A van der Westhuizen, C Marakalala, T Wessels, E Mthombeni, J Baloyi, S Williams, G Nkabind, T Groenewald, N Botha, I Wessels, E Siew, G West, K Bosworth, S Boulton, M Venter, N Hoole, D Damons, B Dlamini, P Mthethwa, T Boshoff, C Schoon, S Nkwanyana, A De Oliveira, P Chiloane, T Molebatsi, I Benjamin, C Muller, V Dube, S Price, A Kieser, S Duma, Z Chanda, A Mashigo, J Mamabolo, I Sekeleko, C Kekana, J Mokgoko, E Roon, A Bezuidenhout, N vd Walt, M Shor</p>	<p><b>TM</b> <b>BB</b></p> <p><b>SP</b> <b>PM</b></p>	<p>SSETA DCEO: Operations National ISOE Coordinator Provincial Manager, Gauteng Provincial Coordinator, Gauteng</p>

<b>1. WELCOME / INTRODUCTION</b>	<b>ACTION</b>
1.1 Mr Pillay 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><u>7.1 Introduction of Office Bearers and the Gauteng Provincial ISOE Committee – presented by Mr Kieser</u></b>  Mr Kieser introduced himself as the Chairperson, and in their absence, Mr Steve Bird as the Vice Chairperson, Mr Rory Duckles as Marketing/Advocacy/Recruitment and Ms Isobel Schouwink as Finance for the Gauteng ISOE Committee. Mr Kieser confirmed that the seats for Secretariat and one seat for Marketing/Advocacy/Recruitment still needs to be filled. Part of the Agenda today would be the nomination and election for the vacant seats in order to ratify the Gauteng ISOE Committee. Mr Kieser requested all present to embrace the invite to interact with this structure.</p> <p><b><u>7.2 Overview of ISOE – presented by Ms Moshoeshoe</u></b>  NSDS 2, 2005 – 2010, Objective 5, Indicator 5.1  <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 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.</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 thus meaning ISOE’s should be self sustainable. However, the SSETA might still be assisting the ISOE structure past 2012.</p> <p><b><u>7.1.1 National Structure</u></b>  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. Meetings are conducted four times a year including an AGM. The</p>	



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)**

Sell ISOE to prospective members, editorial submissions to Ms Brookes for a budget.

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. However, 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, 7 Provincial ISOE Committees (Gauteng, KZN, Bfn, PE, EL, Nelspruit) have been established. This is in line with our objective to have 7 ISOE Committees established 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. Training providers not yet accredited 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.

#### **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, government department relationships, 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.

#### **7.6 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.

#### **7.7 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*).

The Office of the DCEO: Operations is currently in the process of finalising the training calendar. The NQF Support Link training will be starting from 01 April. All topics on the list 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.



- 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 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.

**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 FS/NC ISOE Committee Members**

Ms Moshoeshoe stated that with the vacant seats in the Gauteng ISOE Committee, the objective of today would be to fill these seats.

Ms Moshoeshoe further explained to all present that there are two ways of conducting the voting process:

- 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.
- The entire process can be done electronically via e-mail to and from Ms Brookes.

In the case that a recorded or provisional provider are nominated and elected, adherence to full accreditation by 31 December 2009 will be required.

All present was in favour of option 2.

Ms Brookes will distribute an e-mail explaining the exact process as follows:

- Ms Brookes will forward Nomination forms to all present.
- All interested candidates will submit their nominations via e-mail to Ms Brookes by noon, Wednesday 25 March 2009.
- Ms Brookes will group the nominations per office bearing position and will forward this information to all via e-mail by noon on Thursday, 26 March 2009 to cast their votes.
- Votes will be submitted to Ms Brookes via e-mail by noon, Friday, 27 March 2009.
- Ms Brookes will forward the outcomes of the votes to all via e-mail by noon on Monday, 30 March 2009.

It was also agreed by all that all will adhere to the deadlines for the aforementioned process and that no disputes into the above mentioned process will be entertained at a later stage, since this was mutually agreed on by all the candidates present.

**8.2 Attendee Comment:**

*How does the ISOE help?*

Ms Moshoeshoe stated that the ISOE Committee is a platform for training providers to give input and/or raise concern. In the past input for example on learnerships was always from stakeholders (employers and learners) and the training provider was always left out. We can't continue to develop employers and learners only and leave training providers out. In the future training providers can raise their concerns through their ISOE Chair/Vice Chair.

**8.3 Attendee Comment**

*What is the term of office for Office Bearers?*

Ms Moshoeshoe stated that it would be 3 years. When the Services Seta get relicensed past 2010, the ISOE structure would continue with current Office Bearers unless the members would feel to revote.



<p><b>8.4 <u>Attendee Comment</u></b>  <i>Since the NISOESS structure is to be registered as a Section 21 company. Who will be the Directors?</i>  Ms Moshoes indicated that the National Office Bearers are considered as Directors.</p> <p><b>8.5 <u>Attendee Comment</u></b>  <i>Is Mr Blumenthal involved in the ISOE?</i>  Ms Moshoeshoe confirmed that the CEO was indeed very involved in the ISOE structure, since the Services SETA is mandated by the Department of Labour to acknowledge and support an ISOE structure. Also refer to the CEO's ISOE Message played on the DVD earlier.</p> <p><b>8.6 <u>Attendee Comment</u></b>  <i>The Services SETA indicated on its website that the recorded status for training providers will be deleted. Can we get some clarity on this?</i>  Ms Brookes will get more information from the Senior ETQA Manager, Mr Paul Dhlamini. Ms Brookes also asked the attendee to forward her details in order to forward same to Mr Dhlamini.</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**