



**Minutes of the 1st ISOE Information Session
Held at the Nelspruit Provincial Offices of the Services SETA
on Thursday, 13 November 2008 at 09h00**

Present:	(Abbreviations)	(Division or Designation)
<u>Office of the DCEO:Operations</u>		
Ms. Treaty Moshoeshoe	TM	SETA DCEO: Operations
Ms. Barbara Brookes	BB	National ISOE Coordinator
Mr. Roelof van Rooyen	RvR	Provincial Manager, Nelspruit Provincial Office
Ms. Sannie Nyathi	SN	Provincial Officer, Nelspruit Office
<u>Attending ISOE Members</u>		
Portia Dzanibe, Charles Dzanibe, Cynthia Rakale, Khathide Mkhwanazi, Buhle Mbatha, Nombuso Khuluse, Marilize Prinsloo, Cobus Tomlinson, Aletta Chibi, Happy Shabangu, Alfred Hlaka, Moses Molobela, Patrick Sibiya, Danny Padiachy, Sam Mahlangu, LA Mokwere, Brenda Khoza, Linnet Sibuyi, Francinah Malumane, Milliscent Mothibe, Isaac Motswege		

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



7. AGENDA ITEMS FOR DISCUSSION

7.1 Overview of ISOE – presented by Ms Brookes/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.

7.1.1 National Structure

Consists of provincial ISOE Chair and Vice Chair people. This structure also nominates a Chair and Vice who represent the ISOE at the Services SETA’s National Council.

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 (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.

From the current 9 Regional Offices operating, 5 Provincial ISOE Committees (Gauteng, KZN, Bfn, PE, EL) have been established with the objective of extending the number to 7 (Nelspruit and Cape Town) by 31 March 2009.

7.2 Vision and Mission Statement of the ISOE

Self explanatory as per Membership Application form.

7.3 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 is that members are involved in input/participation on topics where training providers are playing key roles e.g. success on learnership deliverables.

7.4 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.

7.5 Nomination of Nelspruit ISOE Committee Members

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

7.6 Nomination of Nelspruit ISOE Committee Office Bearers

It was discussed amongst members and agreed upon that the Office Bearers will be as follow:

- Chair Person: Mr Danny Padiachy
- Vice Chair Person: Mr Cobus Tomlinson
- Secretariat: Ms Marilize Prinsloo
- Finance: Ms Khathide Mkwanzazi
- Marketing & Communications/Advocacy: Ms Cynthia Rakele and Mr Moses Molobela (18/20). The nominated Office Bearers will be servicing the rural and urban stakeholders respectively.

The nominations have been ratified but will be preliminary until more accredited members can be nominated.



<p>7.7 The Link between ISOE and ETQA The ISOE and ETQA will work very closely in ensuring training providers receive optimal service and support. 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.</p> <p>7.8 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.</p>	
<p>8. GENERAL</p>	
<p>8.1 Workshop Gap Analysis and Current Structures</p> <p>8.1.1 Gap Analysis: <i>(In order of severity)</i></p> <ul style="list-style-type: none"> • Assessor/Moderator training provided specifically for training providers. Usually just for SSETA levy paying stakeholders. • Shortage in Constituent Registered Assessors and Moderators specifically in Hygiene and Cleaning, Payroll, Admin and Plant Hire • 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. <p>8.1.2 Concerns:</p> <ul style="list-style-type: none"> • 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 	<p>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 the ISOE Workshops. More details in this regard will be disseminated in due course.</p> <p>The SSETA is currently in the process of updating/upgrading the entire website.</p>



<p>report outcomes, approach of conductor not always professional</p> <ul style="list-style-type: none"> • Online accreditation system – manual/hard copy applications should be reintroduced • SSETA stakeholder training should be open to ISOE members as well <p>8.2 Proposed Training Interventions for Nelspruit Provincial ISOE</p> <ul style="list-style-type: none"> • Assessor/Moderator Training: Specifically for training providers, since the SSETA always advertise the training for levy paying stakeholders (<i>local</i>). • Workshops on processes to follow in becoming Constituent Registered Assessor/Moderator (<i>local</i>). • 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>). • Workshops for Recorded Providers: Way forward to full accreditation (<i>local</i>). • Workshop for Learnership providers – Specifically on processes within the SSETA e.g. QMS, submission of evidence, Bursaries Training plan completion (<i>local</i>). • Capacitating for Training Provider Facilitators including workshop for Extension of Scope (<i>local</i>). • QCTO Workshops (<i>national</i>). • OFO Workshops (<i>national</i>) • Capacitating Workshops for Workplace Mentors/Coaches (<i>local</i>). • Capacitating Workshops for Evaluators conducting Site Visits/Vetting to maintain consistency (<i>national</i>) <p>8.3 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. payment for accreditation, ISOE Membership registration fees, etc.</p>	
<p>9. FUTURE MEETING DATE</p>	
<p>To be Announced</p>	
<p>10. CLOSURE</p>	
<p>10.1. The Workshop was closed by Ms Moshoeshoe at 12h:00</p>	

Chairperson

DATE