



## **FEEDBACK FROM STAR 1 AUDITOR**

### **WILLINGNESS OF COMPANIES TO PARTICIPATE**

In general the majority of the companies are willing to participate. Experience shows that between 10 – 20% of companies contacted, refuse the SETA to conduct audits at their companies.

Once the purpose of the audit is explained, some companies are quite eager to find out whether they follow the right procedures and, whether they comply with legislation.

Majority of the companies also prepare in advance for the audits. All the evidence needed is copied, indexed and filed. Usually the SDF of the company is also available to assist with the process and any queries that may arise.

### **PROBLEMS ENCOUNTERED**

Although most of the companies are willing to participate, it is not always possible to set an appointment within a specific timeframe. In some cases it could take weeks before the audit is conducted. From the company's point of view it could be argued that it takes time to gather all the evidence, usually it is difficult to conduct audits during month-end and they do not always have enough manpower available to assist immediately with the audits.

It also may happen that companies do not prepare for the audits, which usually then leads to a quite lengthy audit procedure.

Issues for example "training" are duplicated in the quality assurance checklist. Maybe the quality assurance checklist needs to be re-designed to make it more "user – friendly" and to save time.

### **TIPS**

Help companies to prepare for their audits. Explain what is expected of them and that copies of all the required evidence is needed to be submitted with the audit report – it will save the auditor a lot of time once the audit is conducted.

The auditor must be able to answer questions about the WSP process, learnerships, grant payments etc. Auditors have to familiarise themselves with applicable procedures, regulations and legislation. It is recommended that auditors have completed the necessary SDF courses.

### **SUCCESS STORIES**

It is quite rewarding to be able to assist companies, and to put them in a position to be able to claim back grant payments, to enhance skills. Big companies appreciate being measured to determine the level of compliance. Companies such as Metrofile, Prestige Cleaning Services, Schnelleke SA, Softline VIP Paroll and a few others are really on their way to become wonderful examples of full participation by employees in skills development initiatives. These companies are continuously trying to improve their current way of working and hopefully the audit will assist in ironing out the last areas where some form of difficulty is still experienced.

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