



16 August 2018

TO: ALL SERVICES SETA SKILLS DEVELOPMENT PROVIDERS

LEARNER ATTENDANCE MANAGEMENT SYSTEM

The Services SETA has noted complaints by some of our service providers regarding difficulties with the learner attendance management system. The management of attendance is crucial to the legislative obligation of paying stipends to learners on the various learnership programmes accredited by the Service SETA.

To this end, the Services SETA in November 2017 rolled out a biometric system to enable learners and the service providers to manage attendance in real-time and allow for learners to receive their stipends timeously.

While we are confident that the use of technology to manage the attendance register is the future, we acknowledge the teething problems it has presented in some cases. This challenge has been further compounded by our rolling out of biometric devices used for the monitoring of attendance.

We expect the devices stock to have been replenished by end of August 2018.

We therefore call on those service providers who are experiencing the technological challenges to continue to use both the manual and the biometric system. Manual submissions must adhere to the payment cycles explained and available on the Services SETA website

We are working towards eradicating all the challenges we currently face and plead for the patience of our partners, service providers and beneficiaries as we work towards this goal.



As part of the efforts towards resolving these challenges, we have set-up a dedicated customer care centre that is managed by full-time staff to help with enquiries related to stipends.

To get in touch with the customer care centre for stipend enquiries please contact the team via email to stipendqueries@serviceseta.org.za and telephonically on (011) – 276 9710.

Yours Sincerely

A handwritten signature in black ink, appearing to read "Amanda Buzo-Gqoboka". The signature is written in a cursive, flowing style. Below the signature is a horizontal line.

MS AMANDA BUZO-GQOBOKA
ACTING CEO : SERVICES SETA