

# THE ACCOUNT

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March 2024



**Skills Development in the Banking Sector**

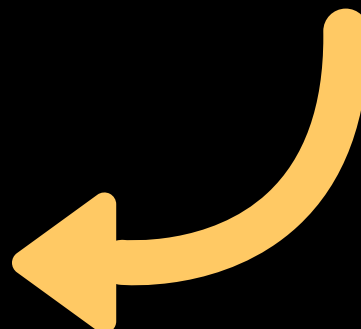


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ENABLING SKILLS DEVELOPMENT IN THE BANKING AND ALTERNATIVE BANKING SECTOR



# Editor's NOTE



**Precious Sikhosana**  
Editor

## Greetings, Dear Stakeholders!

As we dive into the latest instalment of our newsletter, I'm reminded of how essential each of you is to our shared journey. It's with great pleasure that I welcome you to the March 2024 edition, brimming with updates, insights, and a dash of inspiration.

In the fast-paced world we live in, staying informed and connected has never been more crucial. Our newsletter serves as a beacon of knowledge, bringing you the latest updates, insights, and perspectives from our community.

I want to extend my heartfelt gratitude for your continued support, partnership and engagement. Your input fuels our drive to innovate and excel, shaping the future of our endeavours together.

In this issue, you'll find an array of inspiring stories and features highlighting our recent achievements, upcoming projects, and glimpses into the vibrant tapestry of our BANKSETA community.

Remember, your feedback is the lifeblood of our communication. I hope you participated in the Stakeholder Satisfaction Survey as your opinion is always valued. Whether you're nodding in agreement, raising an eyebrow in curiosity, or itching to share your thoughts, we're all ears! Your perspectives enrich our discourse and propel us forward.

As we embark on another news-sharing journey together, let's foster an environment of collaboration, creativity, and camaraderie. Our collective efforts pave the way for success, and with your unwavering support, the possibilities are endless.

So, settle into your chair, and explore the stories that unite us and strengthen our partnership.

**Enjoy!**

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## From the CEO

**Mr. Eubert Mashabane**  
*Chief Executive Officer*

Dear Stakeholders,

It is with a sense of both pride and humility that I address you today. The past year has been one of challenges and remarkable achievements for our organisation. As we pause to reflect on our collective experiences, I am reminded of the resilience, dedication, and unwavering commitment demonstrated by each member of the BANKSETA team.

In this our 21<sup>st</sup> edition of the Account, I would like to take the opportunity to share my reflections on the milestones we have reached, and the lessons we have learned. Together, let us celebrate our successes, acknowledge our challenges, and reaffirm our shared commitment to excellence.

Reflecting on the past year, a key lesson learned is the importance of early process initiation. As we enter a new financial year, securing a robust project pipeline is vital to ensuring expenditure certainty. Ideally, commitments should range from 95% to 96%, signifying secured contracts and clear incoming funds for stakeholders. This entails concluding contracts, receiving learner lists, and initiating payment tranches to commence training activities. Planning typically starts in Q3, with the funding window launch and using

quarter 4 to evaluate and conclude on the grants. This, as you might know, coincides with busy year-end financial obligations and audit preparations. Despite the challenges, providing stakeholders, especially nationwide partners like banking associates, with ample application preparation time is crucial. Providing an application window between November and February allows stakeholders to submit comprehensive applications by the deadline. Our goal is to complete the process by March 31st, confirming approvals and grant amounts, in order for training to start by April 1st. While this is demanding, rest assured, we are well-equipped to navigate these challenges.

Sometimes, when we initiate a funding window, we embellish our messaging with promises that exceed the available budget. For instance, we have stated, "apply for as many learners as you want," only to find ourselves inundated with far more applications than our budget can accommodate (one billion rand of applications vs. R40m budget). This disparity between expectation and reality creates disappointment and frustration among stakeholders. Moving forward, we are adopting a more pragmatic approach by prioritising projects based on their alignment with our budgetary constraints. Additionally, we have revised our

methodology to request stakeholders to rank and prioritise their projects, considering the limited funds available for each window. Our aim is not to pit stakeholders against each other but to allocate funds equitably, ensuring that no single stakeholder disproportionately benefits at the expense of others.

Our foremost challenge lies in the persistence of projects that remain behind schedule, despite being initiated and approved two or three years ago. This delay not only hampers progress but also renders the information generated by these projects irrelevant for our Annual Performance Plan (APP) reporting. Consequently, considerable time and resources are expended on rectifying and concluding these lingering projects, diverting our focus from current APP objectives. To address this issue, we are implementing measures to streamline project evaluation and grant allocation processes. By ensuring timely evaluation and signalling grant approvals to stakeholders as early as the first quarter of the financial year, we aim to facilitate prompt project implementation. This proactive approach will enable us to report tangible achievements aligned with our current APP objectives, fostering greater accountability and progress.

We have implemented measures to streamline our funding processes, reducing bureaucratic hurdles and enhancing transparency. An exemplary instance of this streamlining is evident in our approach to bursary applications. Rather than requiring extensive justifications and implementation methodologies, stakeholders now simply have to indicate how many of continuing and new learners they are applying for. This simplified approach not only alleviates the administrative burden on both stakeholders and our entity but also facilitates quicker evaluation and awarding of grants. By adopting more efficient processes, we can optimise our evaluation and award timetable, allowing us to work smarter and achieve greater effectiveness in our operations.

Our capacity to meet our expanded mandate faces challenges due to growing workloads each passing year. We have also been blessed with increased funding allowing us to approve more projects. Our unchanged organisational structure, coupled with delayed projects of previous years, has begun to put pressure on staff affecting our ability to deliver on targets as staff become engaged in ongoing efforts to finalise past projects and consequently impacting on our APP performance. To address this, we have enlisted service providers for contract management and stakeholder liaison. Looking forward, we plan to expand our organisational structure, especially at the provincial level, to enhance project monitoring and reduce reliance on external consultants. Strengthening our capacity will better equip us for the challenges ahead.

One of our top priorities is ensuring that our projects accurately reflect the diverse demographics of our country. This means directing our efforts towards benefiting rural communities and individuals living in those areas. We are committed to increasing projects for Persons with Disabilities (PWD) beyond just IT skills, ensuring

they have access to a wider range of opportunities. Furthermore, achieving gender balance is crucial in both our internal recruitment processes and those of our stakeholders. We are actively discussing strategies to prioritise gender equality in recruitment, potentially even setting specific targets aligned with the National Skills Development Plan's principles. This includes considerations not only for gender but also for race and locality to ensure equitable access to opportunities across the board.

While we were caught slightly off guard by the Minister's announcement regarding SETAs' support for the missing middle, we quickly undertook a reprioritisation exercise. One possibility involves delaying certain project target increases until the end of March in order to release the needed funds. The discussions with DHET imply that each SETA needs to contribute a portion of their 2022-23 surpluses to this initiative. Following discussions with Board, we have in principle agreed to allocate funds but need to actively explore compliant avenues for this contribution, given current legislation constraints. Scheduled discussions with DHET officials aim to formalise our concerns and seek viable solutions. Though initial reservations exist regarding the proposed loan scheme's compatibility with our regulatory framework, we remain committed to finding pathways forward. It is crucial to note that the problem of the missing middle students is not solely dependent or reliant on SETA contributions, but rather that a long-term sustainable and regenerative funding model is being sought.

Preparing for the new financial year 2024-25, we've streamlined our Annual Performance Plan (APP) to enhance efficiency and better support our stakeholders. With over seventy-one indicators in the previous plan, we have significantly reduced this number by consolidating elements that primarily benefit specific stakeholder groups. For instance, initiatives

like short courses, online courses, internships, and learnerships, often requested by large employers, are now grouped under composite indicators tailored for employed individuals. This simplifies the application process and allows for more effective resource allocation. By categorising programs for employed individuals, including risk mitigation initiatives, we can better assess and allocate resources. Previously, stakeholders faced a complex application process with numerous funding windows, leading to administrative burdens and increased workload for our teams. In some instances, the uptake of funding in specific funding windows was low leading to the launching of second round application processes. The consolidation process will allow for funds to be allocated to programmes in high demand.

The current phase we are navigating is challenging, where we are on our last mile to claw back as much performance for the 2023-24 financial year. The year had its challenges least of which was the unfavourable audit outcome of the previous year. However, it is imperative that we maintain our resolve and perseverance, continuously pushing forward until we attain the level of performance we aspire to. Our aim is to exceed the 80% benchmark set in the previous period. To achieve this, it is essential that we address any lingering issues that may have surfaced during past audits. We must remain diligent in our efforts to rectify these discrepancies and ensure the integrity of our financial reporting. As we approach the final deadline let us remain steadfast in our commitment to excellence, leaving no stone unturned in our pursuit of achieving our performance targets and upholding the standards of our organisation.

Good luck and stay steadfast.

**Eubert Mashabane**  
**Chief Executive Officer**

# WHY ORGANISATIONS SHOULD HAVE AN FE FUNCTION

## (FRAUD EXAMINATION FUNCTION)



The Report to the Nations is the largest global study on occupational fraud and is released annually by the Association of Certified Fraud Examiners (ACFE). Statistics in the most recent The Report to the Nations that was published in February 2023, show that 5% of any company's revenue is lost to fraud. In Government, revenue can be replaced with the amount of money that the Department or entity receives per year to conduct its business in order to deliver its products and services. In South Africa this equates to a loss of R209 billion annually, an amount with which approximately 41 million houses could have been built.

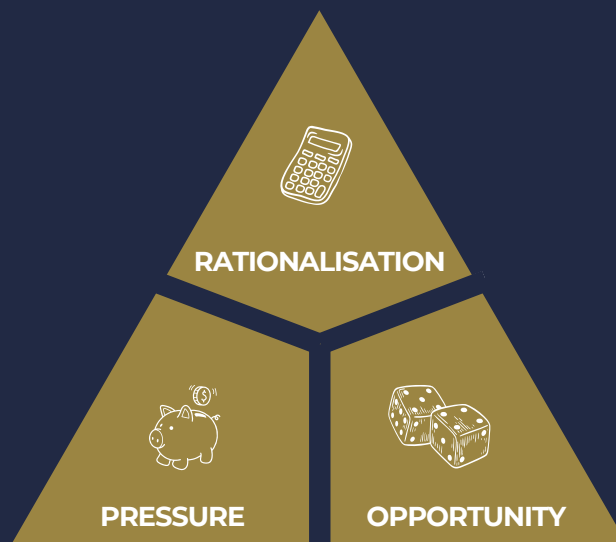
No company, organisation or entity is immune to the occurrence of fraud. Fraud is defined as the unlawful and intentional making of a misrepresentation which causes actual prejudice or is potentially prejudicial to another.

To understand the concept of fraud, it is necessary to understand why people commit fraud. Donald Cressey's Fraud Triangle is a model that explains just that. According to this model, there must be three elements present for fraud to occur, namely Pressure, Rationalisation and Opportunity.

Firstly, there needs to be a form of pressure present. This is usually financial pressure (need or greed) but it could also be emotional pressure, for instance by a family member. Secondly the person needs to be able to rationalise their behaviour. This could be done by telling themselves "the organisation isn't paying me enough, therefore I have to make up the deficit by committing this fraud" or "it will

only be this one time". The third element that needs to be present is opportunity. Research has shown that this is the most important element and therefore the area on which entities should concentrate their fraud prevention efforts. There could be a lot of pressure on a person to commit fraud and they could be able to justify it for themselves, but if there is no opportunity, then the fraud cannot take place.

Any fraud prevention strategy should include the elements of Fraud Prevention, Fraud Detection and Fraud Investigation. Fraud can be prevented through various means, for instance by eliminating conflicts of interest, fraud awareness training and regularly screening employees. Fraud detection will take place easier if employees are aware of what fraud is and what they should look out for. Fraud detection can also take place through whistleblower hotlines, regular audits and management oversight. Fraud investigation takes place after a fraud has been detected. This should be done by a dedicated and competent section of the organisation, or alternatively by a reliable and trusted outsourced entity.



The whole fraud prevention strategy could be executed by a Fraud Examination (FE) function in the organisation. This is in line with the recommendations of the King IV report, where an internal or external FE function is recommended as best practice.

The FE function should consist of a multi-disciplinary team of experts, which should include forensic examiners and ethics officers. The ideal would be to have Certified Fraud Examiners (CFEs) as part of the team, as they are well-qualified professionals with expert knowledge of the detection, deterrence, and investigation of fraud.

To become a CFE, an individual needs to be an associate member of the Association of Certified Fraud Examiners in good standing and have a B-degree on NOF level 7 as well as two years relevant experience. However, if the person doesn't have a qualification, they need to have ten years relevant experience in order to qualify for the exam. The exam consists of four modules, namely Fraud detection and deterrence, Law, Financial transactions, and Investigations. All four modules must be passed with a minimum of 75% to obtain the professional designation of Certified Fraud Examiner. Being a professional designation, it needs to be maintained by obtaining at least 20 Continuing Professional Education points per year, which equals approximately 20 hours of relevant anti-fraud and ethics training. This could be obtained by attending training events that are held by the Association of Certified Fraud Examiners, both the international and South Africa chapter.



The Association of Certified Fraud Examiners is an international organisation with approximately 90,000 registered members in more than 180 countries across the world. The CFE designation is therefore an internationally recognised designation and in South Africa it is also a qualification on NOF level 7 (B-degree level) registered on the South African Qualifications Authority (SAQA) framework. Being a member of this professional body has various benefits, such as networking opportunities with like-minded people in the industry and discounts on certain products and services. Being a Certified Fraud Examiner means that you are part of the cream of the crop of a professional body. This is a sought-after designation and a pre-requisite for many advertised positions.

Understanding the importance of having an FE function with qualified Fraud Examiners in an organisation, is a valuable first step towards the reduction of fraud, and eventually the conquering and elimination thereof, in an organisation. Please feel free to contact ACFE SA for more information: [membership@acfesa.co.za](mailto:membership@acfesa.co.za)

BY  
Roxane Ferreira, CFE

**25** YEARS **ACFE**<sup>®</sup>

Association of Certified Fraud Examiners

# Qualifying a Skilled and Capable Workforce

The Quality Council for Trades and Occupations (QCTO) is the national Quality Assurance body for education and training in the vocational and occupational sectors. Educational quality assurance in South Africa is divided between three Quality Councils – each responsible for a certain sub-framework of the National Qualifications Framework (NQF) – the South African Qualifications Authority (SAQA) responsible for the oversight of the NQF as a whole, and the Sector Education and Training Authorities that provide deep sectoral expertise and a connection between the education and training system and the workplace.

The QCTO was established in 2010 in terms of the Skills Development Act Nr. 97 of 1998 as the Quality Council responsible for all Trade and Occupational Qualifications in South Africa. As the QCTO we work with the qualifications that are registered on the Occupational Qualifications Sub-Framework (OQSF) of the National Qualifications Framework (NQF). We are responsible for the quality assurance and oversight of the design, accreditation, implementation, assessment and certification of occupational qualifications, part-qualifications and skills programmes.

This mandate means that, in partnership with the Sector Education and Training Authorities (SETAs), we work on ensuring that occupational and trade qualifications are developed by industry, for industry. These qualifications are aimed at meeting industry needs and ensuring that learners are properly equipped to enter the job market with relevant knowledge and skills. Our qualifications are designed to include knowledge, practical skills and workplace components, making sure that learners are not just given knowledge but are given the skills to work and the opportunity to learn to

apply their skills and knowledge in the workplace. This is in line with our vision as the QCTO, which is to qualify a skilled and capable workforce.

The QCTO's Revised Occupational Qualifications Sub-Framework (OQSF) Policy was gazetted on the 29th of October 2021 by the Minister of Higher Education, Training, Science, and Innovation, Minister Nzimande. This policy guides the development of qualifications in our sector and ensures that trade and occupational qualifications are aligned to the NQF and meet the requirements of the South African Qualifications Authority (SAQA). Our qualifications provide opportunities for learners to either enter employment or further develop their career by accessing further study through articulation pathways on the NQF.

However, our role as the QCTO doesn't just end with the qualifications, we also make sure that the qualifications are implemented correctly by accrediting and quality assuring the Skills Development Providers (SDPs) that implement our qualifications. Quality assuring SDPs during the implementation of the learning programmes allows for challenges to be identified while there is still time for SDPs to address them and allows the QCTO's Quality Assurance team to stay on top of any difficulties and support the SDPs in their implementation process. We offer guidance and support to SDPs while also making sure that they deliver quality learning programmes that give learners the best opportunities to succeed.

Once learners have completed the learning programme with the SDP, the QCTO is also responsible for quality assuring the final assessment process. For skills programmes, this means quality assuring the Final Integrated Supervised Assessment (FISA) implemented by the SDPs. For



**Mr. Vijayen Naidoo**  
**Chief Executive Officer: Quality Council  
for Trades and Occupations (QCTO)**

qualifications and part-qualifications, we work with our Quality Partners, the SETAs, to develop and implement an External Integrated Summative Assessment (EISA) that is written at an Assessment Centre. The EISA makes sure that there is a national standard of quality for our qualifications. As the QCTO, we are also committed to ensuring the security of the certificates we issue and have implemented stringent safety measures for the certificates that we issue.

Due to the thorough quality assurance and assessment processes that we follow, employers can have confidence employing someone with a QCTO certificate. This means that they are employing an individual with the knowledge and skills to go straight to work. We as the QCTO are committed to our vision of qualifying a skilled and capable workforce and strive to achieve our mandate by providing industry and SDPs with relevant qualifications that are quality assured and assessed to deliver the highest quality education and training for both learners and their future employers. 🇷🇵



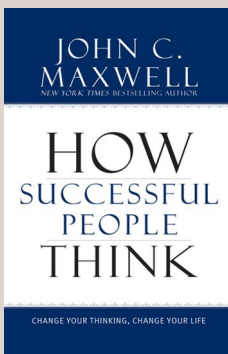
# BOOK review



Embark on a transformative journey through mind-expanding self-help books. Gain clarity, empowerment, and deeper understanding.

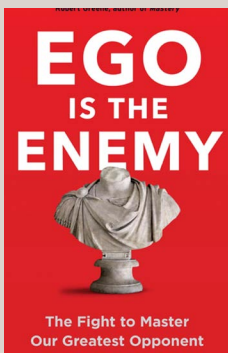
Explore ancient wisdom to modern techniques, igniting transformative shifts in thinking and behaviours. Welcome to the adventure of self-discovery and personal growth.

Let's begin!



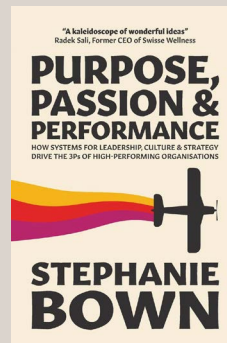
*How Successful People Think*, by renowned author John C. Maxwell presents 11 proven strategies for achieving success in both life and work, condensed from his previous work, "Thinking for a Change." This compact guide offers practical insights for navigating today's fast-paced world. Maxwell, a leading expert on leadership, outlines key concepts such as big-picture

thinking, focused thinking, creative thinking, shared thinking, and reflective thinking, providing readers with the tools they need to expand their mindset and reach their goals.



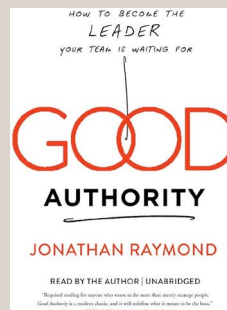
*In Ego is the Enemy* Ryan Holiday exposes ego as a destructive force that sabotages careers, fortunes, and resilience. Drawing on timeless wisdom from philosophy, literature, and history, Holiday illustrates how humility and confidence are essential for success. By acknowledging and disarming ego's dangers, readers can overcome adversity and achieve their best

work. This inspiring book serves as a timely reminder to cultivate humility and resilience in a culture that often glorifies ego.



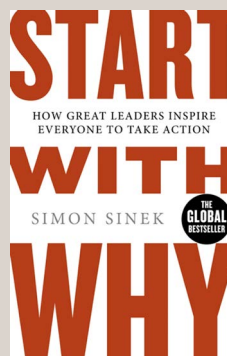
Leadership, culture, and strategy are the pillars that drive success in business, encapsulated in the 3Ps: purpose, passion, and performance, which ultimately lead to profit—the lifeblood of the economy. To optimize performance and engagement, create a workplace where employees are motivated and passionate about their work. Build resilience and adaptability by focusing on systems

that connect, align, and inspire your team. This book provides guidance on implementing three essential systems for high performance: leadership, culture, and strategy. Whether you're a CEO, founder, director, or leader, this is your roadmap to building a high-performing team and business.



"Good Authority" redefines effective leadership by merging personal and professional growth, through compelling narratives and practical insights, Jonathan Raymond unveils a transformative approach to mentoring, fostering a culture where feedback, support, and boundaries empower individuals to break free from limiting patterns. Drawing from

his diverse background as an executive and leadership trainer, he offers a roadmap that blends human connection with results-driven strategies. Whether you're a CEO, team leader, or coach, "Good Authority" offers fresh perspectives and actionable guidance to unleash your true potential in the workplace".



*In Start With Why* Simon Sinek shows that the leaders who have had the greatest influence in the world all think, act and communicate the same way—and it's the opposite of what everyone else does. He calls this powerful idea The Golden Circle, and it provides a framework upon which organisations can be built, movements can be led, and people can be inspired. And it all starts with WHY.

# Holistic Support for Computing Sciences Bursary Beneficiaries

**W**ith most of the students enrolled at Nelson Mandela University coming from outside the borders of Gqeberha, and close to 20 000 students living in on-campus and off-campus residences, settling into university life can be a major adjustment.

However, Nelson Mandela University's Computing Sciences Department has successfully implemented a holistic approach as an integral part of its departmental bursary philosophy. According to Prof Jean Greyling, Head of the Department, this strategy has

yielded significant success over the past eight years.

Greyling attributed this success to the caring team who works closely with the bursary recipients, many of whom have been supported by BANKSETA to further their studies at Nelson Mandela University.

"Geraldine (Fraser) is the 'mother hen' at the res where some of our students stay – she is doing a great job of being aware of their social needs and challenges. Carol (van Onselen) has been managing the Computing Sciences Department's

bursary programme since 2016. She does the admin work behind the scenes and gets involved – in a big way – in addressing social, medical and other challenges," said Greyling.

Students studying towards Computer Science and Information Systems qualifications within the department are supported with much more than just tuition fees, books and accommodation.

"We give them bursary status so that they may register without a down payment, and we have a credit

*(continued on page 9)*



**From left are Fezi Fani, Carol van Onselen and Geraldine Fraser. They are the Dream Team for the bursary beneficiaries from Nelson Mandela University Computing Sciences Department.**

(continued from page 8)

arrangement for them to purchase books and stationery at the start of the academic year. We also manage to give them a meal and, in some cases, living allowances from February 2024, as the bursary funds simply do not arrive on time for the start of the academic year,” said Van Onselen.

In addition, the department further supports the bursary recipients in the following ways: Eye tests and spectacles, Medical/dental assistance, clinical psycho-social support, transport assistance and a tutor programme to assist the students academically.

“The bursary programme is a very rewarding project to work in. We know we are making a difference, even if only for the few (compared to the many students at Nelson Mandela University) that pass through our care each year. I am very fortunate to have a job that gives funds to academically deserving and financially needy students to help them into the world of varsity with a good start,” said Van Onselen.

Jessica-Bianca Cordier, a former bursary recipient, expressed her gratitude for the holistic support she received during her studies. “The bursary scheme of our department is a breath of fresh air in the confusing, messy process that is funding your university studies. From the moment I was part of the bursary programme, I was not only supported financially, but mentally as well.”

## Paying it forward

Bursary students are also expected to give back by serving volunteer hours in the Computing Sciences Department as student assistants and/or at outside communities, like schools or NGOs, as a way of paying it forward. Students also donate back their books to the bursary programme.

Past bursary recipient Daniel Holmes said the skills he learnt as a student assistant in the department helped him in his career.

“I feel the hours I had to do as a student assistant helped me to be articulate myself better in the work I do, or the concept I am implementing. This I find really helpful in the IT industry,” said Holmes.

The Computing Sciences Department also appoints senior students as mentors to fetch new students from bus stations and take them to their accommodation, take the first-year group to the beach for lunch to let them get to know each other and be available to talk to about problems/queries they may have.

Mambesi Dem, another former bursary recipient, said the Computing Sciences Department’s bursary had been much more than just a financial contribution. “The bursary has been a big support. It gave me a sense of direction and purpose. Also, the bursary team has been like a guide through the years”.

## Tutor support

The department’s tutoring programme is headed up by Fezi Fani, who explains that senior students offer tailored in-person/online sessions, either individually or group-based, at a time most convenient for the junior students.

“Although primarily aimed at assisting our bursary students, it gives other students within the department an opportunity to share their knowledge, earn an income and gain work experience. Our bursary students benefit greatly from the programme with some commending the effort their tutors put in to ensure that they grasp concepts, even if it’s using their home language to explain the work. Such gratitude also motivates them to pay it forward again,” said Fani.

Kgopotšo Rashetle, a former student, said this academic support was invaluable. “I wanted to express my heartfelt gratitude for the department’s bursary scheme, which has truly been a transformative experience for me. Beyond the financial support, the holistic approach - including mentorship and additional resources

- has played a pivotal role in shaping not just my academic journey, but also fostering my personal and professional growth.”

## Home away from home

The Computing Sciences Department houses new and existing bursary recipients in off-campus residences in Summerstrand near South Campus, where they get extra care and support from Omega Lodge Student Accommodation Residence Manager Geraldine Fraser.

“I work closely with Carol and the two of us will always find a solution for any problem that may occur. Prof Jean Greyling is amazing, he is never too busy when I ask for assistance. The support they give to their students is remarkable,” said Fraser.

With a total of 186 students under her care she said the student community where students live, plays a huge role in how quickly they adapt to university life.

“Our students play soccer, netball and often have movie and game nights which play an important role in helping them to make friends and ultimately adapt to being away from home. We also have regular support meetings which have proven to make student life a little easier as they know that they are supported by myself and their peers. My open-door policy also plays an important role in fast tracking the adaptability of students,” said Fraser.

Former bursary recipient, Cwenga Ndudula, attributes his university success to the work the bursary team does.

“Carol, Prof Greyling and my res manager, ‘Mama G’, have really been a beacon of hope for myself and many other students. I see this in real-time with my friends and peers in the bursary programme. You truly feel and are treated as an individual and your needs are specifically catered for, whether it be academically or otherwise. I am truly grateful to them” 🙏

# Leading Change for Matriculants

As we celebrate the achievements of the 572,983 candidates who successfully passed the 2023 National Senior Certificate examinations, it's imperative to acknowledge the realities that await many of these bright and ambitious learners. In a challenging economic landscape where job opportunities are scarce, it becomes increasingly crucial to equip our youth with the necessary skills and experiences to thrive in the working world.

That's why BANKSETA is proud to announce its commitment of over R2 billion towards youth development in South Africa. Through our Letsema Post Matric Learnership initiatives, we have recruited 500 learners nationwide for our 2024 intake. Our learnership programs serve as a vital bridge between theoretical knowledge acquired in high school and the practical skills demanded by employers. The duration of the Letsama learnership is 1 Year. Registered employers will host the learner(s) and make provision for training, workplace coaching and learner support. Training is linked to a registered skills programme and successful completion of the Learnership programme results in the achievement of a NQF5 in banking service advice qualification.

Structured to support learners through integrated learning programs that blend classroom education with on-the-job training, our learnerships provide invaluable hands-on experience in their chosen fields of study.

Mr. Sfiso Dimba, Manager of Youth Development, emphasises that this annual program underscores our organisation's dedication to skills development in alignment with the SETA Act. Our primary objective is to empower participating learners with qualifications while nurturing their ongoing growth and development.

"We place learners in various sectors of the banking industry, offering them a unique opportunity to gain workplace experience across diverse fields," Mr. Dimba explains. "We are witnessing increased interest from new entrants like Discovery banking, eager to contribute to workplace experiences, particularly in roles such as business analysis."

In line with our commitment to fostering educational excellence, we echo Minister Nzimande's sentiments on the importance of improving access and success within the Post School Education and Training (PSET) system. Nzimande's recent address highlighted the significant strides made in this regard, with SETAs collectively placing 44,619 unemployed individuals into learnerships. Notably, over 34,710 of these beneficiaries were young people under the age of 35, with more than 25,550 being females, at a cost of approximately R1 billion.

As we forge ahead, let us continue to champion education and skills development as fundamental pillars of sustainable economic growth and societal progress. 📖

## TIPS ON CREATING A STANDOUT CV

Creating a standout learnership CV is your gateway to securing the opportunity you desire. Here are some tips to ensure your CV stands out from the crowd:

- **CV PRESENTATION:** Your CV reflects you, and how it is presented will ensure you get noticed. Several websites offer free CV templates – opt for one that is simple and professional for a more polished look. Ensure you use the spelling and grammar-check option which comes standard with most word-processing packages.
- **START WITH THE BASICS:** Start with your personal information – full name, contact information and your physical address. List any disabilities, if applicable.
- **PERSONAL STATEMENT:** Write a concise personal statement. This should be specific to the learnership you are applying for so highlight your passion for the chosen field and express your eagerness to learn and contribute.
- **EDUCATION:** Provide an overview of your academic achievements, including your highest qualification, where you studied and the year of completion. List your subjects and add any extracurricular activities that demonstrate your interests and commitment.
- **SKILLS SHOWCASE:** Highlight your relevant skills, be it in computers, effective communication, problem-solving or teamwork, and incorporate any awards or leadership roles that will set you apart.
- **RELEVANT EXPERIENCE:** Should you have had a part-time job, internship or voluntary work, be sure to mention it, especially if it aligns with the learnership requirements.

By following these tips and tailoring your CV to the specific requirements of the learnership, you'll increase your chances of catching the attention of potential employers and securing the opportunity you aspire to achieve.

# Skills for Future Project Delivers a Winner

## Reflecting on Two Years of Growth and Commitment to Continuous Improvement

**M**y name is Ramurunzi Mukona. I'm currently doing my second year BSc Computer Science and Mathematics at the University of Venda.

In 2022 I joined a BANKSETA funded programme called Skills For The Future (SFFP) at the University of Venda, In this programme I learnt skills that helped me through my first year at university. With the knowledge I gained I didn't have to struggle with digital related things and communicating with other people around me.

The programme taught me that consistency matters and if you really do the work, your results will be the proof of your efforts. With this in mind and through working hard I did really well in my first year by achieving five distinctions.

With how the programme helped me, I decided to volunteer and give back to others by becoming a Tutor to help new learners in the programme with school subject like mathematics and physical science. I also included coding and digital skills – all these are part of the Skills for the Future programme.

When I look back on the last two years, I give gratitude to BANKSETA who assisted me with funding the programme which really impacted me greatly in a very positive way. I can confidently say that I will improve on this current version of me through lifelong learning and personal growth.

**Ms Ramurunzi Mukona**  
SFFP Alumni



**Ms Ramurunzi Mukona - SFFP Alumni**

# DISCOVER YOUR Educational Odyssey

*Embarking on the next phase of your educational journey is an admirable decision. Whether you are contemplating enrolment in a TVET college or a university within South Africa, you are poised for a remarkable experience.*

*South Africa boasts a plethora of distinguished universities and TVET colleges, each dedicated to fulfilling the higher education requirements of students worldwide. Spanning across the nine provinces of South Africa, you will discover at least one university and TVET college primed to address your educational aspirations. With this array of institutions available, prospective students are presented with ample opportunities to identify the ideal educational environment tailored to their individual needs.*

Universities and TVET (Technical and Vocational Education and Training) colleges differ in several key aspects. BANKSETA hopes that this information will help you decide on the best path towards your next education journey.

- **Academic Focus:** Universities typically offer a broad range of academic programs across various disciplines, including arts, sciences, humanities, and professional fields. TVET colleges focus on providing vocational and technical education and training, emphasising practical skills development in specific trades and industries.
- **Degree Levels:** Universities offer undergraduate, postgraduate, and doctoral degrees, providing students with opportunities for advanced academic study and re-

search. TVET colleges primarily offer certificates, diplomas, and occupational qualifications tailored to meet the needs of specific industries and trades.

- **Learning Approach:** Universities often emphasise theoretical and conceptual learning, encouraging critical thinking, analysis, and research skills development. TVET colleges prioritise hands-on, practical learning experiences, equipping students with the technical skills and knowledge required for employment in various vocational fields.
- **Duration of Programs:** University degree programs typically have longer durations, ranging from three to four years for undergraduate degrees and additional years for postgraduate studies. TVET college programs vary in duration

depending on the level of qualification, ranging from a few months for short courses to two to three years for diplomas.

- **Career Pathways:** University graduates often pursue careers in professional fields such as law, medicine, engineering, business, academia, and research. TVET college graduates commonly enter skilled trades and technical professions, including areas such as plumbing, electrical work, automotive technology, hospitality, and construction.
- **Recognition and Accreditation:** University degrees are widely recognised and accredited, providing graduates with credentials that are highly valued in the job market and accepted for further academic pursuits. TVET college qualifications are also accredited and recognised, validating graduates' skills and competencies within specific industries and trades.

Overall, while universities and TVET colleges differ in their academic focus, degree levels, learning approaches, and career pathways, both institutions play essential roles in providing diverse educational opportunities and meeting the needs of students with varying interests, aspirations, and skill sets. 📚

Click here to find the [TVET college](https://www.studentroom.co.za/list-of-public-tvet-colleges-in-south-africa/#google_vignette) of your choice or copy and paste this into your browser [https://www.studentroom.co.za/list-of-public-tvet-colleges-in-south-africa/#google\\_vignette](https://www.studentroom.co.za/list-of-public-tvet-colleges-in-south-africa/#google_vignette)

Click here to find the [university](https://www.dhet.gov.za/SitePages/UniversityEducation.aspx) of your choice or copy and paste this link into your browser <https://www.dhet.gov.za/SitePages/UniversityEducation.aspx>



South Africa's leading supplier of disability products and services

**OUR PURPOSE**

To make a meaningful difference in the lives of people with disability.

**OUR CORE OBJECTIVES**

Our aim is to promote inclusivity and integration of people with disabilities, including those who are blind, deaf or have other impairments. We achieve this by providing education, training and access to the latest technological support.

**OUR PHILOSOPHY**

We're driven to empower people with disabilities, and we're dedicated to discovering supportive solutions which empowers them to succeed in learning spaces, workplaces and public spaces.

**OUR BUSINESS**

Tshirologo is South Africa's leading disability services provider. Based in Rustenburg, we have full time staff, and a national network of independent contractors who facilitate courses and offer interpreter services.

**OUTCOMES WE DELIVER**

Empowered individuals through upskilling, boosted self-esteem, and confidence; improved communication for those with visual and hearing impairments and their interactions; heightened workplace morale by fostering understanding of disabled colleagues' challenges; and increased satisfaction for disabled employees.



**BRAILLE SERVICES**



**SIGN LANGUAGE SERVICE**



**INTERPRETER SERVICES**



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# Forging Alliance to Tackle BANKING SECTOR'S SKILLS GAP

The Banking Sector Education and Training Authority (BANKSETA) and Wits University have partnered to address the skills shortage in the South African banking sector. Ms. Precious Sikhosana from BANKSETA expresses confidence in the impact of this partnership: "This collaboration will significantly contribute to mitigating the skills shortage in South Africa by providing crucial funding opportunities for students pursuing careers in the banking industry - a sector vital for the advancement of our nation's economy. Leveraging our combined expertise, we have introduced tailored innovative skills development initiatives to meet the dynamic needs of the finance sector."

A notable outcome of this collaboration is the establishment of a specialised banking and finance training program, complemented by funding for transformative skills development

initiatives, benefiting students and fostering broader societal progress. In 2023, BANKSETA's support extended to 34 students, amounting to over R3 million in bursaries, with a focus on historically disadvantaged backgrounds. Testimonials from beneficiaries like Kagiso Maine highlight the profound impact of this support, empowering students to pursue their academic endeavours without financial constraints.

Additionally, Wits staff member Paul Mukoki's research on Infrastructure Financing and Bond Markets Development in sub-Saharan Africa has significantly informed strategies to bridge critical infrastructure funding gaps. This research, facilitated by BANKSETA's support, underscores the pivotal role of academia in driving industry growth and innovation.

Ms. Lebogang Ngwatle, representing Wits Development and Fundraising Of-

fice, acknowledges the positive influence of BANKSETA's contribution on both students and staff. "This mutually beneficial partnership underscores our commitment to developing high-level skills crucial for the advancement of the banking sector and higher education. Together, this partnership will not only support students but also drive advancements in the banking sector, thereby contributing to the broader South African economy through collaborative and innovative programs. As we strive to empower the next generation of finance professionals, we are committed to fostering positive change within and beyond the industry."

Wits University remains steadfast in its commitment to academic excellence, social leadership, and the advancement of the public good. We eagerly anticipate the continued advancement of our partnership with BANKSETA, as we work together towards shared goals. 🤝





# Empowering Youth with Disabilities:

## BANKSETA'S ADVANCED ICT SKILLS PROGRAMME



**Graduation ceremony on 23 February 2024 in Polokwane**

In today's rapidly evolving digital landscape, acquiring advanced ICT skills is more than just necessary; it's essential for empowerment and inclusion. Recognising the importance of fostering digital literacy and creating opportunities for marginalised communities, BANKSETA's ground-breaking initiative aims to equip youth with disabilities with the skills needed to thrive in the digital age.

**BANKSETA's Advanced ICT Skills Programme** is distinguished by its commitment to inclusivity, providing training to 350 youth with diverse disabilities across provinces such as Gauteng, Limpopo, Free State, KwaZulu-Natal, Eastern Cape, and Mpumalanga. Collaborating with skills development partner Village Technologies, BANKSETA ensures an inclusive learning environment, offering all aspiring learners quality education and a unique opportunity to embark on a transformative journey towards ICT proficiency.

The programme equips participants with essential skills for the Fourth Industrial Revolution (4IR), focusing on areas like programming and cybersecurity, crucial in today's digital age for diverse career opportunities. Its comprehensive training modules cultivate proficiency in critical areas for the evolving world of work. In addition to technical skills, the pro-

gramme offers essential exit skills programmes, including work-readiness and entrepreneurship training, addressing challenges youth face in accessing employment. It aims to equip participants with the skills and mindset necessary to thrive in the workforce, fostering an entrepreneurial spirit to explore alternative pathways to success.

A key highlight is providing laptops to all learners throughout the programme, ensuring access to necessary tools and fostering independence in their ICT learning journey. Successful participants also receive laptops, enabling them to continue developing their skills and supporting their career pursuits, nurturing a sense of ownership and empowerment.

The programme's commitment to gender equity is laudable, with 55% of recruited youth being black females. BANKSETA's efforts promote diversity and inclusion within the ICT sector, empowering women and addressing gender disparities, thus contributing to creating a more equitable society.



**Graduation ceremony on 27 February 2024 in Sasolburg**

Actively recruiting individuals from underrepresented groups, BANKSETA fosters greater diversity and representation in the workforce, providing opportunities for marginalised communities to thrive.

The programme's success is evident in impressive completion rates and attendance averages across provinces, with Limpopo and Free State standing out at 85.61% and 75% attendance, respectively. This highlights the programme's effectiveness in engaging and retaining participants regardless of their location or background.

The prestigious certification ceremonies took place in Polokwane, Limpopo, and Sasolburg, Free State, on 23rd and 27th February 2024, attended by BANKSETA's CEO, Mr. Eubert Mashabane, and Board Chairperson, Ms. Nosipho Mia Makhanya. Their presence not only honoured the participants' accomplishments but also emphasised the importance of such initiatives in driving inclusive growth and development. Looking ahead, BANKSETA remains committed to expanding and sustaining programmes like the Advanced ICT Skills Programme, aligning with the objectives of the National Skills Development Strategy III. Mr. Mashabane affirmed the importance of upskilling and reskilling youth, especially those with disabilities and in rural areas, while Ms. Makhanya emphasised BANKSETA's pledge to provide ongoing support to programme graduates, ensuring they gain meaningful employment or access further educational opportunities within the banking sector and beyond.

The ultimate goal for BANKSETA is to bridge the gap between skills development and employment, empowering all participants to become contributors to society. 🇿🇦

# BANKSETA FAMILY SHARE THEIR THOUGHTS AND FEELINGS

Everyone at BANKSETA is truly elated by the overwhelming positive responses we have received across social media platforms. Our extended family's support and encouragement mean the world to us, and we feel deeply grateful for each and every interaction. Your kind words inspire us to continue striving for excellence and to make a positive impact in the community. Thank you for making your journey part of ours.

I'm a permanent employee at Standard Bank because of Kuyasa programme ❤️❤️

*Baluu Ka Luthando Dlamini  
(Lungile Dlamini)*

10 years ago and the letsema learnership open up so many doors for me.

*Gavin Thys*

I'm a product of Letsema Programme. I thank you. You really changed my life

*Dan Rodriguez Da Costa*

Thank you The BANKSETA Kuyasa programme for giving me the opportunity in 2018/2019 I am very grateful.

*Ramugondo Trueleader Gudani*

I'm a permanent sales consultant at ABSA because of BANKSETA Kuyasa program.. Forever grateful for my first ever pay slip 🙏🙏🙏.

*Zinchlee Gee*

My journey started here, I was interviewed heavily pregnant, 2 weeks after giving birth I received the life changing phone call, I will forever be thankful to BANKSETA.

*Kgabo M Lamola*

I was a Letsema learner class of 2018/19. One of the few genuine learnership program. Forever yona.

*Ncedile Duduzile Mkhabela*

I am a proud product of Letsema (2004), immediately got permanent job in 2005, went to study further where I obtained a degree and, in 2019, my employer awarded me a Top Achiever Award (overseas trip to Portugal & Germany). I remain highly indebted to BANKSETA for the opportunity.

*Tebogo Mokubung*

I'm the baby BANKSETA Product... m forever grateful ✨🌻 ... all the best guys...

*Cebile MaCebekhulu Ntombela*

Great product, 2018 intake, ours was done at Kelly and Quest in JHB. Was a great experience and learning opportunity.

*Xolisile Khumalo Ka Zungu*

This evokes memories of when I went for my Kuyasa interview back in 2015 which was facilitated by Kelly recruitment agency. I will forever be grateful to BANKSETA for the opportunity 🙏. I wish all the candidates the best of luck with their future endeavors.

*Siyabonga Wést Plank*

I remember this day like it was yesterday when I sat in for my interview and got accepted for Letsema class of 2013. Years later I am a Senior Project Manager in one of the 4 major banks, I will forever be grateful for the opportunity The BANKSETA.

*Nomvula Modipa*

Back in the days, this was me 12 years later I am still holding on 🙏. This company is genuine, I hope and pray it still exist when my kids finish school. I definitely will enroll them.

*Mathabo Moalosi*

Never ever underestimate this programme 🙏

Reflecting on my journey, I can't help but emphasize the profound impact of the internship and leadership programme that kickstarted my career. Beginning at Wesbank, moving to Standard, and ultimately resigning from a managerial role at Nedbank to venture into entrepreneurship, this path has been transformative. The lessons and skills acquired during this program have been invaluable, paving the way for personal and professional growth.

My advice to aspiring professionals is to never underestimate the potential of such programs. The banking industry, in particular, offers a wealth of knowledge, often providing free courses to empower their employees.

Looking back, I wish I had seized every opportunity to engage in those courses. The wealth of knowledge they offer is immeasurable, equipping individuals for success in the dynamic world of finance. Embrace every chance to learn and grow—it may just set the stage for a remarkable journey of your own. 🚀📖 #CareerJourney #LearningPathways"

*Brian Saul aka Oufadafada*



Grow your co-operative

## AN OPPORTUNITY TO GROW YOUR CO-OPERATIVE

Better yourself so that your business grows

### USEFUL CONTACTS

Knowing that you have a prepared list of contacts for emergencies can provide peace of mind. It reduces stress during challenging situations, allowing you to focus on addressing the emergency at hand rather than scrambling to find contact information.

NAME	WEBSITE	PHONE
CHILDLINE SA	<a href="http://www.childlinesa.org.za">www.childlinesa.org.za</a>	0800 05 55 55
CONSUMER GOODS AND SERVICES OMBUD	<a href="http://www.cgso.org.za">www.cgso.org.za</a>	0860 000 272
CREDIT OMBUDSMAN	<a href="http://www.creditombud.org.za">www.creditombud.org.za</a>	0861 662 837
DEPARTMENT OF SOCIAL DEVELOPMENT	<a href="http://www.dsd.gov.za">www.dsd.gov.za</a>	012 312 7500
FAIS OMBUDSMAN	<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>	012 762 5000 / 012 470 9080
FAMILY LIFE CENTRE (FAMSA)	<a href="http://www.familylife.co.za">www.familylife.co.za</a>	011 788 4784
FINANCIAL SERVICES BOARD	<a href="http://www.fsb.co.za">www.fsb.co.za</a>	0800 20 20 87
LIFELINE SA	<a href="http://www.lifelinesa.co.za">www.lifelinesa.co.za</a>	011 715 2000
NARCOTICS ANONYMOUS	<a href="http://www.na.org.za">www.na.org.za</a>	083 900 69 62
NATIONAL CONSUMER TRIBUNAL	<a href="http://www.thenct.org.za">www.thenct.org.za</a>	012 683 8140 / 012 742 9900
NATIONAL CREDIT ADVISER	<a href="http://www.nca.co.za">www.nca.co.za</a>	011 554 260
OMBUDSMAN FOR LONG-TERM INSURANCE	<a href="http://www.ombud.co.za">www.ombud.co.za</a>	0860 103 236
OMBUDSMAN FOR SHORT-TERM INSURANCE	<a href="http://www.osti.co.za">www.osti.co.za</a>	011 726 8900
PEOPLE OPPOSING WOMEN ABUSE	<a href="http://www.powa.co.za">www.powa.co.za</a>	011 642 4345/6
SOUTH AFRICAN DEPRESSION AND ANXIETY GROUP	<a href="http://www.sadag.org">www.sadag.org</a>	0800 12 13 14
SOUTH AFRICAN POLICE SERVICE	<a href="http://www.saps.gov.za">www.saps.gov.za</a>	10111
TEARS FOUNDATION	<a href="http://www.tears.co.za">www.tears.co.za</a>	010 590 5920



# CAREER PLANNING?

PURSUE A CAREER IN THE BANKING AND ALTERNATIVE BANKING SECTOR ...

The BANKSETA is committed to empowering the country's youth, through various youth development initiatives.



#### **BANKSETA Gauteng (Head Office)**

Building C2, Eco Origin Office Park  
349 Witch-Hazel Avenue  
Eco-Park Estate, Highveld  
Centurion

#### **BANKSETA Free State Office**

Motheo TVET College  
Central Office  
c/o Georges & Aliwal Streets  
Bloemfontein

#### **BANKSETA Eastern Cape Office**

Waverley Office Park, Phase 4  
Building 3-33, Phillip Frame Road  
Chiselhurst  
East London

#### **BANKSETA Limpopo Office**

Stand 3200, Platinum Park  
Extension 68, Bendor  
Polokwane

Anti-Fraud Hotline 0800 204 661



[www.bankseta.org.za](http://www.bankseta.org.za)