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Volume 15 | Quarter 4



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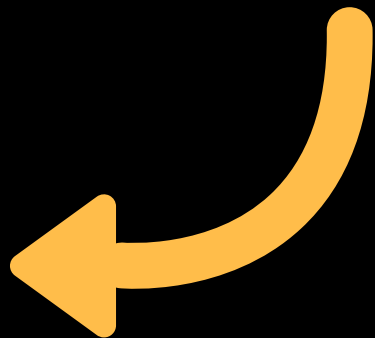




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# EDITOR'S NOTE

**As we move through the year, with all that it promises, we look forward to working with you, our many stakeholders, to fulfil the true potential of BANKSETA's initiatives and programmes.**

**B**ANKSETA's stakeholders remain a priority and our most valuable partners in achieving the SETA's mandate and more-so as we have numerous exciting developments ahead.

The most notable news recently has been the appointment of a permanent CEO in Trevor Rammitlwa. Trevor's career at the BANKSETA kicked off with him being an Education and Training Specialist in the Education and Training Quality Assurance Department and it advanced with him being a Project Manager whilst having occupied other roles within the organisation.

In this issue, we look not only at Trevor's priorities as he adjusts to the temperature of the hotseat, but at the man behind the title.

This edition also celebrates those whose association with BANKSETA has benefited them in myriad ways, whether in the opportunity to undergo essential workplace-based learning, or the personal and professional development afforded by our Kuyasa learnership, which has proved its worth over more than a decade.

As grants season is around the corner, we also provide a refresher course on the ins and outs of submitting your Workplace Skills Plans (WSPs) and Annual Training Reports (ATRs), and claiming your rightful share of mandatory and discretionary grants so that you do not miss out on your seat on the skills development express.

As we move through the year, with all that it promises, we look forward to working with you to fulfil the true potential of BANKSETA's initiatives and programmes.

Should you have something on your mind, please feel free to give us a call, or pop in to our various offices. Our ears are open and our minds are receptive to your ideas and opinions.

Enjoy reading this issue ...

**Busisiwe Lubisi**  
Editor



# EXECUTIVE'S DESK

Enthusiasm radiates from the face of new BANKSETA CEO, Trevor Rammitlwa, who will lead the organisation through the last leg of the National Skills Development Strategy (NSDS). Trevor relies not only on his own expertise and knowledge, but often calls up the entrepreneurial example set by his father and grandfather, and constantly draws inspiration from the words and actions of captains of industry such as the bank executives he has come to know over the years and continues to watch with keen interest.

Trevor is passionate about skills development without any doubt. He has spent the better part of his career involved in it, mostly with BANKSETA. He squeezed in a brief sojourn at Case Global Partners in 2017 before he returned in the biggest way possible – to head one of the country's most successful SETAs, proud holder of a solid reputation for not only managing public funds impeccably and meeting skills development targets consistently, but for making a real difference in the lives of individuals who otherwise may not have benefited from development and career advancement.

It is the last-mentioned aspect of skills development that speaks to Trevor in the loudest voice and it will be among his primary drivers as Chief Executive Officer.

He is, he says, humbled by his new appointment, as the sector holds the distinction of being a key player in the economy and one whose efficiencies are fuelled by skills.

Many plans are currently swirling around Trevor's highly qualified and incisive mind, most prominently taking the SETA to another level in its role in a rapidly changing sector.

**'I would like to create a re-energised and refocused BANKSETA, and build it into a brand that remains relevant to stakeholders at all times and ultra-responsive to the changes that make the banking sector so dynamic and so important to our country'**

'I would like to create a re-energised and refocused BANKSETA, and build it into a brand that remains relevant to stakeholders at all times and ultra-responsive to the changes that make the banking sector so dynamic and so important to our country,' says Trevor.

Stakeholders are also very much in his sights. 'I want to deepen our relationships with sector constituents, so that we can really

understand their needs and they can understand what drives our decisions on initiatives and programmes,' he explains. 'Sharing information and seeking feedback can only strengthen our efforts to upskill our sector for the betterment of South Africa.'

Another focus area is liaison with higher education and training facilities and the Department of Higher Education and Training, particularly when curricula are updated or developed.

'Partnerships are crucial to our vision of becoming a centre of excellence,' he explains. 'One entity alone cannot address the skills development needs of a sector. There must be impactful relationships with employers, institutions and professional bodies to craft solutions.'

Just as the sector is moving as if on steroids, so will BANKSETA, modernising, grasping and responding to the demands of the fourth industrial revolution and preparing for an as-yet-unknown SETA landscape post-2020. It is all in the name of remaining relevant, a word that Trevor uses often. His vision is a high-performance organisation with an engaged Board and dedicated people working as a dream team.

Relevance extends beyond the SETA as an organisation into the people in and outside the four walls of BANKSETA offices.

'We have already started to reskill sector employees to ensure that they are not caught off-guard by the skills needs of the near future, which are very different from those of a decade ago, even a year ago,' Trevor states.

'Our people, too, must not be hampered by redundant skills that stunt their ability to serve the sector and the country to the fullest.'

For any SETA CEO, transformation is an ongoing issue, with targets that, in spite of everyone's best efforts and intentions, remain elusive. Youth unemployment, too, is always close to top of mind, demanding deep thought as to how to change the game and make a decisive dent downwards in the ever-ascending figures released by StatsSA.

Trevor acknowledges that the most challenging thing about life is working with people, but his style of participatory management offset with strong leadership and decisiveness will be an asset in his new position. He does not delay important decisions nor dwell on any issue to the detriment of progress, preferring to move forward with purpose and conviction.

**'Everyone has potential and should be given the chance to present his or her ideas, and treated with respect and made to understand that each contribution is important and valued'**

'One can lead with single-mindedness without sacrificing humility,' he adds. 'Everyone has potential and should be given the chance to present his or her ideas, and treated with respect and made to understand that each contribution is important and valued.'

Come 2020, when the SETAs change their spots for good as South Africa enters a new skills development era – whatever form that may take – Trevor is prepared for any eventuality. Although he admits that a merger with fellow SETAs would not be his first choice, should stakeholders see value in it, he will treat it as an opportunity to pool resources and accentuate strengths. However, he cautions, it must be managed carefully so that the strong points of individual SETAs are retained and the progress made over a two-decade revolution is not compromised, devalued or dwarfed amid the might of a mega-SETA.

Trevor foresees a time when SETAs will evolve into platforms driven by digital technologies where stakeholders can go to find skills solutions.

BANKSETA is well positioned for such a role, having several successful years behind it and another unfolding as it prepares to close the book on 2018/19.

'The new Board has settled in well and established its committees,' says Trevor. 'The governance system, the pinnacle of any organisation, is healthily entrenched. We are in a good financial and performance position and can expect another clean audit for 2018/19, which will continue our unbroken record.'

As the last year of the current strategy, BANKSETA will go big in 2019/20 to maximise its impact on all levels.

'I pledge my support to both my team and the sector so that we are able to make the next year the best ever, and I welcome feedback from all those who share our commitment to building skills as we tread the path to 2020 together,' Trevor concludes.

# MEET THE NEW CEO



When Trevor announced to his wife and teenage twins that he had been shortlisted for the position of BANKSETA CEO, they had no doubt that he would triumph. When he shared the good news, all they said was: 'You see!'. The recollection brings a smile to Trevor's face, as he is a dedicated family man.

His greatest joy during time away from work – which has dwindled lately in line with his new responsibilities – is spending time with the family.

His interests are varied, from cooking – which he would like to do more of – and music – jazz, pop or house are all good – to gentle jogging as part of his bid to remain fighting fit.

Lately, his time is not really his own, with the pressures of an MBA dissertation on key talent management framework for middle managers in the banking sector occupying a large chunk of both his day and his brainpower. During weekends, he often runs workshops with talent management experts or hosts focus

groups with middle managers and executives to explore how to apply the framework and how to contextualise it for use throughout the continent.

In this studies, he is being ably assisted by Prof Banie Erasmus, whom Trevor admires greatly, but has never let on to him, and Dr Anita de Bruyn, who is his lead supervisor. The literature review component of the MBA has been completed through the Unisa Centre for Economic and Management Studies, and finishing the entire programme is a goal that appears in his 2019 diary.

The framework Trevor is tackling is not only exciting, but virtually unheard of both here and internationally. 'Middle managers are essential to business success, as they are the pillar that links top and lower management,' Trevor stresses. 'Yet there are pronounced skills gaps in this area, particularly managerial, and the area has been largely overlooked.'

Although his latest endeavour is his most ambitious, Trevor is no stranger to the books. Among his credits are an education diploma, which he followed with five years of teaching; a degree in psychology, an advanced programme in human resources management, with a paper on employee-assisted programmes; and an MBL from Unisa School of Business Leadership, which enhanced his strengths in strategic management and business environment analysis.

'The academic aspect of life is very strong in me,' says Trevor. 'It is enjoyment, intellectual growth and a great self-motivator in one package.'

**'The academic aspect of life is very strong in me. It is enjoyment, intellectual growth and a great self-motivator in one package'**

When he has mastered his framework, Trevor looks forward to sharing it with the BANKSETA fraternity firstly, but also sees potential for it in other sectors and the possibility of academic articles introducing the new concept.

The twins, no doubt, will have seen this new achievement coming for ages, but dad may just score a high five or two for his efforts.

# SKILLING RURAL ENTREPRENEURS FOR SUCCESS

**O**n a tract of land between Keimos and Kakamas in the Eastern Cape you may find Nonceba du Plessis toiling in the sun, tilling the soil, tending her vegetables and looking after her livestock. It's not an easy undertaking, especially with the recent drought conditions, but she does it with a little more confidence and a broader smile now.

Nonceba was one of 368 beneficiaries of the BANKSETA Rural2Rural Development Programme held last year in Northern Cape. In total, more than 1 600 business people attended the sessions in five provinces.

The programme, explains BANKSETA Manager: Alternative Banking, Shaun Starr, provides three-day financial management workshops in rural and outlying regions to participants drawn from microfinance institutions, cooperative financial institutions and other entities in the financial services sector.

'The objective is to capacitate people from small, medium and micro enterprises in the microfinance sector on microfinance and compliance, fundamentals of financial management and preparation of financial statements,' Shaun explains.

Part of the secret to the initiative's success, he adds, is the involvement of local service providers and training in the preferred languages.

Nonceba, who is at the helm of Mabuyibe Intshima Yabafazi (loosely meaning 'the land is in the hands of the women'), says the training improved her money management skills, opened her eyes to how to treat the people she works with and made her aware of the importance of marketing.

Beauty Qwabeni of Mahikeng, one of 283 business people trained in North West, found the training in analysing financial statements most useful. As head of Boikago savings and credit cooperative, she has to present professionally prepared financials to the 12 members of her board. She also found value in the guidance provided on assisting coop members to be more money-savvy. 'We want to discourage our members from

just spending,' says Beauty, whose coop has more than 1 000 members. 'They need to know how to budget and be aware of how crucial proper money management and savings are, and we need to be able to guide them in this.'

Down in KwaZulu-Natal, Sithiwe Keswa runs his cash loan business, Kanozulu, serving primarily the community in and around Imbali. He has around 20 clients already, with more to come, he is confident.

For Sithiwe, one of the most important features of the training was the requirement to be registered with the Financial Sector Conduct Authority (formerly the Financial Services Board). 'I need to formalise my business, so I will be registering with the FSCA soon,' he states.

The training also demonstrated to Sithiwe that he was being a little ambitious in his charging. 'The workshop made me realise that my charges were too high, so I have brought them down to make my business better,' he says.

Also on the cards for Kanozulu is a new office, which will convey a more professional image than his home, where he is currently based.

Shaun explains that the levels of illiteracy in the target areas are very high as most of the people are farm hands who have not been exposed to life outside their small communities. 'Literacy is important for these communities as it enables them to change their lives,' he explains.

'These people see their cooperatives, stokvels and savings clubs as a solution to poverty alleviation and economic empowerment. Our training has been able to provide much-needed support to existing small, medium and micro enterprise incubation programmes and has motivated many stokvel groups to register as cooperative financial institutions.'

Overall, Shaun continues, the training is well received, which is evident in the hunger and demand for more knowledge and in the positive comments from delegates. 'Financial skills are needed in rural areas and we believe this training helps to create healthy and profitable businesses and financial cooperatives,' he states.

Linda Mabhida, district manager for SMMEs at the KwaZulu-Natal Department of Development, agrees. 'As a department, we do not have this type of service available so we value the role of BANKSETA in providing those who need skills the most with the financial basics that are essential to running a successful business. In my experience, they truly value the assistance.'



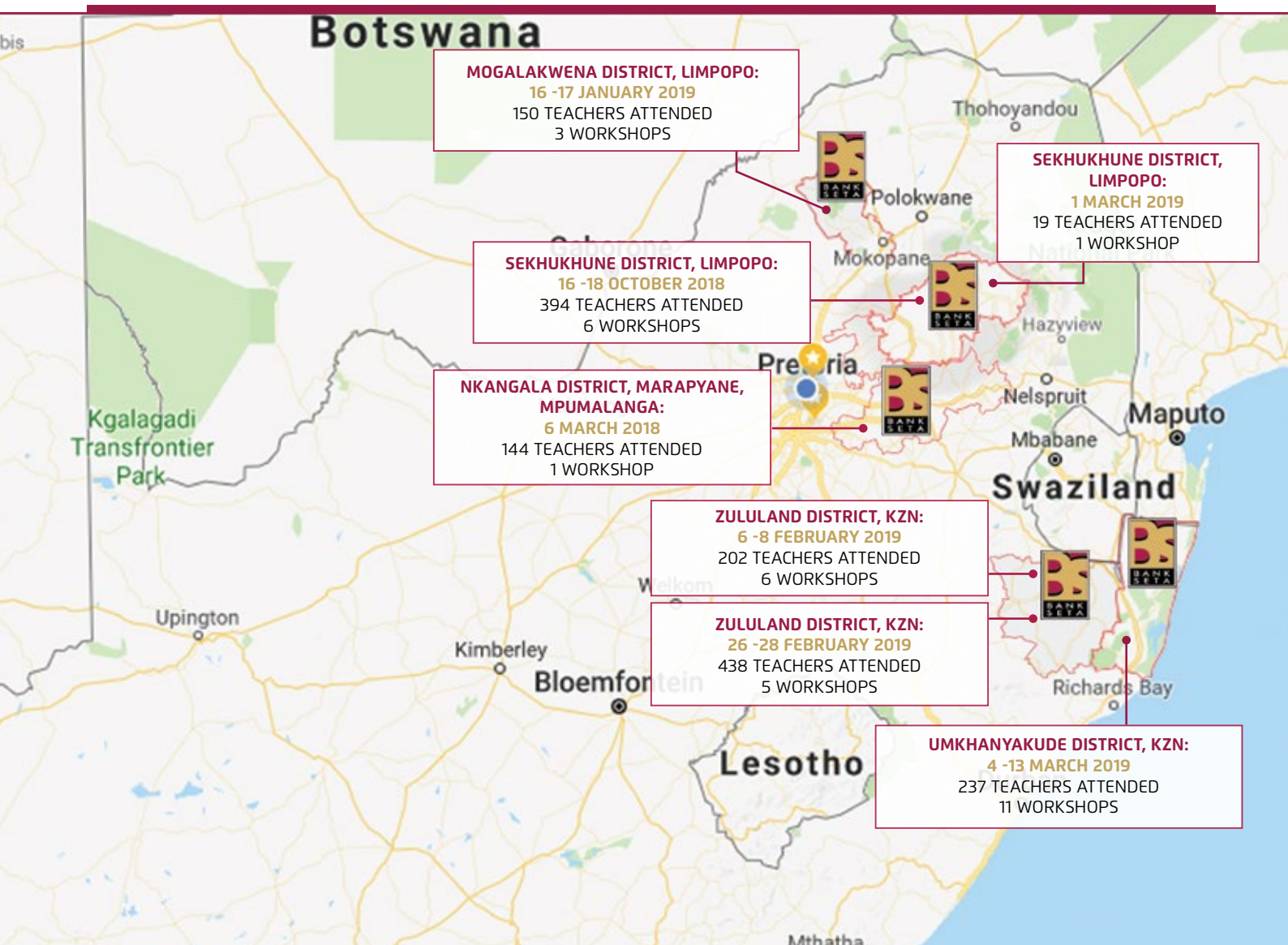
# CAREER GUIDANCE TRAINING FOR LIFE ORIENTATION TEACHERS WORKSHOP CLOSE OUT REPORT 2018/2019



## OBJECTIVES

- Career awareness and guidance training for secondary school Life Orientation teachers as per the BANKSETA mandate and strategic business plan
- Address Goal 4.8 of National Skills Development. (Building career and vocational guidance)
- The facilitation of 80 Career Awareness workshops to Life Orientation Teachers nationally over a period of 2 years.

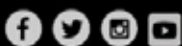
## OVERALL TEACHER NUMBERS AND VISITED AREAS OUTCOME:



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# GETTING TO GRIPS WITH GRANTS



It is that time of the year again; the time when we get down to the nuts and bolts of skills development – the allocation of funding that keeps the sector operating like a world-class, technologically advanced machine fuelled by skills, skills and more skills.

When one considers that, in 2017/18, BANKSETA received around R717 million in levies and processed 416 Workplace Skills Plans (WSPs) from small, medium and large organisations, the pivotal role of the Skills Development Department is obvious.

It is at this time that BANKSETA prepares for the influx by 30 April of Workplace Skills Plan (WSP) and Annual Training Report (ATR) submissions that will determine which deserving areas and beneficiaries will profit professionally from the skills levies contributed by sector employers.

Manager: Skills Development, Madeleine Pelzer, is the go-to person on WSPs and ATRs, ably supported by her dedicated team.

## Mandatory reports with rewards

Collectively, Madeleine explains, the WSP and the ATR constitute the Mandatory Grant Report, which must be submitted by a company's Skills Development Facilitator (SDF) on the BANKSETA Management Information System by 30 April each year.

'The WSP sets out a company's intended skills development programme for the year ahead, in this case 1 January to 31 December 2019,' she says. The WSP really focuses the mind, she adds. 'It allows companies to identify and plan skills development initiatives relevant to their strategy and to their employees' individual development needs.'

The ATR is the other half of the skills circle, as it reflects the actual skills development that took place in an organisation during the previous 12 months and enables a company to assess progress against what was planned.

The current ATR reflects what happened from 1 January to 31 December 2018.

Having submitted the WSP and ATR, BANKSETA-registered companies, whether levy payers or not, may claim 20% of their levies back and are eligible for a slice of the sizeable discretionary grant pie, says Madeleine.

There are five simple steps:

## Step 1

If you haven't already done so, register with BANKSETA. If your organisation is levy paying, submit your South African Revenue Service (SARS) registration documents. If it is non-levy paying, submit your company registration documents.

We also need your organisation's Standard Industrial Classification (SIC) code, which reflects your main business. The banking SIC codes are:

- 81110 monetary intermediation
- 81121 discount houses and commercial and other banking
- 81122 building society activities
- 81900 other financial intermediation (not elsewhere captured)
- 81910 lease financing
- 83101 security dealing
- 83102 activities ancillary to financial mediation
- 90002 microfinance

## Step 2

Appoint an SDF, who will liaise with BANKSETA and ensure that the WSP/ATR is developed and implemented. BANKSETA will build skills development capacity within your organisation to enable it to meet the minimum skills development requirements.

## Step 3

The SDF registers online on the BANKSETA MIS – [www.banksetamis.org.za](http://www.banksetamis.org.za).

## Step 4

The SDF accesses the BANKSETA system at [www.bankseta.org.za](http://www.bankseta.org.za) (click on 'Stakeholder relations' to log in).

## Step 5

Compile a WSP and an ATR. This process should be inclusive, with the employer consulting with all employees or employee representatives, irrespective of their level or rank in the company. In the years following a company's first submission to BANKSETA, an ATR is required with the WSP.

Madeleine has some further hints and tips about the WSP/ATR process.

'The WSP must focus on training programmes that an organisation plans to implement in the year ahead, while the ATR or implementation report details the actual skills development that took place in the year prior,' she explains.

'Both documents includes reporting on professional, vocational, technical and academic learning (PIVOTAL) programmes, which meet the country's need for critical skills to ensure economic growth and social development. These programmes generally combine course work at universities, universities of technology or colleges, with structured learning at work, through among other things, work-integrated learning, learnerships and bursaries.'

If an organisation does not submit a WSP by 30 April, Madeleine cautions, it will forfeit its mandatory grant and this money will be swept into the discretionary fund for use in BANKSETA strategic focus areas. Non-compliant organisations will not be eligible for these discretionary funds.

Beyond the goal of accessing funds for development, WSPs and ATRs serve a bigger purpose. They enable BANKSETA to keep track of trends in the industry and to update its research, notably for the Sector Skills Plan, which sets the scene for the planning of interventions and projects that answer the most pressing skills needs of the sector.

## Templates at a click

BANKSETA wants to ensure that every company in the sector receives maximum benefit from the skills development process and can access meaningful initiatives.

Templates for both the plan and the report are readily available on the BANKSETA website, with mandatory grant guidelines to assist SDFs with documentation completion and a mandatory grant training manual to assist SDFs to navigate the MIS.

The important templates are as follows

WSS/WSP templates	
Form A	Employee profile
A1	Hard-to-fill vacancies
A2	Skills gaps
A3	National provincial profile
A4	Current employment profile
A6	Planned training for the employed
A7	Planned external beneficiaries for training for the employed
A8	Planned adult education and training
A9	Highest education profile
A10	Development and consultative process
A11	PIVOTAL plan

ATR templates	
B3	Training report for the employed
B5	External beneficiaries (including 18.2 learners) of education and training
B6	Completed adult education and training
B7	Learning programmes for the year ending
B8	PIVOTAL training report

Other relevant documents	
Proof of banking details	
Consultation letter (confirming whether you are or have subsidiary organisations or not)	
Authorisation letter	

Other relevant templates	
Skills development presentation	
Mandatory grant policy and guidelines	
Management information system training manual (WSP/ATR)	
OFO codes and data tables 2013	
Municipality accepted values	

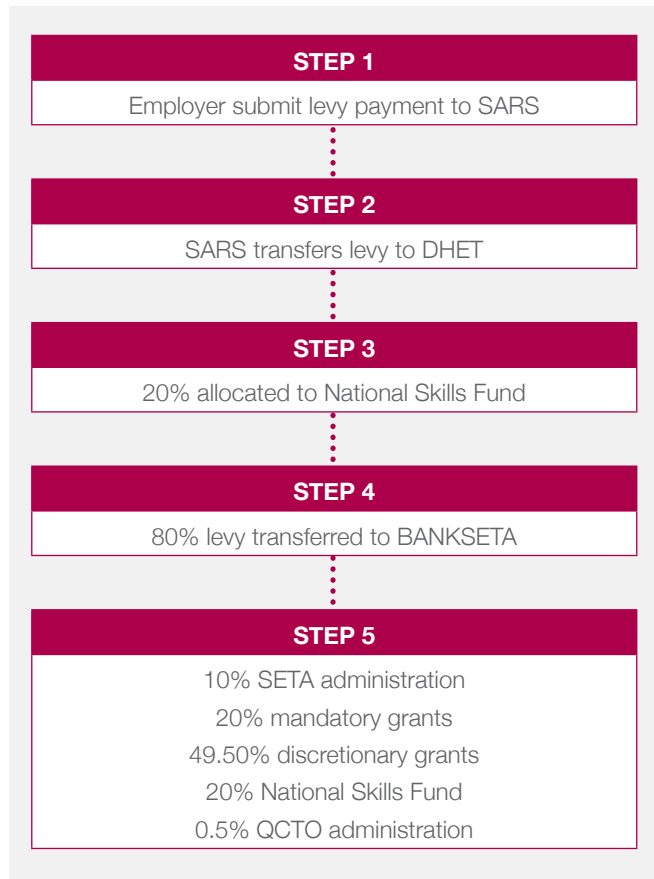
## Lowdown on the levy

The Skills Development Levies Act (SDLA) of 1999 requires that employers with an annual payroll of R500 000 or more pay a skills development levy (SDL) of 1% of payroll. The levies are

collected by SARS and transferred to the relevant SETA via the Department of Higher Education and Training (DHET).

Registered non-levy paying organisations are those that do not meet the threshold payroll amount or who are levy exempt. If you fall into this category, you will still be required to participate in the skills development process to qualify for BANKSETA discretionary grant-funded projects

The flowchart below depicts the flow of levies and allocation.



Mandatory grant payments are paid quarterly to qualifying companies. If you have not received a grant payment for which you've qualified, contact the finance team at BANKSETA on 011 564 5300.

# FLEET OF SKILLS DRIVES SIZWE TO SUCCEED



**S**izwe Mafutha's parents drummed it into him from an early age that 'every working opportunity is a learning opportunity'. From his days at primary school in Tembisa through secondary schooling at Dowerglen High School in Edenvale and now as a 27-year-old Fleet Customer Consultant at Absa Bank, Sizwe has taken the words to heart to his advantage.

After matriculating, Sizwe enrolled in 2011 for a National Diploma in Human Resources at Vaal University of Technology, completing his course in record time, in 2013. 'It was one of the proudest moments of my life,' he recalls.

But many more such moments were to come, as he finished a BTech Degree in Human Resources in 2015 and then as his career really started to take shape. The turning point came when Sizwe got to know about BANKSETA's Kuyasa learnership programme. At the time, he was working at African Bank as a Forensic Administrator and studying towards an NQF 5 Certificate in Management and Development. This job he remembers as more of a learning opportunity than a working one, and it was one that truly kick-started his career.

Sizwe completed the Kuyasa learnership programme and moved on to yet another working/learning experience, a human resources

internship with Bytes Managed Solutions, where he was exposed to most of the functions associated with that discipline, which consolidated in his mind the wisdom of having followed this study path. But the call of banking was also strong and when his tenure at Bytes ended in 2017, he returned to African Bank, gaining more learning in the quality and finance department.

His outstanding bank break arose in July 2018, when he landed a permanent position at Absa Bank as a Fleet Customer Consultant for Absa Vehicle Management Solution division.

'My role is to provide a centralised service to all fleet customers,' he explains. 'I particularly enjoy being able to meet the customers' needs. The role has given me an appreciation of how different people are and how each has unique needs and expectations.'

'With increasing competition in the banking sector due to rapid technological advance and ever-changing customer expectations, I believe customer satisfaction is the only driving force that will set one aside from competitors.'

People often ask Sizwe whether he was always destined for the banking sector or whether it was chance that brought him to the institutions that keep the economy ticking over. 'To be honest,' he says, 'I never thought I would be able to make a success of what life had offered me in the banking sector, nor did I plan to study human resources. But the working world has become a global village where a qualification in, for example, information technology, does not necessary lead to a job in information technology, but broadens the possibility of finding employment across the corporate spectrum.'

Of course, Sizwe's antenna for a learning experience is always active and he is looking to enrol for another qualification that will enhance his banking and fleet management skills.

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**'I particularly enjoy being able to meet the customers' needs'**

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Although it has been a while since he sat at a school desk wondering what life would hold, he has some sage advice for the class of 2019. 'Make the most of every opportunity and never underestimate your capabilities. Change is the only constant, so always strive to become the change you want to see in the future.'

Sizwe will be setting the example, serving his customers with commitment and enthusiasm, and living the words of a great philosopher whom he recalls saying: 'Learning never stops. It is an ongoing journey.'

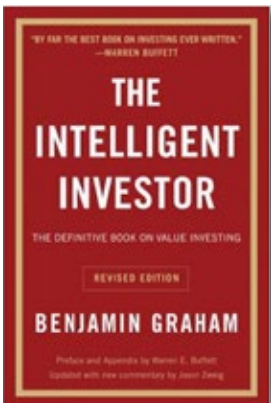
# BOOK REVIEWS



## What's Your Moonshot

As transportation, communication and energy start becoming free or virtually free, massive transformative ideas can now be driven by individual ambition and determination rather than just nations and global corporates. Pioneering, game-changing missions – or moonshots – are defined by thinking big to drive change and shape the future. In *What's Your Moonshot?* trend and innovation strategist, Cape Town-based John Sanei explains how to ask the bigger, bolder, more courageous questions that will help readers thrive in these exponentially changing times.

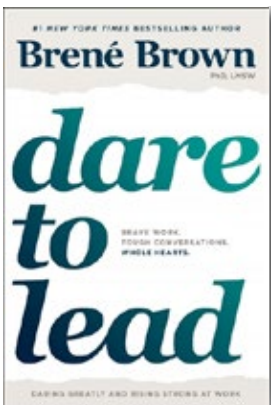
One reader rated it a 'good business book with some pretty interesting takeaways', while another commented: 'The honest recap of the tough times was refreshing, but not new.'



## The Intelligent Investor

A book that has truly stood the test of time, having been published originally in 1949. *The Intelligent Investor* is widely regarded as the stock market bible, penned by the greatest investment adviser of the 20th century. Benjamin Graham taught and inspired people worldwide with his philosophy of 'value investing', which shields investors from substantial error and teaches them to develop long-term strategies.

Warren Buffett has called this the best investment book he has ever read – high praise indeed from an investor worth a staggering \$82.9 billion.



## Dare to Lead

Author Brené Brown says of her New York Times bestseller, *Dare to Lead*: 'I've spent twenty years studying courage, vulnerability, shame and empathy, and I recently completed a seven-year study on brave leadership. Leadership is not about titles or the corner office. It's about the willingness to step up, put yourself out there and lean into courage. The world is desperate for braver leaders. It's time for all of us to step up.'

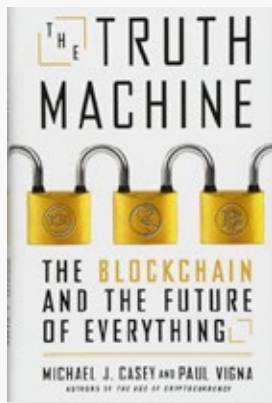
The book encapsulates the findings of new research conducted with leaders, changemakers and culture shifters, and demonstrates how to put their ideas into practice.



## Reboot

Artificial intelligence and automation are here, with the promise that certain jobs will become redundant and with them, the holders of the jobs. In this book, Simply Business CEO, Jason Stockwood – named by the Sunday Times the UK's best leader, presents an alternative reality, where fourth industrial revolution technology can empower teams, fuel creativity and make people happier.

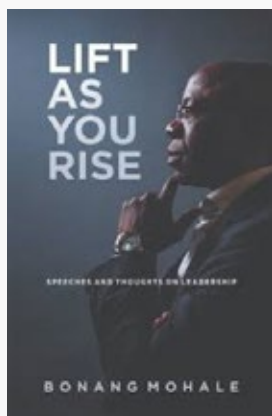
At Simply Business, big data and automated systems are being applied to generate positive growth, while staff at one of the company's offices are trialling a four-day week. Jason challenges organisations to think differently and benefit from technology by putting people first.



## The Truth Machine

Just what is the blockchain and how can it benefit ordinary citizens, even those excluded from the mainstream global economy? In The Truth Machine, Michael J Casey and Paul Vigna provide the answers, demystifying the blockchain and explaining how it can restore personal control over our data, assets and identities; grant billions of excluded people access to the global economy; and shift the balance of power to revive society's faith in itself.

Among the many complimentary reviews is one from Emma Jones, founder of Enterprise Nation, who wrote: 'Read this book and pause for thought. It sets out a vision for business which entrepreneurs can readily sign up to, with a promise of commercial and social gain for many, not the few.'



## Lift as You Rise

Bonang Mohale's name is synonymous with companies such as Otis Elevators, Shell and South African Airways. As CEO of Business Leadership South Africa, he frequently shares his insights through speeches and articles on the role of business. Lift as You Rise is a compilation of some of his spoken and written words on transformation, people development, constructive collaboration and integrity.

This compilation is enhanced by contributions from others he has mentored or met on his journey, which the author hopes will find an audience in young people as they rise through the ranks to become the country's future leaders.



## MUNICIPAL MEETINGS A JOY FOR PHILISIWE

Corporate meetings are not everyone's thing. But Philisiwe Cele is a sucker for a good get-together around the boardroom table and she uses each meeting as a platform to listen, learn and absorb insights and examples that will be invaluable in her career.

Philisiwe is gaining her work experience with eThekweni Municipality in KwaZulu-Natal, as a beneficiary of the BANKSETA internship programme that seeks to prepare young graduates for the rigours of corporate life.

Even at high school, she had an interest in gadgets and in numbers, so after matriculating, she headed for Durban University of Technology to study towards a National Diploma in Information Technology. Majoring in business analysis gave her a glimpse into change and innovation in enterprises.

One qualification did not quench her thirst for knowledge, however, and she went on to complete a B-Tech in Information Technology in 2017. The highlight was a month-long trip to China to experience global technologies and telecommunications networks at companies such as Huawei.

After many applications for an internship or work readiness programme, only to hear nothing, a friend directed her to Masithuthuke Holdings for a BANKSETA-funded Information and Communications Technology work readiness programme. 'When you're fresh out of university, you are looking for recognition and opportunities in the industry,' says Philisiwe. 'I wasted no time in applying.' And the rest, as is often said, is history.

The eThekweni environment suits Philisiwe down to the ground. Not only has it exposed her to systems support training that

she did not receive during tertiary training and given her skills in configuring a server, packet tracer and presentations, but it has landed her an extended two-year work contract. 'I count myself lucky because I was given a choice of developing, systems support, or business analysis and structured query language (sql) queries,' she says. 'Of course I chose business analysis. I enjoy grasping as much as I can in the formal environment of a meeting and knowing that every application or system that is to be developed begins with us. I also love doing the documentation and business requirements specification and pay great attention to every little detail I include.'

For someone who admits that she has experienced failure in her life, Philisiwe remains remarkably upbeat and always tries to maintain a positive outlook. She still experiences stage fright in front of an audience and when delivering presentations, but she is working on that.

With the pride she always takes in her work, her willingness to ask for guidance should she need it and her resolve not to let stumbling blocks set her back, it is only a matter of time before she masters that whiteboard and voice projection.

**'I enjoy grasping as much as I can in the formal environment of a meeting'**

And it probably won't be long before she has a Master's Degree in Information Technology to her name and 'Philisiwe Cele: Business Analyst' on the door of the large corporate she hopes to make her permanent professional home.



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# OPEN DOOR POLICY PAYS OFF FOR THULI

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Thuli Nkungu describes herself as a go-getter who works hard to live up to the standards she sets for herself as she moves closer to her medium-term goal to be an intermediate Business Analyst and Software Tester. The South African Institute of Chartered Accountants (SAICA) may just agree with that description.

Thuli believes that one must be ready for an opportunity, not prepare for it when it is sitting there. Thus, Thuli was standing with the door open when BANKSETA came to knock with her golden ticket to undertake an Information and Communications Technology learnership with Masithuthuke Holdings.

This ambitious young lady already had a Diploma in Information Technology from the Durban University of Technology and had studied with Broadband College to be a Microsoft certified solutions expert.

‘I learnt a great deal through the learnership, particularly professionalism and communication skills,’ she says. Then, in another BANKSETA-presented ‘aha’ moment for Thuli, she was placed with SAICA for the work readiness component of her programme. ‘I never imagined I would gain my work experience at SAICA,’ she states. ‘BANKSETA certainly changed my life.’

In her first two months with SAICA, Thuli was swept along in a whirlwind of experiences of work, learning and mentoring, initially finding a role as a Software and Systems Tester, notably the lead tester for an in-house website used by SAICA members. It was another opportunity for which she was ready, and she developed and rolled out the website in two short weeks.

‘I have been a lead tester on two projects,’ she adds. ‘I found the experiences challenging, but seeing my projects go live successfully gave me great pleasure.’

Thuli also attended the International Institute of Business Analysts seminar where she was exposed to the life of a Business Analyst and made aware of the importance of quality and project management knowledge.

In November 2018, she proudly put on the cap of Business Analyst at SAICA and is currently applying her skills in various business areas, guided by her experienced and dedicated mentor.

‘I am working with the senior staff in my department so I always have to prove myself and push to be the best I can be, as one day I would like to be at their level,’ she enthuses.

Thuli is thoroughly enjoying her time at SAICA and would like nothing better than to prove herself a great asset to the firm and maybe, in future, train other interns. Already, she is setting the tone for that, as she is involved in public speaking and uses her personal journey to motivate youngsters considering their career choices.

Her philosophy in everything she does is simple: ‘Strive for quality work and your work will speak for you.’

# USEFUL CONTACTS

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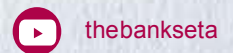
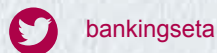
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