



THE ACCOUNT

MAGAZINE

SKILLS DEVELOPMENT, PROGRESSION AND TRANSFORMATION

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**COMBATING
UNEMPLOYMENT
THROUGH
PARTNERSHIPS**

**WAKE UP
TO THE DIGITAL
REVOLUTION
IN EDUCATION**

**THE HUMAN
RESOURCE
DEVELOPMENT
DEBATE**

ENABLING SKILLS DEVELOPMENT IN THE BANKING AND MICROFINANCE SECTOR

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Busisiwe Lubisi
Precious Sikhosana
Susan Unsworth
Matcom Printers

Editor
Content Manager
Copywriter
Design and Layout

FROM THE EDITOR



“ In this issue, we highlight the upcoming skills@work awards, which are scheduled to take place later in the year. ”

Greetings again to all of our valued stakeholders. We are excited to share inspiring stories from our beneficiaries as well as to showcase the industry partner collaborations we have established.

In this issue, we inform you of the upcoming skills@work awards, which are scheduled to take place later in the year. Small, medium, large companies, accredited training providers and financial cooperatives within the banking sector are encouraged to submit entries in order for them to stand a chance in gaining recognition for their initiatives relating to skills development within their organisations. Companies are judged on their submissions to the BANKSETA detailing the success and impact of their interventions.

We also showcase the Human Resource Development Council Summit, which was hosted recently by the government and its social partners. The summit provided a platform for identifying strategic partnerships that will enable the Council to accelerate skills development and, thus, curb unemployment.

This edition further unpacks how education and technology enhance learning outside of the classroom, with particular attention on the growing trend to online learning, which is convenient, cost effective and flexible.

We provide a snapshot of our activities over the past few months. More detailed information on our projects and programmes can be found on our interactive website - www.bankseta.org.za

Until we touch base again...

Busisiwe Lubisi

Editor

FROM THE ACTING CEO'S DESK



“ We have set many demanding targets for the current financial year, and the success of all our endeavours will remain dependent on collaboration with our various stakeholders, including corporates, associations and institutions...”

It is hard to believe that we are already almost halfway through the 2016/17 financial year. Even more unbelievable is that the BANKSETA has been part of the South African skills landscape for 16 years. We have much to be proud of and we hope that whatever decisions are made regarding SETAs after their current term ends, we will be able to continue our work for the benefit of learners and employers in the banking and microfinance sector and South Africa as a whole.

The 2015/16 year was challenging, to put it mildly, with South Africa recording its lowest economic growth yet, resulting in increased unemployment and under-employment. The country's credit risk rating downgrade added fuel to this financial fire.

Nonetheless, the BANKSETA ended the year having notched up another credible performance. We exceeded the majority of the targets specified in our service level agreement with the Department of Higher Education and Training. Particularly noteworthy were the performances in skills programme delivery for the unemployed, learnerships for employees, career guidance and in the strengthening of partnerships with technical, vocational and educational training institutions and universities to align the skills of graduates more accurately to the needs of employers.

Among the year's other milestones were the extensive research on which our latest sector skills plan was based, and the founding of new and furthering of existing strategic relationships across the continent in the interests of sharing and implementing best practices.

We have set many demanding targets for the current financial year, and the success of all our endeavours will remain dependent on collaboration with our various stakeholders, including corporates, associations and institutions, as we strive for the common goal of a banking sector boasting the best quality skills and standards of professionalism, and that continues to be held in the highest regard the world over.

Whatever changes are enacted to the SETA structure in 2018, we are confident that the work of the last 16 years provides a solid foundation for us to play a strategic role for many years to come.

Thank you to all our sector colleagues for your enduring support of our efforts and for all that you do to assure their success.

Caroline King
Acting Chief Executive Officer



by Chantel Booysen

I grew up in Edenburg, a small sheep- and cattle-farming town about 80km south of Bloemfontein. In 2001, it had a population of 8 138. I completed my matric at Edenburg Combined School. Before I applied for the Guarantee Trust bank programme, I was lost in what seemed to be a long, dark tunnel. Unemployment was depressing me and I was beginning to lose hope that I would ever find a job. I had dropped out of university because I did not have money to continue with my Bachelor of Education degree.

After months of applying for a job, I came across the Guarantee Trust advert in the Mangaung Issue newspaper. I decided to seize the opportunity and applied for the Virtual Bank Work-Readiness Programme funded by the BANKSETA. After some assessments and interviews, I was accepted. I could finally see the light at the end of the tunnel.

I acquired skills such as computer literacy and knowing which 'hat' to put on at the office or at a meeting. Guarantee Trust taught me the importance of knowing what is expected of me in the office environment. I learnt more and more about the banking environment. The branch visits by Kevin Wakely-Smith motivated us to continue dreaming and believing in ourselves even though we had only matric certificates.

A few weeks after completing the programme, I received a call from PricewaterhouseCoopers (PwC) inviting me for an interview. I looked forward to it because PwC is a very reputable company. I prepared myself to apply all the communication skills I had learnt. In spite of being up against strong candidates who had experience and met the requirements, I was offered the job. I am now a Tax Consultant at PwC.

The programme not only made me work-ready, but offered me a new start and a chance to build my career. I will continue to fly the BANKSETA and Guarantee Trust flags high.

skills @ work awards
celebrating good practice in skills development

www.skillsawards.co.za

STAKEHOLDER ALERT BANKSETA 2016 SKILLS@WORK AWARDS

The BANKSETA's Skills@Work Awards will be taking place during the 2016 Annual General Meeting and Employer Forum to be held later in the year.

The Skills@Work Awards entry submission date will be from Friday 02 September 2016 and the closing date for the submission of entries is 18 October 2016.

The Skills@Work Awards is an initiative that promotes best practice in skills development. Small, medium, large companies, accredited training providers and financial cooperatives are encouraged to submit entries to showcase the skills development initiatives they implement within their organisations.

For more details, please email Precious Sikhosana or Busisiwe Lubisi at skillsawards@bankseta.org.za

FOR EVERY DOOR THAT CLOSES, ONE OPENS...



Belinda Mokoena

Receptionist Belinda Mokoena felt she had let down her family when the company she worked for closed its doors in 2010.

Despite working hard to achieve good matric results and a Financial Management N6 qualification, she could not find another job to help her mother support their family.

When Belinda had almost given up hope, her persistence and prayer paid off, presenting her with an opportunity to be part of the accounting profession.

WHAT MAKES ACCOUNTING TECHNICIANS COUNT?

Accounting Technicians are qualified professionals who work at all levels of finance, in all types of organisations – be it in the public sector, industry and commerce, or in private accountancy practices.

They are involved in the day-to-day practical work of accountancy, such as financial accounting and budgeting, costing and credit control, payroll administration and tax returns. In a small company, an Accounting Technician may be the only employee qualified to look after the company's finances. In a larger company, one may work as part of a team alongside Accountants and administrative staff.

Companies such as Vodafone, Telkom and Toyota actively seek AAT-qualified staff," she said. "These organisations know that the practical and competency-based nature of the qualification ensures that graduates know exactly how to apply their skills to make a meaningful contribution as part of a finance team.

In 2015, the Motheo Technical and Vocational Education and Training (TVET) College in Bloemfontein offered her a place on the Association of Accounting Technicians (AAT) programme. She grabbed it with both hands, knowing it was her chance to gain real-world knowledge and in-depth work experience.

Today, Belinda is one of four proud AAT graduates employed by Motheo TVET college in the Finance Department.

Speaking at a recent Motheo learner motivation event, Belinda explained that she was one of 300 learners from around the country who were given the opportunity to participate in the AAT pilot project – a collaboration of the South African Institute of Chartered Accountants (SAICA), the Association of Accounting Technicians South Africa (AATSA) and the BANKSETA.

She told those present of the many doors that open through hard work, determination and the right qualification.

"Hiring the right accounting staff is essential if any business is to be successful," says Nadine Kater, General Manager of AAT(SA). "This qualification gives companies peace of mind that there are skilled finance and accounting people out there such as Belinda, with the skills and the practical work experience to look after an organisation's finances confidently and competently." Nadine concludes.

"Work integrated learning is integral to all BANKSETA's programmes, which seek to improve the employability of unemployed youth," says Paulette Bourne, a Manager in the BANKSETA's Work Integrated Learning department. Consequently, the BANKSETA welcomed AAT (SA)'s accreditation of Motheo TVET college to offers its suite of Accounting Technician qualifications.

HUMAN RESOURCES DEVELOPMENT IN DEBATE



Delegates at the summit



Deputy President, Honourable Cyril Ramaphosa officially opened the summit

Under the banner ‘Partnerships for skills – a call to action’, the government and its social partners gathered at Gallagher Estate, Johannesburg, for the second Human Resources Development Council (HRDC) summit, which sought to identify strategic partnerships that will enable the HRDC to accelerate skills development and curb unemployment.

The HRDC, an initiative of the government, unions and civil society to address human resource development challenges in South Africa, was established in 2014 and is chaired by Deputy President Cyril Ramaphosa, with the Minister of Higher Education & Training, Dr Blade Nzimande, as the Secretariat.

During the summit, feedback was provided on the recommendations of the various task teams established after the first summit, held in 2014, and progress was discussed on the revised HRD Strategy.

In opening the event, the Honourable Minister of Higher Education & Training, Dr Nzimande, highlighted his department’s role in facilitating an enabling environment to equip the future generation to participate in the country’s economy. He emphasised that the social partners had a

responsibility to ensure that training and development happened on the ground.

Among the milestones to date, he continued, were collaboration between industries and institutions of learning to produce industry-relevant skills, and the significant progress made in artisan development.

In his address, Deputy President Ramaphosa said that the summit serves as a vital engine of skills development and that this year’s event was held against the backdrop of a challenging economic environment that requires a reshaping and repositioning of the economy to expand the capacity of the country.

“The summit is a call to action to make South Africa a learning and skilled nation. The HRDC is the brains trust of our country when it comes to the development of skills, and pays tribute to all partners in the skills revolution, in areas ranging from early childhood development through to post-doctoral studies, from worker education to enterprise development. We are developing the South Africa of tomorrow - brick by brick, idea by idea, student by student. We are shaping the future.”

It was also reiterated that since the establishment of the HRDC, many strides had been made in improving partnerships between the industry and institutions of learning as well as improving the status of employment in the country. These include the improved profile of TVET colleges through the Adopt-a-TVET-college initiative, which promotes collaboration between industry and TVET colleges. Some 24 of the 50 colleges have been adopted by local and international companies through this initiative.

The Deputy President commended the industry for the employment rate of more than 90% of TVET college graduates, which was evidence that the collaboration was bearing fruit. In addition, there has been significant progress in the development of academics, particularly at doctorate level.

The summit resolved that DHET needs to work with SETAs to address the challenge of developing sufficient Artisans. It was recommended that SETAs enter into service level agreements with DHET, specifying the number of artisans they will produce each year.

Themes addressed during the event included: The strengthening and support of TVET colleges, Production of academics and strengthening partnerships between industry and higher education bodies, Worker education, Entrepreneurship education, Production of professionals and Foundational learning and production of intermediate skills, particularly in artisans.

Ministers in attendance included the Honourable Naledi Pandor (Science and Technology), Honourable Nosiviwe Mapisa-Nqakula (Defence and Military Veterans), Honourable Thulas Nxesi (Public Works), Honourable Susan Shabangu (Women in the Presidency), Honourable Edna Molewa (Environmental Affairs) and Honourable Malusi Gigaba (Home Affairs).

Delegates were afforded an opportunity to exhibit and W&RSETA, one of five SETAs that sponsored and participated in the summit, demonstrated the impact of public-private partnerships by showcasing its award-winning KwaZulu-Natal Retail Schools of Excellence (SOEs) project.



Deputy President, Honourable Cyril Ramaphosa interacts with W & R SETA's Marketing Manager, Ms Martha Shingange at the SETA's exhibition stand



Chairperson of the KZN Advisory Committee (ADCOM) and Principal of Mthashana TVET College, Nhlanhla Dimba, presented the KZN Retail Schools of Excellence model

CHIETA BOOST FOR WORK- INTEGRATED LEARNING IN CHEMICAL INDUSTRY



In great news for both students and employers in the chemical industry, the Chemical Industries Education and Training Authority (CHIETA) is matching supply to demand of skills needed by chemical industry companies, through an online platform called the CHIETA Supply Side Database (SSD).

The platform can be used easily by learners looking for work integrated learning (WIL) opportunities and, in the future, employment possibilities. Learners can register and submit their details and qualifications information for possible placement with companies in the chemical industry. Learners will have access to training and work experience, which will position them better for long-term employment, since it is offering experience that job-seekers sorely need.

The platform will also benefit potential employers by providing a pool of students or qualified young people for recruitment. The database is maintained by CHIETA to ensure that student and graduate information is accurate and up to date.

Participation is voluntary for employers and cost-free to CHIETA levy-paying companies. However, reporting back to CHIETA on shortlisted candidates and placement is compulsory, as this will allow CHIETA to track its impact on WIL and placement.

An additional benefit to companies is incentive grant funding for the provision of WIL and placement of learners recruited from the CHIETA SSD.

The launch is in line with the objectives and outcomes of CHIETA's second Partnerships Conference, held in November 2015, and is also in step with National Skills Development Strategy III (2011 to 2015), which

described skills development as the responsibility of not only the SETAs, but of all affected stakeholders, namely the government, community-based organisations (CBOs), business, trade unions, cooperatives, public and private training providers, SETAs and non-governmental organisations (NGOs).

During the conference, CHIETA Acting CEO, Ayesha Itzkin, highlighted the journey pre- and post-NSDS III and stressed CHIETA's impact on young pre-employed youth and on workers in the industry. She noted that CHIETA had conducted intensive research to identify the real skills needs of the industry to position itself better to address the skills needs of its member companies, and she thanked member companies for their cooperation.

“The industry made it clear that it was important to meet high industry training standards to promote employment of trainees on learnerships or apprenticeships.”

The industry, she continued, had informed CHIETA that finding well-qualified candidates for training is often challenging as there is no industry-focused, centralised database. The CHIETA SSD addresses this need and offers a convenient and vetted space for employers to shortlist candidates for development and training.

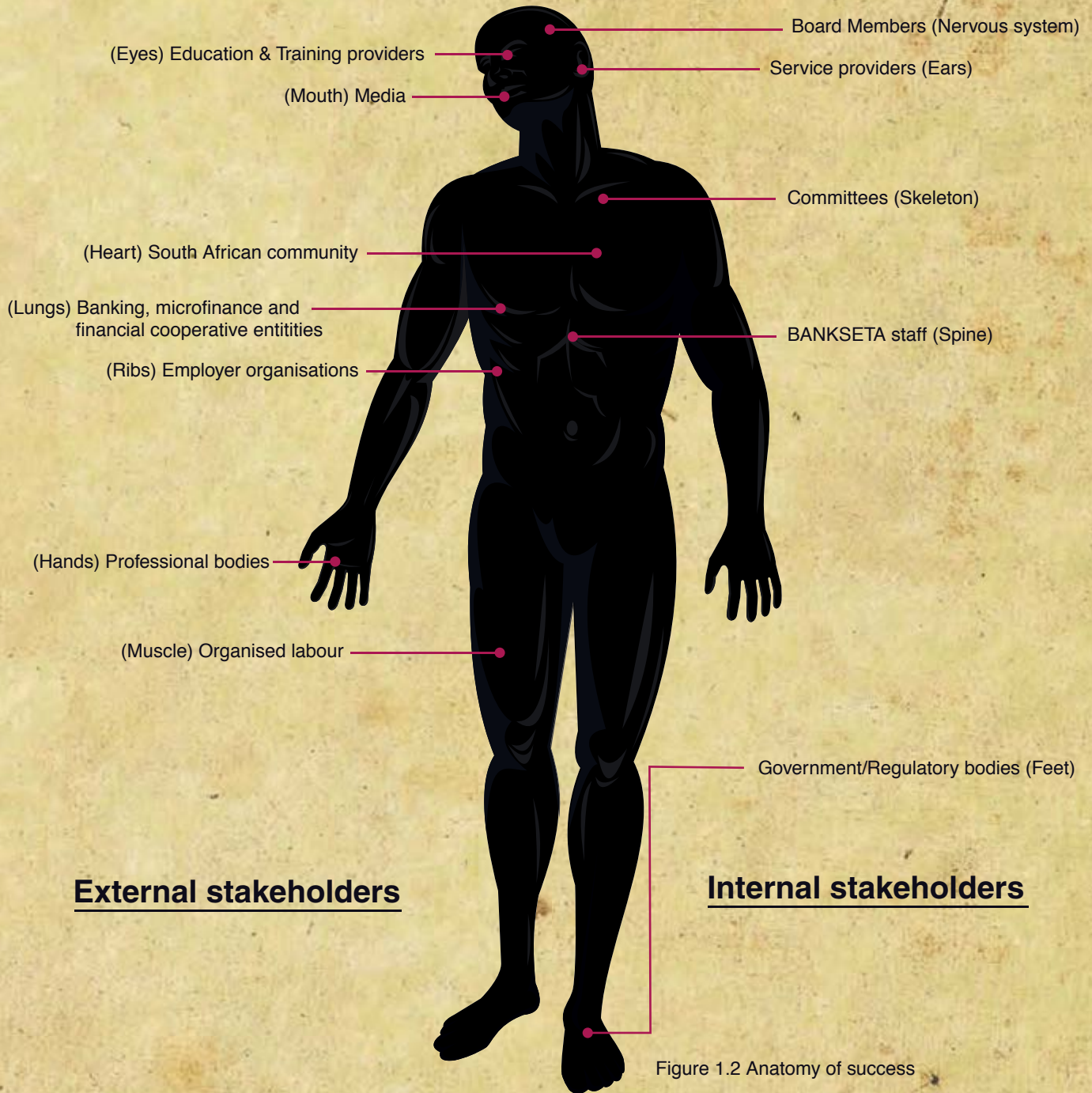
Since inception 15 years ago, CHIETA has supported more than 100 000 learners with skills training, half of whom were during NSDS III, Ayesha pointed out.

This shows that, despite negative comments about SETAs, CHIETA has upped its game exponentially in the last four years as a result of tried and tested measures and through experience and dedication and a hardworking and committed team of staff members and a supportive governing Board.

CHIETA is also proud of its accountable and responsible handling of skills levy funds, and has a track record of 14 consecutive years of unqualified audit outcomes from the Auditor-General of South Africa.

The CHIETA SSD will assist in growing CHIETA's success in ensuring that the right skills are developed for job creation and economic development in South Africa.

The BANKSETA team recognises and appreciates all of our stakeholders roles in contributing to our success.



Our success throughout the years was due to the efforts of government, the banking and microfinance sectors, organised labour, employer organisations, education and training providers, the media, BANKSETA staff members, board members, committees, service providers and most importantly, South Africans from all walks of life.



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WAKE UP TO THE DIGITAL REVOLUTION IN EDUCATION



by Dr Karen Deller, Academic Director at Chartall Business College

“Universities won't survive. The future is outside the traditional campus, outside the traditional classroom. Distance learning is coming on fast.”

– Peter Drucker, 1997

It has been said that teaching and lecturing are two of the few professions that have not evolved since inception. This suggests that we could take a teacher or lecturer from an 18th century classroom and beam him or her into a 21st century classroom in most schools, colleges or universities and he would be able to teach.

But the way people communicate has changed, the type of student has changed and the syllabus has changed. Yet we are still trying to teach the same way. And it's not working. We need a teaching and learning revolution in South Africa.

Online learning has the potential to be this revolution. Online learning is a catch-all phrase that refers to any learning delivered online, which can include e-learning, web conferencing, online lectures, blended learning, mobile learning, gamification, social learning and crowd-sourced knowledge production, to mention just a few.

Online learning in South Africa is found mainly in large companies, where it is often deployed for product and compliance training. It is a quick, simple and relatively inexpensive way of training large numbers of staff. It can be deployed on the corporate network, updated in real time, tracked to make sure everyone attends and

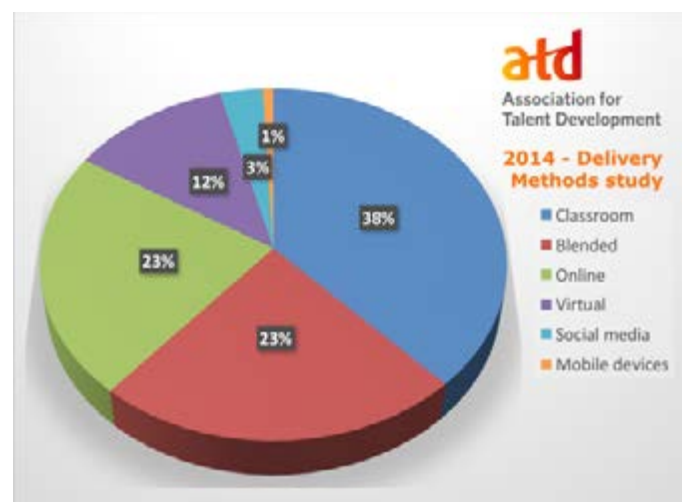
assessed to ensure everyone has learnt at least the basics. And these tests can be stored in case anyone needs to refer to them later.

Reports and surveys indicate that, internationally, online learning is quickly becoming the education revolution it promised to. The e-learning industry website shows that the various delivery methods for training in the USA in 2014 were as follows:

So the uptake of online learning is at a tipping point, having overtaken the traditional classroom. And it is growing rapidly in many countries, according to the same report, 55% growth in India, 52% in China and 26% in Brazil.

Sadly, South Africa appears to be nowhere near these figures. While it is difficult to say exactly what the growth rate here is, a recent study by Ambient Insight, the Africa market for self-paced e-learning products and services: 2011-2016 forecast and analysis, estimated that the overall growth rate in self-paced e-learning in Africa is 15.2%. In the report, South Africa was not one of the top four African countries where growth was taking place (in fact, number one on the continent in terms of growth is Senegal, at 30.4%, followed by Zambia, Zimbabwe and Kenya, at 27.9%, 25.1% and 24.9% respectively).

But what about e-learning opportunities for the South African who is not employed by a big corporate with access to data and a PC or other device? One of biggest hurdles to widely available e-learning for South Africans has been access to cheap and stable bandwidth. This is now becoming more available, as cities such as Cape Town, Pretoria and Johannesburg roll out free wifi in public spaces. Similar plans are being made for rural South Africa.



Online learning has huge potential in South Africa because it can:

- provide relatively inexpensive education and training to people who cannot afford to travel;
- allow people to repeat modules as often as they need to – this is especially beneficial for those studying in a language other than their home language;
- personalise the learning journey, allowing learners to cover the material they need when they need it and move around in the course in a non-linear fashion;
- be quickly updated if facts change (far more quickly than a textbook);
- be interactive, engaging and fun (which a classroom can be as well if the facilitator is good);
- be quickly translated into other languages;
- be supplemented with additional resources on demand, and
- provide an eco-friendly training solution.

The Department of Higher Education & Training's White Paper on Post-school Education and Training has this to say about e-learning.

Open learning is an approach which combines the principles of:

- learner centeredness,
- lifelong learning,
- flexibility of learning provision,
- the removal of barriers to access learning,
- the recognition or credit for prior learning experience,
- the provision of learner support,
- the construction of learning programmes in the expectation that learners can succeed, and
- the maintenance of rigorous quality assurance over the design of learning materials and support systems.

It is clear that demand for tertiary education in South Africa has exceeded supply and that one of the ways of satisfying the seemingly insatiable demand cost effectively is through online learning. Online learning in South Africa's formal educational and training sector can bring about the following benefits:

- inexpensive first-year bridging training to assist those who are disadvantaged by the schooling system prior to entering university (a reduced-subject first year can be offered along with intense tutoring on academic literacy, mathematics, research skills, reading comprehension and study skills);
- inexpensive full-time study option for students who cannot travel to brick-and-mortar campuses.
- workplace readiness skills for new graduates who have not yet been placed, along with a portal for placement opportunities once they complete the online readiness training;

- it can provide students with the skills they need to take part in the knowledge economy of the 21st century, and
- key subjects, where there are fewer skilled teachers, can be taught partially online so that every student gets the benefit of an excellent teacher.

There are pockets of excellence in online learning practice in South Africa and the swing in favour of making it work is starting to gain momentum. But if it is to make the impact that it could make we need the following bold steps:

- a coordinated and committed effort from all institutional stakeholders to support (and actively promote) online learning.
- cooperation among providers of online learning (similar to Creative Commons and many of the USA massive open online courses – MOOCs), where different providers contribute intellectual property to a shared space for the good of all who participate, sharing costs to reduce the cost to the students;
- increased access to stable and cheap (if not free) bandwidth in public places;
- changed attitudes to online learning (this will take a great deal of advocacy, as many youth seem to aspire to the social campus environment, and distance learning is looked down on by many in higher education as not producing the right level of 'graduateness');
- more creative and engaging online courses (that are cost effective, if not free);
- increased access to electricity, mobile devices and PCs (and security for these where necessary).

So, start the revolution. Do your research at www.chartallcampus.com and try it out. Then think about the role you can play in advancing the revolution.


The BANKSETA is currently designing and developing a series of online learning courses for various stakeholders. There will be programmes for:

- **New workplace entrants;**
- **Aspiring or new entrepreneurs;**
- **Enrolled students.**

The training provider is Chartall Business College and the programmes will be available from September 2016.

BANKSETA's Youth Development Manager, Deerani Naidoo, says: "We are happy to be a leader in this rapidly evolving trend to convenient and user-friendly online programmes, as these programmes promise to open a new world of learning for South Africans from all walks of life. We expect a great deal of interest from our stakeholders."

Fasset drives transformation in the finance and accounting sector



The Finance and Accounting Services Seta has been driving transformation in the finance and accounting sector for the past sixteen years. Fasset has embraced transformation as a process, which will result in dramatic and radical changes in the finance and accounting sector's demographic profile. "Transformation is not negotiable. It is a critical component of nation building. The transformation imperative will create a more robust and sustainable finance and accounting sector," says Fasset CEO, Cheryl James.

Fasset has always incentivised employers to hire and train African Black learners through the disbursement of the Seta's discretionary grants. Fasset is also driving transformation through its Bridging Programmes, which bridge African Black learners into university for admission to a BCom or BCompt degree, place unemployed learners into employment, or make it possible for young people to obtain a professional qualification. Collectively, Fasset has funded more than 10 895 individuals on these programmes.

Fasset's resolve to fast track transformation has deepened. "Since the 2012/2013 financial year, Fasset has only funded African Black learners on its Bridging Programmes, and only made discretionary grants available to African Black learners," James informs.

Initiatives to fast track transformation are bearing fruit. "Since 2001/2002 the number of African Blacks employed in the

sector has increased by 60%; Indians by 62%, Coloureds by 47% and Whites by 25%. The employment profile has also changed markedly. Since 2001 the number of African Black managers has increased by 78%; Indian managers by 133% and Coloured managers by 50%. The number of White managers has declined by 25%," she reveals.

Fasset's initiatives to fast-track transformation have coincided with legislation and employer and professional body initiatives to fast track transformation. This makes it very difficult to quantify the exact impact that Fasset initiatives have had in terms of driving transformation. "Two things are, however, very clear: Fasset employers are committed to transformation, and Fasset will continue to drive transformation until the finance and accounting sector's demographic mirrors that of the population," James concludes.

Make the future count

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F A S S E T

A VIRTUAL EDUCATION FOR CAREER GROWTH



Nhlanhla Mahlangu

I studied for a BCom Accounting at the University of Johannesburg, having relocated from KwaZulu-Natal to complete the qualification.

Obtaining my degree required a lot of hard work and sacrifices, and it took me four years. It was also difficult financially but because I needed to be independent financially, I had to persevere.

I was very excited after obtaining my degree and I returned home afterwards to look for employment. My excitement soon changed to frustration as I tried all avenues to find a job including applying on companies' websites and going to recruitment agencies. One day, while searching for jobs in the banking sector on a website, I came across an advertisement from Guarantee Trust about its banking programme. I had nothing to lose so I applied and went through the whole recruitment and interview process. I was impressed with what the programme had to offer in that it trains and prepares a person for the workplace, and assist with work placement. I also learnt that the programme is funded by the BANKSETA.

During the six months' training, there were plenty of good times and we were taught many relevant things. The exercises that really stood out for me were the communication drills which taught me about how to maintain composure at all times no

matter how stressful the situation. Some of the drills included dealing with difficult customers and we were taught how to manage such interactions. The programme also taught me how to dress professionally. This section was a revelation for me because I assumed that I had always dressed appropriately, only to find out the errors of my ways.

Crucial to the programme were the interview course content which taught us how to conduct ourselves appropriately in an interview. When comparing my first interview at Guarantee Trust to my final interview at one of South Africa's leading banks, six months later, there was a major improvement. I believe not having been trained to interact during interviews is one of the biggest problems students face after obtaining their degrees. After being unsuccessful in an interview, some of the prospective employers never give feedback. I'm sure many students make the same mistakes over and over.

After completing the BANKSETA-funded programme, my first appointment was as a Field Controller, which included being responsible for all the ATMs in the Durban south region. Eight staff reported to me and our functions included the ordering and control of cash for the ATMs. We also needed to ensure that the ATMs were up and running at all times.

After three months in this position, the bank decided to restructure our division, and now I am a Risk Controller. I ensure that all staff comply with the bank's laid down processes for the Self Service Banking division. I am very proud of my achievements over a short time.

Based on my training at Guarantee Trust, my future goal is to work in the corporate banking division. I also plan to continue my studies through the Chartered Institute of Management Accountants (CIMA) and become a Management Accountant.

I am greatly indebted to the BANKSETA for the opportunity as I don't know where I would be if it weren't for this programme. I also thank Guarantee Trust for its input and my mentors and facilitators, Sma and Jabu; the BANKSETA's Youth Development Manager, Deerani Naidoo.

I sincerely hope that the programme continues so that it can give more people an opportunity to better prepare for the workplace and ultimately a better chance to gain meaningful employment and a career.

COMBATING UNEMPLOYMENT COLLABORATIVELY



The BANKSETA-Nedbank Sales Internship Programme beneficiaries

With South Africa's unemployment rate hovering around 25% and worsening, initiatives are badly needed to turn the tide.

The banking sector is bringing the goods, with Nedbank, the BANKSETA and various South African-based Universities of Technology (UoTs) partnering to deliver the Nedbank Sales Internship, a one-of-a-kind intern programme that provides workplace experience in the Retail Banking sales environment. During the 2015 pilot phase of the programme, interns were recruited by Mangosuthu University of Technology (MUT), KwaZulu-Natal, Vaal UoT, Gauteng and Cape Peninsula UoT, Western Cape.

Born from the needs to increase skills in its retail sales environment and create a pipeline of future sales consultants, Nedbank, with the guidance of the BANKSETA, looked for prospective candidates that would best meet the FAIS (Financial Advice and Intermediately Services) Act competence requirements. The National Diploma in Marketing (NQF 6) is approved by the Financial Services Board (FSB) and is offered by UoTs throughout South Africa.

The nine-month sales internship was designed internally by Nedbank, with the guidance of the partnering UoTs. It is a structured programme that blends workplace orientation, business-specific training and workplace experience focusing on customer service and selling skills.

Workplace orientation prepares and supports the intern during the transition from being a full-time student to full-time corporate employee. This phase focuses on the behaviours that are key to being a banking professional in the corporate world and deals with the honesty and integrity components required by legislation. The business-specific training provides the technical training required by a member of the sales force.

The workplace experience phase focuses on interaction with peers and clients and gives the intern real work experiences.

Trainees are given targets and are exposed to sales leadership and performance management processes. Practical on-the-job exposure allows the intern to put into practice the knowledge gained through workplace orientation and business-specific training. To ensure a holistic learning experience, the intern is coached by business and direct line management.

Workplace integration and certificates of completion are provided to those who complete the full programme.

The pilot culminated in the graduation of 42 interns, all of whom were offered permanent employment at Nedbank. Their learning journey continues.

Learnings from the pilot have been incorporated into the curriculum and the 2016 programme has expanded to include UoTs in the Eastern Cape, Free State, Limpopo and Mpumalanga. Focus has been placed on standardising the assessment of the programme to meet Department of Trade and Industry (dti) requirements.

IMPRESSIONS FROM THE INTERNS

"The internship programme was very beneficial to me, providing outstanding knowledge about the banking industry and giving me experience and skills that will help me in my marketing career. It actually went beyond my expectations in terms of support from staff and top management." Sanele Mzobe (employed at Nedbank Contact Centre – Durban)

"The knowledge I gained from MUT and the training conducted by Nedbank helped me so much in doing my job. I have learnt more strategies in the external sales division. It was easy to adapt those strategies because I studied personal sales and sales management at tertiary level." Sboniso Mngadi (employed at Nedbank Contact Centre – Durban)

"I now feel more empowered with knowledge that not only helps me in my new position, but in my personal life as well, when dealing with finances. I am not the same person as when I started. I feel more confident because of the skills and knowledge I have developed and the positive attitude I now have towards life and our economy." Lindokuhle Zulu (employed at Branch Networks – Durban)

"What worked for me is that I was put into a team of hard-working sales consultants who motivated me to do better and helped me to develop more confidence, which is an important aspect in being a sales consultant. There was a support structure from my team, sales manager and regional manager, who allowed me to voice my opinions, queries and suggestions and also had time to attend to the problems I faced in the work environment." Ayanda Mathe (employed at Nedbank Contact Centre – Durban)

WALKING THE TRANSFORMATION TALK

WITH THUTHUKA



Above (from left) : Vice Chancellor and Principal, Prof Peter Mbatl, Migingiriko Nkuna (best overall second-year student), Angelina Kale (best overall first-year student) and SAICA CEO, Dr Terrence Nombembe

The R68-million Thuthuka initiative to develop the Accounting Sciences profession celebrated more student successes during the programme's second awards ceremony, held in March. The initiative is a collaboration by the University of Venda (Univen), SAICA/Thuthuka, University of Johannesburg (UJ), and the BANKSETA.

The four-year programme, active since September 2013, offers a professional Accounting Sciences degree – BCom Accounting which contributes to the transformation of the accountancy profession by developing more black Chartered Accountants, particularly in Limpopo and the SADC region.

A total of 37 students in first and second years received awards for excellence in different modules, with Angelina Kale and Migingiriko Nkuna the top performers in first and second year respectively. The two were awarded trophies, certificates and cash prizes.

The Vice-Chancellor and Principal, Professor Peter Mbatl, emphasised the need for a high pass rate for students on this programme. He congratulated all the shining stars for their sterling performance and encouraged those who did not receive awards to continue to work hard and strive for similar success.

With the support of SAICA and the BANKSETA, Univen is implementing its strategic plan to develop black Accountants.

Elelwani Netshituni, stressed that the SETA values the partnership with Thuthuka and SAICA in running capacity building projects at Univen and other universities. "Our involvement with Thuthuka is about fast-tracking skills development, particularly in the banking and accounting industries," she said. "We are grateful for the role played by Univen, because the success of this project depends on the university being able to earn SAICA accreditation for its BCom Accounting programme," she concludes.

Student Representative Council (SRC) President, Mashudu Nthulane, congratulated all the achievers for their outstanding performance and assured the recipients that the SRC is committed to providing its full support.

"I am excited to be part of this project, as I want to see students succeed in their studies and careers."

SAICA Project Director: Nation Building, Transformation and Growth, Matsoso Tsoaeli, pointed out that the programme has 209 recipient students in first to third years. "We encourage students to focus on their studies and this ceremony shows them that if they do well, they will be rewarded," he said.

SAICA CEO, Dr Terrence Nombembe delivered the keynote address, telling guests, "I am excited to be part of this project, as I want to see students succeed in their studies and careers. Without the students, there would be no SAICA. We must always make sure that we cherish their presence and their ambition to succeed."



Above: From left to right: Ms Elelwani Netshituni, the BANKSETA Regional Manager: Limpopo and the SRC President, Ms Mashudu Nthulane

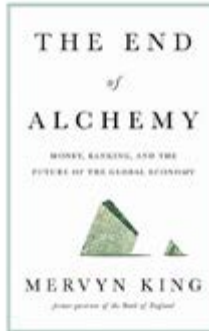
BOOK REVIEWS



THE ART OF MONEY

Dr Daleen Smit

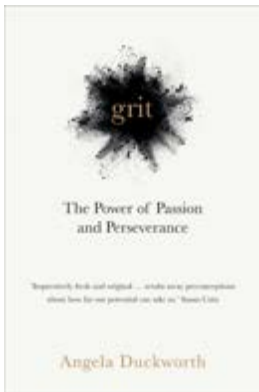
Former SARB Senior Economist Dr Daleen Smit has penned this self-help guide for those weighed down by debt, those who want more control over their finances without sacrificing time with family and those who want to learn to play and win the wealth game. Readers will find a useful and easy-to-follow roadmap that promises to change lives.



THE END OF ALCHEMY

Mervyn King

The End of Alchemy examines the 2007/08 financial collapse, providing disturbing insights into what sparked “the worst banking crisis the industrialised world has ever seen”. In it, King focuses on the “collective failure” that caused “both Britain and the US to ‘lose’ around 15% of national income relative to pre-crisis growth path”. Without reform of the financial system, King says, another crisis is inevitable and it will be bigger than the last.



GRIT: THE POWER OF PASSION AND PERSEVERANCE

Angela Duckworth

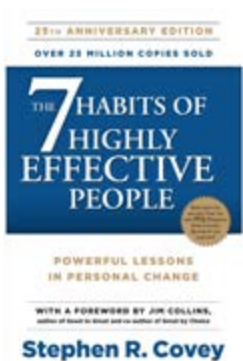
Why do some people succeed and others don't? Sharing insights from her landmark research on grit, pioneering Psychologist Angela Duckworth explains why talent does not necessarily guarantee success. Factors such as identifying passions and following through on commitments can be even more crucial, she maintains. 'Grit' is billed as a must-read book for anyone striving to succeed.



DEEP WORK

Cal Newport

Deep work is the ability to focus without distraction on a cognitively demanding task. It's a skill that allows one to quickly master complicated information and produce better results in less time. Deep Work combines memorable stories - from Carl Jung building a stone tower in the woods to focus his mind, to a social media pioneer buying a round-trip business class ticket to Tokyo to write a book, free from distraction - and advice such as the recommendation that most serious professionals should quit social media and practice being bored.



THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

Stephen R Covey

Twenty-five years on, Stephen Covey's observations on the behaviour of highly effective people have stood the test of time, and this remains one of the most popular and widely used business books ever written. The principles within have transformed the lives of presidents, CEOs, educators, parents and millions of others.



LEADERSHIP: THEORY AND PRACTICE

Peter G Northouse

Now in its seventh edition, this is an academic account of major theories and models of leadership delivered in an accessible style and with practical examples that help students apply what they learn. Each chapter includes three case studies that provide students with practical examples of the theories discussed. Adopted by more than 1 000 colleges, universities and institutions worldwide, it provides readers with a user-friendly account of leadership research in a clear, concise and interesting manner.

EVENTS

June - August 2016



First and Second year BANKSETA funded students pose with the SAICA CEO (bottom far right) after receiving their award certificates



Ms Bridget Mamugudubi (far left-front row) with SAICA CEO, Dr Terrence Nombemebe and other guests



Learners receiving information on different career options in the financial services sector at the Nelson Mandela Career Development Festival in Ermelo



Learners receiving information on different career options in the financial services sector at the Nelson Mandela Career Development Festival in Ermelo

UPCOMING EVENTS

1. Annual General & Employer Forum Meeting
2. Skills@Work Awards
3. Business Boardroom

01

Career Awareness

Information on scarce and critical skills in the sector is widely disseminated through life orientation classes at schools.

02

Letsema learnership

A post-matric programme funded intervention where we pay for the recruiting of unemployed learners, monthly stipends for the duration (1 Year), training provision and learner support.

03

Kuyasa learnership

A post graduate programme sponsored intervention where we pay for the recruiting of unemployed graduates, monthly stipends for the duration (1 Year) of the learnership, training provision and learner support.

04

Virtual Bank Work-readiness

An initiative to develop credit management and skills in the sector. Using Virtual Banking technology graduates are trained deal with real-life credit applications for an different clients.

05

Certificate in Management Development

The aim of this programme is to increase the pool of skills at entry-level management occupations in the banking and microfinance sector.

06

Masters and Executive Short Courses

To meet demand, and in line with the NSDS III targets, we offer bursaries to employed candidates particularly targeting the Masters and Executive Development courses at various universities.

07

International Executive Development Programme

The IEDP programmes prepare senior managers from various local banking institutions for executive roles which are perceived on par with executives across the business spectrum.

08

Doctoral and Post-doctoral Funding

BANKSETA funds bursaries for doctoral and post-doctoral candidates in each financial year. Candidates study with various South African universities.

09

SME Support

The BANKSETA's Mobile Training Solution project targets mostly rural microfinance organisations in all nine provinces to improve the professionalism and business performance of the SME sector.

10

Work-integrated Learning

Banking and micro finance being intensively professional and high-tech, BANKSETA works with both the workplace and training space to ensure suitable candidates. To succeed, promising young professionals must be allowed a foot in the door. WIL programme came into being, to encourage employers to take the notion to heart and welcome a graduate aboard for much-needed practical experience.



PROGRAMMES

Join our community!



TheBankSeta



@TheBankSETA



The BANKSETA



The BANKSETA

Contact the BANKSETA Head Office:

Tel: +27 (0)11 805 9661 Fax: +27 (0)11 805 8348

**94 Bekker Road, Thornhill Office park,
Block 22, Vorna Valley Midrand, 1685**

www.bankseta.org.za

Anti-fraud Hotline: 080 151 1672

FREE STATE Office
Tel: +27 (0)51 406 9365
Fax:+27 (0)51 667 7966

Motheo TVET College Central Office
c/o Georges & Aliwal Street
Bloemfontien
9300

LIMPOPO Office
Tel: +27 (0)15 297 0199
Fax:+27 (0)86 218 0124

IGS Building, 7 Watermelon Street
Platinum Park, Bendor
Polokwane
0713

EASTERN CAPE Office
Tel: +27 (0)43 721 3349
Fax:+27 (0)86 574 2888

Waverley Office Park Phase 4 Building
3-33 Phillip Frame Road, Chiselhurst
East London
5247