



BANKSETA – External Stakeholder Satisfaction Survey: 2018/19

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SECTION A

1. EXECUTIVE SUMMARY

1.1. INTRODUCTION

This report was compiled by Insurvey, who were commissioned by the Banking Sector and Training Authority (BANKSETA) to conduct the 2018/19 External Stakeholder Satisfaction Survey. The report describes the findings from the satisfaction survey to measure perceptions about and performance of the BANKSETA, and where relevant, benchmarks the score to the survey conducted in 2017/18.

1.2. METHODOLOGY

The survey was administered using a quantitative survey to gather the data. The sample used for the survey was provided by BANKSETA. The questionnaire was based on dimensions provided by the BANKSETA team. A few qualitative questions were included, and the responses for these questions aided the analysis of the Insurvey. For purposes of not polluting the data, the qualitative responses were kept verbatim.

A 5-point agreeable Likert scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) was used in the survey, and in the results, this scale was translated to a 5-point (1-5) scale, with each of the respective Likert point being represented by corresponding number as demonstrated below:

Table 1: Rating scale

RATING					
Numeric	5	4	3	2	1
Form 1	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Form 2	Very effective	Effective	Neutral	Minimum effect	Not effect at all

1.3. SAMPLING

The responses were gathered from a population of 1 902 stakeholders, each representing their area of speciality / relationship with BANKSETA.

From the above population, we drew a sample for the survey containing 1000 stakeholders, 250 of these stakeholders responded, with only 234 having successfully completed the survey averaging 23.4% (sample).

1.4. KEY FINDINGS

The overall score for the satisfaction survey was 4.2 out of a 5-point rating, suggesting that external stakeholders are very satisfied with BANKSETA, and plausible to deduce that stakeholders are pleased with BANKSETA on a functional level.

Although the scores show high satisfaction overall, there seems to be dimensions which need improvement and specific attention from BANKSETA as the report will illustrate. Specific to communication, BANKSETA seems to have very little to NO communication with stakeholders, over the last 12 months, only 28% of the stakeholders had communication with BANKSETA; it seems there is more BANKSETA can do to communicate or engage with the 72% of the other stakeholders.

In line with communication, the results also show that BANKSETA has a lot of communication channels they use to communicate with stakeholders. Although these are relevant channels, stakeholders seem not to be utilizing all the communication channels or the ones BANKSETA is using are not relevant for them. BANKSETA needs to pay special attention to the content they are sending and also which channel works better for most of the stakeholders.

The training and growth courses implemented by BANKSETA resonate with the external stakeholders; it seems these are appreciated on a personal and career level. BANKSETA must continue to invest in these growth patterns and trainings.

1.5. RECOMMENDATIONS

- i. BANKSETA implements various workshops scheduled annually and taking place country wide, and this is where as the organisation, BANKSETA are able to leverage face to face engagements with stakeholders from various sectors.

During these initiatives, BANKSETA must also conduct the stakeholder satisfaction survey, as there is a guarantee that the majority of the attendees will take part in the survey due to the personal-touch and face to face interaction.

This can ensure that once all the workshops are concluded, you are able to monitor and assess your performance, identify opportunities and threats to engagement and satisfaction, and place measures in place to address any matter that might negatively influence on the performance and image of BANKSETA.

This will further form part of your annual performance monitor, and to ensure that there won't be any bias and that there is an independent verification, an independent

research company can be appointed to analyse the results, make recommendations and provide you with the annual performance score.

- ii. BANKSETA must engage more with the external stakeholders. We recommend that BANKSETA uses 2 levels of engagement in this regard:
 - a) BANKSETA must deep dive into which methods of communication are functional for the stakeholders. More importantly, BANKSETA also needs to investigate what content is best for which audience in comparison to the content BANKSETA is currently using. The results of such an investigation will allow BANKSETA to increase the communication and engagement with stakeholders. From the results, it seems plausible that the lack of communication with stakeholders for extended periods of time is not from lack of trying, but rather, the use of the wrong channels and content.
 - b) BANKSETA trainings must be career path oriented / related. More needs to be done to create templates for these career paths that match each stakeholder and implement trainings that are career oriented.

SECTION B

2. EXTERNAL SATISFACTION SURVEY

2.1. INTRODUCTION

BANKSETA for their 2018/19 financial year have commissioned Insurvey to conduct their External Stakeholder Satisfaction Survey to help determine and assess their level of performance during the financial period, and if their stakeholders are satisfied / dissatisfied with the level of service and engagement they have with BANKSETA.

The sample size was 1000.

2.2. SURVEY MONITORING

The satisfaction survey (e-mail link) was sent from: 31 May 2019 – 25 June 2019, and it was sent to all external stakeholders using the data received from BANKSETA.

Each stakeholder for whom we also had contact details (e-mail, office and mobile numbers) an SMS notification was sent to notify them to check their e-mail to participate in the BANKSETA satisfaction survey. The purpose of the SMS notification was strategic to ensure that the stakeholders are aware and on the lookout for the e-mail link, which also was to reinforce other mediums BANKSETA used to notify the stakeholders about the satisfaction survey.

Daily monitoring of the responses was conducted including weekly SMS reminders.

Table 2: Survey data

STAKEHOLDERS	DATE: SURVEYS SENT	TOTAL: SURVEYS SEND	REJECTED E-MAILS	REMOVED FROM DATABASE
External	31 May 2019	1 319	174	13 (Board Members)

In addition to the above-mentioned statistics in *table 2*: we received additional data from BANKSETA, and the survey was sent to the additional stakeholders as follows:

Table 3: Survey stakeholders

DATE ACTIONED:	STAKEHOLDERS	TOTAL: SURVEYS SENT	REJECTED E-MAILS	REMOVED FROM DATABASE
15 June 2019	External	75	11	0
18 June 2019		978	183	14

The initial deadline for the Stakeholder Satisfaction Survey was 21 June 2019, but due to the additional stakeholder data received from BANKSETA, the deadline was extended to the 25th June 2019.

Based on the above information shown in table 2 & 3 the subsequent surveys were sent:

Table 4: Database statistics

DATABASE STATISTICS			
Total Data	Removed from database	Rejected e-mails	Total Sent:
2 297	27	368	1 902

The survey participation was optional to External stakeholders, Insurvey did not have any control of who responds and does not respond, reminders were sent by Insurvey to elicit responses.

The survey reminders were sent via SMS to all stakeholders we had access to their mobile numbers, with the following message: *BANKSETA - Survey Reminder: Please check your email or click on the following link to participate in the Satisfaction Survey. The survey deadline has been extended to the 25th June 2019.* Simultaneously, the stakeholders received email links including stakeholders that we had no mobile contact details for. The reminders were sent on the following dates:

Table 5: Survey reminders

Stakeholders	1st Reminder	2nd Reminder	3rd Reminder	4th Reminder
External	04 June 2019	12 June 2019	21 June 2019	24 June 2019

In addition to the SMS and e-mail reminders, we conducted telephone reminders for external stakeholders:

Table 6: Calls report

DATE	Valid Numbers	Voicemail	Invalid Numbers
18 June 2019	24	35	29

The stakeholders that reached mentioned the following:

- They have seen the survey link, and they did not have time to respond, but they will once they get the time.
- They never had any interactions with BANKSETA, though they have seen the link

On the 3rd and 4th SMS reminders sent to external stakeholders, we included the survey link to make it easy and accessible to stakeholders who may have struggled to access their e-mail address.

2.3. SURVEY BRANDING

- ✚ E-mail template branding – as per BANKSETA corporate identity policy.
- ✚ Survey-page branding – each page of the survey, include BANKSETA logo and Investors In People Logo.

2.4. SURVEY OBJECTIVES:

In the preparation for the satisfaction survey, and reviewing and improving on the previous questionnaires, we were guided by the following objectives, which played an important role in ensuring that the questionnaires will be structured and aligned to achieve the required results:

- I. To assess the stakeholder’s overall satisfaction and perceptions on BANKSETA (projects being implemented; interaction with BANKSETA employees) and whether their service expectations are met;
- II. To determine the quality of service delivery as perceived by BANKSETA stakeholders;
- III. To ascertain whether the expectations are being met or otherwise;
- IV. Identify based on the perceptions of the stakeholders, gaps in service delivery;
- V. To identify critical areas of improvement across tested dimensions.
- VI. To identify the causes of dissatisfaction with regards to the current culture, where identified.

The mentioned objectives will further help identify and assess BANKSETA performance during the 2018/19 financial year.

2.5. LIMITATIONS

There was little limitation:

- Of the data we received from BANKSETA, 368 e-mails rejected and this can be as a result of the stakeholders having left their employment or changed their e-mails and they did not update their new details with BANKSETA.
- The satisfaction survey is optional, and unfortunately with the weekly reminders sent to all stakeholders, it is up to them to decide if they want to participate or not.
- The majority of external stakeholder's data received from BANKSETA were learners and youth development, and as a result, some of the limitations can be:
 - No data
 - They relied on internet cafe or other alternatives to access their e-mails

2.6. ACKNOWLEDGEMENTS

Insurvey would like to acknowledge the professionalism, excellence and unlimited assistance and guidance of the Marketing and Communications Team of **Busisiwe Lubisi** and **Sipho Makgaba** for always being available through e-mail and telephone to ensure that we effectively and professionally execute the Stakeholder Satisfaction Survey successfully.

We would further like to acknowledge the input provided by the **General Manager: Corporate Services** and the **Head of Research** in the design of the survey research questionnaires.

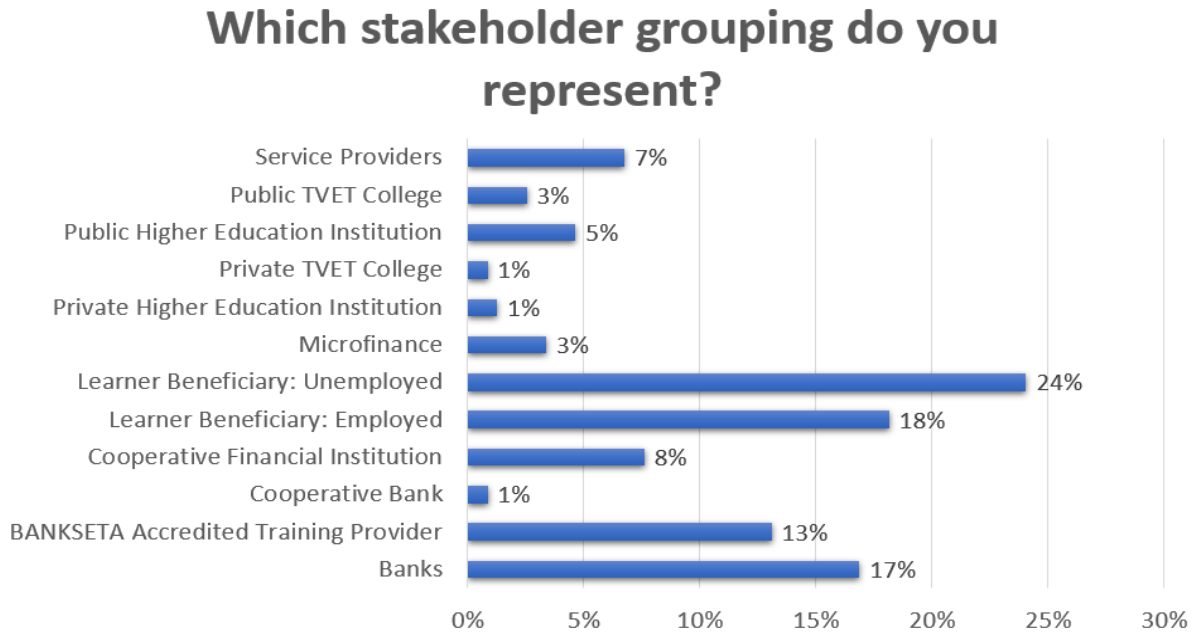
SECTION C

3. EXTERNAL STAKEHOLDERS

Stakeholder Segment - The following questions were compulsory to all stakeholders to answers.

3.1. EXTERNAL STAKEHOLDER GROUP SEGMENTS:

Figure 1: Group segments



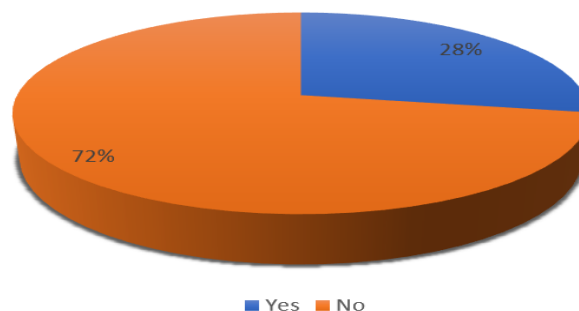
BANKSETA has various stakeholders nationally, and the above graph (Figure1) highlights which stakeholder group responded, with learner beneficiaries being the highest respondents at 24% (unemployed) and 18% (employed).

BANKSETA ENGAGEMENT

Based on the below graph (figure 2) it seems that the majority of stakeholders (72%) have not had any engagement with BANKSETA in the past 12 months.

Figure 2: BANKSETA Engagement

Have you had any engagement with the BANKSETA during the last 12 months?

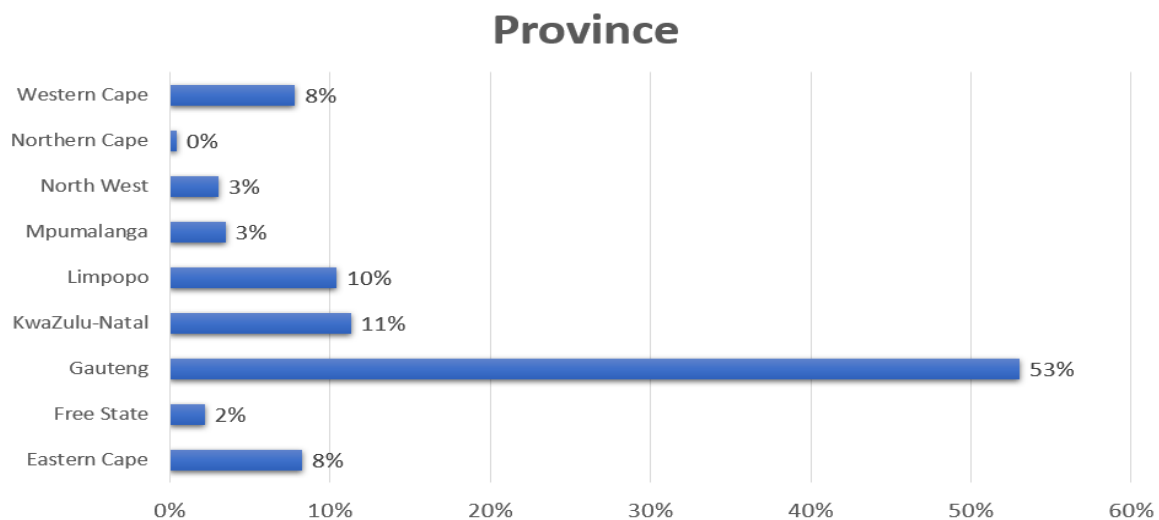


3.2. PROVINCIAL STAKEHOLDER GROUPING:

These stakeholders were from eight (8) provinces, but what was concerning was the fact that only 28% of these stakeholders had been in contact with BANKSETA in the last 12 months.

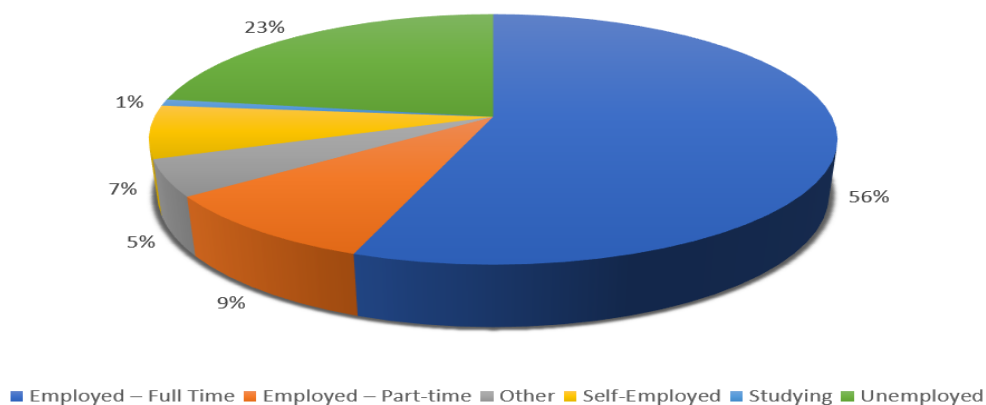
This exposes a gap for BANKSETA to make contact with these stakeholders to stay 'top of mind' with them on a periodic basis. Many organisations use blog posts, articles and even feedback sessions to leverage engagement. Twelve (12) months or more in the absence of this communication is just too much to maintain any stakeholder. The data pertaining to the above is illustrated below (figure 3):

Figure 3: Geographical location



3.3. EMPLOYMENT STATUS

Figure 4: Employment Status

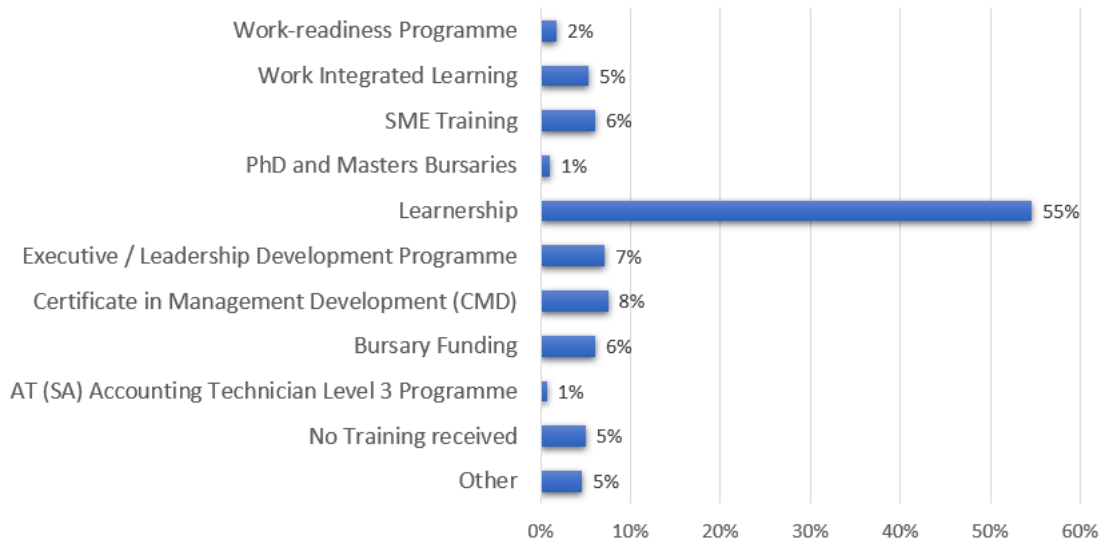


3.4. BANKSETA PROGRAMMES

The majority of stakeholders who responded seem to have participated in the learnership programmes (figure 5), and this speaks volumes to the fact that majority of respondents are learner beneficiaries.

Figure 5: BANKSETA programmes

Which of the following programme(s) have you participated in with the BANKSETA?



3.5. BANKSETA EFFICIENCY

- BANKSETA is still highly regarded as efficient by stakeholders.
- The positive scales significantly outweigh the negative ones.
- The respondents did not show any vagueness or mixed feelings in their responses.
- Efficiency was rated at a 4.2 rating, which is significantly high, with 90% of the respondents agreeing that BANKSETA is innovative in skills development and in the broader banking and alternative banking sector.
- These are areas which have been mastered by BANKSETA, and maintaining these is pivotal going forward.

Efficiency

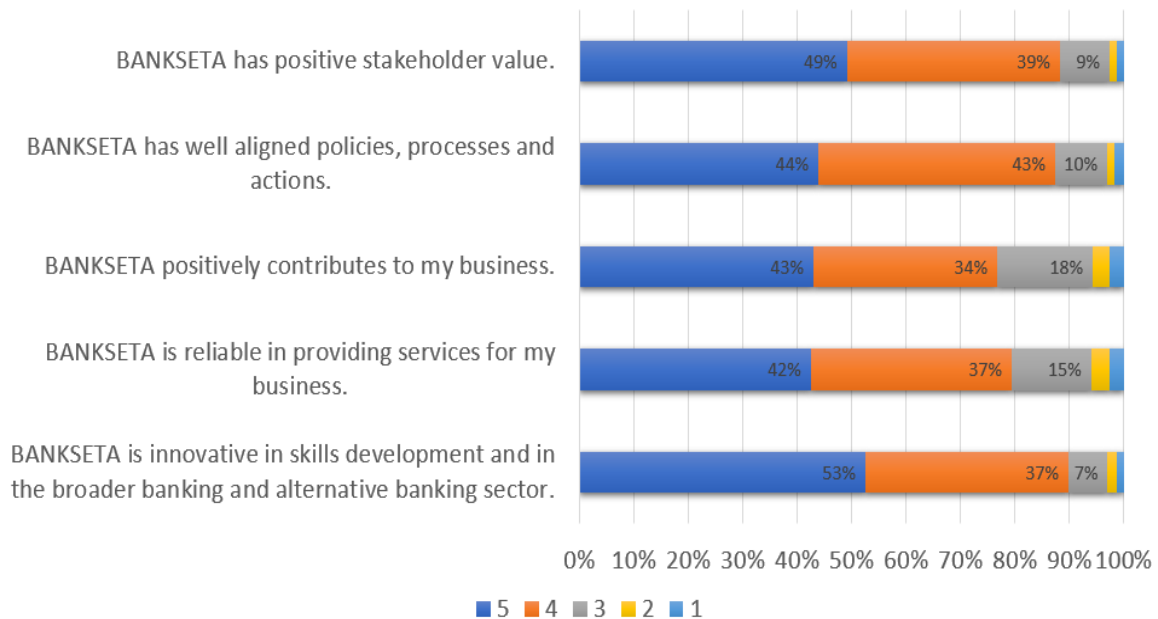
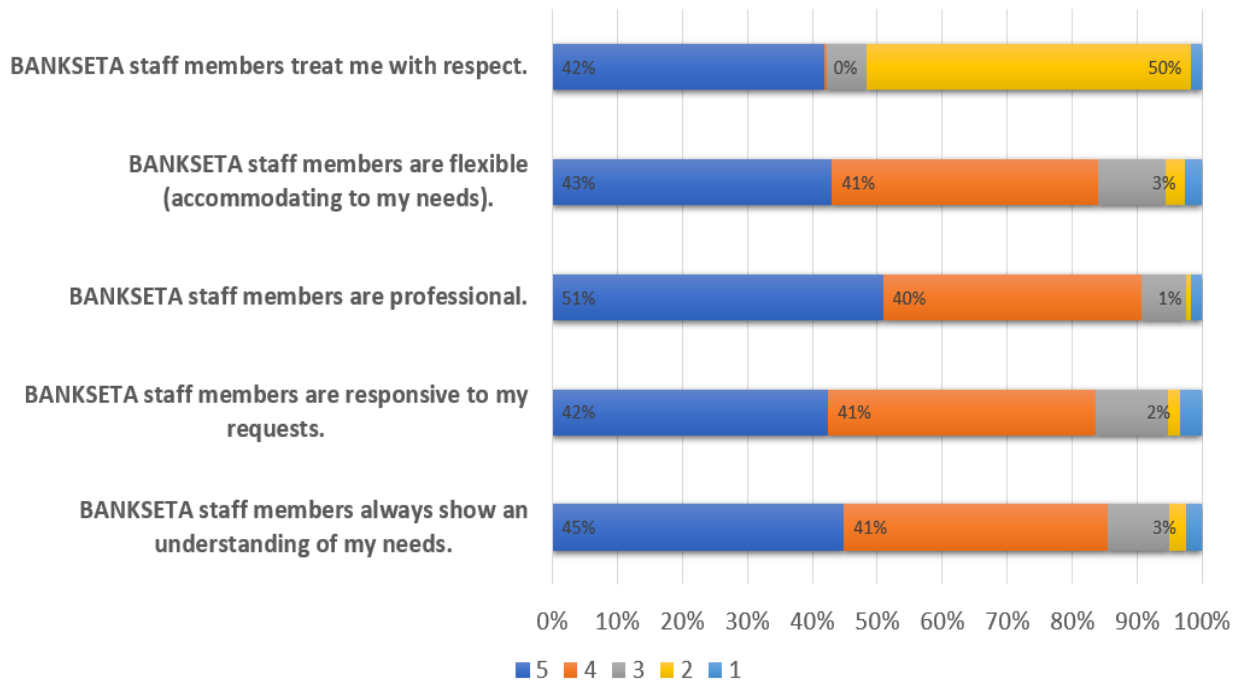


Figure 6: Efficiency

3.6. STAFF PERFORMANCE (4.1 Score)

- Although interaction with stakeholders over the 12 months period is significantly low and really needs the attention of the BANKSETA, it needs to be stated that, the interaction that BANKSETA staff have with stakeholders is still highly regarded.
- Staff performance is rated at 4.1 score.
- The three (3) statements related to this dimension scored above 83% in the positive each (figure 7), further illustrating how the contributions of BANKSETA staff members has had a positive impact on the stakeholders. These high scores also bring to the fore the concern of low scoring statements, which exposes areas that BANKSETA needs to place focus on.
- Only 42% of the respondents agreed that the staff members treat them with respect, 52% of the respondents disagree with this statement and 6% are neutral. This is a statement which should have zero tolerance of any negative or neutral scores.
- There is a lot to explore in this dimension by engaging more with stakeholders and obtaining more qualitative responses of what these percentages entail and why they did not agree with these statements.

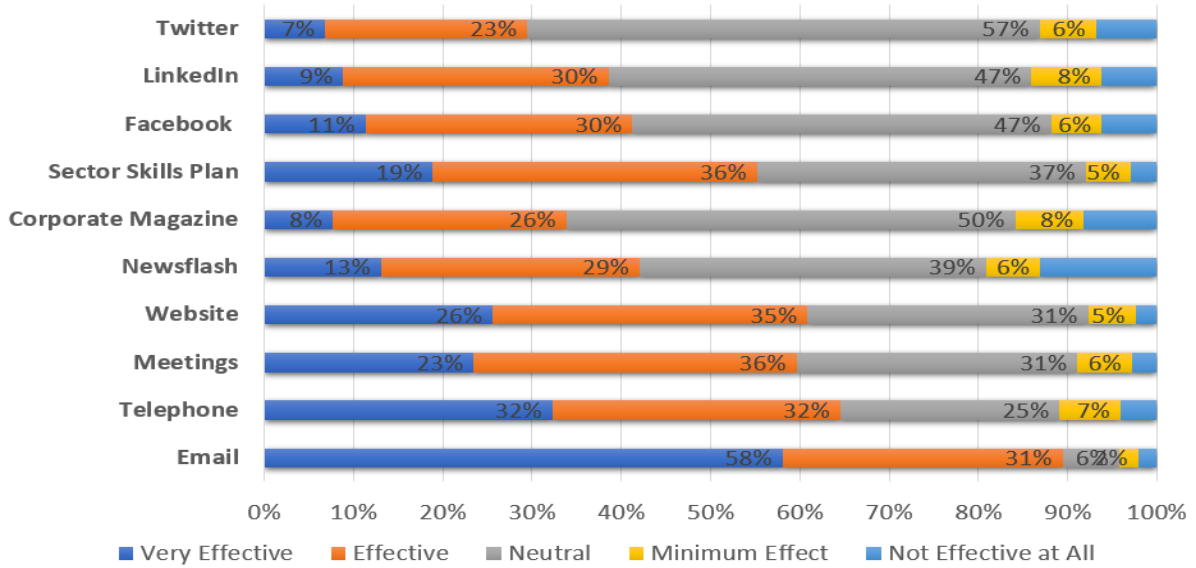
Figure 7: BANKSETA staff



3.7. COMMUNICATION EFFECTIVENESS

- Communication Effectiveness is rated at 3.1 score.
- Communication Effectiveness has the lowest rating of all the dimensions.
- This is an important dynamic as it shows how effective / ineffective is the current systems, and it also gives an opportunity to assess the current methods being used.
- 72% of the respondents stated that they have not made contact with BANKSETA in the last 12 months, and the cause can be the mere fact that BANKSETA is using the wrong channels? Is BANKSETA using the wrong content in their communications? Alternatively, is it a combination of the two (2) which is making the communication attempts futile?
- It also seems that although e-mail is being viewed as the most effective, there is no direct link to tell if the content is being consumed as much. Other channels might not be as much in use, but the information used through these channels are easily and efficiently consumed, and BANKSETA needs to thoroughly investigate this.

Figure 8: Communication Effectiveness



3.8. COMMUNICATION

BANKSETA seems to have clearly defined communication patterns and messaging and this is clearly for stakeholder to understand and consume.

Communication is scored at: 4.3

With 89% percent of stakeholders agreeing to both the statements in this dimension (figure 9), this dimension suggests that BANKSETA might want to use these effective methods to streamline their communication with the stakeholders. BANKSETA seems to have mastered the art of effective, clear and relevant communication, but pathways of using this communication still need to be reviewed as this is in stark contradiction to communication reaching the stakeholders.

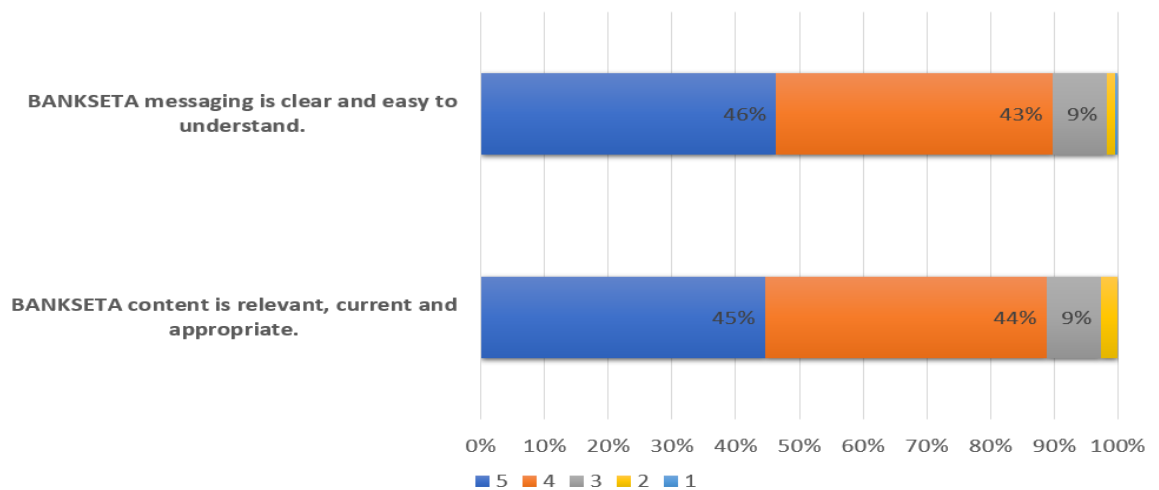


Figure 9: Communication

3.9. WHICH BANKSETA COMMUNICATIONS CHANNELS DO YOU PREFER TO USE?

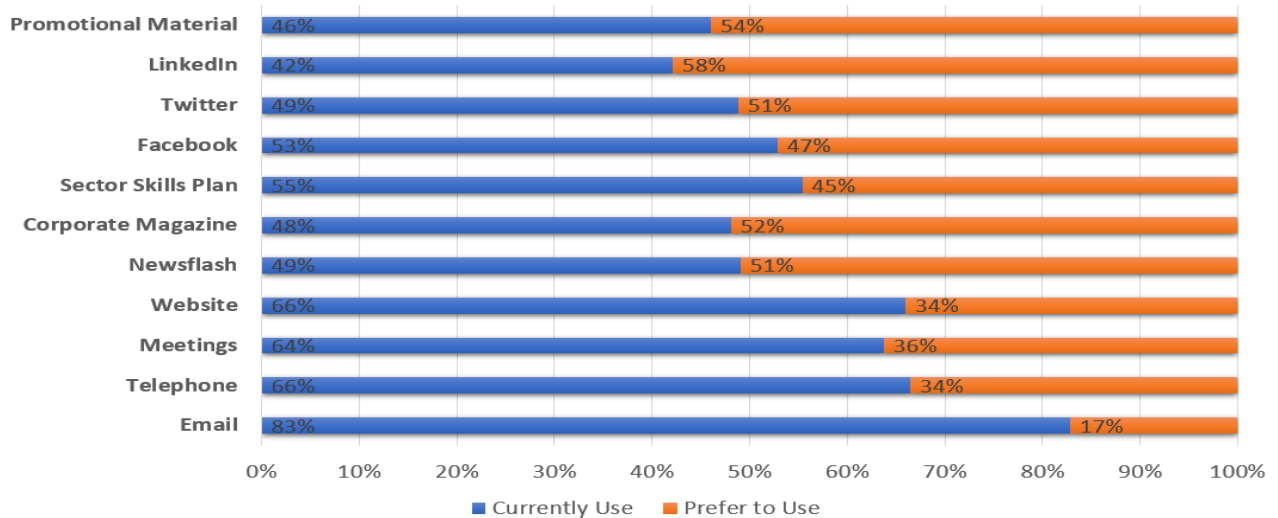


Figure 10: Communication Channels

3.10. STAKEHOLDER COMMENTS

Please refer to Annexure A for all stakeholder's comments

Overall, stakeholders seem really impressed with the efforts made by BANKSETA, with many of them stating that they are satisfied with the way things currently are. This is in line with the high scores gathered from the survey which also attribute to the fact that satisfaction is currently high within BANKSETA.

It is imperative to note though, that there are some aspects that were highlighted from the comments that call for BANKSETA immediate attention, and in order of dominance, most stakeholders called for a **START** of effective and responsive communication channels from BANKSETA.

- **Communication** was the dominant theme with stakeholders calling for “More open communication channels”, “BANKSETA should respond to emails, phone calls and provide feedback to stakeholders”.
- Another dynamic of communication which was suggested by stakeholders was for BANKSETA to have constant communication with stakeholders.
- This also seems to resonate with the results gathered in the survey which suggest that there are gaps in time where stakeholders do not receive any communication from BANKSETA.

Red Tape and documentation seem to be also worrying to stakeholders. This has been a theme that occurred various times from stakeholders as they express that

they are being delayed both by a lot of paper trail and also red tape (below are some of the stakeholder's comments) - for purposes of not polluting the data, the qualitative responses were kept verbatim:

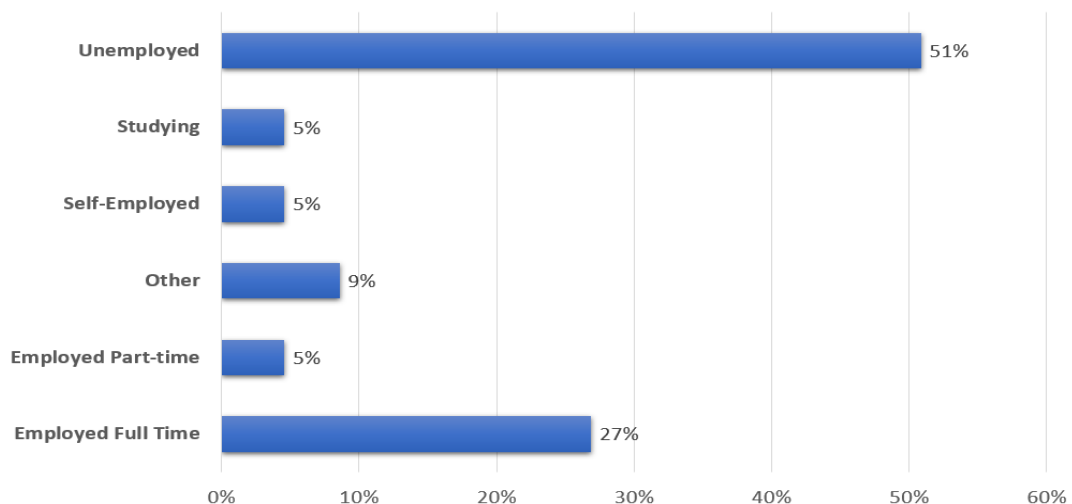
- “Start using digital platforms that enable systems to be integrated instead of printing out tons of documents e.g. if the systems are integrated with home affairs / MIE then there would be no need to sub”
- “Atop the outsourcing the administration of funding. Minimise paperwork, too much documentation is required when applying for funding”
- “BANKSETA should stop requesting hard copy documentation of everything. We work in a digital era where everything becomes paperless and efficient. BANKSETA timelines are also quite strict at times”
- “Stop paper bases applications for funding”

4. EMPLOYED BENEFICIARIES

4.1. EMPLOYMENT STATUS

NB: 234 stakeholders responded to this stakeholder survey, and 51% of these were unemployed.

Figure 11: Employment status

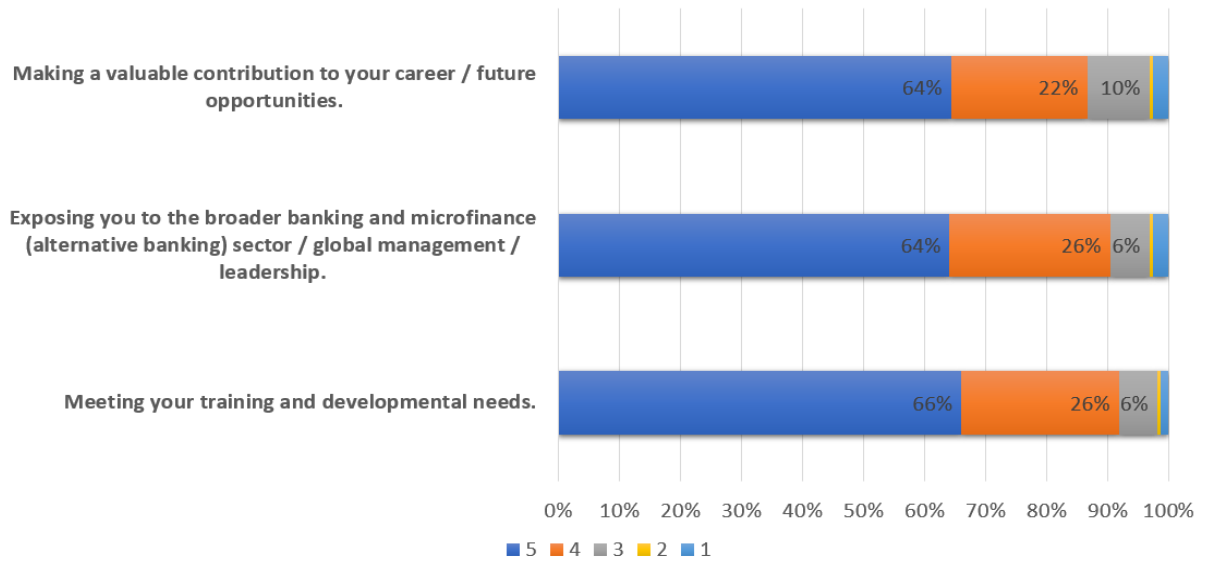


4.2. TRAINING

A total of 472 responses were captured under this section:

Qualitatively and quantitatively, BANKSETA seems to be on the mark concerning training with more than 85% of stakeholders agreeing with each of the statements provided below. Please see the recommendations for ways of enhancing dimension.

Figure 12: Training



4.3. LEARNING

A total of 331 responses were captured under this section:

- With a rating score of: 4.4 (figure 13)
- The stakeholders are really pleased with the learning potential or exposure provided by BANKSETA.
- This speaks to the growth or potential growth which is associated with being affiliated with BANKSETA.
- BANKSETA should increase programs which focus on learning and provide more workshops in this regard.

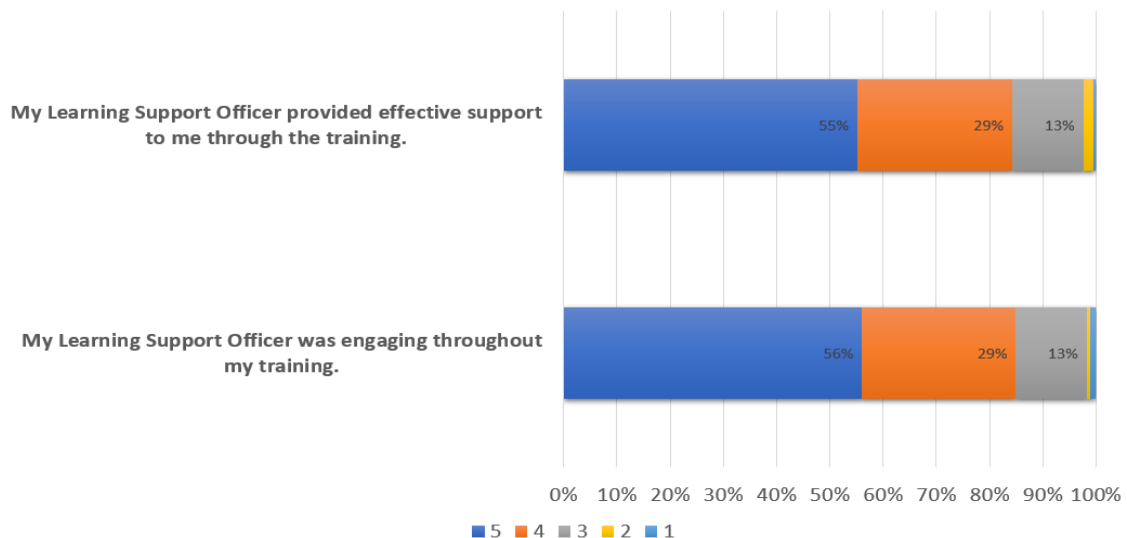
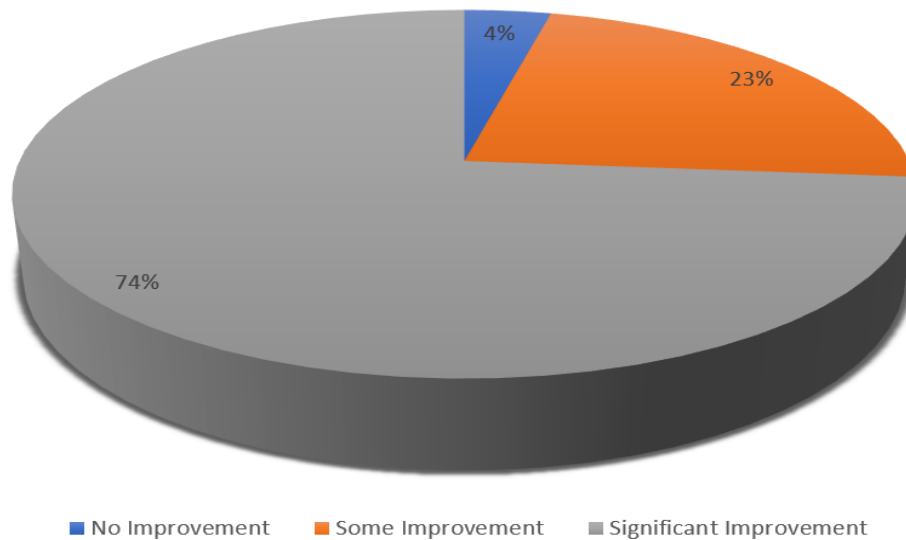


Figure 13: Learning

4.4. HOW WOULD YOU RATE YOUR LEVEL OF PRODUCTIVITY AS A RESULT OF YOUR TRAINING?

A total of 163 responses were captured under this section:

Figure 14: Productivity



4.5. Did you complete your training successfully?

Where you aware that BANKSETA funded your training?

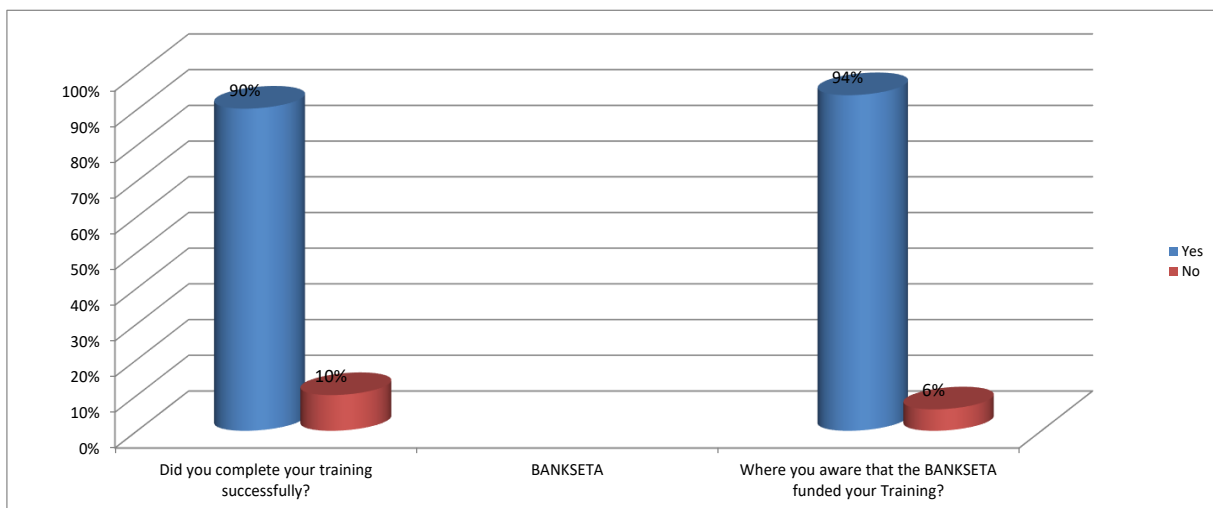


Figure 15: BANKSETA: Training and Funding

4.6. What type of post-training support would you like (or do you expect) from BANKSETA? – Please refer to Annexure B.

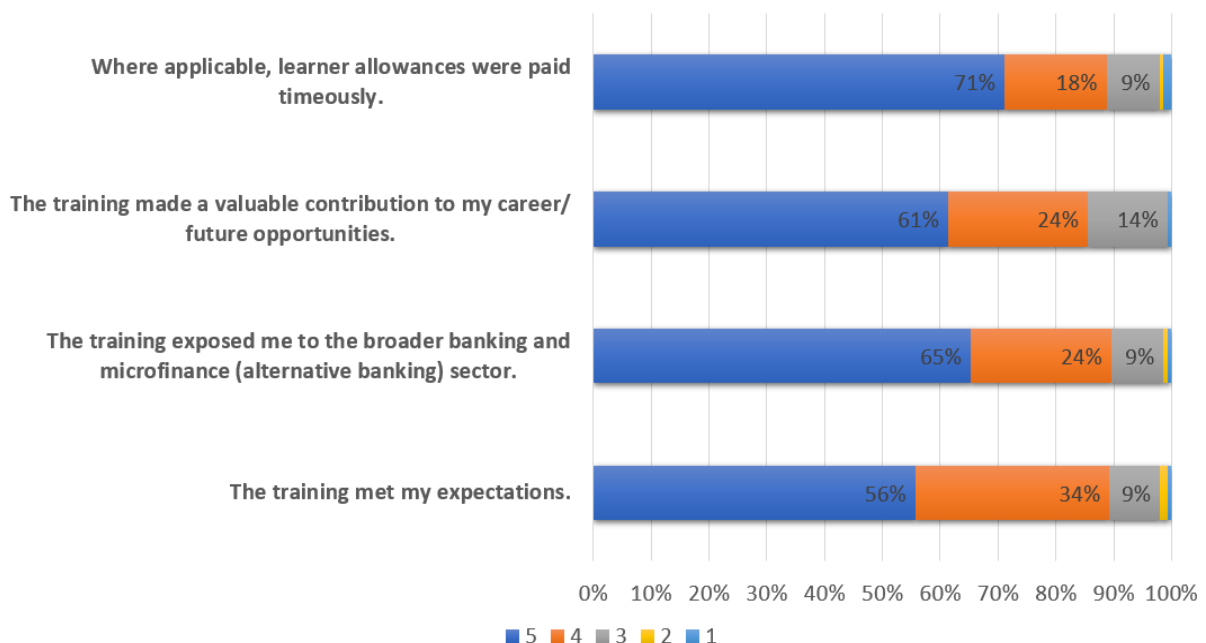
5. UNEMPLOYED BENEFICIARIES

A total of 580 responses were captured under this section:

5.1. TRAINING (4.5 RATING)

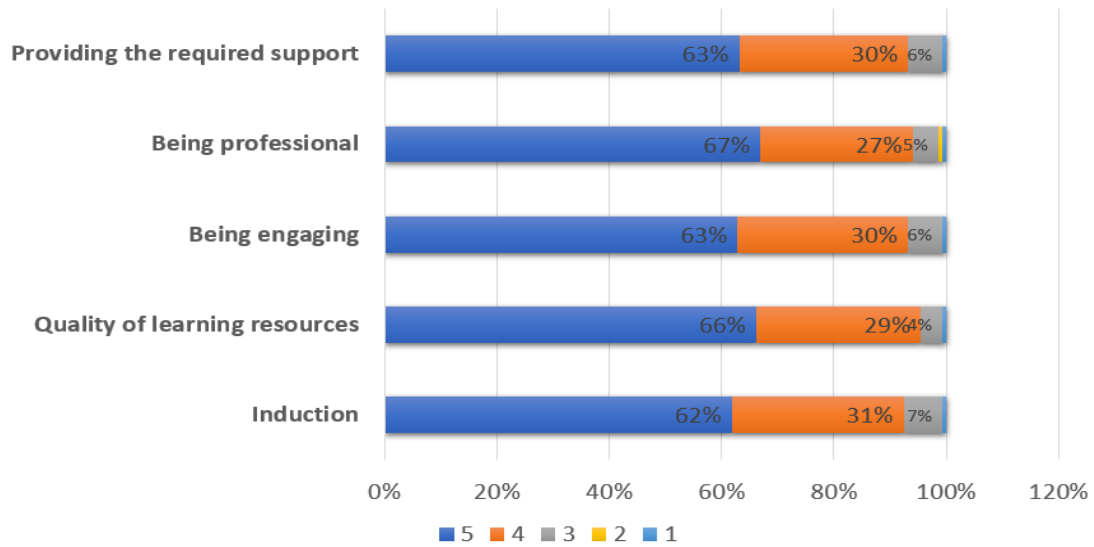
- Training together with learning seems to be really valued by stakeholders in BANKSETA.
- It would be imperative though for BANKSETA to deep dive into the interests of the stakeholders and get the reality of their career orientations and invest in trainings that aid those parts of their lives. It seems plausible to say that, although the stakeholders are excited about and appreciate the learning, they are not sure or certain about how they contribute to their careers.
- This can also be a result of the fact that career orientation is understood at an individual level.

Figure 16: Training (Unemployed beneficiaries)



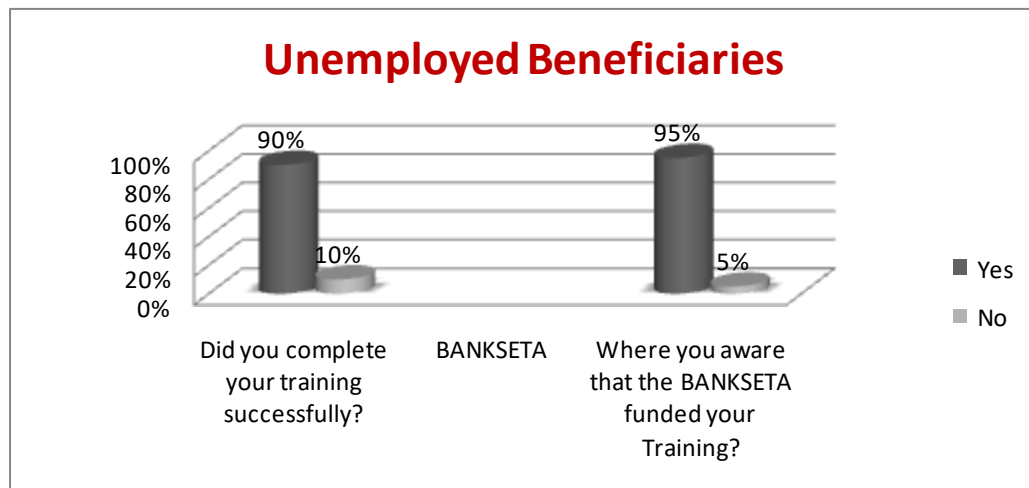
5.2. LEARNING SUPPORT

Figure 17: Learning Support



5.3. BANKSETA TRAINING & FUNDING

Figure 18: Training & Funding



5.4. What type of post-training support would you like (or do you expect) from BANKSETA? – **Please refer to Annexure C for comments.**

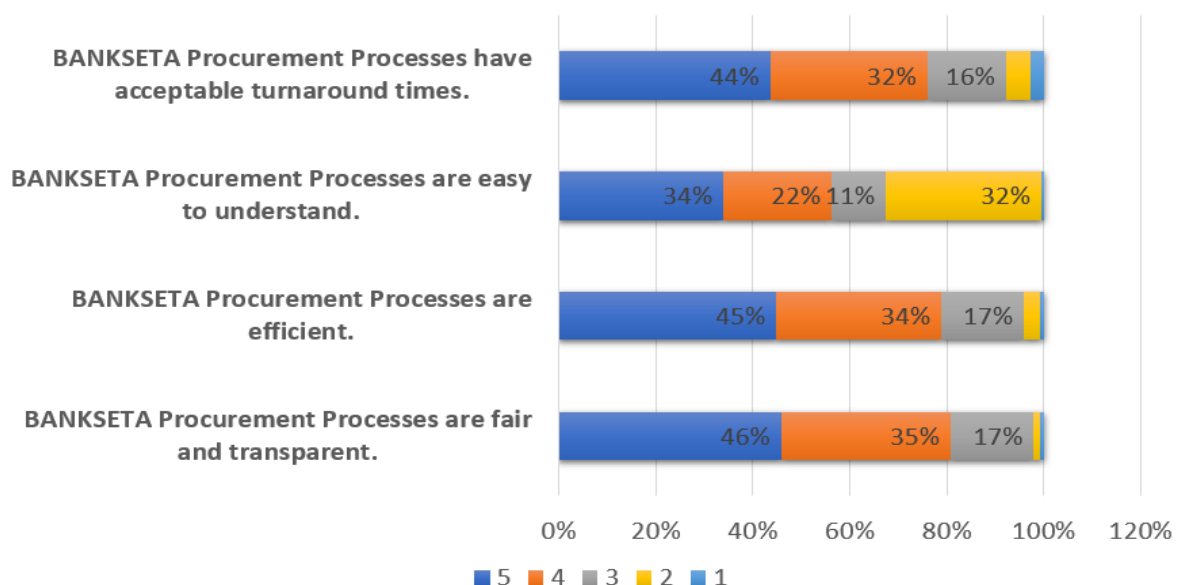
6. SERVICE PROVIDERS

A total of 641 responses were captured under this section:

6.1. BANKSETA PROCUREMENT PROCESSES (4.0 RATING)

- BANKSETA seems to have a well-polished procurement system characterised by efficient and transparent processes.
- Although the processes are functionally sound, it seems evident that they are complex and not easy to understand. This complexity has not been verbalized in the qualitative responses, but it seems BANKSETA is at the perfect moment to either address these concerns with changes in the process, or efficiently educate stakeholders about the process to remove any vagueness or provide clarity on these issues.

Figure 19: Procurement



- 6.2. ***Do you have any further comments about the procurement process, if so, please provide feedback: (Refer Annexure C – for all comments under this section)*** - for purposes of not polluting the data, the qualitative responses were kept verbatim:

- “Everything was clear and understandable”
- “Emerging Service Providers to be considered when appointing Providers for National Programmes. Big Companies to partner with local businesses in each province to provide capacity.”
- “Please do not request hand delivery for small amounts quotations”

- “Procurement seem to be Gauteng focused. It would assist local businesses for local offices to be provided products and services by local SMEs.”
- “So far satisfied because they are transparent”
- “Sometimes, it is difficult to submit all documentation on time, due to other obligations, and we miss out on the funding, but next year we will work something out to submit on time.”
- “We have participated in one procurement process only, and it was frustrating due to lack of adequate feedback. To this date we do not know if the tender had been awarded or to whom. There were errors”

7. EMPLOYERS

7.1 Workplace Skills Plans (WSPs) and Annual Training Reports (ATRs)

A total of 561 responses were captured under this section:

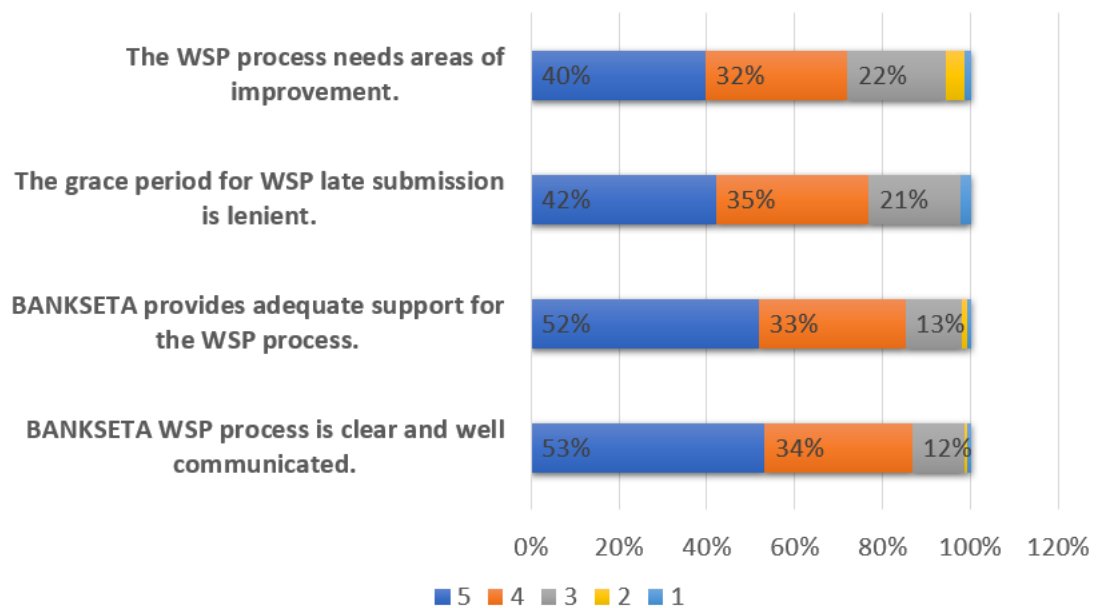
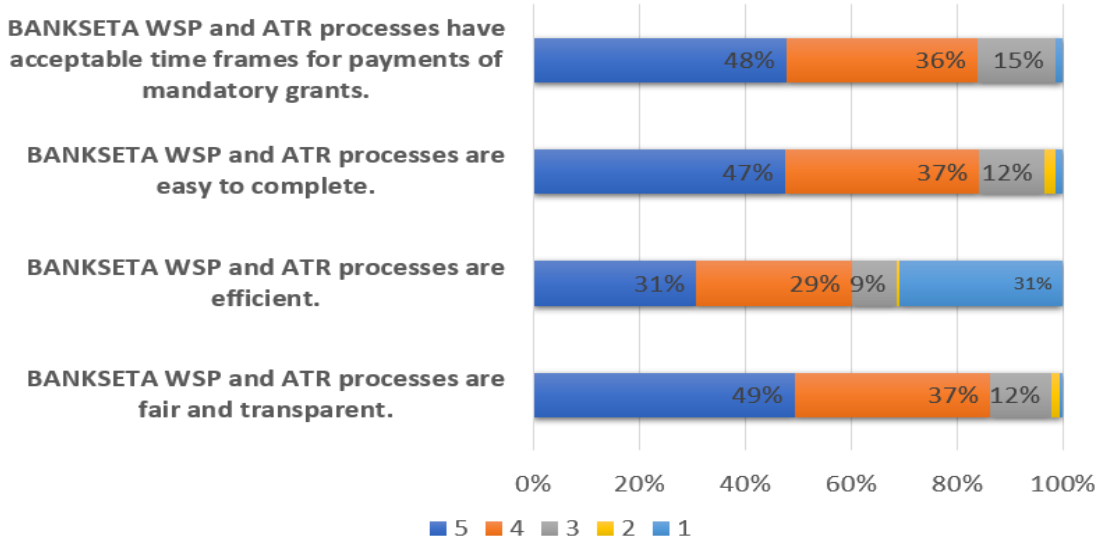


Figure 20: WSP

7.2. ANNUAL TRAINING

A total of 611 responses were captured under this section:

Figure 21: Annual training



7.3. SECTOR SKILLS PLAN (SSP)

A total of 616 responses were captured under this section:

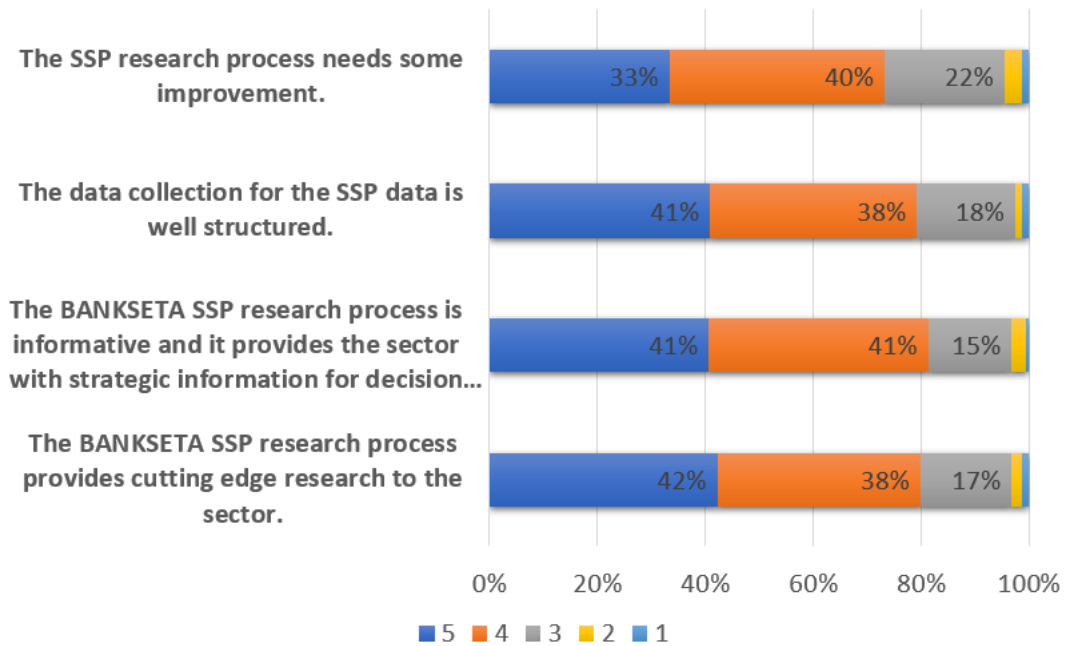
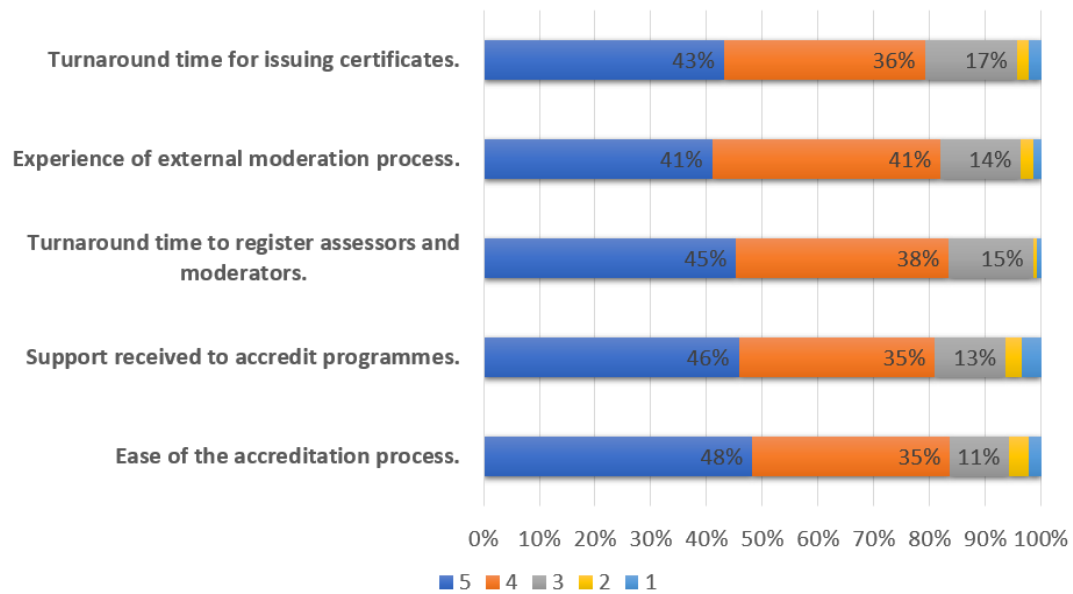


Figure 22: Sector Skills Plan (SSP)

8. TRAINING PROVIDERS

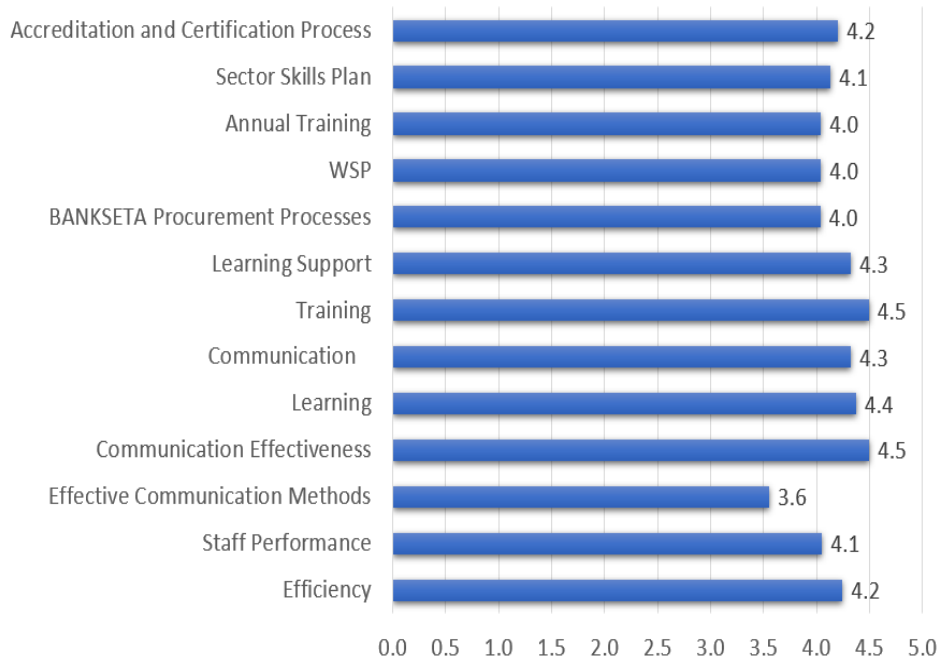
A total of 700 responses were captured under this section:

Figure 23: Training providers



9. OVERALL STAKEHOLDER SATISFICATION SCORE

Figure 24: Satisfaction Score



4.2

ANNEXURE A

What should BANKSETA STOP doing to improve your work experience?

What should BANKSETA START doing to improve your work experience?

What should BANKSETA CONTINUE doing to improve your work experience?

WHAT SHOULD BANKSETA STOP DOING TO IMPROVE YOUR EXPERIENCE?
According to my understanding and my experience with Bankseta I have never had any complain about Bankseta so for me they're still on the right track
All the Bank Seta projects contribute significantly to our organisation and all the projects are exciting to the Business and employees as a whole
Annual funding cycle to multi-year funding from programmes.
Anytime
Asking me to do a survey every year
Assist people living with disability with love and care
BANKSETA should stop requesting hard copy documentation of everything. We work in a digital era where everything becomes paperless and efficient. BANKSETA'S timelines are also quite strict and sometim
Banksita should stop enrolling learners to the organisations that are not interested in hiring or that does not offer some of those learners work or internship at the end of the programme
Be more engaging though LinkedIn
being 100% employer focused - training providers can add value as well (and want to)
Bunching different stakeholders together when providing assistance. While Bankseta consulted Development Microfinance Institutions for the Loan Officer Trainings, the Provider who got the Tender and t
Clear channels of communication
Communicate constantly with its stakeholders
Consider and cater for finance and opportunities
Delaying responding to mails about IT issues related to capture
Dont take many learbers for internships and leave them with no work after learnership.
Ensure that learners sent to organisations are being equipped with the relevant skills not just monitoring from 3rd party's
Ensuring that we stick to timelines. The case in point would be the IEDP and the delays that we have encountered currently.
Focus on occupational approaches mainly.
for now they are still in good
Go through what qualifications graduates have and introduce courses that add more value to what they already have and not repeat courses already done
Hand delivery of small quotation requests
Happy with the experience
i am satisfied with Bamkseta so far
I personally think they are doing everything right
I'm happy . None
I'm satisfied with what you're doing. Need to stop placing learners in institutions which didn't hire previous learners.
ignore feedback from learners
ignoring TVET College's needs
improve their communication with various stakeholders
Its would be nice to have less paperwork
Keep to deadlines.
Learners should not work on weekend so that they can study and do assignments like head office learners, and stop group work because meeting up is difficult especially for those working at the retail
llocating more DG

making use of Henley Business school as the course was not NQF aligned
More engagement with learners and more advertising
more exposure
Moving students from one place to another, in terms of the study week.
N/A
na
need to get the same commitment from all members
Neglecting unemployed learners
Nil
No comment
No Comment - Only had positive experiences so far working with the BankSETA
No idea
Non
None
None currently happy
Not sure how to answer this one.
Nothing
Nothing
NOTHING - VERY SATISFIED
Nothing for now
Nothing I am truly satisfied with their channel of communication and how they handle their affairs
Nothing I can think about at the moment
Nothing i have had a good experience with Bankseta
nothing thta i've noted
Nothing we can think of - Except....the consolidation of the PIVOTAL and IT funding windows 1 month after the WSP/ ATR put a lot of additional pressure on our team (I think other corporates raised th
Nothing you should stop doing.
Nothing, I am impressed with your service
nothing.
Nothing. My experience with bankseta was excellent and very much educational.
paper bases applications for funding
Please stop requesting the stakeholders to submit hard copies of documents.
Provide feedback, Be knowledgeable and helpful. I am struggling with the current Specialist allocated to CBDA. When invoices are raised as per MOA, we are informed to retract them and re-invoice and t
provide leanership program for all training providers
Reduce the red tape, not everything must be approved by the board, it waste too much time.
select people who going to be employed by the hosting company
Sending irrelevant requests. Requesting service provider to submit documentation for a service that they are not appointed for.
Sending links
Sending students to the banks and after the contract they don't get employment
Should place people in jobs permanently
So far I do not have anything to stop as they do a lot of good things.
So far nothing.
So far so good.

Stop assuming that clients have no case against Bankseta
Stop asking me if I am unemployed and maybe suggest vacancies I can apply for
Stop being arrogant and treat providers with respect (Manager ETQA). There is no forum for provider inclusivity and we get the impression that they taint providers with the same brush.
Stop concentrating only on Bank requirements, and have more specific courses for micro finance as well.
Stop inviting people to attend signing of agreement form or contracts then the next thing they don't call to inform you where you'll be working after they don't even call you to update you.
Stop nothing
Stop proposing programme without consultation with the business. Stop being unethical in their practices. A case in point is the IEDP programme where nominations were extended without informing some
Stop responding late to emails
Stop writing class assessment before lectures
The Head of ETQA (Charmaine) is very abrupt and unresponsive. She is not collaborative and often a blockage in the system.
The outsourcing the administration of funding. Minimise paperwork, too much documentation is required when applying for funding
the time my contract was about to elapse
There is nothing i think that needs to be stopped bt banksete as to improve my experience
They must appoint learners where they will not only gain exposure but permanent job as well
they must care and help to look for jobs for previous learners
They must continue with what they are doing currently
They must stop playing mind Games.they invite us to their information sessions and after that we fill the Wsp forms after that they keep quiet.it is already 3 years now rotating on the same experienc
They must train their staff on handling students needs, especially the guys at the library- i had some unpleasant moments there
They should place learners according to their qualifications
They should stop giving graduate false hope, they require qualifications but they dont align they training with the qualification
They should stop nothing but rather continue from growing from themselves as they are doing now.
To be silent when thing are not right
To increase no of lernerships
When they have communication with financial institutions for Learnership's they should also help the learner get a job after because the work we do when we are learners proving to the financial inst
Workshops
You to stop putting such good programs out without it being accredited, apart from the great exposure and learnings, some see it as a waste of time due to it not being accredited.
WHAT SHOULD BANKSETA START DOING TO IMPROVE YOUR EXPERIENCE?
a lot
after 6 months
Align programmes to the academic calendar, so as to accommodate other players and institutions in the sector.
all staff need to be prompt in their responses. Website assistance could and must improve
Always check if all learners are employed if not so keep helping helping them to be employed
Answer the telephone
At least follow up by providing bursaries if I passed a Learnership level 5 at least help me get to level 7
Bank seta is doing well so far.

Bankseta should also start looking at the needs of the Debt Counseling industry. This industry is expanding due to the economical circumstances in the country and as much as people obtain more credit
BANKSETA should assist the students on getting job during the learnership / training.
BANKSETA should implement an online system that allows us to apply for funding online. The applications itself are time consuming. I understand the importance of all the information, but there should
Banksita should start helping those unemployed learners after learnership or internship to get jobs
Be consistent in assisting learners in getting employment at the end of their learnership.
Be more engaging though LinkedIn
be more proactive and responsive to levy paying employers as well as to service providers
Be more responsive Be more inclusive Be on top of their game Not use new qualifications as a tick box exercise - keep them relevant to the industry. Start empowering junior managers to be able to
Bring more specialized personnel to engage with learner
By engaging us with all changes to be made
Clearer communication around timelines and selection processes for available programs.
Communicate better. Better understand business offering. Have regular meetings with service providers to ensure that all is working out.
Communicate more
Communicate more about funding and opportunities for courses when they partner with institutions
communicate more. In my experience I had limited exposure ito comms and it was by chance.
Communicate regularly with me
Communicate with all modes of channels preferably via sms
Communicate with their candidates.
Communicating more about the learnerships in rural places.
communicating with my previous employees
Confirm following years funds sooner so that we may offer bursaries to strong 1st years sooner. Current funds need to reach recipients sooner as private accommodation landlords need cash flow and rec
Consider online applications for grants, just like we do for WSP / ATR applications
Continue informing about me about new things happening
Continue to give people experience
Continue with effective communication
Currently doing a great job, keep up the sterling work
develop future skills programmes
Don't allow a person to be a gatekeeper. It's impossible to establish meetings with Management if you are a Provider. BankSETA views Industry as their clients and Providers are insignificant.
Easy access
Engage more
Engage with learners etleast 1 meeting in two months
Engaging stakeholders more
Ensure effective skills and useful skills are being taught to learners
Ensure that learners are indeed placed and not doing admin work.
Ensure the employability of learners towards the end of their learnerships.
Explain throughly, give examples , meet regularly to understand future skills in terms of unemployed learnerships offered, meet before applications open, have longer opening applications periods, give
Fill the vacancies which are approved in your budget. The team is heavily understaffed. They are doing their best to give great service and I fear they will soon burn out. Please fill the vacancies wh
Find out if they helped me in getting workplace ready and if I'm employed

Get us permanent jobs
Getting us permanent jobs after learnership
Give learners good experience to avoid unemployment after the programme, you find a learner with IT qualification placed in recruitment then the bank doesn't employ the learner that resulting in the e
Give more funding
Give more info on practical work
Give us more training
happy with everything
Have frequent reminders when there are deadlines
Have more Micro Finance courses specifically.
Help Learners get employed
Help me find permanent employment
Help me get employed
I believe that Bankseta needs to get a dedicated person taking care of all the companies in Durban. Previously Sifiso Mnguni took care of the Durban area, now that he has moved to a different position
I think in certain instances we should have a DHET and QCTO representative at our meetings when we discuss issues regarding these bodies. I also think that getting stakeholders input with regards to
I truly think that you are doing what need to be done to give the South African Youth an experience of a life time.
I want a bursary to further my studies in Commercial Degree
I would appreciate, if they can grantee the graduates some jobs or some voluntary jobs.
If it can fund more students
Improve the current practices
Improve the Learner Management system. It is fine if a learner starts and completes the qualification with one provider however if a learner changes provider during the programme there is no way of t
include banking modules/subjects in Business Analysis learnership
include providers in the definition of 'stakeholder'. see us as part of the delivery chain (not just an unnecessary evil!). understand the strain an distress running a small pvt provider - we dont ha
Increase Information sessions with stakeholders
increase number of learners for intake per province.. Selection criteria be clear follow up with banks interm of how learner is placed. E.G IT learner placed in HR in a certain bank.- that inappro
Increase the stipend lol
Increase their staff component, especially in Polokwane so that they can be of assistance to stakeholders to improve BANKSETA visibility in the province
Increasing serpent
Induction sessions with all institutions who are receiving funding for bursaries Website updates with communication
Introduce higher qualifications for graduates because most of the courses that were done were covered during first year of our varsity qualifications it was repeating everything
invite me and my company for WSP and ATR workshop
It must market their employed trainees after the leanership
Job placement
keep assisting the unemployed youth of South Africa
Keep doing what they do best and keep communicating with all those students that they equipped for workspace and hear how they're doing...
Keep to deadlines.
Keep up the good work!

Keep up the innovative funding around IT Skills - this is making a tangible difference to our business. Consider partnering with Harambee - they are doing incredible things in the area of youth devel
Learnerships must guarantee job opportunities
Lunch at school
Make sure that we are employed after the learner ship even if its not working at the banks
Make sure you place learners with degrees in relevant departments where possible
Meet with the stakeholders and understand their needs. Documentation must be clear and fair. Don't come with new rules during the process.
more communication
More effective communication in sufficient time periods
More learner's to different fields in the banks
N/A
na
Newsflash to be sent on our emails
No comment
None
NOTHING
NOTHING - VERY SATISFIED
Nothing continue with what you are doing
Nothing, so far I am satisfied
Offer extended school/class hours
Offer more permanen jobs after the learnership is done.
Offering more training options
Offering Technological skills as banks are now moving to digital
One gap I have always with BANKSETA in the past years with assigning graduates in the work environment is that people aren't placed at department which perform the similar type of work aligned to thei
Place learners in Banks that needs staff. There is no use in placing learners in bank and after contract most of them are unemployed
Place unemployed people in jobs
Plan or change policy so to give stipend to students in the last 4 months of the project and deal with the colleges in submitting the report
Provide employment
Provide feedback. Be knowledgeable and helpful. I am struggling with the current Specialist allocated to CBDA
Provide other training skills in which graduates have studied for
provide second chances to people who couldn't obtain their certificates through their learnerships
Provide us with spaces to work
Provide us with what they are hired for. Respond to us when we need them and provide those due training because the Government has gave them the money to pay foe those training.
Providing more information about available opportunities for graduates from their contacts and external networks. They should also keep on in forming us about new innovations from other states and giv
Quick response.
Quick turn around time please
Quicker response to email queries
Quicker responses to enquiries Initiate Learnerships/ Funded Programmes directly after Pilot Programmes have been finalised (eg. Compliance Programme/ Risk Management), rather than rely on applicati
Resolving system issues faster

Respond timeously to clients and give regular feedback
Should tell me
Speak to banks to host our N6 students
Start using digital platforms that enable systems to be integrated instead of printing out tons of documents e.g. if the systems are integrated with home affairs/MIE then there would be no need to sub
Take the number of learners which they can be able to place for permanent jobs.
They give us the training si it help us to improve our experience
they must communicate with the previous learners about progress on their career
they need to confirm if learner are getting the training that they need at the work place. most learners do copy papers through the year or only learn 1 small task
They should continue with what they are doing
They should notify banks to take learners only when they know they plan to employ them
They should start recommending me to companies in order for me to gain more experience
To communicate each and every little things that makes them not happy about us.
to communicate more frequently with stakeholders
To elaborate further where an application is declined, to provide detailed feedback to allow the employer to improve
To give us gifts, we used to receive good stuff when attending meetings.
To provide learnship opportunities on banking systems knowledges and technoligied
To try as much as they can to assist those who were not lucky to secure employment to get employment as well.
Try and target a wide audience and be creative in order to improve sector skills. Cooperate with other SETAs in the Financial Services Sector further. Focus on improving sector skills at various, re
two years experience in banking and increased in stipend
Understand the requirements regarding the programs they offer so that they can properly align and structure them
Using both calls and email to communicate with us
Visit the stakeholders
Whene I need
What should BANKSETA CONTINUE doing to improve your experience?
Just to make sure that we are trained in a good way
a lot
Allocated stipend to Northlink TVET College for WIL
Always assist
Always keeping in touch with previous letsema learners to get employed
answer emails (although not every one does which is sad)... keep engaging . see us as equal partners in the SD space
Apart from ETQA, BankSETA has committed staff who are willing to assist. Perhaps be more forward thinking on the focuse for relevant qualifications.
As an unemployed youth, i am grateful for the opportunity.
Assist SMEs with capacity building in compliance
Bank Seta should continuously learn from their mistakes(because there is always lessons to be learned from them)and you continue being as innovative and progressive as you are when it come to up skill
BANKSETA should continue uplifting young people.
Be more engaging though LinkedIn

Be move visible to the community
Be open and leason to learners Help poor keep the good work
Being such an amazing organisation. Giving such wonderful opportunites to the world.
By engaging us with all changes to be made
Caring for clients
Communicate programme on time
Communicating
Communicating but needs to improve in this regard.
Communicating regularly with students
Communicating with Learners
communicating with my previous employees
communication
Communication through our provincial office to provide advice on key issues pertinent to our industry.
Conduct coaching
Continue doing surveys and implementing changes and communicating timeously
Continue funding NMU students
Continue having plans that assist our government in redicating unemployment and skill shortages in our county more particularly to the Youth
Continue making more programmes
Continue offering awesome programmes
continue offering learnership and all the other programs.
Continue offering magnificent time, hours, experience,materials, staff, amazing leadership (eg.Marcus)etc. So that the next bankseta generation also gts to benefit from the opportunity that I have rec
Continue providing leanerships for employed graduates
Continue skills development programs
Continue the leadership programs and increase the number of leaners
Continue the programme because through it I was able to gain experience and get employed the practical learner at banks was the best
Continue to communicate well with its stakeholders
Continue to drive research for the sector.
Continue to support and give template on application for funding.
continue with the classes and work days.
Continue with the International Executive Development Programme - it was a brilliant experience
Continue with the service delivery provided
Continuing to offer learnerships, so that people can gain experience.
continuous communications with stakeholders
Do the best
Do the short courses, and have the meetings.
Doing good job on improving the life's of young people in South Africa and sharpening them for the workplace and making them ready to face the world after school/studies
Doing research on the latest trends across the globe more specially economic and market changes
Effeciency
email me consistantly
Employ effective facilitator
Engage stakeholders on any new issues.

Engaging beneficiaries together with service providers.
Engaging, communicating more
Enhance their level of experience
Everything
Follow up progress Attendance
Follow up. With previous learners s to know we're they are in life
Follow ups and constant communication
funding students
Give me emails with regards to job seeking
Give the opportunity and try to decrease unemployment rate
giving us another chance to participate in financial institutions
giving us opportunities to study further
Have the open door policy where we are able to consult every time like it has now
Help me with permanent job
Hold constant serminars
Hold on to their excellent turnaround time with verification.
I am happy with bankseta and would refer other people to join in the program
I appreciate the WSP online system which is really easy to use. Please continue the great work. Please do continue the IT Funding window, this is a great initiative.
I engage with 4 different SETA's as part of my role, and BANKSETA is my favourite SETA to deal with.
I suggest that they should come up with the plan of adopting the Managers of CooperativeFinancial Institutions and pay their salaries .because they are the most hard working group stressed by Board M
Improve interaction
Improving people education n creating opportunities
Increase number of days on the training
Increase their stipend .
Invest in developing our nation.
invest in sector training & growth
Keep being as professional
Keep helping people like me in these learnership programmes.
Keep on doing the practical and theory phases
Keep on keeping on ... We are happy.
Keep on supporting us.
Keep opening doors for graduates who are unemployed giving them opportunities like Learnerships.
Keep up the current good work
Keep up the good work! It is a pleasure dealing with such an effective team. The Sonke Skills Consulting team are very effective partners in managing the funding processes.
keep up with meetings and using email communication.
Keep up with their excellent work
Keep us informed of all workshop and give more funding
Keeping in contact
keeping me posted
Listening to our needs as a sector stakeholder and always being available to meet and discuss specific issues despite their busy diaries Reskilling Funding is a rewarding and worthwhile window that n
look at new future skills programs

Maintain the status quo as is
Monthly communication on key highlights
My experience with bankseta has been excellent, I'm satisfied with the way they treat people.
n/a
na
Newsletters
None
NOTHING
Nothing at the moment
nothing so far
Overall we are satisfied with our interaction with Bankseta
Place me to different sectors to gain more skills and knowledge as many companies require people with more than one year experience
project stereo meetings are effective
Provide a great learning experience
Provide job opportunities
Provide leading programs through experienced institutions to further skills development
provide more opportunities relating to banking industry
Provide my company direct with discretionary grant
provide transport and refreshment for your learners
Providing learning materials
Proving learnership to deserving candidate
regular alerts and news flash
Regular visits to institutions of learning to check on learners
Research, set targets and make available funding to achieve sector skills priorities.
Sending communication updates regularly and informing us of any changes
Should continue sending email to participate on your surveys
Sort their IT dept out
STICK TO THEIR WINNING RECIPE!
Strong partnership with employers
Supporting and caring
Taking more students so that they get experience
The first week of mentoring and teaching learners how to carry themselves in the workplace
The Good Communication level
The WSP / ATR site is a diamond, better than all the other SETAs
Their program
they must continue helping young people with the opportunities to learn and experience the banking sector
They must keep assisting unemployed graduates to get permanently employed
They should continue being responsive and innovative to market demand and Learners needs.
They should continue placing learners to the retail banks than niche banks
They should give branches to those who currently unemployed
Timeous certification and verification.
To communicate via emails. To provide more funding
To continue with Qs and As with the students so that we may be able to know where do we go wrong.

To give more training and also To give us more training
to grand more TVET College an opportunity to do their internship
to provide on the job training on the workings of of the banking industry
To us updated with every news that will help us to create jobs and improve our services
Try to find me employment
Updating on the new developments, new training options
Variety of skills in the bank sector
Website is easy to navigate and submissions are user-friendly
Workshops

ANNEXURE B

What type of post-training support would you like (or do you expect) from
BANKSETA? (Employed Beneficiaries)

(EMPLOYED BENEFICIARIES) - WHAT TYPE OF POST-TRAINING SUPPORT WOULD YOU LIKE (OR DO YOU EXPECT) FROM BANKSETA?
a close out to rate the value of 3rd party providers
Alumni and use post learners as motivation for the new learners
Any support
Assist with job opportunities (full time)
avocado visio training.
Banking
Banking level 7
banking management
Better linkages for Exits from Learnership,
Certificate in finance skills
Coaching others
Consultanting in a banking industry
continue to be plugged into Bankseta Network. Perhaps even be a contributor to Bankseta and give back since I was fortunate to obtain Bankseta support
Continues offering learning opportunities
Degree
Doing NQF6 for my learnership qualification
Economics
employed youth looking to up skill themselves to get to their future career
Employment or any other leadership training
Financial management
Follow up on the impact of training attended
full qualification programmes like maybe diploma
Funding for my honours post-graduate study
Further assisting us in understanding and exposing us to co-operate life and to function in this blue collar environment.
Further my qualification in the banking and micro finance sector
Help me get the next level training to the program I have completed and most important such programs should be accredited, looking at the time spend and the level of work we have to do in this regard.
Help us find jobs in the banking industry
I am happy for the opportunity i got and would luke other unemployed graduates to get a chance aswell
I expect from bankseta
I have received all the critical training that got me where I am through bankseta. So bankseta offers most training that I could think of.
I need a job
I would like to be funded to study further.
I would like to do internship
I'm covered thank you
If Bank Set could follow up with unemployed Learners after e learnship period and try securing a job for Learners
If the could assist in financing the re-write the last module that I sadly failed
In my honest opinion there's nothing more to expect from BANKSETA, all that is left is for me to take control of my own destiny

increase more by giving the opportunity to write an RE Exam because banks now require it
Information on other trainings that are being offered by Bankseta other than learnerships
Internship
Job opportunities to be offered
Just come check once in a while how I put to use the skills I've received
Learnership
Level 6+ in banking
Management
MBA
Mentoring.
Mentorship
Micro finance
MORE TRAINING - POST SUPPORT WAS GREAT!
N/A
No further support needed.
Non for now
NONE
Nothing much
nqf level 6 advanced certificate in banking services
Ongoing - Coaching.
Personal financial planning lessons.
Placement of jobs
Practical experience trainings
Presentation
RE 1
Risk Management Strategic Planning Customer Services
Second chance in obtaining the NQF4 certificate in banking
Some career guidance will be appreciated
Some support to drive and implement initiatives /ideas generated through IEDP in my business
Support in implementing ideas/innovations generated through program, where appropriate.
support that would get me into the accounting department within the bank
Technological skills like IT as banks are going digital.
The support that I received and appreciated was with Ntuthu Mpondo, the representative from Deloitte and Touche, going out of her way to check to see if I am coping with the work place. It is great an
To be able to transfer the skills we received to the unemployed through training programmes
To either my education to NQL7
To give us discount when we write the modules we failed
to offer me a permanent job
To train me again. I want to learn more
tracking and tracing of students
train in business and property management
voluntary jobs at the mean time.
What to do next in terms of securing permanent employment after receiving the qualification.
Work for bankseta



Work-readiness training
Workshops and feedback sessions
Would like to do my accounting articles with Bankseta

ANNEXURE C

What type of post-training support would you like (or do you expect) from
BANKSETA? (Unemployed Beneficiaries)

(UNEMPLOYED BENEFICIARIES) - WHAT TYPE OF POST-TRAINING SUPPORT WOULD YOU LIKE (OR DO YOU EXPECT) FROM BANKSETA?
A permanent job
Advance financial management, Teller training, Loan Officers Training and further Bookkeeper and Management Trainings
Any posts available within the banking sector
Atleast try and get us placed
Banking advanced
Banking level 7
Banking management training
Being professional
Check how I put to use the skills that I have learned through the program
Coaching/teaching
Degree
Economics
Employment or any leadership training
Face to face interaction with customers or clients in a Bank
Follow up and the feedback sessions
Furthering the certificate I have obtained
Go into depth with studying financial field
Have data base for former students just in case of there are suitable positions to place unemployed candidates from the previous bankseta program
Helping in motivating for students who are unemployed
Helping us to be employed
I need a job
I would like to do internship
If Bankseta could follow up with unemployed learner's and try secure jobs for unemployed learner's before engaging new learner's to The learnership
internship
Internship placement
IT skills as banks are now going digital
IT training
Job placement
Learnership and employment
Level 6+ in banking and RE qualification
Masters degree
MBA
More training insight on financial planning.
More training on conduct
N/A
NONE
Nothing
Nothing at the moment
Nqf 6
Permanent position where I can grow
Placing me wherever theres an opening
Provide spaces to work or branchs
RE 1
Risk Management
Risk or finacial skills
Second opportunity for those not employed

Supplementary exams
Supporting me with help to find other alternative work
That is relevant to banking
To get assistance in securing employment
To transfer skills to the unemployed through skills programmes
Work

ANNEXURE D

Do you have any further comments about the procurement process, if so,
please provide feedback?

DO YOU HAVE ANY FURTHER COMMENTS ABOUT THE PROCUREMENT PROCESS, IF SO PLEASE PROVIDE FEEDBACK:

Bankseta is one the programs that is useful for the youth and it gives us expirience of which we need after university thank you so much for that oppportunity

CFI do not benefit from the origrzmme since the Banksets ptovures the Service providers and the CFIs spend their own money on coordinating the training. At the end of the training the providers jus

Emerging Service Providers to be considered when appointing Providers for National Programmes. Big Companies to partner with local businesses in each province to provide capacity.

Everything was clear and understandable

Good

I am with Bankseta all together

In very pround of bank seta whill they training that is given to us it is so special

It's was wonderful being engaged with bankseta at all times and even our training centers were very professional at all levels

Keep up the good work.

Milpark certificate should not expire after 2 years

Please do not request hand delivery for small amounts quotations

Procurement seem to be Gauteng focused. It would assist local businesses for local offices to be provided products and services by local SMEs.

So far satisfied because they are transparent

Sometimes, it is difficult to submit all documentation on time, due to other obligations, and we miss out on the funding, but next year we will work something out to submit on time.

there are not a lot of tenders at the moment ... bit worrying.

Was never involved

We have participated in one procurement process only, and it was frustrating due to lack of adequate feedback. To this date we do not know if the tender had been awarded or to whom. There were errors

ANNEXURE E

External Satisfaction Survey Questionnaires

BANKSETA – EXTERNAL STAKEHOLDER SATISFACTION SURVEY

Attention: Corporate Services (General Manager: Corporate Services and Marketing and Communications) and Research

For your Approval:

1. Which stakeholder grouping do you represent?

I. Learner beneficiary

Employed	Unemployed
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II. Training provider

BANKSETA Accredited Training Provider	Private Higher Education Institution	Public Higher Education Institution	Private TVET College	Public TVET College
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III. Employers

Banks	Microfinance	Cooperative Banks	Cooperative Financial Institution
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IV. Service providers

2. Have you had any engagement with the BANKSETA during the last 12 months?

Yes	No
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3. Please select your province:

Eastern Cape	Free State	North West	Kwazulu-Natal	Gauteng
Limpopo	Mpumalanga	Northern Cape	Western Cape	

4. Are you currently?

Employed – Full Time	Employed – Part-time	Self-Employed	Unemployed	Studying	Other, Specify
----------------------	----------------------	---------------	------------	----------	----------------

5. Which of the following programme(s) have you participated in with the BANKSETA?

Learnership	SME Training	Executive / Leadership Development Programme	Certificate in Management Development (CMD)	PHD and Masters Bursaries	Work-readiness Programme
Bursary Funding	Work Integrated Learning	AT (SA) Accounting Technician Level 3 Programme	No Training received	Other (Specify)	

6. To what extent do you agree with the statements below in relation to BANKSETA efficiency?

Efficiency variable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
BANKSETA is innovative in skills development and in the broader banking and alternative banking sector.					
BANKSETA is reliable in providing services for my business.					
BANKSETA positively contributes to my business					
BANKSETA has well aligned policies, processes and actions.					
BANKSETA has positive shareholder value.					

7. To what extent do you agree with the statements below in relation to the BANKSETA staff performance?

Performance variable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
BANKSETA staff members always show an understanding of my needs.					
BANKSETA staff members are responsive to my requests.					
BANKSETA staff members are professional.					
BANKSETA staff members are flexible (accommodating to your needs).					
BANKSETA staff members treat me with respect.					

8. How would you rate the effectiveness of BANKSETA communication using the following channels?

Communication tools variable	Very Effective	Effective	Neutral	Minimum Effect	Not Effective At All
Email					
Telephone					

Meetings					
Website					
Newsflash					
Corporate Magazine					
Sector Skills Plan					
Facebook					
LinkedIn					
Twitter					

9. How would you rate the effectiveness of the following aspects of BANKSETA communication?

Effectiveness variable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
BANKSETA content is relevant, current and appropriate.					
BANKSETA Messaging is clear and easy to understand.					

10. Which BANKSETA communication channels do you currently use? Also indicate which channels are your preferred choice.

	Currently Use	Prefer to Use
Email	<input type="checkbox"/>	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	<input type="checkbox"/>
Meetings	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>
Newsflash	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Magazine	<input type="checkbox"/>	<input type="checkbox"/>
Sector Skills Plan	<input type="checkbox"/>	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>
LinkedIn	<input type="checkbox"/>	<input type="checkbox"/>
Promotional Material	<input type="checkbox"/>	<input type="checkbox"/>

11. What should BANKSETA STOP doing to improve your experience?

Comment

12. What should BANKSETA START doing to improve your experience?

Comment

13. What should BANKSETA CONTINUE doing to improve your experience?

Comment

Beneficiaries (Employed)

14. At the time you started your training with BANKSETA, were you:

Employed – Full Time	Employed – Part-time	Self-Employed	Unemployed	Studying	Other, Specify
----------------------	----------------------	---------------	------------	----------	----------------

15. How would you rate the training that you received in terms of?

Training variable	Very Effective	Effective	Neutral	Minimum Effect	Not Effective At All
Meeting your training and developmental needs.					
Exposing you to a broader banking and microfinance (alternative banking) sector/global management/leadership.					
Making a valuable contribution to your career/ future opportunities.					

16. To what extent do you agree with the statements below in relation to Learning Support?

Learning support variable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My Learning Support Officer was engaging throughout my training.					
My Learning Support Officer provided me with the necessary support during my training					

17. How would you rate your level of productivity as a result of your training?

Significant Improvement	Some Improvement	No Improvement
-------------------------	------------------	----------------

18. Did you complete your training successfully?

Yes	No
-----	----

19. Where you aware that the BANKSETA funded your training?

Yes	No
-----	----

20. What type of post-training support would you like (or do you expect) from BANKSETA?

Comment

Beneficiaries (Unemployed)

21. To what extent do you agree with the statements below in relation to training:

Training benefits variable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The training met my expectations.					
The training exposed me to a broader banking and microfinance (alternative banking) sector.					
The training made a valuable contribution to my career/ future opportunities.					
Where applicable, learner allowances were paid timeously.					

22. How would you rate the Learning Support (BANKSETA representatives and training providers) in terms of?

Learning support variable	Very Effective	Effective	Neutral	Minimum Effect	Not Effective At All
Induction					
Quality of learning resources					
Being engaging					
Being professional					
Providing the required support					

23. Did you complete your training successfully?

Yes	No
-----	----

24. Were you aware that BANKSETA funded your training?

Yes	No
-----	----

25. What type of post-training support would you like (or do you expect) from BANKSETA?

Comment

Service Providers

26. BANKSETA procurement processes - To what extent do you agree with the statements below?

Supply Chain Variable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
BANKSETA Procurement Processes are fair and transparent.					

BANKSETA Procurement Processes are efficient.					
BANKSETA Procurement Processes are easy to understand.					
BANKSETA Procurement Processes have acceptable turnaround times.					

27. Do you have any further comments about the procurement process, if so please provide feedback?

Comment

EMPLOYERS/WSP

WSP variable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
BANKSETA WSP process is clear and well communicated.					
BANKSETA provides adequate support for the WSP process.					
The grace period for WSP late submission is lenient.					
The WSP process needs areas of improvement.					

28. Annual Training: To what extent do you agree with the statements below?

Annual Training Report variable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
BANKSETA WSP and ATR processes are fair and transparent.					
BANKSETA WSP and ATR processes are efficient.					
BANKSETA WSP and ATR processes are easy to complete.					
BANKSETA WSP and ATR processes have acceptable timeframes for payments of mandatory grants.					

29. Sector skills plan (SSP) management

SSP variable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The BANKSETA SSP research process provides cutting edge					

research to the sector.					
The BANKSETA SSP research process is informative and it provides the sector with strategic information for decision making.					
The data collection for the SSP data is well structured.					
The SSP research process needs some improvement.					

TRAINING PROVIDERS

30. How would you rate the BANKSETA accreditation and certification process?

	Effective	Very Effective	Neutral	Not really Effective	No Impact
Ease of the accreditation process.					
Support received to accredit programmes.					
Turnaround time to register assessors and moderators.					
Experience of external moderation process.					
Turnaround time for issuing certificates.					

ANNEXURE F

Survey Results: Number and Percentage of Responses

Which stakeholder grouping do you represent?	No of Answers	Percentage %				
Banks	40	17%				
BANKSETA Accredited Training Provider	31	13%				
Cooperative Bank	2	1%				
Cooperative Financial Institution	18	8%				
Learner Beneficiary: Employed	43	18%				
Learner Beneficiary: Unemployed	57	24%				
Microfinance	8	3%				
Private Higher Education Institution	3	1%				
Private TVET College	2	1%				
Public Higher Education Institution	11	5%				
Public TVET College	6	3%				
Service Providers	16	7%				
Total	237	100%				
Have you had any engagement with the BANKSETA during the last 12 months?	No of Answers	Percentage %				
Yes	66	28%				
No	172	72%				
Total	238	100%				
Province	No of Answers	Percentage %				
Eastern Cape	19	8%				
Free State	5	2%				
Gauteng	122	53%				
KwaZulu-Natal	26	11%				
Limpopo	24	10%				
Mpumalanga	8	3%				
North West	7	3%				
Northern Cape	1	0%				
Western Cape	18	8%				

Employment Status	No of Answers	Percentage %				
Employed – Full Time	130	56%				
Employed – Part-time	22	9%				
Other	11	5%				
Self-Employed	16	7%				
Studying	2	1%				
Unemployed	53	23%				
Total	234	100%				
Which of the following programme(s) have you participated in with the BANKSETA?	No of Answers	Percentage %				
AT (SA) Accounting Technician Level 3 Programme	2	1%				
Bursary Funding	17	6%				
Certificate in Management Development (CMD)	21	8%				
Executive / Leadership Development Programme	20	7%				
Learnership	153	55%				
No Training received	14	5%				
Other	13	5%				
PhD and Masters Bursaries	3	1%				
SME Training	17	6%				
Work Integrated Learning	15	5%				
Work-readiness Programme	5	2%				
Total	280	100%				
Which stakeholder grouping do you represent?						
Banks						
BANKSETA Accredited Training Provider						
Cooperative Bank						

Cooperative Financial Institution						
Learner Beneficiary: Employed						
Learner Beneficiary: Unemployed						
Microfinance						
Private Higher Education Institution						
Private TVET College						
Public Higher Education Institution						
Public TVET College						
Service Providers						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA is innovative in skills development and in the broader banking and alternative banking sector.	124	88	17	4	3	236
	53%	37%	7%	2%	1%	100%
BANKSETA is reliable in providing services for my business.	99	86	34	8	6	233
	42%	37%	15%	3%	3%	100%
BANKSETA positively contributes to my business.	98	77	40	7	6	228
	43%	34%	18%	3%	3%	100%
BANKSETA has well aligned policies, processes and actions.	101	100	22	3	4	230
	44%	43%	10%	1%	2%	100%
BANKSETA has positive stakeholder value.	113	90	21	3	3	230
	49%	39%	9%	1%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA staff members always show an understanding of my needs.	105	95	22	6	6	234
	45%	41%	9%	3%	3%	100%
BANKSETA staff members are responsive to my requests.	98	95	26	4	8	231
	42%	41%	11%	2%	3%	100%
BANKSETA staff members are professional.	119	93	16	2	4	234
	51%	40%	7%	1%	2%	100%

BANKSETA staff members are flexible (accommodating to my needs).	99	94	24	7	6	230
	43%	41%	10%	3%	3%	100%
BANKSETA staff members treat me with respect.	97	1	14	116	4	232
	42%	0%	6%	50%	2%	100%
	Very Effective	Effective	Neutral	Minimum Effect	Not Effective at All	Total
Email	137	74	15	5	5	236
	58%	31%	6%	2%	2%	100%
Telephone	71	71	54	15	9	220
	32%	32%	25%	7%	4%	100%
Meetings	50	77	67	13	6	213
	23%	36%	31%	6%	3%	100%
Website	53	73	65	11	5	207
	26%	35%	31%	5%	2%	100%
Newsflash	28	62	83	13	28	214
	13%	29%	39%	6%	13%	100%
Corporate Magazine	15	51	98	15	16	195
	8%	26%	50%	8%	8%	100%
Sector Skills Plan	38	73	74	10	6	201
	19%	36%	37%	5%	3%	100%
Facebook	22	58	91	11	12	194
	11%	30%	47%	6%	6%	100%
LinkedIn	17	57	91	15	12	192
	9%	30%	47%	8%	6%	100%
Twitter	13	43	109	12	13	190
	7%	23%	57%	6%	7%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA content is relevant, current and appropriate.	103	102	20	6	0	231
	45%	44%	9%	3%	0%	100%
BANKSETA messaging is clear and easy to understand.	108	101	20	3	1	233
	46%	43%	9%	1%	0%	100%
Which BANKSETA communication channels do you currently use, and also indicate which you prefer using?	Currently Use	Prefer to Use				

Email	83%	17%				
Telephone	66%	34%				
Meetings	64%	36%				
Website	66%	34%				
Newsflash	49%	51%				
Corporate Magazine	48%	52%				
Sector Skills Plan	55%	45%				
Facebook	53%	47%				
Twitter	49%	51%				
LinkedIn	42%	58%				
Promotional Material	46%	54%				
At the time you started your training with BANKSETA, were you:	No of Answers	Percentage %				
Employed Full Time	47	27%				
Employed Part-time	8	5%				
Other	15	9%				
Self-Employed	8	5%				
Studying	8	5%				
Unemployed	89	51%				
Total	175	100%				
	Very Effective	Effective	Neutral	Munimum Effectiveness	Not Effective at all	Total
Meeting your training and developmental needs.	105	41	10	1	2	159
	66%	26%	6%	1%	1%	100%
Exposing you to the broader banking and microfinance (alternative banking) sector / global management / leadership.	100	41	10	1	4	156
	64%	26%	6%	1%	3%	100%
Making a valuable contribution to your career / future opportunities.	101	35	16	1	4	157
	64%	22%	10%	1%	3%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
My Learning Support Officer was engaging throughout my	93	48	22	1	2	166
	56%	29%	13%	1%	1%	100%

training.						
My Learning Support Officer provided effective support to me through the training.	91	48	22	3	1	165
	55%	29%	13%	2%	1%	100%
How would you rate your level of productivity as a result of your training?	No of Answers	Percentage %				
No Improvement	6	4%				
Some Improvement	37	23%				
Significant Improvement	120	74%				
Total	163	100%				
Did you complete your training successfully?	No of Answers	Percentage %				
Yes	120	90%				
No	13	10%				
Total	133	100%				
Where you aware that the BANKSETA funded your Training?	No of Answers	Percentage %				
Yes	120	94%				
No	7	6%				
Total	127	100%				
Did you complete your training successfully?	No of Answers	Percentage %				
Yes	113	90%				
No	13	10%				
Total	126	100%				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
The training met my expectations.	83	50	13	2	1	149
	56%	34%	9%	1%	1%	100%
The training exposed me to the broader banking and microfinance (alternative banking) sector.	94	35	13	1	1	144
	65%	24%	9%	1%	1%	100%

The training made a valuable contribution to my career/ future opportunities.	89	35	20	0	1	145
	61%	24%	14%	0%	1%	100%
Where applicable, learner allowances were paid timeously.	101	25	13	1	2	142
	71%	18%	9%	1%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA Procurement Processes are fair and transparent.	67	51	25	2	1	146
	46%	35%	17%	1%	1%	100%
BANKSETA Procurement Processes are efficient.	66	50	25	5	1	147
	45%	34%	17%	3%	1%	100%
BANKSETA Procurement Processes are easy to understand.	70	46	23	66	1	206
	34%	22%	11%	32%	0%	100%
BANKSETA Procurement Processes have acceptable turnaround times.	62	46	23	7	4	142
	44%	32%	16%	5%	3%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA WSP process is clear and well communicated.	76	48	17	1	1	143
	53%	34%	12%	1%	1%	100%
BANKSETA provides adequate support for the WSP process.	73	47	18	2	1	141
	52%	33%	13%	1%	1%	100%
The grace period for WSP late submission is lenient.	58	48	29	0	3	138
	42%	35%	21%	0%	2%	100%
The WSP process needs areas of improvement.	55	45	31	6	2	139
	40%	32%	22%	4%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA WSP and ATR processes are fair and transparent.	68	51	16	2	1	138
	49%	37%	12%	1%	1%	100%
BANKSETA WSP and ATR processes are efficient.	61	58	17	1	61	198
	31%	29%	9%	1%	31%	100%

BANKSETA WSP and ATR processes are easy to complete.	66	51	17	3	2	139
	47%	37%	12%	2%	1%	100%
BANKSETA WSP and ATR processes have acceptable time frames for payments of mandatory grants.	65	49	20	0	2	136
	48%	36%	15%	0%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
The BANKSETA SSP research process provides cutting edge research to the sector.	65	58	26	3	2	154
	42%	38%	17%	2%	1%	100%
The BANKSETA SSP research process is informative and it provides the sector with strategic information for decision making.	63	63	24	4	1	155
	41%	41%	15%	3%	1%	100%
The data collection for the SSP data is well structured.	63	59	28	2	2	154
	41%	38%	18%	1%	1%	100%
The SSP research process needs some improvement.	51	61	34	5	2	153
	33%	40%	22%	3%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Ease of the accreditation process.	68	50	15	5	3	141
	48%	35%	11%	4%	2%	100%
Support received to accredit programmes.	65	50	18	4	5	142
	46%	35%	13%	3%	4%	100%
Turnaround time to register assessors and moderators.	63	53	21	1	1	139
	45%	38%	15%	1%	1%	100%
Experience of external moderation process.	57	57	20	3	2	139
	41%	41%	14%	2%	1%	100%
Turnaround time for issuing certificates.	60	50	23	3	3	139
	43%	36%	17%	2%	2%	100%
	Very Effective	Effective	Neutral	Minimum Effectiveness	Not Effective at All	Total
Induction	81	40	9	0	1	131
	62%	31%	7%	0%	1%	100%
Quality of learning	88	39	5	0	1	133

resources	66%	29%	4%	0%	1%	100%
Being engaging	83	40	8	0	1	132
	63%	30%	6%	0%	1%	100%
Being professional	89	36	6	1	1	133
	67%	27%	5%	1%	1%	100%
Providing the required support	84	40	8	0	1	133
	63%	30%	6%	0%	1%	100%
Which stakeholder grouping do you represent?	No of Answers	Percentage %				
Banks	40	17%				
BANKSETA Accredited Training Provider	31	13%				
Cooperative Bank	2	1%				
Cooperative Financial Institution	18	8%				
Learner Beneficiary: Employed	43	18%				
Learner Beneficiary: Unemployed	57	24%				
Microfinance	8	3%				
Private Higher Education Institution	3	1%				
Private TVET College	2	1%				
Public Higher Education Institution	11	5%				
Public TVET College	6	3%				
Service Providers	16	7%				
Total	237	100%				
Have you had any engagement with the BANKSETA during the last 12 months?	No of Answers	Percentage %				
Yes	66	28%				
No	172	72%				
Total	238	100%				
Province	No of Answers	Percentage %				
Eastern Cape	19	8%				
Free State	5	2%				
Gauteng	122	53%				
KwaZulu-Natal	26	11%				

Limpopo	24	10%			
Mpumalanga	8	3%			
North West	7	3%			
Northern Cape	1	0%			
Western Cape	18	8%			
Total	230	100%			
Employment Status	No of Answers	Percentage %			
Employed – Full Time	130	56%			
Employed – Part-time	22	9%			
Other	11	5%			
Self-Employed	16	7%			
Studying	2	1%			
Unemployed	53	23%			
Total	234	100%			
Which of the following programme(s) have you participated in with the BANKSETA?	No of Answers	Percentage %			
AT (SA) Accounting Technician Level 3 Programme	2	1%			
Bursary Funding	17	6%			
Certificate in Management Development (CMD)	21	8%			
Executive / Leadership Development Programme	20	7%			
Learnership	153	55%			
No Training received	14	5%			
Other	13	5%			
PhD and Masters Bursaries	3	1%			
SME Training	17	6%			
Work Integrated Learning	15	5%			
Work-readiness Programme	5	2%			
Total	280	100%			
Which stakeholder					

grouping do you represent?						
Banks						
BANKSETA Accredited Training Provider						
Cooperative Bank						
Cooperative Financial Institution						
Learner Beneficiary: Employed						
Learner Beneficiary: Unemployed						
Microfinance						
Private Higher Education Institution						
Private TVET College						
Public Higher Education Institution						
Public TVET College						
Service Providers						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA is innovative in skills development and in the broader banking and alternative banking sector.	124	88	17	4	3	236
	53%	37%	7%	2%	1%	100%
BANKSETA is reliable in providing services for my business.	99	86	34	8	6	233
	42%	37%	15%	3%	3%	100%
BANKSETA positively contributes to my business.	98	77	40	7	6	228
	43%	34%	18%	3%	3%	100%
BANKSETA has well aligned policies, processes and actions.	101	100	22	3	4	230
	44%	43%	10%	1%	2%	100%
BANKSETA has positive stakeholder value.	113	90	21	3	3	230
	49%	39%	9%	1%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA staff members always show an understanding of my needs.	105	95	22	6	6	234
	45%	41%	9%	3%	3%	100%

BANKSETA staff members are responsive to my requests.	98	95	26	4	8	231
	42%	41%	11%	2%	3%	100%
BANKSETA staff members are professional.	119	93	16	2	4	234
	51%	40%	7%	1%	2%	100%
BANKSETA staff members are flexible (accommodating to my needs).	99	94	24	7	6	230
	43%	41%	10%	3%	3%	100%
BANKSETA staff members treat me with respect.	97	1	14	116	4	232
	42%	0%	6%	50%	2%	100%
	Very Effective	Effective	Neutral	Minimum Effect	Not Effective at All	Total
Email	137	74	15	5	5	236
	58%	31%	6%	2%	2%	100%
Telephone	71	71	54	15	9	220
	32%	32%	25%	7%	4%	100%
Meetings	50	77	67	13	6	213
	23%	36%	31%	6%	3%	100%
Website	53	73	65	11	5	207
	26%	35%	31%	5%	2%	100%
Newsflash	28	62	83	13	28	214
	13%	29%	39%	6%	13%	100%
Corporate Magazine	15	51	98	15	16	195
	8%	26%	50%	8%	8%	100%
Sector Skills Plan	38	73	74	10	6	201
	19%	36%	37%	5%	3%	100%
Facebook	22	58	91	11	12	194
	11%	30%	47%	6%	6%	100%
LinkedIn	17	57	91	15	12	192
	9%	30%	47%	8%	6%	100%
Twitter	13	43	109	12	13	190
	7%	23%	57%	6%	7%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA content is relevant, current and appropriate.	103	102	20	6	0	231
	45%	44%	9%	3%	0%	100%
BANKSETA messaging is clear and easy to understand.	108	101	20	3	1	233

	46%	43%	9%	1%	0%	100%
Which BANKSETA communication channels do you currently use, and also indicate which you prefer using?	Currently Use	Prefer to Use				
Email	83%	17%				
Telephone	66%	34%				
Meetings	64%	36%				
Website	66%	34%				
Newsflash	49%	51%				
Corporate Magazine	48%	52%				
Sector Skills Plan	55%	45%				
Facebook	53%	47%				
Twitter	49%	51%				
LinkedIn	42%	58%				
Promotional Material	46%	54%				
At the time you started your training with BANKSETA, were you:	No of Answers	Percentage %				
Employed Full Time	47	27%				
Employed Part-time	8	5%				
Other	15	9%				
Self-Employed	8	5%				
Studying	8	5%				
Unemployed	89	51%				
Total	175	100%				
	Very Effective	Effective	Neutral	Munimum Effectiveness	Not Effective at all	Total
Meeting your training and developmental needs.	105	41	10	1	2	159
	66%	26%	6%	1%	1%	100%
Exposing you to the broader banking and microfinance (alternative banking) sector / global management / leadership.	100	41	10	1	4	156
	64%	26%	6%	1%	3%	100%
Making a valuable contribution to	101	35	16	1	4	157

your career / future opportunities.	64%	22%	10%	1%	3%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
My Learning Support Officer was engaging throughout my training.	93	48	22	1	2	166
	56%	29%	13%	1%	1%	100%
My Learning Support Officer provided effective support to me through the training.	91	48	22	3	1	165
	55%	29%	13%	2%	1%	100%
How would you rate your level of productivity as a result of your training?	No of Answers	Percentage %				
No Improvement	6	4%				
Some Improvement	37	23%				
Significant Improvement	120	74%				
Total	163	100%				
Did you complete your training successfully?	No of Answers	Percentage %				
Yes	120	90%				
No	13	10%				
Total	133	100%				
Where you aware that the BANKSETA funded your Training?	No of Answers	Percentage %				
Yes	120	94%				
No	7	6%				
Total	127	100%				
Did you complete your training successfully?	No of Answers	Percentage %				
Yes	113	90%				
No	13	10%				
Total	126	100%				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
The training met my expectations.	83	50	13	2	1	149
	56%	34%	9%	1%	1%	100%

The training exposed me to the broader banking and microfinance (alternative banking) sector.	94	35	13	1	1	144
	65%	24%	9%	1%	1%	100%
The training made a valuable contribution to my career/ future opportunities.	89	35	20	0	1	145
	61%	24%	14%	0%	1%	100%
Where applicable, learner allowances were paid timeously.	101	25	13	1	2	142
	71%	18%	9%	1%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA Procurement Processes are fair and transparent.	67	51	25	2	1	146
	46%	35%	17%	1%	1%	100%
BANKSETA Procurement Processes are efficient.	66	50	25	5	1	147
	45%	34%	17%	3%	1%	100%
BANKSETA Procurement Processes are easy to understand.	70	46	23	66	1	206
	34%	22%	11%	32%	0%	100%
BANKSETA Procurement Processes have acceptable turnaround times.	62	46	23	7	4	142
	44%	32%	16%	5%	3%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA WSP process is clear and well communicated.	76	48	17	1	1	143
	53%	34%	12%	1%	1%	100%
BANKSETA provides adequate support for the WSP process.	73	47	18	2	1	141
	52%	33%	13%	1%	1%	100%
The grace period for WSP late submission is lenient.	58	48	29	0	3	138
	42%	35%	21%	0%	2%	100%
The WSP process needs areas of improvement.	55	45	31	6	2	139
	40%	32%	22%	4%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
BANKSETA WSP and ATR processes are fair and transparent.	68	51	16	2	1	138
	49%	37%	12%	1%	1%	100%

BANKSETA WSP and ATR processes are efficient.	61	58	17	1	61	198
	31%	29%	9%	1%	31%	100%
BANKSETA WSP and ATR processes are easy to complete.	66	51	17	3	2	139
	47%	37%	12%	2%	1%	100%
BANKSETA WSP and ATR processes have acceptable time frames for payments of mandatory grants.	65	49	20	0	2	136
	48%	36%	15%	0%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
The BANKSETA SSP research process provides cutting edge research to the sector.	65	58	26	3	2	154
	42%	38%	17%	2%	1%	100%
The BANKSETA SSP research process is informative and it provides the sector with strategic information for decision making.	63	63	24	4	1	155
	41%	41%	15%	3%	1%	100%
The data collection for the SSP data is well structured.	63	59	28	2	2	154
	41%	38%	18%	1%	1%	100%
The SSP research process needs some improvement.	51	61	34	5	2	153
	33%	40%	22%	3%	1%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Ease of the accreditation process.	68	50	15	5	3	141
	48%	35%	11%	4%	2%	100%
Support received to accredit programmes.	65	50	18	4	5	142
	46%	35%	13%	3%	4%	100%
Turnaround time to register assessors and moderators.	63	53	21	1	1	139
	45%	38%	15%	1%	1%	100%
Experience of external moderation process.	57	57	20	3	2	139
	41%	41%	14%	2%	1%	100%
Turnaround time for issuing certificates.	60	50	23	3	3	139
	43%	36%	17%	2%	2%	100%
	Very Effective	Effective	Neutral	Minimum Effectiveness	Not Effective at All	Total

Induction	81	40	9	0	1	131
	62%	31%	7%	0%	1%	100%
Quality of learning resources	88	39	5	0	1	133
	66%	29%	4%	0%	1%	100%
Being engaging	83	40	8	0	1	132
	63%	30%	6%	0%	1%	100%
Being professional	89	36	6	1	1	133
	67%	27%	5%	1%	1%	100%
Providing the required support	84	40	8	0	1	133
	63%	30%	6%	0%	1%	100%

THE END