

WHOLESALE & RETAIL SETA



THE OFFICIAL NEWSLETTER FOR W&RSETA EMPLOYEES AND STAKEHOLDERS

November 2019 Newsletter



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



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Message from the CEO

As we approach closer to the end of the year, I am inspired to draw from the euphoria in our country from the recent triumph of our national Springbok team as the world rugby champions. This victory which has resulted in the popular hashtag #stronger_together has had a positive impact on many of us - almost a renewed hope for a country full of possibilities.

I look back on the year we have had and I can confidently say that as the Wholesale and Retail Sector we are stronger together. I would like to believe that 2019 has been a turning point for the W&RSETA as we worked through our challenges in efforts to rebuild our glorious organisation.

My reflection is with deep gratitude for the unwavering support from all our stakeholders. Upon my appointment as the CEO in February 2019, I was determined to rebuild and strengthen our relationships with you as our stakeholders. Your reception of these efforts have been most humbling. You have demonstrated your defiant commitment to the W&RSETA and skills development at large. You opened your doors and engaged with me frankly on the challenges we are facing. Beyond that, you offered solutions to these challenges and your commitment to work with us to address these.

The year has also been incredibly rewarding as we witnessed hundreds of our learners graduate from various programmes. These occasions remain a reminder that we are making inroads in giving our young people hope and improving the prospects of a brighter future for employees in our sector. Whilst we still have a long way to go, I am encouraged by what we have been able to achieve to this point.

I am grateful to each and every one of our stakeholders - from the largest company to the smallest; our training partners and institutions of learning that have been part of our success this year and shaping our future. Together, we are stronger!

Our main priorities for the last few months of the 2019/20 financial year are as follows:

- Finalising the registration of learner agreements to ensure that training commences in January 2020;
- Concluding outstanding work that will contribute towards our Annual Performance Plan targets ahead of the financial year-end on 31 March 2020; and
- Preparing for the 2020/21 Annexure II submissions

Let us draw new strength during the festive holidays so that we can continue on this great journey of renewal.

I wish you greater prosperity during the festive trading season.

Happy holidays!

Yours in skills development,

Tom

Festive holidays office closure

The W&RSETA will close all its offices for the December holidays on **23 December 2019** at 13H00. We will re-open on **6 January 2020**.

CELEBRATING EDUCATION



Graduation ceremonies are particularly important for us as the W&RSETA as they are a tangible return on investment and our stakeholders are making towards us achieving our mandate of providing skills development to the employed and unemployed.

In November, we had the honour of being part of graduation ceremonies for learners under the Mhinga III Rural Learnership project and P&L Hardware's 2017/18 PIVOTAL programmes.

Making a difference to rural youths – one drop at a time!

Over 120 learners from the W&RSETA Mhinga III Rural Learnership project who completed the National Certificate: Wholesale and Retail Operations – Supervision NQF Level 4 qualification were certified at a graduation ceremony held on 08 November 2019 in the rural village of Mhinga Limpopo. The Mhinga III project has been running for the past eight years in partnership with The Foschini Group and Related Education. The purpose of the project is to contribute towards reducing unemployment and alleviating poverty in the community of Mhinga and surrounding villages.

Since its inception, the project has benefited over 230 young people of which 66% are female. The event was graced by the Mhinga Royal Dynasty Chief, Hosi Shilungwa Mhinga II, his wife and representatives from the Collins Chabane Local Municipality.

The W&RSETA CEO, Tom Mkhwanazi reflected on the unemployment rate among young people of over 50% which added among other key challenges that the country was facing and emphasised the importance of celebrating achievements such as these. He commended the royal

dynasty for its support of the project which had contributed to its remarkable success. Mkhwanazi encouraged the graduates to contribute to the upliftment of their communities and said: "It is our wish that you will not only be employed, but that some of you will also create your own jobs so that you can employ other people from your communities."



Highlights of the project since 2012

- Project started when there were no retail stores around the area. Through the leadership of Hosi Mhinga, several malls have now been opened and the learners are placed in those malls.
- Focus of the project is career pathing to encourage young people to create a career in retail and not a job.
- Seven graduates are now store managers at stores around the area.
- 106 graduates from Mhinga III project have secured employment (98% are employed around the Mhinga area).

CELEBRATING EDUCATION



Representing The Foschini Group, Shay Ait-Si Birouk acknowledged the partnership with Related Education and the W&RSETA which provides job opportunities in retail to young people. She remarked that the TFG was committed to training with a purpose and in 2018 alone, the company had employed 118 young people in Limpopo. The company was encouraged by the hunger and commitment to succeed by these young people, most of whom were facing significant difficulties in their lives.



The Foschini Group's Talent Management Senior Manager Shay Ait-Si Birouk

Previous beneficiaries of the project, Isiah Chauke and Ntsako Chauke who are now Store Supervisors at TFG encouraged the graduates with their testimonies of how they had managed to achieve great things despite their challenging backgrounds through hard work and positive attitude.



Isaiah and Ntsako have succeeded in creating careers in retail

A beaming Hosi Mhinga thanked all stakeholders that have contributed to the success of the project, particularly the W&RSETA and called on other SETAs to get involved to improve rural communities. The Chief also announced the approval of the plan to construct a mall in the Mhinga area at which the graduates would be employed. The plans for the construction of hotels and lodges around the Kruger National Park were also at an advanced stage and would bring much-needed development around the area that would benefit the community. Hosi Mhinga encouraged the graduates to dream big and aspire to become employers.



Chief Mhinga delivering the vote of thanks speech

Speaking on behalf of the Collins Chabane Local Municipality Mayor, Councillor Alex Chauke, a retail graduate, encouraged the graduates with his personal story and told the learners that coming from a rural area does not mean that your mind is impoverished and urged them to use education to uplift the communities and inspire other young people. Cllr Chauke shared the plans to grow the area through the recently launched district model which would benefit the graduates.

"The Municipality wants to partner with the SEETA and other stakeholders for these kinds of projects in order to improve the lives of people in the communities. Thank you for making this dream a reality." – Cllr Chauke.

INDUSTRY LEADERS ASK THE PROVEBIAL QUESTION

– Is South Africa at a tipping point?

2019 CGCSA Summit



At the backdrop of a declining economic climate, leaders and decision-makers in the fast moving consumer goods (FMCG) and wholesale and retail sectors gathered at The Forum in Johannesburg on 6 November 2019 to deliberate on the challenges that South Africa is facing and their impact on business. The 2019 Consumer Goods Council of South Africa (CGCSA) Summit was held under the theme “Is South Africa at a tipping point? How to grow business sustainably in an ever-changing environment”. The CGCSA is the FMCG's biggest event and was attended by over 500 delegates to engage on key issues that will impact on the future of business in South Africa such as on credit ratings, youth unemployment, ethical leadership, Fourth Industrial Revolution (4IR).



John Voster, CGCSA Co-Chair opened the summit

The W&RSETA breakaway session focused on the impact of 4IR in the Wholesale and Retail Sector, SMME support and meeting industry demands through the Sector Skills Plan. The presentation by Linganathan Naidoo, the Director of Red Flank, a research company that has been appointed by the W&RSETA, reflected on the future of wholesale and retail in the digital era, particularly the need to reskill the workforce in the 4IR era.



CGCSA's Executive: Sustainability, Legal & Regulatory, Ms Patricia Pillay directed the programme of the summit

In his opening remarks, John Voster, CGCSA Co-Chair and Clover SA Chief Executive Officer remarked that the consumer goods sector was more stable compared to other sectors in spite of a sluggish economy. He also emphasised on the importance of adapting to the digital changes. Voster also urged business leaders to stimulate economic growth.



Richard Brasher, CEO of Pick n Pay delivering his address

Chief Executive Officer of Pick n Pay, Richard Brasher delivered an address focused on the challenges and opportunities for the retail sector. He also highlighted Pick n Pay's programmes on supporting small businesses which include assisting township retailers to secure funding from big business, upskilling and mentorship.

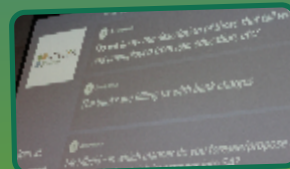


Stakeholders at the W&RSETA breakaway session

INDUSTRY LEADERS ASK THE PROVEBIAL QUESTION

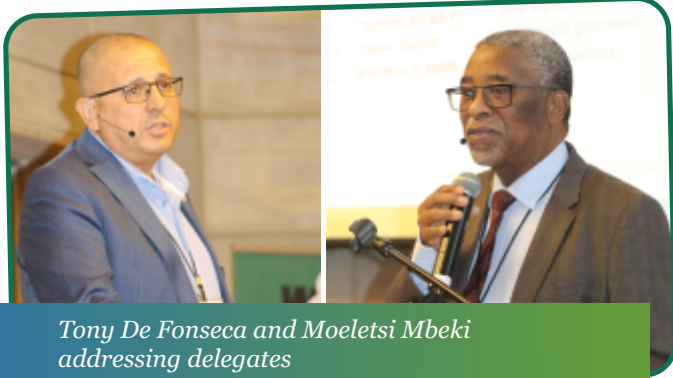
– Is South Africa at a tipping point?

2019 CGCSA Summit



Other speakers included the CEO of OBC group, Tony De Fonseca who spoke on the topic “the consumer goods sector as a catalyst for economic growth and job creation”. Political analyst, author and entrepreneur, Moeletsi Mbeki unpacked the topic of business as a force for change; reflecting on the political influence on business. Mbeki called on business leaders to enhance and create access to markets for emerging entrepreneurs and to drive the elimination of the main challenges that are facing South Africa faces; unemployment, poverty and inequality.

No discussion about the future of South Africa can ever be complete without addressing the issue of youth unemployment. Maryana Iskander from Harambee Youth Employment Accelerator appealed to business leaders to consider young people as assets and to change their recruitment processes in order to provide them with opportunities to obtain workplace experience to actively participate in the economy of the country. She also encouraged employers to utilise the SETA skills development grants to address youth unemployment.



Tony De Fonseca and Moeletsi Mbeki addressing delegates

The summit was concluded with a panel discussion on the South African economic trajectory. Tom Mkhwanazi, W&RSETA CEO; Grattan Kirk, the CEO of Exclusive Books; Chairman of the Smollan Group, Doug Smollan and the Department of Trade and Industry Chief-Director for Black Industrialist Program Takalani Tambani participated in the discussion highlighting skills challenges among graduates, collaboration to support small businesses transformation, job creation and the regulatory environment.



Panel discussion facilitated by Gwarega Mangozhe, CEO of the CGCSA

W&RSETA CAPACITATES STAKEHOLDERS ON QUALITY ASSURANCE

As part of regular capacitation of training providers on quality assurance matters, the W&RSETA embarked on the annual skills development providers' roadshow from 16 October to 2 November 2019.

This year's programme focused on the developments in quality assurance processes in line with the Quality Council for Trades and Occupations (QCTO) requirements, mainly, accreditation and assessment centres.



Stakeholders engaging the W&RSETA during the sessions



Andrew Sehlabaka W&RSETA's Quality Assurer conducting a session in Gauteng

Other key issues that were discussed with the providers include the new requirement for learner registration to be done quarterly during stipulated window periods and the implementation of the new Workplace-based Learning Programme Agreement Regulations (2018) which replaced the Learnership Regulations of 2007.

Stakeholders were also informed about the project that is currently being implemented to address the backlog in certification which applies to outstanding certificates prior to March 2019. Another key issue was the transition of quality assurance functions from the SETAs to the QCTO.

The W&RSETA reported to stakeholders that discussions between the QCTO and SETAs on the functions that would be performed by these institutions, respectively, were ongoing.

However, the W&RSETA had been awarded the Development Quality Partner (DQP) and Assessment Quality Partner (AQP) status by the QCTO for occupational qualifications. A memorandum of understanding between the QCTO and the SETA would be concluded by March 2020.

The W&RSETA has recently launched a new system which replaces the SETA Management System (commonly known as Indiciu). Capacitation sessions will be conducted to train stakeholders on the system. Dates for the capacitation sessions will be communicated in due course.

Key issues for noting:

- Training providers are now being accredited by the QCTO;
- Accreditation is granted in line with enrolment end date for historic qualifications;
- Stakeholders must submit a roll-out plan for all programmes including unfunded programmes to ensure that the W&RSETA makes provision for the monitoring, verification and certification processes; and
- Providers must submit letters of intent for accreditation to the QCTO urgently for

The QQA system will be discontinued in early 2020, while the new system would be operational from February 2020.

For more information on quality assurance processes, please [click here](#)

SMOLLAN ALL STAR AWARDS

The V&RSETA was privileged to be invited to the Smollan Group's annual All Star Awards on **05 November 2019** at the Kyalami Grand Prix in Midrand, Johannesburg. This year's awards theme was themed around the company's global footprint and recognised the commitment, hard work and loyalty of the Smollan Group's employees across the world. The Smollan Group's Chairman, Doug Smollan was in attendance and was accompanied by the group's Chief Executive Officer, David Smollan as well as executives from countries where the company operates, including South Africa. Over 1200 employees from the Smollan Group's operations in South Africa, United Kingdom, Asia, United Arab Emirates, United States of America, India were part of the event.

Malan shared his story of the 35-year journey with the Smollan Group and praised the company for leading with compassion and passion for people.

Other award categories included recognition for living the Smollan values, in-store awards for exceptional shopper experience, well-being and contribution to community development. the V&RSETA's ILDP Alumnus, Peter Lesailana was recognised for his contribution to youth development through a skills development and employment programme he had implemented.

An excited, Doug Smollan expressed his gratitude to the staff for working hard, being committed and leading with purpose to deliver good service to clients across the world.

"As we move through change, we need to remain focused on what's important – our people, but also become agile enough to embrace and celebrate change. If we have purpose and believe in what we are doing then we are on to something"- Doug Smollan



35 years of service awardees

The awards are part of an annual employee engagement conversations where the Smollan Group reviews its performance and shares its people development strategies. The highlights included programmes that had been implemented and others that would be introduced in 2020. These include global leadership development, senior management leadership and field manager exchange programmes.

A collective of 695 years of service was celebrated with special recognition of those who have dedicated 20 to 35 years to the Smollan Group. One of the awardees, Nivelle



Peter Lesailana receiving his award



David Smollan and Doug Smollan during the awarding of long-service awards



P&L Hardware

demonstrates its commitment to skills development

The W&RSETA honoured the invitation from P&L Hardware (a division of Cashbuild) for the graduation ceremony of learners from the 2017/18 PIVOTAL programmes which was held on 21 November 2019 in Louis Trichardt, Limpopo. Out of 114 learners who completed the learnership programmes at NQF levels 2 to 5, 60 learners attended the graduation ceremony and received their certificates. The event was particularly heart-warming as some of the learners were receiving their first qualification.



Andre Hattingh addressing audience at the ceremony

An elated Andre Hattingh, the Managing Director of Cashbuild announced that the company had committed to retain learners after the learnership programmes to ensure that they derive the return on investment and to give the young people an opportunity for employment. Hattingh commended the learners to staying the course despite many challenges, demonstrating character and was part of the company's values. As part of the expansion of the company, P&L Hardware would provide more opportunities to young people and focus on retaining their skills and knowledge. The company will register over 300 employed and unemployed learners on various programmes including learnerships and internships in 2020. Hattingh thanked the W&RSETA for the

longstanding relationship with the company which had added significant value for the company and that he looked forward to continuing with the partnership.



Martha Shingange speaking on behalf of the W&RSETA

The W&RSETA's Marketing and Communications Manager, Martha Shingange, spoke on behalf of the SETA and thanked the company for its commitment to skills development. She commended Cashbuild for its commitment to skills development and youth employment which was contributing to the fight against youth unemployment and poverty. Martha congratulated the graduates and encouraged them to continue on the journey of lifelong through the SETA's programmes. She also emphasised on the importance of graduates remaining in the rural areas in order to improve the economies of these communities.

Edward Mahanci one of the NQF level 5 graduates spoke on behalf of learners and thanked the P&L Hardware Training Centre Manager, Alice de Gama for her exceptional dedication and commitment to the learners.

The W&RSETA has enrolled over 100 000 employed and unemployed learners on various learnership programmes since its inception in 2000. Mongezi Phalazi is one of the participants of the W&RSETA learnership programmes who has had great success on his journey. Here is his story...

Success Stories

Mongezi Phalaza joined Boxer Stores in 2008 as a casual worker in the fruit and veg department. His hard work and dedication resulted in him being appointed permanently in 2009. Within a year, he was promoted to a supervisor position in the same department where he started.

In 2014, Mongezi was selected to participate in the W&RSETA NQF level 4 Wholesale and Retail Operations – Supervision learnership programme which he completed in 2015. He was then afforded the opportunity to be a Trainee Manager and he was later appointed as Assistant Manager.

Mongezi is currently a store manager at Boxer Duncan village.



Over 12000 young people studying at TVET colleges, universities and universities of technology have benefitted from the W&RSETA's Bursary Scheme since its launch in 2011. This month we share a testimonial from one of the beneficiaries...



Nomxolisi Nikkita Manata

"I would like to thank the Wholesale and Retail SETA for providing me with the financial support to further my studies. After applying for financial assistance from various institutions with no success, the W&RSETA came to my rescue. I had almost given up and was no longer as confident that I would ever make my parents proud by completing my studies. However, I knew that I had to remain hopeful that one day I will definitely accomplish my dreams. In 2015, I awarded a full bursary by the W&RSETA to continue with my National Diploma in Retail Business Management and a Degree in Retail Management at the Nelson Mandela University. I have completed both my qualifications. THANK YOU W&RSETA.

It did not end there; I am currently participating in a Retail Management Workplace Programme through the W&RSETA.

My advice for those who still have dreams, 'Do not give up, you will tell a similar or a greater story than mine because the W&RSETA made a way for me. I don't know how I can thank W&RSETA'.

CONTACT DETAILS

Head Office

Riverside Office Park,
Hennops Building,
1303 Heuwel Avenue,
Centurion
Private Bag X106,
Centurion, 0046
Tel: 012 622 9500

Eastern Cape

18 Surrey Road,
Vincent, East London,
5247
Tel: 043 726 3281

Free State

200 Nelson Mandela
Building, Cnr Nobel and
Nelson Mandela Streets,
Bloemfontein
PO Box 1419,
Bloemfontein, 9300
Tel: 051444 0746

Gauteng North

Ground floor, Block B,
Hadefield Office Park,
1267 Pretorius Street,
Hatfield, Pretoria
PO Box 14780,
Hatfield, 0028
Tel: 012 430 4930

Gauteng South

Ground Floor, Building 18,
Woodlands Office Park,
Western Service Road,
Woodmead
PO Box 633,
Wendywood, 2144
Tel: 011 656 0085

Kwa-Zulu Natal

Office 102B, Clifton Place,
19 Hurst Grove, Musgrave,
Durban PO Box 51450,
Musgrave, Durban, 4014
Tel: 031 277 0500

Limpopo

Office No 1,
125 Marshall Street,
Cnr Hans Van Rensburg
and Marshall Street,
Polokwane 0699
PO Box 1674, Polokwane,
0700
Tel: 015 291 2237

Mpumalanga

Parkmed Building, 64
Mandela Street,
Emalahleni 1035
PO Box 17717,
Emalahleni, 1035
Tel: 013 690 1214

Northern Cape

Block 2, Ground Floor,
Left wing, Montrio
Corporate Park,
10 Oliver Road, Kimberley
Tel: 053 831 4117

North West

Block 2, Ground Floor,
Left wing, Montrio
Corporate Park,
10 Oliver Road,
Kimberley
Tel: 053 831 4117

Western Cape

The Colosseum, First
Floor, Unit 103,
4 Century Boulevard,
Century City, 7441
PO Box 507,
Milnerton, 7446
Tel: 021 561 6500

Website

www.wrseta.org.za

Email

wrseta@wrseta.org.za

