



# *INNOVATIVE PROGRAMMES IMPLEMENTED TO ADDRESS SECTOR CHALLENGES CATEGORY APPLICATION FORM*

*Recognising Excellence in the  
Wholesale and Retail Sector*



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higher education  
& training  
Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



Wholesale and Retail SETA



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## INNOVATIVE PROGRAMMES IMPLEMENTED TO ADDRESS SECTOR CHALLENGES CATEGORY

The award recognises outstanding achievement for enterprises implementing innovative programmes to address challenges in the Wholesale and Retail sector between April 2023- March 2024. The award is aimed at encouraging enterprises to innovate in order to grow and develop their business aligned to the business objectives.

No	Item	Details
1.	Name of Organisation	
2.	SDL number	
3.	Number of permanent employees for the current financial year	
4.	Number of employees as per breakdown below for the current financial year	
	Non-permanent/temps	
	Graduates	
	Permanent casuals	
	Unemployed learners	
5.	Company Physical Address	
6.	GPA Contact Person	
	Name and Surname	
	Telephone Number	
	Email Address	

☐ By ticking this box, you are agreeing to the award application terms and conditions as stated in the application pack.

## A: TECHNICAL COMPLIANCE

Please complete the section in its entirety, it is the first stage of the evaluation process. Should you not meet the requirements of this stage, you will not be eligible to participate in the award and your application will not be evaluated any further.

No	Information/Documents	Relevant information/ send copy of document	Official use only	
			Comments	Criteria met/ not met
1.	Company registration certificate			
2.	Valid Tax Clearance Certificate			
3.	OHS certificate (where applicable)			
4.	<ul style="list-style-type: none"> <li>BBBEE certificate (verified by SANAS approved verification agency)</li> <li>EE report (Where applicable)</li> </ul>			
5.	WSP – proof of submission 2024/25 and 2025/26 financial year (where applicable)			
	ATR – proof of submission 2024/25 and 2025/26 financial year (where applicable)			
	PIVOTAL – proof of submission 2024/25 and 2025/26 financial year (where applicable)			

## B: SELECTION CRITERIA

The innovation awards recognise and celebrates innovative initiatives within the Wholesale and Retail sector. Applicants will be judged against the following criteria. In your application, you must present your information in a way that clearly addresses each award criterion. Judging panels will be looking for evidence of how you have been innovative, applied best practice and have a culture of continuous improvement. Note your responses to the criteria will be strengthened by the inclusion of measurable and verifiable indicators (including student outcome data, client satisfaction data, external validation data and outcome results).

### Some of the challenges facing the Wholesale and Retail Sectors in South Africa

- Service innovation
- Process innovation
- Technological innovation
- Business model innovation
- Marketing innovation
- Social innovation
- Upskilling and retaining staff
- Staff Health & Mental Wellbeing

Criteria		Evidence	Weighting	For office use only	
				Scoring	Comments
1.	Your organisation	1. Tell us about your business. 2. Vision, Mission, Business objectives and Values  (200-word limit)	8		

2.	Addressing a business challenge through innovation	<ol style="list-style-type: none"> <li>1. What innovative initiative did your organisation implement?</li> <li>2. Which challenge does your innovative initiative address from the list above?</li> <li>3. Why was this particular innovative initiative selected?</li> <li>4. How does the innovative initiative meet emerging or unmet industry needs?</li> <li>5. How do you keep up with changes in technology?</li> </ol> <p>(300-word limit)</p>	15		
3.	Business SWOT	<p>In respect of tackling the particular challenge you had chosen,</p> <ol style="list-style-type: none"> <li>1. What are your existing strengths (staff/products/services) and how it impacts your current business.</li> <li>2. What are your weaknesses and what did you put in place to overcome it?</li> <li>3. Why did you need to make the change?</li> <li>4. What was the cost of not implementing the innovative programme?</li> </ol> <p>(200-word limit)</p>	8		

4.	Innovation implementation	<p>Explain in detail the nature of the innovative intervention.</p> <ol style="list-style-type: none"> <li>1. How was the innovative initiative developed?</li> <li>2. Who were the key stakeholders involved?</li> <li>3. Who championed the innovation?</li> <li>4. What was the duration of the process.</li> <li>5. What was done when it did not go as planned.</li> </ol> <p>(250-word limit)</p>	10		
5.	Learning and development	<ol style="list-style-type: none"> <li>1. What new learning was identified at individual, team and organisational levels to implement the innovative initiative?</li> <li>2. How skills needs were identified?</li> <li>3. Were new skills hired?</li> <li>4. What were the improvements to performance from the learning and development interventions.</li> </ol> <p>(200-word limit)</p>	8		
6.	Management and leadership	<ol style="list-style-type: none"> <li>1. Management and leadership commitment to innovation.</li> <li>2. Management philosophy on innovation.</li> <li>3. Practices by management to encourage idea sharing and innovation.</li> </ol> <p>(200-word limit)</p>	8		
7.	Outcomes and successes	<ol style="list-style-type: none"> <li>1. What outcomes and successes have been achieved through the innovative initiative?</li> <li>2. What impact is the innovative initiative having on W&amp;R sector, what gaps have been filled?</li> </ol>	15		

		<p>3. What impact is the innovative initiative having on the skills sector, what gaps have been filled?</p> <p>4. How new or improved opportunities/career pathways have impacted on clients/customers, including unexpected outcomes, or outcomes having industry-wide or community-wide significance;</p> <p>Attach supporting material such as brochures, media clippings, letters of appreciation, certificates etc.</p> <p>(300-word limit)</p>			
8.	Community Involvement	<p>1. How did the innovation initiative benefit the community?</p> <p>2. Describe how you involved the community in implementing the new innovative process.</p> <p>(250-word limit)</p>	10		
9.	Future of the innovation initiative	<p>1. What is the future of the innovation initiative?</p> <p>2. How could the innovation initiative and its outcomes be replicated or modelled for other purposes, organisation or industries?</p> <p>(200-word limit)</p>	8		

10.	Use of technology	1. How do you use technology on a day-to-day basis? 2. Why is it crucial to your success? 3. How do you keep up to changes in technology? 4. Tell us about a technology change that you needed to make in the last 2 years? 5. How did you make the change? 6. What impact has it had in your organisation in particular and the wholesale retail industry?	10		
<b>TOTAL</b>			<b>100</b>		



## DECLARATION

By signing this form, I hereby declare that I wish to be entered into the W&RSETA Good Practice Award. I further declare that the above information provided are true and correct to the best of my knowledge and W&RSETA may verify this information. I also declare that I or my company is not under investigation and has not been the subject of a judgment for fraud, corruption, involvement in a criminal organisation or any other illegal activity and is not guilty of grave professional misconduct.

Name	
Signature	
Date	

Entries must be submitted via courier or email (see application pack for details) by **23H59, Sunday, 12 October 2025**. Late entries will not be accepted.