



WHOLESALE AND RETAIL SECTOR EDUCATION AND TRAINING AUTHORITY

PROJECT SUCCESS STORIES

Celebrating 20 years of innovative skills development in the Wholesale and Retail Sector



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



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ABOUT THE W&RSETA

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) was established in 2000 in terms of the Skills Development Act (as amended). The public entity aims to facilitate the skills development needs of the Wholesale and Retail (W&R) sector through the implementation of learning programmes, disbursement of grants and monitoring of education and training as outlined in the National Skills Development Strategy (NSDS).

SETAs are entities of the Department of Higher Education and Training.



VISION

We are the premier authority in skills development, exceeding stakeholder expectations in the Wholesale and Retail Sector.



MISSION

To develop a skilled and capable workforce in the Wholesale and Retail Sector, thereby contributing to the sustainable socio economic development and growth of the country.

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Celebrating 20 years of innovative skills development in the Wholesale and Retail Sector

On 20 March 2020, the Wholesale and Retail Sector Education and Training Authority (W&RSETA) marks 20 years since its establishment in 2000. That is 20 years of making skills development a reality in the Wholesale and Retail Sector.

The W&RSETA is one of the few SETAs that were not preceded by industry training boards. As a result, the SETA had to set up the entire skills development system from a zero base. One of the most important priorities at the time was to develop qualifications that would address skills gap in a sector that has been characterised by low education levels.

We reflect on the 20 years with a great sense of achievement for the strides that we have made in professionalising the Wholesale and Retail Sector. Our successes are reflective of the commitment of our stakeholder companies and partners to make skills development a reality.

We pay tribute to the men and women who have been a part of the W&RSETA presently and in the past; those who have contributed to the achievements and successes of the SETA. Our Executive Authority; the Department of Higher Education and Training has provided guidance and support to the SETA to ensure that the Wholesale and Retail Sector contributes to growing the South African economy.



Looking forward; we are optimistic about what the future holds for skills development in the Wholesale and Retail Sector following the establishment of the new National Skills Development Plan which has been aligned to the National Development Plan of South Africa. The new plan presents exciting opportunities to collaborate beyond what we have done in the last 20 years. We are also challenged to venture into aspects such as entrepreneurship development, which were previously not part of the skills development system.

Let us move the Wholesale and Retail Sector from good to great!
Here's to 20 years of skills development and beyond!

The 20-year legacy of skills development

Some of our proudest achievements include the following:

- **R 7, 4 billion** invested in skills development through Mandatory and Discretionary Grants.
- From a zero base, over 20 qualifications have been developed up to NQF level 6.
- Executive development to prepare future leaders for upper echelons has benefited **399** senior executives from historically disadvantaged groups.
- A talent pipeline of suitably qualified and skilled management complement, created through the Retail Management Development Programme, with **1 738** middle managers, team leaders and supervisors.
- Research innovation through the first in **Africa Retail** Chair project.
- The doors of learning have been opened through the bursary scheme which has benefited more than **12 000** disadvantaged students as well as W&R employees studying and public and private institutions.
- Post-graduate bursaries awarded to increase education levels in the W&R Sector. Two PhD beneficiaries have obtained their qualifications.



- **KZN Retail Schools of Excellence** launched in partnership with all **KZN TVET** Colleges and DUT to align industry needs with curriculum at learning institutions.
- Over **4 000 TVET** College and HET graduates prepared for employment through the workplace programme.
- Rural development interventions implemented to create jobs for young people and uplift communities.
- **992** informal traders equipped with skills to improve competitiveness and supported with infrastructural development through the Informal Traders Upliftment Project.
- Youth entrepreneurship has benefited **400 young** informal traders in partnership with the Tshwane Business Forum.
- People with disabilities are provided opportunities to gain meaningful employment in partnership with government and relevant organisations. Over **2 000** people have benefited from the programme and several companies capacitated on how to deal with issues of disabilities in the workplace.
- Women empowered to actively participate in the economy through partnership with The Clothing Bank.

Retail Management Development Programme (RMDP)



10 years of developing globally competitive leaders for the Wholesale and Retail Sector

The International Leadership Development Programme (ILDP) is one of the W&RSETA's proudest legacies. The programme was conceptualised to accelerate the professional and personal development of previously disadvantaged groups within the sector to enable them to ascend higher leadership echelons of their companies. Part of the objectives of the ILDP was to redress gender and racial equity in leadership positions in the sector.

ILDP timeline

- 2009:** Established in partnership with The Immersion Lab (Canada).
- 2011:** Accreditation with Gordon Institute of Business Science.
- 2012:** India and China introduced for the international immersion.
- 2016:** Russia included as part of the BRICS agenda.

Highlights

- **399** leaders developed.
- **R185** million invested.
- Over **150** promotions
- Employment created through new ventures.

“ Since the inception of the programme in 2009, the W&RSETA has partnered with leading business schools in South Africa. ”

Since the inception of the programme in 2009, the W&RSETA has partnered with leading business schools in South Africa and selected top talent from small, medium and large retailers for the ILDP. Delegates have been equipped with skills and knowledge from leading faculties, thought leaders both locally and internationally, and they are making significant contributions in the boardrooms of wholesale and retail companies. Importantly, they are positioning wholesale and retail as a career of choice.

Some of the ILDP's biggest achievements is producing leaders who have been appointed as chief executive officers, chief financial officers, directors, executive committee members and general managers. Several entrepreneurial ventures have been birthed from the ILDP.

The International Leadership Development Programme (ILDLP) beneficiaries' success stories

Lianne Clayton - Milady's

Lianne's interest in the scarce skill field of planning started shortly after she joined Milady's in 2001 and decided to branch out into that stream in 2004. A few years later, she became planning manager. Lianne completed the ILDP in 2010 and received her first promotion. In 2013, she was appointed Planning Director for Milady's.



“I continue to strive to empower my team everyday based on the lessons learned from this programme. THANK YOU W&RSETA.”

Nazim Cassim - MassDiscounters

Setting his foot in class on the first day of the programme, it was clear that the hard working, go-getter, Nazim was undoubtedly one of the leaders to watch among the 2011 ILDP group. It came as no surprise when a week before the group's departure for the international immersion, Nazim was promoted from Merchandise Manager to Business Development Executive.

A year later, he was appointed as Buying Executive for Game RSA. The rise and rise of Nazim continued where in 2014 he was again promoted to General Manager for DionWired and joined the Executive Committee. Nazim assumed the helm of the tech retail brand in 2015 until 2019 as its Managing



Nabeela Essa - The Building Company

Nabeela's career has been a whirlwind success since she completed the ILDP in 2011. She has ascended to the very top in the male-dominated field of information technology. Nabeela has had international experience working for SAP and Siebel.

She joined the ILDP as an IT Manager and was promoted to the EXCO of The Building Company (formerly, Steinbuild) shortly after completing the ILDP. In 2014 she was appointed to the position of Executive: IT and Business Processes. In 2016, Nabeela made yet another highlight in her illustrious career when she became the company's **Chief Information Officer**.



Ntombi Dlodla - W&RSETA

Ntombi's hard work, passion and commitment has landed her at the top echelon of the fourth biggest SETA; the W&RSETA. Ntombi is passionate about people development which is evident in her career path working for various companies in private and public sectors. She joined the W&RSETA in 2003 as Board Secretary and was later appointed to establish the SETA's HR department.

She left the HR department in 2014 as an executive manager when she was appointed in operations to head the regions structure which is the backbone of the SETA's mandate. In 2019, Ntombi was appointed Chief Operations Officer of the W&RSETA.



Zaheera Joosab
Tradeport Distribution (Ohlanga Group)

KwaZulu-Natal based large independent company, Tradeport Distribution made a decision to actively participate in the W&RSETA skills development process in 2012 and Zaheera was the first beneficiary of the company's decision. She was accepted on the 2012 ILDP. A year after completing the ILDP, Zaheera was promoted from Financial Manager to **Chief Financial Officer** of Tradeport Distribution.

Claude Sathyanandam - Shoprite Group

Retail is all that Claude has ever known. He joined Africa's biggest retailer, Shoprite, as a youngster starting out as a packer in the distribution centre. Claude was part of the inaugural ILDP group in 2009. About two years after completing the ILDP, he was promoted from Operations Manager to General Manager for the company's distribution centre in Centurion, Pretoria.

His ascendance to the upper echelons of Shoprite has seen him move to the position of **Supply Chain Operations Manager** where he is responsible for the group's nationwide supply chain operations



Nuno Pires - Pick n Pay

Another success from the 2011 group is Nuno Pires who boasts a 17-year career with retail giant, Pick n Pay. He joined the company as a trainee manager in 2003. In 2008, Nuno was appointed as store manager and progressed to Senior Store Manager in 2011.

A year after completing the ILDP, Nuno was promoted to Regional Line Manager. Currently, he is the General Manager for corporate stores in the Northern Region.



Anita Carolissen - Pep Stores

Reflecting on her ILDP journey as part of the 2015 group, Anita says: "I walked into the first lecture of the ILDP at Henley Business School with much anxiety and curiosity. My expectations were to gain further insight into retail and international business from a macro perspective and a better understanding of what it means to operate in a globalised environment.

The ILDP has exceeded my expectations. I always considered myself an HR practitioner working in retail, right now, I consider myself a retailer working in HR. I am grateful to the W&RSETA for providing the opportunity. Since completing the ILDP, Anita has had the incredible opportunity of being appointed as HR Director for retail giant, Pep Stores.



Other proud success stories

Yondela Ndema - Executive: Compliance and Ethics, Sasol Oil and Deputy Chairperson of the University of Johannesburg Council



Fambai Marara - Divisional Sales Manager



Unathi Stofile - BEE Manager



Saarah Leith - Head of Finance: Central



Nicolin Govender - Merchandise Executive



Calin Forbay - Executive Planning: Ladies, Intimate-wear and International Brands



Latiefa Behardien - Technical Head: Quality and Food Safety



Lloyd Abrahams - The Foschini Group

Lloyd says customer centricity was one of his key learnings from the international module in the ILDP in 2014. Several years after he completed the programme, Floyd still refers to this key lesson and how it has assisted him to continuously find ways to implement solutions that have the customer at the centre. After the ILDP, Lloyd went from Engineer Manager to Senior Engineering Manager.

Lloyd is also proud that he is able to give back to the W&RSETA whenever he is called upon to assist in various initiatives including mentoring university students that his company hosts annually. Lloyd says the ILDP has provided him with a set of skills to step up to new challenges. It therefore came as a no surprise when Lloyd was again promoted, this time to **Head of Distribution Centres: Southern Region** for one of South Africa's biggest retailers.



Tshepo Tiba - Edcon

The young corporate dynamite completed ILDP in 2013 and his career has been soaring since. Fast-forward to seven years later, Tshepo is at the top echelon of one of South Africa's largest retailers, Edcon. Tshepo went on the ILDP as a Sales Manager for MassCash and shortly afterwards was promoted to Executive Assistant to the CEO.

In 2016, the hard-working ILDP Alumnus moved to the company's operations where he left as Regional Operations Manager: Africa at the Massmart's Builders Warehouse division. Tshepo is currently the **Supply Chain Strategy Executive** for Edcon.

Hardy Sishange - Pick n Pay

Hardy completed the ILDP in 2013. He was one of 39 delegates and joined the programme as Regional Manager. In 2016, Hardy continued his climb on the corporate ladder of success when he was appointed General Manager for Pick n Pay Hypermarkets.

Making this announcement to the W&RSETA, Hardy proudly said *"this is another feature in W&RSETA's cap"*.



Kgomotso Mosiane - Estee Lauder

2019 ILDP delegate, Kgomotso Mosiane returned to work with great enthusiasm to implement all the new knowledge she had acquired from the programme. Soon after, she was recognised by the company for her visionary leadership and was promoted to the position of **Brand Manager: Estee Lauder**. Kgomotso joined Estee Lauder in 2011 and has had an incredible career journey with the company.

Prior to her recent promotion, Kgomotso was the Business Development Manager for MAC Cosmetics. Her company describes her as an innovative, creative, strategic, forward thinking brand leader. Estee Lauder's leadership team commends her contribution to key initiatives to support the company's transformation journey.



Evangelos Morris - Woolworths

ILDP graduate, Evangelos is a seasoned retailer with over 20 years' experience and has served various positions at Woolworths. Just over a year after completing the ILDP in 2013, Evangelos was promoted to the position of District Manager: Southern Africa where he was responsible for building the Woolworths brand in Lesotho, Mauritius, Mozambique, Namibia, Swaziland and Zambia. He then took on the position of Head of Selling: Long Life where he thrived through introducing various innovations. Evangelos is currently the **Trading Head: Engen and Africa**.



Oswald Abrahams - Plumblink Bidvest

Oswald's career has demonstrated the impact of the W&RSETA's management development programmes. He graduated from the inaugural Retail Management Development Programme in 2012 and was selected for the 2015 ILDP. Barely a year after completing the ILDP, Oswald secured himself a seat on the executive committee of Plumblink. He is currently the company's **Executive: IT & Marketing**.

ILDP births dynamic entrepreneurs

Some delegates have been revived and motivated to start their own ventures after returning from the ILDP. These undertakings are commendable as they contribute to the bigger priority of creating jobs and alleviating poverty



Nthabe Maqache-Zondo, Entrepreneur – Bumbles

Nthabe returned from the ILDP in 2015 with entrepreneurial aspirations, vigour and motivation to build her personal brand.

When she joined the ILDP, Nthabe was involved in a few business ventures including co-owning a Pick n Pay franchises in Tembisa and Ga-Rankuwa.



"I wanted to build a company that will make a difference to child nutrition and health in South Africa. I ventured into manufacturing baby food. Bumbles™ Baby Food Range is owned and managed by two South African women. We are the only female owned baby food manufacturing company in South Africa. Bumbles™ started as a cookery club only for parents but has grown steadily to capture the attention of some of the biggest retailers like Clicks, Dischem, Checkers and Pick 'n Pay."



Women in fuel retail



Anne Matlala, Entrepreneur - Engen

The 2013 ILDP was a turning point and watershed moment for Anne Matlala. The entrepreneur sold her Woolworths franchise after completing the programme when the company decided to de-franchise. She focused on finding herself and took a year's sabbatical. Her entrepreneurship was reignited in 2014 when she decided to acquire an Engen 1Plus franchise in Blackheath, Cape Town. **"The achievement for me was not so much of choosing to buy a successful business with a potential to grow further, but to be able to be in the back seat while my daughter is in the driving seat,"** says Anne.

Anne has also had an opportunity to apply the learnings from the ILDP in an agricultural business that her family is also pursuing. **"The ILDP had not only changed my life but my entire family who are benefiting through the knowledge that I have imparted to them".**

In 2019, Anne opened the family's first health store, BHealthy in Cape Town. She has subsequently opened two other stores which employ 11 people.



Dr Philly Tryphosa Malatsi, Entrepreneur – Lethabo Retail Enterprises (Engen)

Dentist turned businesswoman Dr Philly Malatsi decided to pursue the road less travelled in entrepreneurship when she opened an Engen fuel station in the dusty township of Tembisa, Johannesburg. She deemed it fit to contribute to the township economy and to bring this essential service closer to the community. In 2017, she expanded her business to include an eatery; Lethabo Kasi Meals. For Dr Malatsi, her business ventures allow her to give back to the community by employing locals, thereby contributing to the fight against poverty and unemployment. The ILDP rekindled her passion for life-long learning and she has completed an MBA with GIBS.

Retail Management Development Programme (RMDP)



Developing a suitably qualified and experience management pool for the Wholesale and Retail Sector

The RMDP is a sterling example that collaboration between the W&RSETA and the sector brings tangible changes to the skills shortages in the Wholesale and Retail Sector. Nine years after its inception, the W&RSETA's RMDP has proven to be narrowing the skills gaps within the middle management complement of the sector. This was the main objective of the programme, including the need to create a pool of skilled middle management. Today, the RMDP has become one of the highly sought-after management programmes boasting an alumni of 1 738 middle managers, team leaders and supervisors. The pilot programme in 2012 was implemented in partnership with two of the SETA's constituent organisations, the Retailers Association and the Consumer Goods Council of South Africa.

The need for the RMDP was based on a research finding into the sector through the Sector Skills Plan, which identified retail management development as a key requirement, which is attributed to the relatively low skills requirement to enter the Sector as many retail managers are developed within the business.

RMDP graduates are able to further their learning with a career path into the prestigious International Leadership Development Programme. The Enterprises University of Pretoria has delivered the RMDP since its launch.



Philmon Ngcongwane - Boxer Superstores

"I have worked hard to be where I am today as one of Boxer's Operations General Manager. I hold a Management Diploma from DUT and my passion for the retail sector was ignited when I was appointed as Assistant Store Manager in 1995. Within two years, I was promoted to Store Manager. I had an unequalled thirst to exceed my competitors and eagerly accepted the challenge of turning around struggling stores into top performers.

I thrived in this new venture and enjoyed every moment. In 2014, I was promoted to Regional Manager where I managed, guided and mentored an average of 12 stores. In the same year I completed the W&RSETA's RMDP. In 2018, I continued my succession journey by participating to the W&RSETA's ILDP, an opportunity I am most grateful for."

BOXER



BOXER

Moganayagie Reddy - Boxer Superstores

"The HR Director, Ian Bamber believes in developing people as well as creating opportunities for learning, growth and development in order to achieve both personal and business goals. One of the most rewarding opportunities I have had was being nominated for the W&RSETA's RMDP. It was an incredible learning experience and my highlight was graduating with distinctions. In 2018, I was promoted to the position of Human Resources Manager – Compensation. I believe that the RMDP played a pivotal role in my development and subsequent appointment. I am confident that I will add more value to the HR Team and the business as a whole due to my RMDP experience."

Roderick John - Boxer Superstores

"My career in retail started in 1994 when I was employed by one of the retail companies working at a warehouse and I was later transferred to a store.

I joined Boxer Superstores in 1995 working in the accounts department. During this time, I decided to study IT and I was afforded an opportunity to work in the IT department. My invaluable learnings from the stores assisted me to progress in my career within the IT team and I was promoted to IT Systems Support Manager managing systems support across Boxer. Thereafter I was appointed as a National Inventory Manager and I was later promoted to HOD: Replenishment and Planning. While working as the National Inventory Manager, I attended the W&RSETA RMDP which has assisted me in my decision making.

The W&RSETA programmes are a great vehicle to improve skills in the retail sector. I hope to be nominated for the IDLP in future."

BOXER



QUEENSPARK

Milarisi Mhangwane - Queenspark

Being on the RMDP was a privilege. I was highly empowered and transformed from just being a manager to my leadership qualities being polished. The experience was intense yet I found myself looking forward to the next module. Whenever I went back to my team, I made it a priority to implement the learnings from the programme. There was a marked change in the team and the results were encouraging. The RMDP addresses the challenges I deal with on a daily basis as a manager and a leader. I have been promoted twice since completing the RMDP; first to line manager and I am currently a **Store Manager** at one of our bigger stores. I came out a different person and wish many retail leaders could be afforded an opportunity to be part of the programme.



Alton Garcia - Alert Engine Parts

I derived great benefit from the diversity of the class, and the group I was part of. The RMDP gave me a holistic view of the role of management in the retail environment and it covered most of what senior management encounter daily. I was promoted from Sales Manager to **Branch Manager** and the RMDP helped to prepare me for this challenge.



Wesley Horne - The House of Busby

Nothing could have prepared me for what was to unfold in these five crazy weeks. The ILDP gave me and everybody else a new perspective on these two incredibly diverse subjects. I have been promoted to Call It Spring **Store Manager** and I will take these learnings and apply them in store and coach my employees.



Mahlako Sekhukhune - Builders Warehouse

The RMDP opened my eyes to the retail industry. Although it was challenging to understand each group member's personality, we had to focus on the main goal of gaining knowledge and experience from the programme. The RMDP opened many doors. I was promoted to **Branch Manager** within three months of completing the programme.



Keeven Pekhu - Woolworths

The RMDP was no walk in the park, but nothing was more rewarding than seeing what we had accomplished after each module. I could take my learnings into the work environment, challenge the norms and find more efficient and effective ways of doing my job while exceeding the desired results. I am certain that this contributed to my promotion from Group Head to **Deputy Store Manager** of our flagship store in Gateway. The RMDP helped me grow into the leader I aspire to be.



Phindile Radebe - iStore

The RMDP was exciting, challenging and insightful. I never thought there would be so many opportunities and how much influence we have as middle management. It has transformed my career, not only to benefit me, but also the business as a whole. I now confidently look at the business holistically and come up with great ideas in management meetings. Thanks to the RMDP, I started this journey as an Assistant Manager, and in three months, I was appointed as **Store Manager**. If you want to see how you can maximise your management performance, I definitely recommend this programme.



Simon Sibiya - Boxer Superstores

I had been a store manager for eight years when I went on the RMDP. I thought I had nothing more to learn, but I was wrong. The RMDP taught me to look at the finer details of every department in the store. I learned best practices for managers and how to treat my staff. As I began to put everything I was learning into practice at my store, I saw great improvement. My store became more profitable. Before completing my last module, I was promoted to **Regional Manager**.



Jarrold Smith - JD Group

The RMDP lived up to exactly what we were told it would! The great part was meeting a team of strangers and having to pull together and work together as a team or fail. The different views and unique backgrounds all became part of learning and working together. I have implemented ideas and plans in my area of responsibility. Halfway through the RMDP, I was promoted from Area Manager to **Regional Operations Manager**.



Samantha Esben - Shoprite

The RMDP was informative and motivated me to elevate my thinking and apply strategy. During the programme, I was offered a **Regional Manager** position at work. I am grateful for the opportunity, as it has changed the way I do things and I have learned to work closely and respectfully with my managers to achieve results. I have a clearer understanding of how things should be done and I have motivated my managers and taught them what I have learned.



Sifiso Ntanta - TFG

The journey of the RMDP was the most fundamental and insightful element in my retail career. We covered multiple aspects of business in a very short period of time and I went on to implement the learnings to turn around my area of responsibility. Learning with a team comprising of different departments was an eye-opener on how differently we view things and how other businesses become efficient and successful. While on the programme, I was promoted to **Regional Manager Designate**. I believe a big part of this comes from the RMDP

Aubrey Burger - Smollan

In October 2017, I was promoted to **Regional Manager**. I worked hard and took the learnings home to achieve my goals.



Tamzyn Irwin - The House of Busby

I will use my experience from the RMDP throughout my career in retail in the years to come. I have learned to think differently and to see leadership from a different perspective. When I started the programme, I was an **Area Manager** in KwaZulu-Natal but was promoted to Regional Manager: KwaZulu-Natal and the Cape. I know the guidance and lessons from the RMDP will assist me in my career path.



Abdul Ebrahim - Edcon

The RMDP was a magnificent opportunity to develop my skills in my area of responsibility. The focused learning areas provided in-depth insights into the fundamentals of management. I started the RMDP as a Specialist Risk Manager and was promoted to **Divisional Commercial Manager**, where all the modules are relevant to my responsibilities. I have newfound confidence in producing the required outputs and to engage and influence change in the organisation.





CJ Prinsloo - Shoprite

The RMDP gave me the tools to change the culture in both my subordinates and myself. It is not an overnight task. I was promoted to **Deputy Divisional Manager** in the Free State. I look forward to making a change to achieve my goals.



Eugene Easton - Shoprite

Wow, what a journey this has been! I have grown not just as an individual, but as a leader and a manager. During the RMDP, I was promoted from Buyer to **Trading Manager** at Freshmark. Although it was tough, my journey through the RMDP was a pleasurable experience with many valuable life lessons.



Lindi Mgulwa - Edcon

I began my retail journey during high school on weekends and holiday work, working at stores and joined Edcon as a Customer Service Manager in 2004. This is when my love for the industry really began. It was hard juggling school, family and work, but some sacrifices are worth it. I was promoted during the programme to **Executive for Supply Chain Operations** and my journey continues.

Shaun Moodley - Edcon

I was not able to further my studies after matric and the RMDP was an opportunity of a lifetime. I know of people who have studied for years to acquire the knowledge and skills I gained from the one-year programme. The experience has been invaluable. When I started on the RMDP, I was a Customer Insights Specialist, and through the application of my learning, clearer and strategic thinking, it all culminated in me being appointed as **General Manager: Group Customers**.



Tebogo Legodi - Edcon

What an interesting, fulfilling journey it has been! The RMDP opened my eyes and mind to the endless possibilities and opportunities in retail. At the end of the Programme, I walked away more informed, more knowledgeable and hungrier for knowledge. I have been promoted to **Strategic Sourcing Manager** (Edgars) since being on the RMDP.



Nobuhle Sibiya - Spar

The RMDP has made my retail journey easy by enabling me to accomplish realistic goals and have a vision to become the next Category Manager. My role has been changed at work and I was given more responsibilities to equip me with skills to run and manage a category. I have been given the opportunity to be a **Controller** in the biggest category of a fast-moving consumer goods industry. Being part of this Programme was not only an academic accomplishment, but also broadened my knowledge of the retail world and our different economies.





Lee-Ann Martin - The Building Company

During the RMDP, I was given an opportunity to step out of my comfort zone and take on the role of **Procurement Manager**. Surprisingly, the CEO of our group recognised me as the most improved individual. A key lesson I learned was to interact more and listen to my team. I am extremely grateful for the life-changing experience. Lee-Ann has also completed the W&RSETA ILDP.



Carl Hoedemaker - TFG

I learned about leadership conduct, gave recommendations to address problems in my operation, and acquired the skill to communicate powerfully and prolifically. I gained invaluable knowledge of the retail industry in the global and South African context. Whilst on the programme, I was promoted to **Process Manager**.



Mandy Vollmer - Woolworths

My RMDP journey has been full of new lessons in business and in life. My mind was opened to new ways of thinking and new approaches to different situations. My highlight of the RMDP was working with the people in my group. We came from different backgrounds and life experiences and I learned a lot about what happens in the different retail stores. I have been promoted from Logistics Developer to **Logistics Development Manager** and I am confident that the experiences and lessons I learned in the RMDP contributed to this promotion and my leadership abilities.

David Twala - Pick n Pay

Although it was intense and demanding, the RMDP was innovative in every aspect of my journey. I am now a **Senior Group Warehouse Manager**.



Sarilene Hancock - The House of Busby

During the RMDP I had to adapt to working with team members from different career paths and different companies, which enabled me to learn a lot about other companies and how they operate. When I started this Programme, I was a store manager and I was promoted during the programme to **Retail Brand Manager**. The RMDP has opened doors for me. I only have good memories of the RMDP and I will put this qualification to good use.



Learnerships

“Turning workplaces into training spaces”



One of the first innovations from the Skills Development Act was the introduction of learnerships which have been the backbone of skills development in South Africa since the establishment of the SETAs. Learnerships have provided millions of employees in various sectors with on-the-job education and training. They have also been a key enabler for equipping unemployed young people with the required skills to enter the world of work. Since the year 2000, the W&RSETA has enrolled over **70 000** employed and unemployed learners in various learnership programmes. During this period, wholesale and retail companies have opened their doors to unemployed young people to allow them to gain skills and have also employed many of these learners, contributing towards addressing unemployment in South Africa.

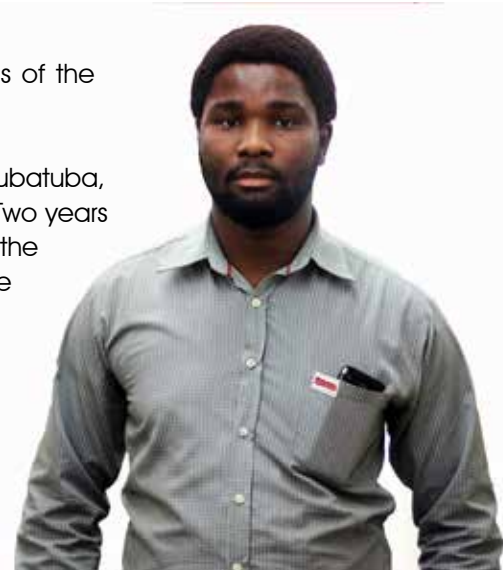
“ W&RSETA has enrolled over 70 000 employed and unemployed learners in various learnership programmes. ”

Sihle Mkhuleseni

Sihle was the overall winner under the learner category in the 2014 Good Practice Awards of the W&RSETA and his career has taken off since then. Here is his incredible journey...

After working as a trolley packer for four years, Sihle, who was born in a poor family in Mtubatuba, KwaZulu-Natal has made it to the top. Sihle started his career in 2010 at Boxer Liquor Store. Two years later shortly after his promotion to Trainee Manager at Boxer Mtuba, he was selected for the W&R Retail Operations Supervision NQF Level 4 Learnership. Within a year of completing the programme,

Sihle was appointed as Assistant Manager at the same store. Incredibly, Sihle has also completed the W&RSETA RMDP. In 2020, he graduated from the SETA's prestigious ILDP. Sihle is currently the **National General Manager** for Boxer Liquor Stores. His hard work and dedication have definitely paid off



Mxolisi Mavundla

Mxolisi joined Checkout Supermarket group straight out of school and began his career in the bakery cleaning crates. His work ethic and potential resulted in him being offered an opportunity to learn basic computer skills on how to capture orders and manage returns in the bakery department. He was identified by the company for future growth and development and was subsequently transferred to Checkout Pinetown as a Receiving Clerk where he gained product knowledge and began understanding store operations. In 2014, Mxolisi was enrolled for the W&R Operations Supervision NQF Level 4 Learnership which he successfully completed oozing confidence and motivation. In 2016, he was part of the company's High Flyer Programme which was tasked to open a new store from inception to the first day of trading. A year later, Mxolisi was appointed as the Store Manager. His journey took him from being a general assistant in the company to becoming a confident and astute **Store Manager**.

"I am thankful for the opportunity that I was given by Checkout. When I look back on my journey, I can write a novel about my life experiences and the progress I have made. I can proudly say that Checkout has made me who I am today; proudly a Store Manager of Checkout Fresh Market," said Mxolisi



Thabiso Buthelezi

Thabiso Buthelezi joined Boxer Superstores in 2009 as a learner registered on the W&R: Operations NQF Level 2 Learnership. He was subsequently appointed permanently in the GRV Department in 2010. Three years later, Thabiso joined the Build Division of the company as a Trainee Admin Manager.

In 2015, he was enrolled on the W&R Supervisor NQF Level 4 Learnership Programme which further enhanced his skills. His hard work and determination were rewarded in 2016 when he was promoted to the position of **Branch Manager** for Boxer Build store in Uitval. Thabiso's passion for learning did not stop there. Thabiso has also completed the W&R Generic Management NQF Level 5 qualification.

"I look back on my journey so far and realise that my dream of becoming a General Manager in the company is fast approaching and for that, I would like to thank our executives for giving us the opportunities to learn and develop ourselves through the support they give us at store level".

Surekha Mahabhir

I started working at Checkout fresh out of school as a cosmetic aisle merchandiser in 1999. I soon started placing orders and was promoted to ordering stock for the entire store. I was appointed as a Stock Replenisher and Assistant Store Manager in 2004. In 2013 I enrolled for W&R Supervision NQF Level 4 Learnership. The exposure to formalised training helped me immensely as it expanded my knowledge in retail and also gave me confidence in my work environment.

The learnership programme is fabulous in that it is very practical and relevant to my work situation and assists me in my day-to-day interactions with customers and fellow employees. A year after completing my learnership, I was promoted to Store Manager in the store where I started my retail career. The manner in which I have blossomed over the years within the Retail Sector is fairy-tale like and something I hold dear."





Joanne Chetty

Joanne joined Checkout as a packer behind the till-point in 2001. She gradually moved to become a cashier and from there followed the career path of an Admin Manager in the business. She was promoted to Admin Manager in 2009 at Checkout Marianhill. In 2012, Joanne was enrolled for the Business Practice Level 1 and graduated. Two years later, she was enrolled for the W&R Generic Management NQF Level 4 Learnership. The programme ignited a sense of motivation and she gained immense self-confidence as she started displaying leadership qualities. In 2015, Joanne was promoted as Store Manager of Checkout Shallcross and she is goal-oriented in her drive to excel both as a leader and driving sales.

"I really am proud about my growth and development in Checkout and am thankful that I was offered an opportunity to study the Retail Management learnership as it expanded my horizons,"

Mawela Jafter Mudau

RMawela joined PEP stores in 2009 when he was only 20 years old as a learner on the W&R Operations NQF Level 2 Learnership. Upon completing the learnership, he was appointed on a temporary at PEP, and in the same year, he was promoted to a permanent position as a Sales Assistant. Mawela's dedication and hard work earned him the position of Store Manager within a year. He is currently the Area Manager in Limpopo.

"The learnership was a great learning experience - I got to know so much about wholesale and retail at large and the operations side of business. It took me just 10 months to be promoted. I am grateful to PEP and W&RSETA for giving me this opportunity. It's been great for my family and I really appreciate it. This qualification really opened many doors for me"



Philile Majozi

"My journey in retail began in 2010 when I enrolled for the Wholesale and Retail Operations NQF Level 2 Learnership at PEP Stores. I used to spend two days doing the theory part of the programme and four days inside the store. After the programme, I was appointed as a sales assistant.

In 2014, I was appointed as the Regional Secretary for the Tugela Region. Through my journey, I learned that how you treat others goes a long way, doing things right from the start is fulfilling and that at PEP, we are a family that has strong values that excels in making a difference."

From unemployed to General Manager

Mnqobisi Jay Noncembu

Jay describes his journey in education and training as "5 steps in 5 years". This is because in 2013, he was enrolled on the W&R Retail Operations Supervision NQG Level 4 Learnership under the Von Westernhagen (VW) Group (Spar Gonubie) and five years later, he became the General Manager of one of VW Group's stores; KwikSpar Riverbend in East London.

Jay is passionate about retail and for him, it has always been a career of choice. His success therefore did not come as a surprise.

After completing the learnership, he was employed permanently as a Sales Assistant and later promoted to Perishables Manager. The VW group identified him as one of their talent pipeline for development and in 2015 he was appointed as a Trainee Manager. Jay's hard work, passion and dedication have seen him ascend the ladder at an incredible rate. At the age of 23, he became the youngest sales manager within VW Group which was followed by his recent promotion to **General Manager**.

Mnqobisi won 3rd prize among many other young people who were nominated for the 2014 Good Practice Awards under the Learnership NQF Level 4-5 category. His store was awarded Store of the Year 2018 by the Spar Group.

"Winning the GPA was a motivation and it opened more opportunities for me" says Mnqobisi.





Mongezi Phalaza

Mongezi joined Boxer Stores in 2008 as a casual worker in the fruit and vegetables department. Through hard work and dedication, he was appointed permanently in 2009.

Within a year, Mongezi was promoted to the position of Supervisor. In 2015, he completed the Wholesale and Retail Operations – Supervision NQF Level 4 Learnership and also became a Trainee Manager. Currently, Mongezi is the **Store Manager** at Boxer Stores.

Autoboys prepares young people for the automotive industry

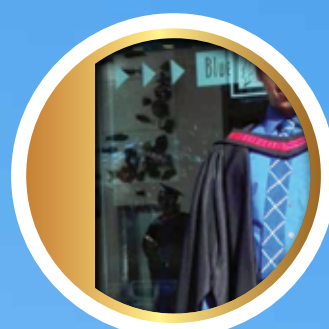
Auto parts and glass retailer Autoboys prides itself in its contribution towards addressing the skills gaps in the automotive industry through various W&RSETA-funded programmes. The following learners completed the Generic Management NQF Level 4, Call Centre NQF Level 2 and Technical Support NQF Level 4 Learnership programmes with the company and have been employed on a permanent.



Faaizah Ismail
promoted to HR
Administrator



Mahlodi Mothapo
currently employed
as Financial
Administrator



Johannes Makolwa
from cleaner
promoted to Call
Centre Agent



Growing companies through skills development

Wholesale and retail company, Bibi Cash & Carry, began participating in the development process in 2010 as a medium-size company. Bibi Cash & Carry the years and now employs over 1300 people which places it in the large. About 90% of the company's staff complement was employed from

"Skill is a big challenge in our country and in order for us as retailers to acquire mission and it costs money, but having the W&RSETA to assist in training people to in the Retail Sector, really helps us a lot", says Dr Tommy Makhatho, Founder Managing Director, Bibi Cash & Carry.

As part of growing the township economy, the Bibi Cash & Carry SMME-BEE Development programme empowers micro enterprise business owners to improve their businesses. In addition, Bibi Cash & Carry provides containers to these business owners and supplies them with stock at very competitive prices.



Contra-Lit celebrates contribution to skills development in Mpumalanga

Over the years, Contra-Lit Pty Ltd has devoted resources and time to giving back to the communities as well as to ensure that young people have a bright future. In 2019, the training provider graduated over 200 learners from the Wholesale and Retail NQF Level 2 Learnership that was funded by the W&RSETA.

"As an organisation, we celebrate 23 years in the industry of skills development as we have the passion to change lives of many young people and contribute positively towards economic growth. As part of the vision of the organisation, we intend to leave a lasting positive impression in both our clients and surrounding community members for years to come".

Contra-Lit Pty Ltd.

Driving transformation in supply chain

TFG Supply Chain Transformation Project

The Foschini Group (TFG) has identified in its strategy and key focus areas the need to transform the Group's supply chain through the development of local suppliers with an objective to ensure long-term sustainability. The Group developed the Supply Chain Transformation project to benefit unemployed youth from disadvantaged communities around Cape Town. In addition, the project aimed to augment the skills set of the TFG's employees to support the growth of local suppliers in terms of development of technical and management capabilities as well as the capacity to meet increased local demand. The project included four aspects: Learnership programme, Recognition of Prior Learning (RPL), a Management Development Programme (MDP) and the Lean Manufacturing Programme. TFG employees were among the beneficiaries as well as business owners and supply chain entities.

In 2017, TFG officially opened its newly expanded and revamped R75 million Prestige Clothing factory in Caledon, Western Cape which has been increased from 900m² to a massive 4000m². This investment enables TFG to not only



boost its speed-to-market response and capacity but importantly, allows for continued job creation specifically in rural areas of the Western Cape.

Additionally, this included the establishment of a world-class training school at Prestige Caledon, and has allowed for almost 1 000 previously unemployed women to acquire skills and a national qualification through the learnership component of the project. Ultimately, TFG has contributed significantly to the growth of competitive local supply through the development of the youth employment base within Caledon.

The factory also contributes to the community through its Community Social Investment project and provides blankets for the needy.

Testimonials



Caroline van Rooyen

"I am 34 years old married with three kids. I was introduced to the TFG learnership by a friend just after the factory I was working for closed down. I was accepted to the TFG learnership in 2017. Being the oldest in my class and having to juggle between family and school work was not easy in the first week but after a few classes, I found the learnership to be very exciting and I have learned a lot through the support of the facilitators. I have completed the learnership and am now a learner machinist. I wish to become a supervisor one day



Chantell Bantom

After completing her matric in 2016, 20-year old Chantel took a gap year because she did not know what she wanted to study. The following year, she enrolled for the TFG Learnership and received an opportunity to be a learner mechanist immediately after completing the learnership which would take three years.

"If you are unsure about what to do; try a learnership. Don't be too picky because unemployment is very high in South Africa. You will never know where it may lead" Chantel says.

Chantel also received a W&RSETA bursary to study further and continued working while pursuing her studies. She says that she realises that the retail sector has many opportunities and plans to build herself a career in the sector.



Siziwe Nikinda

Eastern Cape born 21-year-old Siziwe came to Cape Town after completing her matric with the hope of enrolling at Boland TVET College. She did not secure space at the College but the College advised her to apply for the TFG Learnership. She was selected as part of 70 learners from hundreds of applicants.

Siziwe advises young people to enrol for learnerships because they prepare them for the world of work.

"Young people should not be discouraged by the stipend and the amount of work because the experience is invaluable. It is an opportunity to keep young people off the streets."

Trailblazers in Africa – Wholesale and Retail Leadership Chairs

In its quest to professionalise the sector through innovative projects; the W&RSETA made history in Africa in 2020 when it established the first Wholesale and Retail Leadership Chair at the Cape Peninsula University of Technology. The Retail Leadership Chair serves as a critical conduit between the sector and institutions of higher learning in terms of constructive engagements, best practice in the sector locally and internationally, curriculum relevance and work integrated learning. It also facilitates collaboration with international institutions in order to align the South African Wholesale and Retail Sector to international best practice and lead development in the Sector generally.

Some of the outcomes of this initiative include:

- *the development of wholesale and retail qualifications from NQF Level 5 to 10; and*
- *creating a pool of suitably qualified and experienced entrants for the sector and improving the skills levels of the workforce.*

In 2017, the W&RSETA established the second Wholesale and Retail Leadership Chair at the Durban University of Technology.

- *Collectively, the Retail Chairs has achieved the following:*
- *Over 20 research projects completed; widely disseminated to the sector and other stakeholders;*
- *International collaboration through exchange programmes and visits by staff and students;*
- *Launch and implementation of the Retail Academy at CPUT;*
- *Graduation of 4 Masters of Retail Business Management;*
- *Pilot implementation of the Retail Store Manager Diploma NQF Level qualification at the CPUT;*
- *Awarding of 4 Masters and PhD bursaries at DUT;*
- *Support to informal traders including training on financial management in the Ugu District as part of re-research recommendations;*
- *Industry engagements with leading wholesale and retail companies; and*
- *Engagement with TVET colleges on the re-conceptualisation of work-integrated learning and the review of curriculum; and*
- *The first national diploma qualification in Retail Store Manager was piloted at CPUT with great success.*



Empowering women for sustainability

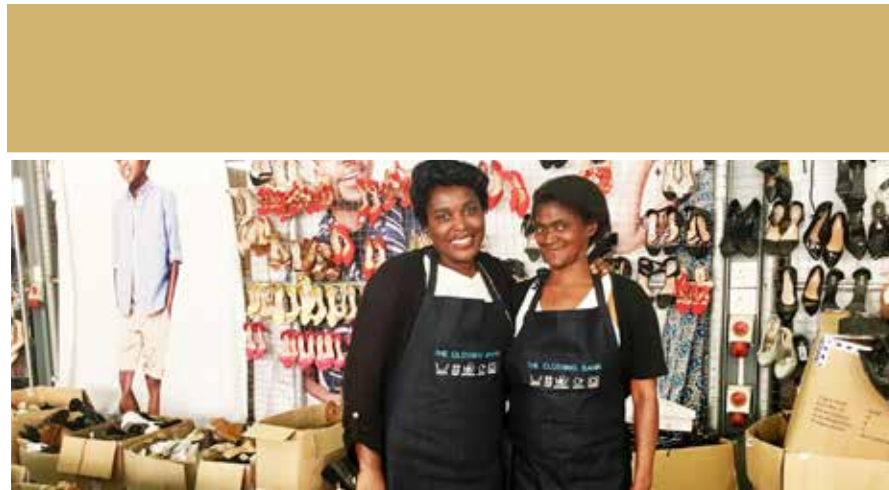
“Giving women a hand up instead of a handout”

The Clothing Bank

The increasing plight of women for economic emancipation through skills development has been a priority for the W&RSETA. This is also motivated by the high levels of gender-based violence and HIV infections which can be attributed to dependence for financial provision. In 2013, the W&RSETA partnered with non-profit organisation, The Clothing Bank to provide training to vulnerable mostly **single mothers** on the Wholesale and Retail Informal Small Business Practice qualification as part of The Clothing Bank programme to empower women to be economically independent and sustainable. The 24-month programme combines practical training with life skills, coaching and mentoring to develop self-confidence and the opportunity to practice and hone skills to operate a small business.

“We started The Clothing Bank to empower women. We wanted to respond to the challenge of lack of opportunities and formal employment for women”, says Tracey Chambers, CEO and Co-Founder of TCB.

The Clothing Bank partnered with major local clothing retailers to donate excess clothing for its Enterprise Development Programme to teach unemployed mothers to run small retail businesses.



Participating Retailers



*Companies donated stock to the value of R131 million (value at retail cost) which has contributed R38.9 million in profit made by the women.

*The Clothing Bank 2019 Annual Report

“Our goal is to assist the women to break the cycle of poverty. We want them to see themselves as role models for their children.”

The integral objective of the initiative is to alleviate poverty particularly amongst single mothers by entrenching entrepreneurship to equip them with the skills to ensure sustainable small businesses. Since 2013, the W&RSETA has contributed over R12 million to benefit 1 050 women through the programme. Most of the women are still operating their businesses with many having diversified their businesses while others have gained the confidence to seek employment. The programme is currently being implemented in the Western Cape (Cape Town and Paarl), Gauteng (Johannesburg), Eastern Cape (East London) and KwaZulu-Natal (Durban).

In its vision to build a healthy society, through “impacting the whole family”, The Clothing Bank now runs The Appliance Bank which is targeted at men from difficult backgrounds which have led them to violence, crime and substance abuse. Retailers donate excess stock which the men fix where necessary and sell for profit. The programme has given these men dignity and a sense of purpose. Another one of TCB’s initiative is the Grow Educare Centres which provide early childhood development care for children from impoverished communities.

For three years starting from 2019, the W&RSETA will invest R24 million towards the project to benefit 350 women.



Here are the stories of some of the courageous women who have fought abuse, poverty and hardship to create a future for themselves and their families...



Deborah Grootboom

Deborah joined the TCB programme shortly after resigning from her job. She had a theory of business management and wanted a new experience. The programme revealed what she had been doing wrong all along and it has had a huge impact on her life. The pleasantly outspoken Deborah now considers herself a true business woman and has self-belief.

The mother of two enjoys the flexibility of owning a business and having time to spend with her family. Deborah is excited about her future and plans to grow her business through other suppliers. She is confident of a brighter future and is considering getting back to formal employment while operating her business. Her advice to other women is “don’t tolerate abuse. Talk to other people about it.



Nolubabalo Ndimba

Nolubabalo was an unemployed mother of three children with no dreams and no plans to get her kids through school before joining the TCB programme. She was selling detergents but there was no growth in her business. Nolubabalo says the programme has taught her how to manage a business; how to save money, record keeping and financial management. She is also now able to draft her business plan and says the programme has given her financial freedom.



Pholiswa Ndlela

Following many years of working at a hotel and retail shops without seeing real growth in her earnings, Pholiswa, a married mother of three from Langa township in the Western Cape) decided to quit her job to pursue her passion of selling. One of her proudest achievements since being part of the TCB is buying a house for her family. Pholiswa says that being self-employed allows her time to herself and family which she never used to have. The programme has taught her about business management; budgeting and saving. The most fulfilling part of her journey is earning more than she ever did while working.



Ntomboxolo Boyani

After selling various products for many years with nothing to show for it and four kids to provide for; Ntomboxolo decided to join the TCB. Since being part of the programme, Ntomboxolo's business has become profitable. She has met many different people and has established relations with those that align to her goals. The programme has taught her about group dynamics.



Shelley Nxusa

Shelley had experienced repeated failures in running her informal businesses due to poor business practices such as selling on credit. The TCB programme taught her a lot about herself and she has grown as a person with a better understanding of business and loving other people. She has learned how to manage her business and personal finances and rewards herself for doing well. Shelley says that the programme has motivated her to find other ways to make more money and to push herself beyond her limits. She had to set goals so that she does not give up.

"I loved the ISBP component of the programme as it had the most impact on me".



Patience Nodliwa

After losing her job as a computer programmer, Patience started selling various items to make a living. The mother of two had no experience in running a business and it was only after the TCB programme that she started to regard what she was doing as a business. Through the programme, Patience has learned more about handling money and customer service.

She says that the programme provided her with much-needed emotional support to get her through her challenges. Since being part of the programme, Patience says that she no longer has to borrow money from other people in order to survive.

"The programme has helped me to see the bigger picture. It was not easy but you have to give it a chance as you would the hopeless relationships you have had in your life. You have the fighting spirit in you".



Linda Sobetwa

Linda's background is in short-term insurance and retail. As she grew older, she realised that she needed a change because she wanted to leave a legacy for herself and her family. She learned about the TCB programme from a friend while she was selling Tupperware products and decided to apply. Linda says that the programme is holistic as it also provides counselling for the myriad of challenges that the women are facing and also assist them with parenting skills. She has learned budgeting skills and how to save money. Linda is proud of her achievements and plans to operate a mobile shop to grow her business. Her greatest achievement in the programme was mentoring her daughter who won the South African Idols competition in 2018 and teaching her how to manage her winnings from the competition.



Nozuko Maxulwa

The mother of three says the TCB programme has changed her into a better person; her attitude has changed and she has learned how to deal with other people.

Nozuko was operating an informal business but like many others, she was living from hand to mouth and barely made ends meet.

“TCB has transformed my family. I am now paying for my children’s school fees. It has given me dignity and direction in life”.



Nombulelo Mangunya

For the mother of two who has worked in retail all her life, her motivation to complete the programme was wearing a graduation gown and getting a certificate.

Nombulelo left a permanent job to pursue her retail business which is going well, thanks to the programme. She is proud to have settled all her debts in a year through the financial management skills that she has acquired from the programme.

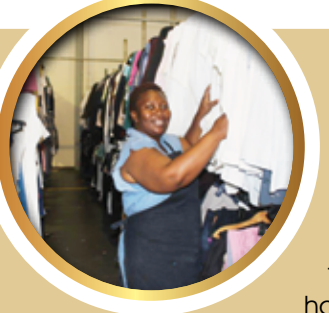


Vuyokazi Makaluza

Vuyokazi worked as a security guard for ten years and did not know what to do with her life; until the TCB programme. While she was excited about the prospects of the programme, she struggled to a point where she eventually wanted to quit. She motivated herself to keep going.

Today, the mother of two from Mpumalanga says the programme improved her self-confidence and taught her to reach for her dreams. Vuyokazi manages several businesses and says that she will never go back to her old life.

“Fall, but get up. The programme has strengthened me and I have a clear plan for my future,” she says.



Noluthando Ndamase

For Noluthando, the TCB programme has been a place of healing. She is one of the many women on the programme who has a passion for selling products but her business was not doing well as she was doing it part-time while working as a domestic helper. Her struggles led her to the TCB and she decided to quit her job and pursue the programme. From the onset, the programme worked for her; but, fell on hardships including the end of her marriage.

Both Noluthando and her husband were unemployed and had a big family to support. Coming to the programme allowed her to receive love and support from the women in her group. She welcomed the coaching and counselling that the programme provides and helped her to offload her heavy burdens. Reflecting on how far she has come, Noluthando beams when she speaks about her business which she says is doing well thanks to the marketing skills that she has learned from the programme.

No one company should be left out from the skills revolution

One of the challenges that the W&RSETA and many others have experienced is to get all levy-paying companies to participate in the SETA skills development system. It is a great achievement for the SETAs when non-participating companies come on board and contribute meaningfully to developing the country's workforce.

Independent giant wholesale group, the Ohlanga Group of Companies is one such company. In 2012, the company took a decision to participate in the SETA skills development process and they have not looked back since. Here is their testimonial...

Embedded in our mission, we pride ourselves in providing operational excellence and profitable growth through superior customer service, quality and commitment. In order to achieve this, we have turned our company into a learning organisation, promoting growth and development through training and development interventions and upskilling our assets - our employees. Over the last few years, we have successfully applied and undertaken various training programmes to achieve our mission.

Some of the beneficiaries

Ashley Soodeyal joined the company as a junior internal auditor but has since moved to a senior position. Mariam Amod and Shaun Mungaroo have successfully completed the RMDP and evolved into the roles of Senior Management Accountant and Senior Rebates Clerk, respectively. Zanele and Jake benefitted from the supervisory skills programme and have evolved into senior roles overseeing juniors while Nelisiwe holds the position of Senior Admin Control. Bongani has grown from a filing clerk to a Bank Reconciliation Clerk.



Front: Nelisiwe Dubazane and Bongani Mhlongo.
Second row: Zanele Kunene and Jake Moodley.
Back: Ashley Soodeyal, Mariam Amod and Shaun Mungaroo.

"Excellence is never an accident. It is always the result of high intention, sincere effort, and intelligent execution; it represents the wise choice of many alternatives – choice, not chance, determines your destiny," Aristotle.



iStore bridges IT skills gap in the Retail Sector

Apple products reseller, iStore participated in the SETA skills development process for the first time in 2018 with its first learnership programme. Since then, 38 young unemployed people have completed the NQF Level 4 IT Support qualification with CTU Training.

iStore believes developing young people with IT skills will be beneficial for the Retail Sector in the era of the Fourth Industrial Revolution.

The retailer plans to open 100 new stores that would provide opportunities to their graduates and contribute towards addressing unemployment in South Africa. iStore has employed 75% of the graduates on completion of the learnership.

KZN Schools of Excellence

In 2014, the W&RSETA broke new ground with the establishment of the KwaZulu-Natal Retail Schools of Excellence project. The project is one of the initiatives from the formalised collaboration between the W&RSETA, industry, institutions of learning and the Department of Higher Education and Training whose purpose is to address the mismatch between the skills that are produced by institutions and the demands of the Wholesale and Retail Sector.

The KZN SOE project comprises the W&RSETA, various wholesale and retail companies, all nine KZN TVET colleges and the Durban University of Technology and was established to facilitate projects that address skills development challenges in the province.

Components of the project include infrastructure improvement in the colleges, development of qualifications from NQF levels 3 – 5, lecturer capacitation and implementation of learnerships.

The first phase of the project was completed in 2016 with the graduation of 403 learners on an NQF level 2 learnership.

In 2018, a further 1 000 learners were registered on various learnership programmes for phase II of the project, which was implemented at a budget of R36.6 million. This phase of the project included Recognition of Prior Learning to provide an opportunity for companies to assist employees with extensive experience but without formal training to obtain recognised qualifications against the National Qualifications Framework. Approximately 20 of the learners that have been enrolled are people living with disabilities. Learners that completed the NQF Level 2 Learnership programme in the pilot phase of the project in 2015 have progressed to NQF level 3 as part of articulation.

TVET College Development Programmes

Positioning TVET Colleges as institutions of choice

Retail Simulation Centres

The W&RSETA Retail Simulation Centres were launched as part of the TVET Extension of Scope project which was designed to foster partnerships between institutions of learning, the SETA and industry to address the scarce and critical skills to unleash the economic growth potential of our country. TVET Colleges were capacitated to deliver W&R programmes with an objective of positioning them as preferred institutions of learning among young people and attracting them to pursue careers in wholesale and retail.

These centres allow students to gain practical experience in wholesale and retail operations during their studies to augment their theoretical knowledge which will give them a competitive edge in the job market

Retail Simulation Centres have been established at **College of Cape Town** (Crawford, Western Cape), **Gert Sibande** (Standerton, Mpumalanga), **Vuselela** (Klerksdorp, North West), **Buffalo City** (East London, Eastern Cape), **Ekurhuleni West** (Boksburg, Gauteng), **Mthashana** (Vryheid, KwaZulu-Natal), Majuba (Newcastle, KwaZulu-Natal), **Esayidi** (Port Shepstone, Eastern Cape) and **Motheo** (Bloemfontein, Free State) TVET Colleges. A major milestone was the launch of the first-ever e-learning simulation centre at the **Cape Peninsula University of Technology** which has allowed the SETA to move with the technological advances in learning



Lecturer Capacitation Programme

On an annual basis, through the Lecturer Capacitation Programme, TVET college lecturers are exposed to the practical operation of wholesale and retail companies as a mechanism to capacitate them to deliver the NCV subjects. The SETA considers the readiness of the TVET sector to bridge the skills gaps between the curriculum and needs of the W&R Sector, an important imperative that requires concerted efforts. Since the W&RSETA has implemented the TVET College Lecturer Capacitation Programme to equip lecturers who will be directly involved in the delivery of the W&RSETA qualifications and NCV retail subjects with the theoretical and practical experience of the W&R Sector, the lecturers are placed with retailers for practical exposure of retail operations.





Above: The SETA's first ever Learnership programme for people with disabilities was hailed groundbreaking by former Minister of Labour, Mr. Membathisi Mdladlana.



People living with disabilities

“Not disabled but differently abled”

The integration of differently-abled people into the workplace to ensure that they are active participants of the economy has been one of the focus areas for the W&RSETA since 2003. The SETA has implemented various programmes that are aimed at equipping people with disabilities with skills to work within the Wholesale and Retail Sector.

The W&RSETA is proud to have been the very first SETA to develop and implement a Learnership programme for people with disabilities through collaboration with the South African Disability Development Trust and several wholesale and retail companies. The first project was implemented with the JD Group for 30 learners. A few years later, the W&RSETA absorbed three of those learners.

Since then, over 3000 people with disabilities have completed learnerships and skills programmes through these interventions. A key focus of the skills programmes has been on sign language, sensitisation and life skills.

In 2008, the W&RSETA partnered with the South African Disability Development Trust (SADDT) to increase its focus on skills development for people with disabilities. Three years later, the project was rolled out to five provinces; Gauteng, KwaZulu-Natal, Western Cape, Free State and the Eastern Cape benefiting a total of 500 learners at an investment of R49 million.

Success stories from skills development for people with disabilities

Nolundi ngwilikane

Nolundi was enrolled on the W&R Operations Learnership NQF Level 2 in 2013 which was facilitated by Aboutlearning. She was empowered with theoretical learning and was able to apply the knowledge in the work environment where she was placed - Jet Store Galleria in Amanzimtoti. During this period, she worked in various departments such as point of sale, stockroom and shop floor. The exposure helped her to grow personally and professionally. In 2014 Nolundi was enrolled on an NQF Level 3 Learnership and placed at Edcon. She completed the programme and was employed at CNA Galleria as a cashier. Nolundi is growing and developing further and feels a sense of self-worth with all the knowledge she is acquiring. This gives her reason to rise above her disability and makes her feel empowered. Nolundi thanks the SADDT, Aboutlearning, Edcon and the W&RSETA for the learning opportunity which has provided development and growth and has changed her life.

Dolly Dimakatso Sekoaila

"I have had polio since childhood. I completed my matric in 2006, but did not find any opportunities for further studies until I met a fellow disabled lady in 2011 who introduced me to the W&RSETA Learnership. I took advantage of the opportunity and was privileged to be enrolled on a Learnership programme and was hosted by Walton's Stationery. The programme exposed me to various components of retail including administration, point of sales, merchandising and stocktaking. In 2012 the SETA gave me another opportunity to progress to NQF levels 4 and 5 over a two-year period. During this time, I did administration and contract management. In 2014 the company offered me permanent employment and I was subsequently employed at ATM Solutions as a professional business administrator. I would like to thank the W&RSETA for the opportunities that they have given me. I would not have made it on my own. My company has enrolled me on a project management programme which I find exciting and stimulating. The W&RSETA has given me a head start that has set a solid foundation for my career and I am grateful".

Mighty Mouwashe Ranala

"I grew up in a rural area where life was not easy for a person living with albinism. After completing my grade 12, I came to Gauteng in search of a job, no one was willing to employ me. One morning I came across a newspaper advert for a Learnership programme with the SADDT. I applied and was successful. Builders Warehouse hosted me for the programme. The branch manager, Justice Mayer was very impressed with my work and I was offered permanent employment as a sales coordinator.

Today I am able to provide for my family because of the W&RSETA and SADDT. My colleagues do not consider my disability (partially sighted) but treat me as one of them. I have completed the W&R Operations NQF Level 2 Learnership and also obtained a National Diploma in HR through the collaborative efforts of the W&RSETA, SADDT, AboutLearning and Builders Warehouse. Thank you for believing in us, for being our voices. We have become your ambassadors"



Mr Price trains Deaf learners

Leading retailer, Mr Price, trained 10 deaf learners, through eDeaf in 2018 and all learners have successfully completed a 12-month Wholesale & Retail NQF Level 2 learnership.

"This pilot learnership was a resounding success and we are proud to welcome these graduates into the Mr Price family," says Mr Price People Executive Audrey Redman.

Through the partnered solutions approach, eDeaf strives to provide the open labour market with trained and skilled deaf people who are ready to become part of the mainstream economy.

"This pilot learnership was a resounding success and we are proud to welcome these graduates into the Mr Price family,"

Shoprite Learnership programme for Deaf people

Africa's largest retailer, the Shoprite Group, in partnership with the W&RSETA and eDeaf has provided skills development opportunities for deaf youth and created job opportunities for them through Shoprite's Decade of the Deaf Programme. The Wholesale and Retail Sector is perfectly suited for deaf candidates in most areas, from receiving and merchandising to deli assistants and cashiers.

Over 400 deaf and hard-hearing people throughout South Africa have benefited from this programme since 2009. The learners have completed a 12-month W&R Operations NQF Level 2 Learnership. The Shoprite Group was the first long-term invested employer in the Retail Sector to offer this qualification to the disabled (deaf and hard of hearing) learners who completed the programme and were offered employment within Shoprite following a competency evaluation. Training was conducted by a specialised team of deaf facilitators and learners were taught in South African Sign Language.



Bursary Scheme

"Opening the doors of learning for all"

Since 2011, the W&RSETA has opened the doors of learning to address challenges faced by young people from underprivileged backgrounds in South Africa including the access to higher education. This initiative is in line with one of government's priorities and focus areas to make education available to all regardless of their background.

The W&RSETA Bursary Scheme was initially established to assist students with outstanding fees at various institutions of higher learning which were making it impossible for them to obtain their qualifications. In 2012, the scheme extended its reach by assisting students who wished to further their studies by providing for their tuition fees, accommodation, meals, learning material and transportation, where required.

In the ten-year period, the W&RSETA has awarded over 12 000 bursaries to university and TVET college students. These include bursaries that are awarded by companies through the SETA's PIVOTAL Grants. Bursaries have also been awarded for masters and doctoral studies.



Thousands of these beneficiaries have completed their studies and are active participants in the country's economy. Below are some of their success stories ...

Bhekiwe Simelane

Bhekiwe was awarded a bursary shortly after enrolling at DUT in 2012 to study Retail Business Management. She completed a BTech in Retail Business Management in 2016 and is currently studying toward s a Master's Degree in Retail Management.

A passionate retailer, Bhekiwe believes that young people can achieve fulfilling and successful careers in the Wholesale and Retail Sector.

"Our industry has a lot to offer and it is up to us to grab every opportunity to our advantage. Gone are the days when people believed that retail is not for highly educated individuals," she says.

Her commitment to her education earned her third place under the Bursary Category in the W&RSETA's Good Practice Awards in 2016. Bhekiwe has given back to the W&RSETA by pursuing a career in retail and she is with one of South Africa's largest retailer, Woolworths as a Foods Department Manager.





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 remained hopeful that one day I would accomplish my dreams. In 2015, I was 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. My advice to those who still have dreams is that do not give up you will tell a similar or greater story than mine one day because the same way the W&RSETA made a way for me, they can also make a way for you."



Sboniso Mngadi

Sboniso graduated with a National Diploma in Marketing from the Mangosuthu University of Technology in 2014. He decided to pursue his studies at Durban University of Technology and completed his BTech in 2016. Sboniso is employed at Nedbank Wealth as a **Financial Planner**.



Mellisa Julia

"We can't all be teachers, and if we would be- some teachers would be fortunate to be placed in schools and some would be left out with qualifications but no jobs. Why do I say so?"

Growing up in a village, I was taught to perceive certain career paths were only suitable for some people. In my matric year, I was advised to study either education, nursing, administration or a clerical course. I don't recall anyone encouraging me to study towards something unique or rare in my community like Information Technology, Dental Technology or any such careers.

My parents were aware that I loved Science and Maths, but it seemed everyone's ultimate goal was to see me choose a career that they were familiar with. I am glad I understood that my career is my life so I did not choose anything for the sake of pleasing my family or. I chose to enrol for a National Diploma in Food Science and Technology at DUT in 2012. My family did not fully understand my choice but everything starts with passion and I had to pursue my destiny.

While doing my first year of study, my lecturer informed me about the W&RSETA bursary opportunities in my field of study and I jumped at the opportunity. Having my application approved for the bursary was a huge relief financially. This enabled me to concentrate on my studies. I excelled in all modules and that's when my parents started to see that I chose what I love. I had an opportunity of a lifetime to complete a one-year internship in Germany with a research institute. Sharing the news with my family, my mother couldn't stop saying 'My child, you are exposed to opportunities we never had as your parents.

*On my return home, I was privileged to be employed by Monteagle International UK Limited as a **Food Scientist**. Our company plays a huge part in the retail industry as we source quality food and personal items from all over the world to different retailers. I handle new projects (private brands) for Shoprite Checkers, UMS, SAVE and Africa and work with their international buying teams. It brings me so much joy to be valued for my expertise as a Food scientist. I am also studying for my Master's degree in Food Science and Technology.*

I am sharing my path because South Africa still faces rife youth unemployment. I believe that in order to fight youth unemployment, we need to explore other career choices as young people. We need to assist in filling up jobs that are unoccupied due to scarcity of skills in some specialities.

We need to do all we can because South Africa's youth unemployment is both an individual tragedy as well as a community and socio-economic one. An income and the independence that goes with it are crucial for building a sustainable and thriving society."



Confidence Huma

I completed matric in 2011 and left home for Durban the following year to further my studies. I arrived at DUT and the first semester was very difficult because I come from a financially disadvantaged background. At times, I lost hope.

My life changed for the better in 2012, when my application for the W&RSETA bursary was successful. Not only did I get financial support from the SETA, but I was also motivated and guided to work towards a brighter future. I graduated Cum Laude with a National Diploma in Food Technology and completed my BTech degree in 2015. These have been my proudest achievements." In 2016, Confidence was the overall winner of the Bursary category in the W&RSETA's Good Practice Awards.

*Confidence completed internships at the Centre for Scientific and Industrial Research (CSIR), the Biomanufacturing Industry Development Centre for Protein Technologies and with Tiger Brands. Currently, she is working as a **Regulatory Officer** for Tiger Brands.*



Sboniso Mngadi

Nozuko completed a qualification in Office Administration from the College of Cape Town in 2019.

"Thank you to the W&RSETA for funding my studies. I would not be working if it was not for them"

Postgraduate Bursaries

As part of the Retail Chair initiative, the W&RSETA provides bursaries for post-graduate studies and supports students to complete their Masters and Doctoral studies with a specific focus on retail.



Dr Sedick Arendse - first PhD Bursary graduate for the W&RSETA

Dr Sedick Arendse was one of the first two recipients of the PhD Bursary from the W&RSETA in 2012 and was the first recipient to obtain his qualification in 2014. The thesis for his research was *"Implementing Deliberate Creativity Framework to Enhance Retail Business Performance"*.

Dr Arendse's key achievements include the establishment of the Institute of Creativity SA, working with various business schools in the country to facilitate collaboration in creativity and innovation and retail best practices. His research and case studies have been recommended for inclusion and referencing in MBA electives at the University of Stellenbosch Business School, Wits Business School, Gordon Institute of Business Science, University of Sterling Scotland and Hong Kong Business School. Dr Arendse prides himself in having conducted an extensive research project with over four South African retailers with a sample structure of over 500 stores, cross functional approach, multiple supervisory and management structures with over 120 000 people.



Dr Nicole Cunningham

"Another PhD beneficiary of the bursary scheme to obtain her qualification is Dr Nicole Cunningham. She graduated from the University of Pretoria's Gordon Institute of Business Science in 2019 following the completion of her thesis titled *"Investigating middle-class Consumers' Luxury Apparel Behavioural Intention: The role of Culture"*.

The topic focused on understanding how South Africa's middle-class purchase luxury apparel and how luxury apparel retailers could positively influence the consumer's behavioural intention towards their products.

"I would like to acknowledge and thank the W&RSETA for recognising the value of this study and for its support throughout this journey."



Martin Mboweni

"I am eternally grateful for the opportunity afforded by the WRSETA to complete my MBA. I wanted to enrich my experience with a formal degree that would give me a diversified view of the corporate world. Therefore, pursuing the MBA has strengthened my confidence to lead effectively in this sector."

The ultimate path that my scholarship opened is that of furthering my academic aspirations. Education has always been holistically prized in my family and inherently, I have equally embraced it as a citizenry passion for all economic activists. It is through unlocking this potential in a manner that benefits Africa's indigenous people that our triple challenges of poverty, unemployment and inequality can be overcome."

It is my utmost wish to share my experience through consulting and further deployment missions should my DBA/ PHD dream take off in future."



Erick Ngidi

Completing the Master of Business Leadership (MBL) degree was the most logical step in my career advancement. I am now an innovative person and professionalising the retail environment through the knowledge I have gained during the MBL journey. The MBL was a rare opportunity that helped me gain insight into running a business and understanding the executive's viewpoints in decision-making."

It strengthened my understanding of these aspects and provided me with a broadened exposure to decision-making. Attaining this degree was a major step in preparing me for a bright, successful future in the business world within the retail environment. Without the financial support of the W&RSETA my research proposal and MBL degree would not have been possible due to the financial constraints I faced."

The W&RSETA assisted me to fulfil my dream. I always encourage the people I meet to find out more about the W&RSETA bursary opportunity." In 2020,

Erick graduated from the W&RSETA's International Leadership Development Programme.





Samkelo Madlanga

Samkelo Madlanga grew up in an impoverished household in Hlomendlini village in Matatiele but he did not allow his background to determine his destiny. The family's only source of support was his mother's meagre income from a construction firm where she worked as a labourer after their father had abandoned the family. This hardship instead motivated him to change that situation.

Samkelo was provided funding from the W&RSETA Bursary Scheme to complete his National Diploma and BTech which he completed in 2015. The determined young man pursued his Masters of Applied Science in Food & Nutrition at DUT with a research titled "*Risk of Non-Communicable Diseases of Taxi Drivers by Analysing Selective Lifestyle Indicators, Physical Activity Levels and Food Intake in the Eastern Cape*" as full dissertation which was also funded by the W&RSETA.

His research has gained a lot of interest from different institutions and independent researchers locally and outside South Africa. Samkelo is pursuing the academic route and he is currently with the Durban University of Technology as a part-time **Lecturer**.

Workplace Experience and Employment

Workplace Experience and Employment

Graduate Placement Programme

In the past 20 years, the W&RSETA has contributed to addressing graduate unemployment by providing workplace experience opportunities for students and graduates through its **Graduate Placement and Internship Programme**. The aim of this programme is to provide TVET college, university and university of technology students and graduates with practical experience to prepare them for the world of work and thereby improve their chances of employment. The Sector has and continues to contribute towards the fight against graduate unemployment by providing many of the graduates with permanent employment upon completion of the programme.

Khanyisile Masinga

Khanyisile, a Human Resource intern describes how her life changed for the better after joining the Smollan Group in March 2019. The exposure through the programme has increased her professional and personal growth. Some of her highlights include the opportunity to work at the Chocolate Factory Immersion division where she learned a lot about not only being operational but strategic too.

"A blissful eight months have passed, and my journey has been cemented with a phenomenal support system put in place by Smollan L&D (mentors, buddies, line managers, HR teams, Programme Facilitators, Talent Lead, L&D). Thank you W&RSETA".



CGCSA graduate workplace programme

W&RSETA constituent employer organisation, the Consumer Goods Council of South Africa (CGCSA) implemented its W&RSETA-funded graduate workplace programme in 2016 with only six interns. Since then, the CGCSA has provided workplace experience opportunities to about 40 graduates. In demonstrating its support to address youth unemployment and to encourage companies to participate in the programme, the CGCSA has also placed some of the graduates with its member companies. Jackie Mabotja is one of the nine beneficiaries who have been permanently employed by the CGCSA as a filing clerk to a Bank Reconciliation Clerk.

Jackie Mabotja

Jackie's story is a testimony of what one can achieve with hard work, determination and discipline. He completed his National Diploma in Financial Information from the Tshwane University of Technology in 2012. Although Financial Information was not his first choice as he wanted to pursue a BCom Accounting, he does not regret studying Financial Information as it has given him a competitive edge as it incorporates accounting, IT auditing and cost management which is a rare skills set.

After completing his studies, Jackie could not secure an opportunity related to his studies so he took a job at a fast food restaurant and also

taught part-time at a high school in his home village. Two years later, Jackie received an opportunity to participate in the Bonani Trainee Accountant Work-Readiness Programme which was funded by the Finance and Accounting Services SETA. In 2017, Jackie joined the CGCSA through the W&RSETA workplace placement programme. He was fortunate enough to be part of the team that was absorbed permanently in 2018 as an Accounting Clerk. Jackie is pursuing his dream to become a Chartered Accountant and is currently serving articles with the South African Institute of Chartered Accountants.



"My positive attitude got me where I am today. I did not allow the stipend to determine my outputs but embraced all my assignments as an opportunity to learn. Some of my highlights with the CGCSA include assisting the organisation to achieve a clean audit and acting in the position of CFO and reporting to the CEO because I have learned to operate at a strategic level. I have also managed to buy myself a house and a car which will prepare me for my future plans to return to consultancy."

Botlhale Sepeng

"In 2019, I joined the Smollan Group as an HR intern through the W&RSETA funded programme. This has been an overwhelming yet rewarding experience that yielded positive results. I had a presumption about what an internship should entail but when I assumed my duties, everything changed for the better. The programme provided me with an opportunity to experience retail behind the scenes as well as individual growth – which I will treasure forever. Nine months into the programme and I can confidently say I have learned a lot about Smollan Field Services. One of my highlights was presenting our ideas to the management committee which was an amazing experience and helped me to network and build my confidence in terms of public speaking and presentation skills. Thank you W&RSETA and Smollan."



Shanice Mothibi

"My career began when I was accepted to be part of the Smollan Graduate Programme within the Pioneer Foods Instore. During my tenure at Smollan Group, I learned a lot about time management, emotional intelligence, adaptability as well as communication skills, all of which played a vital role preparing me for any future roles within the company."

Working at the Chocolate Factory Immersion and interacting with different people on all levels was one of my highlights. Being assigned to manage two regions with about 485 employees was the best experience for me as it taught me to be responsible and to lead a huge number of people. I am truly thankful to be part of this programme".



Sinikeziwe Morris Gumbe

"In 2019, I was provided the opportunity to be part of the Smollan Group graduate programme at the Diageo Field Services then transferred to the Parmalat Field Services as a seasoned Human Resource intern. The programme taught me the day-to-day functions of human resources. I acquired lot of skills and techniques which will enable me to work comfortably with other departments.

The best part about the programme was being provided the opportunity to present before the MANCO and engage with them. Being part of this programme has increased my interest in the field of HR. Thank you Smollan Group and W&RSETA for the opportunity you have given me in attaining the experience necessary for my career path".



Azwifheli Tshivhilinge

Azwifheli's introduction to GP Retail Operations was through the W&RSETA Workplace Experience and Employment Grant programme in 2017. She started off as an Inventory Clerk. Upon completion of the programme, Azwifheli was promoted to the position of Financial Clerk and says learning and developing were her key drives.

Her efforts and hard work made a noteworthy contribution to the company to a point where she has developed aspirations to further her career in the industry. "I am blessed to be a part of a company that prides itself in the development of it is employees. This was a great opportunity for me since I did not have any work experience".



Sheron Banda

Sheron joined GP Retail in 2016 through the Workplace Experience Programme. From being a Data Capturer to an Inventory Clerk, Sheron displayed heightened interest and willingness to learn. She was selected for the Wholesale and Retail Operations Supervision NQF level 4 learnership in 2018. This qualification awarded her the skills set required for a promotion as an Inventory Supervisor in 2019. She excels in her new position and has made a difference to the company due to her enthusiastic and diligent nature.

"This was a great opportunity for me, since I didn't have any managerial background. And since I have been promoted to Supervisor, I can apply what I have learnt in my current role".



Rural Development

“Developing Economically Sustainable Rural Communities”

The W&RSETA is committed to the development of rural communities to become economically sustainable. The SETA has partnered with various stakeholders to implement programmes that will ensure the sustainability of rural communities. The aim is to address urban migration by empowering these communities to create their own opportunities through skills development.

Rural Youth Development Programme

The W&RSETA partnered with Related Education (formerly known as Retail Relate) to implement various projects as part of the Rural Youth Development Programme in order to provide opportunities of skills development to young people of our country's rural communities

Rayvin Daniels

“I was born and bred in Reiger Park, Gauteng. Growing up with a single mother comes with many challenges. I knew that even though my marks in high school were above average – I will not be able to pursue my studies further due to financial difficulties. However, an opportunity presented itself.

After completing grade 12, I heard about the Retail Relate Rural Youth programme that was being funded by the W&RSETA. With very few options after school, this was definitely the best thing that could have happened to me. I was selected to participate in the programme and was enrolled for the W&R Generic Management Operations Learnership. I was placed at Autozone Alrode to complete the practical component and that is where the love for retail started. I was offered a job as a receiving clerk at Autozone after completing my learnership. I was then appointed at Related Education as an Administrator where I was trained on facilitation, course writing, assessment and moderation. In 2015 I was promoted as a Senior Facilitator. Imagine, a young man from Reiger Park traveling the country and teaching people from the same background as me. It was amazing!

*Currently I am the **Deputy Divisional Training Manager** for Checkers Hyper. I manage training intervention in Gauteng, North West, Mpumalanga and Limpopo. I look after more than 18 000 employees and their training needs. If you would have asked me if this is where I would have been, I probably would not have guessed it. Because of the W&RSETA, Related Education, Autozone my dreams came true! It goes to show, with the right partnership, that a kid that was born into disadvantageous situations can turn his life around completely – for the better”.*



Image Mamagopodi

Image was an unemployed learner when she started her learnership at Sterns, Rustenburg in 2012. In 2013 she was permanently appointed as a sales assistant and in that very same year become an assistant store manager.

Hard work and dedication paid dividends when this young lady who has faced so much adversity in her young life was appointed as a store manager at Sterns Moruleng Mall. She is currently a **Sales Manager** at House and Home managing about 18 staff.



Ruebeen Malemela

Salesperson, JD Bradlows, Polokwane



Sabina Bopape

Branch Manager, Sleep Master, Polokwane



Julia Mosia

Salesperson, HiFi Corporation, West Gate



Sandile Molefe

Salesperson, HiFi Corporation, West Gate



Minihle Mdladla

Salesperson, JD Electronics, Mall of Africa



Tintswalo Mbatha and Nonhlanhla Tshabalala

Sales women, HiFi Corporation, Jabulani Mall

Mhinga Project

The Mhinga project in Limpopo was started in 2012 through partnership between the W&RSETA, Mhinga Chieftaincy, The Foschini Group and Related Education. The project seeks to address the rural village's social and economic challenges which include strikingly high poverty and unemployment. Its continued growth is a proactive response to the Spatial Development Framework which has seen unprecedented economic activity with the establishment of several shopping malls since 2016.

Since inception, over 200 young people from the rural village of Ka-Mhinga benefited from the

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.
- The focus of the project is career pathing to encourage young people to create a career in retail not just finding a job.
- Seven graduates are now store managers around the area.
- 106 graduates from Mhinga III project have secured employment (98% are employed around the Mhinga area).

Thabo Musiwalo



"I was one of the 65 young people who were afforded an opportunity to enrol the W&R Operations - Supervision NQF Level 4 qualification from the Mhinga project. Going into the programme, my goal was to be a role model to the youth of my community. I wanted my peers to know that is it possible for a black child to become successful irrespective of their background.

I started my Learnership at Due South as a Sales Assistant. After the programme, I was fortunate to be nominated to join Build It for an internship in the finance division where I gained retail management skills. In 2015 I was appointed as Floor Manager for Exact in Tzaneen and within six months, I was promoted to Store Manager. Currently I am the Store Leader at Cape Union Mart. I will forever be grateful for the opportunity that Retail Relate and the W&RSETA have afforded me."

Ntsako Chauke

is a Store Supervisor at Sportscene.

Isiah Chauke

completed a National Certificate in Wholesale and Retail Operations – Supervision NQF Level 4 in 2015.

He is a Store Supervisor at Markham, Malamulele.

Rural Learnerships and Green Skills for Jobs Project



The W&RSETA partnered with the Department of Agriculture, Rural Development and Land Reform to address challenges of youth unemployment in the rural communities of Limpopo and to reduce the number of young people migrating to urban areas to look for opportunities. The project benefited 261 learners who completed learnerships from the W&RSETA's Rural Learnerships and Green Skills for Jobs project.

The learners were recruited from a group that had completed the Department's National Rural Youth Service Corp (NARYSEC) programme and were selected as part of the exit strategy which provides them with further training or employment opportunities. These learners were drawn from the communities of Capricorn, Waterberg, Vhembe, Mopani and Sekhukhune in order to address the specific needs of these communities.

"The W&RSETA is addressing the triple challenges of poverty, unemployment and inequality by assisting the government to address the challenge of youth unemployment by skilling young people to participate in the economy of the country" - Deputy Minister of Agriculture, Rural Development and Land Reform, Honourable Mcebisi Skwatsha

Rural Areas and Traditional Councils Project

The W&RSETA has collaborated with traditional councils and royal kingdoms to address the issue of rural development and reduce migration of young people to the cities in search of opportunities. As a result of this intervention, over 1 000 youth-owned small businesses ranging from hair and beauty salons, piggery, poultry, catering, brick making and selling, fresh produce, food preparation and selling, selling of second hand clothes, airtime vending etc have been opened by the learners after completing the Informal Small Business Practice NQF Level 3 Learnership. The SETA has implemented the project with Rharhabe Royal Kingdom (Eastern Cape), Batlokwa Traditional Council (Free State), KwaNdebele Royal Mgibe II (Mpumalanga) and Jalamba Traditional Council (Eastern Cape).



Non-Government Organisations/ Non-Profit Organisations



The W&RSETA provides support to NGOs/NPOs to address skills gaps among employees of these organisations. This support is in line with the NSDS III requirement for SETAs to support cooperatives with skills training and development to expand and contribute to sector economic and employment growth. Since 2014, the W&RSETA has invested R5.8 million to assist NGOs/NPOs to acquire skills in foundational and occupational management, as well as in planning within a work environment in order to improve their operations.



Small Business Development

"Developing small businesses to contribute to the economic growth of South Africa"

The role of small businesses to stimulate the economic growth of the country amid the tough economic climate globally cannot be underestimated. About 90% of the Wholesale and Retail Sector comprises small companies that employ between 0 and 49 employees. It follows that the W&RSETA must prioritise the development of this sub-sector to ensure that it thrives; alleviating poverty and the increasingly alarming high unemployment rate.

Informal Traders Upliftment Project (ITUP)

In 2014, the W&RSETA launched the Informal Traders Upliftment Project as a collaborative initiative with the Department of Trade and Industry (later Department of Small Business Development) to train and develop 1 000 informal traders from vulnerable areas to capacitate them through skills development in order to compete with established and flourishing businesses in the wake of the domination of foreign-owned businesses in township and rural areas.

Additional to the skills development component, the project provided infrastructural support to informal traders. The project also focussed on developing the capacity of informal trader organisations and similar support bodies by providing organisational management skills training. An amount of R20 million was invested towards the project. A total of 992 informal traders completed the training that was provided by various TVET colleges



Success Story



Fusi Ramabele is an entrepreneur from Welkom who was one of the beneficiaries of the Informal Traders Upliftment Project.

"At the time of participating in the programme, I was running a small take-away business. I learned a lot, including how to manage my finances and effective budgeting.

Because of the skills that I gained from the programme, I have opened two more businesses in garden service and a student residence. My businesses are doing well and the banks can now lend me money to expand. My lifestyle has changed a lot. I now own my dreams and am living in my dream house. I thank God for everything."

Informal Traders and Micro Enterprises Development (ITAMED) programme

As part of the SMME development programme, the W&RSETA's ITAMED programme capacitates about 1 500 informal traders annually with skills to run profitable small and informal businesses. The participants also receive information and advice on support and funding opportunities available from the W&RSETA and other government entities.

As part of the programme, the W&RSETA provides the participants with vouchers of R2000 each as an investment towards their businesses.



