

SUCCESS STORIES BOOK III



"Telling the good story of skills development in the Wholesale and Retail Sector"



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



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 provide for 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).

Vision

To be the leader in skills development in the country.

Mission

To develop a skilled, capable, competent and professional workforce to transform the wholesale and retail sector.

“Developing Globally Competitive Leaders”



A raving success...

The International Leadership Development Programme (ILDP)

Nine years since the launch of the W&RSETA's most sought after and prestigious executive Programme, the International Leadership Development Programme, 290 senior managers from the Wholesale and Retail Sector have benefited from the Programme. These leaders have been equipped with skills and knowledge from leading faculty thought leaders both locally and internationally and they are making significant contributions in the boardrooms of wholesale and retail companies.

There have been many success stories from the ILDP including promotions and added responsibilities. The number of promotions is recorded at over 70, from Directors, to CEOs, CFOs, EXCO Members and many other positions in between.





Nthabe Maqache-Zondo

Entrepreneur

bumbles™

ILDP not only develops leaders for the corporate world but is unearthing entrepreneurs

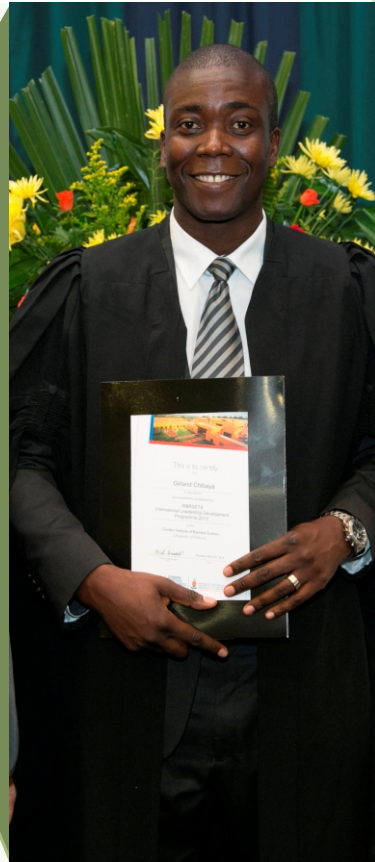
2015 ILDP graduate and entrepreneur, Nthabe returned from the ILDP with a vigour and motivation to build her personal brand and entrepreneurship aspirations. When she joined the ILDP, she was involved in a few business ventures including co-owning a Pick 'n Pay in Tembisa.

“A very important part of that journey has been about me building a company that I own and love for my children and family. I wanted to build a company that will make a difference to child nutrition and health in South Africa. With my interest in children, retail and FMCG, 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. The brand is fully manufactured in South Africa, using only the best ingredients. Our story is a good way to demonstrate that the myth that women don't support each other or that partnerships don't work between the two races, is just that - a myth. Bumbles™ Baby Food Range 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.”

Nthabe and her partner continue to market their brands in search of opportunities to have their product stocked in all major retailers across the country.

Girland Chibaya

Pick n Pay



2013 ILDP graduate Girland Chibaya was promoted a few months after completing the Programme. When times were hard in his company, he reassessed his future and decided to pursue other interests.

But he soon found himself back in retail when he was appointed the Head of Strategic Planning: General Merchandise, for Pick 'n Pay.

Importantly, Girland pursued his passion for learning and in 2016, he obtained his MBA from his ILDP alma mater, GIBS.



Lisa Tremeer



Lisa's story is one of the most inspiring stories that attest to the impact of skills development.

The owner of a Cape Town-based home industry is a determined and driven individual who is not only passionate about the Sector but also about skills development.

The RMDP graduate did not let the opportunity to develop herself pass her by when she had the chance to enrol for the ILDP.

Lisa Tremeer secured herself a place as one of the 58 delegates for the 2016/17 ILDP. Not only did she successfully complete the Programme; but she was the overall top student for the GIBS group.

Her journey in entrepreneurship and skills development has seen her walk away with the first prize in the 2014 W&RSETA Good Practice Awards and second place in the 2016 Awards.

Since its launch in 2012...

1 738 team leaders, supervisors and middle managers have completed the Regional Management Development Programme.



Retail Management Development Programme

The W&RSETA's Retail Management Development Programme (RMDP) marked five years of successful implementation with the completion of the 2016/17 Programme. This Management Development Programme has lived up to its objective of creating a suitably qualified management complement for the Wholesale and Retail Sector. The evident development and significantly, the numerous promotions of graduates within their respective companies attest to the return of investment.

Since its launch in 2012, 378 team leaders, supervisors and middle managers have completed the programme.

Equally pleasing is that during the 5-year period, 13 RMDP graduates have been accepted and successfully completed the W&RSETA's prestigious International Leadership Development Programme (ILDP). This progression confirms that the SETA is realising the objectives of the RMDP.

Enterprises University of Pretoria has delivered this Programme impeccably over the five years and has strived to improve the offering in line with the needs of the Sector.

These are some of the latest promotions:



Raymond Beukes



“ The RMDP was really a mind-blowing programme and I have learned so much in this year. My leadership ability has been stretched beyond my limit. ”

Just before completing the Programme, Raymond was promoted from Supervisor to the position of Departmental Manager; a progression he credits to doing the RMDP.

Gugulethu Zwane



“ My time on the RMDP was a real shift out of my comfort zone. The RMDP has equipped me to address challenges differently. My highlight of the Programme was returning to work and sharing my learnings with the team. ”

Gugulethu was promoted to the position of Area Administration and Risk Manager after the Programme.



Maona Riffel



For Maona, the ILDP was a rollercoaster ride!

“Being nominated by my company for the Programme was a privilege for which I am grateful. My biggest challenge was balancing the demands of work, home and study. I had to work late nights and relied on plenty of energy drinks to make it through. There were times of introspection, self-reflection, laughter, competition and a range of other emotions over the course of the programme. I believe that the RMDP is one of the best enablers for retail managers.”

During the latter part of the Programme Maona was promoted from Store Admin Manager to Divisional Finance and Admin Support Manager.

**Goitsewang
Ngwenya**



“Being selected for the RMDP has proven to be one of the most life changing experiences of my life. Not only did the learnings impact on my leadership with my team, it has also changed my personal leadership which has brought nothing but joy.

I am not the only one that benefited from the Programme, my entire team has also benefited. As a result, two of our supervisors were promoted to department managers, and two others to shop floor coordinators.

From a Store Manager of a small store, I am now a Functional and Technical Trainer for a whole region. ”



Kerry Hiscock



Kerry was promoted to the position of Senior Operations Specialist before graduating from the RMDP.

She believes that the Programme has laid the stepping stone to many greater opportunities for her career.

“ The programme was very informative and being new in the Retail Industry, it has provided so much insight into the retail space. The Finance and Strategy study blocks were the highlight of the RMDP. ”



Roxanne Naiken



Roxanne went on the RMDP as a Field Manager and was promoted to the position of Regional Manager

“ From the beginning, the Programme was very unique in many ways as it focused on business aspects and how to solve the real issues. The RMDP helped me think outside the box. Working in a group environment was an extraordinary experience and a learning curve. The journey was exciting, exhausting and empowering all at once. ”

Christelle van Zyl

CLICKS GROUP
LIMITED



“ I was very sceptical in the beginning because of a past experience where I wasn't successful in completing a Programme due to lack of support, but after my first week, I realised that the RMDP was of a very high standard which would be beneficial to one's growth and career advancement. I am more confident and understand business operations better. ”

Christelle has been promoted from a Shift Manager in a large turnover store to a Manager of the biggest store within her company.

Nhlanhla Lucky Masilela



“ My highlight from the RMDP was from the Leadership module which helped me to run my store productively and address the challenges I had in managing my staff. I can now communicate and manage my staff effectively. ”

In November 2016, Nhlanhla was promoted to the position of Senior Manager for Mr Price Mabopane's new look combined store. He attributes this promotion to the RMDP.



Sthembile Mabengu



“Sithembile’s life has been transformed by the RMDP. “I didn’t leave the RMDP as the same person I was when I started. The Programme has encouraged me to go back to school because I now know what I am passionate about. I am busy enrolling for a degree in Business Management.”

After completing the Programme she was promoted to the position of Franchise Business Manager



Deena Naiken



Deena is testimony of the exponential growth and development that the RMDP brings about to committed and dedicated delegates. He started on the Programme as a Field Manager and was later promoted to Team Leader. Within six months he was again promoted to a Regional Manager position.

“I was part of a group that consisted of Area Managers, Store Managers, Assistant Managers, Senior Training Managers and a Field Manager. This group enforced teamwork which cultivated the same view we shared points and similar operational challenges we encountered and broadened our horizons. The RMDP will take you out of your comfort zone into another dimension. It is a total mind shifter and it has produced positive results for many of us.”

Phumzile Mondlani



“Being part of the RMDP Class of 2016 was the most exciting and life changing experience. I am grateful and honoured to have had the opportunity to have learned from all the lecturers. Their aim was not only to transfer knowledge, but to also set us up for success.”

Whilst on the programme, Phumzile was promoted to a higher level of management which she attributes to her ability to demonstrate skills and knowledge that were noticeable to her seniors.

Samantha Pillay



Samantha completed the RMDP with a very broadened view of retail. She was promoted from Senior Store Manager to the position of Cosmetic Brand Manager before completing the programme. A few months later she was head hunted by a leading manufacturer and appointed as a National Sales Manager.

“I believe that the vast subject matter covered in the Programme prepared me to easily adapt into these very different positions. The complexity of working with a diverse group of experienced retailers from different backgrounds also added to the challenge of the Programme. This to me was one of the biggest highlights as I leave the RMDP not only with immense knowledge but some lasting relationships.”



John Zulu



“ The RMDP has assisted me a lot in my area of responsibility. The knowledge from the Finance module enabled me to assist my company with the annual budget following which I was promoted to Regional Operations Manager. Subsequently, I was selected as part of the senior management team that was tasked to drive the growth strategy for the group to increase our store footprint from 150 to 250 stores. The results were almost immediate. The RMDP has given me a competitive advantage. ”

Sharon Mokgope



Sharon secured a promotion before completing the RMDP when she progressed from the position of Assistant Manager to Store Risk Manager.

“After each block, I tried my utmost best to practice and apply the learning at the store level which resulted in my promotion. Thank you to the Facilitators for an outstanding job in delivering the Programme.”



Manuela Ferreira

SHOPRITE

“The RMDP was an opportunity to develop myself and obtain a certificate as an acknowledgement for all my years of practical service. Employee well-being is one of the key cornerstones of every organisation and I feel valued and empowered through this learning opportunity. This experience has reignited my passion for retail. I have been motivated to learn more and I would like to further my studies in the Retail Sector or possibly participate in the ILDP”

Manuela was promoted from Regional Admin Manager to Business Readiness Manager of the Northern Cape / Free State Division whilst on the programme.

**Sibusiso
Mkhize**



“The RMDP journey transformed me as a Store Manager. The Programme helped me to understand my business better. I was very impressed when my sales grew to 21% within a three-month period.

My people skills have improved and the results are showing in the numbers.

I was promoted to join the operations team in our group because of the improvement in my store. I was also asked to assist the other stores to perform at my store's level and it is all thanks to the RMDP.”



Naomi Slinger



For Naomi, the RMDP is a life-altering experience that provides committed individuals with exceptional knowledge and tools to succeed in business and life. She joined the Sector after completing school with no tertiary education. The RMDP presented her with an opportunity to acquire formal education.

During the Programme she was promoted to a **Senior** Area Manager position.

“Thank you for investing in my life with what money can never buy.”

Simphiwe Johnny Mahlangu



My dream has always been to go to university, but not just any university; I wanted to study at University of Pretoria. Even though I knew that I could not afford to; I had hope.

Whilst my dream of studying at UP did not materialise, I was fortunate to be accepted for the Makro Cadetship Programme; an unbelievable opportunity to study towards a BCom degree in Business Management at University of South Africa. The Makro Cadetship is a fully funded Programme that provides workplace experience whilst studying.

In my second year, I was deregistered from the Programme due to poor academic performance and was given a position as a telesales clerk in the liquor store at Makro Crown Mines. I was fortunate to work with the liquor manager Mr. Al Maharaj who acted as my coach and taught me other skills in the store.

The store's HR and Liquor Sales Manager encouraged me to continue with my studies and when the W&RSETA sponsored Retail Management

Development Programme was introduced by the business,I jumped at the opportunity and was accepted in the Programme.

This was my second chance to study again and I was overly joyous for this tremendous opportunity as this Programme was delivered by the University of Pretoria - my all-time favourite institution. This time around I committed to my studies and successfully completed the Programme acquiring an NQF Level 6 qualification in Retail Management. This qualification helped me to be promoted to a more senior position of Liquor Sales Manager.

The General Manager of Makro, Silver Lakes became my new mentor and the driving force behind my further development. Thereafter I was nominated to participate in the Retail Practices Programme funded by W&RSETA and delivered by the University of Johannesburg.

I also completed the Retail Practices NQF Level 5 Programme and was appointed as a Food Trader. I am grateful to have been afforded the opportunities through the W&RSETA sponsored Programmes, despite my financially disadvantaged background. Through these opportunities, I was able to study in some of the very best universities in South Africa. I will forever be grateful to the W&RSETA and Makro for making my dreams a living reality. 🍷🍷

History made...

The W&RSETA made history in Africa when it established the first Wholesale and Retail Leadership Chair in partnership with the Cape Peninsula University of Technology.



Trailblazing Innovations in Skills Development

Wholesale and Retail Leadership Chair

The W&RSETA made history in Africa when it established the first Wholesale and Retail Leadership Chair in partnership with the Cape Peninsula University of Technology.

The objective of the Retail Chair is to contribute towards research and the development of wholesale and qualifications from NQF Level 5 to 10 through collaboration between the sector, labour and institutions of higher learning. The collaboration between the key role players will ensure a pool of suitably qualified and experienced entrants for the Sector whilst also that the skills levels of the current workforce are improved.

In 2012 bursaries were also awarded to 7 post-graduate students who are enrolled in masters and doctoral studies with a specific focus on retail and the Chair also provides support to these students. In 2014, one of the bursars obtained his PhD qualification.

Another milestone for this project was the graduation of the first learners on Programmes linked to the newly developed Retail Store Manager qualification. 101 learners from 12 retailers were enrolled on the Programmes. 75 of the learners completed the Retailing credit bearing short Programme whilst 26 of them completed the first phase of the 3-year Retail Store Manager qualification. The qualification is the first of its kind to be developed by the W&RSETA and approved by the QCTO.





*... the backbone of skills
development in South Africa...*

*The W&RSETA has enrolled over 70 000
employed and unemployed learners in
various learnership programmes since its
inception.*



Learnerships

Learnerships have been the backbone of skills development in South Africa since the establishment of SETAs in 2000. These Programmes provide employees with on-the-job education and training and are a means of equipping unemployed people with skills needed to enter the world of work.

The W&RSETA has enrolled over 70 000 employed and unemployed learners in various Learnership Programmes since its inception. 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. The SETA's policy requires that companies employ at least 60% of unemployed learners who successfully complete learnerships.





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, Thabiso was enrolled on the Wholesale and Retail Supervisor NQF 4 Learnership Programme which further enhanced his skills. His hard work and determination was rewarded when he was promoted in 2016 to the position of Branch Manager for a newly opened Boxer Build store in Uitenhage.

Thabiso's passion for learning did not stop. He further enrolled is currently studying towards the Wholesale and Retail Generic Management NQF level 5 qualification which he will complete in 2017.

“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.”



Storm Radebe



“ In 2009, I was privileged to obtain a Generic Management NQF Level 4 qualification. The journey was very challenging and at some stage I wanted to quit, however, I was encouraged by my personal value on perseverance which gave me the strength to continue with the journey. The coaching and mentoring I received from Mathew Cherian changed my mindset completely and transformed me from being just an employee to a future leader of the Smollan Group. I continued on my quest to develop myself and in 2014, I obtained the Generic Management NQF Level 5 qualification. Both these Programmes have helped me to learn all the important aspects of the business that will help me to grow. I have acquired skills that help me to work with people and manage their performance. I have also been equipped to build high performing teams that advance the sustainability of the company. Importantly, I have learned budget management and control, as well as business communication skills. The skills and experiences that I have gained from these Programmes have contributed to my career advancement as I am currently a Regional Manager within the Heineken division.

I am confident that I am well within reach of my goal of becoming an executive within the company. I am sincerely grateful to Mathew Cherian for recognising the potential in me. I am also grateful to the company, particularly Brian Eloff and Alicia Staals, for allowing me the opportunity to grow within the Smollan Group.



Mxolisi Mavundla



Mxolisi Mavundla joined Checkout Supermarket group straight out of school and started working in the bakery cleaning bakery 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 Supermarket in Pinetown as a Receiving Clerk where he gained product knowledge and started to understand store operations. In 2014, Mxolisi was enrolled for the W&R Supervisory NQF 4 Learnership programme which he successfully completed, oozing with 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 of that store, the position he has made his own. 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 which 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. I am proudly a Store Manager of Checkout Fresh Market. ”



Surekha Mahabhir



“ I started working at Checkout Woodview fresh out of school as a cosmetic aisle merchandiser in 1999. I soon started placing the orders and was promoted to ordering stock for the entire store. I was then appointed as a Stock Replenisher and Assistant Store Manager in 2004. In 2013, I enrolled for a W&RSETA Learnership in Retail Supervision at NQF Level 4. 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 a store where I began my retail career. The manner in which I have blossomed over the years in the Retail Sector is fairy-tale like and something I hold dear. ”

Joanne Chetty



Joanne Chetty joined Checkout as a packer behind the till-point in early 2001. She gradually moved to becoming a cashier and from there on 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 enrolled for the Business Practice Level 1 at entry level and successfully graduated. Two years later, she was enrolled for the W&RSETA Generic Management NQF 4 Learnership programme. 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. She is goal-orientated 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 enrol in the Retail Management Learnership as it expanded my horizons.”

“The biggest challenge is the number of kids who drop out of school before completing Grade 9 and cannot progress in the schooling system. The WCED is addressing this project through project such as the YFP which is implemented with the TVET Colleges and SETAs. 2000 learners have been enrolled on the Programme since 2013. The partnership with W&RSETA has resulted in the funding of retail centres, establishment of partnerships with businesses to host the learners and lecturer capacitation. This project is an example of a successful public-private partnership to provide a dignified life for our young people.”

Western Cape Education MEC, Ms. Debbie Schaffer

Youth Focus Project

The W&RSETA has collaborated with Western Cape Education Department (WCED) and four TVET Colleges to implement the Youth Focus project which is aimed at giving hope to young people who have dropped out of school and have matured beyond the schooling age.

These young people are enrolled on a bridging Programme funded by the WCED. On completion, the learners are enrolled on W&RSETA Learnership Programmes.

240 learners were enrolled on the Wholesale and Retail Operations Learnership and are assisted to articulate through the National Qualifications Framework (NQF). In 2015, 30 learners who completed the Learnership and later enrolled in the NQF level 3 programme graduating in 2016.

As part of the project, a Retail Academy has been launched at Northlink TVET College where learners are enrolled on various Learnerships from NQF Level 1 to 4. A Retail Practicum Room within the Academy was established through a generous sponsorship from retail giant, Shoprite/Checkers.



“...the W&RSETA has allocated R415 million in bursaries to 12 000 student at universities and TVET colleges the number include bursaries funded through discretionary and pivotal grants”



Bursary Schemes

The W&RSETA is cognisant of the challenges faced by young people from underprivileged backgrounds to further their studies due the high cost of further and higher education in South Africa. This has been one of government's priorities and focus in making education accessible to all regardless of their background.

In 2011, the W&RSETA charted into unknown territory when it launched its first Bursary Scheme to assist students with outstanding balances at various institutions which had made it impossible for them to obtain their qualifications. Additionally, the Bursary Scheme was opened to first year students whose studies would be funded to completion.

Through the workplace experience employment grant the SETA went further and provided for the funding of stipends for the students to acquire workplace experience required to complete their qualifications in order to prepare them to enter the world of work.

To date, the W&RSETA has allocated R415 million in bursaries to 12 000 student at universities and TVET colleges the number include bursaries funded through discretionary and pivotal grants.



Sizwe Sithole



Sizwe Sithole comes from the rural area of Sandanezwe in Ixopo. He completed matric in 2006 and ever since has been trying to make a decent living because he believes in working hard to make one's dreams come true. Sizwe went on to complete a two-year certificate in Travel and Tourism, However, he struggled for over a year to secure a job in the field. He managed to get a job in retail when he joined Mr Price as a Sales Assistant where he worked for three years. During that period he was promoted to Department Specialist. In 2012, Sizwe joined Edgars as a Department Specialist in the Sportswear Department. A year later he decided to leave work to return to school in order to advance his career prospects. Sizwe chose to pursue his studies in retail to augment his experience in the industry. He registered for a three-year Retail Business Management Programme at Durban University of Technology. Three weeks into his studies,

“...a lecturer came and informed us about a life saving, life changing funding opportunity from an organisation called W&RSETA. I applied for a bursary and was awarded funding for three years.”

The W&RSETA together with Checkout Supermarket and DUT organised a send-off gala dinner for the students ahead of their journey to Germany. Sizwe was in Germany for three months to complete the Programme. "It was a great experience to study abroad. I made friends from different countries which had me also exploring other European countries."

In 2016, Sizwe started on a training management programme at Checkout.

“ I would like to thank the W&RSETA (Mr Peter Cleophas and the team), Checkout Supermarket (Mr Yunus Doba, Mr Samkelo and Mr Lindani), DUT, particularly Dr Moodley and Dr Mentjies who were instrumental in preparing for our journey.”



Mpumalanga Unemployed Youth Project

The W&RETA partnered with the Gert Sibande TVET College, through the Mpumalanga Unemployed Youth project, to address the staggering rate of unemployed young people within the Gert Sibande district of Mpumalanga province. The majority of the youth in the province continue to remain in the margins of society and cannot access economic opportunities due to lack of access to education and training.

The project was initiated to support 72 unemployed learners to complete the National Certificate: Wholesale and Retail Operations NQF Level 2 Learnership. These learners were recruited from the Standerton, Ermelo, Secunda and Delmas areas.

57 learners have successfully completed the Learnership and 27 of them have already secured permanent employment in the Wholesale and Retail Sector.



The journey to becoming an Artisan

Ntombi Siluma

“Growing up, I always wanted to study engineering but due to financial problems, my goal could not come to reality. In August 2014, an opportunity came when I least expected. I was told about a W&RSETA Learnership Programme to train artisans that existed at International Process Safety (IPSCO) SA Ltd.

I took a giant leap of faith and applied hoping to be selected as a suitable candidate for the Programme. A few weeks after my application I was informed that my application had been successful. I was thrilled and overwhelmed at the same time, because I was given a three-year contract for a Learnership in instrumentation. Like any other journey, the sailing was not as smooth as one would like, there were challenges along the way but I am grateful to IPSCO and the W&RSETA for their support.

I completed 9 months of training at Colliery Training College [CTC] and spent 18 months in different workplaces acquiring practical training, and finally qualified as an Instrument Mechanic. I managed to accomplish my goal was also rewarded with a merit award as the best learner in Instrumentation. I am grateful for every opportunity that was given to me to learn and equip myself. I secured a short-term contract with Sasol Secunda as an Instrument Mechanic. During my Instrumentation Trade Test, I also enrolled for a second Trade Auto-Electrical with CTC. Thank you to W&RSETA for this life changing opportunity. My journey to become an Artisan has just begun...Life will never be the same again!

Don't stop helping other deserving learners from rural areas. 🍌🍌

You can do it, if you set your mind to it!



Vergerio Shannon Appels

Vergerio Shannon Appels's letter of encouragement to other young people

“We have not met in person yet but I understand what you are going through. I have been on this road before and I got to the finish line. I know it is tough, but why start if you are not going to finish the race? You are complaining about the money whilst on a Learnership Programme. Just think about it; Learnership is allowing you to gain work experience and you are going to graduate for this. Do not even complain about people giving you a hard time at work. Yes I understand, sometimes they can be unfair. Some think you are trying to take their jobs from them. It is because they see the growth in you each day. Remember, “What does not kill me can only make me stronger.” It also makes me think about Mr. D's (Derick Gideon) words when he said “They can hurt you as much as they can, but NEVER give them the satisfaction of seeing your tears.” Some friends who started the journey with you might give up on the way but don't let them discourage you and make you throw in the towel too. Being a learner at Retail Relate was the best for me and it surely will be for you too. I have been on the Learnership for 8 months and I got employed.

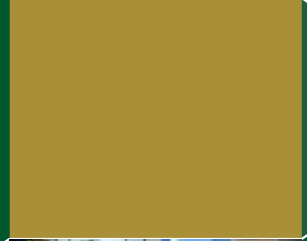
Four months later a lady from Capitec Bank came to the store and as we were speaking, she said to me, “Capitec Bank needs people like you.” She was impressed with the way I presented myself and asked me to write a test. I wrote the test and I passed. Two weeks later, I went for an interview and today I am permanently working at Capitec Bank. It wasn’t easy, but it was worth it! Your life is a story that needs to be told. I told mine, so I am looking forward to hearing yours. You are a leader and it is time you realise it. The first responsibility of a leader is to define reality. The last is to say thank you. 🍌🍌

Ncamisile Nokuthula Mngomezulu



Ncamisile is another one of the many success stories from the W&RSETA and Retail Relate projects for rural youths across the country.

She was placed with Shoprite/Checkers on the Retail Management Learnership and was subsequently employed as an Assistant Manager. Ncamisile is proud of her achievement which includes buying her first car.



Workplace Experience (Internships)

Graduate readiness is one of the key priorities for the W&RSETA as a strategy to reduce the high rate of unemployed graduates and to ensure that the sector is provided with prospective employees that are skilled in order to address the scarce and critical skills of the Wholesale and Retail Sector.

Annually, the W&RSETA places hundreds of unemployed graduates within wholesale and retail companies to acquire essential workplace experience in preparation for their careers. The sector has responded positively by opening their workplaces and also providing permanent employment for some of the graduates.

Nonhlanhla Dube



“ I joined Checkout Inanda as a graduate intern from Elangeni TVET College. As a student who only had theoretical knowledge, the Internship gave me an opportunity to gain relevant practical knowledge and skills for the retail environment working in a supermarket. The store I served my internship at is located in a rural area and I was offered an opportunity to experience a professional work environment of a supermarket chain close to my home. The Internship helped me to set the foundation for my career and also improve my chances on the job market. After completing the Internship, I was appointed at the store.”



Sibongile Madida



“After completing my Office Administration studies from Elangeni TVET College, In 2015 I was given a chance as an Intern. to work at a Checkout store in Phoenix Plaza as a Cashier. During the Internship, I learned about the operations of the cash office and how the entire store operates. After the Internship Programme, I was offered a job at Head Office as an Advert Clerk in 2016. The Internship gave me practical experience and I have gained a lot of knowledge in pricing and downloading of prices to stores.”

Cynthia Nimako



“I joined the Smollan Group as an HR Graduate Programme in 2016 in the Smollan & Associates Business Unit. When I started I did not have many responsibilities, however, that suddenly changed when one of my colleagues resigned with immediate effect. After she left I had an opportunity to be exposed to many areas across the HR spectrum. These included learning and development, recruitment, IR matters and other general HR matters. My biggest achievement at Smollan would be my permanent appointment in the company as an HR Officer. I was shocked but very happy that my hard work was acknowledged. I have learned so much being at Smollan and I am thankful for the opportunities presented to me.”

“Nothing will work unless you do” – Maya Angelo



18-Year Key Highlights

- **R7.6 billion** received in levies;
- Over **R3 billion** disbursed in Mandatory Grants and over **R2.8 billion** in discretionary grants;
- **28** qualifications from NQF level 1 - 6 developed;
- Over **70 000** learners enrolled on learnerships;
- **290** senior executives successfully completed the ILDP;
- **1 738** middle managers graduated from the RMDP;
- Launched KZN Schools of Excellence in partnership with TVET colleges, Durban University of Technology and W&R Industry. New Build **2** Simulation centres launched at Thekwini and Mthashana colleges;
- Established Retail Simulation centres at these TVET colleges: College of Cape Town, Gert Sibande, Vuselela, Buffalo City, Motheo and Ekurhuleni West;
- First e-Learning Retail Simulation Centre launched at Cape Peninsula University of Technology;
- **3 775** TVET college and **41481** university students awarded bursaries;
- **1 868** TVET college and **11818** HET graduates provided with workplace experience;
- **2 149** young people trained through the Rural Youth programme on the NQF level **4** Supervision and NQF Level **5** Management learnerships;
- **17** MBA and **5** PhD bursaries awarded. First PhD beneficiary obtained qualification;
- Established first Retail Chair in Africa, in partnership with Cape Peninsula University of Technology;
- **1 000** eThekwini informal traders successfully completed training programmes;
- **992** informal traders nationally provided with training and support through ITUP in collaboration with Department of Small Business Development;
- Pioneered implementation of a learnership for people with disabilities. **492** learners successfully completed learnership programmes;
- **400** informal traders trained through the Community Retail Development Project in partnership with the Tshwane Business Forum;
- Established footprint in all nine provinces and at TVET colleges;



SUCCESS STORIES BOOK III

“Telling the Good Story of Skills Development in the
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