



## 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 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.

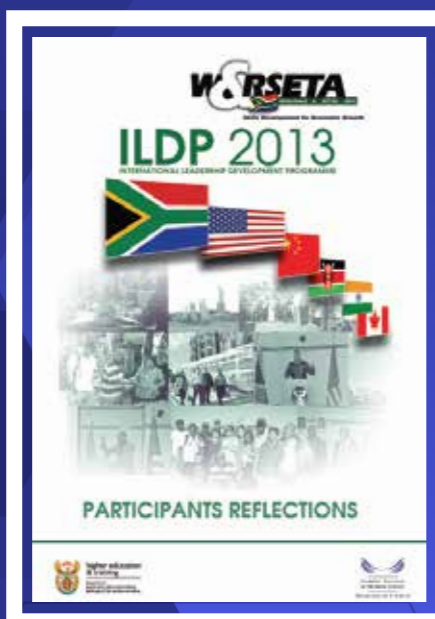
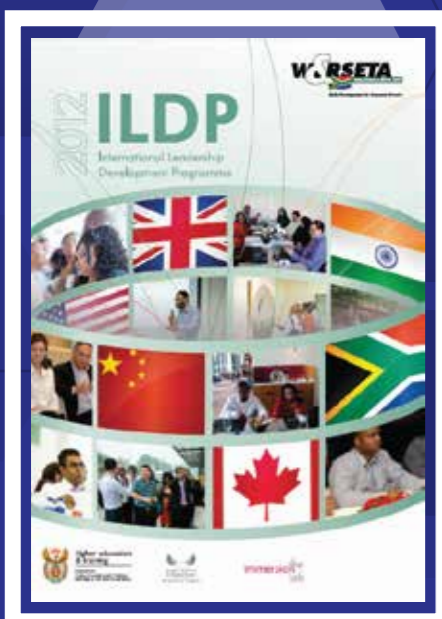
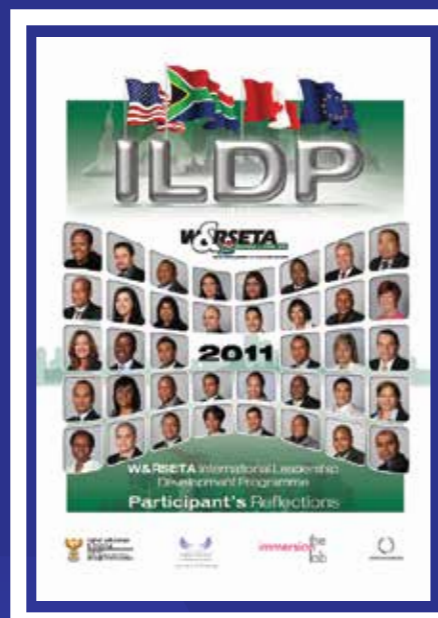
## SECTOR PROFILE

The Wholesale and Retail Sector is regarded as one of the growth sectors and a major employer in the economy of South Africa. It is the fourth largest contributor to the Gross Domestic Product (GDP) with a contribution of approximately 13.3% and employs around 19% of the total workforce of the country. Over 75000 companies are registered with the W&RSETA; however 14000 are eligible for the skills levies which is used to fund learning programmes. 86% of the stakeholder companies are small enterprises, 9.5% medium and 4.5% large.

## WHO ARE OUR STAKEHOLDERS

The stakeholder composition of the W&RSETA includes levy and non-levy paying wholesalers and retailers, organised Wholesale and Retail business and labour organisations, employed and unemployed learners, training providers, institutions of higher education and training.





## INTERNATIONAL LEADERSHIP DEVELOPMENT PROGRAMME

This flagship project was launched in 2009 aimed at increasing the talent pipeline of highly promotable historically disadvantaged leaders within the Wholesale and Retail Sector who have been earmarked for senior or executive positions in their companies.

The ILDP exposes delegates to best practice in leadership as well as wholesale and retail practices locally and internationally, leading faculty on the functional areas of business and specially crafted engagements and experiences.

During the programme participants are immersed in in-market experiences to accelerate their business insights and learn directly from global business leaders.

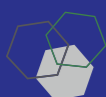
Delegates are required to apply their learnings to identified strategic industry challenges in the domestic Wholesale and Retail Sector, in support of the SETA's goal to foster economic development and job creation.

The ILDP cultivates not only personal and professional development, but also creates opportunities for participants to function more effectively in a team. The programme promotes the development of a network of empowered executives that can leverage each other's experiences to the betterment of their own organisations' strategic and operational sustainability.

Since its inception, 191 senior managers / executives have completed the Programme. An investment of R 71m has been made on this Programme.

The 191-member Alumni is making remarkable strides in advancing the Wholesale and Retail Sector. Over 57 promotions have been recorded, including multiple promotions, whilst a significant number of the graduates have had additional responsibilities to their jobs. Some of the entrepreneurs that have completed the Programme have seen growth in their businesses resulting in the creation of new jobs.

**“Developing Globally Competitive Leaders”**





## BRADLEY NITSCKIE

**Woolworths: Supply Chain: Foods and Omni-Channel Business Partner / 2011 Graduate**

"ILDP 2011 gave a global flavour to a local lesson", remarked Bradley on completion of the ILDP.

This remarkable leader with extensive experience in IT was clearly one of the rising stars in the 2011 Programme. Bradley joined the ILDP as an IT Business Partner: Supply Chain. In 2012, only eight months after completing the Programme, he was promoted to oversee the Supply Chain portfolio for Foods and Omni-Channel as a Business Partner.



## NAZIM CASSIM

**MassDiscounters: Managing Director: (Dion Wired) / 2011 Graduate**

Not even the sky is the limit for this 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 module of the Programme that he was promoted from merchandise manager to the position of business development executive (EXCO member).

In 2012 he was appointed as buying executive for Game RSA. The rise and rise of Nazim continued and in 2014 he was again promoted to General Manager for DionWired and joined the Executive Committee. In 2015, Nazim was appointed to the Board of Massdiscounters as the Managing Director of DionWired.



## THEMBI MAZIBUKO

**Pick 'n Pay: Head All Buying Support 2010 Graduate**

On completing her high school, Thembi went on to study and obtain a B Com in Information Systems from the University of Cape Town. She then decided to pursue a career in the entertainment industry and can be recognised from her time as a continuity presenter for the SABC. Thembi swapped the glamour of the entertainment industry to "sell baked beans" as she fondly refers to retail and has enjoyed a flourishing career.

She was part of the 22 delegates that were selected for the 2010 ILDP. Her climb on the corporate ladder since then has been nothing but impressive. On her return from the ILDP, she was promoted to Head: Health & Beauty Buying. This was followed by another promotion to the positions of Head: Merchandise Strategy and Divisional Manager: Non-edible Groceries with Divisional Director status, respectively. Thembi is currently the Head of All Buying Support for one of the largest retailers in South Africa; Pick 'n Pay.



## FARDEEN HURBANS

**Boxer Superstores Operations General Manager 2012 Graduate**

Fardeen graduated as part of the 2012 ILDP group. "After the Programme he was promoted to the position of Operations General Manager, responsible for seven Regional Managers with 70 stores in Gauteng, Mpumalanga, Free State, North West and Limpopo."

"It was a privilege to be part of this educational programme. My highlight of the programme was to witness the high level of commitment and productivity by many workers in China and India. This was an eye opener to experience how these countries run their businesses and the work ethic of the employees. The most important lesson which I have implemented was to instil a high level of discipline and dedication to my team which brought back the spark and has motivated everyone to contribute towards our goals. The W&RSETA has made a massive contribution in my development and I can only return the investment through sharing the knowledge and contribute to the development of my fellow colleagues."





### **NASEERA EBRAHIM**

**Builders Warehouse  
Legal Counsel  
2013 Graduate**

"It was not until I got back to work that I really started seeing the value of the lessons learned on the ILDP. The Programme broadened my business knowledge and allowed me to operate as a business partner and not just an in-house corporate lawyer. I particularly enjoyed the lessons that came out of the strategic leadership module and the course provided useful tools for making the leap into my new role.

I was promoted from the position of executive assistant to the CEO of MassBuild to Divisional Legal Counsel for Builders Warehouse. The ILDP gives students a wealth of general business acumen and the experiences gained in other markets is really eye opening!"



### **CANDICE NAIDOO**

**Mr Price Group: Planning Manager  
2011 Graduate**

"ILDP 2011 gave a global flavour to a local lesson", remarked Bradley on completion of the ILDP.

This remarkable leader with extensive experience in IT was clearly one of the rising stars in the 2011 Programme.

Bradley joined the ILDP as an ITS Business Partner: Supply Chain. In 2012, only eight months after completing the Programme, he was promoted to oversee the Supply Chain portfolio for Foods and Omni-Channel as a Business Partner.

### **VELAPHI FISHER**

**Furniture City  
Chief Executive Officer  
2012 Graduate**

Velaphi Fisher is a true "economic growth through skills development" success story!

He started his retail career late in 1992 at Makro as a shelf packer. Although he found himself in retail by default, little did he know that this would be his career. Prior to his last job with Ellerines Holdings, Velaphi has worked as a marketing officer for Makro as well as a branch manager, regional manager for some of the country's biggest retailers. His career in furniture retail started in 1997 at JD Group as a relief manager where three months later into his job was appointed as a field credit manager responsible for 15 stores. He worked for several retailers until he joined Ellerines where his last position was as a Regional Manager for Furniture City and Dial-a-Bed.

Barely two years after he had completed the ILDP, Velaphi found himself unemployed after the unfortunate demise of the Ellerines Holdings which left thousands of people jobless. Velaphi did not sit back and pitied himself. Instead, he worked tirelessly at realising an entrepreneurial dream. Little did he know how big the dream would turn out to be.

In 2015, Velaphi and a group of colleagues from the company secured a financial investment to buy the Furniture City brand of the Ellerines Holdings – his former employer.

"We will be opening our first two stores in Boksburg and Menlyn from August 2015. I am the Chief Executive Officer of the Brand, all thanks to the W&RSETA for building me", said Velaphi



### **JASON STROEBEL**

**Entrepreneur / 2010 Graduate**

Whilst the objective of the ILDP is to advance delegates to senior positions, some of the delegates have created entrepreneurship opportunities for themselves to contribute to the economic growth of the country.

On his return from the ILDP, Jason was confronted with a very difficult decision to make regarding his career. Instead, he looked for opportunities in the challenges he was faced with. Jason decided to leave full time employment to pursue a business interest. He started his business in 2012 and his first customer was his former employer, Woolworths



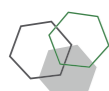
### **EVANGELOS MORRIS**

**Woolworths: District Manager  
Southern Africa / 2013 graduate**

"I have been with Woolworths for over 20 years and am grateful for the many opportunities to have worked across its varied business areas from sales floor to head office. During this time I worked in clothing and foods and also as an integration link between stores and head office. My focus has always been on customer, sales and store processes. The ILDP has equipped me to reflect on the many opportunities that lie ahead. For the past five years I have headed up the retail operations integration and expansion of the corporate brand into Africa. This has been a huge success with many experiences to share but also paved the way for me to focus my attention on managing the commercial growth of the Woolworths brand.



I was promoted to the position of District Manager for Southern Africa just over the year after the ILDP. I am now responsible for building our brand in Lesotho, Mauritius, Mozambique, Namibia, Swaziland and Zambia. These countries present an opportunity to build retail competence and skill and develop new ways of working that are productive to generate the sales potential that has been set. I will also work closely with the buying and planning teams at head office to ensure that these stores are appropriately catalogued to meet the modern aspirations of over one billion African citizens across the continent. Africa is vibrant, yearning for good quality products that present real value. I am keen to work with the respective teams and communities to grow the Woolworths brand into a much loved and identifiable brand in the countries under my leadership."





### CHRIS PILLAY

Compass Communications (Smollan Group)  
National Operations Manager  
2010 Graduate

"2010 has been a memorable year for many people across the world in so many different ways. For South Africans, it was a year of pride when we successfully hosted the World Cup soccer tournament. It is the year when my company, the Smollan Group, made the best investment in my career. It's a year that I reflect on as a turning point in my life.

I pondered on an amazing journey with 22 fellow wholesale and retail champions which set the foundation for a rather exciting and rewarding career. My positions have evolved over the years and in 2013 I became the National Operations Manager for Compass Communications, a business unit within the Smollan Activations cluster. It has been challenging yet a fulfilling journey.

The ILDP has played a significant role in mentoring my thoughts and guiding my choices in making each day fulfilling and rewarding. I have an opportunity each day to lead a team towards growth for our clients' brands, our organisation and their personal development. I appreciate the investment made by the W&RSETA and the Smollan Group in my development through the ILDP and I am ever so optimistic about the future. The ILDP is a ladder to realise your potential and purpose to grow yourself, your company and the Sector."

### KEVIN GOOSEN

Pick 'n Pay: General Manager KZN  
2011 Graduate

Kevin is one of the delegates from the dynamic 2011 ILDP Alumni. He joined the Programme as the Line Regional Manager for Pick 'n Pay in KwaZulu Natal. Barely a year after completing the Programme, as a member of the winning syndicate, Kevin was promoted to General Manager.

Kevin attributes his promotion and continued success to the confidence his company has in him and the ILDP.



### NUNO PIRES

Pick 'n Pay: Line Regional Manager  
2011 Graduate

A delegate on the 2011 ILDP, Nuno joined Pick 'n Pay in 2003 as a trainee manager and was appointed store manager five years later. He joined the ILDP as a senior store manager. Nuno's passion for retail has scooped him several awards within Pick 'n Pay and he was promoted to the position of Line Regional Manager after completing the ILDP.



### GIRLAND CHIBAYA

Edcon Group: Strategy  
Strategic Assignment Manager  
2013 Graduate

"After completing ILDP I was offered an awesome opportunity to work in the company's group strategy department. My main duties moved from managing a small department to playing a part in managing the direction of the company. My new role as the Group Strategy – Strategic Assignment Manager now involves establishment and prioritisation of business objectives that align the company with opportunities that exist in the market. I am also using analytical skills and problem solving skills to build roadmaps to lead the company toward gaining a sustainable competitive advantage.

I have managed to settle in quickly like the proverbial "duck in water" because of the huge amount of expertise that I gained from the ILDP. I now regularly interact with the chief executives and general managers. Given the mentoring that I got from the coaches during the ILDP, I have not been overwhelmed by the increase in expectations from the new role.

Coupled with all this, I am glad that the ILDP kick started my interest in furthering my education as I have now enrolled with the Gordon Institute of Business Science for my MBA which I look forward to completing in 2016. Thank you W&RSETA for igniting the flame in me."



### PRASHAN MAHARAJ

Truworths  
Divisional Operations Manager  
2013 Graduate

Prashan has been in the employ of Truworths for the past 11 years where he started as a store manager of Truworths Gateway. He was then was promoted to a multiple store area manager in 2005 and finally promoted as a regional operations manager in 2007.

During this period, he has been acknowledged by the company's CEO, Mr Michael Mark for various achievements.

"Personally, the ILDP helped me understand myself better. Professionally, I gained a lot of insights into the various pillars of the Sector both locally and internationally."

Prashan believes that his experience and exposure through the ILDP helped him to perform better in his previous role and contributed to his recognition by senior management which led to his promotion to the position of Divisional Operations Manager in 2014.

"I take this promotion as a stepping stone for greater achievements."



**MELONY ROUX**  
The Foschini Group  
Head of Buying  
2011 Graduate

2011 ILDP graduate Melony Roux was promoted to the position of Head of buying for the Foschini cosmetics in 2014.

She started her career as a trainee manager in a FMCG retailer in 1995 and worked her way through the business. In 2000 she moved to cosmetics and joined the ILDP as a buying manager for Foschini cosmetics.



**ABDUR-RAHMAN GANGAT**  
Tradekings  
General Manager  
Route to Market Southern Africa  
2013 Graduate

Abdur has vast experience in the independent and corporate sectors. He also boasts extensive experience in the Southern African FMCG market from working for companies such as Tiger Brands and Unilever.

He went on to the ILDP in 2013 as a Sales Manager and whilst on the Programme, He was promoted to the position of National Sales and Key Accounts Manager for Tradekings where he was responsible for account management, customer and channel strategy.

In 2014, Abdur was promoted to the position of General Manager – Route to Market for Southern Africa. In his new role, he is responsible for the development and implementation of new sustainable business strategy and structure for the company.

“ILDP has challenged me to think on how one should respond to new leadership challenges within an organisation”  
Abdur Gangat on completion of the ILDP

**OXLEY SIDALI**  
Boxer Superstores  
Corporate and Consumer Affairs Manager  
2014 Graduate

“I went on the ILDP in 2014 as an Internal Audit Manager for Boxer Superstores. Whilst on the programme before we departed for the international tour, I was promoted to the position of Corporate and Consumer Affairs Manager. My new position entails forging and maintaining relationships with key stakeholders such as government and communities within which we operate. I am also responsible for the corporate social responsibility (CSR) of the company. This promotion has been a steep curve for me because I took over from a well experienced retired Director but at the same time very rewarding in terms of the impact that the role is making on our staff and the community”.





### CHRISTOPHER BRIKKELS

Woolworths  
Head of IT (Omni Channel)  
2013 Graduate

"I joined ILDP in 2013 at the time when I was responsible for IT services and a business partner of Woolworths financial services. After completing the programme I was promoted to Head of IT looking after the Omni-Channel division which was established as a result of the merger of our marketing and online business services.

The ILDP journey has been a phenomenal one. It required us to be fully committed and apply our insight on the local retail industry. This helped us to fit in during our interaction with our international counterparts. The most important thing for me about the programme was to be able to translate all the learnings into reality and implement the knowledge which I have learned into my work.

### ZOEY RYLANDS

Woolworths  
General Manager: Franchise RSA  
2010 Graduate

Introvert Zoey was put on the spotlight through the ILDP. The Programme was instrumental in breaking her "cocoon" and she has learned to embrace the spotlight. Zoey was the general manager: Franchise RSA when she participated on the 2010 ILDP.

In 2011, she was promoted to the position of Head of Selling Operations.



### ANNE MATLALA

Entrepreneur  
2013 Graduate

ILDP 2013 was a turning point for Anne Matlala. The entrepreneur sold her Woolworths franchise immediately after completing the Programme as the company had taken a decision to de-franchise but most importantly to focus on finding herself. She then took a year's sabbatical. Her entrepreneurship was reignited in 2014 and 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. "I would like to thank the W&RSETA for the Programme which did not only change my life but my entire family who is benefiting through the knowledge that I have imparted to them".



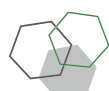
### EMIL GREY

Edcon: Sourcing Organisation - Dhaka  
Regional General Manager  
2010 Graduate

Emil was part of the vibrant ILDP of 2010 shortly after he had taken up a role as Divisional Sourcing Manager at Edcon. Prior to that, Grey spent 12 years in the manufacturing sector. With more than 13 years' experience in a retail industry, his hard work, passion and dedication paid off. In 2014 he was promoted to Group Sourcing Executive. Barely a year later, Emil relocated to Dhaka to assume the position of Regional General Manager based in Dhaka, looking after Bangladesh, India, Pakistan and Sri Lanka markets.

Six months into his new assignment, Emil and his South African team, working closely alongside the local staff, managed to more than double the office turnover. Under his leadership, the office is now well on track to exceed their business targets and well positioned to further grow the global direct sourcing volumes.

Despite all these achievements, Emil acknowledges that it has not been smooth sailing. "It has been very challenging journey but a fantastic one at the same time as far as gaining experience is concerned in a new country, new markets and new cultures".





**NABEELA ESSA**  
Steinbuild  
Executive Information Technology  
2011 Graduate

“With a career established in IT where I had operated in isolation from the business operations, the ILDP was a mind-set shift. The Programme exposed me to the various aspects of retail which I was not previously exposed to.”

I started my working career in the banking sector before spending two years overseas at a SAP and Siebel training academy. On my return to South Africa, I held various positions at EOH and Media 24 before joining Steinbuild in 2007 as an IT Manager for Timbercity.

Shortly after completing the ILDP, I was promoted to the EXCO of Steinbuild (a division of the JD Group). I was subsequently promoted to the position of Executive: IT and Business Processes at Steinbuild. In my new portfolio, I am responsible for all IT architecture (including business processes, business applications, networks, infrastructure and telecommunications) for the Steinbuild Group.

The ILDP has broadened my scope beyond IT to retail as a whole, and developing my learnerships skills. This Programme has had a major role in my career progression.”



**LIANNE CLAYTON**  
Mr Price Group: Planning Director (Milady's)  
2010 Graduate

I started my career in retail at Miladys in 2001 from a manufacturing background. I joined Milady's as a buyer and soon realised my passion was in the planning field. I became a planner in 2004 and was promoted to planning manager in 2007.

In 2010 I completed the ILDP which really helped me grow as a leader. A year later, I was promoted to planning manager for outerwear, and during that same year I acted as planning executive for the business. In 2013 I was appointed as the Planning Director.

In the interim, I and two business partners have entered into a private venture and opened a lounge. I would never have had the courage to take on these challenges had it not been for the lessons learned through the ILDP. I continue to strive to empower my team every day based on the lessons learnt on this programme. THANK YOU W&RSETA.



**“Creating a Skilled Management Pool for the Wholesale and Retail Sector”**



## RETAIL MANAGEMENT DEVELOPMENT PROGRAMME (RMDP)

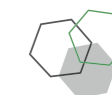
The inaugural Wholesale and Retail SETA Retail Management Development Programme was launched in 2012 as a response to widening skills gaps within the middle management complement in the Sector and a need to create a pool of skilled middle management. The pilot Programme was implemented in partnership with one of the SETA's constituent organisations, the Retailers Association and the South African Retail Council.

RMDP equips delegates with prerequisite skills to become effective managers. RMDP graduates will also be able to further their learning with a career path into the ILDP.

The Retail MDP also seeks to create an avenue for retail management development for prospective retail managers. The Sector Skills Plan has 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.

Continuing Education at University of Pretoria has delivered the Programme since its inception in 2012.

Since its launch, 711 delegates have successfully completed the Programme. The RMDP has undoubtedly become one of the most sought after management development programmes in the Sector.



### PENSIVE LEKGAU

Donna Claire (The Foschini Group)  
Senior Area Manager

"I was an area manager of Mpumalanga when I was selected for the RMDP. I returned to the workplace to apply the knowledge I had gained from the Programme. The results were evident - my area was a best performer and we received an award for best performing Area. I was promoted to the position of Senior Area manager Johannesburg South, running the second biggest area in the company. In my new role as the senior Area Manager for Donna Claire Gauteng, I aim to take Donna Claire to the next level. RMDP has been a worth-while journey. Thank you for the opportunity."



### LYNNE VAN DER MERWE

Steinbuild  
Data Manager

"I started in the retail industry when I was 17 years old as a credit controller at R.J.L. stores for the Foschini Group. I worked for three years and then decided to study Retail Business Management full time.

On completion of my diploma, I went to London for personal reasons, whilst there I worked as an assistant buyer for a well-known department store, Liberty.

When I returned to South Africa, I secured a job as a store manager at Galaxy Jewellers. From there I moved on to work as a merchandise planner for Henneck Sacks. I then took up an opportunity to work for Steinbuild as a research and development category manager and subsequently as a category manager. In pursuing more challenging roles, I applied for the position of Business Process Analyst.

I was nominated for the RMDP by my manager, Nabeela Essa who is also an Alumni of the W&RSETA's ILDP. Before participating in the RMDP, I completed the BTech in Retail Business Management at Cape Peninsula University of Technology where I graduated Cum Laude and also came second in the annual BTech Convergence for my research project.

After the RMDP, I was promoted to manage the Data Department at the Support Office as a Data Manager."



### SAMKELO NYAWULA

Pick 'n Pay  
Store Manager

"When I was enrolled on the RMDP in 2012 I was a Store Manager for Pick 'n Pay Jubilee Mall. Participating on the Programme certainly contributed immensely to my career. The Programme transformed me as a Manager. I matured and gained a better understanding of the business. The RMDP gave me a better understanding of the retail industry and has changed my perspective.

A year after completing the programme, I was moved from small profit business to a higher profit store; Pick 'n Pay Mall@Reds. Although my position did not change, this progression presented me with additional responsibilities and a higher level of accountability. The RMDP experience has equipped me with the knowledge to grow the store's sales margins despite the tough competition from the opening of two big malls closer to our store.

The return on investment of the RMDP has been clearly evident. In 2013/14, I received the CEO's acknowledgement of the best performing Store Manager for Northern Region. My store also won the best performing store award in the Northern Region in 2014. I was also nominated and shortlisted for the 2015 International Leadership Development Programme (ILDP). Even though I was part of the final delegates for the ILDP, I am honoured to have been considered for this prestigious Programme.

The RMDP has exposed me to many aspects of the retail industry and I can confidently recommend the Programme to my peers. I would like to thank the W&RSETA for the opportunity to participate on the Programme. It has changed my career for the better."

### GEORGE WOLFAARDT

Plumbink SA  
Area Manager

"I started my career at Plumbink SA in 2000 as a general assistant at the Parow branch. This is where I gained experience and product knowledge. Through hard work and dedication, in 2004 I was promoted to the position of stock controller of the Bellville Branch, where I learned about systems and the other aspects of the business. Two years later I was promoted as trade counter sales and subsequently to branch manager. The role of branch manager taught me customer relations skills. In 2010, I was transferred to the Somerset West Branch as a branch manager.

My biggest challenge came in 2011 when I was transferred to our biggest Express store as a Branch Manager. My nomination as one of the few candidates for the RMDP left me with mixed feelings.

The Programme has really helped me in my everyday tasks; particularly how to handle different situations. The hours and effort I put into the Programme have paid dividend as I am better person both in my career and personal life. In January 2014, shortly after completing the RMDP, I was promoted as the Area Manager for our Western Cape Branches. This was one of biggest achievements of my career which I attribute to the W&RSETA through the opportunity of participating in the RMDP."



### ARTHUR HEYNS

Plumbink  
Regional Contracts Manager

Arthur was one of the 356 delegates on the 2012 RMDP. His career has just soared since he completed the Programme. Arthur went on the RMDP as an Express Store Manager and has had three promotions ever since. After the RMDP he was promoted to Key Accounts Manager and later to an Area Sales Manager: Gauteng North and recently he was appointed as the Regional Contracts Manager: Gauteng.



### CLAIRE HECTOR

Foschini Retail Group (Pty) Ltd  
Human Resources Manager: Operations

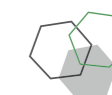
I was a Senior Human Resources Consultant within Financial Services when I joined the RMDP in 2012. I was then transferred to TFG Sports as a HR Manager for the Southern Division. After the RMDP, I was promoted to HR Manager for field and stores across TFG Sports Division. I then moved from retail financial services into retail with the new position of a National HR Manager.



### RALPH RAJAGOPAUL

The Spar Group Ltd: Lowveld  
Purchasing Manager: Dry Goods

I participated on the RMDP in 2012 which I have passed with distinction. At the time of attending the programme I was working as a Category Buyer for the SPAR Group, Lowveld DC. In September 2013, I was promoted to the position of Purchasing Manager. In 2014 I was fortunate to be selected as a delegate for W&RSETA ILDP with Henley Business School.





## PEOPLE WITH DISABILITIES



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

The W&RSETA ventured into training for people with disabilities in 2008 through a joint initiative with the South African Disability Development Trust (SADDT). The project was highly successful, positioning the W&RSETA as a pioneer in the implementation of a Learnership and Skills Programmes for people with disabilities. This project was rolled out in 2011 to five provinces; Gauteng, KwaZulu Natal, Western Cape, Free State and the Eastern Cape. A total of 500 learners have benefited from this project at an investment of R 49m.

These are some of the success stories from this journey...



## NOLUNDI NGWILIKANE

Nolundi was enrolled on the Wholesale and Retail Operations Learnership NQF Level 2 in 2013 which was facilitated by Aboutlearning. She enjoyed the programme and developed academically through the theoretical component of the Learnership.

Nolundi is grateful to Aboutlearning for motivating and the manner in which they engaged and helped the learners. She was empowered with theoretical learning and was able to apply the knowledge in the work environment where she was placed, Jet Store Galleria, Amanzimtoti. During this period she had the opportunity to work in various departments such as points of sale, stockroom and shop floor. The exposure helped her to grow personally and professionally.

In 2014 she was enrolled on an NQF level 3 Learnership and placed at Edcon. She successfully completed the programme and is currently 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 and not different. 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 stock taking.

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 was doing administration and contract management. In 2014 the company offered me permanent employment. Today I am a permanent employee at ATM Solutions as a professional business administrator.

I would like to thank the W&RSETA for the opportunities that they gave 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. Thank you, thank you so much W&RSETA for your support, you have 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 as an albino. I went to school and completed my grade 12 and came to Gauteng in search of a job. This was a very tough period as there was no one willing to employ me and I thought my life had come to an end. I decided to further my studies with the hope of improving my chances of employment but I could not secure an internship to gain the workplace experience required to obtain my national diploma. Life seemed tougher than before as I was jobless. One morning I came across a newspaper advert for a Learnership programme with the SADDT. I took a chance by applying and to my delight was successful. Builders Warehouse hosted me for the programme. The branch manager, Mr. 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 no longer consider my disability (partially sighted) but treat me as one of them. I have successfully completed the W&R Operations NQF Level 2 Learnership and also obtained my 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.

halala SADDT!  
halala W&RSETA!  
halala About Learning!  
halala Builders Warehouse!





**“Leading in innovation.  
Retail Chair - First of its kind in Africa”**



The first W&RSETA MBA and PHD bursary beneficiaries (with W&RSETA Management)

## WHOLESALE & RETAIL LEADERSHIP CHAIR

The W&RSETA established the Wholesale and Retail Leadership Chair at the Cape Peninsula University of Technology (CPUT) in 2012. The objective of the Retail Leadership Chair is to contribute towards research and the development of W&R qualifications from NQF 5 -10 through collaboration between the Sector, labour and institutions of higher learning. The collaboration between the key role players will ensure a pool with suitably qualified and experienced entrants for the Sector and improvement of skills levels of the current workforce.

Bursaries have also been awarded to 7 post-graduate students who are enrolled in Masters and Doctoral studies with a specific focus on Retail. The Chair of Retail also provides support to the post-graduate students and was instrumental in producing the first doctorate graduate from the SETA's bursary programme; Dr. Sedick Arendse.

The Chair is facilitating international collaborative networks and exchange programmes in an attempt to determine best practice in research and in particular the provision of retail learning programmes. The project will be implemented over a three-year period up to 2016 at a cost of R 17,4m



First W&RSETA sponsored PhD beneficiary obtained his doctorate in 2014



## “Celebrating Excellence in the Wholesale and Retail Sector”



## GOOD PRACTICE AWARDS

The Wholesale and Retail Sector Good Practice Awards were launched in 2012 aimed at recognising and celebrating excellence in the W&R Sector. The awards recognise companies, training providers and learners who have demonstrated outstanding contribution to making skills development a reality in the Wholesale & Retail Sector.

The inaugural awards ceremony was held in May 2014.

Stakeholders were recognised under the following categories; employers (small, medium and large companies), learners (women, NQF levels 2 – 5 and disabled) and training providers (emerging and established). Nominations were evaluated by a panel comprising of industry and training and education representatives.



**FIRST PRIZE WINNER:**  
Super large company, Woolworths



**FIRST PRIZE WINNER:**  
Medium company, New Balance SA

**FIRST PRIZE WINNER:**  
Large company, GP Retail Operation



**FIRST PRIZE WINNER:**  
Non-levy paying company, Molly & Mason





**SIHLE MKHWANAZI**  
Overall learner achiever



**ASHRIKA GYANATH**  
First prize winner: learner – women

**MONWABISI NTLAPE**  
First prize winner  
learner – people with disabilities



**SIHLE MKHWANAZI**  
First prize winner: NQF Levels 4&5



**AKHONA MTHIMKHULU**  
First prize winner: NQF Levels 2&3



**FIRST PRIZE WINNER:**  
Established Training Provider, Edutel



**FIRST PRIZE WINNER:**  
Emerging Training Provider, Braune Training



**TESTIMONIAL FROM ONE OF THE WINNERS**  
First prize winner: non-levy paying company

"Since the GPA, we have so much in the shop... We bought a digital camera for the shop, took the staff and bakers out for dinner, gave the staff a bonus, put in a glass counter top to display our sweet tarts and cupcakes, done a mini refurb and put in more shelves to display all the extra stock that bought with our award money. We have bought thousands of Rand's worth of new stock and we now support almost 40 local bakers and crafters. We are supporting two organisations that aim to uplift women by teaching them skills to create beautiful products that we sell on their behalf.

We also have an amazing range of gluten free, sugar free, dairy free, egg free, wheat free and vegan products that all delicious and all made by one single mom. Thank you again for this award, it has been a huge help for me and my team to continue to serve our valuable customers." Lisa Treemer, Co-owner, Molly & Mason (home industry shop).





**“Collaborating to Professionalise the Sector”**



## WHOLESALE AND RETAIL SCHOOLS OF EXCELLENCE

The W&RSETA has partnered with its stakeholder companies, the Durban University of Technology, and four Technical, Vocational Education and Training Colleges in KwaZulu Natal to establish Retail Schools of Excellence. The objective of the project, inter alia, is to ensure that institutions of learning produce suitably qualified and experienced students to meet the demands of business for the growth and prosperity of the Sector and the Country.

R 7m has been allocated to this initiative, which is the first of its kind in the Sector. Components of the project include infrastructure improvement in the colleges, development of qualifications from NQF levels 3 – 5, lecturer capacitation, and selection and recruitment of the students.

500 learners, comprising of 250 employed and 250 unemployed, have been enrolled at the Majuba, Thekwini, Esayidi and Mthashana TVET Colleges and the Durban University of Technology. The learners placed at the TVET Colleges are enrolled on an NQF level 2 Learnership programme and some of them will progress to NQF level 4 and 5 programmes that are currently being developed by the DUT. The Learnership component of this project is funded with a budget of R 14,5m.

This project is also the SETA's comprehensive approach to establish presence in and collaborate with TVET colleges and the rural communities of our country, which is one of the Minister's priorities. The project also addresses articulation between the TVET and higher learning systems.





**“Positioning Wholesale & Retail as a career of choice”**



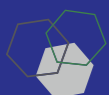
## RETAIL SIMULATION CENTRES

Collaboration between institutions of learning, SETAs and business is an inarguable important cog in addressing the scarce and critical skills which will unleash the economic growth of our country. The third NSDS has emphasised on these collaborations.

Another first for the Wholesale and Retail Sector is the establishment of Retail Simulation Centres at Technical Vocational Education and Training (TVET) Colleges.

The project is aimed at promoting TVET Colleges as preferred institutions of higher learning, promoting wholesale and retail as a career of choice and to professionalise the Sector. Four Retail Simulation Centres have been established in four TVET colleges; College of Cape Town (Crawford, Western Cape), Gert Sibande (Standerton, Mpumalanga), Vuselela (Klerksdorp, North West) and Buffalo City (East London, Eastern Cape). Colleges The colleges are also capacitated to deliver W&R programmes.

Students will gain theoretical and practical experience on wholesale and retail operations during their studies which will improve their prospects of employment as the skills they would have gained address the requirements of the Sector. Five (5) additional centres, including one at the Cape Peninsula University of Technology (CPUT), will be launched during 2015.



## BURSARY SCHEMES

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

A bursary scheme was launched in 2011 to assist students that needed to settle outstanding balances with various institutions in order to obtain their qualifications. In addition, the SETA also opened up the scheme to first year students whose studies would be funded to completion.

The SETA went further and provided for the funding of stipends for the students to acquire workplace experience required to complete their qualifications through the Workplace Experience Employment Grant and also to acquire the necessary experience required to enter the world of work.

To date, the W&RSETA has awarded 2945 bursaries to university and 1980 TVET college students with a total contribution of R 290m.

This is what some of the bursars had to say...

"My name is **Confidence Huma** from Zebediela in Limpopo. I completed matric in 2011 and I left home for Durban the following year. I didn't know where I was going or anyone for that matter but I was determined. I arrived at Durban University of Technology and coming from a disadvantaged background, the first semester was very difficult financially. I lost hope at times. But when my application was successful for W&RSETA bursary from Careerwise in 2012, my life changed for the best.

Not only do I get financial support from W&RSETA, I also got motivation, guidance and hope for a brighter future. I graduated at DUT with a National Diploma in Food Technology, Cum Laude and the Dean's merit award for academic excellence. I am currently studying for BTech in Food Technology and I couldn't be happier. I have grown to be a strong and humble lady and I wouldn't be who I am today if it was not for W&RSETA.

I would like to pass my gratitude to Careerwise and W&RSETA for an opportunity to become someone in life and motivating me to go beyond my capabilities, you have been my family since the past three years and you've made a huge impact in my life, I am truly grateful for that. I thank God for the day that you walked into my life. God bless you all."



**"Opening the doors of Learning"**



## Andile Sabelo Shange

“At a time when I was running out of options for financial assistance, a time in my life where I could feel a heavy load on my shoulders, a point of desperation and in need of support; you came to my rescue.

I lost my father and my mother; a pensioner, struggled to make ends meet for such a big family as ours. Before I got the bursary, my mother was responsible for both mine and my sisters’ costs of study which included tuition and accommodation fees. The timing of my bursary was perfect as things were very tough at this point.

I am really grateful for the financial assistance. I would have struggled to complete my national diploma and I wouldn’t be at the point of completing my BTech if it wasn’t for the W&RSETA through CareerWise. Ever since the SETA intervened, things have been easier. You made it possible for me to better my life by reaching BTech level of my studies which would not have been possible with my background.

I was provided with all the support I needed to succeed; it was only up to me to fail. The bursary provided for food, text books, residence and all other related needs to enable me to focus on my studies and perform well. The allowance money was more than enough because it helped with transport costs during job hunting. It has been a great journey. I have learned a lot; my life is much better. You made it all possible. You have given me hope. Today I sit on the shoulders of giants and my future has good direction and this is all because of the education you helped pay for. Thank you.”



## Phumza Gama

“The day that I got the bursary was the day that I got blessed with endless opportunities. When I started with the first year of my studies I had never thought that I would do a postgraduate degree soon after completing my undergraduate diploma, but the W&RSETA bursary gave me such an opportunity. Today I am proud to have obtained my Bcom Honours degree in Internal Auditing, through the support of the W&RSETA bursary. Not only have I received financial support from this bursary, but through the workshops we had, I also received career guidance, mentoring, motivation and improved my interpersonal skills. Getting a diploma was the only qualification I thought I would ever need. The bursary allowed me to aspire for greater things. I now want to achieve more in life, to lend a helping hand to others, to be more innovative, to pursue excellence and to be good at what I do.

The bursary has blessed me to inspire others, especially from where I come from. I have become an example of what is possible if you set your mind to it, despite of your background and the challenges you face along the way. Thank you to W&RSETA that I have made it this far and for opening endless opportunities that awaits me.”



## Samkelo Mandlanga

Born and raised in a poor family from Hlomendlini, a village in Matatiele; life for Samkelo and his family was very hard. His mother was the sole breadwinner, making a meagre income from a construction company where she worked as a labourer after their father had abandoned the family. Samkelo did not allow his background to determine his future. Instead, he was motivated to change that situation.

He decided to pursue a career that would guarantee him a job and enrolled for a National Diploma in Consumer Science: Food and Nutrition at the Walter Sisulu University. His uncle and a local pastor assisted him to register for his first year of study. Samkelo was faced with the harsh reality of leaving university without writing his final exams or not receiving his results due to outstanding fees.

However, towards the end of that year, he was introduced to the W&RSETA bursary opportunity by Sihle Gogela, a fellow church member and a former employee of the SETA. He immediately applied with the help of his pastor and two weeks after the closing date he received a confirmation of his bursary award from CareerWise; one of the administrators of the W&RSETA bursaries. The bursary settled all his outstanding fees and he could sit for his exams without the added stress of finances. The bursary did not only cover tuition, but also meals, accommodation and textbooks. All he needed to do was to focus on his studies and perform well.

His diploma required six months’ experiential training and the W&RSETA assisted him to be placed in a company to gain workplace experience for him to graduate.

Samkelo obtained his Diploma and is currently completing a BTech with DUT, funded by the SETA.

“In every platform I get to talk to people, I don’t forget to thank the W&RSETA for what they have done in my life and I encourage other students to apply. During my graduation in April 2015 I was honoured by the presence of Mzamo Matyobeni, the Regional Manager for the W&RSETA Eastern Cape and Mr Gogela to witness me graduating. I want to get a job so that I can assist others who are going through the same rough road I went through. I want to change our country and society with the knowledge the university has imparted on me. Thank you Wholesale & Retail SETA.”

## Motlalepula Radebe

“I became a W&RSETA bursar in 2011 and ever since then my life changed drastically. My entrance to the University was quiet difficult and very painful due to financial constraints. There were times when I did not even know where my next meal would come from or how I was going to but the prescribed study material. The bursary game me an opportunity to complete my BTech in Public Relations Management. I was afforded an opportunity of lifetime; to get an education. Moreover, the financial assistance allowed me to focus on my studies and not worry about finances. I was able to achieve distinctions in many of my modules.

I extend my sincere appreciation for the support that you have shown me over the years and for making a difference in my life. I cannot thank you enough. One of the greatest men once said “the greatest gift you can give to a person is to allow them to be liberated mentally” and that’s what the bursary did to my life. God bless W&RSETA to touch more lives and revive buried dreams.”



# CAPACITI

CapaCiTi is a collaborative project between the W&RSETA, Western Cape Government Department of Economic Development and Tourism, the Jobs Fund, City of Cape Town and the Insurance SETA (INSETA).

The aim of the project is to upskill and reskill IT graduates to contribute to the IT skills needs for the Western Cape, and provide a pool of qualified and experienced professionals to address the scarcity of IT skills in the Wholesale and Retail Sector.

Since its launch, the following companies have participated and benefited from this initiative; The Foschini Group, Shoprite/Checkers, Pick 'n Pay, JD Group and Woolworths. Students obtain a Business Analysis and System Analysis (BASA) Post Graduate Diploma from the University of Cape Town on completion of the programme.

191 students have completed the programme since its inception in 2011. This programme has an industry placement rate of over 95% with graduates currently working at more than 40 different companies. The feedback received from the companies that employ the students is that the graduates are eager to make a difference in their new jobs and contribute to the Sector as a whole.

CapaCiTi programme forms part of the vision of CITi and aims to connect unemployed graduates with IT training, bursaries and job opportunities.



## AYESHA ISMAIL

2013 graduate



"I chose to study towards a Bachelor of Arts degree due to limited career guidance. She subsequently graduated with a tri-major in English, Linguistics and Psychology.

In my second year of study I sought on-campus employment for my travel and other expenses. I was employed as a student computer lab assistant on a casual basis. My peers at this stage either had graduated in computer science or information systems or were in the process of completing their degrees. I had no idea that my interaction with them would ignite an interest in technology. I didn't pursue this interest immediately and continued to seek employment. At one stage I was employed as a retail sales assistant for two years.

A few months later, I was offered an internship at a governmental organisation as I found it difficult to bridge the gap between my qualifications and the experience required by many companies. The internship ended and although I worked efficiently and effectively I did not secure employment.

Once again, I found myself unemployed and it was at this point that I was introduced to the BASA programme. To be quite frank, my knowledge of business analysis was limited but being the inquisitive individual I am, I read up on the foundational elements and the role of a business analyst. The foundational elements appeared to reconcile with my skill set and my interest. It was definitely something I ardently wanted to pursue. I applied and was one of 41 students selected to be part of the BASA programme, and one of seven students placed with the leading and largest retailer in Africa; Shoprite Group."

**"Breaking the technological divide in wholesale and retail"**



The year on the Programme was not just filled with new concepts and being exposed to a totally new field, it was supplemented by real work experience which enhanced my business acumen and understanding of the influential role technology plays and will perform in future.

There is quite a deal of information packaged in one academic year and the year presented me with a few breakdowns of which with the support of Capaciti1000, Shoprite Group of Companies, UCT and my peers led to fundamental breakthroughs. These breakthroughs presented an opportunity to reflect and to challenge my existence in society, my personal and the professional domain. Over and above the career specific knowledge I acquired I was also taught life skills which I can carry forth.

I am grateful for the lessons I have learned. I am appreciative to the phenomenal organisations and individuals; the W&RSETA Capaciti1000, Shoprite Group (particularly Corrine Brits and Michelle Van Der Heerver), UCT (with a special mention to Angelie Ramburn and Elsje Scott) and the Western Cape Government (Department of Economic Development and Tourism).

Today I am permanently employed as a junior business analyst at Shoprite. The learning curve was steep initially but with the support of my peers and the BASA community, my confidence in my ability is growing daily. I thoroughly enjoy what I am doing and I am delighted that I can contribute to the growth and progress of my organisation. I would like to continue in my current role career wise and hone in on my skills as a business analyst.

Academically; I have applied for my Masters in Information Systems and should I obtain funding, one of the research topics I would like to pursue is the conundrum I was faced with when I did my preliminary research on the role of a business analyst."

### SEIPATI RAMAGAGA

BASA Graduate, 2013

"I was born in the notorious township of Soweto in Johannesburg. I studied biotechnology at the University of the Western Cape after completing my matric. Being the first member of my family to be accepted into university, I felt really fortunate.

I was introduced to the BASA programme by a friend after being unemployed for almost 2 years after completing my Honours in Biotechnology. After a depressing vicious circle of applying for biotechnology vacancies and not receiving any response, I applied into the programme without much expectation. I have always had interest in research and being a Business Analyst has afforded me a universal outlook into how IT can eliminate the ineffectiveness of current processes. The programme equipped me with the ability to also apply these new processes into business operations and observe their impact.

Looking back, I must admit that my acceptance into BASA is one of my greatest achievements. This programme provided me an opportunity to grow personally through the understanding of the conceptual and applying this into the practical. Undeniably, the programme was a great challenge, but the benefits that it has afforded me far surpass these.

I would like to thank all the stakeholders and sponsors of the programme; W&RSETA, my host companies JD Group and EOH, UCT and WC Department of Economic Development and Tourism for having faith in my capabilities and investing in my future. Thank you for making a change in my life so that I can effect a change in my country."



### NATACHA ANDREA LEUKES

BASA Graduate

Natacha completed a BCom degree specialising in information systems at University of the Western Cape in 2011.

She already knew in her second year of studying that she wanted to pursue a career as a business analyst through the enthusiastic lectures by Business Analyst, Rushan Davids. Natacha then applied for an internship with Zimele Technologies to enhance and learn new skills.

This opportunity, together with her excellent results stood her in good stead to her career of choice as a business analyst. It then came as a surprise when the young wife and mother struggled over many months to find a job.

"I came across the BASA programme through the UWC's student support services and decided to apply because this seemed like the only option. I went through the selection process including interviews with a few employers, but The Foschini Group was the perfect match for me. I chose TFG because I could see myself working in retail, and for a company whose values were visible on their walls, their staff, and the doors as I entered the building. I made the right choice!"

The programme was very difficult for Natacha particularly as she fell pregnant early in the year but she made a choice to continue with the programme despite the challenges ahead. The BASA programme was intense but it opened her mind to think differently and to have a holistic view on issues. She learnt to work in a team and built new friendships. Natacha had the full support of her host employer, not only on her work but in inspiring her to set goals for herself, personal finances and discovering herself.

Natacha completed the programme, as a mother of two and is now a permanent employee of TFG. She has been promoted three times since her employment and has grown significantly up to her current position as an HR Systems Analyst.

"I see a long future for myself in this industry, and I know that with the BASA programme I have a firm foundation so I can only continue to grow, improve and shine." Natacha thanks TFG, my host company for the opportunity and for allowing her to stretch and grow during the Programme. She also extends gratitude to the UCT and the lecturers for the mentorship and guidance. "To the W&RSETA, I am thankful for the investment made in me and for this opportunity to become a professional in retail. I also appreciate my former classmates for the support we gave each other, challenges and team work. Thank you to the Capaciti1000 team for selecting, for giving me an opportunity to prove myself and for all the support throughout the Programme."





## LEARNERSHIPS

Learnerships have been the backbone of skills development in South Africa. 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 70000 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 some of them. The SETA's policy requires that companies employ at least 60% of unemployed learners who successfully complete Learnerships.

## **NQOBILE ROSE MOFOKENG**

### **Pick 'n Pay Ermelo**

Nqobile joined Pick 'n Pay Ermelo as an unemployed learner on the W&R Operations NQF level 2 learnership, which she completed in 2005. The programme was funded by the W&RSETA and Guest Resources was appointed as the training provider. She was subsequently employed permanently.

She first worked as a Till Packer and then became a cashier. Nqobile progressed with her studies and in 2010 completed the W&R Operations Supervision NQF level 4 learnership.

In June 2010 Nqobile was appointed as one of the company's frontline supervisors and in 2013 became a frontline manager.

## **NHLANHLA GOODWILL MDLALOSE**

### **Pick 'n Pay Ermelo**

Nhlanhla matriculated in 1998 and joined Pick 'n Pay Ermelo in February 2006.

He worked for a short while in the warehouse and then moved to the storeroom. In 2008 he was appointed as a storeroom supervisor.

Subsequently, Nhlanhla was promoted to floor manager position. In 2010 he completed the W&R Operations Supervision NQF level 4 Learnership through the company. Through hard work and commitment, Nhlanhla was appointed as an Assistant shop manager in 2012.

## **ASHRIKA GYANATH,**

### **Boxer Superstores**

Ashrika joined Boxer Superstores in 2012 as an unemployed learner. She completed programmes for cashier, FEC controller in receiving and passed the NQF level 2 learnership with a 100% mark.

She was then promoted to Travel and Subs Supervisor for Boxer training Department. In 2014, Ashrika claimed the first prize under the Women Learner category for the W&RSETA's inaugural Good Practice Awards. Ashrika is conscientious and is working steadily towards completing her degree in IT Business Analysis.



## **KHETHIWE KUBHAYI**

### **Contra-lit**

"I would like to thank the W&RSETA for offering me an opportunity to participate in the Wholesale & Retail Operations NQF level 2 Learnership programme as an unemployed and unqualified youth. Graduating from the programme afforded me the opportunity to work at Spar and Jet Nelspruit.

I am currently employed at Contra-Lit Pty Ltd (one of the W&RSETA's accredited provider) as a facilitator and assessor.

I am grateful to the W&RSETA for the learning opportunity. Keep up the good work of empowering the South African youth to be active participants of the economy and most importantly our communities."

Boxer is one of the many stakeholders that work together with the W&RSETA to offer a holistic "Boxerised" programme; that is all-encompassing theoretical unit standards with practical skills. Learning programmes include a comprehensive induction programme in addition to the mentoring and coaching provided by experience trainers and support staff to ensure that the learners succeed.

Boxer Superstores is one of the leading companies that focus on the upliftment of unemployed people within the rural communities. The company focuses on Learnerships at NQF levels 2 and 4 for employed and unemployed learners.

The company was allocated 92 NQF level 2 learners and 74 NQF Level 4 graduates in 2013. The overall retention rate is at 92% overall and 95% succession of the NQF level 4 learners to management positions. In 2014, 105 learners on NQF level 2 were enrolled on to Learnerships and 72(68.6%) of them have already graduated. A further 74 learners were enrolled on NQF level 4 Learnerships, and 61 of them have graduated.

## **HILDA LEDWABA**

### **Pack 'n Stack**

Like many other employees in the Sector, Hilda has participated in various skills programmes which paved way for her to be enrolled on a Learnership.

She completed the W&R Operations Supervisor Learnership in 2013 Hilda started as a merchandiser and worked her way up to the role of area marketer. Currently, Hilda is a trainee area sales manager.

## **MARTIN BABE**

### **Pack 'n Stack**

Martin completed the Skills Programme (Managing Retail Sales & Service) in 2012 and was selected to take part in the W&R Operations Supervisor Learnership in 2013. He started with the company as a merchandiser and later promoted to a field marketer position.

Since completing the learnership, Martin was promoted to the position of area marketer in April 2014. A few months later he was appointed as an area sales manager.

## **THULANI SELEPE**

### **Pack 'n Stack**

Thulani started at Pack 'n Stack as a merchandiser and has completed the W&R Operations Supervisor Learnership. On completion, he was promoted to an area marketer's position.

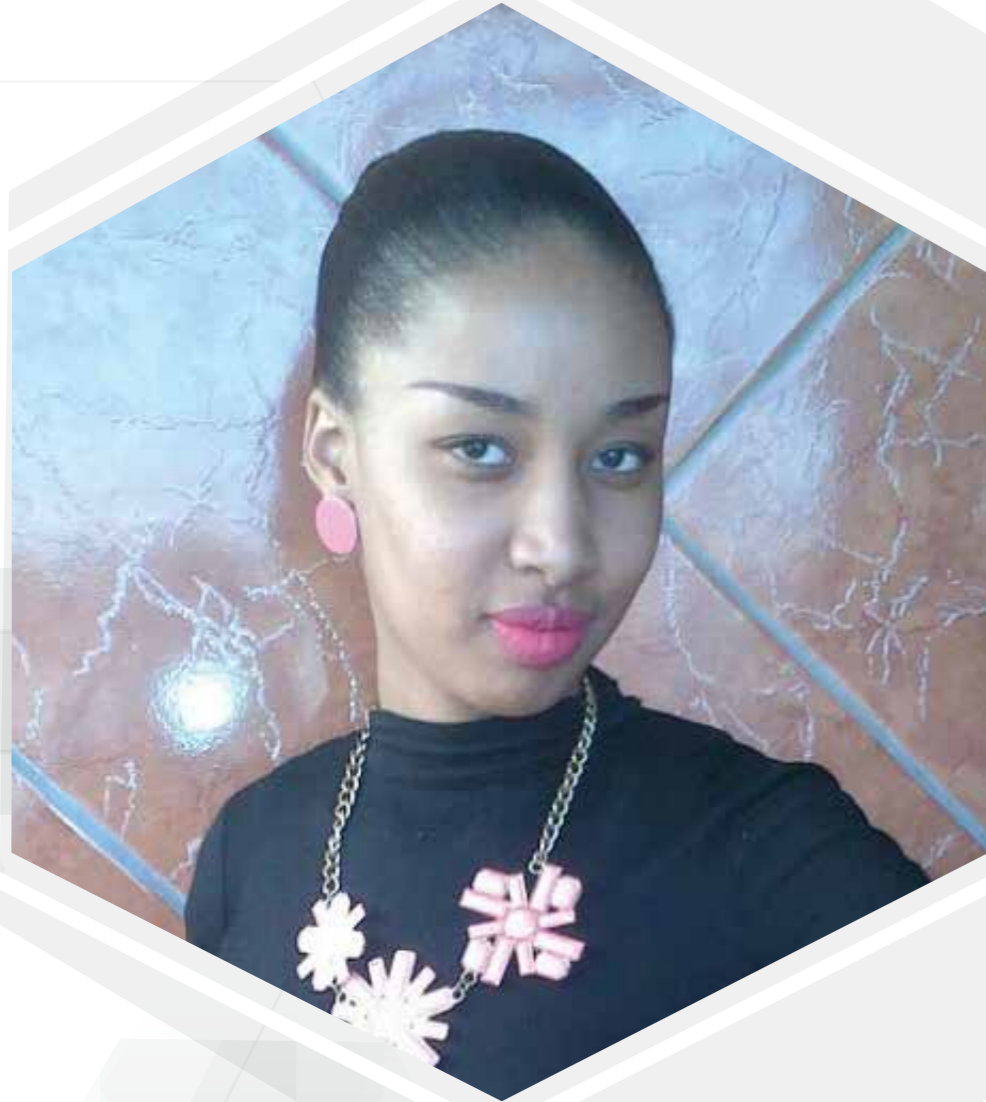
## **ELVIS PHUNDULU**

### **Pack 'n Stack**

Elvis is a W&R Operations Supervisor Learnership graduate after completing the Programme in 2013.

He started at the distribution centre and on completion of the learnership was promoted to a position of a supervisor.





**TSHEGOFATSO MOSEKI** completed her Grade 12 in 2011, and in 2012 was selected to participate in the Wholesale and Retail Operations Learnership under the Unemployed Youth Assistance Programme (UYAP). She proved to be a valuable team member at Sterns Rustenburg where she was placed for the programme which was facilitated by Retail Relate. Tshegofatso's manager noticed that she had great potential that needed to be nurtured. She proved to be a fast learner with good retention as well as attention for detail. As a result Tshegofatso was permanently appointed as a Sales Person in November 2012. Her mercurial rise continued in that she was appointed as an Assistant Manager (second in charge in the store) in 2013. This came subsequent to her acting as store manager during a period when her manager was on vacation.

Tshegofatso has had a few opportunities to manage the store during which she demonstrated high levels of competency and sound leadership which was attested by how well she ran the store.

She was subsequently promoted to the position of Visual Merchandising Specialist for the Platinum District with a responsibility over all the Sterns branches within the Bojanala District. This is surely a woman with a drive to achieve, and is surely destined to continue to ascend the corporate ladder.

## GP RETAIL

The GP Retail Graduate programme has proved to be highly successful with a number of individuals excelling in various positions within the company.

**KHANYA MFAZWE** Is a human resource graduate, who formed part of the group of graduates that were appointed in the WEEG programme in 2011. She was appointed in the Human Resource department as an HR administrative assistant for the 12-month duration of the programme. She was developed into a qualified Assessor and she soon began to assist with Learnership assessments accredited by the W&RSETA, induction of new employees as well as compiling the company's publications.

She was appointed permanently as an HR and Training Coordinator. With the complexity of the Human Resource field, she has now been trained and developed in VIP premier, loading supply chain new employees on the system, conducts recruitment as well as updating the Industrial Relations database. The W&RSETA WEEG programme has been such an excellent development platform for Khanya in conjunction with GP Retail Operations for affording her the opportunity for career progression.

Two other successful individuals from the WEEG programme who are currently employed by GP Retail Operations, placed at On The Dot procurement department in Doornfontein, Johannesburg. They are Ennie Gwambe (WEEG programme 2013) and Thobile Makukule (WEEG programme 2014).

## AUBREY RAMBAU, P&L Hardware (Pty) Ltd

Aubrey is a true testimony of a success story in retail and the many opportunities available to those who are passionate about the Sector. He started working at P&L Hardware as an elementary worker at Matoks in 2003 and his progress has been phenomenal. Aubrey worked himself up from an elementary worker to assistant manager. He then transferred from Matoks to Mankweng as branch manager after having served as area auditor for a year in the Polokwane.

From a very successful tenure as branch manager, he became the first black area manager of P&L Hardware. Aubrey's successes have been made possible by the learning opportunities that he was offered and embraced. He started his training at the P&L Training Centre from NQF level 2 in 2004 up to Level 5 in 2014. *"Aubrey Rambau is an excellent example of a dedicated learner and excellent manager who will surely go a long way in the company and the W&R Sector."* Charles Skeen, Training Manager (up to February 2015), P&L Hardware

## MAKGALA TRULLY MOTLOUNG, Bibi Cash & Carry

"25-year old Makgala Trully Motloun was born and raised in Qwa-Qwa, Free State. She was persuaded to study journalism by her brother after completing matric as she was uncertain about a career choice. Makgala completed a two-year Journalism Diploma with Damelin in Durban.

On completion, I returned home in QwaQwa to find a job but all her efforts proved unsuccessful. This led to frustration and hopelessness of ever achieving her aspiration of being a journalist. After two years of unsuccessful attempts of finding employment, Makgala enrolled for a management assistant with a hope of securing a job as a secretary as she had noticed a demand for the occupation.

Whilst studying, I came across an advert for a learnership programme. I had nothing to lose, so I applied. My application was successful and I was placed at Bibi Cash & Carry. In the meanwhile, I continued with my studying and graduated in 2014.

I started as a server in the take away department and was promoted to a cashier position only four months later. My manager, Mr Machete, noticed my potential and promoted me to receptionist in the training department. Whilst office management work was not my first choice, I am happy that my path led me here because I now have a job I love and the W&RSETA and Bibi Cash & Carry made it all possible.

They have given me a new lease on life and appreciate the opportunities that the learnership has opened for me. Thank you!!!"





## RURAL YOUTH AND UNEMPLOYED YOUTH ASSISTANCE PROGRAMME

The W&RSETA partnered with Retail Relate in 2012 to implement a programme aimed at equipping young people from the country's rural areas with skills to prepare them for a promising career in retail; the Rural Youth Project (RYP).

502 young people from rural areas in Limpopo, Free State, KwaZulu Natal, North West, Mpumalanga and the Northern Cape provinces were selected and enrolled on the Retail Management NQF level 5 programme for phase I of the project.

The W&RSETA subsequently sponsored 16 of the learners to pursue their studies at the University of Johannesburg. The students have successfully completed their programmes. In 2013, 197 young people were enrolled and 163 successfully completed the Wholesale and Retail Generic Management NQF level 5 Learnership.

W&RSETA stakeholder companies, The Foschini Group (TFG), Pep, Metro, Autozone, TWK, OK Grocer, Essential Hardware Group, Iliad Africa Trading, Build it, Country Meat Market and Spitz came on board and hosted the learners. Remarkably, the traditional authorities in the areas where the programme is being implemented has supported this project which ensured 100% attendance of the learners. Learners were also provided life skills which have resulted in matured, well-groomed young men and women who are ready for the world of work.

The SETA also ventured into new territories in pursuit of finding solutions to address the challenges of unemployment faced by the youth of our country which has resulted in many social ills such as alcoholism, teenage pregnancy and crime. To address these challenges, the Unemployed Youth Assistance Programme was launched to provide workplace experience to 5 000 unemployed graduates to improve their prospects of employment.



**IMAGE MAMAGOPODI** was an unemployed learner when she started her learnership at Sterns, Rustenburg in 2012. Shortly after completing the learnership, Image was appointed as a “flexi” worker. In June 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.



## THABO AND THABONYANA HLAKULI

Thabo and Thabonyana Hlakuli are identical twins from Botshabelo in the Free State. They were enrolled on the programme in 2013 and were placed at Build It and AutoZone respectively. We are pleased to share that they both are now fully employed and doing exceptionally well. Their story is heart-warming...the Thlakuli boys with their older sister lost both their parents when the twins were 7 years old – their sister who was 12 at the time raised them herself! The twins are now 22 years old.

Their first steady income was the stipend they received from the SETA during the programme. As soon as they received their stipend they started building a house for the family. Every cent they receive goes into this very important project. Thabo and Thabonyana have expressed their gratitude to the SETA and their respective for this gift – a home, skills and employment.

**DIBA MAKOU** was enrolled on a Learnership programme as an unemployed learner and placed at Markham in Polokwane Mall, Limpopo in 2012. On completion of the Learnership in 2013, Diba was permanently employed as a sales assistant at Markham, Mall of the North in Polokwane. In 2014, he successfully applied for the position of store manager at Pep Stores in Savannah Mall, Polokwane. He is currently the Store Manager at Pep Cell, Polokwane.

**MAVIS TSOTETSI** participated in a learnership programme as an unemployed learner at Foschini, Witbank in 2013. After completing the programme, Foschini Standerton offered her permanent employment. In March 2014 she successfully applied for the position of Store Manager at MultiServe in Witbank but moved to Multiserve (Middelburg) where she worked until her untimely death later that year.

**TSHEGOFATSO MOSEKI** started a Learnership programme as an unemployed learner in 2013 with Sterns, Tshegofatso today is the visual merchandise specialist for Sterns in Limpopo. This follows her promotion to assistant store manager on completing the Learnership.

**WASALA MANKOE** Wasala Mankoe has not allowed her tragic past to dictate her future. She took up the opportunity of participating in a learnership with Pep Stores, Sharpville and whilst on the programme in 2014 successfully passed her Manager’s Exam. A store manager’s position awaits her on completion of the learnership.

## ROCHAN ABDUL Makro

“I was very fortunate to be a part of the Unemployed Youth Assistance Programme that was implemented by Makro in partnership with the W&RSETA in 2011. I will always be eternally grateful for this opportunity. The programme was facilitated by Edutel and allowed me to gain practical experience on wholesale and retail processes for a period of a year and on completion I obtained an NQF level 4 qualification.

I gained experience of the supply chain processes and was also exposed to sale, customer care, stock control, merchandising, amongst others. Most importantly was how to be proactive in decision making. I had a great learning experience, not only in our classroom but also in the workplace. The exposure came with many challenges as it wasn’t always easy to carry out both practical and theoretical components. The experience of various departments, from the distribution centre to stores, then the Makro head office and finally Builders Warehouse head office was invaluable.

On completion of the programme I was permanently employed as the Merchandise Controller for catering in the housewares department at Makro. I have an appreciation of the role that the Learnership played in my development and growth. I can now execute my responsibilities with confidence and have a better understanding of the business. I am grateful for the opportunity to obtain not only the qualification, but also the experience.

Thank you to the W&RSETA for the opportunity for personal and professional development. I will always be grateful for the opportunity given to me, and look forward to sharing my knowledge and passion I have for Makro with my colleagues, friends and family.”



## SIBONGILE DHLAMINI

Young, dynamic Sibongile Dhlamini is a motivating example of what can be achieved with commitment, talent and hard work. Whilst she was participating on a learnership programme at Pep Stores in Vereeniging she successfully passed her Manager’s Exam. Sibongile was appointed as a store manager at Pep Cell in Vereeniging in May 2015.





## RURAL AND COOPERATIVES DEVELOPMENT

The W&RSETA is cognisant of the importance of developing the rural and previously underprivileged communities of our country. This priority has been high on the agenda of government with the aim of equipping rural communities to become active participants of the economy through job creation for sustainability and to retain young people in the communities.

### THE RURAL AREAS AND TRADITIONAL COUNCILS PROJECT

In 2014, the SETA collaborated with traditional authorities to implement skills development initiatives in rural areas. The Rural Areas and Traditional Council project is an innovative initiative of the SETA which will benefit 465 learners from the Rharhabe Royal Kingdom (Eastern Cape), Batlokoa Traditional Council (Free State), Kwandebele Royal Mgibe II (Mpumalanga) and Jalamba Traditional Council (Eastern Cape) through skills development. The learners were registered on the Informal Small Business Practice NQF Level 3 Qualification over a 12-month period ending March 2016. R 22,8m has been invested on this project.

All 465 beneficiaries are already operating their own informal 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.

The businesses will be assisted to register with CIPC and Commissioner of Revenue by the end of the project. The SETA intends to expand this project to the rest of the country to benefit other royal kingdoms and traditional councils.

The W&RSETA is taking skills development to all corners of South Africa!



W&RSETA Board Members and Management with the queen Mother and members of the Rharhabe Royal Kingdom during the Launch of the project in 2014



## SMME DEVELOPMENT

The role of the SMME sub-sector in job creation and poverty alleviation cannot be underestimated. 86% of the Wholesale and Retail Sector comprises of Small and Medium Enterprises presenting massive growth opportunities.

The SETA is committed to facilitate the formalisation and sustainability of small enterprises and continuously explores strategies to support this sub-sector. One of the most successful projects to be implemented is the SMME Voucher System project which allows small enterprise owners to select training interventions that suit their businesses and schedules.

To date, over 12 000 learners from SMMEs have benefited from this intervention at a cost of R 14m.

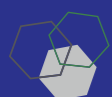
### INFORMAL TRADERS UPLIFTMENT PROGRAMME

The W&RSETA has partnered with the Department of Small Business Development (DSBD) to implement the Informal Traders Upliftment (ITUP) project to develop informal businesses.

ITUP was launched as part of the multimillion rand strategy on informal businesses, the National Business Upliftment Strategy (NIBUS).

The objective of the ITUP is to capacitate 1000 informal traders nationally to increase their profitability and sustainability through skills development which will be implemented over an 18-month period. The overall objectives of the project are as follows:

- Introduce mind-set shift for South African Informal, Small and Micro Enterprises/Co-Operatives in the Retail Sector to grow and run vibrant businesses;
- Increase the competitiveness of these businesses through skills development and infrastructure improvements;
- Reduce the incidence of businesses that are driven out of the market by competition;
- Develop the internal capacity of Informal Trader Organisations and similar support bodies by providing organisational management skills training; and
- Develop partnerships with other stakeholders to implement the project.





**“You educate a woman, you educate a nation” – African Proverb**

Recruitment of the 1000 beneficiaries was conducted through the Local Economic Development of municipalities in the identified delivery sites. The municipalities that were prioritised are those that have been identified as part of the Presidential Poverty Nodal Points (PPNPs) countrywide aimed at alleviating poverty and create jobs.

Training has commenced at 21 TVET colleges and 824 informal traders have successfully completed the Programme to date.



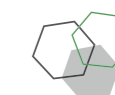
The Clothing Bank in Cape Town

## THE CLOTHING BANK

The Clothing Bank is a non-profit organisation which has partnered with major local clothing retailers to donate excess clothing for its Enterprise Development Programme to teach unemployed mothers to run small retail businesses. The integral objective of The Clothing Bank initiative is to alleviate poverty particularly amongst single mothers by entrenching entrepreneurship to equip them with the skills to ensure sustainable small businesses.

W&RSETA partnered with The Clothing Bank to provide training to 287 women on the Informal Small Business Practice qualification at a cost of R 10m. The learners were selected from a pool of women who voluntarily participated in The Clothing Bank’s phase I of the project from Cape Town, Paarl and Johannesburg.

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 in a real business.





Some of the 101 women who completed the Learnership programme

101 women successfully completed the programme and obtained the National Certificate: Informal Small Business Practice qualification and 79 of them were subsequently enrolled on a 12-month Women@Work mentorship programme.

A further 159 women were enrolled in 2014/15 on the ISBP qualification as well as the International Computer Driver's License programme and will complete the programmes in March 2016.

On completion of the entire programme, 287 women would have benefited from the 21-month project, equipped with skills to run sustainable small businesses resulting in decent livelihoods for themselves

## RECOGNITION OF PRIOR LEARNING (RPL)

The W&RSETA developed the RPL Toolkit for the Sector in 2010. This was in cognisance of employees who have worked in the Sector for many years acquiring experience but did not have a formal qualification. RPL is a process of recognising employees' accumulated skills and knowledge through a rigorous assessment against relevant unit standards / qualification which on successful completion, the learner is awarded a certificate of competence. 29 learners were enrolled for the pilot implementation of the Tool with MassDiscounters, Makro and Spar.

Since the launch of the Tool, 592 employees from the Sector have successfully completed the process on various Learning Programmes. The SETA was recognised by the South African Qualifications Authority (SAQA) for the development of the RPL Tool and has been serving in the Advisory Committee on the implementation of RPL in South Africa.

22 proud employees from Piet Retief and Paulpietersburg Super Spars (eleven each) were awarded certificates after successfully completing a nine-month RPL process. The learners received the National Certificate: Wholesale & Retail Operations NQF Level 2 in 2014. Guest Resources was the contracted training provider for this programme.

Due to the rigorous requirements for the RPL, learners complete the process with a remarkable sense of achievement. Some of the learners have never been on formal education and training programmes which makes their success much more noteworthy.

One of the graduates, Mbamali had this to say about the process "I had never thought that I would ever be honoured at a graduation Ceremony to receive a qualification."







## CELEBRATING 15 YEARS OF SKILLING THE WHOLESALE AND RETAIL SECTOR

- **R 6,4 billion** received in levies;
- **R 2,7 billion** disbursed in Mandatory Grants and **R 2,6 billion** in Discretionary Grants ;
- **Over 14000** registered companies;
- **28** qualifications from NQF level 1 - 6 developed;
- Over **70 000** learners enrolled on Learnerships;
- **191 senior executives** successfully completed the ILDP;
- **711** middle managers graduated from the RMDP;
- Launched **KZN Schools of Excellence** in partnership with 4 TVET Colleges and Durban University of Technology;
- Established **retail simulation centres** at the following TVET Colleges: College of Cape Town, Gert Sibande and Vuselela and Buffalo City;
- **1980** TVET College and **2945** University students provided with bursaries;
- **1305** TVET college and **1323 HET** graduates provided with work experience;
- **595** young people trained through the Rural Youth programme on the NQF level 5 Management Learnership
- **11 MBA** and **2 PHD** bursaries awarded. **First PhD** bursary beneficiary obtained qualification;
- Established the **Retail Chair**, first of its kind in Africa, in partnership with Cape Peninsula University of Technology;
- **1000** eThekweni informal traders successfully completed training programmes;
- Pioneered implementation of a Learnership for people with disabilities;
- Only SETA to be awarded the Good Practice Award by the Minister of Labour;
- Established footprint in all the nine provinces and at three TVET Colleges



# CONTACT DETAILS

## NATIONAL CONTACTS

 WRSETA1  
 Company/w&rseta  
 Wholesale and Retail SETA  
 @WRSETA

[www.wrseta.org.za](http://www.wrseta.org.za)

Email: [wrseta@wrseta.org.za](mailto:wrseta@wrseta.org.za)

Call Centre: 0860 270 027

## GAUTENG SOUTH

Ground Floor, Building 18,  
Woodlands Office Park,  
Western Service Road,  
Woodmead

PO Box 633,  
Wendywood, 2144

T: 011 656 0085  
F: 011 656 0116

## EASTERN CAPE

18 Surrey Road,  
Vincent,  
East London, 5247

T: 043 726 3281  
F: 043 726 3406

## FREE STATE

200 Nelson Mandela  
Building, Cnr Nobel and  
Nelson Mandela Streets,  
Bloemfontein

PO Box 1419,  
Bloemfontein, 9300

T: 051444 0746  
F: 051 444 0771

## W&RSETA HEAD OFFICE

Riverside Office Park, Hennops House  
1303 Heuwel Avenue,  
Cnr. Lenchen South and Heuwel Avenue  
Centurion, 0167

Private Bag X106  
Centurion, 0046

T: 012 622 9500  
F: 012 663 9585

## KWA-ZULU NATAL

Office 102B, Clifton Place,  
19 Hurst Grove,  
Musgrave,  
Durban

PO Box 51450, Musgrave,  
Durban, 4014

T: 031 277 0500  
F: 031 201 0008

## MPUMALANGA

Parkmed Building, 64  
Mandela Street,  
Emalahleni, 1035

PO Box 17717,  
Emalahleni, 1035

T: 013 690 1214  
F: 013 690 1190

## NORTH WEST

Office No. 9,  
49 Heystek  
Street,  
Rustenburg

Postnet Suite 843  
Private Bag X82329, Rustenburg, 0299

T: 014 592 0483  
F: 086 642 6046

## GAUTENG NORTH

Ground floor, Block B, Hadefield  
Office Park, 1267 Pretorius Street,  
Hatfield,  
Pretoria

PO Box 14780,  
Hatfield, 0028

T: 012 430 4930  
F: 012 430 4935

## WESTERN CAPE

The Colosseum, First  
Floor, Unit 103,  
4 Century Boulevard,  
Century City, 7441

PO Box 507, Milnerton, 7446

T: 021 561 6500  
F: 021 442 6777

## LIMPOPO

FNB Building,  
Cnr Jorissen and Hans van Rensburg Street,  
Polokwane, 0069

PO Box 1674,  
Polokwane, 0700

T: 015 291 2237  
F: 015 291 4206

## NORTHERN CAPE

Shop 16B, Flaxley House,  
24-28 Du Toitspan Road,  
Kimberley

T: 053 831 4117  
F: 086 506 8501



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA

