

# TETA Tracer Study Report

Prepared for the



**Transport Education Training Authority**

*Heart of Skills Innovation*

March 2015

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- Aerospace Chamber Executive Officer, Ms Sibongile Ngwenya
- Forward and Clearing Chamber Executive Officer, Ms Ingrid du Buisson
- Freight Handling Chamber Executive Officer, Lazarus Dladla
- Maritime Chamber Executive Officer, Mr Victor Muhlberg
- Rail Chamber Executive Officer, Ms Kate Setjie
- Road Freight Chamber Executive Officer, Ms Tuelo Mogashoa
- Road Passenger Chamber Executive Officer, Ms Noma Sejake
- Taxi Chamber Executive Officer, Mr Ramodise Tsolo
- Monitoring and Evaluation Manager, Ms Liza Montshiwa

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## TABLE OF CONTENTS

ACKNOWLEDGEMENTS .....	3
1. INTRODUCTION .....	6
1.1 Background to the TETA Tracer Survey .....	6
1.2 Structure of the Report .....	7
2. CONTEXT .....	7
2.1 Enhancing transport infrastructure is key for facilitating greater local economic development and access to regional and global economic development opportunities .....	8
2.2 Technology increasingly driving decision-making across all sectors .....	9
2.3 Promoting a greener transport sector as a strategic imperative .....	9
3. TRACER METHODOLOGY AND APPROACH .....	10
3.1 Purpose and Scope of the Study .....	11
3.2 Methodology .....	13
4. PRESENTATION AND DISCUSSION OF FINDINGS .....	15
4.1 Drivers of change in the context of TETA's skills development approach .....	16
4.2 Overall Tracer Survey Results .....	17
4.2.1 Final number of Tracer Survey Participants .....	17
4.2.2 Profile of Tracer Survey Participants .....	18
4.2.3 Employment Status of Tracer Survey Beneficiaries .....	20
4.2.4 Profile of Employed Participants .....	20
4.2.5 Profile of Self-employed Participants .....	21
4.2.6 Profile of Unemployed Participants .....	22
4.2.7 Profile of Participants in Occupationally-directed learning programmes .....	23
4.2.8 Profile of Participants studying further .....	23
4.2.9 Reasons for enrolling on the TETA funded Programme .....	23
4.2.10 Programme evaluation by Participants employed at the time of doing the programme .....	25
4.2.11 Evaluation of Programme by the Unemployed for current and future opportunities ....	26
4.2.12 Transition into employment for those unemployed at the time of doing the TETA programme .....	27
4.2.13 Future skills needs and development for the transport sector .....	29
4.3 Tracer Survey Findings by Programme .....	30
4.3.1 Artisans .....	31
4.3.2 Bursary .....	39
4.3.3 Internships .....	46
4.3.4 Learnership .....	48
5. BENEFICIARY PROFILES .....	54
6. RECOMMENDATIONS .....	63

## 1. INTRODUCTION

### 1.1 Background to the TETA Tracer Survey

The Transport Sector Education and Training Authority (TETA) is a statutory body established through the Skills Development Act of 1998 to enable its stakeholders to advance the national and global position of the transport industry. TETA is mandated to play an active role in the transformation of the sector through the promotion and facilitation of skills development initiatives.

The Sector Education and Training Authority (SETA) landscape saw changes in 2011 for the period 2011-2016 informed by the National Skills Development Strategy III (NSDS III) that has eight goals. The goals of the NSDS III are as follows<sup>1</sup>:

- Goal 1: Establishing a credible institutional mechanism for skills planning
- Goal 2: Increasing access to occupationally directed programmes
- Goal 3: Promoting the growth of the public Further Education and Training (FET) College system that is responsive to sector, local, regional and national skills needs and priorities
- Goal 4: Addressing the low level of youth and adult language and numeracy skills to enable additional training
- Goal 5: Encouraging better use of workplace-based skills development
- Goal 6: Encouraging and supporting cooperatives, small enterprises, worker-initiated, non-governmental organisation (NGO) and community training initiatives
- Goal 7: Increasing public sector capacity for improved service delivery and supporting the building of a developmental state
- Goal 8: Building career and vocational guidance.

In addition, the NSDS III seeks to achieve seven key developmental and transformative imperatives of race, class, gender, geography, age, disability, and HIV and AIDS pandemic through sector skills planning and related skills development interventions.

TETA has witnessed a growth in the number of participants in skills development projects from the period of the NSDS II (2005 – 2010) up to the NSDS III (2011 – to-date). Informed by the country's Industrial Policy Action Plan II (IPAP II) and the New Growth Path, National Skills Development Strategy III, National Skills Accord and other related policy documents, the TETA has implemented several skills development interventions that include among others, Learnerships, Apprenticeships, Adult Education and Training (AET), Skills Programmes and Bursaries to improve the skills base of the sector and/or to develop a skills pipeline that will address current and future scarce skills needs.

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<sup>1</sup> Department of Higher Education & Training, 2011. National Skills Development Strategy III

It is against this background that a TETA Tracer Survey was commissioned to gain a better understanding of TETA funded skills development interventions in terms of contributing towards the attainment of the goals and seven developmental and transformative imperatives of the NSDS III.

## 1.2 Structure of the Report

The rest of the Report is structured as follows: the next section of the report – **Context** – provides a brief overview of the key drivers of change for the sector and possible impact on current and future skills needs and development to achieve transport related outcomes as articulated in the National Development Plan 2030.

The **Methodology and Approach** section of the Report provides an overview of the research methodology including the research objectives, sampling approach, data collection methods, data analysis and quality assurance techniques adopted for the study.

The fourth section of the Report – **Tracer Findings** – focuses on the presentation and analysis of the research findings that incorporate inputs from the interviews, telephonic interviews of beneficiaries as well as online survey responses from other stakeholders – Board, training providers and employers. The findings also consider the extent to which TETA has made an impact in terms of facilitating access to skills development for the employed and unemployed presenting evaluation feedback about each programme. The next section of the report presents brief profiles of **Beneficiaries** who have been funded by TETA. A total of 10 Beneficiaries were interviewed.

The final section of the Report is a presentation of various **Recommendations** that detail areas for strengthening TETA's skills development intervention approach as well as related systems and processes.

## 2. CONTEXT

South Africa's transport sector employs a significant number of people, with employment figures in the transport sector at about 935 000 as at December 2014.<sup>2</sup> In addition, South Africa's physical transport infrastructure is among the best developed on the continent with its rail and air network, the largest in Africa and with more than 96% of South Africa's exports moved by sea, its ports infrastructure is also among the best in Africa.<sup>3</sup> The transport sector can be broadly categorised into the following sub-sectors, Aerospace, Forwarding and Clearing, Freight Handling, Maritime, Rail, Road Freight, and Taxi.

<sup>2</sup> Statistics South Africa, 2014. Quarterly Labour Force Survey, Quarter 3, 2014

<sup>3</sup> PWC, 2013 – Africa Gearing Up Report



Transport is a crosscutting enabler to attain human, social and economic development aspirations and thus, it is important to have the required skills base in the sector that would support these aspirations. By means of providing some context to this Tracer Survey, the following sections briefly outline selected drivers of change for the sector.

## **2.1 Enhancing transport infrastructure is key for facilitating greater local economic development and access to regional and global economic development opportunities**

South Africa's National Development Plan 2030 (NDP 2030) makes several references to the need for the country to improve its infrastructure. The NDP 2030 asserts, "Infrastructure is not just essential for faster economic growth and higher employment. It also promotes inclusive growth, providing citizens with the means to improve their own lives and boost their incomes. Infrastructure is essential to development."<sup>4</sup> To this end, it is evident that key to competitive sustainable development is a country's socio-economic infrastructure profile of which transport plays a major role especially as some analysts have indicated that South Africa's gross domestic product currently lags peers on the continent.<sup>5</sup>

Furthermore, the Strategic Intervention Projects further emphasise the seriousness in which the country sees the role of better transport to support greater access to regional and international economic development opportunities. SIPs with some transport related activities include:

- SIP 2: Durban, Free State and Gauteng logistics and industrial corridor
- SIP 3: South Eastern node and corridor development
- SIP 4: Unlocking the economic opportunities in North West Province
- SIP 5: Saldanah-Northern Cape corridor development
- SIP 6: Integrated municipal infrastructure project
- SIP 7: Integrated urban space and public transport programme
- SIP 11: Agri-logistics and rural infrastructure
- SIP 17: Regional integration for African cooperation and development

At present analysts point to the imbalance of transport infrastructure on the continent but that South Africa's logistics and infrastructure network outperforms its peers on the continent, ranked 23 out of 155 countries in the 2012 Logistics Performance Index.<sup>6</sup> Another index – the Global Competitiveness Index for 2014/15 saw South Africa achieve an overall ranking of 59 out of 144 for its infrastructure with a ranking of 11 out of 144 countries with respect to the quality of air transport

<sup>4</sup> National Planning Commission, 2012. National Development Plan 2030: Our Future – Make it Work

<sup>5</sup> PWC, 2013 – Africa Gearing Up Report

<sup>6</sup> PWC, 2013 – Africa Gearing Up Report



infrastructure, a ranking of 37 for quality of roads, 44 for quality of railroad infrastructure and 46 for port infrastructure.<sup>7</sup>

The importance of a vibrant intra-Africa trade environment is a key factor in facilitating economic development within the continent given its potential to create competitiveness within sectors across regions. Other benefits include the potential trade to support technology transfers, attract foreign direct investment that can support and facilitate regional infrastructure development as well as strengthen value chains.<sup>8</sup> However, it is very interesting to note that in terms of trade, Africa trades very little within the continent with a figure of 12 per cent with the balance being trade outside the region.

Despite this low figure, SADC member states trade more between themselves followed compared to other regional economic blocks on the continent. Some of the challenges that have been identified for the low levels of intra-Africa trade include: inadequate physical transportation infrastructure, low or poor levels of infrastructure maintenance as well as political instability in some areas.<sup>9</sup> However, SADC member states and the broader African Union are committed to facilitating greater intra-Africa trade with various trade protocols and infrastructure development action plans developed. Within the South African context, the National Development Plan, New Growth have committed to creating an environment that results in greater intra-regional trade as this has a direct benefit for South Africa's trade and economic interests.

## 2.2 Technology increasingly driving decision-making across all sectors

The rate of technological change impacts every sector including that of transport in terms of how products and services are developed as well as how people interface with a particular industry. This is evident as we begin to see greater adoption of mobile technology in part influenced by the higher levels of connectivity through various telecommunication protocols. For the transport sector, technology has had an impact on the design, form and structure of transport and mobility and as such, opportunities for skills development arise to meet the current and anticipated future skills needs for the sector.

## 2.3 Promoting a greener transport sector as a strategic imperative

The commitment by the South African government to move towards a low carbon economy ('green economy') over the next few decades will have an impact on the transport sector. For example, the NDP 2030 points to have implemented vehicle emission standards by 2030.<sup>10</sup> The social and economic impacts of climate change while not yet fully quantified are expected to be far reaching on the transport sector as well as other sectors.

<sup>7</sup> World Economic Forum, 2014. The Global Competitiveness Report 2014-2015

<sup>8</sup> Mwangi S. Kimenyi, Zenia A. Lewis and Brandon Routman, 2012, Introduction: Intra-African trade in context, Brookings Africa Growth Initiative

<sup>9</sup> Olumide Taiwo and Nelipher Moyo, 2012, Eliminating Barriers to Internal Commerce to Facilitate Intraregional Trade, Brookings Africa Growth Initiative

<sup>10</sup> National Planning Commission, 2012. National Development Plan 2030: Our Future – Make it Work

It is expected that such environmental-related changes will bring about challenges as well as opportunities in the transport sector. Challenges for the sector include for example, initial higher costs of doing business to meet regulatory requirements and higher costs to become globally competitive and that might lead to some job losses. However, overtime, such challenges and others can be converted to opportunities that would lead to the development of new products and services to cater for environmentally sensitive markets as well as meet the transport sectors' skills development needs. Another important aspect to consider in the quest of becoming more environmentally sensitive is that countries are beginning to aggressively address urbanisation. Locally, the release of the draft Integrated Urban Development Framework is expected to see South Africa's urban form to change that will see a greater variety of mobility and transport alternatives<sup>11</sup> as more cities and towns embrace the smart city concept.

The extent to which the TETA can be considered to be meeting the skills development needs for the sector can in part be informed by its beneficiaries. A tracer study is therefore a powerful tool to measure the relevance of training courses and document the number of trainees finding employment in their trained occupations etc. In addition, a tracer study assists to address the challenge of understanding the effects of skills development initiative projects on the beneficiaries. Amongst other things, tracer studies further generate knowledge on the challenges and / or opportunities these projects have presented to stakeholders.

### 3. TRACER METHODOLOGY AND APPROACH

A Tracer Survey is one form of an empirical study that can be used by an organisation to obtain valuable information about the quality and impact of its skills development interventions for those individuals who accessed and completed or did not complete the programme. To this end, the following key questions among others were posed to key informants and beneficiaries using a number of complementary data collection methods:

- Why and how did TETA provide assistance to learners?
- Whether TETA's support facilitated access to and entry into careers within the sector, and/or start-up of growth of transport-related enterprises?
- Whether the funded skills development interventions have made a difference for the skills needs of the transport sector?
- Which key skills development-related interventions are needed to facilitate greater impact?

It is anticipated that such information will be used by TETA in reviewing current to ensure greater impact and quality of current and future skills development interventions. The TETA Tracer Survey

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<sup>11</sup> KPMG, 2013. KPMG's Global Automotive Executive Survey 2013: Managing a multidimensional business model

sought to obtain information on the selected indicators of professional success such as employment status, career path as income as well as the relevance of the skills development programme on professional and personal development. In addition, the TETA Tracer Survey was used to solicit information from participants on how TETA could maintain certain aspects of the programme that were considered to be strengths of the programme as well as the areas that require improvement based on the experiences of beneficiaries.

### 3.1 Purpose and Scope of the Study

The purpose of the study was to locate beneficiaries of selected TETA funded skills development programmes and/interventions to ascertain their current employment status and the impact of the TETA funded intervention on career development. It is anticipated that TETA will then be able to use this data to maintain and/or strengthen funded interventions. To this end, the objectives of the tracer study were to<sup>12</sup>:

- Establish the employment opportunities as well as professional and/ or academic success of graduates;
- Establish the extent to which graduates use their qualifications at their places of work;
- Assess whether the skills and knowledge graduates in the specified programmes acquired were appropriate for the jobs they are performing;
- Establish the extent to which graduates of specified programmes are engaged in self-employment both formally and informally;
- Establish the extent to which the TETA is contributing towards NSDS targets;
- Make recommendations on how the TETA can enhance the skills base of its graduates in specified programme interventions;
- Develop an up-to-date alumni databank of TETA graduates.

In terms of the scope, the survey was limited to Employed (18.1s) and Unemployed (18.2s) beneficiaries between 2011/12 and 2013/14 who successfully completed a TETA funded Learnership, Apprenticeships or Internship or were awarded a TETA funded bursary to access further education and training. With the exception of bursaries, the other skills development interventions fall into what is broadly referred to as workplace learning also referred to as work-based learning, work experience, work integrated learning.

Regardless of the term used, workplace learning can be described as follows: "Workplace learning means instructional programmes that deliberately use the workplace as a site for student learning...Programmes are formal, structured, and strategically organized by instructional staff, employers, and sometimes other groups to link learning in the workplace to students' college-based learning experiences. Work-based learning programs have formal instructional plans that

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<sup>12</sup> TETA Terms of Reference

directly relate students' worksite learning activities to their career goals...<sup>13</sup> Work-based learning provides authentic experiential opportunities for learners in terms of learners being exposed to the world of work. This opportunity is deemed important for the integration and application of theory into practice and practice into theory.

A data set with 4 883 beneficiaries was generated from the databases provided by the TETA across these different interventions (see Table 1 for the distribution of the potential learners to contact for survey).

**Table 1: Distribution of Beneficiaries by Programme**

Type of Programme	Number of Possible Leads from TETA Employed (18.1) Database	Number of Possible Leads from TETA Unemployed (18.2) Database	Number of Leads
Artisans	534	264	798
Bursaries	609	241	850
Internship	N/A	187	187
Learnerships	1491	1557	3 048
<b>Total</b>	<b>2 634</b>	<b>2 249</b>	<b>4 883</b>

The database provided in Table 1 was then used to develop a database with the latest contact details of beneficiaries that would be contacted during telephonic interviews. The final database of 4 016 potential beneficiaries to be contacted emerged after the first phase of tracing the contact details as presented in Table 2.

**Table 2: Number of possible Beneficiary leads by Programme**

Type of Programme	Number of Possible Leads from combined TETA Employed (18.1) and Unemployed (18.2) Database	Actual number of participants from combined TETA Employed (18.1) and Unemployed (18.2) Database
Artisans	347	137
Bursaries	514	100
Internship	187	14
Learnerships	2 968	1067
<b>Total</b>	<b>4 016</b>	<b>1 318</b>

The highest dataset was for learnerships at almost 3 000 leads followed by bursaries, artisans and internships. From the dataset of 4 016, a total of 1 318 beneficiaries completed the survey with the rest of the possible leads not participating for a number of reasons.

The tracing approach followed began with obtaining datasets from the TETA of learner records where the ID numbers, address and contact numbers were recorded. These records were then cleaned to remove duplicates after which, using the ID numbers of learners, the contact details of learners were updated. In addition, a link on the TETA website was provided for beneficiaries who

<sup>13</sup> Bragg 1993. <http://vocserve.berkeley.edu/CW63/WorkBasedLearning.html>

might have heard about the Tracer Survey from other beneficiaries to make contact if they had not yet been contacted but wanted to participate in the study.

## 3.2 Methodology

### 3.2.1 Data Collection

To address the purpose of the Study presented above, a multi research method approach was developed to collect the data required for the Tracer Survey and these are discussed in the following sections.

#### Document Analysis

A document analysis of programme information including performance information for each programme, annual reports, strategic plan and related documents e.g. sector skills plan, annual performance plan, national policies and strategies, was done to provide a context for the development of the survey instrument as well as the analysis of the findings.

#### TETA Informant Interviews

Face-to-face interviews were held with various TETA Executives and Managers identified by the project steering committee as presented in the following table. An invitation was sent to potential participants with the broad purpose and set of open-ended questions to be raised in the interview.

**Table 3: TETA Interviewees**

Designation	Interviewee
TETA Chief Executive Officer	Ms Anna Mmaphefo-Frempong
Aerospace Chamber Executive Officer	Ms Sibongile Ngwenya
Freight Handling Chamber Executive Officer	Mr Lazarus Dladla
Forward & Clearing Chamber Executive Officer	Ms Ingrid Du Buisson
Rail Chamber Executive Officer	Ms Kate Setjie
Road Freight Chamber Executive Officer	Ms Tuelo Mogashoa
Road Passenger Chamber Executive Officer	Ms Noma Sejake
Maritime Chamber Executive Officer	Mr Victor Muhlberg
Taxi Chamber Executive Officer	Mr Ramodise Tsolo
Monitoring & Evaluation Manager	Ms Liza Montshiwa

Participants were to share their insights with respect to skills development for the sector in terms of the need, expectations and objectives for the respective programmes. Interviewees were also asked questions about skills needs for the sector. Some of the findings from these interviews are presented in the first part of Section 4 to provide the context for the tracer survey telephonic interviews with some of the findings presented under the Overall Tracer Survey findings.



## Stakeholder Surveys

As part of ensuring participation by as many role players in skills development for the TETA, a stakeholder engagement plan was developed where additional stakeholders were identified and who could possibly provide additional information that would enrich the Beneficiary Tracer Survey. In this regard, an online survey containing open-ended questions for different stakeholder groups – namely, the TETA Board, employers in the sector and training providers accredited with the TETA (see Table 4).

**Table 4: Stakeholder participation**

Stakeholder	Number of Surveys Completed
TETA Board Members	3
Employers	19
Training Providers	10
<b>Total</b>	<b>32</b>

Of the 10 training providers who completed the survey, eight (8) were from Gauteng with one (1) participant from the Eastern Cape and Free State respectively. In terms of the 19 employers who completed the online survey, eight (8) were located in Gauteng, five (5) in the Western Cape, two (2) each for Eastern Cape and KwaZulu-Natal and one (1) each for North West and Northern Cape respectively. Some of the findings from these interviews are presented in the first part of Section 4 to provide the context for the tracer survey telephonic interviews with some of the findings presented under the Overall Tracer Survey findings.

## Telephonic Tracer interviews

A beneficiary tracer survey instrument was developed to collect quantitative and qualitative data as outlined below.

- **Details of beneficiary:** Name, gender, age, current place of residence, contact details
- **Details about education:** Qualifications, further education and training post placement and status of completion & relation to SETA
- **Details about work place experience:** Type of programme, date of workplace experience, host company/organisation, completion status, transition into employment (method used to get job)
- **Details about employment:** Employment status, place of employment, position/job description, sector employed, whether placement/intervention resulted in employment, length of employment, salary, professional development
- **Details about work place experience implementation (Likert scale type/rating):** Relevance, skills development, future career prospects, areas of strengths of programme & for improvement

Telephonic interviews were conducted where consent for participation was obtained prior to the interview commencing and where participants were informed about anonymity. In addition, participants were informed about the purpose of the tracer study and how the data would be analysed and used.

The findings from the Beneficiary Tracer Survey are presented in two parts in Section 4 where the Overall Findings are presented and then by Programme (Artisan, Internships, Learnerships and Bursaries).

### **Beneficiary Interviews**

Face-to-face interviews were held with Beneficiaries that were identified by Chambers for further profiling using convenience sampling. The beneficiaries were contacted via e-mail or telephone and an interview was scheduled. The aim of the interviews was to develop additional insights about the impact of the TETA funded intervention on their professional development. The Beneficiary profiles are provided in Section 5 of the Report.

#### **3.2.2 Data analysis**

The survey data was quality assured and cleansed to ensure completeness of data there after, descriptive statistics were presented using the data. With respect to qualitative data, Qualitative data will be analysed to look for themes and a simple coding process will be used.

## **4. PRESENTATION AND DISCUSSION OF FINDINGS**

The findings from the different data collection tools are presented in this section. By way of providing the context for the Beneficiary Survey findings, we begin by presenting the synthesis of the findings in section 4.1 from the Stakeholder and TETA staff surveys/interviews. These findings broadly address important issues as identification of the key drivers of change for their sector that might in turn, influence the nature of skills development interventions and in particular, how the sector and by extension TETA responds to the NDP 2030. An assessment of the current National Skills Development Strategy (NSDS III) by the participants is presented highlighting the importance of and challenges facing SETAs and in particular, the TETA, in the implementation of the NSDS III.

The Overall Tracer Survey for the 1 318 participants who completed the survey are presented in section 4.2. The aim is to provide the reader with a high level snap shot of the survey findings regardless of Programme. In addition, in certain instances, the analysis is enriched by the Stakeholder and TETA staff interviews. In comparison, section 4.3 provides the detailed analysis of the survey findings by Programme and it is here where the salient information pertaining to each programme comes to the fore.



It is important to emphasise that these findings are not generalisable for the sector (the sample sizes do not support generalisation) or TETA and as such, caution must be exercised in this regard. However, importantly, the findings of this survey are intended to provide insights from TETA-funded Beneficiaries and Stakeholders, which might provide a basis for improvement and when conducted over time, enables the TETA to report on its impact with higher levels of confidence.

#### 4.1 Drivers of change in the context of TETA's skills development approach

Stakeholders and TETA staff who participated in the study identified some of the major current and future trends facing the sector. Economic factors such as salary increases, and job loss, fuel prices, increasing the attractiveness of the country for investors, labour strikes, exchange rates, and the addition of new entrants accompanied by reduced market shares were highlighted as major issues facing the sector needs. Some Stakeholders pointed to the legislative/policy related factors such as concerns over the impact of Broad-based Black Economic Empowerment (BBBEE), the reactive nature of statutory structures (and thus their inability to keep up with industry needs), high staff turnover in the sector, inflexibility of labour laws and regulations as factors that would have an impact on skills development and ultimately supply.

It was further highlighted that to be able to respond to technological change as well as globalisation, there was a need to address the skills shortage arising from these particularly in terms of type of artisans needed. It was suggested that the lack of sustained technological innovation in the sector was hampering competitiveness within South Africa's transport sector. It was noted that South Africa was lagging some European countries, where for example, it was noted that many countries had automated their ports, harbours and the borders thereby facilitating easier transportation and trade between countries. However, it was noted that in South Africa's context, the lack of implementing innovative technologies to support trade and mobility could further jeopardize South Africa's status as the gateway into Africa as articulated in the NDP 2030.

Some interviewees/participants highlighted the serious lack of skills development and training across the sectors of the economy but highlighted the importance of SETAs to address this challenge. However, several challenges were highlighted that were having an impact on SETAs' abilities to address skills challenges. It was suggested that SETAs in some cases were carry multiple and at times competing mandates with an example cited that while SETAs were expected to supplement the training needs and development for their respective sector, they was a view that at times, SETAs were venturing into the space that should be occupied by higher education institutions. Another challenge noted was that the qualification development and accreditation process followed in South Africa was highly bureaucratic and this was having a burden on the SETAs' ability to respond to sector training needs which in turn might be having an impact on the sector's ability to be/remain competitive.

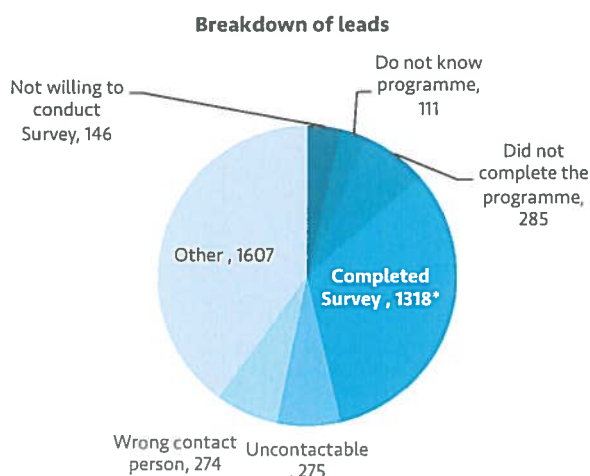
It was further noted that the silo mentality was still rife in sectors and as such, greater economies of scale and impact were not being achieved. This is particularly important given that there was a general sense by participants/interviewees that there was a general lack of funding across the SETAs. It was noted that the NSDS III had increased the mandate of SETAs broadly; thus, there was a need for a concerted effort to incentivise employers to play a crucial role in workplace learning and artisan development – needed to boost skills development in South Africa.

To the extent that the TETA adequately responds to the training and skills development needs of their sector, some participants indicated that TETA responded adequately and offered the necessary support given the financial constraints faced by the country and the availability of credible training providers to effect skills development. Moving forward, it was suggested that TETA's priority areas of focus should be around supporting skills development contributing to infrastructure development. In particular, it was noted that the TETA would need to continue to support the development of artisans, technicians, electrical and mechanical engineers, computer science engineers, professional drivers, pilots, trainers, operators and maintenance staff across the sector given the expressed difficulty encountered at present when looking or recruiting skilled labour.

## 4.2 Overall Tracer Survey Results

The findings of the tracer survey are presented in this section. The findings are presented by first providing the overall findings across the 1 318 beneficiaries that completed the survey and then by type of programme.

### 4.2.1 Final number of Tracer Survey Participants



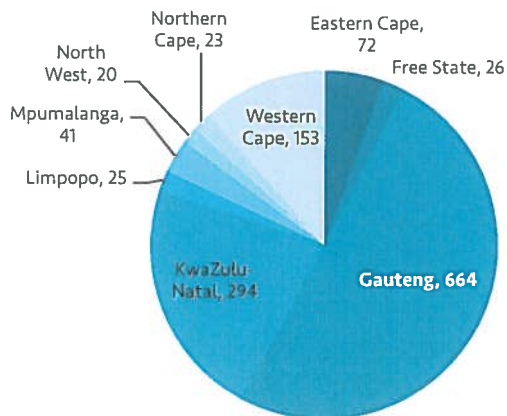
The total number of leads for the Tracer Study was 4 016 whereby a total of 1 318 individuals completed the survey, yielding a conversion rate of about 33%.

It is interesting to note that 111 leads called indicated that they did not know the programme. This could be explained by that the database provided might have contained sector-funded beneficiaries.

A total of 146 beneficiaries indicated that they did not wish to participate in the survey. Learners who did not complete the programme were not interviewed.

\*At the time of conducting the Tracer Survey, a total of 650 of the 1 318 beneficiaries surveyed indicated that they had not received their certificates although, they had completed the respective programme.

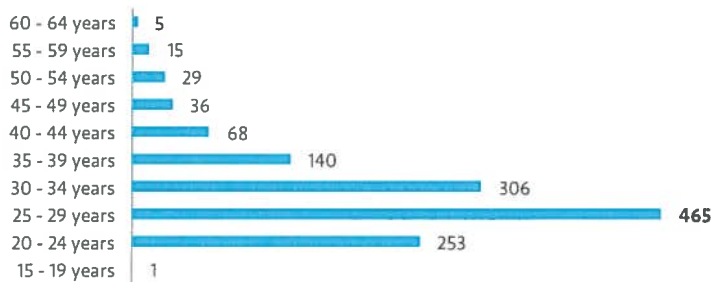
#### Provincial distribution of Tracer Survey Participants



Overall, the majority of the 1 318 Tracer Survey participants were from Gauteng (664) followed by KwaZulu-Natal with 294 and then by the Western Cape with 153 participants – the Provinces where there is a TETA Office.

#### 4.2.2 Profile of Tracer Survey Participants

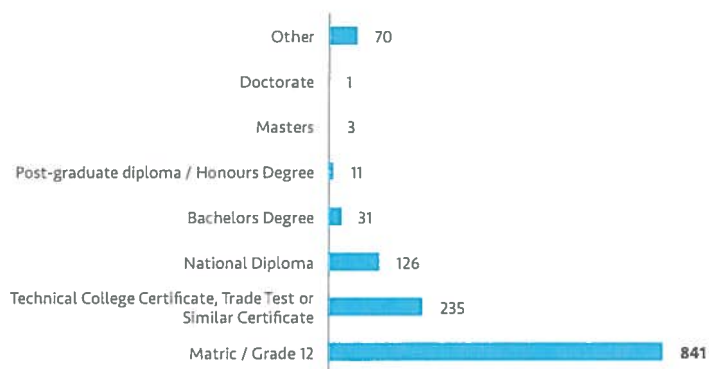
##### Age Profile of Tracer Survey Participants



The majority of the 1 318 Tracer Survey participants were between the ages of 18 and 35, with 465 aged between 25 and 29 years. There was one participant who was less than 20 years.

Given the nature of skills interventions, 293 participants were between the age of 35 and 64 of which five participants older than 60 years.

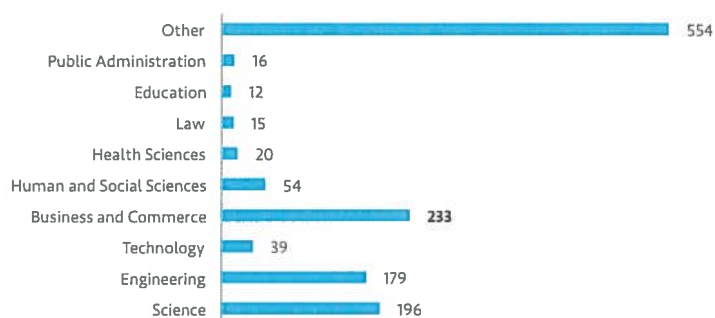
### Education Profile



The majority - 841 - of the 1 318 participants indicated that their highest education level as Matric / Grade 12 while 70 participants either did not provide the information or were below Matric / Grade 12.

A total of 235 participants stated a Technical College Certificate or Trade Test or Similar Certificate as their highest level of education followed by 126 participants holding a National Diploma. At the degree level, 31 participants held Bachelor degrees, 11 post-Graduate / Honours Degrees. A total of three participants indicated that their highest qualification level was a Masters' degree with one participant holding a Doctorate.

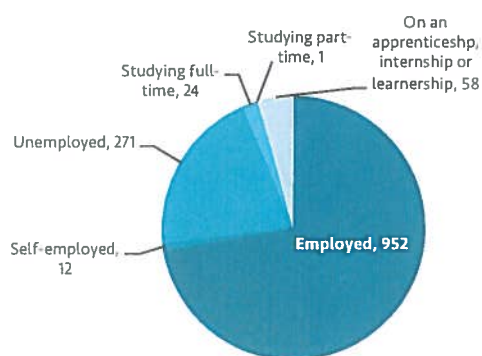
### Field of Qualification



For participants with an education level higher than a Matric / Grade 12, a total of 233 participants indicated that the qualification was in the Business and Commerce. A further 196 participants reported to hold a qualification in the Science field with another 179 in the Engineering field.

It is interesting to note the participants with qualifications in Public Administration (16), Education (12) and Human and Social Sciences. The 554 participants in the 'Other' category hold number of qualifications in many of the field of study presented here.

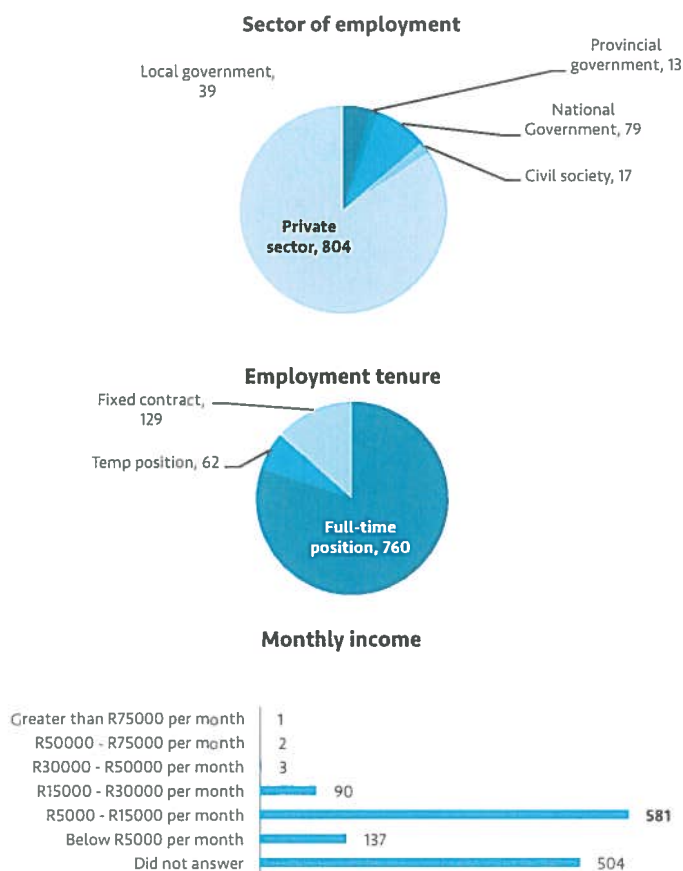
#### 4.2.3 Employment Status of Tracer Survey Beneficiaries



At the time of the Tracer Survey, 952 participants indicated that they were employed. A further 271 indicated that they were currently unemployed. A total of 12 participants stated that they were self-employed.

A further 58 participants indicated that they were currently completing an apprenticeship (artisan) or internship or learnership programme. In addition, 25 participants were not employed but 24 were studying full-time and one (1) on a part-time basis.

#### 4.2.4 Profile of Employed Participants



A further analysis of the employed participants reveals that 804 were employed in the private sector. A total of 79 participants were employed in national government departments / entities, 13 in the provincial government departments / entities with a further 39 employed in the local government sector.

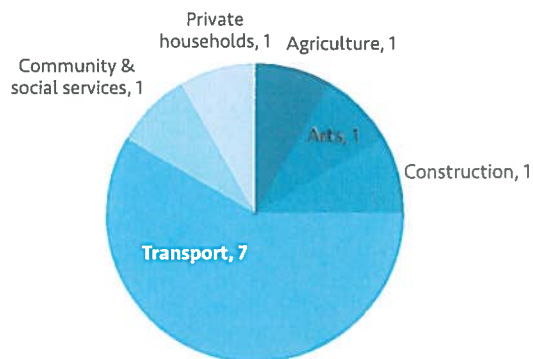
In terms of employment tenure, 760 of the 952 employed indicated that it was in full-time positions. A further 129 were employed on a fixed-term contract with 62 reportedly employed in temporary positions.

Participants were allowed whether to or not to provide information pertaining to their monthly income. A total of 504 of participants opted not to provide the information.

A total of 581 participants indicated that their monthly income was between R5 000 and R15 000 while 137 indicated that the monthly income was below R5 000. One participant working in the private sector stated their monthly income as greater than R75 000.

#### 4.2.5 Profile of Self-employed Participants

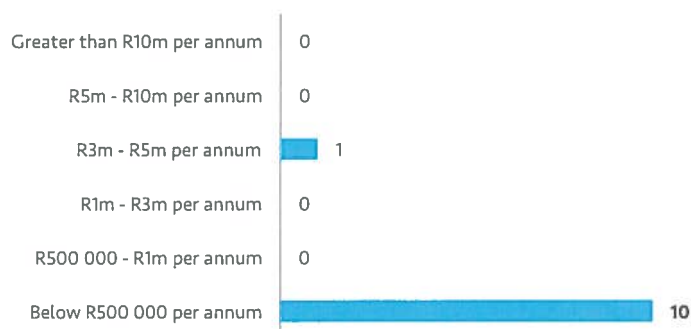
**Sector in which the self-employed operate business**



**Reason for starting business**



**Average annual turnover**



Of the 12 participants who indicated that they were self-employed, 7 operated businesses in the transport sector. There was one participant operating in each of the following sectors – agriculture, arts, construction, community and social services and private households.

Interestingly, half of those in business indicated that they started their business after completing the TETA-funded programme stating that the programme they completed was useful in assisting them establish the business. Importantly, the main reason for starting the business was to exploit an opportunity that they had identified.

A further three (3) self-employed participants reported that they started their enterprise while participating in an enterprise development programme. A further three (3) indicated that they started the business because there was no other viable option at the time.

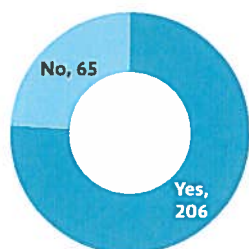
Similar to those employed, self-employed participants were allowed whether to or not to share the average annual turnover of the business where one participant opted not to share the information.

Ten (10) of the self-employed participants indicated that the average annual turnover of the business was less than R500 000 per annum while one indicated average annual income of between R3 million and R5 million.

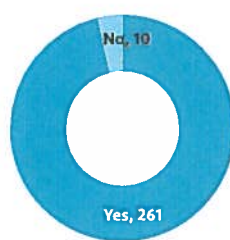


#### 4.2.6 Profile of Unemployed Participants

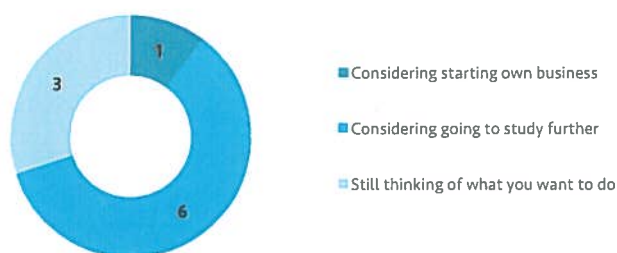
**Employment history**



**Seeking employment**



**Reason for not looking for employment**



**Main job search tool used by Participants job-seeking**



While 271 participants indicated that they were at present unemployed, 206 had been employed in the past while 65 had never been formally employed. At least 32 participants indicated that they had been unemployed for three months or less while 78 had been employed for between four and 11 months.

A total of 51 of the 271 unemployed participants indicated that they had been unemployed for about 12 months with a further 33 indicating that they had been unemployed for at least 24 months.

In addition, 47 had been unemployed for at least 36 months and longer. In addition, 261 of the 271 unemployed participants indicated that they were actively looking for a job and in the transport sector with 10 not looking for one or another.

A total of 82 of the 267 stated responding to online job adverts as their main job search tool compared to 45 responding to newspaper adverts with a 73 using recruitment agencies as their main tool. While a high number responded to online adverts, only 25 indicated responding to job adverts on company websites.



#### 4.2.7 Profile of Participants in Occupationally-directed learning programmes



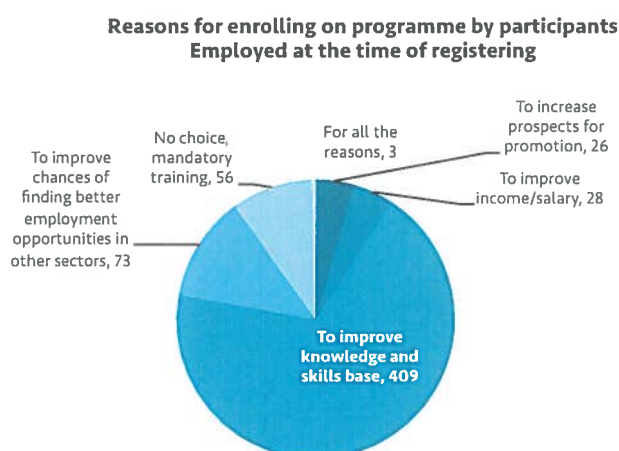
A total of 58 Tracer Survey participants indicated that they were on occupationally-directed learning programmes.

A total of 36 indicated that they were registered on a learnership with 13 placed in internships and nine in artisan development programmes.

#### 4.2.8 Profile of Participants studying further

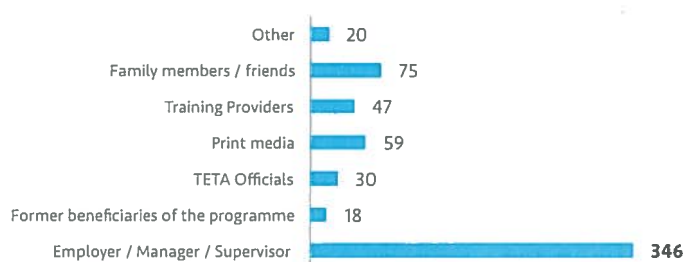
A total of 25 participants indicated that they were studying at present with 24 studying on a full time basis while one was studying on a part-time basis.

#### 4.2.9 Reasons for enrolling on the TETA funded Programme



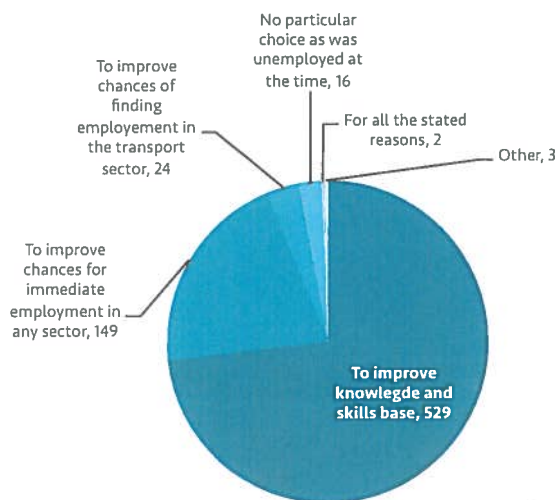
At the time of registering for the respective Programmes, 595 participants were employed while 723 were unemployed. Of the 595 employed participants, 409 indicated that the main reason for enrolling for the programme was to improve their current knowledge and skills base. A total of 73 participants indicated that their registered for the programme was to improve their chances of finding better employment in other sectors

#### How the Employed obtained information about the Programme



At least 346 employed participants indicated that they obtained information about the programme from their employer or manager or supervisor. Interestingly, 59 indicating family members or friends as source while another 59 indicated the print media as main source. A total of 47 stated training providers and another 30 cited the TETA, as their main source to obtain information about the programme. Only 18 indicating that former beneficiaries had provided them with information about the programme they registered for.

### Reasons for enrolling on programme by participants Unemployed at the time of registering

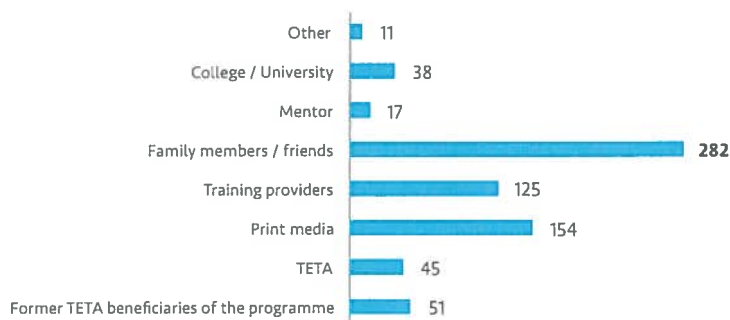


A total of 529 participants unemployed at the time indicated that they registered for the programme to improve their knowledge and skills base.

A further 149 unemployed participants registered for the programme to improve their chances for immediate employment in any sector while 24 indicated the reason as being to improve their chances of finding employment in the transport sector.

A total of 16 unemployed participants indicated that there was no particular reason that motivated their registration other than the fact that they were unemployed at the time when the opportunity was availed.

### How the Unemployed obtained information about the Programme

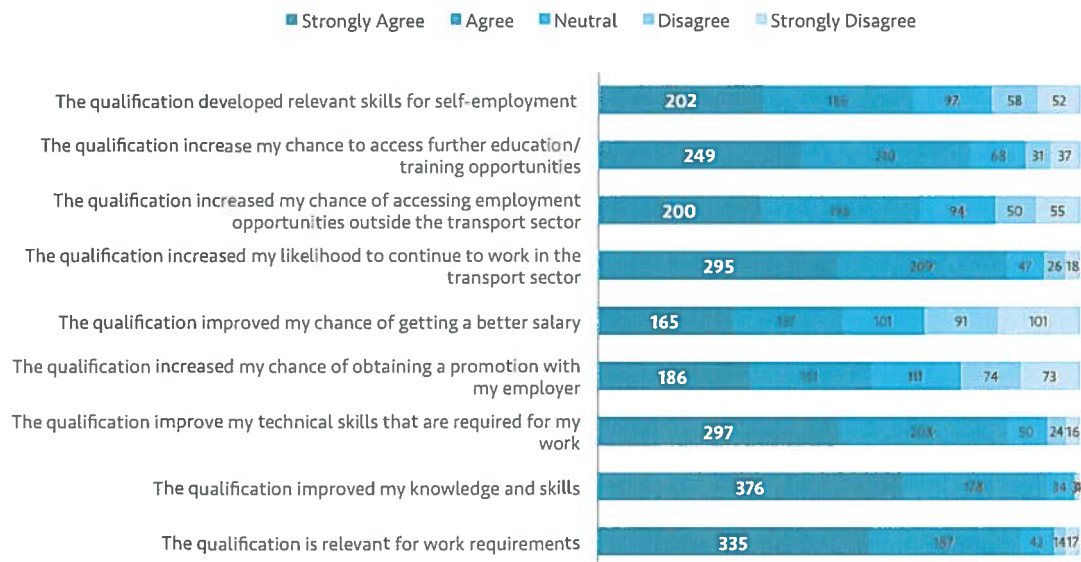


Compared to the employed participants, unemployed participants proportionately cited family members and friends (282) as their main source to obtain information about the programme followed by 154 relying on the print media to obtain information about the programme.

In addition, in comparison to the employed participants, training providers (125) and former beneficiaries (51) of the programme provided to be an important source to access information about the programme.

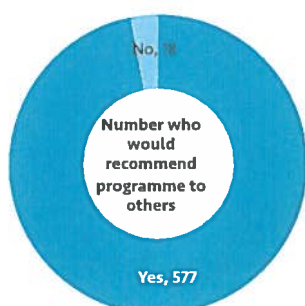
Only 17 unemployed participants pointed to their mentors as the main source of information about the programme.

#### 4.2.10 Programme evaluation by Participants employed at the time of doing the programme



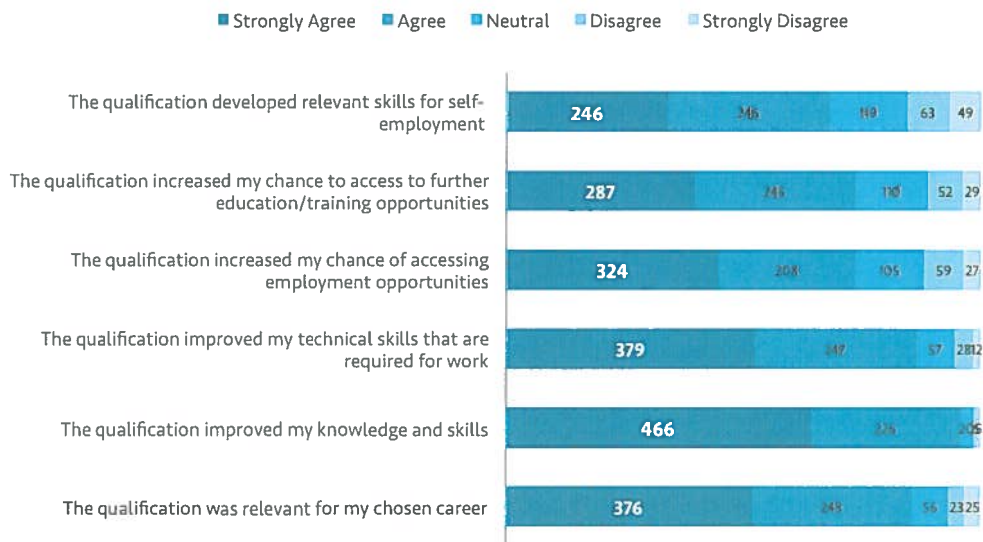
With respect to the relevancy of the programme for current employment as well as improving knowledge and skills, over 50% of the participants strongly agreed of this to be the case. Importantly, 295 employed participants indicated that the qualification had increased the likelihood of them to continue to work in the sector. With respect to the impact of the programme to earn higher and/or attain promotion, it is quite interesting that that in both cases, there were less than 200 participants strongly believing it to be the case.

With respect to the relevance of the programme 202 participants indicated that they strongly agreed that it was relevant in terms of developing skills for self-employment. It is useful to note that nearly 250 participants were of the view that the programme had increased their chances of accessing further education and training while 200 strongly agreed that completing the programme had increase their chances of access employment opportunities outside the transport sector – suggesting strong transferability of skills learned and developed during the programme.



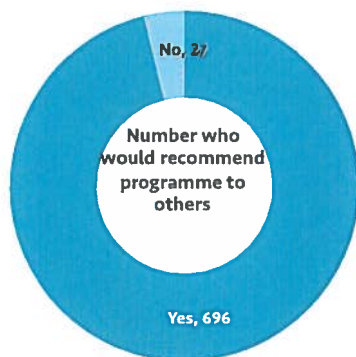
At least 577 out of the 595 employed participants indicated that they would recommend the programme to others, suggesting that they believed that they had derived significant value overall by completing the programme.

#### 4.2.11 Evaluation of Programme by the Unemployed for current and future opportunities



With respect to the unemployed participants, more than half (those who agreed or strongly agreed with the statement) were of the view that the qualification was relevant for their chosen career, had improved their knowledge and skills and improved the technical skills required for work. Importantly, the unemployed (208) or strongly agreed (324) that the completion of the programme had increased their chances of accessing employment opportunities.

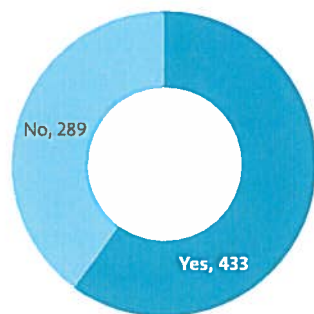
In addition, more than half of the unemployed participants believed that the qualification had increased their chances of accessing further education and training opportunities. An interesting but important finding is that 492 believed that completion of the programme had enabled them to develop relevant skills for self-employment.



At least 696 of the 723 unemployed participants indicated that they would recommend the programme to other people. Similar to the employed, this significant number of participants who would recommend the programme to others can be seen as an acknowledgement of the value derived from the programme.

#### 4.2.12 Transition into employment for those unemployed at the time of doing the TETA programme

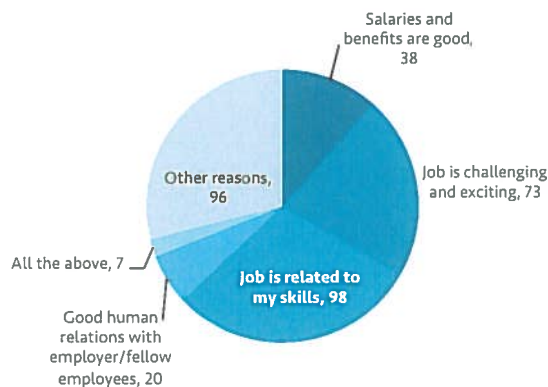
**Number of Unemployed Participants who successful got employment after completing the programme**



**Main job search tool/strategy**



**Main reason for staying in current job**



In terms of transitioning into employment upon completion of the programme, a total of 433 (one participant did not provide information) unemployed participants reported that they successfully got employed of which 339 participants indicated that this was within the transport sector.

An impressive 147 participants reported that they secured employment immediately after completing the programme with a further 19 reporting that they got employment less than a month of completing. A further 44 participants reported getting employment one month after completion with 32 reporting that this happened within two months. One participant reported that they got the job whilst still on the programme while one opted to start a business. A total of 92 reported securing employment between 3 and 6 months. Another 57 participants successfully secured employment between 12 and 36 months.

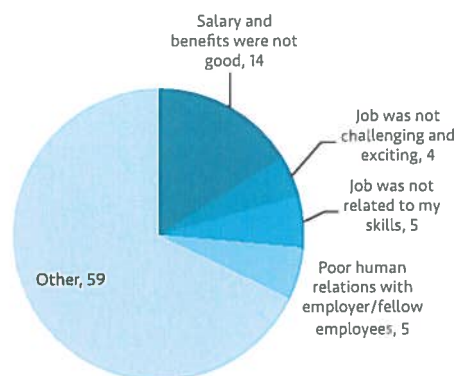
A total of 199 Participants indicated that the training provider arranged their first job while 78 had got employment by responding to a job advertisement. TETA facilitated access to employment for 36 participants.

A total of 206 of those who were unemployed at the time indicated that this was not their first job. Interestingly, of the 433 employed, 332 reported that they were still in the same job with top two reasons cited for this as that the present job was related to their skills (98) and that the present job was challenging and exciting. With respect to the 'Other' category, reasons ranged from lack of employment opportunities, desire to learn more among other reasons.

#### Main job search tool/strategy for next job



#### Main reason for leaving first/other job



The 97 participants indicated that they were not still in the same job, 16 were at present unemployed. The majority of those who had moved to a new job continued to be employed in the transport sector. A total of 17 who had since moved to a new job indicated that they mainly responded to job advertisements as their main job search strategy while 15 got their next job through a recommendation from someone else. Interestingly, 12 participants indicated that they got information from their friends, suggesting that people made use of their own networks to access employment opportunities.

The main reason cited for leaving the first/other job was in the 'Other' category and was mainly that the contract had come to an end. A further 14 indicated that the main reason for leaving the job was that the salary and employment benefits were not good. In addition, five (5) participants indicated that the main reason for leaving was that the job was not related to their skills set with only five (5) indicating poor relations with the employer / fellow employees.



#### 4.2.13 Future skills needs and development for the transport sector

Overall, there was a positive view of the various skills development programmes by participants with many indicating that the strength of the respective programme registered for had provided them with the relevant knowledge and skills for their current and/or future career development plans. In order to improve the employability of young people, respondents suggested a stronger focus on artisan development as well as developing more engineers for the sector. Other technical skills identified included project management, administration skills, business management skills, technology-related skills and customer service. However, a number of soft skills were identified as well. These included incorporating more communication, team work, life skills, self-development, time management, and ethics components among others within the programmes.

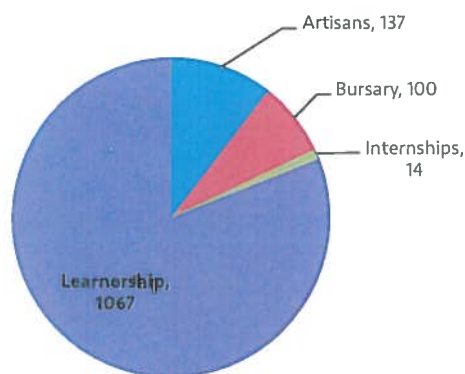
Finally, when asked to give feedback that may assist in strengthening TETA skills development interventions, as expected responses vary. Notably, there is a suggestion for focussing more intently on foundational training for young people, and investing in the development of young minds. There are also suggestions to do on the job coaching, and arranging seminars with senior business managers in order to get first-hand information on skills needs. Lastly, Industry respondents would like to see better administration and communication from TETA, as well as suggesting that TETA departments need to *work* more harmoniously and like a team. A number of participants further called for the review of the stipend paid indicating that it was insufficient at present.



### 4.3 Tracer Survey Findings by Programme

The findings of the tracer survey by learning programme type are presented in this section.

**Breakdown of participants by type of learning programme**

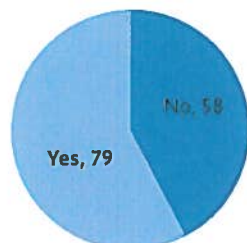


A total of 1 067 participants had completed learnerships with the SETA.

A further 137 were beneficiaries of the artisan development programme supported by TETA while 100 were awarded bursaries to continue with their studies.

The survey also included 14 participants who had completed an internship funded by the SETA.

**Number of Artisans who had received their certificate after completion**



A total of 58 Artisans who have completed the programme indicated that they had not received their certificate at the time that the survey was completed. Of this, 11 indicated that they were currently unemployed. Of the 58 Artisans who had not received their certificates, 17 were female. In terms of trades, the majority of those who had not received their certificates were electricians (15), followed by millwrights (19) and welders (9). Artisans affected in terms of provincial distribution, 23 reside in Gauteng, 10 in KwaZulu-Natal and eight in Western Cape.

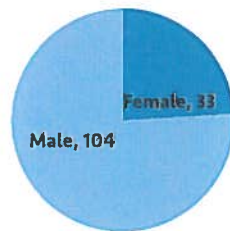
**Number of individuals who had received their certificate after completion of the learnership**



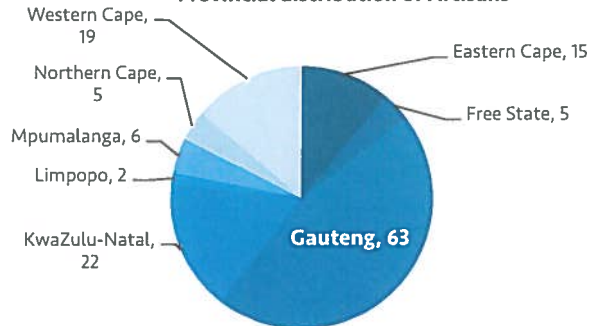
A total of 553 individuals who had completed a learnership indicated that they had not received their certificate. At least 256 beneficiaries had not received their National Certificate: Professional Driving Level 3 at the time of completing the survey. A further 54 beneficiaries had not received their GETC: Transport (Fishing) certificate while a total of 30 beneficiaries (of which 23 were female) who had completed the GETC: Business Practice had not received theirs.

### 4.3.1 Artisans

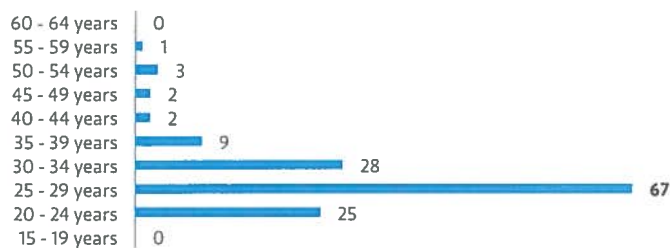
**Gender profile of Artisans**



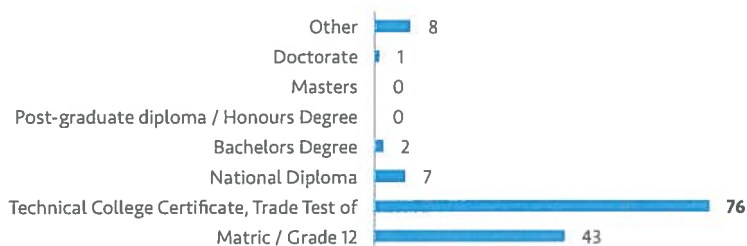
**Provincial distribution of Artisans**



**Age profile of Artisans**



**Education profile of Artisans**



A total of 137 beneficiaries were successfully contacted and participated in the tracer survey. Of the 137 beneficiaries, 33 were female while 104 were male.

In terms of Provincial distribution, Gauteng recorded the highest with 63 beneficiaries, followed by 22 from KwaZulu-Natal, 19 from the Western Cape and 15 from the Eastern Cape.

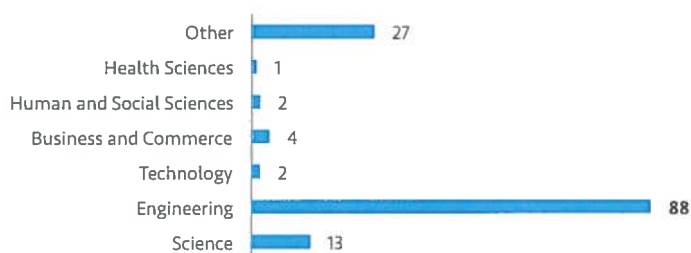
In addition, there were 6 beneficiaries from Mpumalanga, 5 from Free State, 5 from Northern Cape, and 2 from Limpopo.

With respect to age, a greater number of beneficiaries between the ages of 20 to 30 entering artisan programmes. There were 67 beneficiaries from the age group 25 - 29. Following these were 28 beneficiaries between the ages of 30 - 34, and 25 beneficiaries between the ages 20 - 24.

It is encouraging to see that beyond these age groups, there are beneficiaries up to the age 59 indicating an interest in lifelong learning. There are 9 beneficiaries between ages 35 - 39, and 3 beneficiaries between ages 50 - 54. There were 2 beneficiaries for ages 40 - 44 and 45 - 49 respectively. Lastly, there is 1 beneficiary in the age group 55 - 59. These largely represent those that were working at the time of the survey

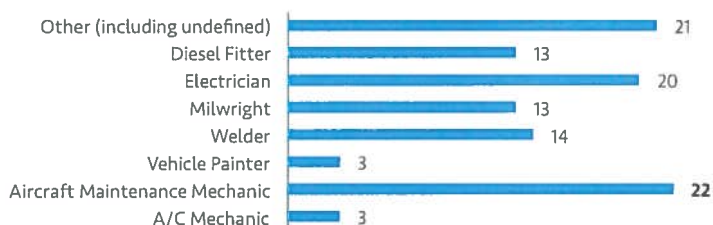
With regards to educational profiles, 76 beneficiaries possessed a technical college certificate / trade test while 43 beneficiaries indicated Matric / Grade 12 qualification as their highest level of education. A total of 7 beneficiaries held national diplomas, and two beneficiaries Bachelor's degrees. Lastly, one beneficiary indicated that they held a doctorate.

#### Field of Qualification of Artisans



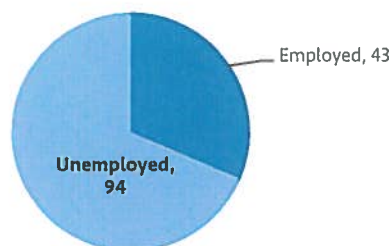
In terms of their fields of qualification, 88 Artisans came from various engineering fields. A further 13 beneficiaries came from the sciences, and four (4) came from business and commerce fields. Human sciences, and technology fields each represented two (2) beneficiaries respectively, and (one) 1 beneficiary came from the health sciences field.

#### Profile of Artisans by Trade



In terms of profiling Artisans by their trade, 22 were aircraft maintenance mechanics, and 20 were electricians. Following these, 14 were welders while 13 were diesel fitters and 13 millwrights. There were three (3) vehicle painters and three (3) A/C mechanics. Lastly 21 artisan beneficiaries listed trades under the classification of "other."

#### Employment status at the time of registering for the programme

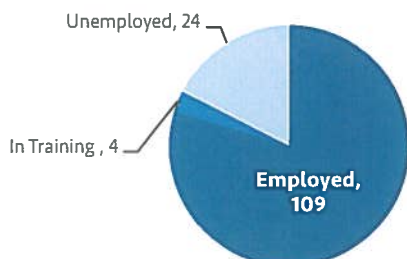


At the time of registering for the TETA funded programme, a total of 94 survey participants were unemployed of which 28 were female

On the other hand, a total of 43 were employed of which five were women and 38 were men.

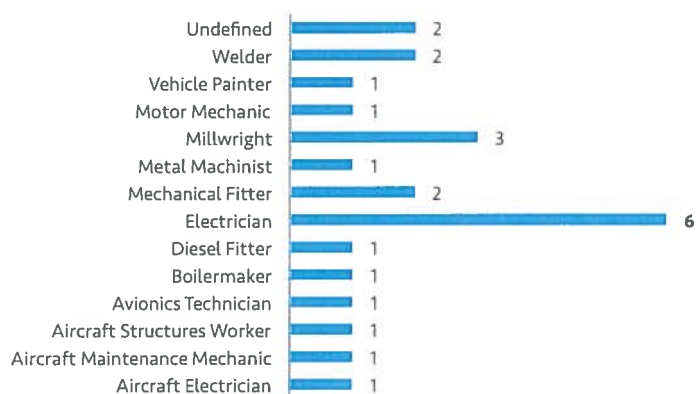
Of the 24 unemployed Artisans, eight (8) were female and in addition, four (4) had never been employed.

#### Current employment status at the time of participating in the tracer survey



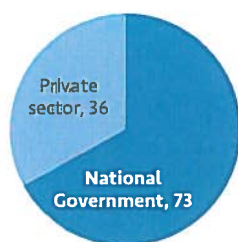
In comparison only, five (5) of the 16 unemployed males had never been unemployed.

#### Unemployed Artisans by trade at the time of participating in the tracer survey



There were six (6) recorded unemployed electricians, and three (3) unemployed millwrights. There were two (2) unemployed mechanical fitters, as well as two (2) unemployed welders. Thereafter, 9 artisans reported unemployment with one artisan to each of the following trades; aircraft electrician; aircraft maintenance mechanic; aircraft structures worker; avionics technician; boilermaker; diesel fitter; metal machinist; motor mechanic and vehicle painter. Lastly, two (2) unemployed artisans could not define their unemployment relative to their trade.

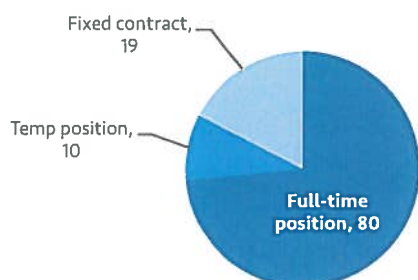
#### Sector of employment for Artisans



Of the 109 employed artisans, 73 beneficiaries were employed in the national government sector whilst 36 beneficiaries were employed by the private sector.

The biggest employers were Transnet with 52 beneficiaries and SAA/SA Express with seven (7) between them.

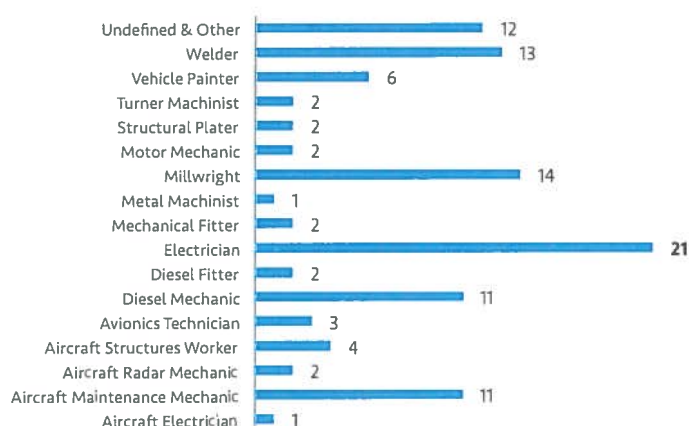
#### Employment tenure status of artisans



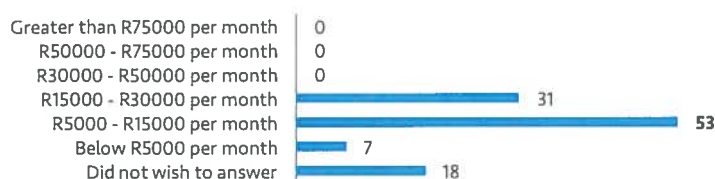
Examining employment tenure, 80 beneficiaries were employed in full-time positions at the time of participating in the survey.

A total of 19 beneficiaries indicated that there were on a fixed contract while 10 beneficiaries were employed on a temporary basis.

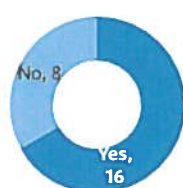
### Employed Artisans by trade



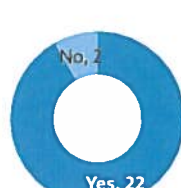
### Monthly income for Artisans



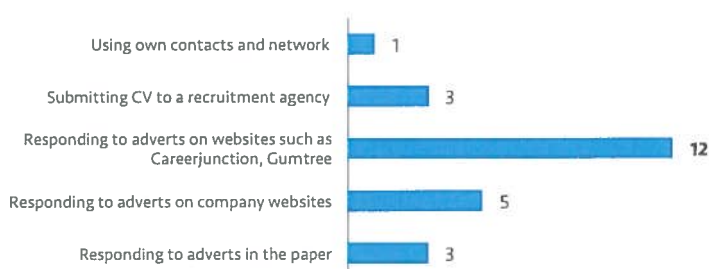
### Employment history of Artisans currently unemployed



### Artisans currently unemployed who are seeking employment in transport sector



### Main job search strategy used by unemployed Artisans



Of the employed artisans, 21 were electricians. There were 14 millwrights, 13 welders as well as 11 aircraft maintenance mechanics and 11 diesel mechanics. There were six (6) vehicle painters, four (4) aircraft structures workers and three (3) avionics technicians.

A total of two (2) employed artisans in each of the following trades; aircraft radar mechanics; diesel fitters, mechanical fitters; motor mechanics; structural platers and turner machinists.

One beneficiary was recorded for the aircraft electrician and metal machinist trades respectively, and 12 beneficiaries responded in the classifications for "undefined and other."

Where asked to give indications of monthly income, 53 Artisans indicated that they earned an income of between R5000 – R15000 per month.

A further 31 earned between R15000 – R30000, and 7 earned below R5000 per month. A total of 18 respondents did not wish to answer the question.

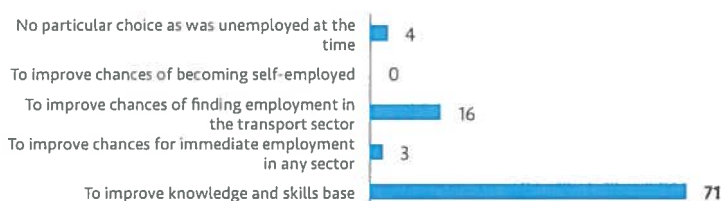
All 24 unemployed Artisans were actively looking for employment with only two (2) not looking for employment in the transport sector.

There were 12 unemployed artisans seeking employment via responding to adverts on websites such as Careerjunction and similar. A total of five (5) respondents searched for employment by responding to adverts on company websites while three (3) responded to adverts in the paper and another three (3) by submitting their CVs to recruitment agencies. Only one (1) unemployed artisan used his or her own contacts and network to secure employment.

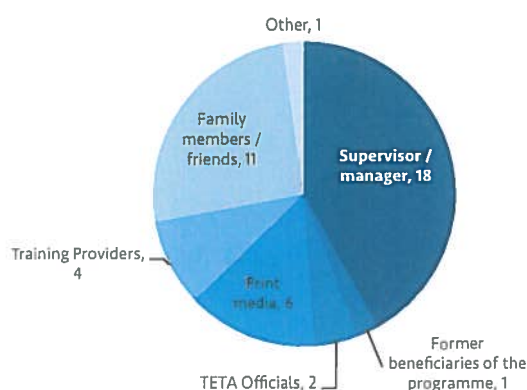
**Reason for registering for programme by participants employed at the time**



**Reason for registering for programme by participants employed at the time**



**Main source of information about the programme for participants employed at the time of registering for the programme**



Of the artisans who were employed at the time of registering for programmes, 36 did so in order to improve their knowledge and skills base. There were three (3) artisans who enrolled in order to improve their income / salary. While two (2) respondents said they registered to increase their chances of promotion. Lastly, two (2) participating Artisans mentioned improving their chances of finding better employment opportunities in other sectors as their reasons for registering for a programme whilst still employed.

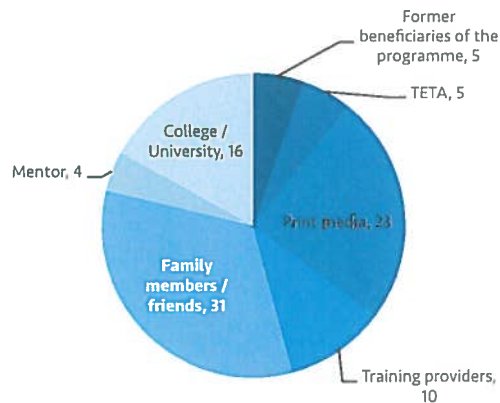
Of the beneficiaries unemployed at the time of enrolling in artisan programmes, 71 beneficiaries cited improving knowledge and skills base as their reasons for enrolling. There were 16 who enrolled to improve their chances of finding employment in the transport sector. There four (4) beneficiaries who enrolled simply because they were unemployed whilst three (3) beneficiaries enrolled in order to improve their chances for immediate employment in any sector.

Supervisors and managers were listed as the main source of information about programmes for 18 of the Artisans who were employed at the time of registering for their programme. There were 11 beneficiaries who received this information from their family and friends, whilst six (6) respondents mentioned print media as their main source of information.

Training providers were a main source of information for four (4) beneficiaries, whilst TETA officials were the main source for two (2). Lastly, one (1) respondent who mentioned former beneficiaries of the programme as main sources of information. Another beneficiary stated that they had other means of acquiring information.

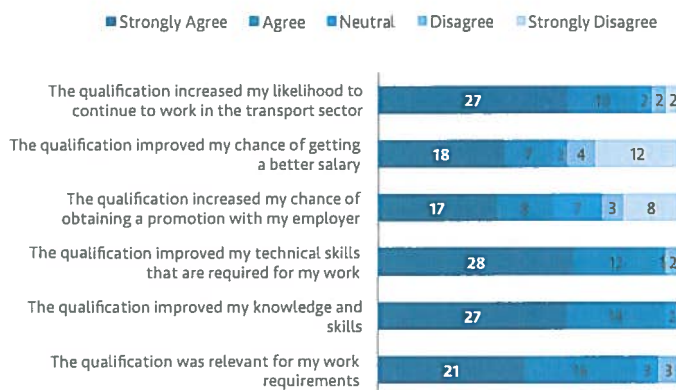


**Main source of information about the programme for participants unemployed at the time of registering for the programme**



For the unemployed, 31 beneficiaries cited their family and friends as a main source of information about programmes whilst, 23 mentioned print media. Colleges and universities were a main source of information for 16 unemployed beneficiaries whilst training providers edified 10 beneficiaries. TETA was a main source of information for 5 unemployed beneficiaries and former beneficiaries of programmes informed a further five (5) beneficiaries. Lastly, mentors let four (4) beneficiaries in on information about programmes during their unemployment.

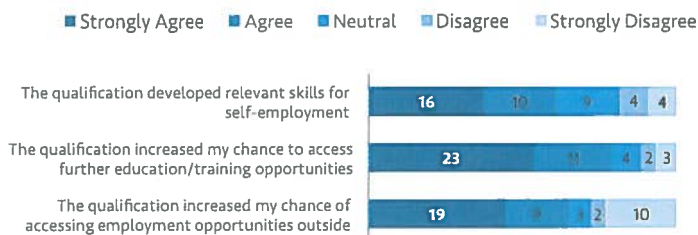
**Evaluation of programme by participants employed at the time of registration of the programme for current occupation**



A total of 27 beneficiaries strongly agreed that the qualification increased the likelihood of them to continue to work in the sector and that the qualification had improved their knowledge and skills. Only 17 beneficiaries strongly agreed that their qualification had increased their chance of promotion.

Among those who were employed when they registered for programmes, 18 strongly agreed that the qualification improved their chances of obtaining a better salary. This is interesting, as one would generally expect remuneration to increase with higher/further levels of education and training.

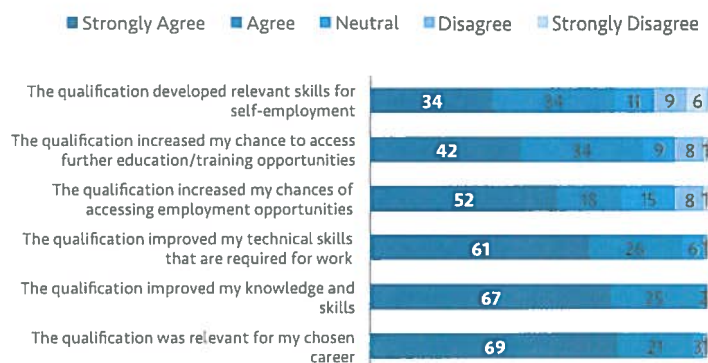
**Evaluation of programme by participants employed at the time of registration of the programme for future opportunities**



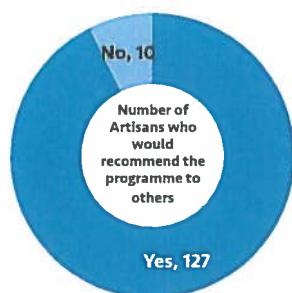
Among those employed at the time, 16 beneficiaries who strongly agreed that the qualification developed relevant skills for self-employment. A total of 23 beneficiaries strongly agreed that the qualification increased their chances of accessing further education or training opportunities. A total of 19 beneficiaries strongly agreed while 10 strongly disagreed that the qualification increased their chance of accessing employment opportunities outside of the transport sector



### Evaluation of programme by participants unemployed at the of registering for the programme for current and future employment opportunities

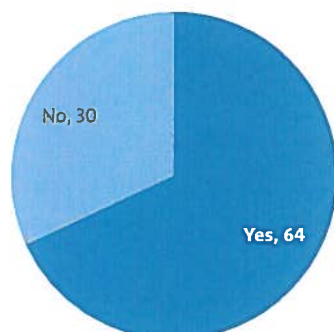


Among the unemployed, 34 strongly agree and six (6) strongly disagree that the qualification developed relevant skills for self-employment, whilst 34 were neutral. Importantly, 61 beneficiaries among the unemployed strongly agree and one (1) strongly disagrees that the qualification improved their technical skills relevant for their work. There were 26 beneficiaries who were neutral in this regard. A total of 69 beneficiaries strongly agreed that the qualification was relevant for their chosen careers – an important finding for the TETA.



Out of 137 artisans, 127 (92%) said they would recommend the programme to someone else. There were 10 beneficiaries who said that they would not recommend the programme to others.

### Number of unemployed Artisans who successfully got employed after completing the programme



There were 42 artisans who found employment in the transport sector after completing their programmes. There were 11 who were employed immediately after programme completion whilst four (4) took less than a month. There were five (5) beneficiaries who were employed one month after their completion whilst 20 took between 3 and 6 months. There were also four (4) beneficiaries who needed more than a year to find employment after completing their programme whilst one (1) beneficiary found employment while still training.

#### Main job search strategy used to seek employment

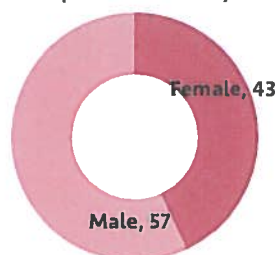


Training providers assisted 29 beneficiaries with finding employment. There were 11 beneficiaries who responded to job advertisements, and nine (9) who were employed subsequent to arrangements made by the former institution wherein they studied. There were six (6) beneficiaries who made use of information they received from friends, whilst four (4) beneficiaries were recommended by someone. TETA arranged employment for two (2) respondents, whilst another two (2) other beneficiaries used their own contacts and networks to secure employment. Only one (1) beneficiary obtained a job via attending a job fair or career expo.

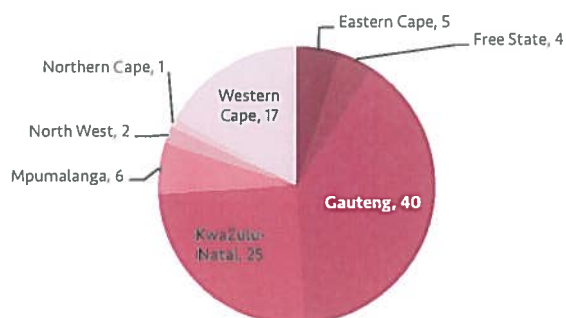
For 26 beneficiaries, not first job and had left the mainly and eight had since moved to another job since completing the programme because they had been temporary positions. Three of the eight indicated that they had been recommended by someone else. The other 18 that had indicated that it was not their first job remained in their job and with the main reason being that the job was related to their skills. With respect to the 38 who indicated that it was their job after completing their training, only three had since moved to a new job that had better tenure. Of the 35 who remained in their first job after completing their training, 13 remained because the job was related to their skills while 10 remained because the job was challenging and exciting with the rest citing reasons such as that they had good relations with the employer/fellow employees, salary and benefits were good

#### 4.3.2 Bursary

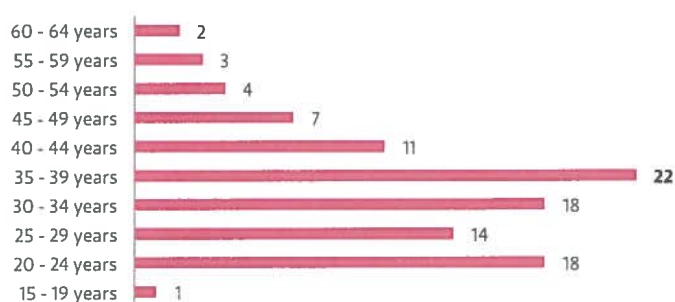
**Gender profile of Bursary beneficiaries**



**Provincial distribution of Bursary beneficiaries**



**Age profile of Bursary beneficiaries**



A total of 100 beneficiaries were successfully contacted and participated in the tracer survey. Of the 100 beneficiaries, 43 were female while 57 were male.

In terms of provincial distribution, a total of 40 of the 100 beneficiaries indicated that they were resident in Gauteng followed by another 25 from KwaZulu-Natal. A further 17 bursary beneficiaries were resident in the Western Cape.

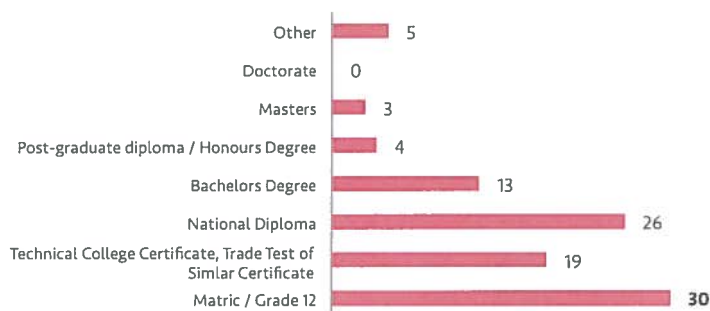
The provinces of Mpumalanga, Eastern Cape, Free State, North West and Northern Cape had participants indicate that these were their provinces of residence.

It is important to state that while no participant was recorded for Limpopo province for this study, the TETA database does indicate that there were beneficiaries from that province.

With respect to the age profile of the beneficiaries, it is interesting to note that the highest beneficiaries at 22 were recorded for the 35 - 39 age category but this largely explained by that the majority (73) of the 100 beneficiaries who participated in the survey were employed individuals.

Overall, 41 of the 100 participants were below the age of 35 - an encouraging finding suggesting that TETA is indeed spending a greater proportion on facilitating access to training for the potential new entrants into the sector.

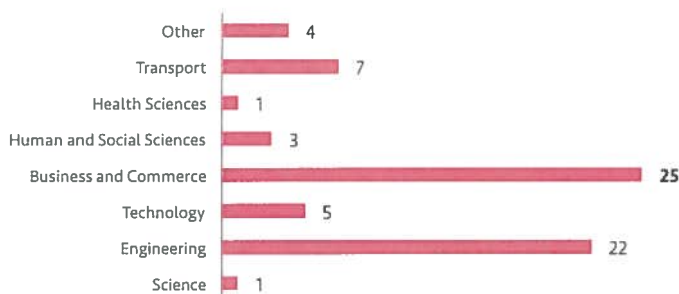
#### Education profile of Bursary beneficiaries



A total of 30 participants indicated that their highest level of education was a Matric / Grade 12 – in line with that quite a high number of the unemployed at the time were studying. A total of 26 participants indicated that they held a National diploma (and this was across a number of fields) while 19 held a Technical College Certificate or similar.

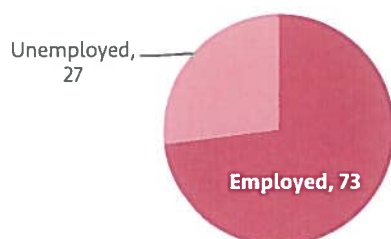
A total of 13 participants held a Bachelors degree while a total of seven (7) held a postgraduate qualification of which three (3) held a Masters qualification.

#### Field of Qualification of Bursary beneficiaries



With respect to the field of the qualification, a total of 25 indicated that their field of qualification was business and commerce while 22 indicated it to be engineering. A total of seven (7) participants indicated that their qualification was in the transport field while a further five (5) indicated that it was in technology. It is interesting that two beneficiaries indicated that their field of qualification was education.

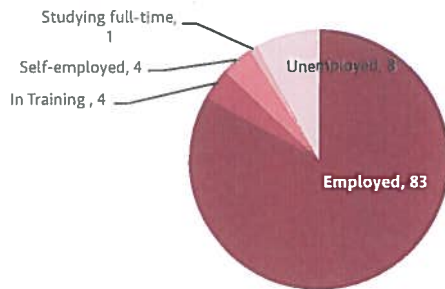
#### Employment status at the time of registering for the programme



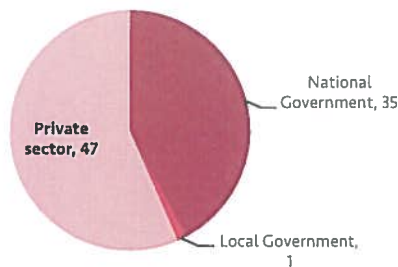
At the time of receiving the bursary, a total of 73 participants indicated that they were employed.

At the time of participating in the survey, three (3) of those beneficiaries who had been employed at the time indicated that they were at present self-employed while five (5) were presently unemployed.

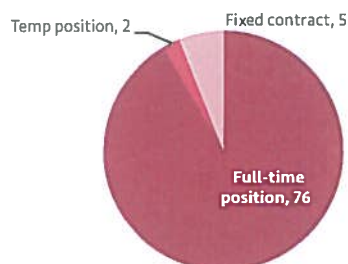
#### Current employment status at the time of participating in the tracer survey



#### Employment by sector for Bursary beneficiaries



#### Employment tenure status of Bursary beneficiaries



At the time of participating in the survey, a total of 83 bursary beneficiaries were employed. Of these, 16 had been unemployed at the time of receiving the bursary.

A total of eight (8) participants indicated that they were unemployed while four (4) indicated that they were self-employed (and all operating businesses within the transport sector) and another four (4) in training and one (1) studying on a full time basis.

Of the 83 employed, more than half (47) indicated that they were employed in the private sector.

The majority of those employed in the national government sphere were employed in government entities, and in this tracer survey, many were employed in Transnet.

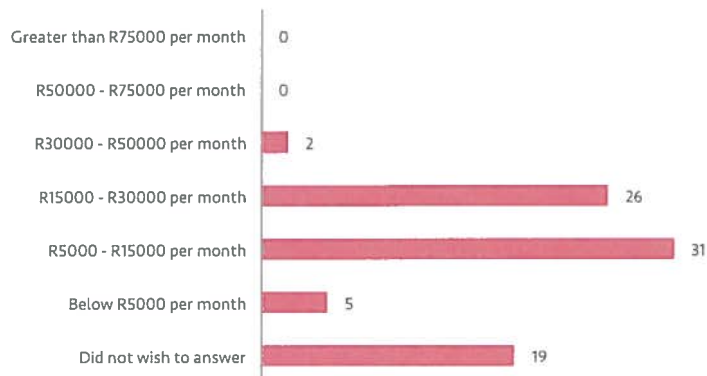
At least 19 of those employed indicated that they had been employed for more than 10 years with one beneficiary having been employed for about 40 years. A further 32 beneficiaries indicated that they had been employed for between 5 years and 9 years.

In terms of employment tenure, 76 indicated that they were employed on a full time basis while five (5) indicated that they were on a fixed contract with two (2) on a temporary basis.

Those employed on temporary basis were in the private sector while two (2) of those on a contract basis were in the national government sphere.

The beneficiaries were employed in various occupations including administration, accounting and finance, engineering, maintenance, and across various transport related occupations.

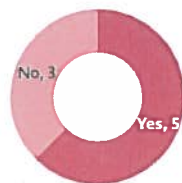
#### Monthly income for Bursary Beneficiaries



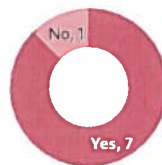
The majority of those employed indicated that they earned between R5000 and R15000 per month while a total of 26 beneficiaries indicated that they earned between R15000 and R30000. A total of five (5) of the beneficiaries indicated that their income was below R5000 per month and with the exception of one beneficiary, the others had been unemployed at the time of being employed and were in their present jobs for less than a year.

With respect to those who indicated that they were self-employed, their two indicated that their annual income was below R500 000 per annum while one indicated it was just over R1 million per annum.

#### Employment history of bursary beneficiaries currently unemployed



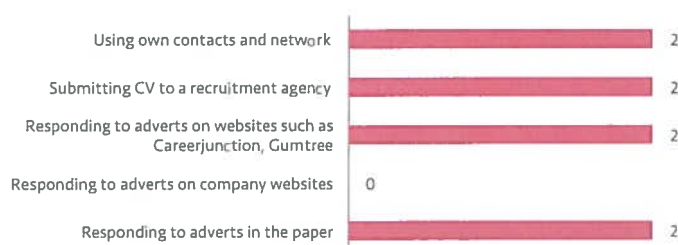
#### Bursary beneficiaries looking for employment



At the time of participating in the survey, five (5) unemployed bursary beneficiaries indicated that they had been employed in the past. A total of two (2) beneficiaries who had been unemployed at the time continued to be unemployed after receiving the bursary.

A total of seven (7) of those currently unemployed indicated that they were looking for employment with six indicating that they are looking for employment within the sector.

#### Main job search strategy used by unemployed bursary beneficiaries



With the exception of responding to adverts on company websites, respondents indicated that they used their own contacts (2), submitted CVs to a recruitment agent (2), responded to adverts on websites such as Careerjunction (2) or responded to adverts in the paper when job searching.



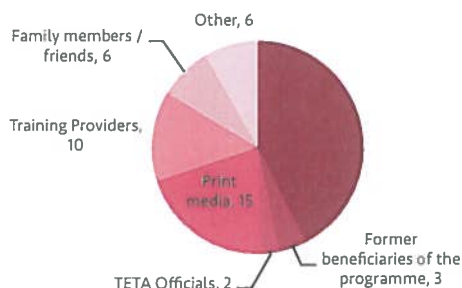
#### Reason for seeking bursary by participants employed at the time



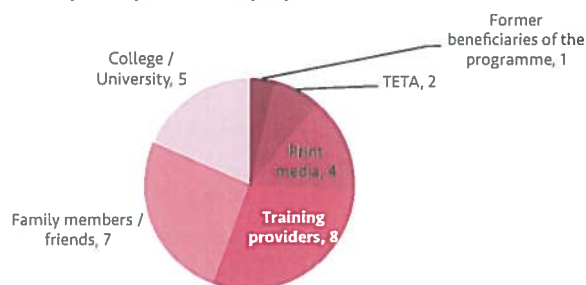
#### Reason for seeking bursary by participants unemployed at the time



#### Main source of information about the bursary for participants employed at the time



#### Main source of information about the bursary for participants unemployed at the time



A total of 49 beneficiaries who were employed at the time indicated that the main reason for seeking a bursary was to improve their knowledge and skills base. In addition, nine (9) indicated that the reason for studying further was to improve their chances of finding better employment opportunities in other sectors while eight (8) beneficiaries indicated that they had sought a bursary to complete mandatory training.

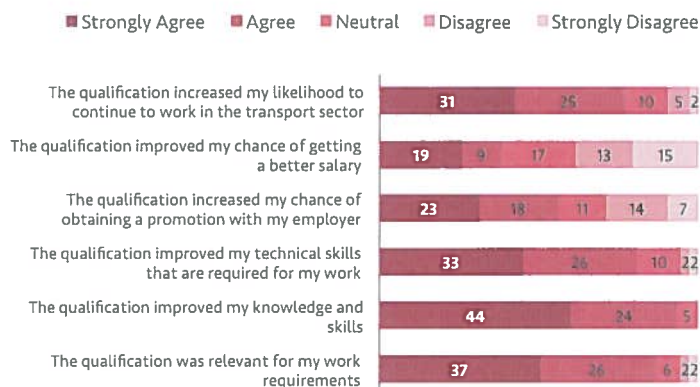
Similarly, 19 of the 27 bursary beneficiaries who were unemployed at the time indicated that the main reason to apply for a bursary was to improve their knowledge and skills base. A further three (3) each indicated that the reason for seeking a bursary was to improve their chances to secure immediate employment in any sector or to improve their chances of finding employment in any sector.

The main source of information that those who were employed at the time relied upon was that of accessing information from their supervisor/manager / a department within their company (31) followed by 15 beneficiaries indicating that they relied on print media with 10 indicating training providers as the main source of information.

In comparison, eight of the 27 beneficiaries who were unemployed at the time indicated that their main source of information about the bursary programme were training providers with a further seven (7) citing family/friend as the main information source while five (5) beneficiaries citing the College / University as their main source.

Interestingly, one two (2) of the beneficiaries cited the TETA as the main source of information and only one (1) beneficiary cited former beneficiaries as their main source of information.

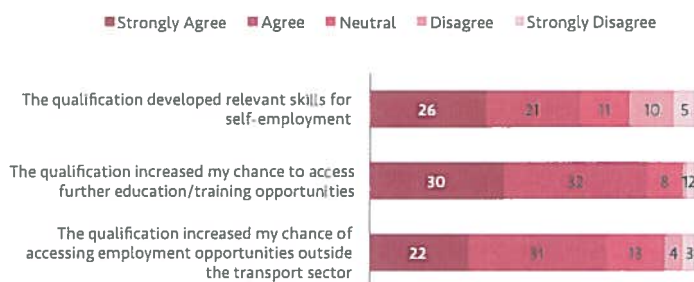
### Evaluation of programme by bursary participants employed at the time of registration



In terms of the benefit of the bursary for those who were employed at the time of being awarded the bursary, 37 strongly agreed that the qualification attained was relevant for their current work requirements while 44 strongly agreed that the qualification improved their level of skills and knowledge. Importantly, 31 beneficiaries strongly agreed that the qualification increased the likelihood of them to continue to work in the transport sector suggesting that the qualifications were closely aligned to their occupations.

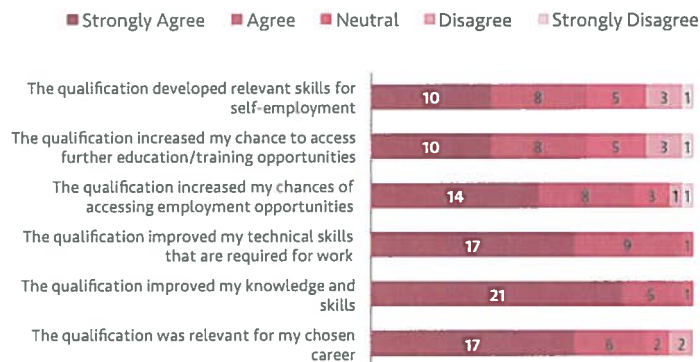
It is interesting to note that 15 beneficiaries strongly disagreed that the qualification improved their chance of getting a better salary while 14 disagreed that the qualification increased their chance of promotion with their employer.

### Evaluation of programme by bursary participants employed at the time of registration of the programme for future opportunities

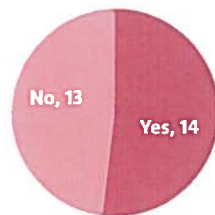


A significant number of the beneficiaries who were employed at the time of receiving the bursary indicated that they strongly agreed that the qualification had increased their chance to access further education/training opportunities (30), developed relevant skills for self-employment (26) and increased their chance to access employment in other sectors (22).

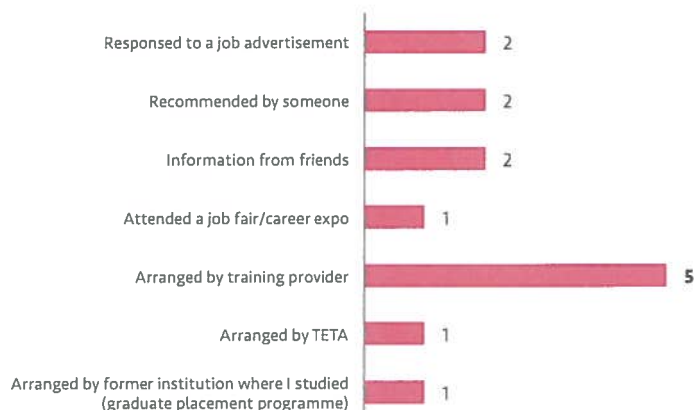
### Evaluation of programme by participants unemployed at the of registering for the programme for current and future employment opportunities



### Number of unemployed bursary beneficiaries who successfully got employed after completing the programme



### Main job search strategy used to seek employment



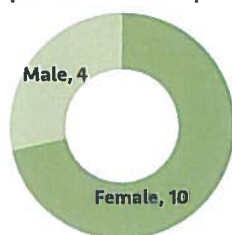
In terms of evaluation of the bursary for current and future employment opportunities, 21 beneficiaries strongly agreed that the qualification for which the bursary had been awarded for had improved their knowledge and skills. Importantly, 17 beneficiaries strongly agreed that the qualification that they had been funded for was relevant for their chosen career. In terms of employability, 14 indicated that the qualification had increased their chances of accessing employment opportunities. It is interesting to note that 10 beneficiaries indicated that the qualification had developed relevant skills for self-employment.

A total of 14 of the 27 beneficiaries who were unemployed prior to receiving the bursary indicated that upon completion of their studies managed to secure employment. Of this number, six (6) secured employment in the transport sector and a further three (3) in an engineering occupation. Importantly, six (6) beneficiaries indicated that they secured employment immediately after completing, one (1) while studying and the rest within one year of completing.

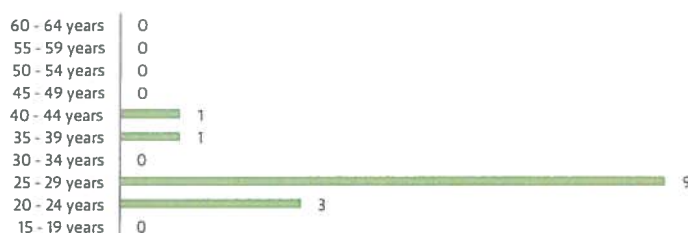
Of the 14 who secured employment after completing studies for which a bursary was awarded, five (5) indicated that the training provider secured this for them. In addition, two beneficiaries (2) indicated that their job search strategy was to respond to a job advertisement and another two indicated that they sought information from friends. Two (2) beneficiaries did not use a job strategy as someone recommended them for the job. Of the 14 beneficiaries, 10 indicated that this was their first job and in addition, of the 14 beneficiaries, 10 were still in the same job with four (4) beneficiaries citing the main reason for this being that the job was challenging and exciting.

### 4.3.3 Internships

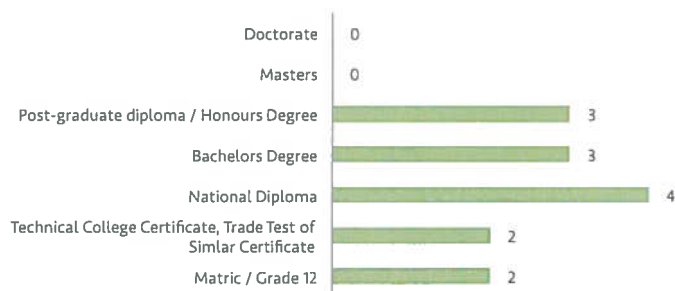
**Gender profile of Internship beneficiaries**



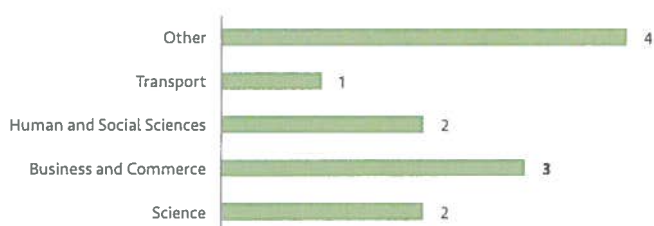
**Age profile of Internship beneficiaries**



**Education profile of Internship beneficiaries**



**Field of qualification of Internship beneficiaries**



A total of 14 Internship beneficiaries were successfully contacted and participated in the tracer survey.

Of the 14 beneficiaries, 10 were female while 4 were male.

In terms of provincial distribution, the majority of the beneficiaries were from Gauteng with six (6) followed by Free State with five (5) and KwaZulu-Natal with two (2).

In terms of the age profile, the majority of the Internship beneficiaries – nine (9) indicated that they were between the ages of 25 and 29 while a further three (3) were between the ages of 20 and 24.

It is interesting to note that there was one Internship beneficiary who was between the age of 35 and 39 and another between 40 and 44.

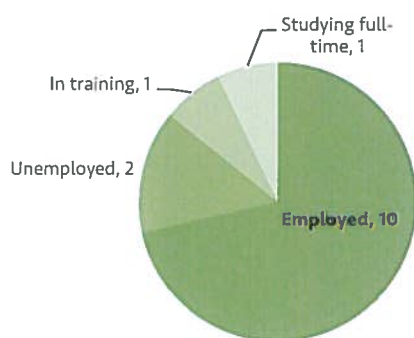
In terms of the education profile of the internship beneficiaries, four indicated that they held a national diploma while a further three indicated that they held a Bachelors degree. A further three (3) of the interns held a postgraduate diploma.

Two of the internship beneficiaries held a Matric/Grade 12 while another two (2) held a Technical College Certificate or similar.

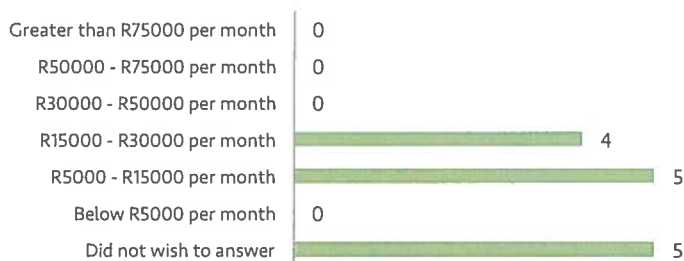
Of the 12 internship beneficiaries who held some qualification, three (3) indicated that this was in the field of business and commerce.

A further two (2) each indicated that this was in public administration, human and social sciences and science respectively.

#### Current employment status at the time of participating in the tracer survey



#### Monthly income for Internship beneficiaries



A total of five internship beneficiaries indicated that they were earning between R5 000 and R15 000 per month while a further four (4) indicated that they were earning between R15 000 and R30 000. It is important to remember that these individuals are no longer interns but were beneficiaries of a TETA funded internship.

Of the 11 internship beneficiaries who were unemployed at the time, seven (7) indicated that the main reason for entering the internship was to improve their level of knowledge and skills and six (6) indicated that their main source of information about the programme was the print media. In terms of evaluating the programme, 11 strongly agreed the the internship was relevant for their chosen career while six (6) indicated that the internship improved their knowledge and skills.

Of the 14 Internship beneficiaries, 10 indicated that they were employed of which four (4) were in the private sector with a further three (3) employed in national departments/entities. One beneficiary indicated that they were employed at a University of Technology.

In terms of tenure, eight (8) of the beneficiaries indicated that they were employed on a full-time basis.

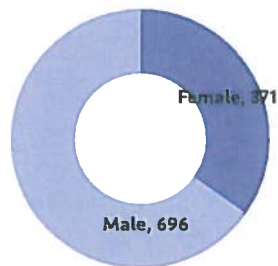
A total of two (2) internship beneficiaries indicated that they were unemployed while one (1) was in training and another studying full-time.

It is interesting to note that only one (1) of the internship beneficiaries was employed in a transport related occupation

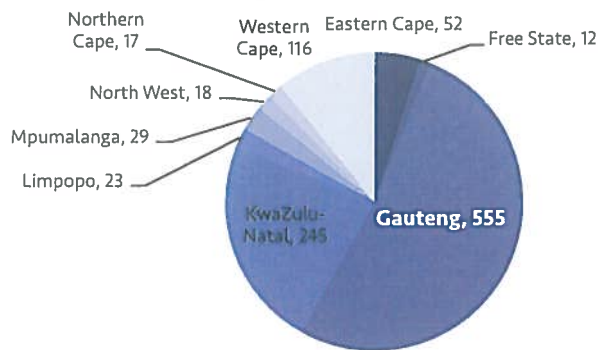
Five (5) of the internship beneficiaries indicated that they had been employed for longer than two years while those who were currently unemployed (2) indicated that they were looking for employment in the transport sector. The one unemployed beneficiary indicated that their main job search strategy was responding to job advertisements on Careerjunction or similar websites while the responded to advertisements in the paper.

#### 4.3.4 Learnership

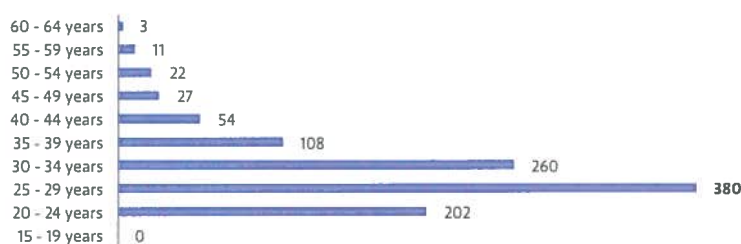
**Gender profile of Learnership beneficiaries**



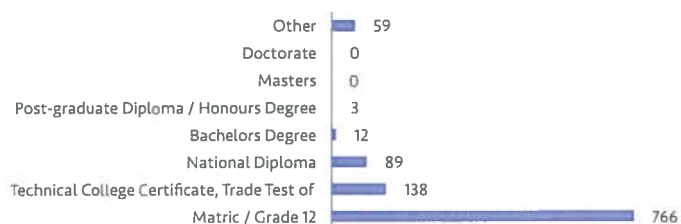
**Provincial distribution of learnership beneficiaries**



**Age profile of Learnership beneficiaries**



**Education profile of Learnership beneficiaries**



A total of 1 067 beneficiaries were successfully contacted and participated in the tracer survey. Of the 1 067 beneficiaries, 371 were female while 696 were male.

A total of 553 of the 1 067 beneficiaries who completed the learnership indicated that they had not yet received their certificate.

In terms of provincial distribution of learnerships, a total of 555 indicated that they resided in Gauteng followed by 245 in KwaZulu-Natal with 116 in the Western Cape.

The lowest numbers of learnership beneficiaries that participated in the study were from North West (18 beneficiaries), Northern Cape (17 beneficiaries) and Free State with 12 beneficiaries.

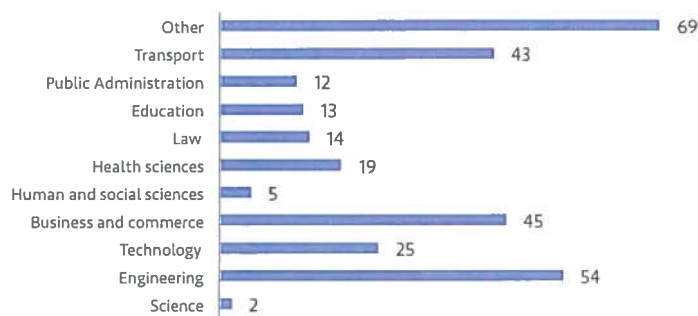
With respect to the age profile of learnership beneficiaries, the majority of were between the ages of 25 and 29 with a further 260 between the ages of 30 and 34. Overall, it is encouraging to see that TETA was investing significantly in the youth (the potential future labour supply for the sector).

There were a total of 108 beneficiaries between the ages of 35 and 39 with three (3) beneficiaries between the ages of 60 and 69.

A total of 766 learnership indicated that their highest level of education was Matric / Grade 12 while 138 indicated that they held a Technical College Certificate or similar. Furthermore, 89 held national diplomas and there were few beneficiaries with a Bachelors degree qualification.



#### Field of qualification



About 54 learnership beneficiaries indicated that their field was engineering with a further 45 indicating business and commerce as the field of the qualification. About 43 beneficiaries indicated that the field of study was transport.

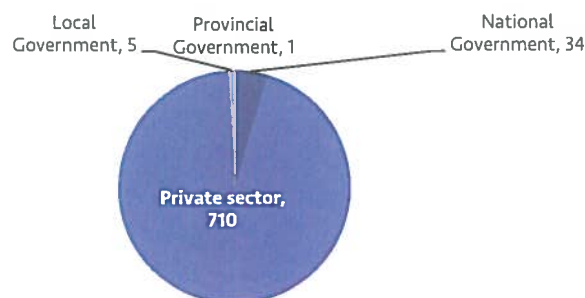
It is interesting to note beneficiaries indicating the following fields of study – 19 health sciences, 13 education, 12 public administration and five (5) human and social sciences beneficiaries.

#### Employment status at the time of participating in the tracer survey



At the time of registering for the programme, 171 learnership beneficiaries indicated that they were unemployed. At the time of the survey, 750 of the learnership beneficiaries indicated that they were employed while 237 were unemployed. A total of 22 learnership beneficiaries indicated that they were studying on a full-time basis while a further 49 were in training and 8 were self-employed.

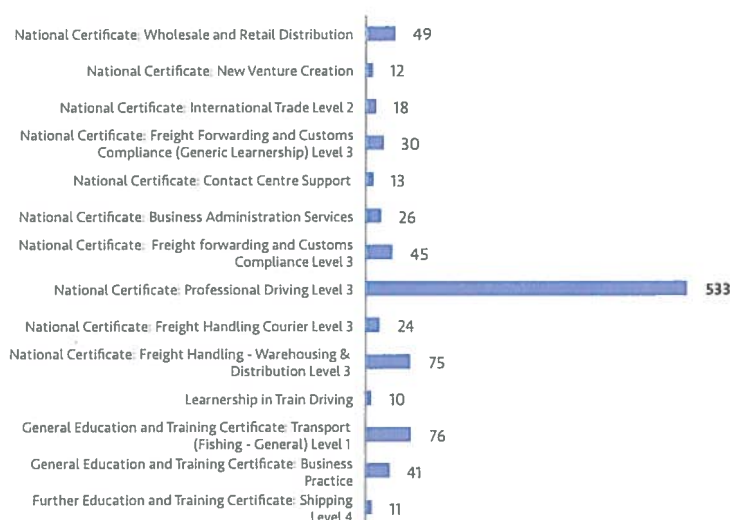
#### Sector of employment



Of the 750 learnership beneficiaries who participated in the survey, 710 were employed in the private sector and namely for Shoprite and Woolworths. A high number of those who participated in the survey who worked at the national government level or at one of its entities worked for Transnet.

In terms of tenure, 105 of the 750 employed beneficiaries were employed on a fixed contract basis while 596 were full-time employees. A high number of learnership beneficiaries had worked over 10 years and work experience varied across the 750 beneficiaries. In terms of occupation, about 258 were professional drivers, 68 truck drivers, 47 indicated that they were administrators, 10 train drivers. There were a high number of individuals working in various transport related occupations.

#### Example of learnerships completed (>10 beneficiaries)

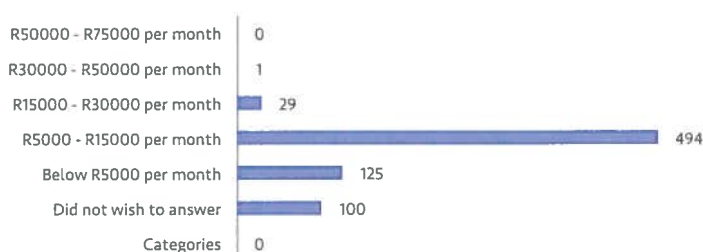


Based on the beneficiaries who participated in the tracer survey, the highest number of learnerships were recorded in the National Certificate Professional Driving Level 3 with a total of 99 women and 434 men completing the learnership. This was followed by the General Education and Training Certificate: Transport and the then the National Certificate in Freight Handling.

It is also interesting to report that a total of four (4) women completed a GETC: Domestic Services and at the time of the survey, were all unemployed.

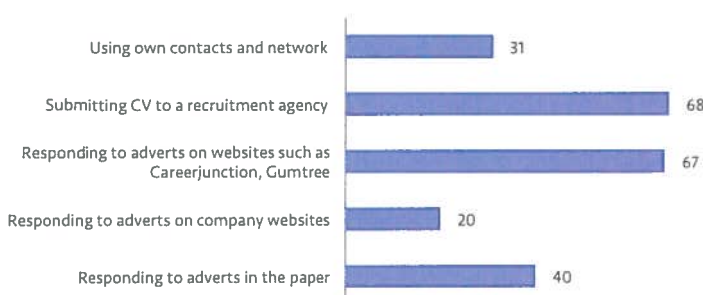
Other learnerships funded included Contact Centre Support, Information Technology, International Trade, New Venture Creations, Wholesale and Retail Distribution among others.

#### Monthly income for Learnership beneficiaries



Just below 500 learnership beneficiaries indicated that they earn between R5 000 and R15 000 while 125 reported to earn below 125. A further 29 reported to earn between R15 000 and R30 000 per month with one beneficiary indicating to earn between R30 000 and R50 000 per month.

#### Main job search strategy used by unemployed bursary beneficiaries

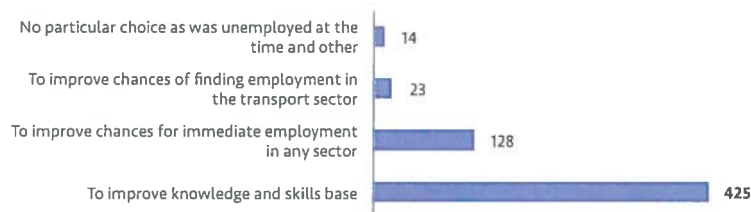


At the time of the time of doing the programme, 591 beneficiaries indicated that they had been unemployed. At the time of completing the survey, 362 of the 591 were now employed while slightly 273 were still unemployed (53 had never been employed). Only nine (9) of the 273 unemployed beneficiaries indicated that they were not looking for a job. The majority looking for work indicated that they were looking in the transport sector. The main job search strategies were submitting CVs to an agency (68), responding to online job advertisements (67) and job adverts in the paper (40).

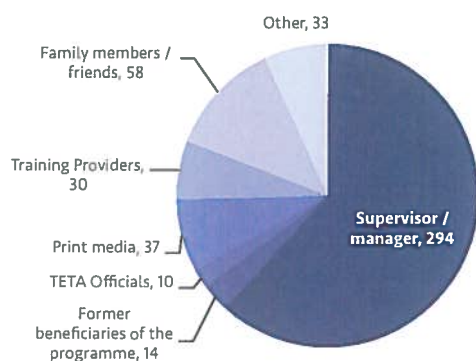
#### Reason for registering for learnership by participants employed at the time



#### Reason for registering for learnership by participants unemployed at the time



#### Main source of information about the learnership for participants employed at the time



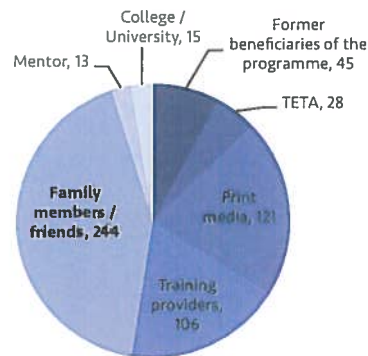
Overwhelmingly, 322 learnership beneficiaries who were employed at the time of registering for the learnership indicated that the main reason was to improve their level of knowledge and skills. A further 62 learnership beneficiaries indicated that the main reason for registering was to find better employment opportunities in other sectors while 48 indicated it was to increase personal prospects for promotion within their current organisation.

For beneficiaries who were unemployed at the time of registering for the learnership, similar to those employed at the time, 425 indicated it was to improve their knowledge and skills base. For 128 beneficiaries, the main reason for registering for the learnership was to improve their chances for immediate employment in any sector while 23 indicated it was to try to find employment in the transport sector.

The main source of information about the learnership for 294 beneficiaries was their manager /supervisor or other department within their company. Friends /family members as well as colleagues were the main source of information for 58 beneficiaries with the print media playing an important role for 37 beneficiaries.

Training providers appear to be an important source of information for beneficiaries. It is interesting to note that only 10 beneficiaries indicated that they got their information from TETA.

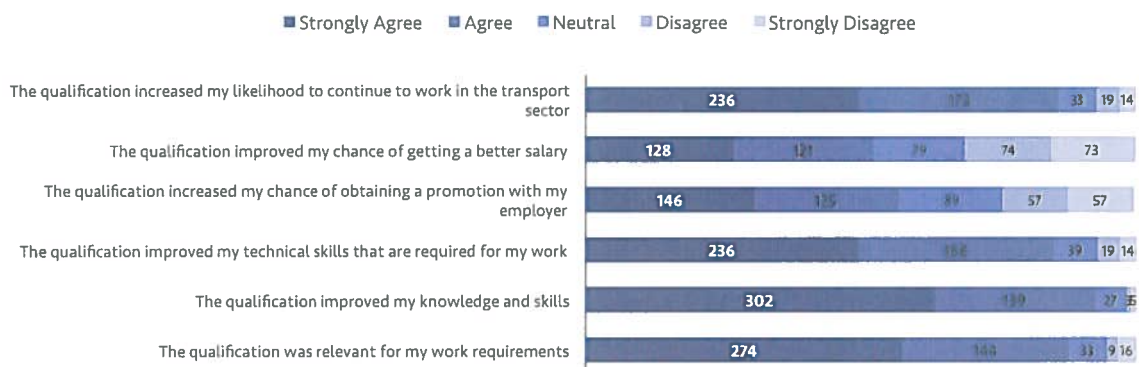
### Main source of information about the learnership for participants unemployed at the time



In terms of those beneficiaries who were unemployed at the time, 244 indicated that they obtained information about the learnership from family members/friends while another 121 obtained information from the print media and another 106 from training providers.

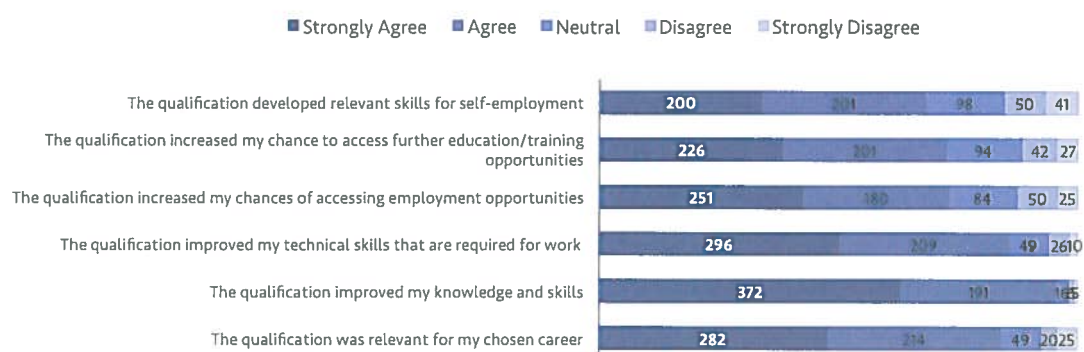
A total of 45 beneficiaries indicated that their main source of information about the learnership was a former beneficiary while 28 indicated that they had received information from TETA.

### Evaluation of programme by bursary participants employed at the time of registration



At least 302 beneficiaries who were employed at the time strongly agreed that the learnership had improved their level of skills and knowledge while 274 also strongly agreed that the qualification was relevant for their work requirements. With respect to whether the qualification improved their chance of getting a better salary, 79 were neutral while 74 disagreed and another 73 strongly disagreed. Similar trends were observed when evaluating whether qualification had improved chance of promotion with employer.

### Evaluation of learnership by participants unemployed at the time of registering for the programme for current and future employment opportunities



At least 372 beneficiaries strongly agreed that the qualification had improved their knowledge and skills and another 296 also strongly agreed that the qualification had improved their technical skills required for their work. Importantly, 251 indicated that the learnership had improved their chances of accessing employment opportunities.

## 5. BENEFICIARY PROFILES

### Nokulunga Mthethwa

Nokulunga Mthethwa is currently an Order Picker for SPAR, a position she was promoted to in June 2008. She has worked on numerous projects, most notably an Aware Campaign which focussed on staff training, work persona, wellbeing, improving customer service.

#### TETA funded programme completed

Nokulunga applied for a programme in Generic Management Level 3 (Team Leader Learnership), in 2012. She described the learnership as an eye opening experience. Nokulunga notes that she needed to improve her skills level and the learnership provided her an opportunity to learn about leadership, motivation and managing teams.

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*"I was curious about the general aspects of business and I wanted to see it from the inside to understand what happens instead of relying only on a leader who gives incomplete information. I wanted to enlighten myself more about the company which employs me"*

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#### Career Highlights

Nokulunga is delighted with the promotion she obtained in May 2014 when she became a controller. As a controller she deals with the quality of stock and interacts with the retail depots to ensure that delivery trucks are timeously available and in good condition. She shared that at present, she is the only woman in the department - an achievement as well as a challenge at times for her in doing her work.

#### Advice to new entrants into the sector

Nokulunga mentioned that she would have liked to have visited a training department sooner as they are the ones who put her into the work. She advises to also be prepared to shine as soon as you come into the gate at your place of work, as people are often afraid and so hide themselves at work. She suggests that rather, one should find out more about the work and the workplace.



## Sandra Mokwena

Sandra Mokwena is a TETA skills programme beneficiary from the North West Province. Ms Mokwena has three years' experience as a management and accounting tutor for AET skills initiatives. She is currently in her second year of a Bachelor of Commerce degree and is studying through the University of South Africa (UNISA). She currently runs Rhiradzo Cooperative - a business helps children understand tourism and organise learning opportunities to do educational tours

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*"I have been in this industry for the past 8 years, Rhiradzo Cooperative is our local business. It has been in operation for the past 4 years. We managed to secure a provincial grant from the North West province to build a library for the youth in the area. We aim to combat unemployment through making knowledge accessible..."*

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### TETA funded programme completed

Ms Mokwena was funded by TETA to complete a year long, Level 2 Learnership in New Venture Creation, and learnt about the management of a business. Ms Mokwena decided to do the programme, as it would equip her with the necessary skills for new venture creation. She completed the programme in the financial year 2009 / 10. The programme was run at a church in her local municipality and took in 14 other students. All 15 students graduated in June 2014.

### Benefits of completing TETA funded programme

Ms Mokwena indicated that she had benefitted tremendously from the learnership. She was involved with a few other entrepreneurs in a venture to establish a cooperative called Rhiradzo Cooperative. The cooperative gives information to people on how to start cooperatives. She mentioned that through the cooperative, she has been able to work in the Limpopo Province with the Letaba Taxi Association. Together they have established a business called Loswikaduvha, which is a Venda name and means "the sun has arrived". Loswikaduvha is a poultry business that was established and registered in 2010. The business currently sells to the public and has a Memorandum of Understanding to supply 2000 chickens weekly to a local wholesaler. Ms Mokwena has recently been awarded with a learnership opportunity with AGRISSETA to complete a training programme to enhance her knowledge and skills in poultry farming.

Ms Mokwena provided an update about other graduates from the same programme. Ms Mokwena spoke about Gloria Msiza, who is currently the chairman of Rhiradzo Cooperative highlighting entrepreneur she has established her own consulting firm which specializes in giving advice on registering and managing businesses. She shared that another graduate - Lazarus Phokela had opened his own Internet café from home shortly after completing the TETA funded new venture creation learnership.

### Insights about managing and operating an enterprise

In response to some of the challenges and solutions, Ms Mokwena has encountered and overcome in her enterprise, she highlighted that Rhiradzo Cooperative was initially started by 27 members however, only 7 remain. She highlighted further challenges that are market related in that at present, the business was not able to meet demand due to capacity constraints. She highlighted that inadequate financial resources, skills and knowledge were an on-going challenge. In Ms Mokwena's view, business needs passion, as this becomes a driving force. She shared that the current goal for the business was to acquire at more bird houses in order to expand the poultry business and increase productivity.

### Advice to a business owner starting out

Ms Mokwena advises people to be aware of and seize the opportunities they see instead of waiting for government intervention. She added that people should approach SETAs for training, as well as for other things that they may need.

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*"I would like to thank TETA for all their help and for taking up the business, to grow it and help it. We applied for programmes and TETA helped a lot. I thank you so much. Please continue to help other people who wish to go further in their dreams."*

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## Victoria Molefe

Victoria Molefe is currently working as an Assistant Invoicing Clerk at Value Logistics. She completed the Business Practice Learnership programme funded by TETA in 2013 and then went on to study the Business Administration programme. Victoria shared that she chose a learnership programme with TETA because she wanted to gain more experience in the workplace and continue learning. She shared that her cousin spoke about learnership programmes that TETA was funding and had applied and was accepted for a learnership.

### Insights and experiences about the programme for her job

Victoria related that in class, the theoretical aspects of the work covered were built once in the workplace. She cited a research example, whereby learners had to go into the workplace to apply concepts and return to class to present their applied knowledge. This process, Victoria says, gave her the necessary experience and confidence to interact with customers, which she enjoys the most. She recalled difficult scenarios with customers, but added that these experiences taught her that customers when approached the right way could be easy to deal with. She attributes much of her growth to the Business Communications module within the programme.

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*"Transportation is among the biggest sectors in South Africa, and I wanted to be involved in something this big. I enjoy challenges."*

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### Career highlights

Victoria shared that her supervisor has given a recommendation for a permanent position. Victoria attributes this positive outcome to her ability to learn fast, and work hard. She also attributes her success to her supervisor who has imparted many skills to her regarding invoicing and performing her work with increasing efficiency and effectiveness.

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*"You should be willing to learn a lot, and you have to hard working, be able to adapt with many situations as there are always changes going on. "*

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## Fortunate Mboweni

Fortunate Mboweni who was born in Tembisa believes that success comes from knowledge and working hard. Fortunate joined Bidvest Panalpina Logistics (BPL) in 2006 straight from school through a learnership and currently holds the position of Airfreight Controller. She is currently on a development programme to become a supervisor.

### TETA funded programme completed

Fortunate has completed two Learnerships in her career, and each learnership took a year to complete. The first was through Global Trade Training (GTT), after which she entered a cadet programme under BPL Academy, for a year respectively. These gave her exposure to a diverse range of services from different departments, for instance warehousing and sales. She was further given the opportunity to visit South African Breweries (SAB) to see how the supply chain works including making presentations to the Board of Directors on industry related topics on Logistics worldwide in 2012. In 2013 she entered the Generic Management NQF Level 5 learnership.

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*"I was fresh from (high) school, not even understanding what logistics was all about. I didn't have a clue of what would be expected of me, but due to the fact that I came from a disadvantaged background, I didn't sit for too long waiting for replies to my university application. The learnership was the first opportunity first to respond to me and I ventured into it, taking it in a positive light to test the waters and see if it would benefit me and it worked out."*

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Fortunate says that the exposure she has gained while on the learnership has taught her that she must continually come up with new and different ways of doing things, and bring innovative ideas to reach audiences and understand their needs.

### Career highlights

Fortunate started her job through a learnership upon completing her Matric. Fortunate was introduced to the logistics industry via the TETA learnership which triggered her passion for this career. Fortunate finds her career both exciting and entered the International Federation of Freight Forwarders Associations (FIATA) competition and proved to be the most important learning curve in Fortunate's career. She won the South African leg of the FIATA competition and also emerged at the top for the Regional Africa Middle East competition went on to eventually win the competition. She added that although the theoretical studies she undertook during her apprenticeship taught her about different countries, languages and cultures, she had no real idea of how diverse the forward and clearing industry was in reality prior to entering the competition.

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*"It is so exciting to know now that I am not alone and can call on a huge network of new friends whenever I need help or information it's just mind blowing"*

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### Advice to new entrants into the sector

Fortunate believes strongly in the power of mentorship and coaching. She has several mentors around her. Her opinion is that if you keep yourself with the people you want to see yourself at the same level with one day, then you actually groom yourself for it. Fortunate expressed her sincere thanks to TETA for providing people with opportunities to learn and explore through the learnerships adding that not everyone can get into university but learnerships give people direct access to learn about and work in an industry.

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*"I believe in Ubuntu, and I put this in my presentations. I am me because of you, in order for me to make it in life I cannot make it on my own. I need people around me that can get me where I want to get, and the journey is not as smooth as you might think it is. There are times in which you need to actually sit down and learn, of which a learning curve is never a nice place to be at but at the end of the day, pays off."*

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## **Tebogo Ngwenya and Dintswalo Mabunda**

Tebogo Ngwenya heard about the scholarship offered by TETA to fund training for young pilots. Tebogo was accepted on the TETA funded pilot training after undergoing a stringent selection process. He shared that flight training is very expensive and was grateful for the funding as it had enabled him to pursue his dream sharing that *"I always wanted to fly since I was seven"*

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*"Earlier I had considered going to university to be an engineer but I'd initially wanted to fly. Before that (TETA scholarship) I tried looking for scholarships. I came across a military scholarship with South African air force but I didn't want to do military flying. I wanted to do commercial flying instead."*

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Dintswalo Mabunda found out about TETA sponsoring students who wanted to become pilots on radio through an advertisement placed by Vukani Aviation. She had completed a Bachelor of Science (BSc) in Geology at Wits University in 2013 but shared that she had always wanted to fly and so had taken up on this opportunity when it presented itself. She shared that she was not exposed to information on how to go about becoming a pilot and therefore has ended up doing something else but as she equipped herself with more information, she decided to follow through on her passion.

### **Career highlights challenges and future plans**

Speaking passionately about his training so far, Tebogo shared insights about the type of aircraft that is used to train the student as well as the technical aspects of flying. Tebogo lamented about the low number of Black pilots in the industry and sentiments expressed about Black pilots in training by some within the sector adding that *"the sky is blue. It is not black or white."* Dintswalo shared that the highlight of her career was the first time she actually took off in an aircraft and at the time of the interview, she was about to complete her first solo flight. She added that however, being female can be a challenge as some people might not believe that they can perform just as well as a males could perform in such a career.

Going forward, Tebogo shared that his biggest dream is to become an astronaut adding that he wanted to be the first African man to walk the moon and the first African man to head a space mission. Noting that this was going to take a while, take a lot of work, experience and dedication he shared that ultimately this was my dream and therefore, becoming a pilot is the first step to that dream. On the other hand, Dintswalo stated that her goal was to become a captain

### **Advice to new entrants into the sector**

Tebogo shared that to be successful, one has to be passionate, persevere, be dedicated to what you do and love what you do otherwise it won't work out for you adding *"With flying, it's hard not to love it."* Dintswalo highlighted that while she was relatively new in the sector herself, she stated that it was important for one to have a passion for flying and try to find out as much as possible about the career.

## David Kwape

David Kwape currently working at the Public Utilities and Transport Corporation (PUTCO) who completed a Transport Management programme funded by TETA shared his career progression:

*"I had come from the Department of Education where I was a teacher from 1973 to 1984. I started my career in the passenger transport industry in April 1984 as a bus inspector / ticket examiner for 3 years. I was then promoted to be a route controller / route supervisor. Thereafter I enrolled in training as a driving instructor and trained drivers and inspectors, dispatchers and regulators. At that time I worked in the North West in, in a company that was previously called Bophuthatswana Transport Holdings (PTY) Ltd in 1984, the company is currently called North West Star. I served there from 1984 to 2003 working in different depots. I was then employed by PUTCO as a driving instructor and I've trained learnership drivers as well. After this I was promoted to senior driving instructor in 2005. We were based in Wynberg, next to Alexander Township at that time. We moved to Lea Glen (Larimar Training Academy and Selection Centre) thereafter in 2007. We started our training after it was conducted by Learning Exchange, a service provider for PUTCO. We then took over the training. I was then promoted to Operations Training Manager in 2008."*

For Mr Kwape, curiosity led him to the passenger transport industry, and take on new challenges and see new environments. He added that his advantage has been the transferability of his skills as a teacher to training roles he held in the passenger transport.

## Career Highlights

Mr Kwape notes that the industry is interesting, he has learnt more about communities, places, the attitudes of people, as well as how to treat of people fairly based on who they are. Previously, people believed that transport was solely about driving buses but added that there are many opportunities available. He shared that one can work upwards to being a manager, general manager or executive through all the training programmes offered within the company. He has served as part of the development of the Professional Driving Qualification and has contributed to the content of the qualification. He works closely with PUTCO's Quality Department to ensure the companies Quality system is in line, and furthermore, assisted in writing much of the Quality Management System. He has expanded his understanding of computers, and is currently the head of a team of about eight trainers and one administrator. He has been involved with international training initiatives, where PUTCO undertook to train a candidate from the Democratic Republic of Congo. He has mentored and developed the trainers reporting to him. Mr Kwape is also very proud of the 14 female learner drivers currently in learnerships with different companies adding that this drives and supports transformation in the industry.

## Advice to new entrants into the sector

In terms of advice he would share to those wishing to enter the sector, he amplified the importance of studying relevant qualifications for the sector and importantly, customer relations as well. He added that specifically in his role, it is necessary to work hard and be patient when working with people as there are different paces to learning and thus you may need to use different methods to impart knowledge

## Vhutshilo Khubana

Vhutshilo Khubana, completed the Professional Driving learnership with PUTCO and upon completion, Mr Khubana was accepted into PUTCO and drove a bus while studying at the University of Johannesburg (UJ) for a transport education qualification where he graduated in 2013. He went on to further complete a year-long course in Logistics Management course with UJ and is currently studying a bridging course in pursuit of a BTEC degree in Transport Management.

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*"When I decided to do this programme, I looked at my age. I saw that there are many opportunities which can only be gained through furthering my studies and gaining more knowledge. At first I wanted to be a pilot but I found mathematics and science challenging. The opportunity came for me to move into passenger transport and more opportunity followed thereafter. The job with PUTCO also influenced the choices I made to this point"*

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Mr Khubana was seen by PUTCO management to have high growth potential in operations, and although he started as bus driver, he soon moved on to be a dispatcher. Later, Mr Khubana was taken on as a trainee in the schedules department.

## Career highlights and challenges

A key highlight is Mr Khubana's successful selection to be among the candidates eligible for International Business Development Programmes. Mr Khubana also cites lack of passion as a potential challenge as he has seen others around him who lack this passion and study for the sake of a qualification, but their performance and behaviour do not reflect this progress. He had the following advice to give to anyone wishing to pursue a career in the industry:

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*"Whichever career you pursue must be in your inner soul and don't do it because someone else is doing it. Know the challenges and benefits coming and develop your vision of what you want. You will have love and passion to follow through and be a good leader and example to others."*

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## Wendy Shikoane

Wendy Shikoane is the Finance Manager at Transnet Rail. In her 3<sup>rd</sup> year of high school, in the year 1999, she was awarded a bursary from Spoornet. Thereafter she went to a Technikon in Northern Gauteng on the bursary. A job with Transnet was guaranteed from the bursary. She notes that the company believes in employee development and treats its employees very well. Thereafter, she completed a diploma in Financial Management in 2004 through RAU and went on to complete a higher diploma in Business Management with Damelin, in 2006. In 2010/11, she did a Management Development Programme at the UNISA School of Business Leadership. In 2013, Wendy was funded by TETA to complete the International Leadership Development Programme that she successfully completed in 2014. The programme seeks to develop individuals for senior leadership positions and focuses on logistics, transport, business management, communications, operations, supply chain management services, and marketing.

## Career highlights

Wendy lists completing the International Leadership Development programme among her career highlights. Wendy is inspired by the personal development that she has experienced and still wants to go further. Being able to direct people, oversee them, and manage and direct employees, implementing goals from strategic levels and being able to identify the risk in the business are among her personal highlights. Supporting and mitigating risks and finding ways to improve on Transnet's processes also make it to her list of personal highlights

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*Looking at where I started to where I am now, and the development. All the stages I went through. From the panic of being an intern and wondering if I would be absorbed or not, to being absorbed and making it to junior manager level. It was all incredible.*

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## Advice to new entrants into the sector

Wendy's advice is that new entrants need to learn about and be aware of corporate politics. In addition, she adds that one should feel free to network inside the company and thereafter, one needs to keep those contacts. She further adds that mentoring is important and that the mentor-mentee relationship is crucial to make it easier for people to find their feet. Wendy also advises that people should realise that hard work is often replaced by working smart. Recognition may be hard to come by even when you work hard, thus, she adds, it is important to find ways to be better positioned with the right people. She highlights that missing out on such an important building block may lead to frustration and resignation when they are overlooked and unacknowledged.

## Patricia Fihlani

Patricia Fihlani is a Human Resource Generalist employed by Talhado Fishing. In 2006 she completed a National Certificate in General Business Administration NQF level 4 learnership under Talhado Human Resources department. In 2008, Patricia was funded by TETA to complete the Skills Development Facilitator programme. She has since proceeded to study a B-Tech in Human Resource. The main reason Patricia decided to pursue this career is because she loves to work with people and assist them. In her current field, she can do what she loves.

## Career highlights

Patricia shared that after completing her learnership, she was then employed as a casual before being recognised as competent enough to be employed as a Human Resource administrator. She shared that in the next 10 years she sees herself running her own business, focussing on fishing or being part of the industry.

## Advice to new entrants into the sector

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*"You have to love what you are going to do. Before you start, figure out what you are going to do, then learn the culture and adapt yourself to it because there are challenges. One has to implement many laws like the minimum conditions of employment, and regulations. One needs to see the different levels at which regulations function. You will encounter undereducated people and this will require that you have patience. It is important not to rush yourself and take time to learn."*

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## 6. RECOMMENDATIONS

The following section provides a list of recommendations emanating from the tracer survey study's participants and from the process itself. With respect to stakeholder, the following recommendation were put forward:

- The responsibility for generating skills development and training needs of the economy should be not solely conferred on the SETAs alone but shared other stakeholders and should be representative of and responsive to diverse stakeholder skills development needs and interests.
- The SETA needs to be linked with the National Development Plan (NDP) in order to address transport sector-related systemic challenges. Furthermore, the following skills are deemed critical for the achievement of the targets of the National Development Plan (NDP): supply chain management skills, project management, and custom compliance management.
- There is a need to enhance the CEO consultation process especially on the skills development training and alignment with the NDP objective since National Skills Development Strategy (NSDS II & III) to ensure greater buy-in of SETA interventions.
- Accurate skills determination needs should be carried simultaneously with the sketching of out of skills requirements versus sector needs. This process needs to be inclusive and should enhance interaction between different stakeholders as opposed to the current status quo which prioritize skills development facilitators.
- There is a need to enhance the promotion of Monitoring and Evaluation (M&E) within the SETA. An important exercise is for the M&E to continuously assess TETA stakeholder relations and this requires the need to look at internal processes whether the organization is meeting the needs of the stakeholders and the turnaround time needs to serve as an indicator to ensure assessment of programmes.
- Impact assessment and planning should be prioritized beyond NSDS III and in addition, there is a strong need to broadening skills development access beyond technical skills to ensure holistic skills development for beneficiaries.

In terms of the process, the following recommendations are put forward:

- There is a need to improve the SETA's data management processes and systems to ensure that the data that is captured and stored can be used more meaningfully to drive better decision-making with respect to programme funding as well as for M&E purposes. It took a significant amount of time to clean the data as it appeared in different databases and there were a number of duplications found in the data. There were cases of where the same ID was used for more than one learner. There are also issues with the consistency and quality of data capturing which in the long run has an impact on the SETAs data management information system.

- It is recommended that the TETA should hold regular tracers to gauge impact beyond programme life and the form and structure can be designed to ensure that there is some tracing element throughout the lifecycle of any TETA funded programme.
- To get buy in from beneficiaries to participate, it would be useful if the findings of the tracer study could be made available in 'bite' size format as this would generate interest about the SETA but importantly would hopefully see more interest in providing feedback to the SETA.
- There is an urgent need to address the outstanding certification issues that were raised by learners as well as the need to enhance monitoring and evaluation of all programmes to avoid negative experiences for learners. A number of learners shared stories of non-completion due to service provider issues, non-payment of stipends etc., which in the long-run will have a negative impact on the SETA's brand.