

Support to the South African Department of Labour (DOL),
Labour Centres (LCs) and Sector Education Training Authorities (SETAs)

Seventh Quarterly Progress Report

Submitted to:

USAID

September 2004



Funded under IQC Contract Number 674-I-00-00005-00, Task Order 009



Table of Contents

1. GENERAL	1
2. PROJECT MANAGEMENT	1
3. TASK I	1
3.1. PSETA HR/OD ASSIGNMENT	1
3.2. FOODBEV SETA SMME ASSIGNMENT	1
3.3. FOODBEV SETA OD/HR ASSIGNMENT	1
3.4. FOODBEV IT ASSIGNMENT	1
4. TASK II	2
4.1. PAETA ASSIGNMENT	2
4.1.1. <i>Period covered by report</i>	2
4.1.2. <i>Consultant(s) Completing Report</i>	2
4.1.3. <i>Activities Completed During Reporting Period</i>	2
4.1.4. <i>Issues and Challenges and How they were Resolved</i>	2
4.1.5. <i>Deliverables Completed during this Reporting Period</i>	2
4.2. CHIETA QUALIFICATIONS ASSIGNMENT	3
4.3. CHIETA QUALIFICATIONS RESEARCH ASSIGNMENT	3
5. TASK III	3
5.1. SETASA ASSIGNMENT.....	3
5.1.1. <i>Period covered by report</i>	3
5.1.2. <i>Consultant(s) Completing Report</i>	3
5.1.3. <i>Activities Completed During Reporting Period</i>	3
5.1.4. <i>Issues and Challenges and How they were Resolved</i>	3
5.1.5. <i>Deliverables Completed during this Reporting Period</i>	3
6. TASK IV	3
6.1. CHIETA STUDY TOUR	3
7. TASK V	3
7.1. PSETA INFORMATION SYSTEMS ASSIGNMENT	3
7.1.1. <i>Period covered by report</i>	3
7.1.2. <i>Consultant(s) Completing Report</i>	4
7.1.3. <i>Activities Completed During Reporting Period</i>	4
7.1.4. <i>Issues and Challenges and How they were Resolved</i>	4
8. TASK VI	4
8.1. LABOUR CENTRE SUPPORT	4
9. CONCLUSION	4

Appendices

Appendix A	Documented email between the PSETA and Khulisa Management Services
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Acronyms

ABET	Adult Basic Education and Training
CEO	Chief Executive Officer
CEPD	Centre for Education Policy Development, Evaluation and Management
CHIETA	Chemical Industries Sector Education and Training Authority
DoL	Department of Labour
FoodBev	Food and Beverage SETA
HR	Human Resources
IT	Information Technology
JET	Joint Education Trust
Khulisa	Khulisa Management Services
LC	Labour Centre
OD	Organisational Development
PAETA	Primary Agriculture Sector Education and Training Authority
PSETA	Public Services Sector Education and Training Authority
RTI	Research Triangle Institute
SAQA	South African Qualifications Authority
SETA	Sector Education and Training Authority
SETASA	Sector Education and Training Authority for Secondary Agriculture
SGB	Standards Generating Body
SITA	State Information Technology Agency
USAID	United States Agency for International Development

1. General

This sixth quarterly progress report for June, July and August 2004 contains updates on each of the tasks commenced under IQC Task Order 9: Technical Support to the South African Department of Labour (DOL), Labour Centres (LCs) and Sector Education Training Authorities (SETAs).

2. Project Management

Khulisa met with USAID on 2 June 2004 in order to (i) inform them of the current status of the project, and (ii) discuss the possibility and format of a close-out workshop for the project. It was agreed that Khulisa would generate a suggested agenda for this workshop and circulate it to USAID. This was provided to USAID on 24 June 2004.

In addition, June was a month of editing of draft and final reports for PAETA and SETASA, as well as the CHIETA Study Tour Report.

July saw the close-out of the PAETA assignment as well as the submission of the final reports for the PAETA assignment and the CHIETA Study Tour. Khulisa received feedback from USAID regarding the final close-out of the project with the DoL. USAID requested that a short meeting (no longer than 2 hours) be held with the DoL at the DoL premises towards the end of the contract in October without SETA representatives.

In the month of August, Khulisa submitted several reports to USAID for review and sign-off (CHIETA Study Tour, PAETA Qualification Development, July Monthly Report). In addition, Khulisa commenced with the close-out planning and is awaiting confirmation of the meeting time and date for the close out meeting from USAID. In addition, editing of the SETASA Final Report continued.

3. Task i

3.1. PSETA HR/OD Assignment

This task was completed by Mary Scott, Development Associates, Inc. and Gary Moonsammy, Research Triangle Institute (RTI) at the beginning of April 2003. The Final Report has been provided to USAID, DoL and the PSETA.

3.2. FoodBev SETA SMME Assignment

This task was completed by Peter Fraser, Development Associates, Inc. and Mike Levy, Khulisa Management Services in the middle of July 2003. The Final Report has been provided to USAID, DoL and the FoodBev SETA.

3.3. FoodBev SETA OD/HR Assignment

This task was completed by Beryl York, Development Associates, Inc. and Nat Mbengwa, RTI at the beginning of June 2003. The Final Report has been provided to USAID, DoL and the FoodBev SETA.

3.4. FoodBev IT Assignment

This task was completed by John Hewson, Development Associates, Inc. at the end of August 2003. The Final Report has been provided to USAID, DoL and the FoodBev SETA.

4. Task ii

4.1. PAETA Assignment

4.1.1. Period covered by report

1 June – 30 June 2004

4.1.2. Consultant(s) Completing Report

Beatrice Enslin, Development Associates, Inc and Roelof de Villiers, CEPD

4.1.3. Activities Completed During Reporting Period

- During June the following activities delegated to the consultant team and two members of the SGB for Primary Agriculture was concluded:
 - Determine the credit ratings of each qualification and all the unit standards.
 - Evaluate all qualifications in terms of its scope and complexity.
 - Finalise the titles of all Unit Standards.
 - Include the final unit standard matrixes in the qualifications following the above three activities.
 - The Government Gazette issue of qualifications were finalised.
- The qualifications and unit standards from NQF level 1-5 were submitted to SAQA on 18 June 2004.
- Comprehensive comments were received from SAQA on 25 June 2004 (at 16H30).
- The consultant team incorporated the comment and resubmitted the product to SAQA on 28 June 2004 (at 08H30).

4.1.4. Issues and Challenges and How they were Resolved

No issues arose during this reporting period.

4.1.5. Deliverables Completed during this Reporting Period

During June, the following deliverables were completed:

- Finalised documentation was submitted to SAQA and included:
 - Government Gazette version of 12 Qualifications;
 - 190 unit standards supporting the 12 qualifications;
 - Process report accompanying the above-mentioned qualifications and unit standards.

This task was completed by Beatrice Enslin, Development Associates, Inc and Roelof de Villiers, CEPD, at the end of June 2004. The Final Report has been provided to the DoL, USAID and PAETA.

4.2. CHIETA Qualifications Assignment

This task was completed by Diane Umpleby, Joint Education Services (JET) at the end of November 2003. The Final Report has been provided to USAID, DoL and the CHIETA.

4.3. CHIETA Qualifications Research Assignment

This task was completed by Abeeda Holdstock, Joint Education Services (JET) at the end of April 2003. The Final Report has been provided to USAID, DoL and the CHIETA.

5. Task iii

5.1. SETASA Assignment

5.1.1. Period covered by report

1 – 30 June 2004

5.1.2. Consultant(s) Completing Report

Edward French, CEPD

5.1.3. Activities Completed During Reporting Period

All activities have been completed. In June, the consultant was involved in drafting the final report. In addition, at the request of the acting CEO of SETASA, he drew up the Standard Generating Body's (SGB) report to SAQA on the ABET qualification previously completed. This final report will be ready for submission to USAID in September 2004.

5.1.4. Issues and Challenges and How they were Resolved

No issues arose during this reporting period.

5.1.5. Deliverables Completed during this Reporting Period

The SETASA assignment has been completed and the report is currently being edited by the project managers. It is anticipated that the final report will be submitted to USAID for sign-off in September 2004.

6. Task iv

6.1. CHIETA Study Tour

The study tour participants returned to South Africa in mid-September 2003. The final report for the tour has been provided to USAID, DOL and CHIETA.

7. Task v

7.1. PSETA Information Systems Assignment

7.1.1. Period covered by report

1 June to 31 August 2004

7.1.2. Consultant(s) Completing Report

Michael Ogawa, Khulisa Management Services

7.1.3. Activities Completed During Reporting Period

This project has continued to be delayed by technical issues in allowing administrators and users to connect to the PSETA database that was loaded onto the SITA server. As the message from Mandla Mlombo of the PSETA dated 11 June 2004 indicates (see Appendix A), it took a month after our meeting with the PSETA in May for the SITA to even provide Khulisa with access to the PSETA website on the SITA server.

Khulisa subsequently loaded the database onto the SITA server, but since then the problem has been getting a connection to the database, which requires a different set of permissions and passwords. Khulisa has worked under the constraint that it is a third-party supplier and requests for changes and access rights to the PSETA website must come from the PSETA to the SITA. Khulisa has been as proactive as possible during this process by also interacting directly with the SITA (where protocol permits) to request the permission/access rights that are required for the database connection.

Khulisa is liaising with the PSETA around the technical difficulties, but is finding it difficult to move forward with the process due to the information technology logistics of the SITA and PSETA not being compatible in some instances and problematic in other instances. It is hoped that training on the system will take place in September/October 2004.

7.1.4. Issues and Challenges and How they were Resolved

- The issue with connecting to the PSETA database is still being resolved.

8. Task vi

8.1. Labour Centre Support

This task was completed by Michael Ogawa and Helene Aiello, Khulisa Management Services at the beginning of January 2004. The Final Report has been provided to USAID, DoL and the Labour Centres.

9. Conclusion

Upon completion of this quarterly report, only two activities have outstanding deliverables: PSETA IT Training and the submission of the edited SETASA report. These two remaining issues will be resolved in September/October 2004 in time for project close-out.

Appendix A: PSETA Information System

Email Traffic, June 2004

Below is a series of email communications that help describe the current situation:

-----Original Message-----

From: Mandla Mlombo [<mailto:Mandla@dpsa.gov.za>]

Sent: 10 June 2004 08:47 AM

To: Ryno

Cc: mogawa@khulisa.com

Subject: RE: PSETA IT SYSTEM

Hi Ryno

I am sorry about this delay, the thing is our building had been flooded by water and because of a possibility of a fire breaking out, all staff had been evacuated from building since tuesday and electricity and water cut off. Its only today that everything is back to normal.

With regards to the response from the guy from Cape Town, I spoke to Andries about this outstanding information and he told me that as far as he knows they have forwarded everything required to him, so he promised to find out about this and get back to me as soon as possible. I will communicate this to you as soon as I hear from him.

P.S. Michael we need to set up training days in the meantime. Phone me to let me know of any tentative dates you have in mind

WILCOX MANDLA MLOMBO
IT & DATA SPECIALIST
PSETA: ETQA
TEL: (012) 314-7158
FAX: (012) 314-7502
E-MAIL: mandla@dpsa.gov.za

Hi Mandla

We seem to be missing each other today--did you get my messages? I understand from Ryno that there was an additional problem in that the SITA used "PSETU" from the application form instead of "PSETA". However, I believe that he can now access the site.

Per our meeting on 11th May at your offices, we had tentatively scheduled a period of two to three weeks of testing/bug fixing followed by training. However, given four weeks of delays for the SITA to enable Khulisa to access the system, our implementation/training programme has been turned on its head. Compounding this problem is that resources that were allocated to the roll out of this programme have been reallocated to other activities.

I have been talking to my colleague, Gina Wilson, and she has indicated that there are limited funds in the budget to fly and accommodate a co-ordinator from each province for centralised training in Gauteng. What facilities do you normally use for computer-based training? I also have to discuss with Jennifer Robinson at my office, how many days of training will be required but it should be 2-3 days. At this point, we are looking at the 1st or 2nd week of July for the training. Can we discuss this issue please.

Another very issue that we need to resolve is that of support of the system. The continuous delays in rolling out this system have caused us to eat up person-days that would otherwise have been allocated to the support of the system.

Regards

Michael

-----Original Message-----

From: Mandla Mlombo [<mailto:Mandla@dpsa.gov.za>]

Sent: 11 June 2004 02:22 PM

To: ryno@reven.co.za

Cc: mogawa@khulisa.com; Kenny Govender

Subject: FW: DPSA PSETA - FTP Registration

As you can see below the mixed wires were on the part of SITA. I hope now we can proceed accordingly as soon as possible. Check the gateway to use below.

> -----Original Message-----

> From: karl.hohls@sita.co.za [SMTP:karl.hohls@sita.co.za]

> Sent: Friday, June 11, 2004 12:23 PM

> To: Deon Büre

> Cc: Webmaster; Mandla Mlombo

> Subject: Re: DPSA PSETA - FTP Registration

>

> Hi Deon

>

> This was done yesterday! The gateway to use is: alg.pwv.gov.za.

>

> Phone me if you have any problems with doing this.

>

> Regards,

> Karl

> (021)442-8583

>

>

> On 11 Jun 2004 at 12:05, Deon Büre wrote:

>

> > Hi Karl/Sean!

> >

> > As a matter of urgency

> >

> > Please confirm that the FTP access, as requested, has been finalized

> > for DPSA (www.pseta.gov.za)? I have forwarded the request three

> > weeks back and again on yesterday.

> >

> > Regards,

> > >

> > Deon Büre

> >

> > Specialist: Networks

From: Michael Ogawa [<mailto:mogawa@khulisa.com>]

Sent: 25 June 2004 10:01 AM

To: 'Mandla Mlombo'

Cc: 'Ryno'; 'Kenny Govender'

Subject: SITA

Dear Mandla

Over the past two-three weeks we have been requesting various permissions required to first access the SITA server and then to connect to the database. We continue to experience technical difficulties with obtaining the requisite permissions to access the database that we have loaded onto the SITA server. The person responsible for this at the SITA is Michael Serero and he has indicated that a face to face meeting is required. We tried to arrange a meeting over the weekend, but he is not available, and we are unfortunately not available today. To

make matters worse, Michael is not in the office until Wednesday and that is the earliest that Ryno has been able to schedule a meeting. This situation is very frustrating as it is delaying our implementation.

It appears as if Michael is a database administrator and he does not fully understand the required permissions that Ryno needs in order to connect to the database. It could be that Michael has done everything within his powers correctly, but there may be security settings and other requirements that he is not aware of and are preventing us from connecting to the database.

Mandla, can you find out if there is anyone else that we can work with so that we can get the system up and running ASAP. As we are a third party service provider and not directly linked to the SITA, we need to use you in your capacity at the PSETA to facilitate these things for us via the correct protocol.

Please advise ASAP.

Regards

Michael Ogawa

From: Michael Ogawa [mailto:mogawa@khulisa.com]
Sent: 28 June 2004 06:20 PM
To: 'Mandla Mlombo'
Cc: 'Ryno'
Subject: SITA

Hi Mandla

I have spoken to Ryno and he chatted to Andries. I believe that Andries may have received the wrong message from you...we can connect to the PSETA web site, but we cannot connect to the database. The information that Andries provided to Ryno on Friday was the same information he already had with regard to connecting to the web site. Our understanding is that Michael is the database administrator at the SITA and he needs to sit down with Ryno to work out the problems we have been experiencing with connecting to the database. Michael is not available until Wednesday, and Ryno has set up a meeting with him. Andries indicated that there was not anything else he could do at this stage as the problem is something that needs to be resolved by Michael.

Regards

Michael Ogawa

From: Michael Ogawa [mailto:mogawa@khulisa.com]
Sent: 30 June 2004 10:13 AM
To: 'Mandla Mlombo'
Cc: 'Ryno'
Subject: SITA

Hi Mandla

Michael from the SITA cancelled his 3:00 PM meeting with Ryno. In the meantime, Ryno has requested additional information from Michael to assist us in connecting with the database. Again, this is going to cause a delay in our ability to do our work.

Sincerely

Michael Ogawa