

**The Director -General: Higher Education and Training**

Mr. MZ Ngubane,  
Room 219,  
123 Francis Baard Street,  
PRETORIA.  
Tuesday, August 28, 2018.

Good morning Mr Ngubane,

**Re: Comment by Doctor Gilbert Dale on the proposed merging of the Fibre Processing and Manufacturing Sector Education and Training Authority (FPM SETA) with the The Manufacturing, Engineering and Related Services Sector Education and Training Authority (MERSETA).**

I trust this finds you well.

Thank you for the opportunity to give comment on the propose merger. My comments are made from the following platform:

- 37 years of training experience in the clothing, textile, footwear and leather sectors other sectors.
- Doctorate in organisational psychology: specialist area training and development.
- Register industrial psychologist with the Health Professions Counsel of South Africa.
- A close with relationship with 7 Sector Education and Training Authority bodies , including the now defunct Clothing, Textile, Footwear and Leather SETA including both the FPM and MER SETAs since the inception of the Skills Development Act no 97 of 1998 and the Skill Levies Act no 9 of 1999.
- Actively working as a skills development facilitator (SDF) and skills and management trainer for 24 companies across 10 South African industry sectors.
- 37 year of working experience in training and development across South Africa.
- 21 years of employment in a South African Higher Education and Taring (HET) institution.

## Leadership

The Chief Executive Officer of the FPM SETA Ms Yende is a competent, professional and skilled lady who has brought a uniquely efficient and effective management style and ethos to the FPM SETA since her placement. I have tried on numerous occasions to engage with the CEO and senior management of the MERSETA during the 17 years that I have worked with our skill development legislation; but to no avail. Either their arrogance or their lack of grassroots knowledge regarding the implementation of the Acts leads them to ignore my attempts to foster a meaningful relationship with their SETA on behalf of my clients. Ms Yende responds within hours to queries directed to her as CEO.

## Regional support

Furthermore her regional manager Leigh Hayes, and to a degree her operational staff in Western Cape, responds within 30 minutes (including Saturday and Sundays). Business in 2018 is moving at an extreme pace; and set to increase with the introduction of even more advanced technology. In the recent 2018 Workplace Skills Planning process my clients waited up to three days for operational level staff at the MERSETA to respond to email or telephonic enquiries. My clients value speed and efficiency and this is not delivered by the MERSETA.

## Workplace skills processes

The new Management Information System (MIS) IT platform adopted by the MERSETA in 2018 is laborious, time consuming and extremely user unfriendly. It took my MERSETA client three weeks to complete one WSP/DG grant process for a company employing 400 staff. The FPM SETA systems is efficient, effective and if the support information is directly on hand can be complete in 8 hours and ready for consultation with the skills committee. Indeed, the FPM SETA 2018-2019 workplace skills plans have been approved AND the discretionary grants (DG) are already signed by my clients. My MERSETA clients have had zero feedback on their WSP or DG grant applications.

Bearing in mind the spirit of the Acts is to promote and stimulate the development of South Africans through skills upliftment it is logical that more time and energy should be allocated to training staff and less to the administrative process needed to support their development. The FPM SETA delivers an efficient, effective and streamlined administrative process whereas the MERSETA does not.

## ETQA processes and support

The accreditation, assessment, moderation and verification processes of the FPM SETA are efficient and effective and the personnel who represent this arena knowledgeable and competent. In 2017 I personally accredited 13 sites of learning through the FPM SETA, moderated 180 learner portfolios and verified the same amount. I am still waiting for the MERSETA to respond to my 2017 email regards the request for accreditation of my clients learning site!

## Overview

The FPM SETA is an efficient, effective and client focused business partner that fulfills the needs the industry sectors it services. The overall levels of delivery by the FPM SETA are superlative. Our Honorable Minister Madam Pandor needs to know of these levels of service excellence and I have the utmost trust, and respect for her, and her ability to make the correct decision regarding this proposed merger.

I am cognizant of the belief that the merger will allow a larger purse for the sector currently serviced by the FPM SETA as the MERSETA hold great financial resources as it is a larger SETA attracting great levy contributions. These resources, however are of no practical benefit as they are not efficiently disbursed to the participating companies. The FPM SETA disburses every rand allocated to them efficiently and effectively.

## Predication

Having personally witnessed the merger of Peninsula Technikon and the Cape Technikon to form the Cape Peninsula University of Technology in 2005 I have learnt that the resultant organisation is an amorphous, mechanistic institution that loses sight of its client focus. I strongly suspect that the continuous merging of South African SETAs is going to lead to the same outcome. It would therefore appear to be myopic to merge this efficient and effective business sector partner. It may indeed result in another government body being relegated to the growing pile of dysfunctional state driven entities.



Regards,

Doctor Dale.