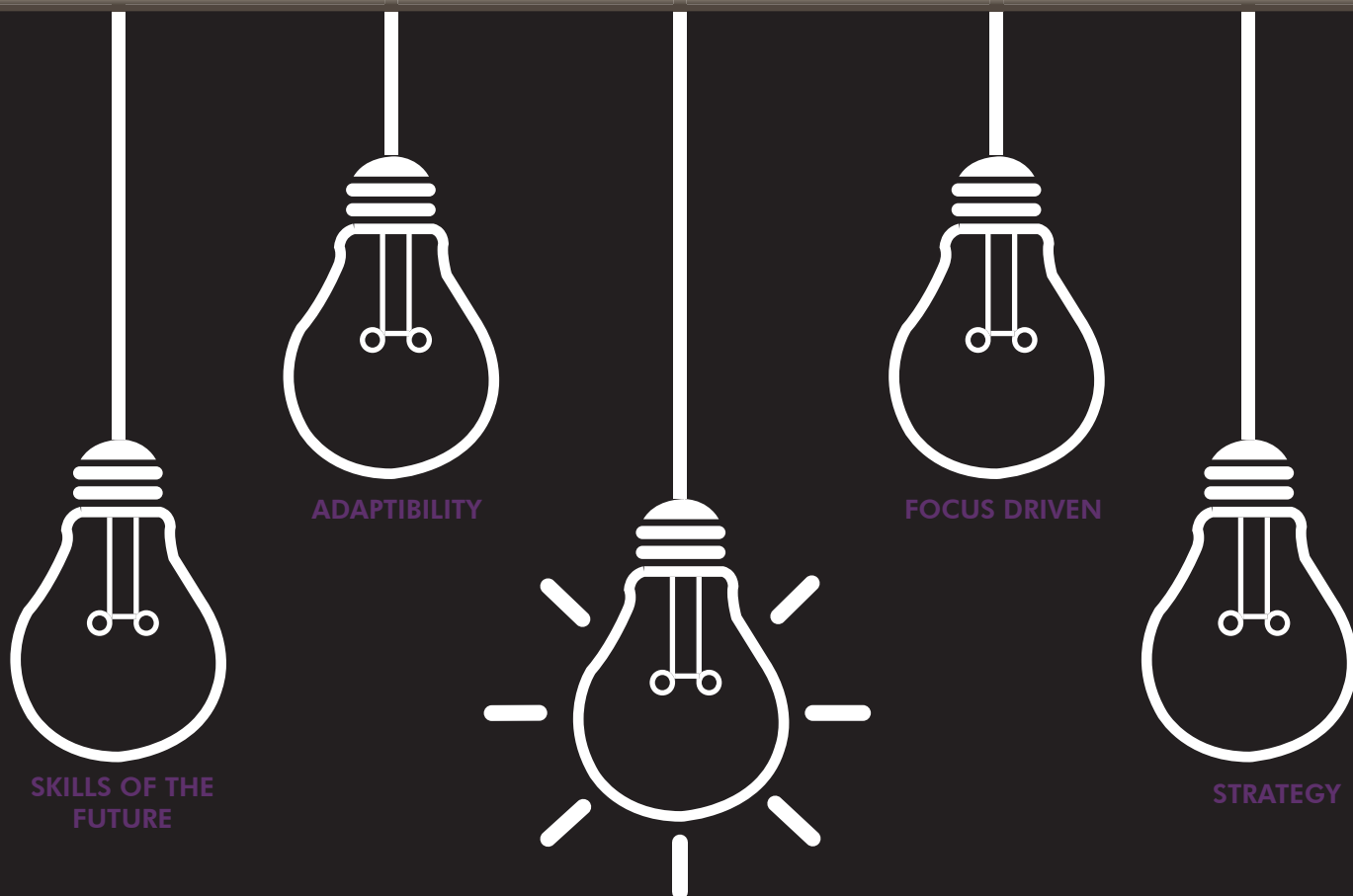




THE ACCOUNT

Quarter 4 | Volume 20

A NEW WORLD OF WORK.... EMBRACING CHANGE



**CHANGING TIMES
CHANGING STRATEGIES**

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A centre of excellence and innovation for skills development in the broader banking and alternative banking sector

The Banking Sector Education and Training Authority (BANKSETA) is an enabler of skills development and transformation in the broader banking & alternative banking sector and supports people development through partnerships, skills development, alleviating unemployment, creating a brighter future and enabling change.



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EDITOR'S NOTE



This year has undoubtedly not been a typical one as social, personal and economic structures have been severely impacted. Many things have been said during these excruciatingly long months and I realise that my words are not enough to describe the COVID-19 pandemic or its impact.

The speed at which the virus spread was shocking and still is. Considerable time and energy were spent on discussing innovative strategies for tackling the negative impact that we have had to live with.

The BANKSETA engaged with stakeholders at large and devised means to deliver on programmes and to have all associated embrace the new normal. Virtual sessions, online practicals and simulated working environments were introduced as part of learning. And due to such interventions, we are proud to share some information about beneficiaries that made it against all odds.

We introduce our new Chief Executive Officer, Mr. Eubert Mashabane who resumed office in the last quarter of the 2020 financial year. He is a seasoned education forerunner and his resume and passion extends to more than academic qualifications as he is also a keen driver of sustainable practical solutions.

The BANKSETA's Head of Research and Strategy also informs more on the National Skills Development Strategy and the BANKSETA's role in achieving its outcomes as well as the Fourth Industrial Revolution research and interventions by the BANKSETA.

We have also profiled our entry to executive level programmes beneficiaries, whose skills have been uplifted and lives have been changed not only through the funding that was allocated for their programmes but because they were committed to achieving their goals despite the obstacles they faced and for that we take off our hats for them.

Our social media pages are still very active, we constantly update the website and have produced the Banker of The Future: Scarce and Critical Skills DVD and an organisational offerings DVD which features our beneficiaries whose lives have been impacted by BANKSETA offerings.

It is with great sadness that we had to bid farewell to one of us, Ms. Meriam Mohlala, on Friday, 26th March 2021, who was a dedicated, trustworthy and committed colleague. We offer our deepest condolences to her family, friends and all that were touched by her in one way or another. May Her Soul Rest in Everlasting Peace.

Our condolences are with those that have lost their loved ones and our prayers are with those that have been infected and affected in different ways during the COVID-19 period. Please take care of yourselves and your loved ones. Until we engage again.

"We have also profiled our entry to executive level programmes beneficiaries"



AN OPPORTUNITY TO GROW YOUR CO-OPERATIVE

Better yourself so that your business grows

FROM THE CEO

THE WAY FORWARD WITH THE NEW CEO



Mr. Eubert Mashabane

What are the challenges that the BANKSETA has endured over the 2020 financial year end and at current and what has BANKSETA leadership implemented in counteracting the negative impact of the pandemic on organisational operations?

The BANKSETA, like other sister entities in the skills sector encountered a disruptive operational environment caused primarily by COVID-19. COVID-19 created a challenging environment for the attainment of our annual performance plan. BANKSETA implemented compensatory measures to implement some of its objectives, these included partly adopting a virtual working environment both for our internal and external service delivery environments.

What strategic future goals are you as the Chief Executive Officer and Management implementing to enable organisational efficiency?

We are using lessons from the pandemic to reorganise the working environment. Our records are slowly being digitised, meaning we will reduce our carbon footprint allowing decisions with meetings to be conducted in a paperless environment.

For us, organisational efficiency is an ongoing effort where we seek to continue to extract value-add for our stakeholders.

What do you think the BANKSETA does well in relation to the provision of services as mandated by the Ministry of Higher Education and what can the organisation improve on given the current status quo as a result of the pandemic?

We take cue from the fact that the banking sector has shown resilience in the face of economic difficulties, managing to remain sound and robust during the 2008 economic meltdown. A sound banking environment like ours provides confidence to the country's economic recovery plans.

BANKSETA will step up its efforts to help the sector play a significant role in the recovery plans.

You are one of major achievements in the education and skills development sector with a passion to changing people's lives for the better through education and training, what can you attribute this burning passion to?

We recognise the centrality of people in any development endeavour a country takes. So, whether one constructs or funds the development of a road, the end beneficiaries are people. While we seek a banking sector underpinned by high level skills and professionalism, it is the people behind these attributes that keep us on our feet and focused every day.

"BANKSETA will step up its efforts to help the sector play a significant role in the recovery plans"



In leading the BANKSETA, what would you say your biggest strengths that will positively contribute to the BANKSETA being a skills development organisation to be reckoned with are?

Behind the BANKSETA is a team of committed staff who take pride in the work they do, supported by an efficient governance structure and a supportive stakeholder base. These are elements we continue to nurture and protect because they are the backbone of our success.

With the Fourth Industrial Revolution(4IR) in action and the impending Fifth Industrial Revolution(5IR), is the BANKSETA sufficiently prepared to embrace change and a new world of learning and work?

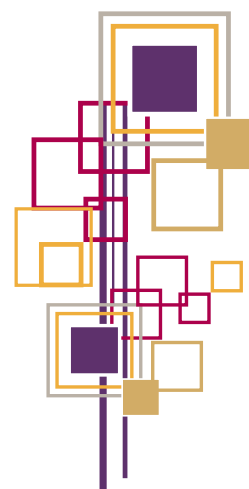
BANKSETA continues to be a learning organisation that adapts to its changing delivery environment, therefore in our view, 4IR or 5IR does not have the capacity to do away with the demands for learning. If anything, these will create increased demand for learning (perhaps out of fear that humans might be overtaken by machines) which creates the right atmosphere for BANKSETA to remain adaptive.

How do you think artificial intelligence and robotics will affect skills development investments and retention of human resources and how will that impact on the BANKSETA as an organisation that is mandated to uplift skills and change people's lives through education and being a partner in eradicating unemployment?

The debate around artificial intelligence and robotics is a sensitive one but I believe throughout history man has co-existed with machines and continued to be relevant provided there is willingness to learn and re-learn.

Human resources must step up their knowledge acquisition to stay ahead of machines. If Automated Teller Machines threatened the retention of bank tellers, skilling and reskilling them into business with data analysts and relationship managers creates conditions for their retention.

BANKSETA will be impacted by changing technology in the sense that its service offerings will have to embrace online platforms. The advantage in this regard is that we might be able to reach a larger pool of beneficiaries without the associated restrictions on physical space.



MEET THE NEW CEO

Mr. Mfana Eubert Mashabane is the current Chief Executive Officer (CEO) for BANKSETA. He holds a Masters Degree in International Education Policy from Havard University, a Bachelor of Education from University of South Africa and a Bachelor's of Pedagogy from University of Limpopo.

Mr. Mashabane brings to the BANKSETA and banking sector a wealth of experience in the sector having held a number of various senior positions within the Higher Education Directorate:

- Chief Director: National Skills Fund 2018 to 2020
- Acting Chief Director: Work Integrated Learning
- Director: National Skills Fund 2004 to 2018:
Department of Higher Education and Training
- National Programme Manager: 2001-2004:
Organisation: National Development Agency
- Project Officer: 1999-2000: Organisation:
Transitional National Development Trust
- Regional Manager from 1996-1999:
Organization: Operation Hunger
- Teacher Development Coordinator- 1990-1996:
Organization: Science Education Project
- Science Teacher 1987-1990: Gazankulu Department of Education

More on the operations of BANKSETA



Ms. Christine Fritz
BANKSETA General Manager: Operations



We are also pleased to announce that whilst the Letsema and Kuyasa programmes could not start in February 2021 due to some lockdown restriction still being in place in the sector, there will be an intake in July 2021 for approximately 500 learners on three different qualification streams.

The 2019/20 audit review has identified some challenges with operations and projects such as learning programmes and how did the BANKSETA address these challenges?

The BANKSETA team believes strongly in continuous improvement and to this end we have strengthened our controls and also put measures in place to ensure effective document management. Review of performance management and reporting is receiving top priority in order to prepare for the 2020/2021 audit. A newly established Risk and Compliance Department is also assisting in making sure that risk management and compliance receives top priority and is managed and reviewed on a regular basis.

What are the future learning programmes planned for in the 2021/2022 financial year and how will the BANKSETA respond to the current unemployment crisis whereby youth empowerment and work-integrated learning is concerned?

In addition to programmes for the unemployed youth such as: Banking Services Advice Learnership; Business Analysis Learnership; General Management Learnership; Work integrated programmes for TVET and UOT Learners; Bursaries for students studying at public universities; Maths and Science Support for Grade 10 to 12 learners, a range of learnerships and internships in skills were identified in the BANKSETA Sector Skills Plan, implemented by employers and funded by BANKSETA.

The BANKSETA also implemented the following programmes: IT Skills Programme for unemployed learners with disabilities; Cyber Security Internship and the IT skills for scholars supported with a work orientation programme and an Entrepreneurship programme targeting 200 delegates.

The BANKSETA has a Service Level Agreement with the Department of Higher Education, Science and Innovation to fulfil the skills development mandate, as a General Manager of Operations, what are the targets that were set, have these been achieved and if not, how is the BANKSETA planning on achieving them for the 2021/2022 financial year given the Covid-19 disruptions?

The 2020/2021 year has been a difficult year for the sector and the country as a whole. There were many delays due to the lockdown restrictions and as such some of the targets that the BANKSETA agreed on with the DHET will not be achieved. This is mainly due to some training starting late and workplaces not being in a position to host learners in the workplace. BANKSETA was able to put mitigating measures in place for some of our programmes such as the Letsema and Kuyasa Learnerships which, for the 2020 year included a simulation platform. We are pleased to say that the graduations have taken place and we will soon be able to share the successes of those programmes. For the 2021/2022 year we are geared to start programmes much earlier and are opening funding windows for stakeholders in March 2021 compared to a late start in 2020 where funding windows only opened in September. Many training providers have also refined their online training delivery and not only will this assist with learners who cannot attend training face-to-face it also increases the reach to outlying areas and to learners who cannot travel so far to attend training. BANKSETA has also partnered with various Government Departments and other SETAs to leverage off existing infrastructure to ensure the effective implementation of programmes.

BANKSETA's partnership with UCT: Offering more than just a qualification



Mr. Brian Tlale

"I was privileged
to enroll for the
BANKSETA
programme"



BANKSETA funded my studies in 2020. BANKSETA allowed me to study towards a Master's in Commerce in Risk Management of Financial Markets through AIFMRM at the University of Cape Town (UCT).

I studied Chemical Engineering in my undergraduate at UCT and always wanted to move into the financial sector in the future. I got the opportunity to work as a Cyber Security and Risk Consultant at Deloitte Cape Town for a year.

During my time at Deloitte I worked with many clients on different projects and got a better understanding of how companies operate and the importance of risk management.

This is what piqued my interest in a career in risk management, albeit from an Information Technology perspective. After some research I decided on the MCom in Risk Management of Financial Markets. I viewed the Master's as a stepping stone to fully engrain myself in the

South African financial services sector specifically in banking.

However, being accepted into such a small and in-demand programme is only half of the equation, I still needed funding. I was privileged to enrol for the BANKSETA programme which allowed me to study towards my Masters Degree and secure a job at one of the top four South African Banks, for that I am eternally grateful to everyone at BANKSETA.



FLEET OF SKILLS DRIVES LONGLIFE TO SUCCEED



Mr. Longlife Mutobvu

When did you attend the programme?

I attended from 2016 to 2019.

How did you benefit from the programme?

The fact that I was lectured by CAs(SA) is a golden benefit in itself.

I had great lecturers who were fully committed to see me reach my full potential and offered excellent lecturing services. The high level standard of assessments (exams) really improved my way of thinking. It always encouraged critical thinking and that is what is required in practice.

The programme developed in me a tutor I never thought I was, it gave me the strength to better myself in explaining the concepts I have learnt to others.

This made me to formally tutor all those who were in lower levels (2nd and 3rd years) with passion.

I learnt how to work with others, because we had so many group projects. This assisted me in developing conflict resolution skills.

The two-day development camps that were held in 2016 and 2017 taught me how to manage my finances, how to be disciplined, how to commit to what I want to achieve, time management, planning and the list goes on. Parental guidance from lecturers helped me to know myself, deal with peer pressure on campus and other varsity challenges. This really meant a lot, as lecturers were only obliged to help us academically.

The provision for learning material, food and accommodation allowances added great value.

"The programme gave me structure as to how my career should be at the end of my student life."

Did the programme since made an impact in your life and career?

One other important thing we were taught is leadership skills and these are vital for any Chartered Accountant(CA). The programme gave me structure as to how my career should be at the end of my student life, for example, being a CA was well explained in the first year and this gave me a basis to focus on.

Being fully funded by BANKSETA is something that I never thought I would have received. I come from a poor background and the stipend was enough for me to be able to buy groceries for my family too. This I shall forever cherish. This thereby taught responsibility from a young age such as looking after my family.

Was the programme relevant to you?

Yes it was, in all respects. I am a person who aspires to be self-employed and be able to help others. The programme taught me how I can my practice with the knowledge and wisdom obtained. The academic syllabus was always up-to-date and this always improved the relevancy of the programme. I have always wanted to work as a Tax Practitioner and it offered me a path as to how I can achieve this.

Do you believe BANKSETA is making a difference to Youth by providing such a programme?

Indeed, the BANKSETA is making a huge difference for the Youth. I for one would not have been able to study to be a CA, the presence of BANKSETA made my dream possible. The programme produces high quality students venture into practice, thereby making a huge contribution to companies (banks, audit firms, etc).

High quality students will help executives to continue increasing their company's value. This is beneficial to companies and businesses in all industries.

The programme demands a lot of focus and empowers the youth, for example the high demand to focus compels them to be off the streets.

Many students within the programme aspire to be entrepreneurs and I have seen many of them actually being entrepreneurs. This means that the programme contributes to the creation of entrepreneurs in South Africa.



WE GROW STRONGER

BANKSETA's investment in skills has played a significant role in reshaping the banking and alternative banking sector.

www.bankseta.org.za



WHAT IS COVID-19?



The name Corona refers to a crown because these viruses have crown-like spikes on their surface when viewed under an electron microscope.

Human coronaviruses are common throughout the world. There are many different coronaviruses in animals but only a small number of these can cause disease in humans.

Examples of these are the Middle East Respiratory Syndrome Coronavirus (MERS-CoV), first reported from Saudi Arabia in 2012, the Severe Acute Respiratory Syndrome Coronavirus (SARS-CoV), first recognised in China in 2002. On January 9, 2020 the World Health Organization reported that a new coronavirus was identified in China associated with an outbreak of pneumonia in Wuhan City, Hubei Province.

This virus is the COVID-19. The majority of the cases/patients initially identified were dealers and vendors at a seafood, poultry and live wildlife market (Huanan Seafood Wholesale Market) in Jiangnan District of Hubei Province. This suggests that the novel coronavirus has a possible zoonotic origin. The specific source of the virus is not known.

Some coronaviruses such as 229E, NL63, OC43 and HKU1 are common causes of illness, including respiratory illness, in humans throughout the world. Sometimes coronaviruses infecting animals can evolve to cause diseases in humans and become a new (novel) coronavirus for humans.

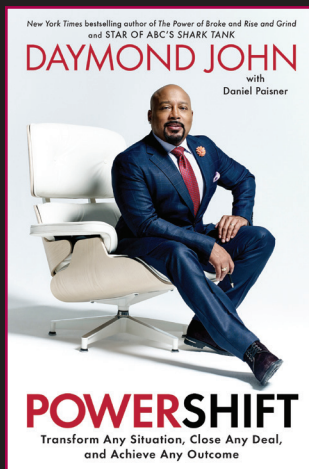


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BOOK REVIEW



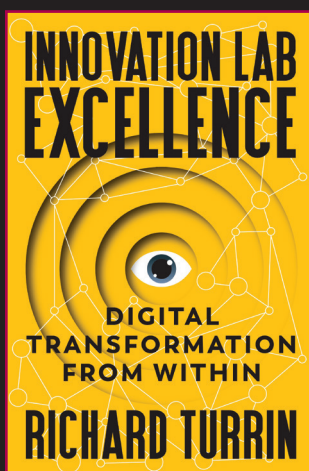
The bestselling author and star of ABC's *Shark Tank* reveals how to master the three prongs of influence: reputation, negotiation, and relationships.

Have you ever wanted to make a big change in your life but weren't sure where to start? In *Powershift*, Daymond John shares the answer. To take control of your destiny and drive the change you want to see, you need to lay the groundwork so you're prepared to seize every opportunity that comes your way.

And that means mastering:

- Relationships**—make a connection last: Nurture those connections you make along the way.
- Influence**—make an impression: Develop a reputation that highlights what you stand for.
- Negotiation**—make a deal: Hone a win-win negotiating style.

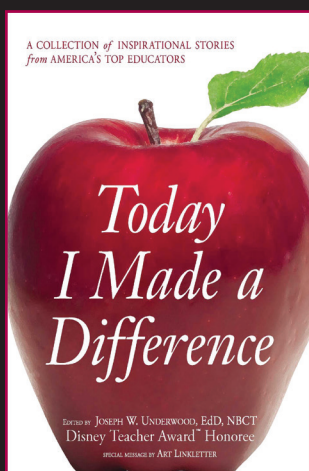
Through never-before-told stories from his life and career, Daymond shares the lessons that got him to where he is today: from how he remade his public image as he transitioned from clothing mogul to television personality, to how he mastered the negotiation strategies that determine whether deals are won or lost "in the tank," to his secrets for building long-lasting—and profitable—relationships with founders and brands.



Book description (via Amazon): "Innovation Lab Excellence dives past the slick surface of espresso machines, youthful techies, and creatively designed co-working spaces to examine, in detail, the conditions and practices necessary for a lab and innovation to initiate and thrive. This book goes behind the scenes of working innovation labs to distill a rigorous set of best practices. Apply these to unleash the innovation that will give your enterprise a digital competitive advantage..."

"This guide pulls no punches. It offers expert analysis of the most typical problems — and their solutions — so that your innovation can transcend the hype and achieve tangible results. Innovation Lab Excellence is a must read if you manage an innovation lab, work in one, or are a business manager engaged with one."

Why you should read it: A fintech leader-turned-consultant, Turrin comes out of the IBM innovation lab world. After detailing the evolution of innovation lab from luxury to must-have, he goes through the unique challenges of labs, the best practices that enable labs to deliver business value, and the importance of a human-centric approach to new tech adoption.



Today I Made a Difference: A Collection of Inspirational Stories from America's Top Educators. A teacher's impact lasts a lifetime. Everyone remembers that teacher **who made a difference**. The one who went the extra mile to truly affect lives, whose lessons carried as much importance outside the classroom as inside.

This book is a celebration of those teachers who continue to make an impact. A collection of stories from some of the country's top educators, this book is a celebration of teachers' work, and motivation for them to continue. Joseph Underwood has collected stories from each of the twenty-eight 2004 Disney Teacher™ of the Year honorees. And every story celebrates a different obstacle they overcame, the power and know-how needed to triumph, and the reward granted upon beating the odds. It's the perfect gift for anyone in or considering the profession. This collection is sure to inspire, celebrate, and motivate those people who make the biggest difference in everyone's life.



Reading makes immigrants of us all. It takes us away from home, but more important, it finds homes for us everywhere.

— Jean Rhys

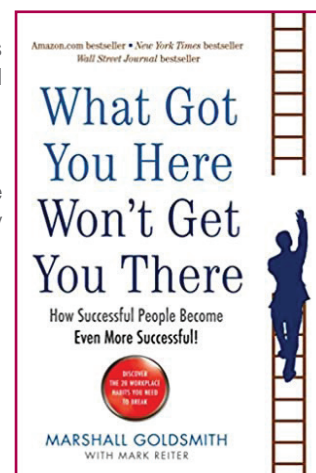
The Book in Three Sentences

Behavioral problems, not technical skills, are what separate the great from the near great. Incredible results can come from practicing basic behaviors like saying thank you, listening well, thinking before you speak, and apologizing for your mistakes. The first step to change is wanting to change.

What Got You Here Won't Get You There summary

This is my book summary of What Got You Here Won't Get You There by Marshall Goldsmith. My notes are informal and often contain quotes from the book as well as my own thoughts. This summary also includes key lessons and important passages from the book.

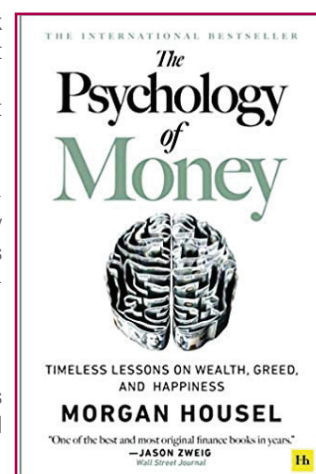
- The higher you go in an organization, the more your suggestions become interpreted as orders.
- Getting praise can be dangerous because it becomes easy to delude yourself when all you hear are positive things.
- Delusional self-confidence causes you to resist change.
- You can't control the outcome, but why wouldn't you want to try to control what you can? Even if the cards are stacked against you in life your best bet is to try your hardest.
- Successful people believe they are in control. They don't see themselves as victims of the world.



Morgan Housel shares 19 short stories exploring the strange ways people think about money and teaches you how to make better sense of one of life's most important topics. Doing well with money isn't necessarily about what you know. It's about how you behave. And behavior is hard to teach, even to really smart people.

Money-investing, personal finance, and business decisions-is typically taught as a math-based field, where data and formulas tell us exactly what to do. But in the real world people don't make financial decisions on a spreadsheet. They make them at the dinner table, or in a meeting room, where personal history, your own unique view of the world, ego, pride, marketing, and odd incentives are scrambled together.

In The Psychology of Money, award-winning author Morgan Housel shares 19 short stories exploring the strange ways people think about money and teaches you how to make better sense of one of life's most important topics.



Maverick. Leadership genius. Self-made millionaire. Dragon. The rock star of public speaking. Vusi Thembekwayo has been called many things. Join him in his inspiring journey from the township to the top echelons of South African business, and learn the secrets of his success and how to shape your own destiny.

Maverick. Leadership genius. Self-made millionaire. The rock star of public speaking. Vusi Thembekwayo has been called many things. Join him in his journey from township to the top echelons of SA business, to becoming one of youngest directors of a listed company and CEO of an investment firm.

As a Dragons' Den judge and a sought-after public speaker across the globe, Vusi doesn't just talk business – he lives it. Now you can learn the secret of his success and how to shape your own destiny.



INSETA Appoints Gugu Mkhize As The New Ceo



Ms. Gugu Mkhize

Having assumed the role Chief Executive Officer of INSETA, on 1 December 2020, we spoke to Gugu Mkhize about her new position and what the future holds.

Experience and knowledge

Mkhize is a seasoned business leader with expertise amassed through working in various fields. Out of more than two decades of experience, she has held several executive and leadership roles for 12 consecutive years. This afforded her the opportunity to deal with multiple stakeholders across different levels of the organisations.

It is out of these top executive positions that she brings a wealth of experience and knowledge in strategic leadership, corporate governance, human capital, strategies and policies development, stakeholder relations, facilities and property management, strategic business planning and organisational performance.

She also holds various qualifications in different streams, that will enable her to successfully execute her responsibility to this institution.

Q&A Session With The Recently Appointed Ceo

As the new CEO of INSETA, what are your goals/vision for the future?

The insurance industry contributes approximately 9% to South Africa's GDP, it is a sector which is rapidly growing and evolving. Skills development has equally evolved in the sector, and as the incoming CEO, my role will be to provide effective leadership to champion the skills agenda and promote transformation, whilst embracing online learning platforms for the youth and workers.

What do you hope to achieve in driving Inseta forward, and what is your primary objective?

INSETA's mandate is anchored on the National Development Plan, or Vision 2030,

which clearly articulates education as one of the key chapters that must contribute towards creating a sustainable economy. Transformation must be at the core of skills development and the "employee of the future" must be adaptable and agile. Therefore, my focus will be to ensure that the skills interventions implemented in the sector responds to both the current and future needs.

In this role, what challenges do you believe you will face and how will you overcome them?

Transformation that changes the complexion of the sector will be one of my priorities. I believe leveraging the strength of diversity will make the sector attractive to the youth of our country. Added to that, is the global health crisis of Covid-19, which has already resulted in retrenchments in the sector, and INSETA must respond to this challenge through the reskilling and repurposing of the employee's competencies.

The uncertainty brought on by COVID-19 requires organisations to recognise leadership and employee sentiments and explore new ways of working for business continuity. Change management is optimal for strategic organisational growth, post COVID-19 employees/employers must decide to inform and ready themselves for the evolution of the Fourth Industrial Revolution (4IR) that is being catapulted by the Corona Virus.

How has the Covid-19 pandemic affected INSETA, and how will it affect processes going forward? Are there any significant changes that will take place or have already taken place?



inseta

INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY

The pandemic pushed business operations and the ability to immediately adapt its human capital into the 4IR much earlier than anticipated. We adopted the virtual ways of working and communicated with all stakeholders and the public tertiary institutions. Inseta proactively developed and implemented effective multi-modal remote learning systems for its programme offerings.

Online learning is the future for INSETA and the industry, and we will have to focus most resources in ensuring that our partners (training providers and employers) are geared towards this mechanism of learning. The shift will cause a disruption for those who are not eager to learn online, however, INSETA should be looking into this further, as others in the world have already begun to do so, successfully.

One of the challenges encountered was the decline in funding for skills development, due to the four-month skills development holiday introduced in 2020. This will see a significant decrease in funds available for the implementation of training programmes for the current financial year.

How do you consider this crisis (Covid-19) will change the insurance sector?

INSETA can expect a reduced income in the short to medium term, since there is a decline in business activities in the insurance sector, and this will remain until a vaccine is rolled out nationally in South Africa. Since there are over 58 million people in South Africa, with the vaccine said to only be available for 40 million people over this year, we believe that the continuance of the pandemic will affect INSETA business over the current and next financial year.

It simply means that Inseta must do more with less funds and ensure that we reduce our performance targets. A reduced revenue also puts the roll-out learnerships, bursaries and skills programmes under considerable pressure especially since insurers are in a tough trading environment.

The entity needs to reprioritise and ensure that there is a better return on skills spending for the sector. All discretionary grant projects and processes will be reviewed to cut slack from the budget to ensure monies are directed to skills training for the immediate need.

How do you see INSETA evolve in the future, with the rapid changes that are taking place?

INSETA must advance its research agenda to capture the skills demands for the future. The organisation should be at the cutting edge of skills innovation, delivery and implementation. Another aspect that will determine the relevance of INSETA in the future is technology (4IR) and should also be integrated in the business strategy.

Impact assessment through monitoring and evaluation is critical, learning will remain, but how its is delivered and how it changes the sector will position INSETA. Finally, strengthening the collaboration with key role players in the sector is critical to continuously assess the diverse needs of the sector. Leveraging on the multiple communication platforms that are accessible to Inseta, our stakeholders can expect robust engagement throughout the organisation.



Anything else you would like to add? Any future exciting developments?

Inseta is a strategic partner and facilitator of skills development in the sector with the privilege access to large, medium and small organisations that contribute economic growth of South Africa. The sector contributes to employment and will continue to create employment opportunities in the future, we therefore anticipate a great partnership with all our key stakeholders to ensure that in executing our strategy, there is high value proposition. I look forward to the planned stakeholder engagements which will soon commence between February and March.

Gugu Mkhize
Inseta CEO

"Transformation that changes the complexion of the sector will be one of my priorities. I believe leveraging the strength of diversity will make the sector attractive to the youth of our country."

Bursary Funding Programme Changes Lutho's Life



Mr. Lutho Qakaza

My name is Lutho Qakaza, aged 22 and a final year Bachelor of Accounting Science (Bcompt) student at the Walter Sisulu University (WSU).

In the 2020 academic, I was fortunate enough to be given an opportunity and be funded by the BANKSETA to further and complete my undergraduate studies. The bursary covered all the costs for tuition, meal allowances, textbooks and accommodation.

I have benefited a lot from the BANKSETA programme as the funder provided me with every resource (covering all costs) that I needed to be able to study peacefully and productively. On top of all the funds provided by the BANKSETA, the WSU Programme Coordinator started a mentorship programme, where BANKSETA students are provided with mentors (senior students) to guide us in our studies and that played a big role.

The Programme changed my career and I do not know where I would be today if BANKSETA did not fund my studies. With the bursary, I did not have to be stressed about being hungry and be unable to study as the bursary provided me with a monthly meal allowance.

The Programme enabled me to spread my wings and pursue my passion fearlessly. It was a privilege to be handpicked for the BANKSETA Bursary Programme and it motivated me to focus on my studies with renewed confidence while still enjoying my university life, for that I am very grateful for the opportunity.

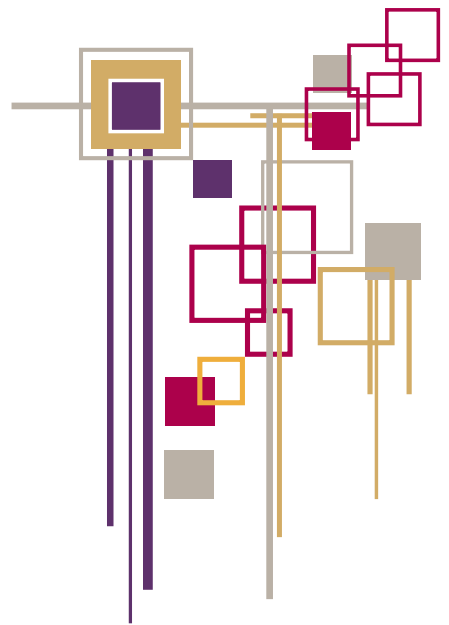
We all know that 2020 had many challenges, one of those is the Covid-19 pandemic which might have had a negative impact towards my studies (had to transition to the online teaching and learning), but that was not my case as the BANKSETA also approved that I should be receiving a laptop so that I can be able to study without any glitches.

The assistance made me continue with my studying journey without any problems, despite the pandemic. Without the assistance it would have been very difficult, mentally and physically. Studying towards being a CA is very challenging for every student and it is also expensive and therefore the financial assistance that the BANKSETA has provided for me was what I really needed to secure and brighten my future. The Programme helped relieve the financial burden and stress.

What I noticed from the Programme is that it empowers individual/youth who are from the poor backgrounds. This is exactly what the youth needs to close the gap of poverty and help strengthen South Africa's economic growth. Therefore, the Programme is making a huge difference for the youth and is changing peoples lives.

With all that said, I would then like to express my gratitude and give a word of thanks to the BANKSETA for giving me this wonderful opportunity, it is much appreciated.

I would like to thank the BANKSETA team, the WSU Programme Coordinator and all the stakeholders.



The BANKSETA Paves Way For University of KwaZulu-Natal Student

First of all, I would like to thank BANKSETA for providing me with such an amazing opportunity. I have attended the Finance, Banking and Investment Management (FBIM) Programme at UKZN through BANKSETA in 2020. My fees were taken care of by BANKSETA.

I have benefited a lot through the programme as BANKSETA paid all my study fees and accommodation fees. The year 2020 was a challenging one but we managed to pull through and completed the Programme successfully, all because of BANKSETA's assistance.

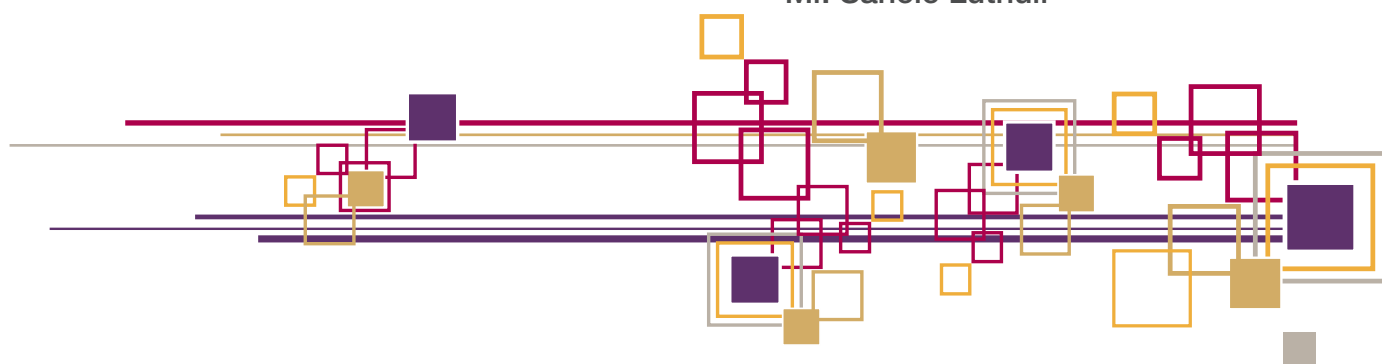
The Programme made a huge positive impact in my life. At this point, I will remain competitive in the job market as I obtained my Post Graduate Diploma. Even though I am still unemployed, there is still hope that I will get a job and start my career because of the skills that I have learnt through the programme.

The Programme was so relevant to me as I hope to work in the banking and financial services industry. BANKSETA made it possible for me to start the process of achieving my goal even though there is still a long way to go.

BANKSETA is making a difference to the youth by providing opportunities to better themselves and grow their careers. The programme is helping the youth to get into the banking and financial services industry.



Mr. Sanele Luthuli



National Skills Development Strategy & Fourth Industrial Revolution by BANKSETA Head of Strategy and Research -Mr Vuyani Ntanjana

The third National Skills Development Strategy (NSDS 111)

The third National Skills Development Strategy (NSDS 111) was implemented between April 2011 and March 2016 (extended to 2018 and now to 2020). The purpose of the National Skills Development Strategy 111 (NSDS III) was to ensure that through skills development, there was transformation in our country, reduction of poverty, inequality and unemployment. NSDS III got its legal mandate from the Skills Development Act 97 of 1998, the intention of which was to:

- Develop the skills of the South African workforce, improve productivity, increase the prospect of citizens finding work and possibilities for self-employment
- Increase investment in education and training in the labour market and improve the return on that investment
- Encourage employers to provide opportunities for new entrants to the labour market and to use the workplace as a learning space
- Encourage workers to participate in learnership and other training programmes; improve the employment prospects of persons previously disadvantaged
- And ensure the quality of education and training in and for the workplace.

An evaluation study published by the National Skills Authority established that the overall NSDS III has been effective in shifting focus and direction in line with intended policy, but it has not been uniformly effective across all eight goals. Work is needed to improve effectiveness in the next iteration of the strategy.

By the time NSDS 111 was implemented skills development branch had shifted to the newly established Department of Higher Education Training (DHET). It was therefore added under the umbrella of Post-School Education and Training (PSET) and there has been an expansion on the original labour market focus (SDA 1998 then amended in 2008). For example, the challenge of the DHET (the 3-million plus young people that were not in any form of employment or education and training was added as a focus area. As a result, while the main focus remained the economy (mobilising the resources and facilitating improved absorption of people into jobs and self-employment there were other policy goals the skills development was intended to support.

On the other hand, the new SETA landscape was ushered in on 1 April 2020 by the National Skills Development Plan 2030 (NSDP) and the re-establishment of the SETAs by the DHET. The NSDP largely encompasses the objectives of the National Development Plan (NDP) and the White Paper on Post School Education and Training (WP-PSET). The NSDP 2030 has been developed to respond to the policy goals of the White Paper on PSET to improve both the integration of the PSET and the interface between PSET institutions and the world of work. This is done in the context of the objectives of the SDA.

The NSDP is grounded in the overarching policy objectives of the White Paper which are:

- A PSET system that can assist in building a fair, equitable, non-racial, non-sexist and democratic South Africa
- A single, coordinated PSET system
- Expanded access, improved quality and increased diversity of provision
- A stronger and more cooperative relationship between education and training institutions and the workplace
- A PSET system that is responsive to the needs of individual citizens, employers in both public and private sectors, as well as broader societal and developmental objectives.

The overarching purpose of the NSDP is to build the capability of South African citizens through the provision of quality education and skills development thereby contributing to economic growth, employment creation and social development in South Africa. In this new dispensation, the role of the SETA's has been streamlined and re-focused to strengthen their ability to successfully contribute towards the achievement of the NSDP outcomes. Below is an overview of what to expect from your SETA from 1 April 2020.

The Banking Sector for Education and Training Authority (BANKSETA) has been part of the NSDS111 and it continues to be part of the NSDP working towards the progressive realisation of its outcomes.

THE BANKSETA's Fourth Industrial Revolution (4IR) Research

The BANKSETA, through its Research Unit, has been actively involved in the Fourth Industrial Revolution (4IR) Research through its research partners (University of Witwatersrand (WITS) and Durban University of Technology (DUT). The 4IR research focusses on digitalization, cyber-security, mapping of occupations, just transitioning, and other related topical issues affecting the sector.

So far, the BANKSETA has completed the following 4IR research projects:

- Digitisation and mapping of occupations research as a response to the 4IR challenges, research studies conducted by Wits.
- Digitalisation and technology as part of the 4IR, research studies conducted DUT

The BANKSETA research feeds into the research of the Department of Higher Education and Training in terms of identifying skills gaps, skills mismatches and occupations in high demand to address the national priorities. Based on the strategic objectives of the National Skills Development Plan, the Research Department is looking forward to conducting more cutting-edge research on the 4IR to address the needs of the sector, the national priorities that are informed by the National Development Plan to contribute to the advancement of South Africa.



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The Institute of Bankers in South Africa (IOBSA) is a member-based professional body that aims to service the professional needs of people within the banking and broader financial services industry through the offering of professional designations, the monitoring of a code of professional conduct and the delivery of carefully designed and monitored CPD programmes. The Institute of Bankers in South Africa (IOBSA) had plans in place around how we would provide value to members and stakeholders alike - in March 2020- our lives, the way we lived and interacted changed forever when Covid-19 became our new reality.

- A consequence was a decline in income. It meant a shift in priorities (as bankers and businesspeople I am sure you can relate). The Institute of Bankers in South Africa (IOBSA) focused on reducing costs (we moved to more affordable premises) and work hard to improve our cost position.
- On a positive note: Most of what we delivered was premised around Covid-19, including new ways of engagement and work, but like they say in a crisis there are always new and exciting opportunities.
- We re-aligned our plans and delivered the South African venture capital and private equity association (SAVCA) Covid series to you all via our newly revamped website which now also includes a dedicated area to our CPD endorsed programmes (please continue to visit our site as we continuously update it with new programmes for you).
- Introduced a policy and instrument for training providers in the Higher education or Occupational trade and industry to apply to have Banking qualifications endorsed by the IOB. What does it mean for you? An endorsed qualification meets the criteria for the professional development standard in banking.
- The IOB delivered in partnership with VF online deliver an online NCA exam for the National credit act training providers for the F&I's in the Motor industry.
- In our 2020 stakeholder engagements there has been a gradual emerging support towards the Institute of Bankers restoring its role to capacitate the banking industry with professionals that make a difference through the delivery of our designations.

The Institute of Bankers in SA (IOBSA) is a member driven, member centric Professional Body that exists for members that seek a career in the Banking and Financial Services sector. This includes offering of professional designations, the monitoring of a code of professional conduct and the delivery of carefully designed and monitored Continuous Professional Development (CPD) programmes through approved CPD service providers. "The Institute of Bankers in SA is the sole professional body for Bankers and Financial Services Professionals in the Financial sector recognised by the South African Qualifications Authority (SAQA)"

Membership

The IOBSA believes that at the core of its membership is the belonging to and being part of an organisation, where members can gain value and obtain benefits professionally and individually. The Institute of Bankers in South Africa provides members with professional designations, networking, educational, training and information opportunities. The Institute ensures it delivers a service to its members that is relevant to today's professional arena. The IOBSA aims to support members in achieving their professional goals and to provide an avenue for members to be connected, informed, and qualified.



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YES
YOU
CAN

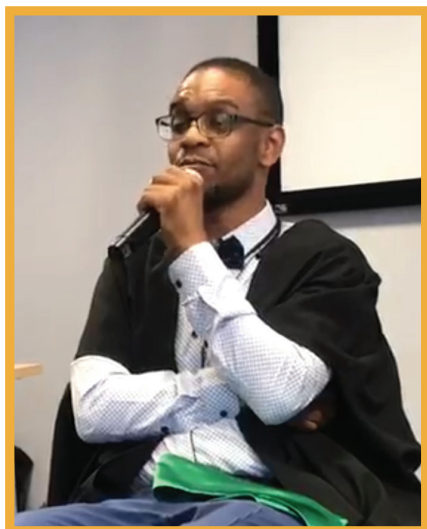
One of the BANKSETA's corporate strategies is that of Youth Development. The BANKSETA offers various vocational education and training programmes to bridge the gap between structured learning and work experience in the banking and alternative banking industry.

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The Aspirations of A Student: BANKSETA Hears More



Mr. Tsundzukani Lelope

I am a 32-year-old career-driven guy who is full of enthusiasm. I overcame one of my darkest moments of my life when I was involved in an accident during my second year of studies and was diagnosed as a quadriplegic.

I had to take a break for two years from my studies due to my injuries but that did not stop me from acquiring my Diploma in Communication Networks which I acquired from Tshwane University of Technology (TUT). Though I was wheelchair-bound, I did not let that stop me from achieving my dream of becoming an IT Specialist, which I am still working hard in becoming one.

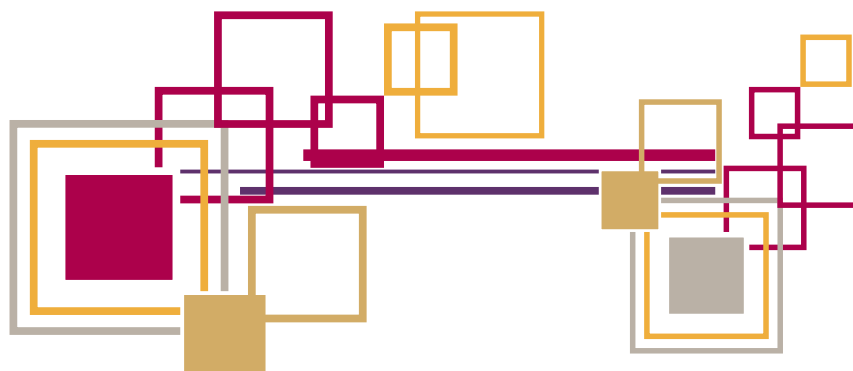
As we all know that the unemployment rate in this country has edged up, it is evident that finding a job will be huge challenge as I have been doing online applications as well but nothing prevailed. In late 2018 my life turned for the better when I saw an advertisement for an internship programme for Masithuthuke Holdings online and applied for it. The programme has changed my life as now I have channeled my life towards achieving my dream of becoming a Network Analyst and I can gladly say that all this is thanks to Masithuthuke

and BANKSETA for their assistance. I hope they keep doing the same from upcoming graduates.

I am employed by Grobank (previously known as Bank of Athens), where I was placed by Masithuthuke and BANKSETA as an intern for further training. I worked as an intern for seven month after which the bank realised potential and offered me a permanent position where I am working as a IT Help Desk Technician.

This has also uplifted my spirit and made me believe that if you try, work hard, take control of your destiny, remain true to yourself and believe it is possible, you will have unlimited power to achieve the impossible. This has really improved my self-esteem as I do not let my current physical situation of being wheelchair-bound dictate my life.

I am a hardworking and motivated Help Desk Technician who has acquired extensive knowledge in the IT field. Expertise in providing technical support and troubleshooting techniques to clients, consistently recognised for providing an exceptional level of end-user service and communication.



Before starting with my internship at Masithuthuke, I worked for a security company called Northern Security as a Control Room Operator. I worked there for two years and resigned when I was told I have been accepted to take part in the BANKSETA internship programme.

"Though I was wheelchair-bound, I did not let that stop me from achieving my dream of becoming an IT Specialist"

"It always seems impossible until it is done."

– Nelson Mandela

Business Analyst Programme



Ms. Zinhle Mabe

When did you attend the programme?

I attended the BANKSETA programme through Gijima from March until July 2020, after which we had to go through the second phase of the programme which is work experience.

How did you benefit from the programme?

I graduated from University in 2018 which was exciting until I became just another part of the South African statistics of unemployed youth, so the Programme helped me further my

studies and avoid idling at home which was good for my mental state. I am able to add the certificate I acquired through the Programme in my CV. Imagine being paid to improve your skills, I think that was the cherry on top.

Did the programme make an impact in your life and career?

Yes, it has, I was offered a permanent position as a Business Analyst this year by a company called Sethe-wo Business Engineers. I joined this company for work experience through an interview organised by the programme and I have loved it since.

Was the programme relevant to you?

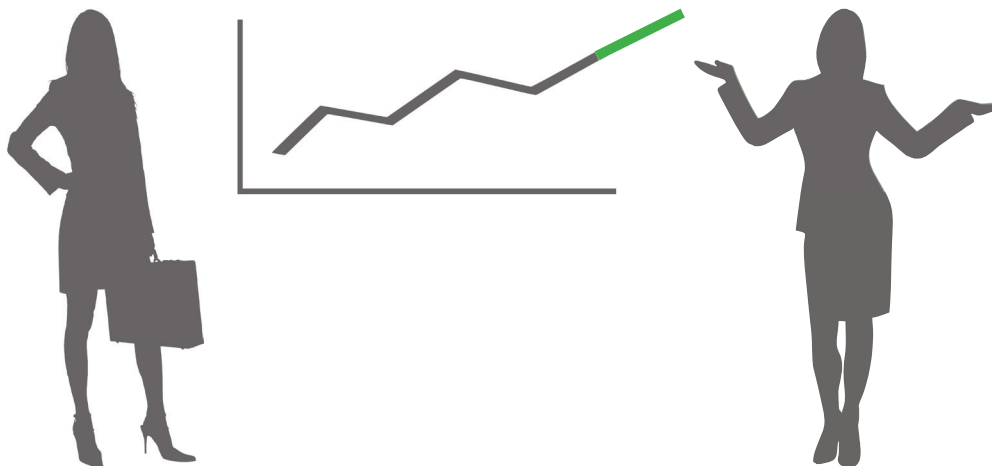
Yes, it was. Throughout my Diploma in Financial Information Systems, I would hear about Business Analysis and I thought it sounded interesting, but thinking that I would have to find funding in order to further my studies in it, it meant that I had to take a backseat until I could get a job. However, the BANKSETA Programme offered me an opportunity to do it.

Do you believe BANKSETA is making a difference for the Youth by providing such a programme?

Yes, I do. Many young people like myself, get to graduate from university and end up being depressed because life is at a standstill after graduating as tertiary education, due to the theoretical component inclusion of involved does not fully prepare us for the workplace. Graduating is such an excellent achievement, however, being at home takes all that joy away so through such programmes one is able to fend for themselves whilst upskilling.

Even if one is not as blessed as I was to get employment quickly, they stand more chances of getting employment than they were prior to the Programme by polishing their qualifications and upskilling.

This Programme has allowed us to get a more hands-on experience, which is something I will never take for granted. Thank you to the funder, BANKSETA and Gijima, the facilitators as well as my mentor.



A Life Changing Opportunity Through The Bursary Funding Programme



Ms. Nokwanda Dlamini



When did I attend the programme?

In the year 2020, I was one of the BANKSETA beneficiaries at the University Of Zululand, where I was doing my undergraduate Degree in BCom Accounting Science.

What were the benefits and the impact of the Programme?

BANKSETA offered me an opportunity to clearly deal with my studies as they took care of the rest, literally. Knowing that my future is secured through BANKSETA, my role was to pass my studies and that really made a bumpy road much easier.

Ranging from my tuition fees, stipend, book allowance as well as being provided with a laptop during these difficult times of online learning, I can profoundly say that BANKSETA has made it all possible for me.

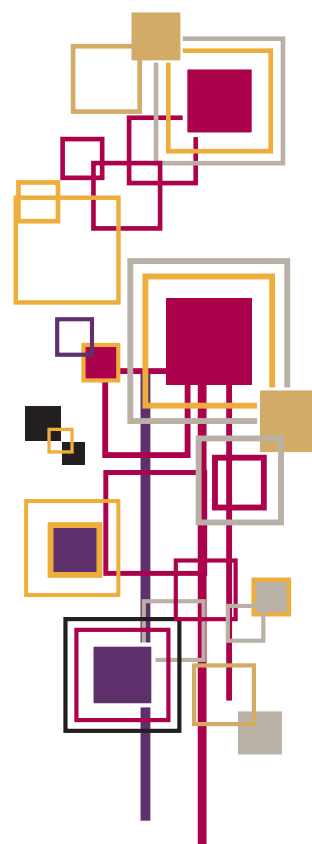
Was the Programme relevant and did it make a difference?

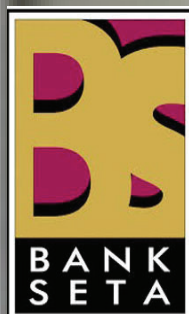
BCom Accounting Science is already challenging on its own, and not having a sponsor to handle some of the pressure is honestly the worst.

BANKSETA has provided us the youth with the opportunities. All the excuses one can make about studying, one has to know that it has nothing to do with funds as BANKSETA has funded us.

As Mrs. Khomo, the Head of Department, would always say “you have a family through this Programme as BANKSETA follows up with their students even after varsity days”.

I will be forever honoured to be part of the BANKSETA Programme, now we moving out to the world to conquer with the tools that BANKSETA has equipped us with.





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Life Orientation Teachers Project

Investing In Education



BANKSETA trains teachers to educate learners about scarce and critical subjects to enable them to pursue in-demand career paths. The BANKSETA is committed to hosting national career awareness and guidance workshops for Life Orientation (LO) teachers. The workshops focus on some of the topics covered in LO such as career categories, career and study fields, higher education, funding, scarce skills and learnerships amongst others.

LO teachers enrolling for these workshops, which are being run in partnership with the Department of Basic Education, will acquire the necessary skills and tools to assist learners in making well-informed career choices.

One of the specific aims of Life Orientation is to equip learners with the knowledge, skills, and values to make informed decisions about subject choices, careers and higher education opportunities and the world of work. Through these workshops, teachers gain more knowledge and skills to teach Life Orientation topics.

These workshops give educators more information about some of the content that should be taught in Life Orientation classes such as career categories, career and study fields, higher education, funding, scarce skills and learnerships. The BANKSETA has developed a training manual that includes some tools to capacitate teachers so they can assist learners in making the right career choices. In addition, it gives samples of CVs and application letters that learners should have in their portfolios.

Topics covered include: How to help learners identify their interests and abilities so they can make the right subject choices for career categories and career fields after school. They also focus on the information about how to put together portfolios

to apply to study, for a job, obtain funding and also trends in the job market.

Previous beneficiary quotes:

Zolani Nkamisa, Tyali Secondary School Teacher said the workshop exposed him to SETAs and their importance, especially the opportunities within the BANKSETA which included their funding. They received a booklet during the workshop which Nkamisa believes is useful. It contains contact details of the various institutions of higher education and they will share this with their learners.

“Amongst some of the key take-aways, they encouraged us to advise learners who are not academically talented but have the skills, to enroll in TVET colleges to develop the skills required in the labour market.” states Zolani.

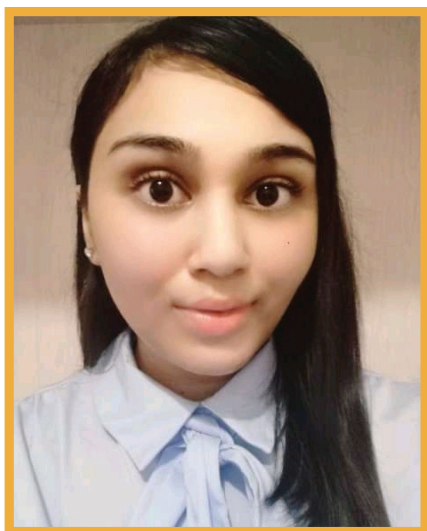
“There’s no doubt that after attending this workshop, I will contribute positively towards our learners’ future, I will help them identify their interests and abilities,” said Toko Sidondi, LO teacher from Butterworth High School.

Sidondi further explained that this workshop was fruitful, their learners are based in the deep side of the rural areas, therefore they are not exposed to a lot of careers.

“Even myself, there were careers I did not know about until now, this workshop exposed me to the opportunities out there and we were encouraged to equip our learners with the necessary skills to acquire those opportunities.”.

She also mentioned that the BANKSETA team informed her to encourage the learners to pursue entrepreneurship in order to create employment and contribute towards the economy of the country.

Unearthing The Country's Gems Through The Kuyasa Programme



Ms. Micaela Bhugwandeem
Top Achiever

My Name is Micaela Bhugwandeem. I am an LLB Law Graduate from the University of KwaZulu-Natal Howard College, a Musician with a Level 2 Qualification in the Theory of Music from the Associated Board of the Royal Schools of Music of London (ABRSM), and I am a BANKSETA Kuyasa Graduate Learnership Graduate that has obtained an NQF Level 5 in General Management. I am very passionate about life, and I have a zest for adventure.

In addition, I sing, I play the piano, and I write poetry. I believe in working hard and doing well in life. I believe in being the difference! I attended the BANKSETA Kuyasa Learnership in February 2020, and it has immensely impacted my life in such a rewarding and positive manner.

The Learnership has opened doors for me in my career path, and I have been offered an entry-level position at Chartall Business College as an online student support in terms of technical and academic support. The Kuyasa Learnership has also given me an exposure like no other as I have obtained the Top Achiever Award for KwaZulu-Natal, and I truly feel so overwhelmed and blessed by this achievement.

I believe this learnership is a once in a lifetime, life changing opportunity. The Programme has been so relevant to my life as this learnership has paved the way for my international career path in the legal business and legal banking sector in extending my career path and I am fully convinced that I can achieve this.

The Programme has also shaped both my professional and personal life with the various modules that I have completed through Felix Risk Training Consultants that enhances personal and professional development.

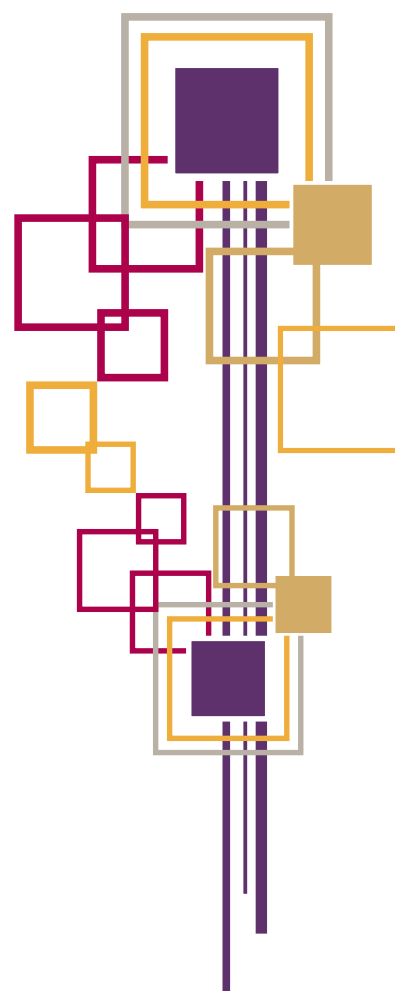
BANKSETA is truly making a difference in shaping the personal and professional lives of youth across the country by enhanced skills development. This Programme has been a dream come true for me.

I have met various wonderful individuals on this Programme from facilitators, my Learner Support Champion, training provider and various other parties that ensured my success on this Programme. In spite of the challenges faced due to Covid-19, BANKSETA has ensured my safety, taken care of my well-being as well as ensured my successful completion on this Programme.

I am so grateful to BANKSETA for affording me the privilege and the honour of being part of such a prestigious and rewarding programme, and It is the desire of my heart to see this intervention shape the lives of countless number of youth across the country in the near and distant future.

I am also grateful for the opportunity for being featured in this publication, it is such an honour and privilege that I do not take lightly, and it just gives me greater hope that one day my dream of being in Forbes and Vogue magazines will be a reality as well! A heartfelt gratitude BANKSETA!

"I attended the BANKSETA Kuyasa Learnership in February 2020, and it has immensely impacted my life in such a rewarding and positive manner."



Changing Lives For The Better: Bursary Funding Programme



Ms. Sonali Nikita Badrinath

I am currently a third year BCom Informatics student from the University of Pretoria. In the early months of 2019, I was offered an opportunity to be part of the BANKSETA Bursary Programme.

I was not one who would have considered myself to be academically inclined or “smart enough” to the extent where I would be rewarded for it. Initially, I was unsure of the career path to choose; I decided to choose BCom Informatics because the business world fascinates me, and I grew up in a computer-oriented environment. I was uncertain if I made the right choice as I have not met anyone who has studied this course before.

I often questioned if I deserved to be in the lecture rooms with the other students and I constantly thought that I did not have the mental capacity to be there. Despite my matric academic record, I was not convinced that I was worthy to be a university student.

When I was offered the BANKSETA bursary, it gave me reasons to believe that it was meant for me. In my first academic year, my parents were going to have to provide for my two siblings and myself at the university.

The greatest blessing was being given the opportunity to be part of the BANKSETA Bursary Programme; that is how my family and I benefitted, that is how my siblings could plan their future after qualifying at university and me being taken care of. I benefitted from the bursary financially, mentally and emotionally.

Financially, I received support for covering my tuition fees, textbooks, travel costs living far away from home and accommodation costs. Emotionally and mentally, the bursary has proven to make me understand what it means to believe in myself; it inspired me to become a meticulous person, to want to do better for myself, made me feel confident in my ability to excel in university in ways that I did not expect to.

The Programme has made a remarkable impact on my life and career. Knowing that an external company can vision me as an investment for the world’s future and provide for my education makes me feel motivated to do better and believe in myself. It made me feel like there was a reason why I chose BCom Informatics and offered the bursary for two years. There is no better sign to show that I have been put on the career path meant for me.

In terms of career aspirations, being a student at the University of Pretoria, I met students who also received the bursary. The amazing thing is that I have worked with BANKSETA Bursary students for multiple projects and they are the most dedicated and reliable. We all work together as we all want to help each other maintain the bursary. I feel like it is a benefit that is not generally recognised when discussing the advantages of the bursary. It brings together and creates a support system between students. I was not one of the top achievers in high school but to be in university and reflect positively on my progress,

I would have never thought I was capable of achieving that and I owe it all to BANKSETA as the bursary allowed me to discover the power of believing in myself. Whenever I would feel like giving up, the bursary would serve as a reminder that people believe in me.

I appreciate what BANKSETA is doing for the youth. The confidence that BANKSETA has in the future of tomorrow by providing for them is truly appreciated especially my generation that repeatedly doubts themselves. It can boost the students’ self-confidence in themselves and make them want to show their gratitude by working hard to not only pass but aim higher than the average student.

The bursary is a reminder to us that we build the world’s future and we are capable of it. I am certain that just how BANKSETA has helped me grow, become a better student and believer in my capacities and understand that I deserve better, other people have probably felt the same way too.

The University of Pretoria provided a support structure for the students on the Programme which included monthly meetings with students to check up on our overall well-being and provide solutions to overcoming academic hurdles.

I would like to use this opportunity to thank the University of Pretoria and BANKSETA for playing significant roles in contributing to my future and granting me the privilege to be a student with only one duty which is to pass without having financial stress and that is something not everybody can say. I am immensely grateful for the opportunity.

BANKSETA CATCHES UP ON THE LATEST IN SKILLS DEVELOPMENT



Ms. Angela Schultz

What does a Skills Development Facilitator for BANKSETA generally do?

I always explain the role of the Skills Development Facilitator as the conduit between the organisation and the national frameworks for Skills Development. As an SDF, we are responsible for ensuring that we identify skills needs in our sector, we compose a skills plan for our organisation for the year, and then monitor the plan to ensure the business meets its skills targets. We have a governance role of ensuring our company's skills policies are in line with national legislation, and also to meet the demands of the quality assurance bodies, for our business to be accredited to offer programmes within the National Framework Structures.

We play a critical role in transformation with our striving to meet the targets set for us in the Financial Sector Code for Broad-Based Black Economic Empowerment. Lastly, from an administrative perspective, we manage and report on SETA grants received, as well as tax incentives received for learnerships.

What is the role of BANKSETA in Standard Bank skills development initiatives?

The BANKSETA supports us as a business and sector, in trying to anticipate any change in skills demands so that we may plan ahead and ensure our learners receive quality, accredited and recognised training that will enable them to find meaningful employment in our sector so we may fight the scourge of unemployment in our country.

The BANKSETA keeps us informed of legislative changes so that our sector remains compliant to such changes.

The BANKSETA also monitors and manages the distribution of grants to our sector to ensure we are incentivised to provide critical training in line with our identified skills demands, but always with the learner in mind.

What are the future skills required by the bank?

We find future skills are of course predominantly around technological advancements such as cloud computing, data science, artificial intelligence and robotics, however in our sector our customer's needs are paramount.

Future skills such as behavioral economics are now emerging as critical to our business, and higher cognitive skills such as creativity, critical thinking, complex information processing and decision making. The people element is still crucial to our sector and its importance must not be underestimated.

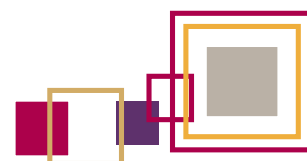
How do you liaise between BANKSETA and the banking sector to identify skills requirements within the sector?

As a Skills Development Facilitator, our contribution and input is vital to the BANKSETA's success in identifying skills needs. We must ensure our reporting is comprehensive, accurate & timeous, and we regularly engage with each other in the SETA forums.

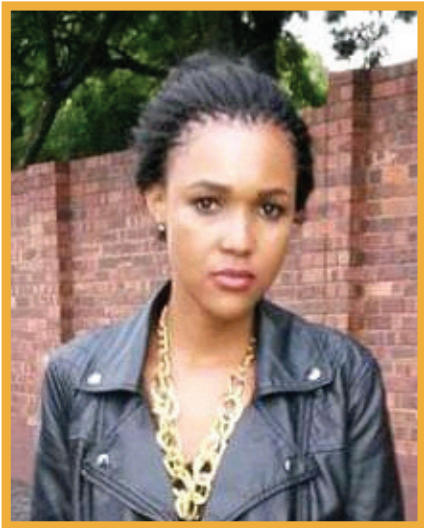
We must also work together even across competitor organisations, as the success of developing the skills our sector needs is a success for all of us, and a win for our beautiful country and its people.

What has been the outcome of Skills Development Facilitation in the banking sector?

We are lucky to have a Sector Education and Training Authority that is forward thinking and open to all form of discussion and debate, to ensure our sector skills needs are quickly identified and met. As the conduit between the bank and the BANKSETA for those discussions and debates, they will only know our needs if we share these as Skills Development Facilitators.



OPENING NEW DOORS OF POSSIBILITY FOR OUR YOUTH



Ms. Siphesihle Tyobeka

It was a week after I had given birth, so confused and overwhelmed with the new changes in my life, not knowing how I will balance my school life and motherhood. After many rejected bursary applications, I received an email informing me that I am selected among other students to be funded by BANKSETA, I was so happy and grateful because I had not applied for this bursary.

It was in May 2018 and I took it as gift that came with my son. The Programme helped me so much financially in taking care of my son's needs and mine, it also helped me get my own laptop making it easier to work from home while babysitting sometimes and also with textbooks for the second semester.

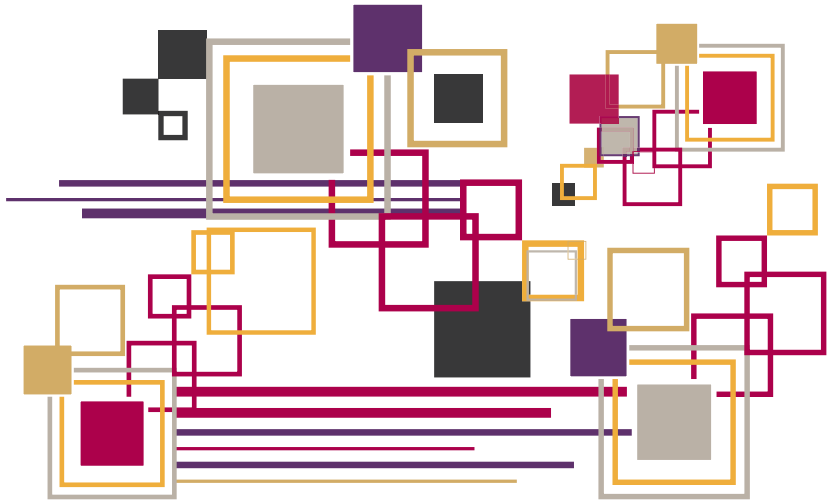
The Programme always motivated me to do better because The BANKSETA was an organisation that supported and funded me and wanted nothing in return except for me to achieve my dreams.

Because of BANKSETA's funding and the modules for the Programme I realised that I was on the right path, my choice of a degree was a good one and that my career path is also important.

It was relevant to me because it did not only help me academically, even when I had problems personally I received advice and support. The financial freedom used to bring me a huge relief as a mother and student who was not given any pocket money from home.

I believe that BANKSETA makes a difference by offering this programme to students, funding sometimes can be a barrier to some students and that freedom of not having to pay back the money when you have finished your studies is so amazing because we have financial responsibilities.

I will be forever grateful for this opportunity that I was given to pursue my studies, the motivation, support and lastly, the fact that the organisation trusted me that alone boosted my confidence and made me work even harder so as not to disappoint them. I am a graduate today and BANKSETA played a very important role towards me achieving one of my biggest dreams.



We At BANKSETA Give A Warm Welcome To The Following Staff:



Marvelous Mokome
Risk and Compliance Officer
Joined on 5 October 2020



Jackie Kwinika
Supply Chain
Management Specialist
Joined on 6 January 2021



Tsietsi Raleting
Information and Communications
Technology Manager
Joined on 1 March 2021

The BANKSETA Team Wishes Nothing But The Best To Mr. Lekoana Who Has Left Our Team In Pursuit Of Greater Challenges, His Absence Will Be Noticed.



Wonderboy Lekoana
Alternative Banking Specialist
Resigned on 20 January 2021

WE WELCOME SOME NEW FACES AT BANSETA & ALSO
WISH LUCK TO THOSE WHO HAVE FOUND NEW OPPORTUNITIES





ADVANCING THE NATIONAL AND GLOBAL POSITION OF THE BANKING AND ALTERNATIVE BANKING SECTOR

WHAT WE DO:



QUALITY ASSURANCE

The Quality Management (QM) department's primary role is to support the development of skills and the introduction of qualifications in the banking and alternative banking sector.



BURSARIES & LEARNERSHIPS

BANKSETA offers learnerships and other youth programmes to unemployed youth with the aim of promoting employability in line with government policy as per National Skills Development Strategy (NSDS III) objectives.



PROFESSIONAL PROGRAMMES

- International Executive Development Programme
- Generic Management Training Programme
- Pivotal Programme

For more programme info visit our website

Sharpening Business Etiquette: IEDP Development Finance Programme



Ms. Magauta Mphahlele

How did you benefit from the programme?

I gained theoretical and practical knowledge from the contact sessions held at Wits, the study tours and syndicate work. The study tours helped us to understand the financial inclusion landscape of different countries. This included current financial inclusion status, achievements, challenges and planned policy, legislative, industry and social interventions.

In order to understand the financial inclusion landscape of the countries, we visited different types of institutions and organisations and this helped us to gain different perspective. The involvement of the local universities was also quite enriching as the academics summarised country issues quite well and did so independently.

These visits provided an opportunity to obtain direct feedback from each of the entities and individuals visited on progress made against the financial inclusion strategy of each country. The paper did not present in depth research, but a description of the observations made during the study tour as well as some desk top research findings.

This description of the key learnings focused on the following areas of interest:

- The Development finance sector - products and services;
- customer-centricity;
- Innovations and DF and
- Regulatory framework.

Institutions that were visited:

- The Reserve Banks of each country;
- Commercial & Micro Finance Banks;
- Micro Finance Institutions;
- Micro enterprises;
- Savings Groups(SUSU, SACCOS);
- Industry Associations; and
- Universities
- Beneficiaries of financial inclusion programmes (small businesses and individuals). Another huge benefit was the mix of candidates who took part in the program. They were a mix of senior executives from private, public and non profit institutions (Banks, SOE's, Industry Associations, Regulators, Service Providers). This allowed the interactions to go beyond the sharing of ideas to continued interaction and working together.

Did the programme since make an impact in your life and career?

Through the programme we visited Stokvels and Burial Societies in the Free State to assist them to formalise, invest their money wisely and find ways to access opportunities to achieve their goals.

Once their challenge is identified, they are paired with an expert in that area who then assist them with information, advise and practical training. My knowledge of financial inclusion concepts and challenges is enabling me to look beyond the TV script and engage meaningfully with the participants and guide them.

I can also pose challenges to the formal financial sector to be customer centric and develop products and services that suit the needs of Stokvels and the financially excluded.

Was the programme relevant to you?

It was very relevant because I operate in the credit industry. My company Ithuseng Credit Solutions operates in the Mining Sector and assists mineworkers to maintain good credit health by being aware of their rights and responsibilities. We also assist mines to weed out the abuse of the payroll system by challenging illegal and unaffordable Garnishee Orders.

We also help Mines to improve access to housing by rehabilitating mineworkers who cannot qualify for mortgages. The knowledge gained from the course is helping me to offer relevant solutions aimed at improving financial inclusion. As a Board Member of Micro Finance South Africa, I am able to interrogate and offer solutions on how the industry can improve and enhance financial inclusion.

Do you believe BANKSETA is making a difference to Executives by providing such a programme?

Definitely! I felt very privileged to be part of the Programme and would like to thank the BANKSETA and Mr. Shaun Starr for his commitment to the Programme and the support he provided to the IEDP participants.

Walter Sisulu University

Post Graduate Programme



Mr. Masomelele Nongadlela

I grew up in the Western Cape in a small town called Saldanha Bay. We stayed in an informal settlement more than 15 years. I did my basic education in a local school from Grade 1 to 12. I then went on to further my studies at the Walter Sisulu University. I studied for an National Diploma in Information Technology.

In 2017 I then started with the process of job hunting, it was not an easy process but at all cost I continuously applied and sometimes I would get short-term contracts but I never stopped applying until 2018. In 2018 a friend of mine that was in the Masithuthuke Holdings programme recommended to me that I should apply for the Masithuthuke Holdings 2019 learnership intake. I then applied towards the end of 2018 and I was called for an interview on the first week of January 2019 in Cape Town.

I was interviewed then told to wait for a response after two weeks at most. I then got a message that congratulated me for being chosen to be part of the Masithuthuke Holdings learnership. I would say to me that was the beginning of greater things, throughout the first week as part of the team we were inducted and motivated to be

mentally prepared for everything in the competitive environment of Job hunting. We then started with the core business of producing a quality IT Specialist. It was not an easy journey but worth every step. The first step of the Programme was to introduce us to theory that is relevant in a IT profession and problem solving methods to an IT person. We covered a lot that I will not mention, but the content was very virtuous and relevant.

After a period of around 3 months we were then ready for the work environment. Masithuthuke started a process of looking for placement for us. We were placed in different places across the country, but they were very critical in terms of the place of placement.

The host employer needed to meet some requirements in terms of ensuring that we get proper experience and be exposed to the IT environment. We were given an option to come back and report if what we get on the field was not relevant and will not assist us in the future. I was then placed in Walter Sisulu University as my host employer, and it was very nice coming back home if I may say that. Through everything I started applying what I was taught and I served my remaining months of the contract in WSU.

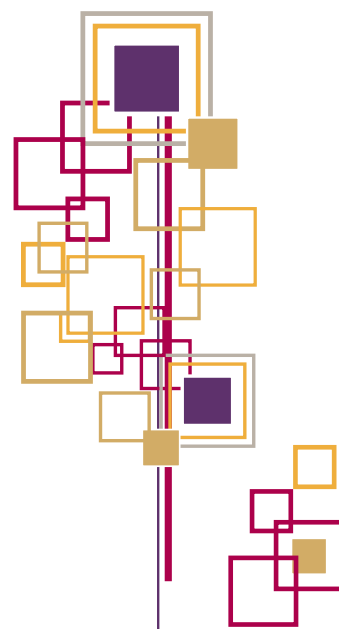
I continuously engaged with facilitator of Masithuthuke throughout the process of my placement in WSU. Submitted everything that was needed and also got monitored by Masithuthuke and my supervisor at my hosting employer.

I would say to me that was a breakthrough, because I was given a chance by BANKSETA and I will always be grateful for that. They managed to walk with me side by side and ensured that I stand a fighting chance, because through the

Programme I managed to secure myself permanent employment at the same place where I was placed. I am now working as a Lab Technician in WSU. I have finally made my breakthrough in a very hard process of job hunting and I would give credit to the BANKSETA and Masithuthuke with the role that they have played in assisting me and preparing me to be fit in a competitive environment.

I cannot explain how thankful I am for the role played by the BANKSETA and Masithuthuke Holdings in assisting me with this programme. The BANKSETA's role in fighting against unemployment is very helpful and give a chance to many that come from poor backgrounds to improve their situations and have better lives.

"Through the BANKSETA funded programme, I managed to secure myself permanent employment."





USEFUL CONTACTS

OFFICE OR INSTITUTION	WEBSITE	TEL
FAIS OMBUDSMAN	www.faisombud.co.za	012 762 5000 012 470 9080
PEOPLE OPPOSING WOMEN ABUSE	www.powa.co.za	011 642 4345/6
OMBUDSMAN FOR SHORT-TERM INSURANCE	www.osti.co.za	011 726 8900
SOUTH AFRICAN DEPRESSION AND ANXIETY GROUP	www.sadag.org	0800 12 13 14
NATIONAL CREDIT ADVISER	www.nca.co.za	011 554 2600
CHILDLINE SA	www.childlinesa.org.za	0800 05 55 55
FINANCIAL SERVICES BOARD	www.fsb.co.za	0800 20 20 87
LIFELINE SA	www.lifelinesa.co.za	011 715 2000
OMBUDSMAN FOR LONG-TERM INSURANCE	www.ombud.co.za	0860 103 236
TEARS FOUNDATION	www.tears.co.za	010 590 5920
CREDIT OMBUDSMAN	www.creditombud.org.za	0861 662 837
NARCOTICS ANONYMOUS	www.na.org.za	083 900 69 62
NATIONAL CONSUMER TRIBUNAL	www.thenct.org.za	012 683 8140 012 742 9900
FAMILY LIFE CENTRE (FAMSA)	www.familylife.co.za	011 788 4784
CONSUMER GOODS AND SERVICES OMBUD	www.cgso.org.za	0860 000 272
SOUTH AFRICAN POLICE SERVICE	www.saps.gov.za	10111
DEPARTMENT OF SOCIAL DEVELOPMENT	www.dsd.gov.za	012 312 7500



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**Act Against Gender-Based-Violence,
Femicide and Child Abuse**

The BANKSETA plays its part in being one of the voices that aim to protect the vulnerable

**NO
TO CHILD ABUSE!**

**NO
TO GENDER-BASED
VIOLENCE!**

**NO
TO FEMICIDE!**



For more info please visit: www.bankseta.org.za

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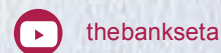
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