



SERVICES SETA PULSE NEWSLETTER



SERVICES SETA, UCT LAUNCH SKIN CARE HUB

SERVICES SETA and the University of Cape Town have launched the Africa Research Institute for Skin Health (ARISE), a R100 million facility designed to strengthen African-led scientific capacity in skin and hair health. The five-storey building, which broke ground on 13 February 2026, will serve as a multidisciplinary hub for research, training, and skills development within UCT's Division of Dermatology, enabling expanded student enrolment, industry-aligned training, cosmetic product safety evaluation, and the flagship Advanced Diploma in Cosmetic Formulation Science.

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QwaQwa gets electrical
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FROM THEORY TO ACTION: SERVICES SETA'S SKILLS REVOLUTION BEGINS

Twenty - six years in, the focus is clear: real impact, measurable results

BY LEHLOGONOLO MASOGA

For Services SETA, 2026 is shaping up to be a pivotal year. It is, as President Ramaphosa signalled in his 2026 State of the Nation Address, the start of a Skills Development Revolution – and Services SETA is ready to play its part.

As the organisation marks 26 years in March, we are moving decisively from theory to practice, planning into action, ensuring that every programme delivers real, meaningful and measurable impact.

Youth unemployment remains our primary focus. South Africa cannot afford a generation of young people not in employment, education or training. Our commitment is simple: ensure that the skills young people acquire translate into genuine workplace opportunities.

We are expanding access through community skills centres in Mkhuze (KwaZulu-Natal), Prieska (Northern Cape) and Beaufort West (Western Cape), directing programmes towards communities where the need is greatest. The response to our Power of X² Internship Programme – from unemployed graduates and potential host employers alike – confirms that the demand for workplace experience is real, and that employers are willing partners in building the nation we want.

“We are moving decisively from theory to practice, planning to action, ensuring that every programme we implement delivers real, meaningful and measurable impact.”

Collaboration is central to everything we do. The recent ministerial launch of the Centre of Specialisation in QwaQwa, developed in partnership with TETA and MerSETA, is proof of what is possible when SETAs work together. Minister Buti Manamela has been unequivocal: we must work in unison for maximum impact and optimal use of resources. That message was reinforced when we launched the ARISE project at the University of Cape Town.

ARISE is a ground-breaking initiative that enables UCT to conduct scientific research in hair and skin health within the multi-billion rand personal care sector. UCT is already developing an Advanced Diploma in Cosmetic Formulation Science, a pioneering qualification in a field that has never had one. Services SETA has allocated R100-million in seed capital for infrastructure development.

During the 2025/26 financial year, we invested over R1.3-billion to support 10 000 students in TVET colleges and 5 000 across public universities. These are not just numbers; they represent young people with a better shot at meaningful employment.

But investment alone is not enough. Sustainable outcomes require coordinated action across government, industry, academia, and civil society – working together towards shared goals.

Our goal in 2026 is clear: to build a Services SETA that delivers real impact, earns the trust of its stakeholders and leaves no learner behind.



Lehlogonolo Masoga, Services SETA Administrator.



Services SETA and UCT leadership break ground on the R100 million Africa Research Institute for Skin Health (ARISE) building at a sod-turning ceremony in Cape Town on 13 February 2026.

SERVICES SETA, UCT LAUNCH SKIN CARE HUB

R100 million ARISE hub to train, research and transform the personal care industry

BY AMANDA SITHOLE

The Services Sector Education and Training Authority (Services SETA) and the University of Cape Town (UCT) have launched a facility aimed at strengthening African-led scientific capacity in skin health.

The Africa Research Institute for Skin Health (ARISE) Building is a multidisciplinary hub for research, training, and skills development within UCT's Division of Dermatology. The five-storey building will expand South Africa's capacity for industry-aligned training, applied research, cosmetic product safety evaluation, and occupational

skin health innovation. It will enable greater student enrolment and broader short course offerings.

The sod-turning ceremony on Friday, 13 February 2026, signified a historic milestone in a long-standing collaboration, marking the start of construction on a project designed to advance both science and employment opportunities.

Deputy Minister of Higher Education and Training, Dr Mimmy Gondwe, said the ARISE Building represented an important step in driving a national skills revolution that would directly uplift communities and improve living standards. "This project

is designed to respond to the country's growing demand for specialised skills," she said.

Gondwe highlighted the necessity of programmes intentionally structured to provide both training and practical expertise. She pointed to the flagship Advanced Diploma in Cosmetic Formulation Science as a prime example, noting that it equipped individuals with marketable skills that can generate income and transform families' lives.

In her keynote address, Gondwe stressed that SETAs must ensure the projects and programmes they endorse are

"This new capacity will raise skills, protect consumers, support entrepreneurs, and help South Africa become a leader in skin and hair science in Africa."

not only impactful but also highly effective in contributing to employability and sustainable career opportunities.

Services SETA Accounting Authority Lehlogonolo Masoga announced an investment of R100 million towards the development of the ARISE building.

Masoga emphasised that this was not merely about constructing a facility, but about establishing a centre that would embody scientific research and drive transformation within an industry that has long been overlooked. He highlighted the importance of supporting it as part of Services SETA's mandate, particularly within the healthcare space.

Masoga underscored the strength of the partnership,

noting that it advanced scientific knowledge in personal care, contributed to economic growth, and attracted collaboration with other stakeholders. "The ultimate goal is to build an ecosystem that transforms the lives of young people by creating opportunities for innovation, employment, and entrepreneurship," he said.

He added that the collaboration between Services SETA and UCT extended far beyond the launch of a single facility, stressing that the organisation remained deeply committed to driving economic transformation through such initiatives.

Sibusiso Dhladhla, Services SETA Acting Chief Executive Officer, said the construction of the ARISE Building was the start of a new capability for South Africa. "This new capacity will raise skills, protect consumers, support entrepreneurs, and help South Africa become a leader in skin and hair science in Africa," Dhladhla said.

Professor Nala Khumalo, the ARISE project founder at UCT, said ARISE represented an important step in strengthening African-led scientific capacity in

skin and health. "The new facility will enable us to expand training, deepen research and strengthen industry partnerships, while ensuring that African populations are better represented in science, product development and safety standards," Khumalo said.



Deputy Minister of Higher Education and Training Dr Mimmy Gondwe and Services SETA Accounting Authority Lehlogonolo Masoga.



Some of the participants at the sod-turning ceremony at UCT.

RESTORING DIGNITY TO DISADVANTAGED LEARNERS

Services SETA spearheads campaign brings sanitary towels and career guidance to Khayelitsha schools

BY AMANDA SITHOLE

In a world where poverty often strips learners of the joy of schooling, Services SETA has launched its Bridging-the-Gap campaign — a nationwide drive to restore dignity and hope in disadvantaged schools.

The first stop was Iqhayiya Secondary School in Khayelitsha on Thursday, 5 February 2026, where Grade 8 learners received sanitary products to restore confidence and promote uninterrupted learning. The visit was complemented by a career expo showcasing the Post-School Education and Training landscape, equipping learners to make informed career choices.

The message was clear: your current circumstances do not define your future; rather they inspire you to fight for a better one.

The second stop was Masiyile Senior Secondary School, where Grade 9 learners preparing to choose subjects that will shape their career paths received guidance on transitioning into Technical and Vocational Education and Training (TVET) enrolment. Many learners showed interest in trade skills funded by Services SETA.

Imani Hlonyane, a Grade 9 learner from Masiyile Senior Secondary, stood out with her interest in studying Business Management at the University of Johannesburg.

“Our school has maintained a matric pass rate above 96% over the past four years. Majority of our post-matriculants enrol at University of Johannesburg, and they all depend on NSFAS.”

She sought guidance on accessing Services SETA bursary funding, recognising the organisation as an opportunity that could support her career journey.

Phumla Khomba, Head of Department for Life Orientation at Iqhayiya Secondary School, stressed the need for more campaigns linking underprivileged Western Cape schools with SETA opportunities. “Our school has maintained a matric pass rate above 96% over the past four years. Majority of our post-matriculants enrol at University of Johannesburg, and they all depend on NSFAS,” she said, urging learners to use Services SETA opportunities to turn their aspirations into reality.

The campaign moves to the Eastern Cape next.



Learners participated with enthusiasm in Services SETA’s Bridge-the-Gap campaign.

MASSIVE SUPPORT FOR FRANCHISE INDUSTRY

Services SETA develops occupational qualification to strengthen operational and financial capability across franchise sector

BY LEBOGANG KOTSI

The Services SETA has developed a new occupational qualification designed to close critical skills gaps in South Africa’s franchising industry and equip franchise managers with the competencies needed to run operations effectively in a competitive, fast-moving environment.

The Franchise Manager Occupational Qualification trains managers in brand standard compliance, financial management, budgeting, profitability analysis, and operational sustainability – capabilities identified as essential but often underdeveloped in the sector.

Services SETA Executive Manager: Strategy and Insight, Mamabele Motla, announced the qualification at the Franchise Association of South Africa (FASA) 2026 National Conference & Expo in Boksburg, where industry leaders, entrepreneurs, and policymakers gathered under the theme of building the South African economy through franchising.

“We have developed this qualification specifically for the franchising industry, for both franchisors and franchisees. We are calling on the sector to take it up



The newly launched Franchise Manager Occupational Qualification seeks to strengthen the franchising ecosystem.

and strengthen the franchise ecosystem,” Motla said.

Services SETA co-sponsored the hybrid conference, which brought together entrepreneurs, franchisors, funders, and government representatives to discuss job creation, enterprise sustainability, and practical support for sector growth.

The organisation exhibited alongside industry stakeholders including ABSA, WR SETA, Cash Converters, Bosch, and the City of Ekurhuleni, engaging directly with entrepreneurs and partners on skills development opportunities.

Executive Mayor of Ekurhuleni Nkosindiphile Xhakaza reinforced the municipality’s commitment to fostering an enabling environment for business. He emphasised that government alone cannot drive economic

“We have developed this qualification specifically for the franchising industry, for both franchisors and franchisees. We are calling on the sector to take it up and strengthen the franchise ecosystem.”

growth and called for stronger partnerships with the private sector, noting that 102 business sites have been identified and are available for development across the metro.

FASA CEO Freddy Makgato reinforced the importance of collaboration, structured engagement and skills development as key pillars for a resilient and growing franchise sector.



BEYOND 20 000: A CALL TO EMPLOYERS TO EXPAND NATIONAL IMPACT

More than 55 000 graduates applied for 20 000 funded internships. The question now is how we expand access to the rest.

BY DUDUZILE MWELASE

The response To The Power of X² — Services SETA's 20 000 internship programme — has been unprecedented.

More than 55 000 qualified university and TVET graduates applied. These are graduates who have completed their qualifications and are ready for structured workplace integration.

While funding has been secured for 20 000 internship placements beginning in April this year, the level of demand presents a strategic opportunity. This is no longer just a programme. It is a national mobilisation moment.

Employer leadership: The opportunity

Organisations across South Africa are now invited to:

Host additional interns beyond initial allocations

Co-fund internship placements

Absorb graduates directly into structured employment pathways

Partner with Services SETA to expand placement capacity

The verified national graduate database provides access to qualified, screened and motivated young professionals across multiple fields of study. The question is not whether talent exists. It is whether we collectively expand access to opportunity.

Why leading employers are engaging

Forward-looking organisations recognise that:

Workforce pipelines must be built deliberately — they do not build themselves.

Early talent integration reduces long-term recruitment risk.

Youth employment strengthens ESG and transformation commitments.

Structured internships create measurable return on investment.

To The Power of X² programme was designed to multiply experience. The next phase multiplies impact.

Moving beyond allocation

Services SETA is engaging sector partners and corporate South Africa to ensure that the national graduate database is fully leveraged. Employers who wish to participate, top up existing commitments, or explore co-funding models are encouraged to engage directly with the programme team.

✉ powerx@serviceseta.org.za

🌐 www.servicesseta.org.za/powerx2

From learners to earners. At scale. With shared responsibility.



When the Services Sector Education and Training Authority (Services SETA) opened a national call for graduates seeking workplace experience, the target was 20 000 candidates

The response exceeded all expectations. More than 50 000 qualified graduates registered. This is not statistics, but a call for decisive action. South Africa has tens of thousands of capable, work ready graduates preparing to enter the economy. What they lack is not motivation or qualification, it is access to the workplace. In response, Services SETA is expanding To the Power of X², a national internship and workplace exposure programme that places graduates into real working environments across every sector of the economy.

EMPLOYERS: YOUR WORKPLACE IS PART OF THE SOLUTION

Whether you are a:

- Government department
- Municipality
- Public entity
- Private company
- SMME
- NGO or development organisation

Your organisation has the capacity to create opportunity.

You determine:

- The number of graduates you host
- Where they are placed
- The skills and experience they gain

Services SETA provides:

- Structured placement and monitoring
- Centralised coordination
- Governance, compliance and reporting support

TOP UP FUNDING: COVER THE ADDITIONAL 25000+

The programme's original resources cover 20 000 placements. To place the additional 25 000+ graduates, Services SETA invites employers to co fund (top up).

Your top up enables:

- Additional placements beyond the original allocation
- Stipends and workplace support at scale
- Expanded reach across provinces and sectors
- Strengthened delivery, monitoring, and reporting capacity

This is co investment, not a donation, directly linked to the number of additional graduates placed and the outcomes achieved.

- If you can host, host.
- If you can fund, top up.
- If you can do both, your impact multiplies.

PROGRAMME ASSURANCE

- National scale, single point of coordination
- Clear KPIs: placement numbers, completion rates, absorption tracking
- Regular reporting to employers, aligned to governance requirements
- Compliance support across public and private sector standards

WHY TO THE POWER OF X²

X represents experience. X² represents impact multiplied.

When experience meets opportunity, learning becomes productivity. Productivity strengthens organisations. Strong organisations strengthen the economy.

THIS IS A NATIONAL MOMENT

More than 50 000 graduates have stepped forward, ready to work. What is now required is workplace participation across South Africa.

If you can host one graduate, host one.
If you can host many, host many.
Every placement delivers impact.

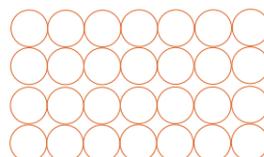
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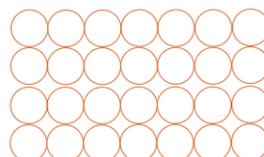
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JOIN TO THE POWER OF X²

Partner with Services SETA in South Africa's largest coordinated graduate workplace exposure programme.



TO THE POWER OF X²
From Learners to Earners
Experience Multiplied. Impact Magnified.



MANDATORY GRANTS CLOSE END APRIL

BY LEOGANG KOTSI

Mandatory Grants allow employers in the services sector to recover 20% of their annual Skills Development Levy (SDL) while strengthening workplace training.

For the 2026/2027 cycle, the application window runs from 1 February to 30 April 2026. Levy-paying employers registered with the Services SETA who submit compliant applications qualify for the refund. These funds can be reinvested into training that addresses organisational and sector skills needs.

Non-levy-paying employers within the Services SETA's scope may submit applications for planning purposes, but cannot receive refunds.

What you need to submit

Applications must be submitted via the Services SETA Learning Management Information System (LMIS) and include two documents:

Annual Training Report (ATR) – reflecting training implemented during the previous period

Workplace Skills Plan (WSP) – outlining planned training for the upcoming cycle

Both PIVOTAL and non-PIVOTAL training must be captured accurately to ensure compliance.

Why it matters

According to Ria Jordaan, Manager: Employer Funded and Mandatory Grants at Services SETA, the grants play a crucial role in sector-wide skills planning.

“Mandatory Grants encourage employers to take a structured approach to skills development. By submitting quality plans and reports, employers not only access funding, but also help us understand skills needs and direct resources where they will have the greatest impact,” says Jordaan.

“Mandatory Grants encourage employers to take a structured approach to skills development.”

Employers have until 30 April 2026 to claim back 20% of their Skills Development Levy – here's what you need to know

Support available

Services SETA will provide ongoing guidance throughout the application window, including:

Updated templates.

Virtual walk-in office assistance.

Mandatory Grant workshops (provincial and virtual sessions).

Employers are encouraged to attend workshops and use available support to ensure accurate submissions. Unclaimed grants from non-compliant employers are redirected into Discretionary Grant Funds, meaning organisations miss out on money that could directly benefit their workforce.

Early preparation, engagement with Services SETA support, and timely submission will help employers maximise benefits from the 2026/2027 cycle.

For application guidelines, templates, workshop details, and support resources, visit www.serviceseta.org.za.

QWAQWA GETS R1.4-MILLION ELECTRICAL TRAINING CENTRE

New facility brings apprenticeships and trade testing closer to home for students in the Eastern Free State

BY LEOGANG KOTSI

An electrical training centre was officially launched on 5 February 2026 at Maluti TVET College's Kwetlisong Campus in QwaQwa, Eastern Free State, bringing apprenticeships and trade testing closer to students in one of the province's poorest areas.

The launch brought together Minister of Higher Education and Training Buti Manamela, TVET college principals, SETA representatives, local government, traditional authorities, and learners from feeder schools – many at a critical stage of making career decisions.

Principal of Maluti TVET College, Motlalepula Tsotetsi, explained that the transformation began in 2014 when the campus was repositioned to focus on skills-based programmes. “We deliberately engaged industry experts and fellow TVET colleges to guide this process. Over time, we resourced the workshops with the clear goal of establishing a centre that meets national standards,” he said.

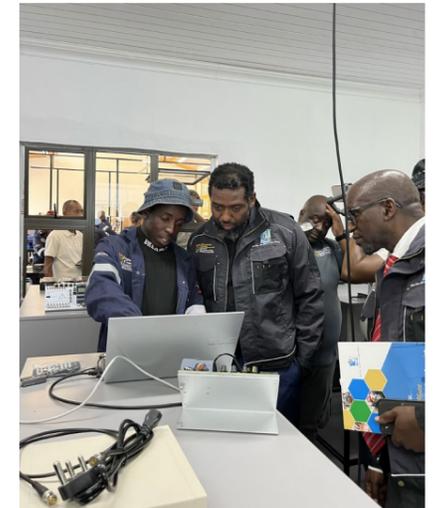
The centre was resourced through partnerships with three SETAs: the Transport Education and Training Authority (TETA) invested approximately R1.4-million in workshop equipment. Services SETA supported learners through electrical and mechanical apprenticeships,

while MerSETA funded additional apprenticeships, strengthening artisan pipelines and industry exposure.

For students in QwaQwa, the centre solves a practical problem. “Our learners often had to travel far to access apprenticeships and trade testing. This centre brings opportunities closer to home, while also responding to electricity challenges in our communities,” Tsotetsi noted, adding that the facility also strengthens prospects for self-employment and entrepreneurship.

Acting CEO of Services SETA, Sibusiso Dhladhla, highlighted the economic potential of electrical skills. “Electrical is one of those fields that can lead to employment, self-employment, or entrepreneurship. These are the innovations SETAs want to support. We are proud to see the college open this centre and will continue supporting programmes and innovative ideas that emerge from the college,” he said.

“An artisan is not a back-up plan, it is a career. Artisans are the backbone of our economy.”



Minister of Higher Education and Training Buti Manamela together with officials at the launch of an electrical training centre at Maluti TVET College's Kwetlisong Campus in QwaQwa, Eastern Free State.

Minister Manamela thanked the SETAs, college leadership, lecturers, and industry partners for turning vision into reality. “An artisan is not a back-up plan, it is a career. Artisans are the backbone of our economy,” he said, noting the centre's contribution to the National Skills Development Plan (NSDP) 2030, which aims to produce 30 000 qualified artisans per year by 2030.

The launch featured exhibitors from various organisations, exposing learners to diverse career paths and training opportunities. Guided tours of the workshops allowed learners to see the full training journey, from enrolment through to trade testing.

The centre will work closely with the Free State Community College to share facilities and expand access across the region.



The ceremony celebrated the Class of 2025 matriculants and recognised the teachers and parents who supported them.

CELEBRATING EXCELLENCE IN ELANDSKOP

Services SETA joined the Mpumzu Traditional Council to honour the Class of 2025 and inspire current learners

BY NTALO MANGANYI

Services SETA participated in the Mpumzu 5th Annual Excellence Awards on 4 February 2026 at St John Paul High School in Elandskop, Pietermaritzburg.

Hosted by the Mpumzu Traditional Council, the ceremony celebrated the Class of 2025 matriculants and recognised the teachers and parents who supported them. Beyond celebrating results, the event served as motivation for current matric learners, demonstrating that excellence is attainable through hard work and discipline.

The event was graced by Deputy Minister of Small Business Development, Ms Jane Sithole, who delivered a keynote address emphasising education, innovation and collaboration. She encouraged

young people to think boldly and contribute ideas that drive social and economic development. “The future of our communities lies in the hands of young people who dare to learn, lead, and create solutions for tomorrow,” she said.

Services SETA was among key organisations invited, alongside other SETAs. Learners who visited the Services SETA stand learned about funding and skills development programmes available through the organisation. The event highlighted what can be achieved when communities, institutions, and families work together.

Services SETA remains committed to supporting young minds and helping shape confident individuals ready to participate meaningfully in the economy.

“The future of our communities lies in the hands of young people who dare to learn, lead, and create solutions for tomorrow.”



BURSARY CHANGES

SENAMILE MDLETSHE'S LIFE

How Services SETA financial support expanded opportunities for young student

BY NTALO MANGANYI



Senamile Mdletshe worked while studying to make ends meet. A Services SETA bursary gave her the space to focus — and graduate with a BA from the University of Pretoria in December 2025.

Senamile Mdletshe, 22, from Richards Bay, completed her Bachelor of Arts degree in Psychology and Sociology at the University of Pretoria in December last year. Getting there wasn't easy.

Raised by a single mother, Senamile understood early that furthering her studies would require sacrifice. She worked while studying to help pay for tuition, rent, and groceries. “I started working to meet my mother halfway because she was paying for my fees and living costs,” she explains. “But working and studying at the same time was very hard and affected my academics.”

Like many humanities students, Senamile found funding scarce. Most bursaries prioritise sci-

ence, engineering and technical fields. Receiving the Services SETA bursary became a turning point. “It took a big load off my mother and me. I was able to resign from my job and focus fully on my studies,” she says.

Beyond the much-needed financial assistance, the bursary gave her time, balance and peace of mind. With reduced pressure, she could focus on her performance and personal development. She chose psychology because of her passion for mental wellness, particularly among children, youth and the elderly.

Speaking about graduating, she says: “It feels unreal. I can't believe I'm finally done. It's especially good to make my mother proud.”

“It took a big load off my mother and me. I was able to resign from my job and focus fully on my studies.”

In the next five years, Senamile aims to work towards a master's degree in clinical psychology. Her advice to young people? “Your dream can't die as long as you're still alive. Find your passion and work towards what you truly want.”

Senamile's journey reflects Services SETA's commitment to removing financial barriers and expanding opportunities for learners to contribute meaningfully to South Africa's economy.

HOW SCM KEEPS SERVICES SETA ACCOUNTABLE

Supply chain management is about how public funds are protected and transformation is driven

BY LBOGANG KOTSI

Services SETA's mission is to facilitate skills development for employment and entrepreneurship in the services sector. Every programme, partnership, and initiative depends on the responsible and transparent management of public funds. Supply Chain Management (SCM) is central to making that happen.

What SCM does

SCM has been entrusted with procuring goods, works, and services on behalf of Services SETA in line with Section 217(1) of the South African Constitution, which requires that all government procurement be fair, equitable, transparent, competitive, and cost-effective.

In practice, SCM is not just about procurement. It is the backbone that allows Services SETA departments, Chambers, and Provincial Offices to operate efficiently, fairly and ethically. It protects public funds, safeguards organisational assets and supports emerging and small enterprises.

Our legislative framework

SCM processes are guided by five pillars of procurement: value for money, open and effective competition, equity, ethical dealing, and accountability. The key legislation includes:

The Constitution of the Republic of South Africa, 1996.

Public Finance Management Act, 1999 (Act No. 1 of 1999).

SCM instructions, practice notes, and circulars issued

“Mandatory Grants encourage employers to take a structured approach to skills development.”

by National Treasury.

Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

How it works

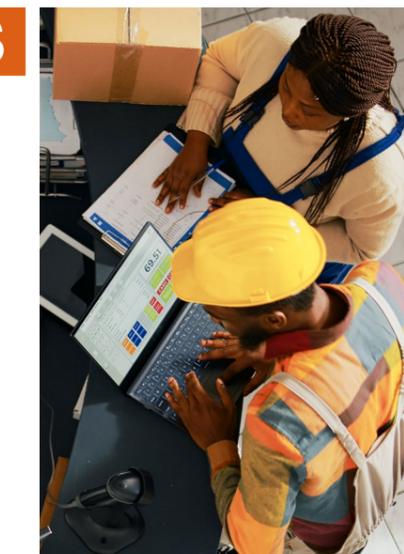
SCM at Services SETA follows four key steps:

Demand Management: We start by identifying what the organisation needs, why, and when. Proper planning ensures efficient use of resources and prevents unnecessary expenditure.

Procurement: Depending on value and complexity, we issue Requests for Quotations (RFQs) for lower-value items or run formal tenders for higher-value procurements. All bids are evaluated objectively on functionality, price, and B-BBEE level.

Contract Management: Formal contracts outline deliverables, timelines and performance standards, ensuring accountability from start to finish.

Performance Monitoring: Our SCM team continuously monitors supplier performance and compliance. Regular audits and reports ensure transparency and ongoing improvement.



Driving transformation

SCM is a strategic tool for transformation. Through the preference points system, Services SETA actively promotes procurement from:

- Black-owned enterprises
- Black women-owned enterprises
- Youth-owned enterprises
- Disability-owned enterprises
- Enterprises in rural and township economies

These efforts create opportunities, foster inclusive growth, and build sustainable enterprises.

How to engage with us

Procurement opportunities are advertised on open platforms to ensure fairness and transparency. Service providers are encouraged to register on the National Treasury Central Supplier Database to participate in future opportunities.

For SCM-related enquiries, contact our SCM unit: SJ Kunene, Cydwell Teffu, Conny Mathebula and Eric Mapeta.

FOURTEEN YEARS OF PASSION AND PURPOSE

This month, Ntalo Manganyi catches up with the irrepressible Keneilwe Makolomakwa from our North West Provincial Office in Klerksdorp. From temporary clerk to Senior Officer in 14 years, she is proof that opportunity, hard work and a sense of humour can take you far. Pull up a chair and meet the woman driving skills development in the North West.

BY NTALO MANGANYI

Tell us a little about yourself and what you do at Services SETA.

I'm a Senior Officer at the North West Provincial Office in Klerksdorp. I oversee provincial operations, including career expos, induction and monitoring of learning programmes from start to closure. I also respond to stakeholder queries and represent the office at key engagements. I'm vibrant, hardworking and a proud Services SETA "Office Cheerleader" award winner and Brand Ambassador.

How long have you been with Services SETA, and what drew you to the organisation?

On 1 September this year, I will celebrate 14 years. I joined in 2011 as a temporary clerk, knowing very little about skills development. I submitted my CV directly to the Provincial Manager and took a leap of faith. Starting at reception, as the face of the organisation, I engaged daily with stakeholders. The experience motivated me to learn more. With the support of my manager and colleagues, I discovered my passion for this sector.

What did you study, and did you always imagine yourself in this kind of work?

I hold a Bachelor's degree in Project Management and a post-graduate qualification in Business

Management at NQF Level 8. I'm currently pursuing my MBA. Before 2011, I worked in clinical research and never imagined myself in skills development. Once I joined Services SETA, I realised this was my calling and that my contribution could help change lives.

How would you explain your job to someone outside Services SETA?

I help ensure people gain the skills they need through structured training opportunities that match their abilities and potential.

What do you enjoy most about your role?

Engaging with learners, employers, stakeholders and colleagues. Career expos and face-to-face interactions are especially rewarding. They allow me to see the impact of our work first-hand.

Share a proud moment.

Seeing new projects start and close successfully. Every time that happens, I'm reminded why this work matters.

How does your role make a difference?

I create a safe space for learners and stakeholders to raise concerns openly, and I work diligently to resolve matters professionally and without conflict.



Keneilwe Makolomakwa is passionate about skills development.

What's been the trickiest part of your role?

Managing new learning programmes with unfamiliar structures or funding arrangements can be challenging. I always clarify my responsibilities and fully understand the process before taking action.

Do you have a motto that inspires you?

"Time and chance happen to us all." – Ecclesiastes 9:11

Something fun your colleagues might not know?

In the middle of serious conversations, I sometimes drift into a fun thought and quietly laugh to myself. I have a habit of finding humour in almost any situation. My colleagues probably wonder what I'm smiling about.




Learner Tracer Survey

Were you part of a Services SETA-funded learning programme between 2023 and 2025?
We want to hear from you if you completed any of the following:

- Adult Basic Education & Training (ABET)
- Apprenticeship
- Bursary
- Candidacy
- Internship
- Learnership
- Recognition of Prior Learning (RPL)
- Skills Programme

Scan the QR code to share or update



Develop & Grow




2026/27 Mandatory Grant Applications Window

Opening: 02 February 2026

Closing: 30 April 2026



DISMISSAL DONE RIGHT

What the Code of Good Practice requires — and what managers get wrong

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Did you know that Schedule 8 of the Labour Relations Act (LRA) – the Code of Good Practice: Dismissal – provides clear guidance on how employers must manage disciplinary processes and dismissals fairly and lawfully?

The Code emphasises that disciplinary warnings are corrective rather than punitive. Their purpose is to guide employees on acceptable standards of conduct and performance – not to punish them. In practice, warnings are often misapplied or avoided altogether due to uncertainty about what the law permits.

The two requirements every dismissal must meet

Every dismissal must be both:

Substantively fair – there must be a valid and lawful reason for the dismissal

Procedurally fair – a fair and transparent process must be followed Dismissal should

generally be a measure of last resort, except in cases of serious misconduct. The Labour Court judgment in *Cashbuild v Dyani* (PR277/22, 6 August 2025) illustrates the consequences of the inappropriate use of disciplinary warnings — a useful reminder that shortcuts in this process carry real legal risk.

Employee rights during disciplinary proceedings

Employees must be afforded the opportunity to:

- Understand the allegations against them
- State their case
- Be assisted by a representative during disciplinary proceedings

The Code further promotes progressive discipline, requiring employers to apply corrective measures – such as counselling or warnings – before dismissal, where appropriate.

“Dismissal should generally be a measure of last resort. Warnings are remedial, not punitive.”

Why this matters

Failure to comply with Schedule 8 may result in a dismissal being declared unfair by the CCMA or Labour Court, potentially leading to reinstatement or compensation.

Managers and supervisors are encouraged to familiarise themselves with the Code and apply it consistently. Fair labour practices are not only a legal obligation. They protect the organisation from avoidable and costly disputes.



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