



# SERVICES SETA PULSE NEWSLETTER



## BUILT TO DELIVER

The Services SETA means business. At a Project Management and Grants Delivery Workshop at the CSIR Conference Centre in Pretoria, the organisation officially launched its new Project Management Unit, a dedicated structure built to end project delays, slow certification and inconsistent stipend payments. Administrator Lehlogonolo Masoga was direct: the days of poor delivery are over.

**Full story on page 4**

### Also in this edition:

AA's Corner – p3

Vhembe Renewable  
Energy Centre Launch – p5

Funeral industry gets  
serious about skills – p9

# CONTENTS

- 03 AA's Corner**  
Message from the Administrator, Mr Lehlogonolo Masoga
- 04 Main Story**  
PMU launched to strengthen programme delivery and accountability
- 05 Leadership in Action**  
Vhembe Renewable Energy Centre launched
- 06 Programme Highlights**  
Career guidance roadshow reaches learners in Mpumalanga
- 07 Impact Story**  
A bursary that changed everything
- 08 In Focus**  
A young beauty therapist's rise to the top
- 09 Chamber Focus**  
Services SETA enhances funeral services industry skills
- 10 Services SETA in Action**  
Services SETA holds first annual Moletši career expo
- 11 How It Works**  
How workplace approval supports quality training and workplace experience
- 12 Sector Watch**  
New qualifications for the services sector
- 13 Stakeholder Engagement**  
How you can have your say on the Sector Skills Plan
- 14 Coffee With...**  
Coffee with Hlengiwe Dube, KwaZulu-Natal manager and runner of note
- 15 Compliance Corner**  
Why policy updates matter in skills development
- 17 Opportunities & Notices**  
Funding windows cancellation, fraud awareness, SSP workshops



## NEW FINANCIAL YEAR, HIGHER BAR

The focus of the year ahead is delivery and accountability

BY LEHLOGONOLO MASOGA

April marks the start of a new financial year for the Services SETA — and with it, a clear expectation: that the progress made in stabilising the organisation over recent months must now show up in how programmes are run and how results are achieved.

The focus this year is delivery and accountability. Over the past few months, Services SETA has made steady progress on governance and internal operations. The task now is to make sure those improvements translate into real outcomes for learners, stakeholders and industry.

That direction was reinforced at the Project Management Capabilities and Grants Management Workshop held at the CSIR head office in Pretoria on 15 April. These engagements matter — not just for reflection, but for finding practical ways to raise performance across the sector.

Central to this effort is the newly established Project Management Unit. The PMU brings a more structured approach to planning, implementation and oversight. It is designed to strengthen internal capability, improve coordination and ensure that funded programmes deliver measurable results.

One of the case studies the organisation is drawing on is the South African Social Security Agency. SASSA CEO Themba Matlou addressed the workshop, sharing how the agency distributed social grants to more than 18 million South Africans every month — including the Social Relief of Distress Grant — with minimal disruption or fraud. It is an impressive record, and a model worth learning from. Services SETA will be engaging further with SASSA to draw specific lessons for grants management.

The investment in skills development is also growing. In recent months, Services SETA has invested in excess of R800 million to support more than 10 000 students through bursaries — part of a broader effort to expand access to education and training while improving the quality and relevance of what is being offered. Initiatives such

**“The expectation is clear: delivery must improve, and accountability must be consistent.”**



Lehlogonolo Masoga, Services SETA Administrator.

as international robotics training programmes signal a deliberate move to prepare learners for a changing world of work.

These efforts speak directly to the national skills revolution called for by President Cyril Ramaphosa in his State of the Nation Address and echoed by Higher Education and Training Minister Buti Manamela. The goal is not numbers alone; it is ensuring that skills development leads to employment, productivity and real economic participation.

As the new financial year gets under way, the priorities are clear. Governance must be stronger. Delivery must improve. Every intervention must count.

On behalf of the Services SETA, I also wish the workers of our country a happy May Day.

# SERVICES SETA MEANS BUSINESS

A new Project Management Unit signals a harder line on accountability and delivery across funded programmes

BY LEOGANG KOTSI

Services SETA gathered key stakeholders at the CSIR Conference Centre in Pretoria on 15 April 2026 for a Project Management and Grants Delivery Workshop that doubled as the operational launch of a new Project Management Unit (PMU). The message from the platform was consistent: the days of poor delivery, slow certification and inconsistent payments are over.

The PMU was established to deal directly with problems that have undermined the credibility of funded programmes for too long: projects that run over time, learners who wait months for their certificates, and stipend payments that arrive late or not at all. With the unit now operational, Services SETA has a dedicated structure to track, govern and hold programmes to account.

Services SETA Administrator Lehlogonolo Masoga set the tone early. “We have put together this workshop as a launching pad to build our project management capabilities. What we want to build is an alternative way of doing things,” Masoga said.

He was frank about challenges but equally clear about the response: the organisation must act, not manage expectations.

Deputy Minister of Higher Education and Training, Dr Mimmy Gondwe, pushed the sector to shift its measure of success. “We invest billions into skills development, but investment alone does not produce outcomes. We cannot continue to measure success by the number of students we enrol or the certificates we issue. The real measure of success is

whether learners transition into meaningful employment and sustainable livelihoods,” she said.

Director-General Dr Nkosinathi Sishi reinforced the accountability message, reminding those present that public funds carry public responsibility. “We have a responsibility to ensure that public funds are managed prudently, transparently, efficiently and economically to achieve meaningful outcomes,” he said.

**“The real measure of success is whether learners transition into meaningful employment and sustainable livelihoods.” – Deputy Minister of Higher Education and Training, Dr Mimmy Gondwe**



Deputy Minister of Higher Education and Training, Dr Mimmy Gondwe, calls for the sector to shift its measure of success.



Lehlogonolo Masoga, Services SETA Administrator, addresses the gathering.

In his closing remarks, Masoga outlined practical next steps, including drawing on best practices from the South African Social Security Agency and fast-tracking a project management training programme for the broader SETA sector. The workshop brought together SETAs, the Department of Higher Education and Training and industry partners. The conversation was frank, the direction clear.

Services SETA is not the first organisation to launch a unit and call it accountability. What happens next will say more than any workshop can.

# TRAINING FOR THE ENERGY SOUTH AFRICA NEEDS

Services SETA joins partners in Limpopo to back a bold new renewable energy training centre at Vhembe TVET College

BY LEOGANG KOTSI

When the Vhembe TVET College Renewable Energy Training Centre and Microgrid opened its doors at the Makwarela Campus in Thohoyandou, it was more than a ribbon-cutting. For Services SETA Administrator Lehlogonolo Masoga, it was proof that the skills revolution the country has been talking about is being put into action.

**“We have invested in excess of R800 million to support 10 000 students with bursaries, and this is an initiative we want to sustain.”**



Lehlogonolo Masoga, Services SETA Administrator, at the launch of the Vhembe TVET College Renewable Energy Training Centre and Microgrid at the Makwarela Campus in Thohoyandou.



Dr Nkosinathi Sishi, Director-General of Higher Education and Training delivers the keynote address.

The initiative, led by the Energy and Water Sector Education and Training Authority, brought together government, SETAs and industry around a shared commitment: building the skills the country needs to secure its energy future and create jobs in a sector that is growing fast.

Masoga told the gathering that Services SETA has significantly expanded its support to students in recent months, with bursary funding reaching 10 000 learners. The investment goes beyond fees. “We are investing in TVET colleges to ensure they are ready to deliver the skills required for the future, from infrastructure and equipment to lecturer readiness,” he said.

He also announced a R5 million commitment to a national initiative that will enable South African learners to pursue robotics training in China, in partnership with the Department of Higher Education and Training. A group of electrical students from Vhembe TVET College has already joined an exchange programme with the Jiangsu College Chinese Culture Centre, gaining hands-on experience in renewable energy technologies.

Delivering the keynote on behalf of the Minister of Higher Education and Training, Director-General Dr Nkosinathi Sishi was unequivocal about what the moment meant. “The launch of this training centre is more than a ceremonial occasion. It is a bold statement of intent that the skills revolution is being put into action.”

Before the formal proceedings, Masoga and Dr Sishi walked through the facility with students and lecturers, observing the renewable energy infrastructure up close. It was a reminder that the work being done here is practical, specific and urgent.



Learners in attendance for the career expo.

## BEYOND MATRIC

**A career guidance roadshow is opening new doors for Mpumalanga learners – and Services SETA is helping show the way**

**BY NTALO MANGANYI & AMANDA SITHOLE**

On 13 April 2026, the Services SETA joined a career guidance roadshow led by the Mpumalanga Department of Education, bringing post-school education and training opportunities directly to learners who need that information most.

The roadshow was rolled out across schools in the Ehlanzeni Circuit and Gert Sibande District, reaching more than 14 high schools across the province. Grade 11 and Grade 12 learners engaged directly with representatives on career pathways, study options and the support available to help them make the transition beyond matric.

A range of higher education institutions supported the initiative, including Tshwane University of Technology, Ekurhuleni East TVET College, Rosebank College and Pretoria College. The message was consistent across all sessions: success after school is not limited to university. Technical and Vocational Education and Training colleges and skills-based programmes offer credible, rewarding pathways too.

Services SETA was represented by Abram Tseka and Lucky

Radebe from the Events Management team, who introduced learners to the post-school education and training system and the opportunities the organisation offers – bursaries, internships and learnerships designed to support young people as they enter the world of work.

The response from learners was enthusiastic. Many said the sessions exposed them to options they had not previously considered. For Grade 12 learner Thobile Mabuza, the day shifted her thinking entirely.



Abram Tseka engages learners on SETAs' funding programmes.

"I am a matric learner studying accounting, and most of us want to pursue the same career at tertiary level. Today's engagement introduced me to Real Estate as another option. Being good with maths and business oriented, I am now keen to explore this field further," she said.

Educators were equally appreciative. A teacher from Maqhawuzela Combined School said many learners struggled to make informed choices about their futures, and that the roadshow arrived at exactly the right moment. "After today, I believe many will make better decisions about their studies. Some learners have already started applying for 2027 tertiary enrolment," the teacher said.

For Grade 12 learner Siyabonga Mashabane, who hopes to study law, the session offered both clarity and encouragement. "The information shared today was very important. I am hoping to be one of the students who will receive a bursary through one of the SETAs," Mashabane said.

The roadshow is scheduled to conclude on 15 May 2026 in the Nkangala District. As the programme reaches more schools across Mpumalanga, the goal remains ensuring that learners leave with more career options, more confidence, and a clearer sense of what comes next.

## A BURSARY TO ACADEMIC SUCCESS

**A bursary from Services SETA did more than pay Nqobile Gambu's fees. It changed the direction of his future.**

**BY NTALO MANGANYI**

Nqobile Gambu grew up in Ixopo, KwaZulu-Natal, where the obvious career paths were medicine and teaching. Those were the roads most people around him knew.

But Nqobile was curious about technology — how phones worked, how laptops were built, how things connected. After speaking with a doctor about his options, he realised that while everyone wanted to become a healthcare professional or a teacher, Information and Communications Technology (ICT) skills were scarce in his community. He decided to fill that gap. In 2025, he graduated with an Advanced Diploma in ICT from the Durban University of Technology, Ritson Campus.

Getting there was not straightforward. Before Services SETA came along, Nqobile was working weekends as a bus conductor to support himself through his studies. The hours were long and left little time for rest, let alone proper academic focus.

When the funding came through, everything shifted. He threw himself into his studies, took part in additional programmes including financial literacy training, and his performance improved significantly. With the financial burden lifted, he could be a student.

Now that he has his qualification, Nqobile is thinking about home. In Ixopo, most young people still do not know that careers in app development, networking or IT support are within their reach.



Nqobile Gambu is a proud Information and Communications Technology graduate, thanks to a bursary from the Services SETA.

He is working to change that, guiding school leavers on their options and building towards a long-term goal: a tutoring centre offering IT, mathematics and English to his community. His advice to anyone navigating a similar path is direct.

"Do not give up. Talk to people — lecturers, friends, family. Someone will help you." He draws on the African philosophy *umuntu ngumuntu ngabantu*, a reminder that no one gets far alone.

In five years, Nqobile sees himself working in the ICT industry while growing the tutoring initiative. The funding covered his fees. What it actually did was open a door he intends to keep open for others.

**"The financial anxiety was gone. I could finally focus."**

# SILVER IS NOT HER CEILING

From an unplanned start at Motheo TVET College, Neo Thulo built a career, won silver at WorldSkills and is just getting started

BY LEBOGANG KOTSI

Neo Thulo did not set out to become a beauty therapist. After matric, faced with limited options, she made a choice that would quietly change the direction of her life. What began as a practical decision has since grown into a career shaped by discipline, skill and purpose.

Now a beauty therapy student at Motheo TVET College in Bloemfontein, Thulo is building her place in an industry that demands both technical precision and human connection.

As she began her training, uncertainty gave way to curiosity, and soon to commitment. The work required consistency, attention to detail and a willingness to learn through doing. Over time, the classroom extended into real-world experience, where theory had to translate into practice.

Working with clients introduced a new level of responsibility. Each interaction required her to listen, assess and act in the best interest of the person in front of her. In one instance, a client arrived for a nail service with a visible infection. Instead of proceeding, Thulo chose to prioritise the client's health. She treated the condition, explained aftercare and advised against cosmetic work until the nail had healed.

The client later returned with a healthy nail, grateful for the care and professionalism



Neo Thulo during the WorldSkills National Competition.

shown. For Thulo, it was a defining moment. “It’s not just about making nails look pretty. It’s about protecting people, educating them and being ethical, even when it’s not easy.”

Experiences like this have shaped how she sees her work. Beauty therapy, for her, is about helping people recognise their own confidence. “My clients are already beautiful, but through treatments or makeup, I can highlight what they have and help them see it too.”

## Steady growth

Her growth has been steady, built through practice, feedback and repetition. As her confidence developed, so did the response from others. “They started referring other people to me. That’s when I realised the quality of my work was good.” That shift — from practice

**“I want my salon to be known for building confidence for clients and building careers for young therapists.” — Neo Thulo**

to recognition — marked a turning point, reinforcing her belief in her own ability. It was also the foundation she carried onto a national stage.

Thulo competed at the WorldSkills South Africa National Competition 2026, earning a silver medal in Beauty Therapy at the age of 20. The experience expanded her perspective on what is possible.

“Winning a silver medal showed me that my potential is bigger than I thought. I can perform under pressure, and I know now that silver is not my ceiling.”

Thulo’s focus is shifting to building something of her own. She aims to create a space that brings together a full range of beauty treatments while also opening doors for others. “I want my salon to be known for building confidence for clients and building careers for young therapists.”

Through learnerships and skills programmes supported by organisations such as the Services SETA, the personal care sector is creating space for the next generation to build careers through practical skills and real-world experience — one client, one lesson and one competition at a time.

# RAISING THE STANDARD

Services SETA and NAFUPA join forces to professionalise the funeral industry



Sibusiso Dhladhla, Services SETA Acting CEO delivers a speech at gala dinner of the National Funeral Practitioners Association of South Africa.

BY LEBOGANG KOTSI

The Services SETA used the National Funeral Practitioners Association of South Africa (NAFUPA) gala dinner in Durban to reaffirm its commitment to skills development in the funeral services sector. Held at the Inkosi Albert Luthuli ICC, the event brought together key players from across the industry, with the Services SETA attending as a proud sponsor.

NAFUPA represents a broad network of funeral practitioners spanning the full industry value chain — undertakers, florists, insurers, vehicle conversion companies, and coffin and equipment manufacturers and suppliers.

Services SETA Acting Chief Executive Officer Sibusiso Dhladhla reflected on the organisation’s relationship with NAFUPA, expressing pride in how both bodies have grown together over the years. He outlined the Services SETA’s focus on creating entry points into the industry through learnerships, internships and occupational

**“You may have worked in the industry for 20 years, you know the work, but don’t have a certificate. Through RPL, your skills are assessed and you can obtain a recognised qualification in a short space of time.” — Sibusiso Dhladhla, Acting CEO, Services SETA**

qualifications, before turning to one of the programmes closest to the association’s membership: Recognition of Prior Learning.

“RPL recognises the experience you already have. You may have worked in the industry for 20 years, you know the work, but don’t have a certificate. Through this programme, your skills are assessed, and you can obtain a recognised qualification in a short space of time,” said Dhladhla.

He encouraged industry stakeholders to engage with the full range of services the SETA

offers, and to see skills development not as a compliance exercise but as a driver of long-term sustainability.

The gala dinner coincided with NAFUPA’s National Elective Conference, where new leadership was elected to steer the association over the next three years. Incoming President Muzi Hlengwa signalled that professionalisation would be the defining priority of his tenure.

“At the top of our priorities is the professionalisation of the entire funeral industry — not only our members, but the industry as a whole,” he said.

Hlengwa added that meaningful participation in Services SETA programmes would be central to that agenda, both in shaping relevant skills initiatives and in unlocking growth opportunities for practitioners across the sector. The newly elected National Executive Committee takes office with a clear mandate: raise the standard of the industry, and bring everyone with them.

# MORE TO LIFE AFTER MATRIC THAN MOST LEARNERS REALISE

At the first Annual Moletši Career Expo, more than 4 000 Grade 12 learners came face to face with opportunities they never knew existed

BY NTALO MANGANYI

On Thursday, 26 March 2026, the Services SETA joined forces with local stakeholders at King Kgabo Moloto Royal Palace in Polokwane to engage more than 4 000 Grade 12 learners at the 1st Annual Moletši Career Expo.

The event was hosted by the Moletši Traditional Council under the leadership of Kgoši Kgabo Moloto III of the Bahlaloga Nation, in partnership with Exhibition Network (NPC), Multi Institute and the Mmakgoshi Mmanare Foundation.

The expo served as a vital platform to connect learners from various schools across the Capricorn District with post-school education opportunities and career pathways.

Delivering the keynote address, the Minister of Higher Education and Training, the Honourable Buti Manamela, urged learners to adopt a disciplined approach to their academic studies. He emphasised the importance of consistent application from the start of the academic year to successfully manage the demands of their final examinations.

Minister Manamela also encouraged learners to broaden their view of success beyond traditional university education, highlighting the crucial role of SETAs in bridging the gap between education and employment.

“There are many opportunities available through SETAs, including bursaries, learnerships and internships that can support young people in accessing the world of work,” he said.



Buti Manamela, Minister of Higher Education and Training, urges learners to adopt a disciplined approach to their academic studies.

**“Today, I learned about different careers that one could choose, as well as the various institutions available for post-school education.” – Maleboka Dineo, J.H. Moloto Secondary School**

He further championed Technical and Vocational Education and Training (TVET) colleges as a valuable first choice for learners seeking practical skills.

“TVET colleges should not be seen as a second option, but as a valuable first choice that equips learners with practical, in-demand skills,” he added.

The Services SETA used its presence at the expo to engage directly with learners, introducing them to key programmes designed to support their transition beyond school, including bursaries, learnerships and internships.

For learners like Maleboka Dineo from J.H. Moloto Secondary School in Moletši, the exposure was invaluable. Visiting the Services SETA exhibition stand provided clarity on her future options. “Today, I learned about different careers that one could choose, as well as the various institutions available for post-school education,” Dineo shared, expressing her encouragement at the range of pathways available to her.

The event underscored the commitment of both government and traditional leadership to empowering youth with information and access to the skills development opportunities essential for economic participation.

# BEFORE THE LEARNER WALKS IN

How Workplace Approval ensures that every placement is worth the learner’s time



BY LEBOGANG KOTSI

Every learner placed in a workplace through Services SETA carries an expectation: that the experience will be real, structured, and worth their time.

Meeting that expectation does not happen by chance. Behind every placement is a process designed to make sure the environment is ready before the learner ever arrives. That process is called Workplace Approval.

Workplace Approval ensures that host employers provide a safe, compliant and well-prepared environment aligned with occupational qualification standards. It assesses legal, safety and operational compliance, confirms alignment with specific learning outcomes, and ensures that structured mentorship is in place. It protects learners and the integrity of the programmes themselves.

### What applicants need to submit

To confirm readiness, applicants must submit a valid COIDA Certificate, which is an official document from the Department of Employment and Labour proving a business is registered and up-to-date with Workmen’s Compensation payments. They must also submit an

Occupational Health and Safety Certificate or declaration, agreements between lead and host employers, a mentor matrix with resumes of designated mentors, and company registration details. These requirements exist to confirm that the workplace is genuinely capable of supporting a learner’s development.

### Mentorship at the centre

Mentorship is not an afterthought. It is central to Workplace Approval. Approved workplaces must assign at least one mentor for every ten learners, ensure mentors hold relevant experience or qualifications, and maintain monthly monitoring of learners. The goal is a supportive environment, not simply a placement.

### How the process works

Once submitted, applications are reviewed within five to six working days. Workplaces are then assessed virtually or onsite, with evaluators examining

**“Mentorship is not an afterthought. It is central to Workplace Approval.”**

resources, facilities, record-keeping, safety compliance and mentor availability. This stage also takes five to six working days. Where requirements are met, workplaces receive a Workplace Approval Letter and unique Approval Number within a further five to six working days. The full process generally takes between one and two months.

Where gaps are identified, applicants have 21 working days to remediate. Failure to comply may result in rejection. Approval applies to a specific qualification, programme, number of learners and workplace. Any change to scope or location requires a fresh application.

### Why it matters

Workplace Approval ensures that learners gain structured, practical experience, that employers are ready to guide them, that programmes deliver on their intended outcomes, and that public funds are used responsibly. It is the foundation on which meaningful skills development is built.

To engage, contact: soft skills learning programmes at [workplaceapplications@serviceseta.org.za](mailto:workplaceapplications@serviceseta.org.za), and trades learning programmes at



# NEW QUALIFICATIONS, NEW POSSIBILITIES

The Services SETA has expanded its occupational qualifications offering across key sectors — opening new doors for employment and entrepreneurship

The Services SETA continues to expand its occupational qualifications offering to better respond to evolving industry needs. A total of 14 newly registered qualifications have been introduced across key areas, creating new pathways for both employment and entrepreneurship. Occupational qualifications bridge the gap between training and employment by equipping learners with practical, job-ready skills



## 2027/28 SECTOR SKILLS PLAN



### VIRTUAL STAKEHOLDER CONSULTATION

#### WORKSHOPS



	04 May 2026 – 14 May 2026		10h00 – 12h00
	Virtual Sessions   All Services SETA Chambers		

Develop & Grow

# SHAPE THE SKILLS PLAN THAT SHAPES YOUR SECTOR

The Services SETA is calling on industry leaders and practitioners to help shape the 2027/28 Sector Skills Plan — and the window to participate is open now

#### BY LEBOGANG KOTSI

The Services SETA is inviting industry leaders and practitioners to take part in its virtual consultation workshops for the 2027/28 Sector Skills Plan, scheduled from 4 to 14 May 2026 across all chambers.

Employers, industry experts, professional bodies, researchers, and skills development and HR practitioners are encouraged to contribute their insights to ensure that planning remains relevant, responsive and impact-driven.

The workshops are structured by chamber, allowing for focused engagements that speak directly to the needs of each sector.

Lerato Mbonani, Manager for Skills Planning at the Services SETA, underlined the importance of participation. “Skills planning is strongest when it is shaped by those working within the sector. These engagements create a platform to share practical insight and help ensure that interventions respond to real needs.”

The Sector Skills Plan is a strategic tool that guides how skills development is prioritised and funded. It identifies scarce and critical skills, tracks labour market trends and ensures that training interventions are aligned to real industry demand.

With the workshops taking place in May, stakeholders are encouraged to secure their participation early. For full details and to register, visit the Services SETA website and secure your place in the session aligned to your chamber.

Through these engagements, participants will have a direct opportunity to influence this process. Discussions will focus on updating hard-to-fill vacancies, identifying critical skills gaps and unpacking the key drivers shaping skills demand and supply in the services sector.

**“Skills planning is strongest when it is shaped by those working within the sector.”  
— Lerato Mbonani, Manager for Skills Planning, Services SETA**

## SHE DOESN'T DO IDLE

This month, **Ntalo Manganyi** sits down with **Hlengiwe Dube**, Provincial Manager at Services SETA in KwaZulu-Natal (KZN). From the classroom to the boardroom, and from the streets of Durban to the finish line at Comrades Marathon, she is a woman who never stops moving. Pull up a chair and meet the force behind skills development in KZN.

### Tell us about your journey and your current role.

I started as an educator in 2000 and worked my way up to Head of Department. In 2006, I moved into the Department of Trade and Industry, then into Local Economic Development. I came back to KZN in 2012, joined the Department of Economic Development and Tourism, and by 2016 I was at Services SETA – first in Gauteng, then KZN. As Provincial Manager, I lead our provincial programmes, manage stakeholder relationships, and make sure our skills development work reaches the people it's meant for.

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

In February this year I marked 10 years. What drew me here was the scope: real responsibility, visible impact. Economic development can move slowly. Services SETA offered a chance to see change happen more directly. That mattered to me.

### What did you study?

I have a B Paed Commerce degree, an Honours in Economics, a B Tech in Project Management, and a Master of Commerce in Leadership. The combination has been useful. The economics gave me the analytical grounding. The leadership degree shaped how I manage people and run a province.

### How would you explain your role to someone outside Services SETA?

I connect opportunity to the people who need it. That means working with training providers, employers, and learners, tracking performance, and making sure funds go where they should.

### What do you enjoy most?

The relationships. Not just for the life of a project, but the ones that continue afterwards. When a programme closes well and partners come back to work with you again — that's what stays with you.

### Can you share a proud moment?

During 2018/2019, Services SETA gave me the opportunity to study for a B Tech in Project Management at the University of the Free State while managing the province. I completed it. That one meant a great deal, personally and professionally.

**“Running has taught me patience in a way nothing else has. You pace yourself, stay focused, and keep moving – even when it's hard. That applies in a race and in this job.”**



Hlengiwe Dube, KZN Provincial Manager

### What's been the hardest part of the job?

Managing stakeholders with different expectations while keeping programmes on time, within budget, and compliant. I try to identify problems early rather than react when they've already grown.

### Do you have a personal motto?

Deliver with purpose and integrity. Be compliant, yes, but also make sure the work actually makes a difference.

### You've run Comrades and Two Oceans marathons. What keeps you going?

The understanding that progress doesn't come all at once. Running has taught me patience in a way nothing else has. You pace yourself, stay focused, and keep moving even when it's hard. That applies in a race and in this job.

### What might people be surprised to know about you?

I don't enjoy holidays unless there's a race involved. Idle time without purpose doesn't sit well with me. My idea of a good trip has a start line somewhere in it.

## POLICY IS NOT PAPERWORK

For the Services SETA, keeping policies current is how the organisation stays honest with its stakeholders

### BY FRANK MASIBI

In a dynamic skills development environment, compliance management plays a critical role in ensuring that the Services SETA remains responsive, accountable and aligned with legislative and sector requirements. A key part of this is the continuous review and updating of organisational policies.

Policy updates are not only about maintaining compliance. They are about strengthening how the organisation delivers value to stakeholders, learners and the broader sector.

### Why policy updates matter

Regularly updated policies ensure that the Services SETA operates within a clear, consistent and transparent framework — creating a more predictable and reliable environment for all parties involved in skills development.

In practical terms, updated policies provide clearer guidance on processes and requirements, reduce uncertainty and inconsistencies in implementation, and strengthen alignment with current legislation and industry standards. They also improve the

quality and credibility of training and assessment practices, and support better decision-making across programmes and projects.

For internal teams, this means more efficient day-to-day operations. For external stakeholders, it translates into smoother engagement and greater confidence in Services SETA processes.

### What this means for stakeholders

For employers, training providers and industry partners, updated policies directly impact how effectively they can participate in and benefit from Services SETA programmes. Stakeholders can expect greater clarity on compliance requirements, more consistent application of rules across projects and regions, and improved turnaround times as a result of cleaner processes. Stronger alignment between training delivery and industry needs — and enhanced trust in the governance of funded initiatives — follow naturally from that foundation.

For learners, this ensures a system that is structured, fair

**“Maintaining relevant and current policies helps close operational gaps, strengthens programme delivery and builds a more effective and trusted skills development system.”**

and focused on delivering meaningful, recognised outcomes.

All policy updates go through formal approval processes to ensure alignment with governance standards and regulatory requirements. This reinforces accountability and supports the responsible management of public resources.

Maintaining relevant and current policies helps close operational gaps, strengthens programme delivery and builds a more effective and trusted skills development system.

# Fraud Alert

Warning: Impersonator Soliciting Funds from Prospective Suppliers and Other Key Stakeholders



## Modus Operandi: Posing as a Senior SCM Official

For verification of all SCM-related matters, please contact: [customerservices@serviceseta.org.za](mailto:customerservices@serviceseta.org.za) or 011 276 9600



Develop & Grow



# NOTICE: WITHDRAWAL OF FUNDING WINDOWS



The Services SETA has withdrawn **DG2026/27-01 and SP2026/27-01.**

No approvals have been made.  
A revised funding window will be announced soon.

Develop & Grow



## 2027/28 SECTOR SKILLS PLAN (SSP)

### VIRTUAL STAKEHOLDER CONSULTATION

#### WORKSHOPS

Help shape the future of skills in the services sector

- Update scarce skills (Hard-To-Fill Vacancies)
- Identify critical skills gaps
- Contribute to sector skills priorities

#### Who should attend?

- Industry experts
- Employers
- Professional bodies
- Skills Development and Human Resources Practitioners

04 May 2025 - 14 May 2026 10h00 - 12h00

Virtual Sessions

Develop & Grow



## Services SETA

15 Sherborne Road, Parktown,  
Gauteng, 2193

PO Box 3322, Houghton; 2041

[customercare@serviceseta.org.za](mailto:customercare@serviceseta.org.za)

011 276 9600

[www.servicesseta.org.za](http://www.servicesseta.org.za)

We would like to hear from you. Submit story leads, questions, and feedback to [newsletter@serviceseta.org.za](mailto:newsletter@serviceseta.org.za) to help shape the Services SETA Pulse Newsletter.

## Social Media



WhatsApp Channel