



SERVICES SETA PULSE NEWSLETTER

A nation that
works for all

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works for all

WORK-READY QUALIFICATIONS TAKE CENTRE STAGE

Minister of Higher Education and Training, Mr Buti Manamela, has outlined government's transition from selected Pre-2009 Qualifications to occupational qualifications, emphasising that qualifications already earned remain valid.

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President urges employers to open doors for young people – p10

Youth Month Focus: Skills and opportunity for young people – p12

Facilities management sector urged to lead skills development – p13

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THE LEGACY OF 1976 CALLS US TO ACT

Fifty years after the Soweto uprising, Youth Month is a reminder that remembering is not enough — young people need doors opened, not speeches made.

BY LEHLOGONOLO MASOGA

June is Youth Month. South Africa remembers the courage of the young people of 1976 and reflects on what we owe the youth of today.

The generation of 1976 stood for access, dignity and a better future. Five decades on from that momentous day in June, our responsibility is ensuring that young people are supported through practical opportunities that connect education, skills development and economic participation.

As the country marked 50 years since the uprising, President Cyril Ramaphosa called on employers to hire for potential, not only for experience. That call speaks directly to the work of the Services SETA. Young people need training and workplaces willing to give them a chance.

This edition of Pulse carries that message through stories that speak to youth empowerment, sector development and responsible delivery.

The main story covers the phasing out of selected Pre-2009 Qualifications and the move towards occupational qualifications. We support the direction outlined by Minister of Higher Education and Training Buti Manamela. This transition is about strengthening the link between learning and the workplace, and ensuring that

qualifications remain relevant and responsive to the needs of the economy.

This edition also looks at youth participation in the property sector, where real opportunities exist in sales, administration, valuation, property management, facilities support and entrepreneurship. Access must be supported by structured learning, workplace exposure and industry partnerships.

We reflect too on the facilities management sector and the responsibility industry must take in driving its own skills agenda. Skills development cannot happen without the active participation of employers, professional bodies and sector leaders. They

“The legacy of 1976 calls on us to do more than remember. It calls on us to act with purpose, open doors deliberately, and ensure that the next generation is equipped to shape the future.” — Lehlogonolo Masoga, Administrator, Services SETA



Lehlogonolo Masoga, Services SETA Administrator.

must help identify skills needs, open workplaces and create conditions for meaningful learning.

During June, Services SETA participated in the 66th Thought Leadership Forum of the Global Alliance for the Project Professions in London. Our participation is part of ongoing work to strengthen global partnerships and support South Africa's contribution to project management. Skills development is itself a project-driven environment. Every programme we fund and every learner pathway we support depends on planning, execution and accountability.

As we mark Youth Month, our commitment is clear. We must build pathways that connect young people to learning, work experience, entrepreneurship and long-term participation in the economy.

The legacy of 1976 calls on us to act with purpose, open doors deliberately, and ensure that the next generation is not only inspired by history but equipped to shape the future.

MINISTER MANAMELA CHARTS MOVE TO WORK-READY SKILLS

New plan phases out outdated qualifications while protecting learners already in the system

BY LEBOGANG KOTSI

For many South Africans, a qualification is more than a piece of paper. It represents years of study, sacrifice and the hope of entering, or progressing in, the world of work. That is why government has been careful to stress that phasing out selected Pre-2009 qualifications is not a cancellation of past learning, but a shift towards a more practical, workplace-aligned skills system.

Minister of Higher Education and Training Buti Manamela outlined the transitional arrangements during a media briefing at Government Communication And Information System in Pretoria earlier this month, setting out how government will manage the move from legacy qualifications to occupational qualifications while protecting learners already in the system.

He was clear that qualifications already earned remained intact. “Every qualification that has already been awarded remains valid, recognised and recorded on the National Learners’ Records Database,” he said.

According to Manamela, the transition was not about diminishing learning that had already taken place, but about modernising the qualifications system so that it better served learners, employers and the economy. Legacy qualifications leaned heavily on classroom-based learning; the new occupational qualifications were designed to guarantee practical experience and workplace placement.

The shift carries practical implications for learners, Skills

Development Providers, TVET colleges, SETAs and employers. Learners already enrolled in affected qualifications may continue their studies under the approved transitional arrangements, while accredited providers are expected to familiarise themselves with the relevant extension periods and teach-out requirements.

For NATED N4 to N6 students already enrolled, the Minister said they should continue their studies as planned, while the Department of Higher Education and Training worked with SETAs and industry partners to secure the workplace placements required for National N Diplomas.

Workplace exposure remained a central theme, the Minister stressed. The Department, supported by SETAs, places around 21 000 TVET students annually, but Manamela acknowledged that more was needed and appealed directly to employers to open their doors for training. “We have been urging the industry to pledge numbers in terms of workplace placement. This is not a task that government can succeed in alone,” he said.

**“We want to appeal to industry, please open your doors for training. This is not a task that government can succeed in alone.”
— Buti Manamela,
Minister of Higher Education and Training**



Minister Buti Manamela during the media briefing on South Africa's transition towards occupational qualifications.

Vijayen Naidoo, Chief Executive Officer of the Quality Council for Trades and Occupations (QCTO), backed the Minister's message, saying occupational qualifications are designed to give learners the knowledge, theory and workplace experience they need to sharpen work readiness and strengthen the link between training and employment.

A Technical Task Team has been appointed to oversee the transition, address bottlenecks and monitor progress across SETA coordination, data management, quality assurance, assessment and certification, TVET rollout, funding norms and monitoring.

The Minister said the goal was a qualifications system that earned public trust, met industry needs and equipped South Africans with the skills for today's jobs and tomorrow's opportunities.

SOUTH AFRICA TAKES SEAT AT GLOBAL TABLE

At a global forum in London, South Africa made the case for Africa's voice in shaping project management standards worldwide

BY GEORGE MATLALA

South Africa had a seat at the table when the world's project management community gathered in London this month, with Services SETA and Project Management South Africa (PMSA) representing the country at the 66th Global Alliance for the Project Professions (GAPPS) Thought Leadership Forum.

The two-day forum, held on 9 and 10 June at The Chesterfield Mayfair, brought together professional bodies, certification organisations, academia and government to debate the standards shaping the future of the project profession.

The South African delegation was led by Services SETA Administrator Lehlogonolo Masoga and PMSA Chairman and GAPPS Director Sinaye Mgolombane, supported by Acting Chief Executive Officer Sibusiso Dhladhla and Executive for Project Management Support Tsheola Matsebe. “Our presence in London was about making sure South Africa's experience, and Africa's experience, was built into the standards the world signs up to, not added as an afterthought,” said Masoga.

Discussions centred on competency frameworks, professional recognition and how qualifications can be aligned so that project professionals can move and work internationally.

For Africa, the stakes go beyond professional recognition. Mgolombane is clear that the continent's role at forums like GAPPS is not simply to adopt what others have agreed on. “Rather than simply adopting



South African delegates with fellow participants at the GAPPS Thought Leadership Forum 66 in London.

standards developed elsewhere, Africa can help create standards that are globally relevant while remaining locally applicable,” he said.

Effective project delivery determines whether public investment translates into infrastructure that gets built, budgets spent as intended, and policy that reaches the ground.

Beyond the structured sessions, much of the forum's real value lay in the conversations that happened around them. For a small delegation representing

**Our presence in London is about making sure South Africa's experience, and Africa's experience, is built into the standards the world signs up to, not added as an afterthought.”
— Lehlogonolo Masoga, Administrator, Services SETA**

an entire country's profession, those relationships can matter as much as the formal agenda. Partnerships tend to start in a conversation rather than a conference session.

Mgolombane said South Africa's growing presence within GAPPS reflected Africa's expanding role in shaping the profession, at a time when governments and industry are accelerating investment in infrastructure and digital transformation across the continent. “Project management is too important to development to leave its standards to chance. Every seat we hold at this table is a seat for the profession back home,” he said.

For the project professionals working across that skills base, Mgolombane's message from London is direct: their expertise, experience and perspectives are valuable — and can influence the future of the profession worldwide.

To learn more and download GAPPS tools, visit www.pmprofessions.org

STRONGER STANDARDS, NEW SKILLS

Services SETA unveils plans to professionalise funeral services

BY AMANDA SITHOLE

The Services SETA Administrator, Lehlogonolo Masoga, has called for stronger collaboration between the funeral services sector and public institutions to drive sustainable growth in the industry.

Masoga was speaking during Services SETA's participation in the South African Funeral Practitioners Association (SAFPA) International Convention 2026, held at end of May at the Durban International Convention Centre. He stressed that skills development remains the foundation for raising standards and strengthening professional practice in the sector.

"The sustainability of the sector depends on building a pipeline of skilled and competent practitioners. Therefore, innovation must always be matched with continuous learning, reskilling and sector responsiveness," he said.

Masoga revealed that Services SETA was on the verge of launching a new qualification that he described as unprecedented in the country's skills development landscape. "This initiative will professionalise the stonemasonry profession," he said, adding that it aims to develop new entrepreneurs in a formalised environment, equip them with the required skills, and support enterprise development across all nine provinces.

Masoga also underlined the importance of Recognition



Services SETA Administrator, Mr Lehlogonolo Masoga, addresses delegates on the importance of skills development in professionalising the funeral services sector.

"Everything begins as a dream, grounded in the belief that it can be achieved."
— Dr Nomfundo Mcoyi-Zondo, SAFPA President

of Prior Learning in formally recognising the skills and competencies of practitioners already working in the industry, supporting career progression and improving service quality.

In her keynote address, SAFPA President Dr Nomfundo Mcoyi-Zondo said the industry could not succeed in isolation. "The funeral services industry depends on strong collaborations. It is important that we work alongside institutions that share a common vision to address the day-to-day challenges of our sector," she said.

Dr Mcoyi-Zondo highlighted SAFPA's ongoing, Services SETA-funded programme supporting beneficiaries within the funeral services profession, and encouraged delegates to make the most of the knowledge shared at the convention. "Everything begins as a dream, grounded in the belief that it can be achieved," she said.

The four-day convention also featured an exhibition and specialised masterclasses, giving delegates the chance to share insights and engage on the evolving funeral services landscape. During the exhibition walkabout, industry representatives briefed delegates on their operations, regulatory standards and the sector's contribution to the economy.

Services SETA's participation in the convention reaffirmed its commitment to driving skills development, transformation and the building of a future-ready workforce.



SAFPA President, Dr Nomfundo Mcoyi-Zondo, delivers the keynote address, highlighting collaboration as key to strengthening the funeral services industry.

EMBALMING SECTOR'S SKILLS CRISIS

BY AMANDA SITHOLE

The Services SETA Executive Manager for Strategy and Insights, Mamabele Motla, has challenged funeral practitioners to confront a stark mismatch between sector demand, skills development uptake and policy recognition in embalming.

Motla facilitated a masterclass at the South African Funeral Practitioners Association (SAFPA) International Convention 2026 at the Durban ICC, bringing together professional embalmers, training facilitators, assessors and industry trainees under the theme "Building a Regulated Funeral Services Skills Ecosystem."

Embalming is the practice of preserving a body after death, usually through chemical treatment, so it can be safely viewed, transported or repatriated before burial or cremation. It sits at the intersection of science and craft, a discipline that protects public health while giving families the time and dignity to say a proper goodbye.

"We have developed the qualifications for embalming, but our efforts are constrained without stronger institutional readiness and policy alignment," Motla said.

Motla revealed that SETAs are currently able to train only 30 learners in embalming each year, and put the question to delegates directly: is this enough to meet the sector's demand? She also pointed to the gap between TVET colleges and medical and nursing institutions in accommodating trainees for the profession.



Delegates and stakeholders at the SAFPA International Convention 2026, where the embalming masterclass highlighted the need for stronger sector collaboration and professionalisation.

Khathutshelo Netshitungulu, a professional embalmer and facilitator for embalming in Limpopo, urged industry to increase investment in the sector rather than overlook the demand for the skill. "Embalming is a non-negotiable demand of society. Paperwork does not measure the demand of the skill; the reality does," he said, comparing the role of embalmers to that of funeral parlours themselves.

"Embalming is a solution to health hazards," he added, calling on public institutions to work more closely with industry by offering placement opportunities and integrating practical training within health department structures.

Mncedi Javu, Acting Provincial Skills Coordinator for Embalming at Extra Mile, agreed that the sector needed greater investment and professionalisation. "Embalming is a demand-driven skill that requires intergovernmental intervention. If a body remains in a mortuary for about two to three weeks, it begins to decompose if embalming is not performed,"

Services SETA challenges funeral industry to close the gap between demand, training and policy recognition

"Embalming is a non-negotiable demand of society. Paperwork does not measure the demand of the skill; the reality does."
— Khathutshelo Netshitungulu, professional embalmer

he said, underscoring the role embalming plays in preserving the body of the deceased.

He added that proper practice is essential for safe and dignified repatriation, particularly as bodies sometimes cross borders for funerals.

The masterclass made clear that growing the uptake of embalming qualifications will require closer alignment between industry, training institutions and regulatory frameworks. The Services SETA says it remains positioned to support that work, building capacity, improving workplace-based learning, and pushing for embalming to be recognised among the country's critical skills priorities.

A NEW CHAPTER FOR KZN'S NEW ENTREPRENEURS

KwaZulu-Natal learnership records an 85% completion rate, with one graduate now running three fast-food outlets

BY AMANDA SITHOLE

Two hundred and eighty-two learners from KwaZulu-Natal have been awarded NQF Level 2 certificates in New Venture Creation after completing a year-long learnership programme, with the completion rate topping 85%.

The Services SETA, in partnership with the Sinika Uthando Foundation, celebrated the graduates at a ceremony held at Vineyards Church in Chatsworth, Durban, on 29 May 2026.

The 12-month programme was funded through the Services SETA's 2024/2025 Special Projects allocation and implemented under Project Bamblela, a skills development intervention designed to empower survivors of gender-based violence. Learners were placed in diverse workplaces, where they gained practical experience in entrepreneurial skills, business management and Work Integrated Learning.

Speaking at the graduation, Hlengiwe Dube, Provincial Operations Manager at the Durban office, reminded graduates that "every journey starts somewhere", urging them never to underestimate small beginnings. She said success was rooted in belief, discipline, hard work and continuous learning. Dube encouraged graduates to attend workshops and networking events, register their businesses and embrace digital skills to market themselves online.



Graduates celebrate the successful completion of the Services SETA-funded New Venture Creation learnership programme.

"Today is not the end of your journey, but the beginning of your dreams coming true," she said.

Jennifer Chetty, Director of the Sinika Uthando Foundation, urged graduates to take ownership of their futures, stressing that success required persistence. "If you want the door to open, you must knock on it until your fingers bleed," she said. She reminded them not to treat their qualification and practical work hours as a mere compliance exercise, but as "your passport into the economy", adding that "the certificate you receive today is proof of your capability".

For graduate Indiphile Nongwana, the programme has already opened that door — securing her a permanent management

"If you want the door to open, you must knock on it until your fingers bleed." — Jennifer Chetty, Director, Sinika Uthando Foundation

position overseeing three fast-food outlets in Pinetown, where she now trains 19 employees. Her full story appears on *page 09*.

The Services SETA says the programme is proof that no community is out of reach in its drive to expand skills development across the country.



Hlengiwe Dube encourages graduates to embrace continuous learning, digital skills and entrepreneurship as they begin the next phase of their journey.

SHE FINISHED WHAT SHE STARTED

Matric, no money and a vague dream — twelve months later, Indiphile Nongwana walked onto a graduation stage.

BY AMANDA SITHOLE

When Indiphile Nongwana heard about the New Venture Creation learnership, she did not hesitate. She had matric, no concrete financial plan to further her studies, and a career path she describes as vague. What she did have was a conviction that she wanted to build something of her own — and a willingness to start from the ground up.

On Friday, 29 May 2026, Nongwana walked onto the graduation stage at Vineyards Church in Chatsworth, Durban, to receive her NQF Level 2 New Venture Creation certificate. "My certificate is proof that success is not limited to enrolling at a tertiary institution or college," she said.

Nongwana is a beneficiary of a New Venture Creation learnership funded through Services SETA's 2024/25 special project, delivered through the Sinika Uthando Foundation's Project Bamblela. She heard about the opportunity through a friend and acted on it immediately. "Immediately when I heard about the programme, I took action," she said.

The learnership combined theoretical training with practical workplace experience. Nongwana was placed at a fast-food outlet in Pinecrest, Pinetown, where her work ethic quickly stood out. She has since grown into a management role overseeing operations across Steers, Fishaways, and Milkylane in the area, managing workflow, supporting her team, and ensuring the business runs efficiently.

One of the programme's defining moments was developing a comprehensive business plan

— an exercise that sharpened her thinking and gave concrete shape to her ambitions. The path was not without difficulty. "Balancing my studies, practical work, and deadlines was difficult at times," she admitted, "but it taught me discipline and resilience."

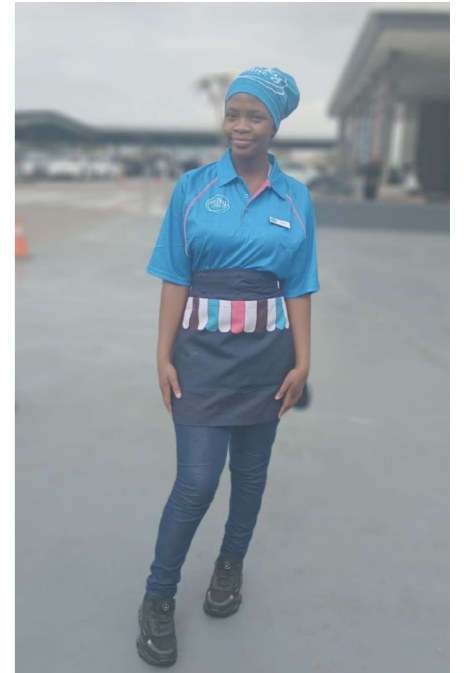
The programme changed more than her skills. Nongwana went from self-doubt to confidently developing and presenting business proposals she intends to bring to life.

Her advice to others is simple. "Do not wait for everything to be perfectly aligned. Sometimes we must start at ground level and build step by step. That process strengthens your mindset."

"My certificate is proof that success is not limited to enrolling at a tertiary institution or college."

She describes the New Venture Creation certificate not simply as a qualification but as a practical tool for shaping a career. "A career pursued with passion is better than one chased only for money," she said.

For Nongwana, the learnership's most important lesson was also its simplest. "I finished what I started."



Indiphile Nongwana, who completed the Services SETA-funded New Venture Creation learnership, now manages three fast-food outlets in Pinetown.



‘HIRE FOR POTENTIAL, NOT EXPERIENCE’

President Ramaphosa’s challenge to employers as South Africa commemorates 50 years since the Soweto Uprising

President Cyril Ramaphosa delivers the keynote address at the national Youth Day commemoration.

BY LEOGANG KOTSI

President Cyril Ramaphosa used this year’s Youth Day commemoration to call on employers to open their doors to young people and help close the gap between education, skills development and employment.

The President was speaking at FNB Stadium in Johannesburg, where South Africa marked 50 years since the 1976 Soweto Uprising, when the youth of that generation took to the streets to reject Bantu Education and demand equal access to quality education.

The Services SETA was on the ground as part of the Post-School Education and Training (PSET) exhibition, engaging young people at its stand on opportunities within the services sector, including learnerships, workplace-based learning, career guidance and post-school education pathways.

Reflecting on the legacy of 1976, Ramaphosa said the question facing the country was no longer whether young people had the courage to change South Africa. “The youth of 1976 answered that question,” he said. “The question

before us is whether South Africa is doing enough to create opportunities worthy of their sacrifice.”

He said democracy had opened doors that apartheid deliberately kept closed, but “opening doors is not enough.” Those doors, he said, must lead to “skills, work, enterprise, ownership and dignity”.

Turning to employers, the President called on the private sector to give young people a fair chance to enter the world of work. “Hire young people for potential, not for experience,” he said. “We must do away with this requirement for experience. Bring them in and give them the experience. Bring them in and give them the jobs.”

He linked the call to the need to reshape the skills system so qualifications lead more directly into work and enterprise, pointing to government’s drive to strengthen TVET colleges as engines of occupational skills and to link colleges, employers and SETAs to the needs of local economies. This builds on the Skills Revolution



Services SETA’s Ntalo Manganyi engages young people at the exhibition stand during the Youth Day commemoration.

announced during the 2026 State of the Nation Address, which placed greater focus on technical, vocational and workplace-based training.

As the country prepares for the next local government elections in November, the President also called on young people to register, vote, engage their municipalities and hold public representatives accountable.

OWN YOUR SPACE IN PROPERTY SECTOR

Young South Africans gathered at GIBS to hear one clear message — the real estate sector is open, but getting in requires more than ambition.

BY LERATO LETSIPA

The South African Youth in Property Association (SAYIPA) and Services SETA brought together students, industry leaders and emerging professionals at GIBS Business School in Illovo, Johannesburg, on 19 June 2026 to map practical pathways into the real estate sector for young South Africans.

Held under the theme “Empowering the Youth in the Real Estate Industry”, the summit addressed funding mechanisms, learnerships, skills development and access to opportunities across the real estate value chain.

Professor Bonang Mohale opened the conversation by anchoring it in South Africa’s transformation agenda, drawing on the Freedom Charter’s calls for equitable access to land and education. He urged young people to move beyond participation toward ownership and leadership, noting that economic inclusion requires deliberate effort.

Services SETA used the summit as an active engagement platform, with officials speaking directly to students and young professionals about learnerships, bursaries, grants and artisan development pathways. Emma ka Mbele from Services SETA



Young people engaged on skills development, access to opportunities and pathways into the real estate sector

underlined that youth development funding is guided by national priorities and sector research, accessed through workplace skills plans and annual training reports submitted by employers.

Students from different institutions raised concerns about uneven access to information, particularly in rural and under-resourced communities where awareness of post-school education and training opportunities remains limited. Their contributions reinforced the need to expand outreach beyond urban centres.

The summit’s sharpest message was delivered not from the podium but in plain language. SAYIPA advisory board member Fundi Mazibuko told young people to stop waiting for the association to come to them. “It starts with youth getting involved in the chapters. It starts with youth not asking what SAYIPA does, but what they can do to make SAYIPA a success,” she said.

“You have to move with movers. Alone, progress is limited.” — Justin Netshilukwe, real estate entrepreneur



Professor Bonang Mohale encouraged young people to move from participation to ownership and leadership in real estate.

Real estate entrepreneur Justin Netshilukwe was equally direct. “My view is that, in many cases, we are the obstacle ourselves,” he said. The sector had expanded its access points through institutions, learning resources and funding opportunities. What remained was the decision to use them. “You have to move with movers. Alone, progress is limited.”

As South Africa marks Youth Month, Mazibuko urged young people to get involved and help shape the future of the sector they wanted to lead. Through its partnership with SAYIPA, Services SETA continues to align skills development with industry needs, positioning young South Africans as future owners, leaders and contributors to the sector’s transformation.

THE CERTIFICATE SHE HAD ALREADY EARNED

A mountain of historical debt stood between Lizeka Gana and her Master’s degree. Services SETA removed it — and opened the door to a PhD.

BY NTALO MANGANYI

Lizeka Gana had done the work. She had completed her Master’s degree in Horticultural Sciences at the Cape Peninsula University of Technology in 2022, specialising in Plant Pathology. What she could not do was prove it.

Outstanding historical debt meant CPUT could not release her certificate. Without it, employment opportunities closed before she could apply. Further studies stalled. The qualification existed on paper somewhere inside the institution — just not in her hands.

“It was frustrating because I knew I had completed my qualification, but I could not access the certificate,” she recalls. “It felt like my progress had come to a standstill despite all the hard work I had put into my studies.”

The situation persisted for several years. Then, in 2025, Gana applied for assistance through the Services SETA bursary programme. The organisation settled her outstanding historical debt and the certificate was released.

Her story formed part of a broader Services SETA and CPUT graduation ceremony held on 29 May 2026, where 155 learners whose academic progress had been held back by outstanding debt were celebrated. For many of them,



Lizeka Gana, CPUT lecturer and PhD candidate, whose academic journey was unlocked through Services SETA support.

the ceremony marked not a new beginning but the formal recognition of work already done.

With her certificate finally in hand, Gana moved quickly. She secured a lecturing position at CPUT, where she now shares her knowledge of plant science with the next generation of graduates. She is also pursuing

“The support from Services SETA changed the trajectory of my life. It gave me access to opportunities that would not have been possible without my qualification.”
— Lizeka Gana, lecturer and PhD candidate, CPUT

a PhD in Horticultural Sciences, with research focused on environmental issues affecting human health in the agricultural sector.

“The support from Services SETA changed the trajectory of my life,” she says. “It gave me access to opportunities that would not have been possible without my qualification.”

The Services SETA and CPUT partnership that made this possible began in 2016 through student bursary funding and has since expanded to include Work-Integrated Learning initiatives supporting students’ transition into the world of work.

As South Africa marks Youth Month and reflects on the legacy of 1976, Gana’s journey makes a quiet but pointed argument: when the barriers to education are removed, young people do not need to be rescued. They simply need the door to open.

SKILLS DEVELOPMENT IS YOUR JOB TOO

Services SETA challenges facilities management leaders to identify skills gaps and open doors for TVET graduates

BY AMANDA SITHOLE

The facilities management sector must stop treating skills development as an afterthought and start treating it as a core part of how the industry operates. That was the direct message from Services SETA Executive Manager for Strategy and Insights, Mamabele Motla, at the Facilities Management Conference 2026 in East London.

“The industry needs to become the driver of its own skills development, not just a consumer,” she said. “We must take skills development as part and parcel of infrastructure development, not as an afterthought.”

The two-day conference, held from 2 to 3 June 2026, was convened by the Department of Public Works and Infrastructure in partnership with the South African Facilities Management Association. It brought together government representatives, industry leaders, academia and skills development practitioners to deliberate on strategies to strengthen the sector and elevate its professional standing.

Motla used her presentation to press the case for intentional collaboration between public and private partners, and for the professionalisation of the sector as a matter of urgency. She urged employers to open their workplaces to TVET college students and graduates needing practical training to complete their qualifications.



Services SETA representatives engage delegates on skills development opportunities at the Facilities Management Conference 2026.

“The Services SETA developed an NQF Level 6 qualification in Facilities Management. Graduates, particularly from TVET colleges, require workplace exposure to complete their training. We are urging industry to open doors for them,” she said.

She also challenged the sector to ask harder questions about whether current qualifications are keeping pace with what the industry actually needs. “The industry must not shy away

“The industry needs to become the driver of its own skills development, not just a consumer.”
— Mamabele Motla, Executive Manager: Strategy and Insights, Services SETA

from conversations around the responsiveness of our qualifications to skills in demand, and whether there is a need for more specialised occupational programmes to further advance the sector,” she said.

Reflecting on Minister of Higher Education and Training Buti Manamela’s 2026/27 Budget Vote Speech, Motla reinforced the expectation that skills investment must produce measurable results. “Skills development and training must translate into real economic participation,” she said.

Her closing message to delegates left little room for ambiguity. “When we leave this conference, we must leave with decisions that address unemployment.”

Through its participation in the conference, Services SETA identified key skills gaps in the sector and reaffirmed its commitment to demand-driven skills development that responds directly to industry needs.

SERVICES SETA TAKES SKILLS MESSAGE TO BRITS

At a voter education campaign in North West, young people heard two messages in one day — register to vote, and register for a learnership

BY LERATO LETSIPA

Services SETA joined the Department of Higher Education and Training and fellow SETAs at a voter education campaign and career exhibition at Madibeng White Town Hall in Brits, North West, on 8 June 2026 — bringing its skills development message to young people ahead of the 2026 Local Government Elections.

Led by Minister of Higher Education and Training Buti Manamela, the campaign brought together government, industry stakeholders and young people to promote civic participation while providing practical information on training programmes, learnerships and employment pathways.

Services SETA used its exhibition stand to engage directly with learners, TVET students and community members, sharing information on learnerships, workplace-based learning programmes and initiatives aimed at strengthening employability in the services sector.

Beyond the exhibition floor, the event created space for honest dialogue. Young people, particularly those from rural communities, raised concerns about uneven access to institutions, opportunities and support services, highlighting barriers that continue to limit participation in education and training.

Minister Manamela addressed those concerns directly, urging young people to use every tool available to them, including the vote. “Register to vote and

make your voice count. Through your vote, you have the power to shape the future of your community and contribute to the development of our country,” he said.

Reflecting on South Africa’s democratic journey, the Minister encouraged young people to honour the sacrifices of those who fought for freedom by participating actively in democratic processes. He urged them to reject violence, discrimination and division, and to contribute to building inclusive and resilient communities.

“Register to vote and make your voice count. Through your vote, you have the power to shape the future of your community and contribute to the development of our country.” — Buti Manamela, Minister of Higher Education and Training



Minister Buti Manamela addressing young people at the DHET Voter Education Campaign in Brits.

For Services SETA, the campaign reinforced a straightforward point: young people cannot make informed decisions about their futures — civic or professional — without access to the right information. Getting that information into communities like Brits is part of the job.



Young people attending the voter education and career exhibition at Madibeng White Town Hall.

KEEPING THE RECORDS STRAIGHT

Francina Kanyane joined Services SETA in 2010 to process payroll. Fifteen years later, she is the person making sure the organisation never forgets a thing.

BY NTALO MANGANYI

Tell us about your journey at Services SETA.

I joined on 1 June 2010 as an Administrator in Human Capital Management, where my work centred on payroll administration: compiling provision reports, processing medical aid and pension fund inputs, and managing employee applications from across the regions and head office. In April 2015, I moved to the Travel department, coordinating flights, accommodation and ground transport for staff. That experience taught me the value of accuracy, clear communication and professionalism in a support role.

What is your current role?

I serve as a Records and Knowledge Management Officer. In simple terms, I help ensure the organisation’s information is safe, properly stored and easy to retrieve. This includes supporting the decluttering of physical records, managing digitisation, and overseeing born-digital records through our Electronic Document Management System, Datastor. I also provide guidance on naming conventions, POPIA and PAIA compliance.

Why does records management matter?

Records are the institutional memory of an organisation. When information is not properly maintained, knowledge gets lost and the same lessons have to be relearned. Good records manage-

ment supports decision-making, strengthens audit readiness and makes daily work more efficient.

It is not only about compliance; it is about getting the right information to the right people at the right time.

What are you most proud of?

Three things stand out. The records clean-up campaign, which helped the organisation declutter and raised awareness about recordkeeping. The successful rollout of Datastor across the organisation. And the work we have done helping departments build audit stores aligned to the Annual Performance Plan.

What has been the biggest challenge?

Getting colleagues to use Datastor consistently and to appreciate why records management matters. Once people understand that it makes their own work easier, the conversation changes.

“Do things right the first time, so that the work does not have to come back for corrections.” — Francina Kanyane



Francina Kanyane, Records and Knowledge Management Officer at Services SETA, reflects on 15 years of service, growth and the importance of protecting the organisation’s institutional memory.

What motto guides you?

Quality over quantity. In records digitisation, producing accurate and complete records matters more than processing large volumes that do not meet the required standard. I also believe in asking questions when I am unsure rather than staying quiet and making avoidable mistakes. And I always try to do things right the first time. That lesson I learned from Aus Anna in Travel, and it has stayed with me ever since.

How do you stay balanced outside of work?

I take part in the 10 000 steps challenge on weekends. It keeps me healthy and clears my head.



CALL FOR APPLICATIONS: RESEARCH EXPRESSION OF INTEREST

The Services SETA hereby withdraws the previously advertised Expression of Interest (EOI-25/26-05) relating to the DG Grant Impact Evaluation.

The Services Sector Education and Training Authority (Services SETA) now invites researchers, public and private research providers, institutions, employer associations and professional bodies to partner with the Services SETA in delivering skills development research project related to: **Impact evaluation of the Services SETA since 2000/01 to 2024/25**. Entities that previously submitted their research proposals are encouraged to resubmit.

The application window will open on



Opening Date: 24 June 2026 at 8:00 AM



Closing Date: 22 July 2026 at 4:00 PM.

Applications and queries must be submitted through this email address: impactresearch2025@serviceseta.org.za

For detailed information please refer to our website www.servicesseta.org.za

Develop & Grow



Youth Month

50TH ANNIVERSARY OF THE 1976 YOUTH UPRISING

DON'T LET A LEAVE REGISTER SINK YOUR BUSINESS

Left unchecked, poor leave management becomes a financial and governance risk

BY FRANK MASIBI

Enterprise Risk Management is about identifying risks early and putting practical controls in place before they affect how a business operates. Leave management is one of the most common places where that principle gets tested.

Poor leave management may look like a routine human resources (HR) issue. It rarely stays that way. When leave is not properly recorded, approved, monitored or reconciled, an organisation can end up carrying inaccurate leave balances. Over time, that inaccuracy works its way into payroll, budgeting, workforce planning and financial reporting.

In risk management terms, this is described as non-adherence to leave policy leading to overstatement of leave liability. It is an operational risk, arising from weaknesses in day-to-day processes, human behaviour, systems, policy implementation, recordkeeping and management oversight.

For start-ups, small businesses and growing companies, inaccurate leave records can create unexpected pressure on cash flow, particularly when employees resign, contracts end or leave payouts become due. For larger employers, weak leave

management affects reporting accuracy, audit outcomes and overall accountability.

The risk is sharper where businesses rely on short-term employment arrangements, fixed-term contracts, seasonal workers or project-based teams. In these environments, employee records, leave entitlements, contract periods and payroll information must be carefully managed to avoid disputes and unexpected financial obligations.

The problem often starts simply. Employees and managers may not fully understand the leave policy. Procedures are applied inconsistently. Approved leave is not captured on time. Balances are not checked regularly. Poor alignment between HR, payroll and finance makes it worse.

**“What may appear to be a small administrative gap can become a serious business issue if it is not managed properly.”
— Frank Masibi**

Reducing this risk does not require complicated systems. A consistently updated leave register supported by clear approval processes can prevent most errors.

As organisations grow, stronger controls become necessary. These include routine leave audits, periodic compliance reporting, clear consequences for non-compliance, and regular review of leave liabilities as part of financial reporting.

Enterprise risk management helps organisations ask the right questions before small issues become larger ones: what could go wrong, what would the impact be, what controls are in place, and what still needs to be strengthened?

What may appear to be a small administrative gap can become a serious business issue if it is not managed properly. Leave management has direct implications for financial planning, employee relations, compliance and business sustainability. Risk management is therefore not only about avoiding loss. It is about building organisations that are better governed, better prepared, and better positioned to grow.



**“You were in the
forefront of the
liberation struggle.
Today you must
be in the forefront
of reconstruction
and development.”
— Nelson Mandela**

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