



SERVICES SETA PULSE NEWSLETTER

FROM LEARNING TO EARNING



Services SETA and Takealot Group have launched a R103 million partnership to create 20,000 income-generating opportunities for young South Africans over the next three years. Speaking at the launch in Katlehong, Minister Buti Manamela called on employers to open their workplaces to young people, calling it a partnership between government, the skills sector and private business to turn training into real jobs.

Full story on page 04

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- Black Runway puts careers and GBV awareness in the spotlight – p06
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FROM TRAINING TO TRADING

New partnerships with Takealot and the Mpumalanga government link skills to real earning opportunities

BY LEHLOGONOLO MASOGA

September brought an important step in our work to connect skills development with economic opportunity. Our partnership with the Takealot Group shows what can be achieved when training is designed around the ways people work, trade and earn today.

Backed by an initial Services SETA investment of about R103 million, the three-year partnership aims to create 20 000 income-generating opportunities. Its programmes include work-integrated learning for TVET college learners, bursaries in critical skills areas, training for personal shoppers and drivers, and support for small businesses that want to sell on digital market-places.

Each of these groups needs something different. A TVET learner needs practical work-place experience. An aspiring entrepreneur may need training, the right tools and access to customers. A small business may be ready to grow but unable to reach markets beyond its community. Skills development has to respond to each of those needs.

The partnership also reflects a wider responsibility. As the economy changes, we must work with industry to understand where opportunities are emerging and help more South Africans take

part in them, including people in townships and other communities that have too often been shut out of growing markets.

This month we also launched a Real Estate Learnership Programme in Mpumalanga with the provincial government and the Property Practitioners Regulatory Authority. Over the next year, the programme will give 200 young people the chance to build skills in the property sector. Like the Takealot Group partnership, the initiative rests on the same principle: when partners work together, entry into an industry becomes more accessible.

A launch is an important beginning, but delivery is the measure of our work. We must oversee these programmes carefully, listen to participants and assess whether the training and support they receive help them take the next step. Our targets matter, and so do the experiences of the people behind those numbers.

This edition looks at these partnerships alongside other initiatives that bring learners and communities closer to careers and income. At the Heritage Careers Expo at Orbit TVET College, our Black Runway showcase showed learners how culture and creativity can lead to



Lehlogonolo Masoga, Services SETA Administrator.

“Our targets matter, and so do the experiences of the people behind those numbers.”

careers in fashion, beauty and the wider creative industries. Heritage Month reminds us that South Africa's future depends on making room for the talent found in every community.

Our task is to turn that talent into opportunities people can use.



Minister Buti Manamela, fellow dignitaries and learnership beneficiaries gather on stage at the launch of the Services SETA and Takealot Group partnership.

SERVICES SETA AND TAKEALOT GROUP LAUNCH A R103 MILLION PARTNERSHIP TO CREATE 20,000 OPPORTUNITIES

BY LEBOGANG KOTSI

A major new partnership between the Services SETA and Takealot Group is set to create 20,000 income-generating opportunities for young South Africans over the next three years.

The R103 million skills development partnership, officially launched in Katlehong, Gauteng, brings together government, the skills development sector and one of South Africa's leading digital commerce businesses to expand access to workplace experience, skills development and economic opportunities.

Speaking at the launch, Minister of Higher Education and Training, Buti Manamela, called on

South African employers to open their workplaces to young people and play a more active role in addressing youth unemployment.

He emphasised that addressing unemployment requires greater participation from employers, particularly in providing young people with the workplace exposure needed to transition from education and training into employment.

"We need employers to open their workplaces. Young people cannot gain experience if they are never given an opportunity to enter the workplace. Partnerships such as this one demonstrate what can be achieved when government, the skills development

system and the private sector work together to create practical opportunities for young people."

The partnership will support several interventions, including workplace-integrated learning opportunities for TVET College students, bursaries in critical skills areas, personal shopper training and tools, driver development initiatives, localisation opportunities for marketplace SMEs, and digital skills training for small businesses.

It will also include a 12-month YES Learnership Programme, providing young people with structured workplace experience through a public-private partnership.



Minister of Higher Education and Training Buti Manamela addresses guests at the launch of the Services SETA and Takealot Group skills development partnership.



Services SETA Administrator Lehlogonolo Masoga speaks about the opportunities the partnership will create for young people.

For Services SETA Administrator Lehlogonolo Masoga, the partnership reflects the organisation's broader focus on ensuring that investment in skills development translates into economic participation and employment opportunities.

"Training on its own is not enough. The real measure of our impact is whether the skills we fund ultimately help people enter the labour market, generate an income and build sustainable livelihoods. This partnership gives us an opportunity to connect skills development much more deliberately with real economic opportunities."

The launch also forms part of a much broader drive by the Services SETA to expand access to workplace experience and employment opportunities across the country.

Takealot Group Chief Executive Officer Frederik Zietsman said the partnership represents an investment in building a stronger pipeline between learning and

earning for young South Africans. "To go from learning to earning should be the right of every young South African. This partnership is a cornerstone of a building that we are erecting in South Africa – one where young people have access to the skills, experience and opportunities they need to participate meaningfully in the economy."

The Takealot Group partnership follows the recent launch of the To the Power of X² Internship Programme, another major Services SETA skills development initiative aimed at placing 20,000 unemployed university and TVET College graduates into structured 24-month workplace experience opportunities across South Africa.



Takealot Group CEO Frederik Zietsman addresses guests at the partnership launch in Katlehong.

MORE THAN A RUNWAY

Services SETA's Black Runway activation reaches 1 500 Mogwase learners with career pathways in fashion and beauty, and a stand against gender-based violence.

BY AMANDA SITHOLE

Fashion, beauty, creativity and social advocacy came together on Tuesday, 22 September 2026, at the 4th Annual Heritage Careers Expo at Orbit TVET College's Mankwe Campus, where Services SETA presented its Black Runway activation to more than 1 500 learners from schools across Mogwase.

Under the message "Heritage is us. Gender-based violence (GBV) is not," the activation used the visibility of the runway to introduce learners to career opportunities across the personal care and creative industries, while taking a firm stand against GBV. As custodian of the Personal Care sector, Services SETA showcased careers spanning make-up artistry, hairdressing, beauty therapy, nail technology, fashion modelling, wardrobe styling, event and stage management, technical production, photography, videography, content production, marketing and communications, helping learners see the skills behind an industry like fashion and beauty.

Delivering the keynote address, Minister of Higher Education and Training Buti Manamela encouraged learners to pursue careers aligned with their interests and talents. "One of the biggest challenges we have is that kids who drop out of university or college have chosen something that they are not passionate about," he said.



Black Runway models during a live runway presentation of how fashion is a career.

He also used the platform to speak out against gender-based violence. "We have to send out a message against gender-based violence wherever we are and ensure that we protect women and children."

For Duduzile Mwelase, Acting Executive Manager for Corporate Services at Services SETA and originator of the Black Runway concept, the activation was designed to do more than showcase fashion. "I wanted the runway to reveal the careers and skilled people behind the production, while also creating a platform that confronts gender-based violence," she said. "Heritage should represent what we are proud to pass from one generation to the next. Gender-based violence cannot be part of that inheritance."

As part of the campaign, Mwelase announced that the

"Fashion is more than clothing, it is a pathway to entrepreneurship and economic opportunity."
— David Tlale, fashion designer

Services SETA corporate logo will remain black until 10 December 2026, marking the conclusion of the annual 16 Days of Activism for No Violence Against Women and Children campaign.

Fashion designer David Tlale and beauty industry leader Bongani Mlotswa featured as Master Champions, giving learners exposure to real industry experience. Tlale encouraged learners to see fashion as more than something to wear. "Fashion is more than clothing, it is a pathway to entrepreneurship and economic opportunity," he said.

The activation built on Services SETA's earlier Unmasking the Pain initiative, which used make-up artistry to explore trauma, resilience and experiences often hidden behind appearance and silence. The campaign's top three finalists presented a live showcase at the Expo. Finalist Vunene Mabasa said make-up artistry had opened a pathway into entrepreneurship. "Through my make-up skills, I have ventured into entrepreneurship, running campaigns that use make-up as a form of expression to tell stories and showcase the artistry and impact of the profession," she said.

Black Runway turned the stage into more than a fashion showcase, using careers and creativity to amplify a stand against gender-based violence.

SILVER IN SHANGHAI

Matthew Bowen wins silver in Aircraft Maintenance at WorldSkills, as 29 South Africans compete across 27 skills categories.

BY LEBOGANG KOTSI

Matthew Bowen has won silver in Aircraft Maintenance at the WorldSkills Competition in Shanghai, China. The competition took place from September 22 to 27, 2026.

Bowen was one of 29 South Africans who competed across 27 skills categories.

WorldSkills brings young people from around the world together to show their technical and vocational skills through practical challenges. This year's competition drew 1 385 competitors from 68 countries and regions. Team South Africa entered fields including mechatronics, plumbing and heating, refrigeration and water technology.

Two of the team's competitors represented personal care skills in the services sector: Matumelo Mofokeng in Hairdressing and Rorisang Mashabela in Beauty Therapy. Both earned their places in Shanghai by winning gold at the WorldSkills South Africa National Competition in Durban in March, after regional heats.

Speaking to SABC News in Shanghai, Deputy Minister of Higher Education and Training Dr Nomusa Dube-Ncube praised the whole team. "I want to congratulate all the participants. All of them have done us proud," she said. To those who left without a medal, she added: "It took



Deputy Minister of Higher Education and Training Dr Nomusa Dube-Ncube engages with Team South Africa at WorldSkills Shanghai 2026.

strength, it took resilience, it took hard work for them to be here and to compete amongst the best."

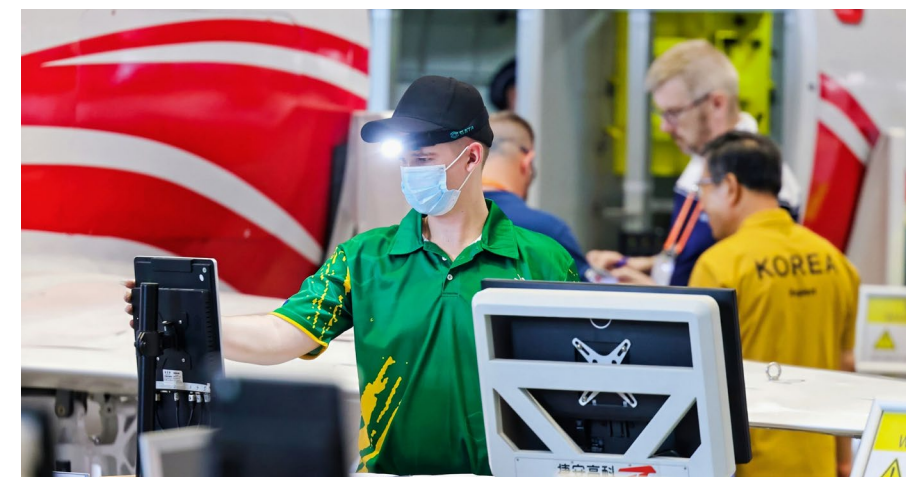
Dube-Ncube said discussions at the conference held alongside the competition pointed to changes needed in training curricula. Applying those lessons

"It took strength, it took resilience, it took hard work for them to be here and to compete amongst the best." — Dr Nomusa Dube-Ncube, Deputy Minister of Higher Education and Training

could strengthen preparation for 2028, when she expects a larger South African team to compete in more skills categories.

She urged young people to keep developing their skills, including those who have finished school and are looking for work. Families, teachers and experts also have a role, she said, in supporting competitors as they move from regional events to the international stage.

Dube-Ncube also met South African students studying in China on international scholarships, in fields such as big data analysis, data science, data engineering and robotics. She encouraged other young South Africans to apply for international study opportunities when applications open.



Matthew Bowen at his Aircraft Maintenance workstation during WorldSkills Shanghai 2026.

KEYS TO A NEW CAREER

Two hundred Mpumalanga learners begin a 12-month real estate learnership, backed by a R300 million Services SETA investment

BY AMANDA SITHOLE

Services SETA, in partnership with the Mpumalanga Provincial Government and the Property Practitioners Regulatory Authority, launched the Mpumalanga Real Estate Learnership Programme in Middelburg on Wednesday, 2 September 2026.

The programme will benefit 200 learners across the province, offering 12 months of theoretical and practical training in the real estate sector, along with a monthly stipend. It builds on a similar model first piloted in Kwa-Zulu-Natal in 2024, which saw 537 learners graduate in March 2026.

Services SETA Administrator Lehlogonolo Masoga said the programme attracted 5,795 applications from young people across the province's 17 municipalities. "That level of interest is clear evidence that there is a strong appetite among young people to enter the property sector. This reminds us that the need for this opportunity is much greater than the number of places currently available," he said.

Masoga said Services SETA had invested R300 million in the rollout of the Real Estate Learnership Programme, part of a broader initiative to create opportunities for young people in the sector, with the model set to extend beyond Mpumalanga as other provinces prepare to launch similar programmes. Mpumalanga's beneficiaries will obtain an NQF Level 4 qualification in real estate on completing the learnership. Delivering the keynote address, Minister of Human Settlements Thembi Simelane said the programme reflected a commitment

to inclusive economic participation and transformation within the real estate sector, equipping beneficiaries with the training and skills needed to operate effectively in the industry.

Addressing the beneficiaries directly, she urged them to embrace the opportunity. "Use this opportunity. Be hungry for success, so that you become a reference point for the next generation of property practitioners," she said.

Services SETA Acting Chief Executive Officer Sibusiso Dhladhla said the programme sought to open doors to sectors many black people were previously excluded from. "We want participants to enter the job market equipped with the relevant skills needed to succeed," he said.

For beneficiary Mapaseka Moshwana, being selected marks both a personal milestone and a sign of changing access to a sector that has long seemed out of reach for many young black people. "This opportunity is the beginning of greater opportunities in my life as a girl from Mashishing," she said.

**"That level of interest is clear evidence that there is a strong appetite among young people to enter the property sector."
— Lehlogonolo Masoga, Services SETA Administrator**



Services SETA Administrator, Lehlogonolo Masoga, delivers the keynote address at the launch of the Mpumalanga Real Estate Learnership Programme.



Services SETA Acting Chief Executive Officer (ACEO), Sibusiso Dhladhla, outlines the programme's potential to empower communities across Mpumalanga.



Beneficiaries of the 12-month Mpumalanga Real Estate Learnership Programme.

EXCELLENCE WEARS OVERCOATS TOO

BY AMANDA SITHOLE

A future-ready skills pipeline depends on linking learning to practical exposure, mentorship, workplace experience and real opportunities, says Services SETA Administrator Lehlogonolo Masoga.

Masoga delivered a message of support at the Technical and Vocational Education and Training Colleges Governors' Council (TVETCGC) 2nd Annual TVET Awards Ceremony, held in Durban on Saturday, 29 August 2026.

He described TVET colleges as architects of the future South Africa envisions for coming generations, and said the sector must sit at the centre of the country's skills development agenda if South Africa is to grow its economy, address unemployment and prepare young people for meaningful work.

Academic excellence must be matched by occupational competence, institutional capability and responsiveness to the economy's needs, Masoga said. "The transition towards occupational qualifications is more than a curriculum shift, it forms part of a broader transformation of the relationship between education, skills development and the world of work."

Deputy Minister of Higher Education and Training Dr Nomusa Dube-Ncube pushed back on the idea that TVET colleges were a second option for young people. She called instead for the sector to be recognised as a driver of skills development, innovation and economic growth, and for TVET colleges to be positioned as a first choice, not a fallback, in post-school education.



TVETCGC Award Recognition Ceremony, celebrating excellence and achievement within the sector.

Dube-Ncube also spoke to the pace of technological change. "Technology is not a replacement for artisans' hands. It is what needs to keep those hands relevant through the next 20 years of changing production networks, changing occupations and changing employer expectations."

Workplace-based learning and industry partnerships, she said, should be the norm rather than the exception.

TVETCGC President Sthembiso Khanyile said the success of TVET colleges lay not only in qualifications but in the practical skills that drive industries and the economy. Technical and vocational education was not a lesser form of learning, he said. "It is a different form of excellence."

**"Excellence does not only wear a graduation gown. Sometimes it wears overcoats."
— Sthembiso Khanyile, TVETCGC President**

He stressed the value of workplace training in vivid terms: "A qualification without workplace exposure is like a ship that has been built but never put on water."

The ceremony underscored the growing role TVET colleges play in building a skilled workforce, producing industry-ready graduates, and closing the gap between education, training and the world of work.



TVETCGC President, Sthembiso Khanyile, during the award recognition ceremony.

WIRED FOR SUCCESS

Services SETA funding helps a Free State apprentice turn classroom theory into hands-on experience on a Mahikeng construction site

BY LERATO LETSIPA

For Katleho Vincent Molaba, electrical engineering began with childhood visits to repair jobs alongside his uncle. Watching appliances being fixed gave him his first practical exposure to electrical work, sparking an interest that would later lead him to formal training.

Now a third-year student at Maluti TVET College's Kwetlisong Campus, Molaba is completing an apprenticeship in Electrical Engineering, with his current contract running until April 2027.

"I grew up with a passion for fixing electric appliances," he says. "My uncle worked with electricity, so he would take me with him when he was doing odd jobs. That gave me my foundational understanding of electrical work and prompted me to understand the theory by enrolling at college."

His studies are supported through Services SETA funding, which covers his training as well as essential resources including personal protective equipment, a toolbox and a stipend, support that matters given the nature of work in electrical and construction environments.

As part of his apprenticeship, Molaba's classroom knowledge is being tested in a very different setting: a student accommodation development in Mahikeng, North West, where construction is still underway. Working on site has given him the opportunity to take part in electrical installations from the ground up, including wiring, post-installation checks, quality assurance, and helping supervise fellow students who



Apprentice electrician Katleho Molaba (left) demonstrates circuit programming and PLC data processing to Higher Education Minister Buti Manamela at Maluti TVET College's Kwetlisong Campus.

arrived at the site with him. The workplace has introduced him to aspects of the profession the classroom never covered. "I didn't know how gate motors worked, but now I know how electric fences work and how to connect them with guidance," he says. "The domestic wiring I learnt at school now applies in the real world."

He has also gained exposure to preparing quotations, something not covered in his formal studies.

For Molaba, the greatest change has been in his confidence. "The experience has taught me to trust my work because I wasn't confident before. Now I can start something from scratch and have my supervisor moderate me."

As South Africa marks TVET Month, Molaba's journey, from watching his uncle repair appliances to applying his skills on a construction site, shows how Services SETA funding and workplace-based learning can prepare young people for the world of work.

"Now I can start something from scratch and have my supervisor moderate me." — Katleho Molaba, apprentice electrician



Katleho Molaba, a Services SETA-supported electrical apprentice, on a construction site in Mahikeng where he is gaining hands-on experience and growing in confidence.

BRIDGING THE EXPERIENCE GAP

A Services SETA-funded apprenticeship gave electrical student Mmachacha Nompumelelo the workplace experience her studies could not.

BY NTALO MANGANYI

Years of studying electrical engineering gave Mmachacha Nompumelelo the knowledge to start a career in the electrical field. The practical experience to put that knowledge to work was harder to find.

Her journey began in 2019 at Nkangala TVET College, where she studied Electrical Infrastructure Construction and completed NC(V) Levels 2, 3 and 4 by 2021. From 2022 to 2024 she continued with the Electrical Engineering NATED programme, progressing to N2. Throughout, her goal stayed the same: to gain practical experience and become a qualified electrician or technician.

In 2023 she saw an apprenticeship advertised in a newspaper, met the requirements and applied. She was selected for a Services SETA-funded apprenticeship, hosted by Nkangala Training Centre, with practical placement at Top of the World from 2023 to 2025.

The apprenticeship linked the classroom to a real working environment. "I have learned a lot about the course in general and the components, how they work, as well as the practical side," she says. "It also gave me a clear idea of what a working environment feels like."

It was not an easy road. Finding companies willing to take her on was one of her biggest challenges. Some hesitated over who would be responsible if an apprentice were injured on the job. She kept looking, and some companies eventually gave her the chance to apply her skills and pick up more through practical work.



Mmachacha Nompumelelo.

The programme has made a noticeable difference. Her skills and knowledge have improved, she has worked in different environments, and she is more confident in what she can do. "The experience gave me a chance to upgrade my work

"It also gave me working experience and the courage to do more and learn." — Mmachacha Nompumelelo, Services SETA-funded apprentice

profile. It also gave me working experience and the courage to do more and learn," she says.

After years of study, she now has experience to take with her as she looks for opportunities in the industry. Her long-term ambition is to become a qualified electrician or technician and, eventually, to start her own electrical company.

Her experience shows why aspiring artisans need opportunities to gain workplace exposure, build practical skills and develop the confidence to take part in the economy.

TURNING THE PAGE ON CAREER CHOICES

“Knowledge is hidden in books. I must explore through books.”
— Kadunywiswe Hadebe, Grade 11 learner, Banqobile High School

BY NTALO MANGANYI

Services SETA partnered with the RedBookshelf Foundation for a day dedicated to reading, career development and personal growth.

On 1 September 2026, the partnership brought Reading Initiative and Career Day activities to Esidadeni in KwaZulu-Natal, drawing 450 high school learners from Ngangezwe and Banqobile High Schools.

Speaking on behalf of Services SETA, Abram Tseka introduced learners to skills in demand within the services sector, encouraging them to look beyond familiar careers and consider a wider range of opportunities. He also explained the skills development programmes Services SETA is mandated to deliver under the Skills Development Act, giving learners a clearer picture of what’s available to them after school.

As part of the day, 150 books were donated to the two schools through the RedBookshelf Foundation’s drive to encourage individuals and organisations to donate books, prompted by concerns over poor reading and comprehension skills among learners at the schools. The initiative aims to strengthen these skills while encouraging personal growth and a lasting love of learning.

Author Thembisa Luthuli, who wrote *From Wounded to Wealthy*, urged learners to make reading part of their everyday lives, explaining how books build vocabulary, communication skills and the ability to express

oneself, each a building block of personal growth. She shared how reading had expanded her own view of life, and encouraged learners to see books as a source of knowledge worth returning to.

Throughout the day, learners were introduced to books that could support them academically and personally, alongside career guidance from stakeholders including Services SETA, Nedbank, Berea Technical College, Durban University of Technology, Mangosuthu University of Technology and Icebolethu Group.

For Grade 11 learner Sphehile Mdluli of Banqobile High School, books offer more than academic support. “I have learned that even when we have teachers and parents around us to guide us in life, books can also guide us. I can learn ancient wisdom that could help me in my life and that our parents may not know,” he said. Mdluli hopes to study tourism, drawn to exploring different cultures and traditions.



Donated Books.



Kadunywiswe Hadebe, Grade 11 Learner from Banqobile High School.

Fellow Banqobile learner Kadunywiswe Hadebe described the day as inspirational, saying it had taught him to explore the knowledge held in books. “If I want to know something that was never said before, or something that is hidden, I must read books,” he said. Hadebe hopes to study law, so that he can help people access justice.

The initiative demonstrated the value of bringing reading, career guidance and skills development together to help young people make informed choices about their futures.

MANY ROADS LEAD TO SUCCESS

More than 2 000 Free State learners explore career pathways beyond university at the SASSETA Career Fair in Phuthaditjhaba.

BY LERATO LETSIPA

On Friday, 11 September 2026, Services SETA joined the SASSETA Career Fair at the Multipurpose Centre in Phuthaditjhaba, Free State, where more than 2 000 Grade 8 to 11 learners from local and surrounding schools were exposed to the career paths available after matric, along with the skills development opportunities made available by government.

The career fair brought together representatives from government entities, Sector Education and Training Authorities and Technical and Vocational Education and Training institutions, giving learners the chance to engage directly and gain a broader understanding of the pathways, resources and support available to them.

Lucky Radebe of Services SETA introduced learners to the opportunities available within the organisation and how to access them, also exposing them to the Post-School Education and Training system. “There are many opportunities made available by government to ensure that no one is left behind. Do not stay at home and say there are no opportunities. Do your research and make use of these opportunities to better your future,” she said.

Radebe stressed that there is no single route to a successful career, and that success is not limited to university enrolment. “There are TVET colleges where dreams can be achieved, where you can be educated and trained to become qualified for the industry you want to serve. You can even become an entrepreneur with a qualification obtained from a TVET college,” she said.

SASSETA Board Member Katleho Seboko highlighted the importance of a healthy, supportive school environment, stressing that teachers played a key role in keeping learners safe and academically focused. He encouraged teachers to implement programmes addressing bullying and promoting safer communities, noting that learner wellbeing is directly linked to academic performance and future success.

Francis Mahlangu of Goldfields TVET College introduced learners to the college’s programmes and fields of study, encouraging them to consider vocational education and entrepreneurship as viable pathways. “We need young people who are not only job seekers but also job creators. There is a growing demand for soft skills in the marketplace, and learners should be equipped with both technical and soft skills to succeed,” he said. For Grade 10 learner Charlenne Dlamini of Rantsane Secondary School, the fair broadened her understanding of life after matric. “I have learned that university is not the only route to success,” she said.

A mental health therapy session was also held during the fair, giving learners a chance to

reflect on their wellbeing and the importance of seeking support within their schools and communities.



Lucky Radebe, representing the SETAs, engages learners on opportunities available across the post-school education and training system during the SASSETA Career Fair in Phuthaditjhaba.



Francis Mahlangu, Principal of Goldfields TVET College in Welkom, engages learners on TVET pathways, occupational programmes and entrepreneurship opportunities during the SASSETA Career Fair.

“I have learned that university is not the only route to success.”
— Charlenne Dlamini, Grade 10 learner, Rantsane Secondary School



FUNDING WINDOW NOTICE

The Services SETA has withdrawn the Regular Discretionary Grant and Special Projects funding windows.

Applicants will need to submit new applications when the relevant funding opportunities are announced.

Develop & Grow

FROM GUARD TO GREETER

Zamadube Khanyile joined Services SETA in 2015 to guard the building. Ten years, one qualification and one department change later, he's the one making sure everyone who walks through the door feels welcome.

BY NTALO MANGANYI

Everyone at head office knows the face at the front desk. Fewer know it once belonged to the man at the gate, badge in hand, deciding who got in.

Tell us about your journey at Services SETA.

I joined in 2015 as a temporary Security Officer. Coming from the security industry, I saw it as a chance to build something more permanent, a career with real stability, growth and benefits, rather than another short-term contract.

How did the move into Frontline Services come about?

It came down to being willing to learn. As I mastered the responsibilities in front of me and took on new opportunities, I grew into a role I hadn't originally expected, one that's given me a new appreciation for the organisation as a whole.

What do you enjoy most about working in Frontline Services?

Every day means engaging with people from different backgrounds, and every interaction is a chance to help, support and connect with someone. That's what makes the work rewarding. My colleagues across departments have shaped that too, sharing their knowledge and experience and helping me understand how Services SETA actually operates behind the scenes.

What's been your proudest moment since joining?

Obtaining my Higher Certificate in Business Management while working full-time at Services SETA. Studying through MANCOSA while holding down the job took real discipline, and it's a milestone I'm genuinely proud of.

Outside of work, how do you spend your time?

With my family. Staying connected with the people I love gives me balance and keeps me motivated.

What are your hopes looking ahead?

To keep developing, keep learning, and keep contributing to Services SETA in ways that help me reach my own potential along the way. I'm grateful for the opportunities that shaped who I am today, and I'm looking forward to what comes next.

“Balancing full-time work while pursuing higher education required discipline and determination, and it is something I am very proud of.” — Zamadube Khanyile



Zamadube Khanyile



FROM LAW TO ACCOUNTABILITY

More than 2 000 Free State learners explore career pathways beyond university at the SASSETA Career Fair in Phuthaditjhaba.

BY FRANK MASIBI

Substantive law sets out the rights, duties, powers and legal obligations that guide the work of the Services SETA. Compliance management makes sure those requirements become responsible processes, sound controls and accountable decisions.

For the Services SETA, compliance is part of delivering on its mandate responsibly and keeping the confidence of its stakeholders. It supports good governance, protects public resources and keeps decisions and activities within the applicable legal and regulatory framework.

This applies across the organisation's work. In grant administration, compliance ensures that funding is properly approved, administered, monitored and concluded. In procurement and financial management, it supports the proper authorisation, use and accounting of public money. In contracts and agreements, it means obligations to partners, service providers and other stakeholders are clearly understood and monitored for as long as the agreement runs.

Accountability holds all of this together. Responsibilities must

be clearly assigned, controls must be in place, and decisions must be backed by records and evidence. Where a concern or breach is found, corrective action follows, with clear responsibilities and appropriate timeframes for resolving it.

Monitoring and oversight help the organisation spot risks early and make sure material compliance matters are reported and escalated through the right governance structures.

Together, these measures support fair and transparent decision-making. They also give learners, employers, training providers and partners assurance that the Services SETA is carrying out its responsibilities lawfully and accountably.

“Law defines what the Services SETA must do. Compliance makes sure it is done, and can be shown to have been done.”
— Frank Masibi

Effective compliance follows a clear sequence:



Law defines what the Services SETA must do. Compliance makes sure it is done, and can be shown to have been done.



“No one is born hating another person because of the colour of his skin, or his background, or his religion. People must learn to hate, and if they can learn to hate, they can be taught to love, for love comes more naturally to the human heart than its opposite.”

-Nelson Mandela

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