ANNUAL REPORT

2025 | 2026

Services SETA AGM



DIGITAL
TRANSFORMATION
Rethinking our whole value chain

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Executive Manager: Strategy and Insight

higher education & training
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

SERVICES SECTOR EDUCATION AND TRAINING AUTHORITY

PART A

2027- 2028 Sector Skills Plan



The services sector at a glance

188,579	35,946	4,742	68
Employers represented	Levy-paying employers	WSP/ATR submissions in 2026	SIC codes

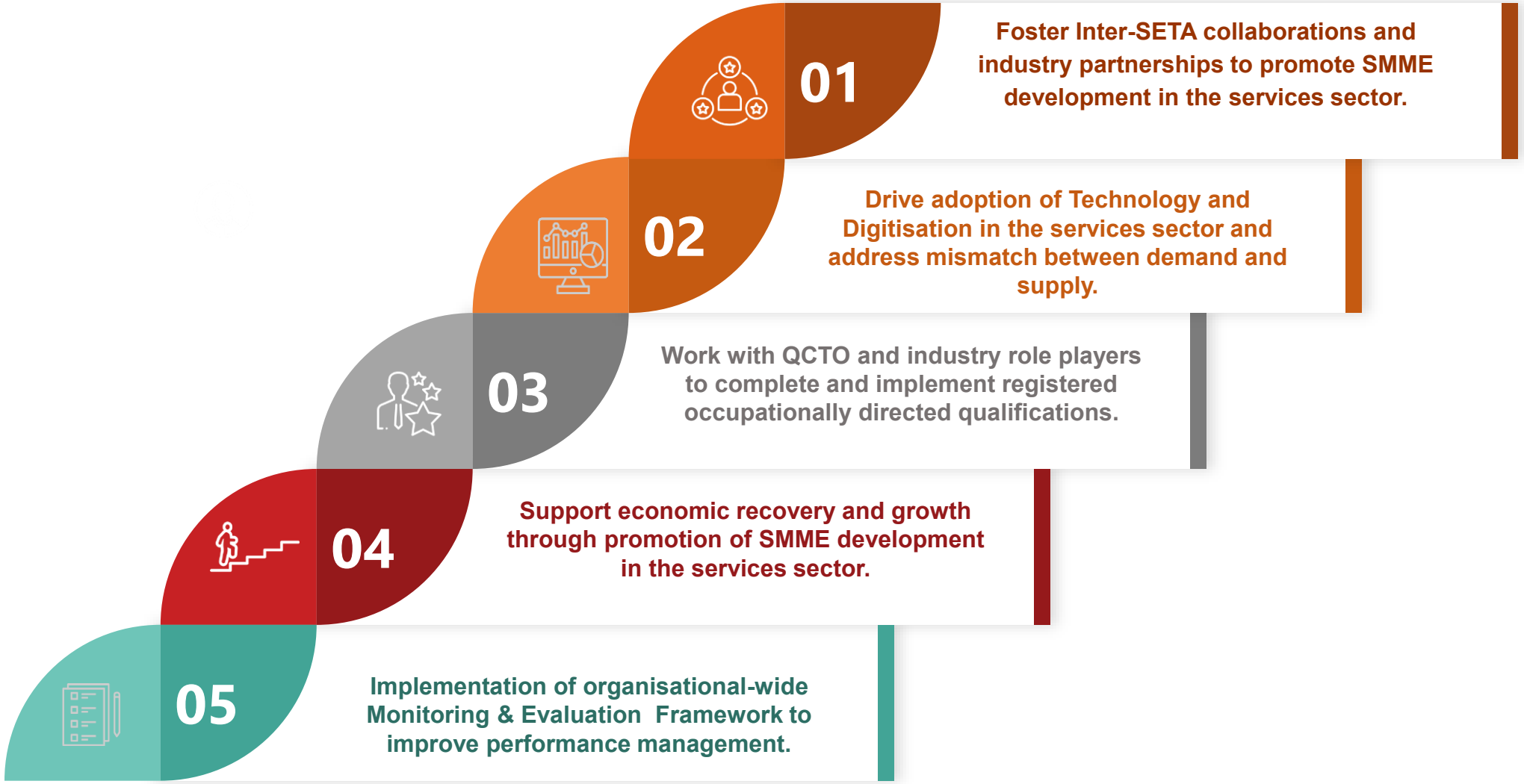
Six chambers

1. Cleaning and Hiring Services
2. Communications and Marketing Services
3. Labour and Collective Services
4. Management and Business Services
5. Personal Care Services
6. Real Estate and Related Services

Employer profile signals

- Employer register declined by 9,839 from 2025 to 2026.
- Levy-paying employers increased from 30,546 to 35,946.
- WSP/ATR submissions declined from 4,784 in 2025 to 4,742 in 2026.
- Management and Business Services account for the largest share of registered employers.

2025-2030 Sector Skills Plan Priority Actions



Skills demand: persistent shortages and gaps

Employers report difficulty in recruiting suitably qualified and experienced workers.

Hard-to-fill vacancies

Shortages are reported across the six chambers, especially where roles require specialist industry knowledge, occupational competence and workplace experience.

Skills gaps

Employers identify gaps between current worker capability and the competencies required for effective performance.

Emerging needs

Digital, data, customer experience, sustainability and technology-related capabilities are increasingly important.

Supply-side constraints: from training to work

Limited workplace-based learning

Learners need more structured workplace exposure and placement opportunities.

Low throughput and completion

Improve learner support, retention and completion across interventions.

Qualification provision gaps

Expand and update occupational qualifications aligned to industry demand.

Training–industry mismatch

Strengthen employer input into programme design and delivery.

Priority interventions for 2027/28

Digital transformation

Build future-oriented digital capabilities across the services sector.

Occupational qualifications

Develop, review and implement relevant occupationally directed qualifications.

Workplace-based learning

Expand practical exposure, placements and transitions into employment.

Entrepreneurship & cooperatives

Strengthen enterprise capability and self-employment pathways.

Green skills

Respond to sustainability and Just Energy Transition-related requirements.

Youth employment & inclusion

Target access and outcomes for youth, women, persons with disabilities and rural communities.

Are we funding the right skills, reaching priority groups, and improving learner and employment outcomes?

PART B

2025 – 2030 Strategic Plan



Impact Statement and Outcomes

Impact statement

A skilled and competitive workforce and entrepreneurship that drives sustainable and inclusive economic growth of the services sector and contributes to improved quality of life.

Outcome 1	Efficient, effective and developmental organisation with a capable and ethical workforce
Outcome 2	Coherent and aligned skills planning mechanism with accurate forecasting of sector demands for skills and qualifications that promotes evidence-based planning
Outcome 3	Promote access to technical, managerial and entrepreneurial skills across the service sector
Outcome 4	Enhanced Quality Assurance efficiencies to execute QCTO delegated functions for high organisational performance

Impact Statement and Outcomes

Outcome 1	**Efficient, effective and developmental organisation with a capable and ethical workforce**
MTDP Priority	**Strategic Priority 3: A capable, ethical and developmental state**

Outcome Indicator	Baseline 2024/25	5-Year (2025/30)	Year 1 Achievement 2025/26
1.1. Clean Administration	Qualified Audit	**Clean Audit**	Qualified Audit
1.2. Effective Performance Management	New indicator	**80%**	69%
1.3. Percentage of prioritised ICT projects implemented	80%	**90%**	60%
1.4. Stakeholder climate survey	91%	**80%**	-
1.5 Effective governance and assurance monitoring system	Governance Report	**100%**	Governance Report

Impact Statement and Outcomes

Outcome 2	**Coherent and aligned skills planning mechanism with accurate forecasting of sector demands for skills and qualifications that promotes evidence-based planning**
MTDP Priority	**Strategic Priority 1: Inclusive growth and job creation**

Outcome Indicator	Baseline 2024/25	5-Year (2025/30)	Year 1 Achievement 2025/26
2.1. Number of industry-focused research studies	8	**10**	5
2.2. Impact evaluation research studies	New indicator	**5**	1
2.3. Percentage increase in WSP/ATR submission	-3%	**10%**	21%
2.4. Number of partnerships to broaden access to skills development opportunities	112	**75**	175

Impact Statement and Outcomes

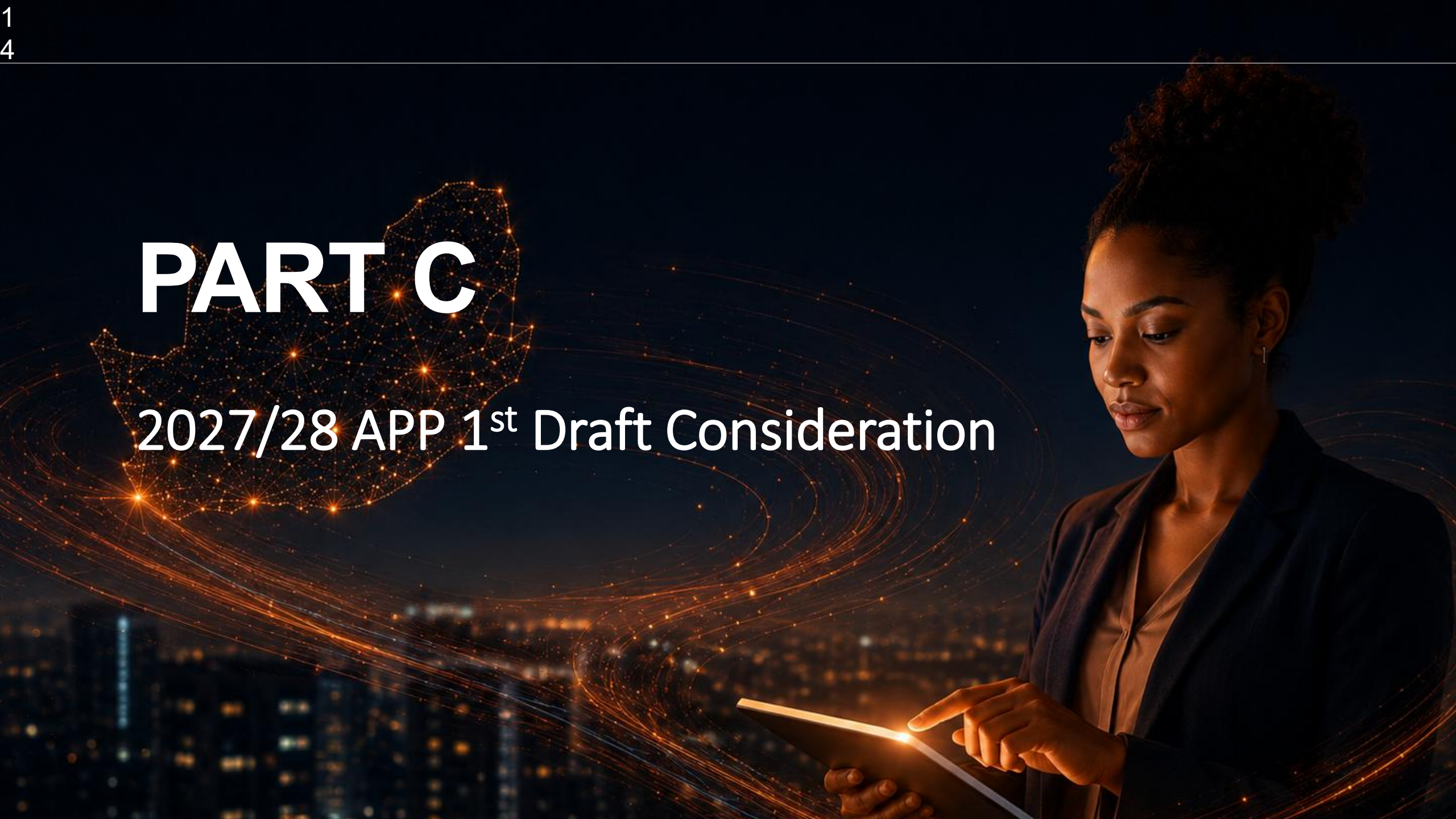
Outcome 3	**Promote access to technical, managerial and entrepreneurial skills across the service sector**
MTDP Priority	**Strategic Priority 2: Reduce Poverty and tackle the high cost of living**

Outcome Indicator	Baseline 2024/25	5-Year (2025/30)	Year 1 Achievement 2025/26
3.1. Number of entrepreneurs and cooperatives supported	4,777	5,000	3,320
3.2. Number of learners enrolled in priority occupations and skills in demand	78,569	75,000	23,252
3.3. Percentage learner throughput rates across learning interventions	New indicator	**70%**	**73%**

Impact Statement and Outcomes

Outcome 4	**Enhanced Quality Assurance efficiencies to execute QCTO delegated functions for high organisational performance**
MTDP Priority	**Strategic Priority 2: Reduce Poverty and tackle the high cost of living**

Outcome Indicator	Baseline 2024/25	5-Year (2025/30)	Year 1 Achievement 2025/26
4.1. Percentage of external moderation and evaluation conducted within a reporting period	95%	**100%**	99%
4.2. Percentage of accreditation for various streams concluded within prescribed timeframe	New indicator	**80%**	94%
4.3. Percentage of occupational qualifications aligned to priority skills	76%	**85%**	96%



PART C

2027/28 APP 1st Draft Consideration

2027/28 APP Programmes

Services Sector Education and Training Authority
Services Sector Education and Training Authority

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Programme 2

Skills Development & Planning

1. Organisational Strategy
2. Research, Monitoring and Reporting
3. Discretionary Grant Allocation
4. Mandatory Grants
5. Career Development Support
6. Public College Support
7. Partnerships and Collaborations

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Programme 3

Learning Programme

1. Entrepreneurship and Corporative Development
2. Learning Programme Enrolments
3. Learning Programmes Completions

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Programme 1

Administration

1. Finance and Performance Information
2. Human Resources Management and Development
3. Information and Communication Technology
4. Organisational Stakeholder Management
5. Governance



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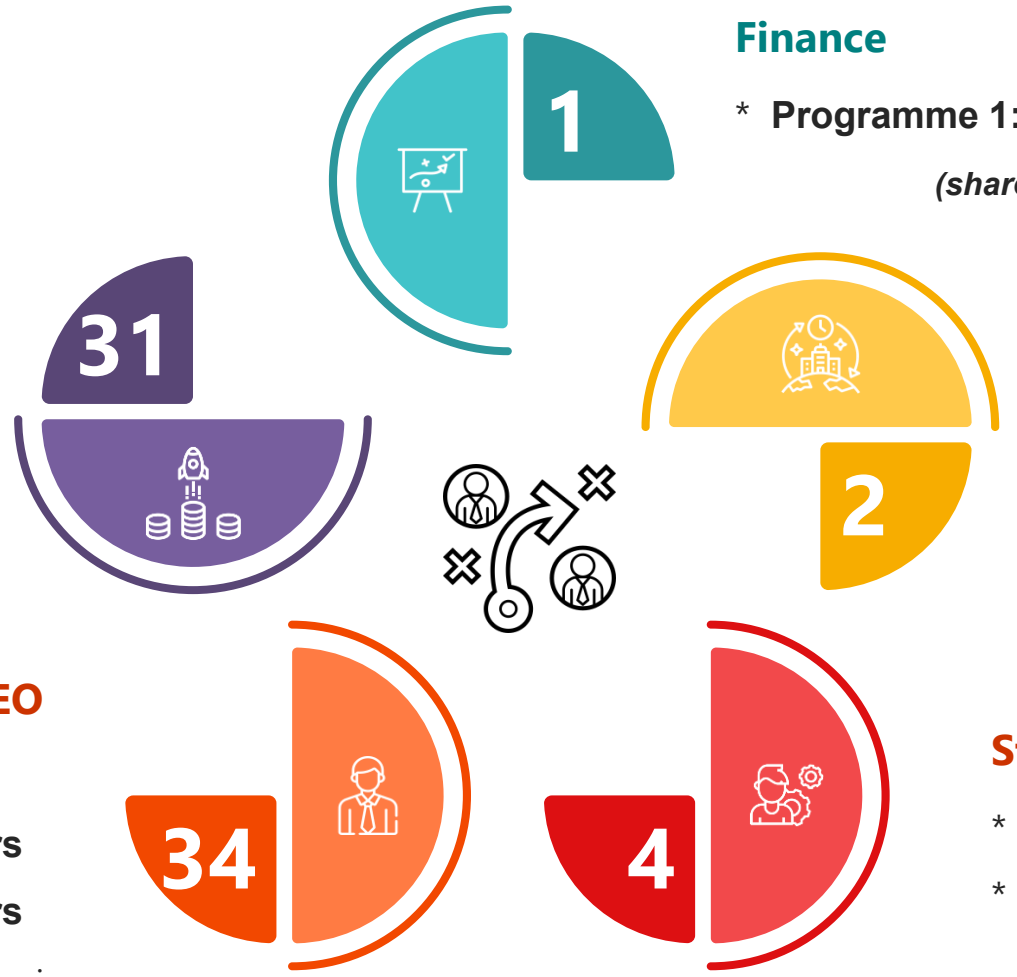
Programme 4

Quality Assurance

1. Quality Assurance
2. Qualifications Development

Services Sector Education and Training Authority

Departmental Indicators



Finance

* Programme 1: 1 x APP indicator

(shared with SAI for AOPO)

Operations

* Programme 2: 5 x APP indicator
* Programme 3: 25 x APP indicators
* Programme 4 : 1 x APP indicator

Corporate Services

* Programme 1: 2 x APP indicators

Office of the CEO

* Programme 1: 2 x APP indicators
* Programme 2: 20 x APP indicators
* Programme 3 : 12 x APP indicators

Strategy & Insights

* Programme 2: 3 x APP indicators
* Programme 4 : 1 x APP indicator

Services Sector Education and Training Authority

Enrolment Targets and Budget by Learning Intervention

	2026/27	2027/28	2027/28 Budget
AET	221	232	R 1,856,000
ARPL/RPL	4,400	4,400	R129,200,000
Artisan	1,300	1,323	R 272,921,670
Bursaries	• 5,400 (U) • 550 (E)	• 5,400 (U) • 550 (E)	R 442,800,000 R 27,500,000
Candidacy	• 300 (U) • 500 (E)	782	R 58,650,000
Internships	• 10,000 (WBL) • 1,985 - TVET (WIL) • 90 - CET • 1,000 - Uni (WIL)	• 10,000 (WBL) • 2,084 -TVET (WIL) • 90 - CET • 1,083 - Uni (WIL)	R 700,00,000 R 217,778,000 R 5,220,000 R 88 806 000
Learnership	• 10,000 (U) • 1,200 (E)	• 11,897 (U) • 1,596 (E)	R 892,275,000 R 39,900,000
Skills Programme	• 3,800 (U) • 2,800 (E)	• 4,739 (U) • 3,209 (E)	R 85,302,000 R 32,090,000
	Total Learners 43,546	Total Learners 47,385	Total Budget R2 364 298 670

Services Sector Education and Training Authority

Other Budget Items

Intervention - Strategic Planning and Initiatives	Budget
Qualification Development	R 20,000,000
Research and Impact evaluation studies	R 20,000,000
Infrastructure development	R 7,500,000
Special projects & Strategic initiatives (including. Internal Internships, CSI, TVET & CET Colleges capacitation)	R 8,676,000
Enterprise Development (ECD)	R 12,000,000
Donations and Sponsorships	?????
Total Strategic planning and initiatives	**R R68,176,000**

Total Discretionary Grant Budget Allocation	**R2,432,474,670**

Completions

Services Sector Education and Training Authority

Intervention	Baseline 2026/27	Planned for 2027/28
Unemployed Learnership	4,543	7,171
Employed Learnership	680	736
Unemployed Skills Programme	2,797	6,949
Employed Skills Programme	1,769	1,380
Employed Bursary Programme	139	146
Internship	2,256	2,358
AET	125	10
Artisan	346	300
Unemployed Bursary Programme	512	358
RPL/ARPL	3,345	371
Candidacy	306	22
Total	16,818	19,801

Thank you



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